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Minutes of the CPVV Data Matching Industry Brief Meeting

Date: 10 March 2021

Time: 2:00pm – 2:30pm

Location: Microsoft Teams Video Conference

Attendees

Aaron de Rozario (AdR), Al Martin (AM) (CPVV), Ayten Erkul (CPVV), Siena Rossi (CPVV), Emily McLean (CPVV), Alice Nguyen, Catherine McKenzie, Colin Wells, David Dezic, Double Black Alpine, Greg Hardeman, John Lobwein, Kelly Micallef, Khai, Maria Silos, Matthew (Euereka Taxis), Olivia (Sheba), Paulina, Peter Valentine, Rob Brewer, Thinh Nguyen, Toni Peters, Victoria Draudins, Victoria Mackey.

Discussion

- Al Martin (AM) welcomed all attendees and displayed presentation on police data matching for discussion.
- AM directed the presentation over to Aaron de Rozario (AdR), Chief Executive Officer CPVV, who advised the purpose of today's brief is to provide attendees with an overview of the recent data matching issue.
- AdR made the following comments:

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

- AdR explained what the data matching process is noting:
 - Before a person is accredited as a CPV/Bus driver, or a driving instructor they are subject to and must pass a national police check.
 - All accredited drivers and driving instructors have been subject to a police check and that this issue is not about police checks on applicants.
 - All applicants and accredited CPV/bus drivers, driving instructors (as well as BSP 'relevant persons') are additionally subject to weekly data matching with Victoria Police charge and conviction data which:
 - Identifies any new charges or convictions
 - Takes disciplinary action against the person if required (suspension or cancellation)
- Advised between July 2018 and January 2021 some names dropped off the list of already accredited drivers sent to Victoria Police for weekly data matching noting:
 - The initial accreditation process for drivers/vehicle owners is not affected – all applicants for accreditation have been police checked before their accreditation has been issued.
 - The issue is not specific to a particular type of accreditation (i.e. not rideshare or taxi specific)
- Discussed the action CPVV have taken noting:
 - CPVV have fixed the cause – all accredited drivers and driving instructors are on the weekly data matching list.

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- Reviewed CPVV's entire driver/driving instructor data set and worked with Victoria Police to identify names that need to be audited. NOTE: bus drivers are included in this data set too.
 - List of **2950** names to be audited
 - Victoria Police must validate the identity of those 2950
 - Victoria Police have visibility of those names *not* CPVV
- CPVV have put in place a project to audit relevant drivers and driving instructors and take action on accreditation where necessary.
- Independent assurance audit to ensure issue is properly rectified.
- Discussed the audit process for the 2950 names to be audited noting the steps include:
 - Victoria Police to validate the identity of 2950 names (timeframe 4-6 weeks)
 - Victoria Police to send CPVV a Victorian criminal/charge history for matched individuals (from 1 June 2018 onwards)
 - CPVV to audit the criminal/charge histories.
 - CPVV takes disciplinary action where required.
 - The public register is updated (status 'suspended' or removed).
 - Deactivate MPTP card if required.
- Advised that audited individuals will be categorised as follows:

Category	Description	Action
False Positive	The person being checked is not the person for whom Victoria Police have a criminal record. <i>Details on false positives are not passed to CPVV.</i>	No action required
Complete Record	The criminal and charge information provided by Victoria Police is identical to that previously considered by CPVV	No action required
Incomplete Record	There are 'new' charges or convictions that CPVV has not previously considered	Action required

- With charges and convictions falling into the below three (3) categories:
 - Category 3: Low level offence, no action or limited disciplinary action taken (e.g. caution letter)
 - Category 2: Medium level offence. Driver may be issued with a 'show cause' notice, be suspended or cancelled. Action taken often depends on the particulars of the case e.g. penalty imposed by court
 - Category 1: Serious offence. CPVI Act mandates that CPVV suspends and/or cancels accreditation
- AdR advised BSPs need to:
 - Continue to check the public register using one or more of the below methods:

- Manually via the public website
- Mass search function (via BSP Portal registration)
- Automated process (via API)
- Not allocate trips to drivers who:
 - Are marked 'suspended' on the public register
 - DC number does not appear on the public register

Questions from industry:

1. Attendee provided a statement on unlicensed drivers and CPVV's compliance activities.
 - CPVV reply – AdR advised this forum is to provide information on CPVV's internal data matching processes for accredited drivers and driving instructors to ensure they are checked on a weekly basis against Victoria police records and that action is taken against any driver that shouldn't be providing services.
2. Attendee asked if there was a particular day of the week BSPs should be checking the public register to ensure they are receiving the most up to date information.
 - CPVV reply – AdR advised the public register is updated daily and as CPVV receives information from Victoria Police. AdR reminded attendees of the obligation on BSPs to not allocate trips to suspended drivers and suggested for BSPs, particularly large organisations, to utilise automated methods in checking the public register to ensure they are receiving the most up to date information.
3. Attendee asked CPVV to confirm if the takeaway from the briefing is to continue to check drivers in the public register as per usual noting there may be some additional suspended drivers.
 - CPVV reply – AdR advised CPVV anticipates Victoria police to send through checked records as quickly as possible however noted that it is a steady process and are not expecting a massive change. In addition, CPVV continues to receive and act on weekly data matching information from Victoria Police. AdR reiterated that BSPs should continue to regularly check the public register and not allocate trips to suspended drivers.
4. Attendee asked what is CPVV's timeframe on wrapping up the process after Victoria police have completed their audit process within the 4-6 week timeframe.
 - CPVV reply – AdR advised CPVV will take action as quickly as possible and will aim to complete the review process within 7 days of receiving the final information from Victoria Police. CPVV has redirected resources to ensure this work is completed effectively and efficiently.
5. Attendee asked if CPVV could advise how the failing of the data matching was discovered.
 - CPVV reply – AdR advised CPVV was conducting a data validation check that noted some discrepancies, CPVV then commenced a process to determine the cause of these discrepancies. The next steps included going through the entire data set and narrowing it down to 2950 names to be audited.

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6. Attendee asked if Victoria Police was providing names to CPVV of those drivers who have serious criminal offences and require action once their audit process has been completed (at the end of the 4-6 weeks).
 - CPVV reply – AdR advised Victoria police will be providing police records regularly so that CPVV can take immediate action where required and will not wait until the end of the 4-6 week audit period.

7. Attendee asked CPVV to re-confirm how the data matching issue was discovered in further detail.
 - CPVV reply – AdR advised CPVV was conducting checks to see if the systems were working correctly and upon checking the system an issue was identified. CPVV immediately worked to determine the cause, conducted an audit and rectified the issue.

8. Attendee asked how many of the 2950 names that are being audited have been checked by Victoria police and sent through to CPVV.
 - CPVV reply – AdR advised a couple of hundred names have already been sent through with the majority coming back as not matched (false positives). Most matches are low level offences with the remaining names requiring no further action.

9. Attendee asked how will BSPs be notified if a driver is suspended.
 - CPVV reply – AdR advised Victoria police is provided with the list of 2950 names that need to be matched against their police record list and CPVV will only receive information on positive matches to ensure identities are not incorrectly compromised. Any person whose accreditation is suspended or cancelled will be reflected in the public register.

- AdR assured attendees that CPVV is working to rectify this issue as soon as possible and any further queries or feedback to be directed to Safety Mailbox safety@cpv.vic.gov.au.
- Meeting closed.