

MINUTES

Minutes of the COVID 19 CPVV Industry Update Meeting

Date: 15 July 2020

Time: 2:00pm – 2:55pm

Location: Microsoft Teams Video Conference

Attendees

Al Martin (CPVV), Siena Rossi (CPVV), Ian Matthews (CPVV), Val McFarlane (CPVV), Greg Kazuro (CPVV), Ali, Alice Nguyen, Anita Jenson, Cauley Beetham, Colin Wells, Crown Cabs, Darryl M, Greg Hardeman, Guy Ragen, Isaac (Ola), John Lobwein, Maria Silos, Paulina, Stephen Armstrong, Toni Peters.

Discussion

- Al Martin (AM) welcomed 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 with the addition of the SA Government Border Restrictions website; the link can be found on the CPVV FAQs.
- Noted the SA border closure and advised further information relating to the closure can be found on the SA Government website.
- Discussed impact of increased COVID-19 cases within industry. Reiterated that each organisation should be following the highest hygiene and cleaning standards and ensure processes are in place to quality assure that those activities are occurring to the required standard.
- Reminded attendees that no driver should work if they are feeling unwell or have any COVID-19 symptoms.
- Discussed DHHS's role regarding COVID-19 reporting and notifications.
- Advised CPVV's expectation as the safety regulator is for any drivers or vehicles that are a risk to the community should be reported to CPVV so that we are able to take the appropriate steps to mitigate those risks.
- Discussed the recent updated advice from the Chief Health Officer (CHO) in regards to face masks.
- Advised face masks are recommended for public transport and CPV's where it is not possible to maintain social distancing of 1.5 meters.
- Reiterated the importance of using and disposing of masks correctly.
- CPVV has updated the website and FAQs with face mask supplier information and relevant informational videos on how to correctly use washable and disposable masks including other general hygiene information following the advice released by the CHO.
- Encouraged drivers or organisations that may have difficulties sourcing masks to email the Safety inbox as CPVV will be monitoring the industry environment and providing this information to stakeholders.
- At this stage, CPVV does not intend to run additional trip data surveys during this round of Stage 3 restrictions. CPVV intends to use the standard trip data collection program reports to conduct an analysis of the industry to provide to key stakeholders.
- Shared MPTP statistics for week 28 2020:

MINUTES

- 52% lower compared to the same week of 2019, while it has decreased 10% compared to last week.
- Conventional trips have a 50% decrease compared to the same week of 2019 and decreased 8% compared to last week.
- MPTP wheelchair trips have decreased 62% compared to the same week of 2019 and decreased 18% compared to last week.

Questions from industry:

1. BSP asked if reporting of unwell drivers includes ongoing updates or if results are negative for at least 14 days.
 - CPVV reply – AM advised CPVV follows the guidelines on quarantine periods and there is no need for follow up reporting as CPVV engages directly with anyone who is taken off the public register because they are unwell.
2. BSP asked what CPVV's advice is in regard to drivers wearing face shields as a form of PPE.
 - CPVV reply – AM advised CPVV is supportive of BSPs incorporating PPE that they have determined as appropriate to manage the risk of COVID-19 however, BSPs need to be confident that they do not impede visibility or restrict the driver from having control of the vehicle. IM further advised BSPs should have a comprehensive risk assessment to ensure the PPE is suitable for all duties drivers are required to perform.
3. BSP asked if wearing masks is mandatory from CPVV's perspective in regard to the recent advice from the CHO.
 - CPVV reply – AM confirmed that at this point in time masks are not mandatory on public transport and CPVs. Reiterated advice from the CHO is that masks are recommend where you cannot maintain a distance of 1.5 meters. Relevant information relating to face masks can be found on CPVV's website.
4. BSP advised they will be providing masks and installing screens in the vehicles located in the Stage 3 restriction zones and asked if they were able to conduct this operation from a fixed location.
 - CPVV reply – AM advised that CPVs remain an essential service and CPVV does not have an issue with a BSP carrying out an operational program that complies with the restrictions. IM further advised that the BSP should factor in a level of control into their assessment to ensure all processes and protocols are in place.
5. BSP asked if there are any other channels where CPVV shares information discussed and provided in this forum as the CPVV website is not easy to navigate.
 - CPVV reply – AM acknowledged that the CPVV website is difficult to navigate and advised the Communications team is in the process of designing a more user-friendly page in the coming months. Welcomed contact with the Safety inbox if anyone is unable to locate information they are looking for or for any suggested improvements. Further advised that industry can also subscribe to our enews or follow us on social media.
6. Attendee asked if there was a process to report drivers who are not following the hygiene and cleaning standards.
 - CPVV reply – AM advised one of CPVV's functions as the safety regulator is to manage complaints and if anyone in the community has concerns with the way services are being delivered, they are welcome to complain directly to CPVV.

A complaint can be made by filling out the below feedback form. Please be advised that only matters that fall within the jurisdiction of the CPVV can be investigated.

<https://cpv.vic.gov.au/about-us/feedback-form/temporary-feedback-form>

If you have evidence you would like to give (eg. a receipt), please send this to complaints@cpv.vic.gov.au with the complaints reference number you receive after submitting your complaint.

7. Attendee asked if DHHS notifies CPVV of any drivers who are identified as unwell so that they can be removed from the public register.
 - CPVV reply – AM advised DHHS does not advise CPVV of this information due to medical in confidence however DHHS has appropriate controls in place to ensure those who are unwell do not provide services.
8. BSP commented in taking drivers off the public register their MPTP driver log in is also disabled however when they are safe to restart work it takes a further 10-14 days to get their new MPTP driver login card. This delay is causing drivers to be reluctant in advising if they are going into voluntary quarantine whilst they are waiting on the results of their test. BSP asked if there was a way this could be resolved?
 - CPVV reply – AM has taken this an action item and will advise if there is another way that the MPTP login can be administered to enhance community safety without having a detrimental impact to the driver.
9. Attendee asked if there was any further detail on an industry forum not COVID19 related and if there are any updates on specific projects.
 - CPVV reply – AM advised CPVV is still progressing pieces of work such as the wheelchair assessible vehicle framework and the driver accreditation piece. Advised feedback from the survey has been reviewed and CPVV is working on how we can effectively engage with industry and will look to make announcements in the near future.
10. BSP asked if there were any regulatory requirements with the quality assurance process and cleaning audit requirements?
 - CPVV reply – AM advised that the regulatory requirement is for every trip to be safe; in this pandemic environment that requirement is for vehicles to be cleaned and sanitised appropriately. Quality assurance processes and cleaning audit requirements should be in place to ensure BSPs are fulfilling this safety obligations.
 - Any further queries or feedback to be directed to Safety Mailbox.
 - 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.