

# MINUTES

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## Minutes of the COVID 19 CPVV Industry Update Meeting

**Date:** 18 November 2020

**Time:** 2:00pm – 2:55pm

**Location:** Microsoft Teams Video Conference

### Attendees

Al Martin (AM) (CPVV), Siena Rossi (CPVV), Ian Matthews (IM) (CPVV), Michelle Thomas (CPVV), Hannah Norris (CPVV), Val McFarlane (CPVV), Greg Kazuro (CPVV), Alice Nguyen, Andre Baruch, Angus, Anita Jensen, Ashleigh Cormack, Brendan O'Sullivan, Catherine McKenzie, Colin Wells, Crown Cabs, Greg Hardeman, Hayaf El-Fahkri, Lauren, Maria Silos, Mitch Cooper, Paulina, Peter Valentine, Ray Kelsey, Sarah George, Stephen Armstrong, Thinh Nguyen, Toni Peters, Tuna Guclu, Victoria Draudins.

### 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 the Government's roadmap timeline overview noting there still remain limited changes to the operation of CPVs across the last transitioning step.
- Advised cleaning and hygiene activities remain the same across all the steps enabling BSPs implement permanent systems and processes to meet their safety duty obligations.
- Advised discussions are continuing regarding the potential for the CPV industry to be identified as a high-risk industry. If industry is formally classified by the Department of Health and Human Services (DHHS) as high-risk, every BSP and independent service provider operating in Victoria would be required to adopt a high-risk COVIDSafe Plan. Discussed decision is based on a combination of factors including perception of risk and COVID-19 evidence/data, highlighting that the CPV industry needs to manage risk appropriately as we return to a COVID normal environment.
- CPVV will communicate the requirements if an announcement is made and suggested industry prepare accordingly for the possibility of being classified as high-risk. More information on high risk COVIDSafe Plans can be found via the below link:  
<https://www.coronavirus.vic.gov.au/high-risk-covidsafe-plan>
- Discussed it is likely that a customer (passenger) check-in system will become mandatory. AM confirmed media reports that a whole-of-government solution is being developed to support rapid contact tracing. Advised industry should be prepared to adopt a whole of government passenger check-in system (rapid contact tracing) noting the expectation for organisations which have already implemented such systems would be able to continue using their existing systems if they are able to integrate with DHHS's backend system. CPVV will provide more information as it becomes available and will support BSPs and drivers in adopting the solution. At this stage, CPVV understands the solution will be free.

- Discussed the criticality that community confidence is maintained in CPVs as clean and safe as we transition to a COVID normal environment.
- Discussed roadside dining government initiative and recommended BSPs to advise drivers/partners to be aware of the initiative and make changes accordingly to maintain safe pick up and drop off areas. CPVV is liaising with larger municipalities to ensure CPVs are supported and are able to provide services without obstruction.
- Cleaning regulations for the CPV industry have come into effect today (18 November 2020) and will automatically go into revocation on 30 September 2021. CPVV is in the process of finalising a significant safety compliance and enforcement program that will target individual drivers and vehicle owners to ensure compliance with the COVIDSafe requirements and that community confidence is maintained in the CPV Industry. IM discussed in detail the requirements of the cleaning regulations and advised if organisations have already been following CPVV advice, they will be in a solid position to ensure they are maintaining and fulfilling the regulatory requirements. Invited any feedback to be directed to [safety@cpv.vic.gov.au](mailto:safety@cpv.vic.gov.au).  
More information on the cleaning regulations and resources discussed can be found via the below link:  
<https://cpv.vic.gov.au/passengers/coronavirus-covid-19/coronavirus-covid-19-faqs2/vehicle-cleaning>
- Acknowledged the significant amount of feedback on the W Endorsement Framework and thanked those who provided comments. Invited any further feedback to be provided to [policy@cpv.vic.gov.au](mailto:policy@cpv.vic.gov.au).

## Questions from industry:

1. Attendee asked if BSPs have already implemented a QR check in and check out system, would the system need to change to integrate with the whole-of-government solution?
  - CPVV reply – CPVV’s understanding is that there will be no requirement to replace an existing system, the whole-of-government solution will be designed to plug-into existing solutions/systems.
2. Attendee asked how long a driver should retain their own cleaning records noting the BSPs need to hold them for 12 months.
  - CPVV reply – IM advised it would be reasonable for drivers to maintain their cleaning records for a week and for the BSP to ensure they are receiving these records. As the regulations are not descriptive on this particular matter, BSPs are able to implement their own processes regarding the retention of cleaning records as long as they are effective, provide sufficient BSP oversight and validation of the requirements.
3. Attendee asked if specific system they were looking to implement met the cleaning regulation standards.
  - CPVV reply – IM advised the hypothetical situation attendee described in which the driver fills out an online form which is converted to a PDF and stored in the BSPs back end and providing a copy to the driver, would be appropriate as long as the details in the system are in line with the regulations and are assessable to CPVV’s compliance officers.

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4. Attendee suggested if BSPs could email CPVV with all the cleaning records.
    - CPVV reply – AM advised it would not be appropriate or workable for CPVV to collect all the records under the legislation but appreciated the suggestion.
  
  5. Attendee provided feedback on the restrictiveness of the cleaning regulations specifically in contrast to other industries. Attendee also advised they were supportive of CPVV's role as the regulatory and would support education throughout industry.
    - CPVV reply – AM advised that the legislation was created specifically to the risk profile of the CPV industry and the changes that are foreseen as we return to COVID normal. Discussed CPVV's role as the regulator is to enforce and work with industry to ensure these risks are being mitigated and the regulations are being implemented.
  
  6. Attendee asked who is making the decisions in determining the CPV industry as high risk, and what evidence is this based off.
    - CPVV reply – AM highlighted the responsiveness and adaptiveness of industry as a one of the reasons it continued to operate and emphasised the industry's risk profile as part of the decision-making process by public health officials within the Department of Health and Human Services.
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- Any further queries or feedback to be directed to Safety Mailbox [safety@cpv.vic.gov.au](mailto:safety@cpv.vic.gov.au).
  - Advised the next COVID-19 CPVV Industry Update is scheduled for 25 November 2020 as further changes are expected.
  - 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.