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Minutes of the COVID 19 CPVV Industry Update Meeting

Date: 6 January 2020

Time: 2:00pm – 2:35pm

Location: Microsoft Teams Video Conference

Attendees

Tammy O'Connor (TC) (CPVV), Aaron de Rozario (CPVV), Ian Matthews (IM) (CPVV), Siena Rossi (CPVV), Michelle Thomas (CPVV), Glenn Thompson (CPVV), Greg Kazuro (CPVV), Tania Wilson (CPVV), Hannah Norris (CPVV), Alice Nguyen, Anita Jenson, Andre Baruch, Brendan O'Sullivan, Catherine McKenzie, Colin Wells, Darryl Marks, Greg Hardeman, John Lobwein, Lauren, Maria Silos, Polly, Toni Peters.

Discussion

- Tammy O'Connor (TC) welcomed all attendees and displayed presentation for discussion.
- TC 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 COVIDSafe Summer 'how we work in Victoria' overview; noting there still remains minimal changes to the operation of CPVs including cleaning and hygiene and record keeping processes to ensure the provision of safe and clean services.

NSW Border Closure

- Discussed the NSW border closure noting entry into Victoria is restricted and a permit system is in place. Residents of border communities are exempt if they haven't been to any other part of NSW and they can provide a driver's licence or other form of photo identification showing a border community address. More information can be found via the below link:
<https://www.coronavirus.vic.gov.au/victorian-border-crossing-permit>
List of border communities can be found via the below link:
<https://www.coronavirus.vic.gov.au/travel-restrictions-new-south-wales#border-communities>
- Reminded attendees that CPV drivers are not expected to check or enforce whether passengers have the appropriate permits or reside in a border bubble. Advised it is appropriate for drivers to do their own risk assessment when accepting rides.

Ports of Entry

- Advised that further clarification has been provided by Department of Health and Human Services (DHHS) on CPVs potentially transporting international passengers from ports of entry.

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- For airports, it is now clear that CPVs will not be used for international passengers who are subject to quarantine and all those who might be exempt from quarantine requirements. Exempt passengers will be subject to other arrangements to ensure they aren't directed into a CPV or order a rideshare.
- For maritime, it is possible that CPV drivers will be used for transporting international passengers who are exempt from the hotel quarantine program noting that this will only be in very limited circumstances which require DHHS approval. Arrangements will be made directly between the shipping company and the relevant BSP to ensure both the driver and BSP are aware/informed of the passenger who is being transported.

Questions from industry:

1. Attendee asked why the maritime and airport directions are different. Attendee also asked to confirm if international passengers from airports will be marshalled to their arranged transport.
 - CPVV reply – TC advised DHHS is responsible for the overall policy decision making and advised CPVV is confident that the safety risks are being managed for the CPV industry regarding the ports of entry arrangements. TC confirmed CPVV's understanding is that DHHS officers will be marshalling international passengers to their appropriate transport.
2. Attendee provided feedback on CPVV FAQs and how they should be communicated to reduce confusion throughout industry; most notably the recent FAQs on surveillance testing and its relevance to drivers.
 - CPVV reply – TC advised the team will review the FAQs with reference to the attendee's feedback noting CPVV will continue to ensure drivers are able to access/receive information independently.

Managing Coronavirus (COVID-19) Transmission

- Advised CPVV is working closely with DHHS to manage risks for the CPV industry and to assist with the issuing of communications on a range of topics including surveillance testing, face masks and cleaning and hygiene requirements.
- DHHS highly recommends for drivers to be tested every 8 weeks in line with high risk industry surveillance testing (asymptomatic testing). More information on surveillance testing can be found via the below link:
<https://www.dhhs.vic.gov.au/surveillance-testing-industry-list-covid-19>
- Reminded attendees that no driver should work if they are feeling unwell or have any symptoms.
- Discussed the importance of face masks noting they are still required in CPVs. More information can be found via the below link:
<https://www.dhhs.vic.gov.au/face-masks-vic-covid-19>
- Discussed the importance of enforcing the cleaning regulations to ensure drivers are adhering to the cleaning requirements. More information can be found via the below link:
<https://cpv.vic.gov.au/drivers/coronavirus-covid-19/coronavirus-covid-19-faqs2/vehicle-cleaning>

Safety Compliance and Enforcement

- IM provided update on CPVV's safety compliance and enforcement activities noting:
 - CPVV has increased field activity considerably over the last couple of weeks and will continue this into the new year including for vehicle testing.
 - Advised that initial data indicates drivers demonstrate a good understanding of the cleaning requirements however CPVV have recorded some inconsistencies around record keeping. Reminded attendees that cleaning registers need to be kept for 12 months as part of the cleaning requirements and to continue to ensure there is a process in place for the driver to be able to record clearly.
 - Discussed driver compliance with face masks and vehicle cleaning and urged attendees to remind their drivers to ensure they are following directions and requirements.
 - Touting - CPVV will continue to have presence at the airport and will engage with drivers where appropriate.
 - Focus on vehicle safety; reminded attendees to ensure vehicles are being maintained and are in a fit condition to service the community.
 - Advised work has commenced on the booked sector by presenting vehicles at the Quality Assurance Centre (QAC).
 - Discussed false information that had been circulated suggesting CPVV had issued multiple infringements under the cleaning regulations for drivers not having the right alcohol content in their hand sanitiser. CPVV will continue to work with drivers and BSPs to ensure compliance. Advised an infringement was issued today to a driver that had no cleaning equipment.

Questions from industry:

3. Attendee asked to clarify on what sector the inspection blitz at the QAC is being conducted on.
 - CPVV reply – IM confirmed the booked sector is being called to present their vehicles at the QAC.
4. Attendee asked if it was possible for CPVV to provide feedback and data for the field activity being conducted.
 - CPVV reply – IM advised CPVV will continue to collect data and once sufficient information has been collected it is certainly something CPVV would like to share with industry. TC further advised providing information that is readily available to industry is in CPVV's forward plan so that data can be shared in a meaningful way and safety trends can be identified.
5. Attendee provided feedback on CPVV providing the opportunity of having a non-COVID-19 related forum where specific topics and issues can be discussed noting they are still keen to see these kinds of forums.
 - CPVV reply – TC advised CPVV has been working on developing an operating forum plan for the future based on feedback received from the survey of BSPs. CPVV will provide

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further information once this has progressed. GK advised a language survey will be distributed in the near future and encouraged BSPs to share with their drivers.

6. Attendee asked if having testing sites within airports for CPV drivers is still a possibility.
 - CPVV reply – TC advised that CPVV’s understanding is that it’s not a possibility at the moment due to DHHS’ recent advice advising CPVs will not be transporting any international passengers from the airport.
- 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 13 January 2021.
- 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.