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Minutes of the COVID 19 CPVV Industry Update Meeting

Date: 26 August 2020

Time: 2:00pm – 2:50pm

Location: Microsoft Teams Video Conference

Attendees

Al Martin (CPVV), Siena Rossi (CPVV), Ian Matthews (CPVV), Sandra Dellios (CPVV), Greg Kazuro (CPVV), Tania Wilson (CPVV), Alice Nguyen, Anita Jenson, Brendan, Catherine McKenzie, Colin Wells, Crown Cabs, Darryl Marls (Traralgon), Greg Hardeman, Guy Ragen, Issac (Ola), Maria Silos, Navpreet Dhanoa (Pakenham Taxis), Paulina Bartnikiewicz, Peter Valentine, Stephen Armstrong, Thinkh 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.
- Discussed activities Safety Compliance team have been undertaking by engaging with drivers to assess support provided by BSPs and gaining information on how drivers/owners are receiving information from BSPs or CPVV.
- Discussed conclusions from engagement activity noting:
 - Inconsistent use of PPE (even within the same BSP),
 - Lack of awareness of what high touch points are,
 - Inconsistent approach to cleaning (even within the same BSP),
 - Some BSPs had cleaning registers.
- Advised CPVV's next steps include:
 - Continuing to conduct driver engagement,
 - Engaging with BSP's where required; and
 - Reiterating the need for BSP's to be clear regarding their requirements – advised BSP's can impose conditions on drivers who provide services on their behalf.
- Reiterated BSPs need to ensure information is communicated to drivers and vehicle owners and that it is understood and applied. BSP's need to ensure processes are in place to quality assure those activities are occurring to the required standard and that community confidence is maintained.
- CPVV has dedicated all resources to ensuring the industry is as safe as possible and will take regulatory action against BSPs and drivers with unsafe and unhygienic practises.

- Acknowledged the work industry has been doing to maintain community confidence and recognised whilst there are challenges, the industry has been fortunate to continue operating and should continue to do the very best alongside CPVV as the safety regulator to ensure our industry remains clean, safe and trusted.

Questions from industry:

1. Attendee stated that it is crucial that there is consistent information coming from CPVV in particular the call centres.
 - CPVV reply – AM acknowledged issue that was raised by attendee and advised that in this circumstance the CPVV team did not meet expectations. Advised that the issue has been addressed and CPVV is putting steps in place to ensure our contact centre are equipped to manage these types of processes appropriately. AM further advised that CPVV welcomes feedback at any time and will continue to address issues as best we can.
2. Attendee asked if CPVV has provided feedback to BSP's on the findings the Safety Compliance team found during the engagement activity and if CPVV had the number of engaged drivers.
 - CPVV reply – IM advised the team has been providing feedback where concerns have been found and will endeavour to provide feedback to all BSPs once CPVV is confident the numbers are supporting our position.
3. Attendee asked if electronic cleaning register records are acceptable as part of auditing.
 - CPVV reply – AM advised it is up to the BSP to decide on which method is preferred as long as the system is effective and meets the requirements.
4. Attendee stated that an inspector advised a taxi operator that they did not need to attend the BSPs' sanitation station and the BSP could not force him to do so.
 - CPVV reply – AM advised this statement is incorrect and has been taken on notice. Advised BSPs can impose and enforce conditions on drivers who provide services on their behalf and encouraged industry to report any drivers not following imposed conditions to the Safety inbox for CPVV to take appropriate action.
5. Attendee asked if it would be beneficial for CPVV to clearly state cleaning requirements are mandatory so that BSPs are able to deliver the message confidently.
 - CPVV reply – AM advised CPVV is currently administering this under existing legislation and advice from health professionals. As part of the CPV support package, there will be an additional regulation that is currently being developed to reinforce the message. IM further discussed the need for BSP's narrative to change to a directive message not a recommended message to ensure the cleaning requirements are being adhered to.
6. Attendee asked if drivers being engaged as part of the Safety Compliance activities are from BSPs or independents.

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- CPVV reply – AM advised CPVV is engaging with a broad spectrum of the industry.
- 7. Attendee suggested if BSPs can be privately graded by CPVV in terms of their response so BSPs can gauge where they are and focus on areas of improvement.
- CPVV reply – AM acknowledged attendee's suggestion and advised CPVV intends to provide feedback to BSPs.

Discussion cont.

- Discussed the new cleaning and hygiene regulation is being developed and should be finalised in the next couple of weeks.
- Advised discussions have commenced on next steps regarding the temporary increase to the MPTP user subsidy and lifting fee which was implemented for an initial period of 3 months.
- Advised CPVV continues to provide support to the Department of Transport (DoT) in implementing the CPVV industry support package and will provide updates as soon as they become available.
- Advised CPVV will provide an update on the process required for the State Revenue Office as soon as the information becomes available.
- Discussed CPVV's preparations on next steps in light of stage 4 restrictions due to end in 3 weeks and advised CPVV will provide communications.

Questions from industry:

- 8. Attendee asked if CPVV is aware of a timeline to discontinue use of the permits.
 - CPVV reply – AM advised CPVV does not currently have this information but will provide industry with updated information as soon as it becomes available.
- 9. Attendee asked if there has been any further information on the rebate from State Revenue Office.
 - CPVV reply – AM advised CPVV is aware there has been a policy commitment and that State Revenue Office will provide information once their process has been completed. CPVV will provide updates as soon as they become available.
- 10. Attendee asked if there is standard time in which CPVV upload the minutes from these briefs.
 - CPVV reply – AM advised the aim is for the minutes to be uploaded by COB Friday after the meeting.
 - Any further queries or feedback to be directed to Safety Mailbox.
 - Encouraged attendees to ensure cleaning requirements are being understood by referencing CPVV's cleaning tips fact sheet:

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https://cpv.vic.gov.au/_data/assets/pdf_file/0019/442225/Reduce-the-risk_-Vehicle-cleaning-tips-for-drivers_v2June2020.pdf

- Advised the next COVID-19 CPVV Industry Update is scheduled for 9 September 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.