

MINUTES

Minutes of the COVID 19 CPVV Industry Update Meeting

Date: 17 March 2021

Time: 2:00pm – 2:40pm

Location: Microsoft Teams Video Conference

Attendees

Al Martin (AM) (CPVV), Ian Matthews (CPVV), Siena Rossi (CPVV), Hannah Norris (CPVV), Karly Hillas (CPVV), Alice Nguyen, Andre Baruch, Catherine McKenzie, Cauley Beetham, Colin Wells, Crown Cabs, Darryl M, Greg Hardeman, John Lobwein, Josh, Maria Silos, Olivia (Sheba), Ray Kelsey, Rick, Stephen Armstrong, Toni Peters, 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.
- Advised there remains minimal changes and impacts to the operation of CPVs including cleaning and hygiene to ensure the provision of safe and clean services.

Passenger Record Keeping Requirements – QR Code

- AM discussed the workplace directions that have recently come into effect and advised there are no changes for the CPV Industry.
- Advised CPVV anticipates that on the 27 March 2021 providing a passenger record keeping solution (QR code) will become mandatory when the new workplace direction is released. Advised it is essential that all vehicles have this available when the workplace direction comes into effect and reminded attendees that penalties can be issued by WorkSafe and Victoria police for non-compliance.
- Advised there have been over 6000 registrations for the Services Victoria solution and advised that other organisations continue to work with Services Victoria and DoH to integrate their own passenger record keeping solution through API. Confirmed the solution must be digital to comply with the workplace directions.
- Reminded attendees it is not the responsibility of the drivers to enforce passengers to check in; drivers are to continue providing a safe service.

Questions from industry:

1. Attendee asked if there was a need to provide a digital solution if it cannot be enforced.
 - CPVV reply – AM advised the digital solution allows the community to voluntarily support Victoria's ability to contact trace effectively in a pandemic environment and advised it is expected the vast majority of people will comply.

Commonwealth Government Vaccine Program

- CPVV has been engaging with DoH to support the roll-out of the commonwealth government vaccine program for the CPV industry. Advised that CPV drivers will most likely be captured in phase 1b of the roll-out however CPVV is yet to receive confirmation of this via DoH. More information on the vaccine can be found via the below link:
<https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines>
Or by emailing:
COVIDvaccination@dhhs.vic.gov.au
- Advised drivers will be contacted directly with a link that will direct them to a vaccination booking page in their public health catchment area.
- CPVV will continue to provide support to DoH and consistent communications to the CPV industry as the roll-out begins. CPVV will provide further information as it is received.

Additional Information: DoH has since confirmed CPV drivers will be included in phase 1b More information can be found via the below link:

<https://cpv.vic.gov.au/drivers/coronavirus-covid-19/covid-19-vaccine-program>

Questions from industry:

2. Attendee asked if they should encourage their drivers to log into the CPVV Portal to ensure their details are up to date.
 - CPVV reply – AM confirmed this was a fantastic idea and advised this suggestion will be passed onto the CPVV communications team for a campaign encouraging drivers to update their details or to register on the CPVV portal.
3. Attendee asked to confirm which phase of the commonwealth government vaccination program the CPV industry will be included in.
 - CPVV reply – AM advised it is mostly likely CPV drivers will be included in phase 1b. More information on the vaccine can be found via the below link:
<https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines>
Or by emailing:
COVIDvaccination@dhhs.vic.gov.au
4. Attendee asked if CPV drivers being included in the commonwealth government vaccine program phase 1b was only applicable to Victorian drivers.
 - CPVV reply – AM confirmed CPVV is only sharing information applicable to the Victorian CPV industry.

Safety Compliance and Enforcement

- IM provided update on CPVV's safety compliance and enforcement activities noting:

- Advised compliance activity continues and authorised officers are attending various locations across the state, both Metropolitan and Regional noting further compliance officers have been onboarded increasing CPVV capacity in the field.
- Advised CPVV is aware of touting concerns and continues to work with Melbourne Airport to provide increased safety.
- CPVV continues to work alongside the port of entry's team to ensure they understand what CPVV's expectations are as a safety regulator and to capture early engagement with BSPs and drivers.
- CPVV continues to work with GreenCap on analysing pandemic plans and identifying plans that need further development in which CPVV will engage directly with BSPs to provide recommendations.

Questions from industry:

5. Attendee asked if CPVV can advise how many compliance officers are currently employed and how many officers CPVV would like to have to effectively regulate the industry given the size (110,000+ drivers).
 - CPVV reply – IM advised CPVV's focus is on how we engage with industry as a modern regulator and looking at different ways to ensure compliance instead of focusing solely on the number of compliance officers.

 6. Attendee provided feedback that field officers can be intimidating when pulling up at the ranks with their lights flashing.
 - CPVV reply – IM thanked attendee for providing feedback and advised this feedback will be provided to the team to ensure safety is maintained and how to best enforce compliance.

 7. Attendee asked if CPVV has any communications planned to try and engage with drivers on supplying QR codes before they become compulsory.
 - CPVV reply – AM advised CPVV is planning to further engage with industry to advise vehicle owners to have this available.
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- Any further queries or feedback to be directed to Safety Mailbox safety@cpv.vic.gov.au.
 - Advised the next COVID-19 CPVV Industry Update is scheduled for 24 March 2021 at 2:00pm.
 - 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.