

# MINUTES

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## Minutes of the COVID 19 CPVV Industry Update Meeting

**Date:** 12 August 2020

**Time:** 2:00pm – 2:35pm

**Location:** Microsoft Teams Video Conference

### Attendees

Al Martin (CPVV), Siena Rossi (CPVV), Ian Matthews (CPVV), Michelle Thomas (CPVV), Val McFarlane (CPVV), Greg Kazuro (CPVV), Ali, Alice Nguyen, Andre Baruch, Brendan, Anita Jenson, Catherine (Taxis of Portland), Cauley Beetham, Colin Wells, Crown Cabs, Greg Hardeman, Guy Ragen, Issac (Ola), Maria Silos, Navpreet Dhanoa (Pakenham Taxis), Paulina Bartnikiewicz, Peter Valentine, Rick Jones, Stephen Armstrong, Thinh Nguyen, Toni Peters.

### Discussion

- Al Martin (AM) welcomed all attendees and displayed presentation for discussion.
- AM made the following comments:

Note: all comments made are true and correct as at this point in time.

- Advised that all sources and references for information/contact on COVID 19 advice remain the same.
- Acknowledged delays on issuing communications and information to industry due to the rapidly changing environment and CPVV's approval process noting there are pieces of information CPVV is still going through the process to confirm.
- Discussed information provided on permits in last week's brief has been superseded. Advised drivers operating in areas of stage 4 restrictions require a permit.
- CPVV intends to ask for additional information in regard to the risk and pandemic plan audit currently being conducted with the expectation that COVIDSafe plans will be provided along with any other supporting information.
- Advised BSPs may potentially be contacted by authorised officers from DJPR or DHHS in relation to implemented COVIDSafe plans.
- CPVV intends to request the information being communicated/issued by BSPs and organisations to their workers, staff, contractors and stakeholders for the purpose of understanding if all relevant safety information is being communicated in an effective way. In addition, CPVV intends to begin issuing targeted surveys to industry stakeholders about the information they are receiving, to build our confidence and give us reassurance that information is flowing down correctly.
- Reconfirmed there are no restrictions to service availability for the CPV industry in line with the Stage 3 and 4 restrictions. Discussed the intent of CPVs mobility, in line with the restrictions, is to support essential service workers, people with accessibility and mobility needs, and other vulnerable people anywhere within Victoria.
- Advised it is not the responsibility of drivers or BSPs to enforce any of the Government directives. However, it is expected that the CPV Industry will support efforts to keep our

community safe and should report any behaviour that would appear to be inconsistent with the restrictions, such as the gathering of people at a single address.

- Reiterated the Government has an expectation that significant effort will be taken to ensure community confidence in CPVs remains high and that rigorous cleaning and hygiene practices are being enforced including the expectation that there will be appropriate records in place for cleaning and hygiene.
- Reiterated that organisations and drivers should be following the hygiene and cleaning standards and ensure processes are in place to quality assure those activities are occurring to the required standard and that community confidence is maintained.
- Acknowledged the challenges drivers and industry are facing and advised BSPs to review their business practices to implement other ways to interact with passengers to ensure safe services are delivered in a pandemic environment.
- Encouraged industry to report unsafe and unhygienic practises to the Safety inbox for CPVV to take appropriate action.
- Clarified if drivers are following the current hygiene and cleaning advice, transporting people within the community to and from COVID19 testing sites is considered a low risk activity. Reiterated that organisations can review their business practices to implement other ways to interact with passengers to ensure safe services are delivered in a pandemic environment.
- Advised DoT is intending to use the up-to-date trip data supplied to CPVV to administer the CPV Support Package. If that information is unavailable DoT will obtain the data via other metric methods.

## Questions from industry:

1. Attendee asked to confirm that it is not the requirement of the CPV driver to ensure passengers have permits.
  - CPVV reply – AM advised it is not the responsibility of drivers or BSPs to enforce any of the Government directives including why the passenger is travelling. Encouraged organisations to review their business practices to remind customers of the Government directives. Further advised CPVV has been asked to consider messaging that organisations can share with their customers at the time of booking to ensure safety requirements are met.
2. Attendee referenced the updated ‘Guidelines for Transporting High Risk and COVID-19 Positive Passengers in Commercial Passenger Vehicles’ and asked if industry should be promoting travel in wheelchair vehicles or high occupancy vehicles.
  - CPVV reply – AM advised the guidelines advise the minimum standard required and BSPs may choose to make a specific commercial decision based on their own risk assessment e.g. only offering vehicles that could maintain a 1.5 metre spacing. Further advised CPVV is supportive of BSPs going above and beyond the minimum standards for safety.
3. Attendee asked if a note could be sent to the Essential Services Commission (ESC) for an increase due to the additional PPE drivers and BSPs have had to incorporate into their services.
  - CPVV reply – AM advised that PPE access and cost continues to be discussed daily.

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4. Attendee asked if there had been further details on the CPV Support Package.
  - CPVV reply – AM advised that the Department of Transport (DoT) are leading the work on the CPV Support Package and CPVV understands that there will be another brief this month. AM advised an action item has been taken to advise industry as soon as this has been scheduled.
  
5. Attendee asked if there had been further details on the CPV Support Package specifically the \$250 depot assistance fee.
  - CPVV reply – AM advised that the Department of Transport (DoT) are leading the work on the CPV Support Package and CPVV understands that there will be another brief this month. AM advised an action item has been taken to advise industry as soon as this has been scheduled.
  
6. Attendee asked question in relation to State Revenue Office (SRO) rebate.
  - CPVV reply – AM advised that CPVV is unable to comment on the status of this rebate and directed attendee to SRO's website for further information.
  
7. Attendee asked in relation to the COVIDSafe plan for drivers, are they to complete the high risk or the general template.
  - CPVV reply – AM advised that the standard template can be used for the CPV industry.
  
  - Any further queries or feedback to be directed to Safety Mailbox.
  - Advised the next COVID-19 CPVV Industry Update is scheduled for 26 August 2020 unless there are further changes.
  - AM advised if there are any significant changes they will be communicated via email, social media or text message.
  - Feedback on the industry brief or suggestions on how to improve the industry brief are welcome at any time.
  - Meeting closed.