

# MINUTES

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## Minutes of the COVID 19 CPVV Industry Update Meeting

**Date:** 28 January 2020

**Time:** 2:00pm – 2:45pm

**Location:** Microsoft Teams Video Conference

### Attendees

Aaron de Rozario (AdR) (CPVV), Ian Matthews (IM) (CPVV), Siena Rossi (CPVV), Michelle Thomas (CPVV), Hannah Norris (CPVV), Emily McLean (CPVV), Val McFarlane (CPVV), Alice Nguyen, Brendan O'Sullivan, Catherine McKenzie, Cauley Beetham, Colin Wells, Crown Cabs, Double Black Alpine, Greg Hardeman, Hayaf El-Fahkri, John Lobwein, Kelly Micallef, Maria Silos, Ray Kelsey, Toni Peters.

### Discussion

- Aaron de Rozario (AdR) welcomed all attendees and displayed presentation for discussion.
- AdR 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.

### QR Code/Contact Tracing Proposal

- Discussed the record keeping exemption the CPV industry currently has in place and work being done by DPC to enable a VicGov QR Code system to be made available to the CPV sector.
- AdR outlined a DHHS proposal for removing the current contract tracing exemption and requiring the use of a digital contact tracing system(s) for CPVs. 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 made available to the CPV industry.
- The proposed solution would require registered vehicle owners to have a digital system available for use by drivers and passengers for contact tracing purposes; this means the onus will be on the person in whose name the vehicle is registered as a CPV.
- Vehicle owners will be able to use the governments free digital service through Services Victoria or another system of choice (internal, third party, etc) as long as these systems are able to connect to the back end Victorian government system to ensure easy extraction of information should there be a requirement to contact trace. AdR noted that it was not mandatory to use the governments digital service.
- The proposal includes a 28-day grace period for vehicle owners to comply with the contact tracing requirements before any enforcement action will commence.

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- CPVV will communicate a timeline for when the service becomes available as soon as further information is received.

## Questions from industry:

1. Attendee asked to clarify if there were any options discussed for those that will be unable to use the digital system such as those who may not have a smartphone or those who refuse to check-in.
  - CPVV reply – AdR confirmed CPVV's understanding is that the way the directions are proposed, the requirement is for vehicles to provide passengers with the option to check-in digitally however it is not the drivers responsibility to ensure or insist passengers check-in when they enter a vehicle.
2. Attendee provided feedback on the proposed digital contact tracing system and how the QR codes were to be allocated. Attendee understood a QR code would be allocated to the BSP which will be then shared with drivers as is done in some other states instead of the onus being on the vehicle owner.
  - CPVV reply – AdR advised this feedback will be passed onto DPC and DHHS and confirmed the intent is for the obligation to be on the vehicle. AdR advised CPVV will provide an update on whether a BSP can register on behalf of its vehicle owner.
3. Attendee asked if there is a system available for those that would like to check in however do not have a smart phone.
  - CPVV reply – AdR advised the contact tracing solution was considered from the perspective of what is reasonable and mandatory from both a record keeping and transmission perspective; ultimately a digital solution was chosen as the lowest risk option for mandatory contact tracing.
4. Attendee asked how the digital system would work. Attendee also asked if it is mandatory and who would enforce the implementation of the system.
  - CPVV reply – AdR advised the mandatory requirement is for the system to be available in all vehicles with CPVV's understanding that officers from DJCS and DJPR are currently authorised to enforce this requirement; CPVV may be authorised in the future. AdR advised the system would allow the passenger/s to check in via their smart phone by scanning the QR code on their camera which would then take them to the Victoria Services app (if they have this installed) or to the website where they would be able to enter their details.
5. Attendee asked how the digital system would work in terms of downloading the QR codes if the responsibility is on the vehicle owner. Attendee also asked if the one (1) QR code can be used across different platforms eg if the driver works across two (2) BSPs.
  - CPVV reply – AdR confirmed the vehicle owner would register their vehicle for a QR code stressing the vehicle will provided with the unique QR code. AdR also advised the unique QR code can be used across multiple platforms noting the chosen system does not have to be limited to QR codes but can include other technology that fulfills the contact tracing function.

6. Attendee asked how can BSPs ensure their drivers are meeting the governments digital service requirements.
  - CPVV reply – AdR advised there is no specific obligation on BSPs in relation to ensuring their vehicle owners are meeting the government requirements contained in the proposed direction, however BSPs should encourage and educate vehicle owners on having the system in place. AdR advised if BSPs become aware of any vehicle owners who do not have a system in place, they can provide this information to CPVV in which we can then take appropriate action. AdR advised CPVV will provide the appropriate communication materials BSPs can use to educate drivers when it becomes available.
  
7. Attendee asked if there was any feedback or identified issues from the QR code trials.
  - CPVV reply – AdR advised CPVV is not aware of any issues or feedback from the trials however if we become aware of any issues CPVV will communicate this via our FAQs and other channels as needed.
  
8. Attendee asked who is going to ensure all vehicles have met the mandatory requirement of providing a digital system. Attendee also asked if it was necessary to continue cleaning vehicles after every passenger as Victoria has had 0 cases for a number of days.
  - CPVV reply – AdR advised CPVV, DPC and DJCS will work together to ensure digital systems are being installed in vehicles. AdR also advised that the cleaning regulations will still stay in place even if the recorded case numbers are 0. All drivers should still continue to clean their vehicles to adhere to the health controls and regulations that all contribute to reducing transmission.
  
9. Attendee asked to clarify how many QR codes would be needed if they had a fleet of 5 vehicles.
  - CPVV reply – AdR advised each vehicle would require their own individual QR code/digital system.

## **Safety Compliance and Enforcement**

- IM provided update on CPVV's safety compliance and enforcement activities noting:
  - 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.
  - There is a generally good understanding of cleaning requirements and products with drivers and IM encouraged BSPs to continue to educate drivers.
  - Compliance activity is continuing out in the field and CPVV will continue to monitor the wearing of face masks.

## Questions from industry:

10. Attendee asked if it was possible for CPVV to continue pushing out messaging to industry to ensure all drivers and BSPs are aware of the cleaning and hygiene requirements.
    - CPVV reply – IM advised CPVV will take this feedback on board and will work with the communications team to continue to ensure this messaging is available and tailored.
  
  11. Attendee asked CPVV to provide an update on touting.
    - CPVV reply – IM advised CPVV continues to provide a physical and visual presence at the airport and is scheduled to meet with key stakeholders to discuss potential programs of work.
  
  12. Attendee provided feedback on increased communication feedback provided by another attendee. Attendee advised that increased communications may not necessary be effective and suggested CPVV should target those who are not complying as they form only a small portion of the industry.
    - CPVV reply – IM advised CPVV will take this feedback on board and will work with the communications team to continue to ensure this messaging is tailored to industry.
  
  13. Attendee asked if there was a proposed timeline for releasing the digital system for QR codes.
    - CPVV reply – AdR advised the release of the digital system is pending and there is not a specific date for the roll out. CPVV will communicate the roll out date once there is further information available.
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- Any further queries or feedback to be directed to Safety Mailbox [safety@cpv.vic.gov.au](mailto:safety@cpv.vic.gov.au).
  - Advised the next COVID-19 CPVV Industry Update is scheduled for 3 February 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.