

MINUTES

Minutes of the COVID 19 CPVV Industry Update Meeting

Date: 31 March 2021

Time: 2:00pm – 2:55pm

Location: Microsoft Teams Video Conference

Attendees

Al Martin (AM) (CPVV), Leigh Hubbard (LH) (DoH), Aurora Tang (DoH), Sharon Rawlings (DoH), Jade Hart (DoH), Ian Matthews (CPVV), Siena Rossi (CPVV), Michelle Thomas (CPVV), Hannah Norris (CPVV), Emily McLean (CPVV), Alice Nguyen, Andre Baruch, Ann, Brendan, Catherine McKenzie, Colin Wells, Crown Cabs, Paulina, Ray Kelsey, Stephen Armstrong, Toni Peters, Victoria Draudins.

Discussion

- Al Martin (AM) welcomed all attendees 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.
- Advised there remains minimal changes and impacts to the operation of CPVs including cleaning and hygiene to ensure the provision of safe and clean services.

Commonwealth Government Vaccine Program – Department of Health

- Leigh Hubbard (LH) and Jade Hart (JH) provided an update on the Commonwealth Government's vaccine program noting the CPV industry is to be included alongside phase 1b as a state priority (not part of the Commonwealth's priority) due to the status of the industry as high risk. DoH aims to begin the vaccine roll out for the CPV industry in late April.
- DoH continues to work with CPVV to prepare tailored communications to ensure information is being provided to drivers and the roll out of vaccines is being supported as best as possible.
- LH advised communications on how to book a vaccine will be done via email to drovers or accessible via a direct phon number. AM advised CPVV is proactively campaigning to ensure drivers have their details up to date in the system so they can readily receive this information.
- DoH is willing to provide industry with further information and tailored communications for drivers to assist with the vaccination program and vaccine hesitancy. Both CPVV and DoH are willing to hear any feedback from industry to best support the vaccine roll out. Please direct any questions or queries to: COVIDvaccination@dhhs.vic.gov.au.
- Further information can also be found on the CPVV website: <https://cpv.vic.gov.au/drivers/coronavirus-covid-19/covid-19-vaccine-program>

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Questions from industry:

1. Attendee asked to clarify if the CPV industry is officially part of the phase 1b rollout that is currently underway and if those in the CPV industry can book in for a vaccine appointment.
 - DoH reply – JH advised the CPV industry is being managed alongside phase 1b as a state priority not as a part of the Commonwealth program. LH further clarified that as the industry is part of a state priority, DoH must ensure the booking technology is fit for purpose (including driver details being up to date) to be able to roll out the program. LH also advised those in phase 1b can go ahead and make an appointment to receive the vaccine.
2. Attendee asked how many of the approx. 120,000 registered drivers are active and if it would make more sense for drivers that are active to receive the vaccine first.
 - CPVV reply –AM advised CPVV recognises the CPV industry is a fairly fluid environment therefore DoH are targeting cohorts in geographic regions with specific testing capacity.
3. Attendee asked if the CPV industry has to wait to be directed to book in a vaccine and if there are any concerns that inactive drivers will use this as a way to jump the vaccine queue.
 - DoH reply – JH advised DoH will be seeking proof of eligibility through the booking system to ensure people are eligible but will also be based on an inherent trust system. LH advised as the CPV industry is quite large, DoH expects to roll out vaccinations by the end of April.
4. Attendee asked if non-driver personnel within the CPV industry will be included in phase 1b.
 - DoH reply – LH advised they will not be included at this stage.

Passenger record keeping requirements/QR Code

- AM advised the total number of registrations for Services Victoria on Saturday 27 March 2021 were just over 22,000 noting there are currently 26,000-27,000 active vehicles identified through trip data. CPVV is pleased with industry's engagement with the mandatory requirement for all vehicle owners to have a QR code/digital solution in their vehicles to display permanently while providing services.
- More information can be found on our website:
<https://cpv.vic.gov.au/drivers/coronavirus-covid-19/coronavirus-covid-19-faqs2/keeping-a-digital-record-of-passengers>

Questions from industry:

5. Attendee asked if CPVV has considered deactivating vehicles that are not registered for a QR code/digital solution.
 - CPVV reply – AM advised this is not something CPVV is considering at this point in point however IM may be able to provide more context on this as CPVV authorised officers are actively checking vehicles for QR codes/digital solutions.
6. Attendee asked if the suspension of accreditation fees pertains knowing how many drivers/vehicles are really on the road.

- CPVV reply – AM advised it is not accurate to suggest CPVV does not know the number of active drivers based on the suspension of accreditation fees however noted that as CPVV does not collect or monitor live data all figures are as at a point in time.

Safety Compliance and Enforcement

- IM provided update on CPVV's safety compliance and enforcement activities noting:
 - Advised compliance activity continues and authorised officers are attending various locations across the state, both Metropolitan and Regional noting further compliance officers have been onboarded increasing CPVV capacity in the field.
 - Advised authorised officers are educating drivers on QR codes/digital solutions and monitoring visibility in vehicles in line with the directions.
 - Advised CPVV is aware of touting concerns and continues to work with Melbourne Airport to provide increased safety.
 - CPVV continues to work on analysing pandemic plans and identifying plans that need further development in which CPVV will engage directly with BSPs to provide recommendations.
- 7. Attendee asked for further information on the mandatory implementation of QR codes/digital solution for BSPs.
 - CPVV reply – IM advised the directions clearly state the responsibility is on the vehicle owner. IM advised CPVV will review communications to ensure this is clear specifically around penalties.
- 8. Attendee asked for further information on touting compliance activities at Melbourne Airport.
 - CPVV reply – IM advised CPVV continues is working with Melbourne Airport and confirmed plans to conduct specific operations to target touting in the future. .
- 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 14 April 2021 at 2:00pm.
- 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.