

MINUTES

Minutes of the COVID 19 CPVV Industry Update Meeting

Date: 20 January 2020

Time: 2:00pm – 2:35pm

Location: Microsoft Teams Video Conference

Attendees

Tammy O'Connor (TC) (CPVV), Ayten Erkul (CPVV), Ian Matthews (IM) (CPVV), Siena Rossi (CPVV), Michelle Thomas (CPVV), Hannah Norris (CPVV), Andre Baruch, Brendan O'Sullivan, Catherine McKenzie, Colin Wells, John Lobwein, Kelly Micallef, Lauren, Maria Silos, Paulina, Ray Kelsey, Think Nguyen, Victoria Draudins.

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.
- Briefly discussed the coronavirus situation throughout Victoria; 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.
- Reminded attendees that whilst there has been a change in direction from the Chief Health Officer (CHO) on face masks, they continue to be mandatory when riding in a CPV for both drivers and passengers unless there is a lawful exemption. Drivers need to conduct their own risk assessment when taking passengers and if it is unsafe for the driver or passenger for a service to be provided the trip should be refused. If a driver does refuse a trip the driver should clearly convey and discuss the reasons with the passenger/s.

More information on face masks can be found via the below link:

<https://www.coronavirus.vic.gov.au/face-masks>

Border Restrictions and Permit System

- Discussed the changes to the border restrictions noting all domestic travel into Victoria now requires a permit. The permit is based on a traffic light system which allows for areas across Australia to be designated as green, orange or red according to their risk. Advised cross border community residents are not required to obtain a green zone travel permit as long as they provide a valid form of ID with their address.
More information on the border restrictions and the permit system can be found via the below link:
<https://www.coronavirus.vic.gov.au/victorian-travel-permit-system>
- Reminded attendees that CPV drivers are not expected to check or enforce whether passengers have the appropriate permits or reside in a cross-border community. Advised it is appropriate for drivers to do their own risk assessment when accepting rides.

Australian Open

- All transport during the quarantine period for those participating in the Australian Open is being exclusively provided by a service provider contracted by COVID-19 Quarantine Victoria (CQV). Confirmed there is no risk for drivers in the CPV industry to pick up any of these participants.

COVIDSafe Plan Template

- Discussed the feedback CPVV has received on the COVIDSafe Plan and noted that small to medium sized BSP are having challenges implementing the plan. CPVV is working on tools to assist BSPs in implementing the plans. BSPs may be contacted by a CPVV team member to provide feedback on the tool before it is launched more broadly.

Record Keeping/QR Code

- CPVV continues to work with Department Premier and Cabinet (DPC) and the Department of Health and Human Services (DHHS) to understand how the contact tracing service will be available to the CPV industry and will communicate a timeline for when the service becomes available as soon as CPVV receives further information.
- Discussed the record keeping exemption the CPV industry currently has in place whilst we wait for a contact tracing solution. The exemption regarding keeping records of passengers who travel in CPVs will be removed once a solution is rolled out. The requirement to keep details of all passengers who travel will be able to be satisfied by registering with the government services Victoria system and having QR codes in vehicles.

Questions from industry:

1. Attendee asked to clarify if the requirement for keeping the contract tracing records falls on the driver, operator or BSP.
 - CPVV reply – TC confirmed CPVV is still working with DHHS to obtain a definitive answer however it is unlikely it will be booking service providers. CPVV will communicate the requirements to industry as soon as further information is available.
2. Attendee asked if DPC/DHHS have incorporated other methods of contact tracing in addition to the QR codes noting some members of the community do not have a smartphone or may not know how to use the technology.
 - CPVV reply – TC confirmed CPVV is actively liaising with DPC and DHHS to discuss suitable alternatives for those who are unable to use the QR code solution. CPVV will provide further information as it becomes available.
3. Attendee asked what the implementation time period for the roll out of the contact tracing solution will be.
 - CPVV reply – TC advised it will be a rolled out as a turnkey solution with options for vehicle owners with more than 50 vehicles to do a bulk registration option. TC also confirmed CPVV is advocating with DHHS/DPC for a grace period for implementation if needed. CPVV will provide more information when it becomes available.

4. Attendee advised they may have seen a QR code on the CPVV website that is available to use. Advised will forward this link through to TC. Attendee asked if it was best to wait until the Victorian solution was available instead of implementing their own.
 - CPVV reply – TC advised unaware of the system being referred to and noted there are numerous private solutions on the market that industry participants may choose to implement. However, there is currently no obligation to do so and it is available to industry participants to wait until the Government solution is available at no cost.

Safety Compliance and Enforcement

- IM provided update on CPVV's safety compliance and enforcement activities noting:
 - There is a generally good understanding of cleaning requirements and products. There has been one vehicle with no products available which has been addressed through direct compliance activity.
 - Advised work continues on the booked sector by presenting vehicles at the Quality Assurance Centre (QAC) to ensure this part of the sector is being assessed and processes are being followed including the record keeping requirements under the cleaning regulations.
 - CPVV are in the process of developing a cleaning video which demonstrates the cleaning process we expect industry to adhere to.
 - Compliance activity is continuing out in the field specifically in hotspots, noting the Australian open will be one of the key areas.
 - CPVV has engaged a consultant to review BSPs pandemic plans and are providing any feedback and working with BSPs to improve those plans, including through the use of improvement notices.

Questions from industry:

5. Attendee was pleased to hear CPVVs increased compliance activity specifically for key events that are coming up and asked to clarify how many compliance officers CPVV currently has.
 - CPVV reply – TC advised that CPVV has the capacity to increase compliance activity for major events and other key projects using authorised officers across the organisation, who are not necessarily engaged as safety compliance officers on a day to day basis. Accordingly, TC was unable to advise the number of officers off the top of her head. TC also advised that CPVV recognises the changed risk profile introduced by COVID-19, which creates a significant safety risk (transmission) at a vehicle level, that is difficult to address at a BSP safety systems level. CPVV is therefore recruiting an additional 30 safety compliance officers and three team leaders to assist with safety activity.
6. Attendee asked if the COVIDSafe plan reviews CPVV are undertaking are worked through using a particular method.
 - CPVV reply – IM advised CPVV have taken a risk based approach and started with the larger BSP operators due to their complexity and size. Whilst this is the case, CPVV has further broken down the approach to include regions and other sized BSPs to ensure no one is missed, and all BSPs can be expected to be audited.

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- Following on from an attendee question last forum, TC confirmed that a forum that will cover other areas of consultation with industry will commence from February as this forum remains COVID-19 related. TC advised industry can expect to hear more from CPVV within the coming weeks.
- 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 27 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.