

**Steven Lay**

---

**From:**

[Redacted]

**Sent:**

Friday, 8 December 2017 1:04 PM

**To:**

[Redacted]

**Cc:**

**Subject:**

OHSE Meeting Minutes Geelong 06.12.2017

**Attachments:**

OHSE Meeting Minutes Geelong 06.12.2017.pdf

Greetings,

Please find the attached OHSE committee meeting minutes for December forwarded for your information and actions where applicable.

Station staff please post a copy on your OHSE notice board.

Regards,

[Redacted]





# Occupational Health, Safety and Environment Meeting Minutes Template

SAFO-73 | Revision 2

## 1. Meeting Group: Occupational Health, Safety and Environment Meeting

Venue:	Geelong		
Date:	06/12/17	Time:	10.30am
Details			
Meeting Chair	[Redacted]	Minute Taker:	[Redacted]
Attendees:	[Redacted]		
Apologies:	[Redacted]		
Copies to:	Attendees, Stations, [Redacted]		

## 2. Outstanding actions from previous meeting

*(Action Due Date must be an actual date for the task not the completion date of the outstanding issue. Statements like 'On Going' or TBA MUST be avoided)*

No.	Description	Actioned By	Action Due Date
[Redacted]			[Redacted]









# Occupational Health, Safety and Environment Meeting Minutes Template

SAFO-73 | Revision 2

## 2. Outstanding actions from previous meeting

*(Action Due Date must be an actual date for the task not the completion date of the outstanding issue.*

*Statements like 'On Going' or TBA MUST be avoided)*

No.	Description	Actioned By	Action Due Date







# Occupational Health, Safety and Environment Meeting Minutes Template

SAFO-73 | Revision 2

## 2. Outstanding actions from previous meeting

(Action Due Date must be an actual date for the task not the completion date of the outstanding issue. Statements like 'On Going' or TBA MUST be avoided)

No.	Description	Actioned By	Action Due Date

## 3. Outstanding Hazards

(Including; Workplace Inspections, Request for Improvement and Infrastructure Requests)

No.	Description	Actioned By	Due Date
1			

## 4. Injury Statistics / Incident Reports

No.	Description	Date





# Occupational Health, Safety and Environment Meeting Minutes Template

SAFO-73 | Revision 2

## 5. New Business

*(Action Due Date must be an actual date for the task not the completion date of the outstanding issue. Statements like 'On Going' or TBA MUST be avoided)*

Raised By	Description	Actioned By	Action Due Date

## 6. Close of Meeting

Next Meeting	Date: Feb 2017	Time: 10.30am	Location: Geelong
--------------	----------------	---------------	-------------------





# Meeting Minutes

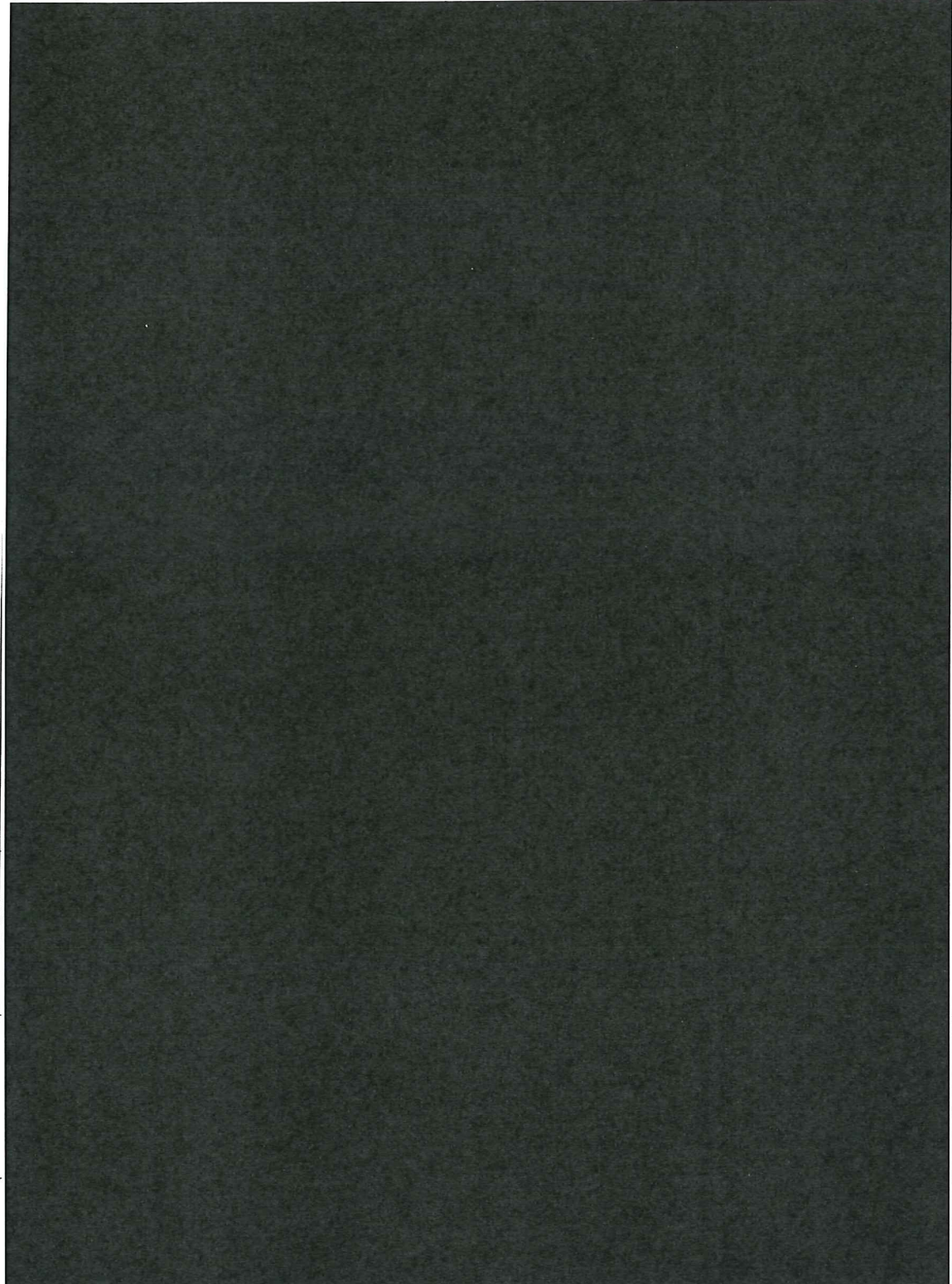
HRFO-57 | Revision 2

<b>Meeting Title:</b>	SW Station Management Meeting		
<b>Project Name:</b> (if applicable)	NA		
<b>Purpose:</b>	Teamwork & continuous improvement (7 Weekly)		
<b>Date &amp; Time of Meeting:</b>	07/09/17	<b>Venue:</b>	Geelong

Details			
<b>Meeting Leader</b>	█	<b>Minute Taker:</b>	█
<b>Attendees:</b>	█		
<b>Apologies:</b>	█		
<b>Copies to:</b>	Attendees		

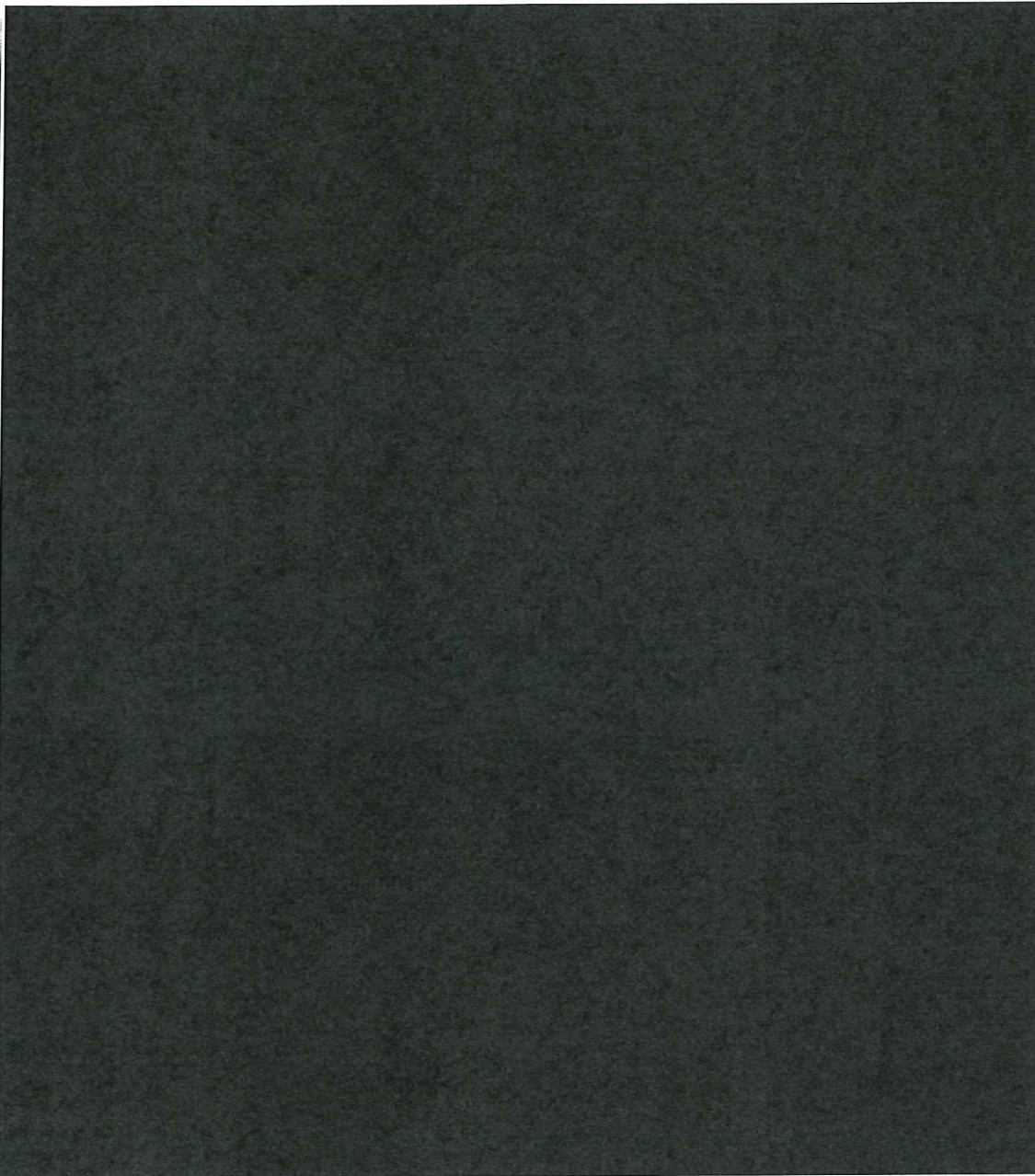


**Agenda Items**

No.	Description	Speaker	Time Allowance
			







\* | Police going to start booking cars parked on the footpath at Tarneit. **Noted.**

Next Meeting October 26 2017 @ 11.30am

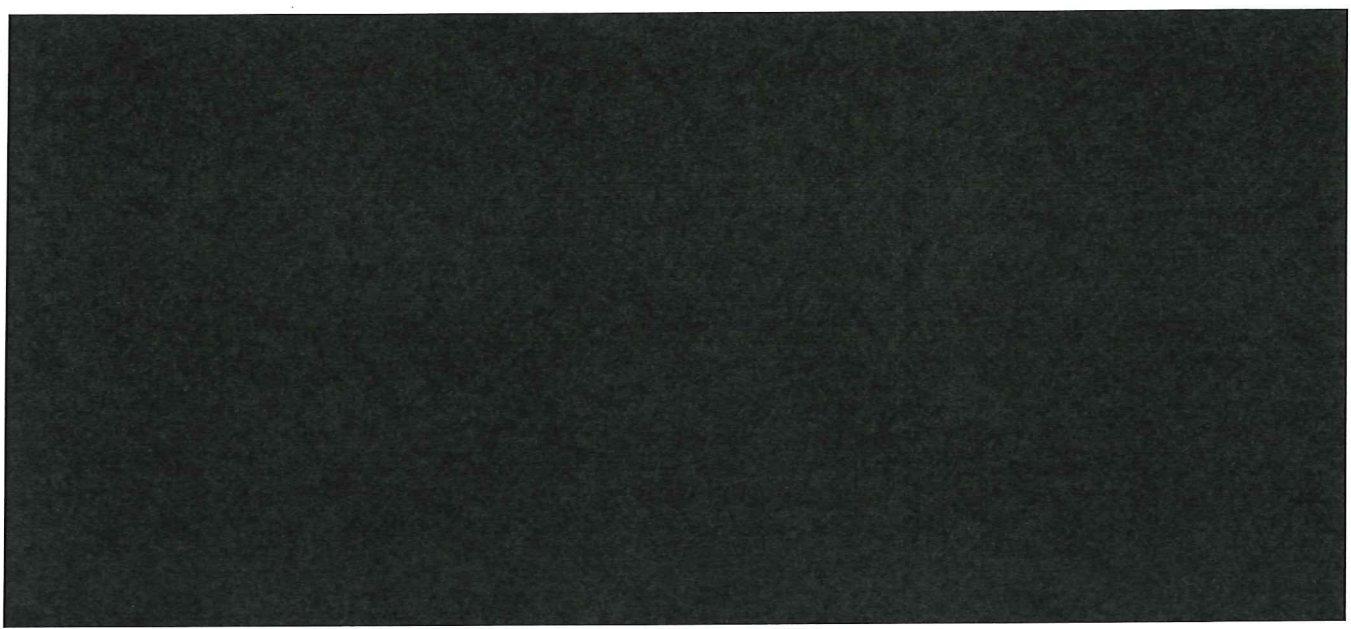
██████████ to run next meeting – ██████ on leave



Steven Lay

---

From: [REDACTED]  
Sent: Thursday, 30 November 2017 12:16 PM  
To: [REDACTED]  
Subject: RE: Cars Parked On Footpath



Part of Transport For Victoria

Please consider your environmental responsibility. Before printing this e-mail message, ask yourself whether you really need a hard copy.

From: [REDACTED]  
Sent: Thursday, 30 November 2017 9:33 AM  
To: [REDACTED]  
Subject: Cars Parked On Footpath

Hi [REDACTED]

How are you? Hope all is well.

I have had a customer with a bicycle complain yesterday 29/11 and today 30/11 he was on the 811 train number 8732 about the cars being parked on the footpath and everywhere illegally. He is saying that its dangerous for him as he was on a bicycle and that the bus driver cannot see him and that he or someone else might get killed. He also said that it's my responsibility as he has told me about it that I have a duty of care for the customers. He also said that he has reported to our 1800 number and to the ombudsman and that I have to report it. He also said I should have the cars towed away. I told [REDACTED] about it. I told him I will report it to my Service Manager. He wanted your name so that he could make a note I didn't give him your name I told him that I will report it to you and that he needs to go through the 1800 number.



I have written it in the daily dairy.  
Do I need to do anything else?

Cheers

Name | [REDACTED]

Station Assistant Tarneit

V/Line Pty Ltd

Tarneit Railway Station

T [REDACTED]  
M [REDACTED]  
E [REDACTED]

W [www.vline.com.au](http://www.vline.com.au)

Part of Transport For Victoria

Please consider your environmental responsibility. Before printing this e-mail message, ask yourself whether you really need a hard copy.



**Steven Lay**

---

**From:** [REDACTED]  
**Sent:** Thursday, 30 November 2017 12:20 PM  
**To:** [REDACTED]  
**Subject:** RE: Cars Parked On Footpath

Thank you :)

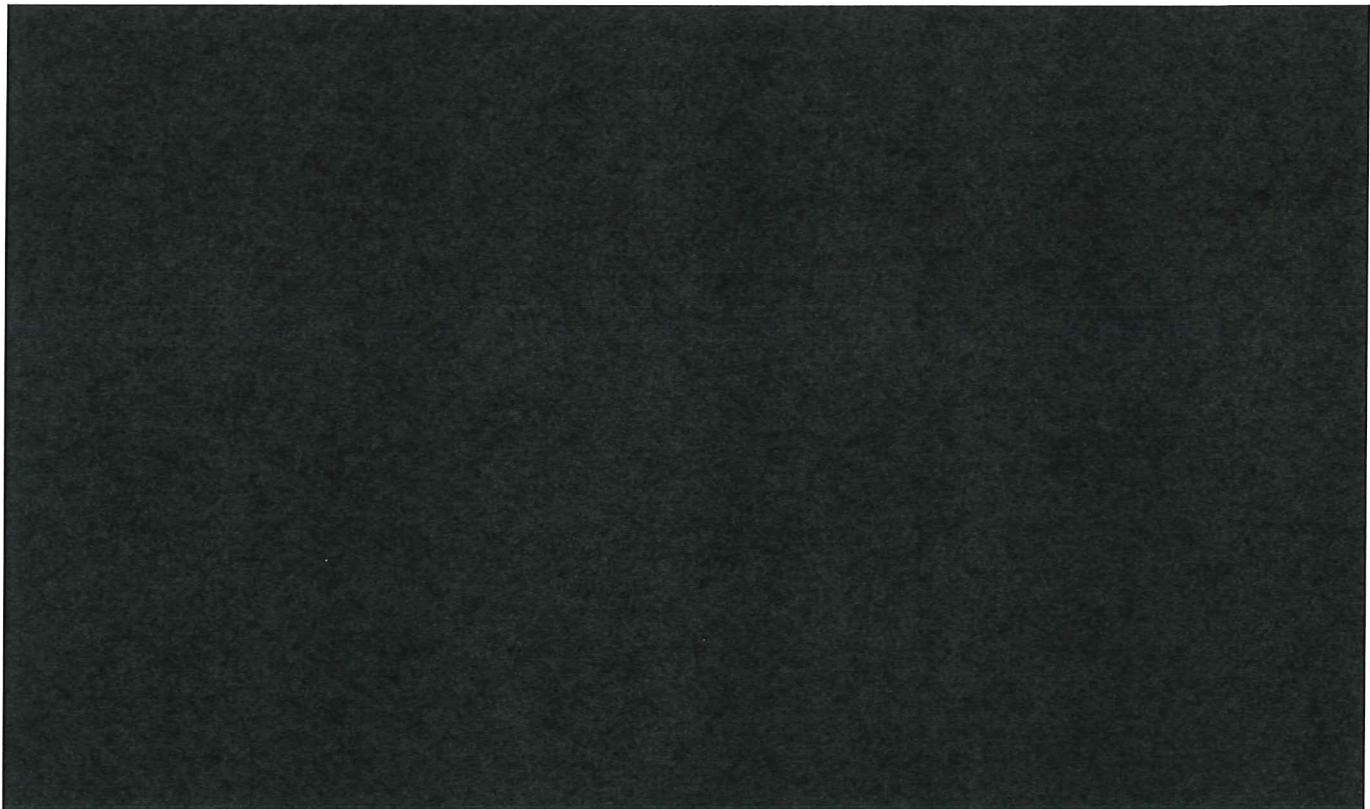
Name | [REDACTED]  
Station Assistant Tarneit

V/Line Pty Ltd  
Tarneit Railway Station

T [REDACTED]  
M [REDACTED]  
E [REDACTED]  
W [www.vline.com.au](http://www.vline.com.au)

Part of Transport For Victoria

Please consider your environmental responsibility. Before printing this e-mail message, ask yourself whether you really need a hard copy.







Part of Transport For Victoria

Please consider your environmental responsibility. Before printing this e-mail message, ask yourself whether you really need a hard copy.

From: [REDACTED]  
Sent: Thursday, 30 November 2017 9:33 AM  
To: [REDACTED]  
Subject: Cars Parked On Footpath

Hi [REDACTED]

How are you? Hope all is well.

I have had a customer with a bicycle complain yesterday 29/11 and today 30/11 he was on the 811 train number 8732 about the cars being parked on the footpath and everywhere illegally. He is saying that its dangerous for him as he was on a bicycle and that the bus driver cannot see him and that he or someone else might get killed. He also said that it's my responsibility as he has told me about it that I have a duty of care for the customers. He also said that he has reported to our 1800 number and to the ombudsman and that I have to report it. He also said I should have the cars towed away. I told [REDACTED] about it. I told him I will report it to my Service Manager. He wanted your name so that he could make a note I didn't give him your name I told him that I will report it to you and that he needs to go through the 1800 number. I have written it in the daily dairy. Do I need to do anything else?

Cheers  
Name | [REDACTED]  
Station Assistant Tarneit

V/Line Pty Ltd  
Tarneit Railway Station

T [REDACTED]  
M [REDACTED]  
E [REDACTED]  
W [www.vline.com.au](http://www.vline.com.au)

Part of Transport For Victoria

Please consider your environmental responsibility. Before printing this e-mail message, ask yourself whether you really need a hard copy.



**Steven Lay**

---

**From:** [REDACTED]  
**Sent:** Monday, 29 January 2018 8:50 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: PTO Investigation Response Request [REDACTED]

Morning [REDACTED] & [REDACTED]

Just thought I would give you an overview of what occurred this morning.

This morning at 0825 had a male who came up to the counter and requested to speak to the manager. On coming out to speak to the customer and listening to the reason he requested me I believe it was the customer from the below case. He said that he had made a complaint to the Ombudsman and they haven't got back to him and he wanted my name as it is my responsibility for the duty of care of the customers who travelled here. I didn't give him my surname and said that at this stage his issue is with the ombudsman and I couldn't make any further comment about the issue. He then started on a rant that he is going to install the fence himself as it would only cost \$1000 and he would bring the media to Tarneit station while he put the fence up. He then asked for my name again and I said all he needed to know is it is Marty and if he needed to refer to me he just had to say the SM at Tarneit. He then went to my staff at the counter and demanded my full name from them as it is a legal requirement that they give it to him, my staff did not give him my surname. After this exchange he went to the platform and started on them about the car parking and asking when is it going to be fixed to which they replied that they had no information on the car parking. He kept trying to get information out of them until he departed on the next service.

Regards

[REDACTED]

[REDACTED] Service Manager Tarneit/Wyndham Vale

620 Derrimut Road  
Tarneit VIC 3029

M [REDACTED]  
E [REDACTED]  
W [www.vline.com.au](http://www.vline.com.au)



**Part of Transport For Victoria**

Please consider your environmental responsibility. Before printing this e-mail message, ask yourself whether you really need a hard copy.

---

**From:** [REDACTED]  
**Sent:** Tuesday, 16 January 2018 4:54 PM  
**To:** [REDACTED]



[REDACTED]

**Subject:** FW: PTO Investigation Response Request [REDACTED]

Hi [REDACTED] and [REDACTED]

Just so you know this case has been escalated to a level 1 at the PTO and [REDACTED] will be managing the response.

Please be mindful in case this customer speaks to your staff members. V/Line can no longer make contact with the customer (about this issue) now that it is in the PTOs hands.

Thanks [REDACTED]

**From:** [REDACTED]  
**Sent:** Tuesday, 16 January 2018 11:50 AM  
**To:** PTOcases <PTOcases@vline.com.au>  
**Subject:** PTO Investigation Response Request [REDACTED]

### **Email Letter**

16 January 2018

Email: [ptocases@vline.com.au](mailto:ptocases@vline.com.au)

Dear V/Line

### **Request for Response: PTO Case – [REDACTED]**

The Public Transport Ombudsman (PTO) has been contacted by [REDACTED] regarding an unresolved issue involving V/Line (V/Line). The PTO is now investigating this complaint.

### **About the Consumer**

---

**PTO Reference No:** [REDACTED]  
**Consumer Name:** [REDACTED]  
**Contact Number:** [REDACTED]  
**Email:** [REDACTED]

### **About the Complaint**

---

1. On 3 December 2017, he wrote an email to PTV to raise several safety concerns at the car park of Tarneit Station.
2. Commuters are using the unsealed section of the carpark, adjacent to the bus stops, to illegally park their cars during the day.
3. There is no formal vehicle crossing to access the illegal parking area.
4. Commuters are illegally mounting the kerb and footpath to enter and exit this area.
5. Motorists are driving across the footpath and nearly hitting pedestrians.
6. V/Line advised it would resolve the issue in the next couple of months but he doesn't think this is good enough.
7. He believes this raises a major safety concern and needs to be addressed ASAP.



8. He suggests that the issue can be resolved by installing a picket fence.
9. He called the PTO and requested that it investigate his complaint as he has not received a response to the RFIE sent on 21 December 2017.

### **Resolution Sought**

1. To address the car park issue.

At this stage of our investigation, we have not formed any view of whether the resolution sought is fair and reasonable.

### **Information V/Line needs to provide the PTO**

---

The PTO's Operator Manual includes tips on how to respond to a complaint - '*A Guide to Operator responses to PTO investigations*' can be found on pages 64-65.

To progress this complaint the PTO requests that V/Line provide the below information.

1. Details of V/Line's investigation of the complaint, including during the Internal Dispute Resolution (IDR) stage. Please include V/Line's assessment of:
  - **Has V/Line identified an issue with the car park in question? If so, what has been done to address or assess the situation?**
  - **Is it illegal for consumers to park in the area the consumer has raised concerns about?**
  - Case notes, correspondence and call recordings
  - CCTV footage
  - Staff behaviour / statements
  - Any other information relied on when investigating the complaint
2. Details of V/Line's assessment of the handling of the complaint during the IDR stage. Please show:
  - How the complaint handling procedures have been followed
  - How any issues have been addressed
3. A response to the Consumer Statement ensuring that any issues not already addressed as part of V/Line's investigation are responded to. This does not need to be a response to each point raised but can be a general response to the whole statement.
4. Any information relied on in support of operator's response, including:
  - Case notes and travel history reports
  - Staff statements
  - CCTV footage / call recordings
  - Relevant policies, procedures and legislation

Supporting information like CCTV footage should be provided regardless of whether it supports the consumer's account of events. If any information specifically requested is not available, V/Line should explain why this cannot be provided.

### **Resolution Offer**

---

Please respond to each point of the consumer's resolution request.

In response to the consumer's resolution request, V/Line can:

- Make the offer sought





- Make an alternate offer, or
- Make no offer

If V/Line is making an alternate or no offer, please outline why you think this is appropriate. V/Line should bear in mind that sometimes an appropriate offer is an apology and / or detailed explanation.

If an offer requires processing, the PTO will provide the consumer with your contact details in the resolution letter. This will include a direct phone number and general email address (if available). If V/Line wants alternate details provided, please confirm this.

### **Response due date**

---

Please provide V/Line's full response and resolution suggestions within 14 calendar days, by close of business on **31 January 2018**.

If V/Line believes another operator should respond to the complaint or provide some of the requested information, please contact me as soon as possible so we can discuss any concerns. If I am unavailable, you should contact the Operations Manager.

### **Early Response**

If V/Line considers this complaint can be resolved before the 14 calendar days for response have elapsed, please contact me to discuss the option of an early resolution.

### **Response Extensions**

If V/Line needs an extension, please contact me before the response date outlining why an extension is required. I will consider your request and advise whether an extension will be given. V/Line may be required to substantiate an extension request.

### **Upgrades**

In accordance with the PTO's Upgrade Policy a complaint may be upgraded if:

- A full response is not provided by the due date
- The response is not appropriate or does not provide all the information requested
- An offer is not fair and reasonable

Further information about the PTO's upgrade policy can be found on page 74 of the Operator Manual.

Please call me or the Operations Manager if you have any questions about upgrades.

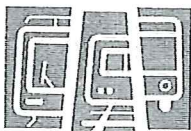
I look forward to receiving V/Line's response by 31 January 2018.

Yours sincerely



Conciliator  
Public Transport Ombudsman

PO PUBLIC  
TRANSPORT  
OMBUDSMAN





Box 538  
Collins Street West Melbourne Vic 8007

T [REDACTED]  
F [REDACTED]

E [REDACTED] [www.ptovic.com.au](http://www.ptovic.com.au) Like us on Facebook



This email and any attachments are confidential between Public Transport Ombudsman and the person to whom it is addressed. If this email has been sent to you in error, we ask that you delete it and notify us immediately.

 Be green ... read from the screen 

---

Message protected by MailGuard: e-mail anti-virus, anti-spam and content filtering.  
<http://www.mailguard.com.au/en>



Steven Lay

---

**From:** [REDACTED]  
**Sent:** Monday, 29 January 2018 12:22 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: PTO Investigation Response Request [REDACTED]

Hi [REDACTED]

Great job managing this situation. It's a good thing we shared this level 1 with you because you followed the process beautifully.

I have raised the matter to the case officer at the PTO who is handling the case.

FYI we are preparing our response to the PTO which is due on the 31/1

Thanks for letting us know,

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Monday, 29 January 2018 8:50 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: PTO Investigation Response Request [REDACTED]

Morning [REDACTED] & [REDACTED],

Just thought I would give you an overview of what occurred this morning.

This morning at 0825 had a male who came up to the counter and requested to speak to the manager. On coming out to speak to the customer and listening to the reason he requested me I believe it was the customer from the below case. He said that he had made a complaint to the Ombudsman and they haven't got back to him and he wanted my name as it is my responsibility for the duty of care of the customers who travelled here. I didn't give him my surname and said that at this stage his issue is with the ombudsman and I couldn't make any further comment about the issue. He then started on a rant that he is going to install the fence himself as it would only cost \$1000 and he would bring the media to Tarneit station while he put the fence up. He then asked for my name again and I said all he needed to know is it is Marty and if he needed to refer to me he just had to say the SM at Tarneit. He then went to my staff at the counter and demanded my full name from them as it is a legal requirement that they give it to him, my staff did not give him my surname. After this exchange he went to the platform and started on them about the car parking and asking when is it going to be fixed to which they replied that they had no information on the car parking. He kept trying to get information out of them until he departed on the next service.

Regards

[REDACTED]

[REDACTED] Service Manager Tarneit/Wyndham Vale

620 Derrimut Road  
Tarneit VIC 3029



M [REDACTED]  
E [REDACTED]  
W [www.vline.com.au](http://www.vline.com.au)



## Part of Transport For Victoria

Please consider your environmental responsibility. Before printing this e-mail message, ask yourself whether you really need a hard copy.

From: [REDACTED]  
Sent: Tuesday, 16 January 2018 4:54 PM

[REDACTED]  
Subject: FW: PTO Investigation Response Request [REDACTED]

Hi [REDACTED] and [REDACTED]

Just so you know this case has been escalated to a level 1 at the PTO and [REDACTED] will be managing the response.

Please be mindful in case this customer speaks to your staff members. V/Line can no longer make contact with the customer (about this issue) now that it is in the PTOs hands.

Thanks, [REDACTED]

From: [REDACTED]  
Sent: Tuesday, 16 January 2018 11:50 AM  
To: PTOcases <[PTOcases@vline.com.au](mailto:PTOcases@vline.com.au)>  
Subject: PTO Investigation Response Request [REDACTED]

### Email Letter

16 January 2018

Email: [ptocases@vline.com.au](mailto:ptocases@vline.com.au)

Dear V/Line

### Request for Response: PTO Case – P2017/2864-1

The Public Transport Ombudsman (PTO) has been contacted by [REDACTED] regarding an unresolved issue involving V/Line (V/Line). The PTO is now investigating this complaint.

### About the Consumer

---

PTO Reference No:  
Consumer Name:  
Contact Number:  
Email:

[REDACTED]





## About the Complaint

---

1. On 3 December 2017, he wrote an email to PTV to raise several safety concerns at the car park of Tarneit Station.
2. Commuters are using the unsealed section of the carpark, adjacent to the bus stops, to illegally park their cars during the day.
3. There is no formal vehicle crossing to access the illegal parking area.
4. Commuters are illegally mounting the kerb and footpath to enter and exit this area.
5. Motorists are driving across the footpath and nearly hitting pedestrians.
6. V/Line advised it would resolve the issue in the next couple of months but he doesn't think this is good enough.
7. He believes this raises a major safety concern and needs to be addressed ASAP.
8. He suggests that the issue can be resolved by installing a picket fence.
9. He called the PTO and requested that it investigate his complaint as he has not received a response to the RFIE sent on 21 December 2017.

## Resolution Sought

1. To address the car park issue.

At this stage of our investigation, we have not formed any view of whether the resolution sought is fair and reasonable.

## Information V/Line needs to provide the PTO

---

The PTO's Operator Manual includes tips on how to respond to a complaint - '*A Guide to Operator responses to PTO investigations*' can be found on pages 64-65.

To progress this complaint the PTO requests that V/Line provide the below information.

1. Details of V/Line's investigation of the complaint, including during the Internal Dispute Resolution (IDR) stage. Please include V/Line's assessment of:
  - **Has V/Line identified an issue with the car park in question? If so, what has been done to address or assess the situation?**
  - **Is it illegal for consumers to park in the area the consumer has raised concerns about?**
  - Case notes, correspondence and call recordings
  - CCTV footage
  - Staff behaviour / statements
  - Any other information relied on when investigating the complaint
2. Details of V/Line's assessment of the handling of the complaint during the IDR stage. Please show:
  - How the complaint handling procedures have been followed
  - How any issues have been addressed



3. A response to the Consumer Statement ensuring that any issues not already addressed as part of V/Line's investigation are responded to. This does not need to be a response to each point raised but can be a general response to the whole statement.
4. Any information relied on in support of operator's response, including:
  - Case notes and travel history reports
  - Staff statements
  - CCTV footage / call recordings
  - Relevant policies, procedures and legislation

Supporting information like CCTV footage should be provided regardless of whether it supports the consumer's account of events. If any information specifically requested is not available, V/Line should explain why this cannot be provided.

### **Resolution Offer**

---

Please respond to each point of the consumer's resolution request.

In response to the consumer's resolution request, V/Line can:

- Make the offer sought
- Make an alternate offer, or
- Make no offer

If V/Line is making an alternate or no offer, please outline why you think this is appropriate. V/Line should bear in mind that sometimes an appropriate offer is an apology and / or detailed explanation.

If an offer requires processing, the PTO will provide the consumer with your contact details in the resolution letter. This will include a direct phone number and general email address (if available). If V/Line wants alternate details provided, please confirm this.

### **Response due date**

---

Please provide V/Line's full response and resolution suggestions within 14 calendar days, by close of business on **31 January 2018**.

If V/Line believes another operator should respond to the complaint, or provide some of the requested information, please contact me as soon as possible so we can discuss any concerns. If I am unavailable, you should contact the Operations Manager.

### **Early Response**

If V/Line considers this complaint can be resolved before the 14 calendar days for response have elapsed, please contact me to discuss the option of an early resolution.

### **Response Extensions**

If V/Line needs an extension, please contact me before the response date outlining why an extension is required. I will consider your request and advise whether an extension will be given. V/Line may be required to substantiate an extension request.

### **Upgrades**

In accordance with the PTO's Upgrade Policy a complaint may be upgraded if:

- A full response is not provided by the due date
- The response is not appropriate or does not provide all the information requested
- An offer is not fair and reasonable

Further information about the PTO's upgrade policy can be found on page 74 of the Operator Manual.



Please call me or the Operations Manager if you have any questions about upgrades.

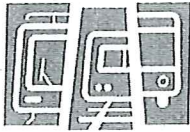
I look forward to receiving V/Line's response by 31 January 2018.

Yours sincerely




Conciliator  
Public Transport Ombudsman



PO PUBLIC  
TRANSPORT  
OMBUDSMAN



Box 538  
Collins Street West Melbourne Vic 8007  
T [REDACTED]  
F [REDACTED]

E [REDACTED] W [www.ptovic.com.au](http://www.ptovic.com.au)  Like us on Facebook

This email and any attachments are confidential between Public Transport Ombudsman and the person to whom it is addressed. If this email has been sent to you in error, we ask that you delete it and notify us immediately.

 Be green ... read from the screen 

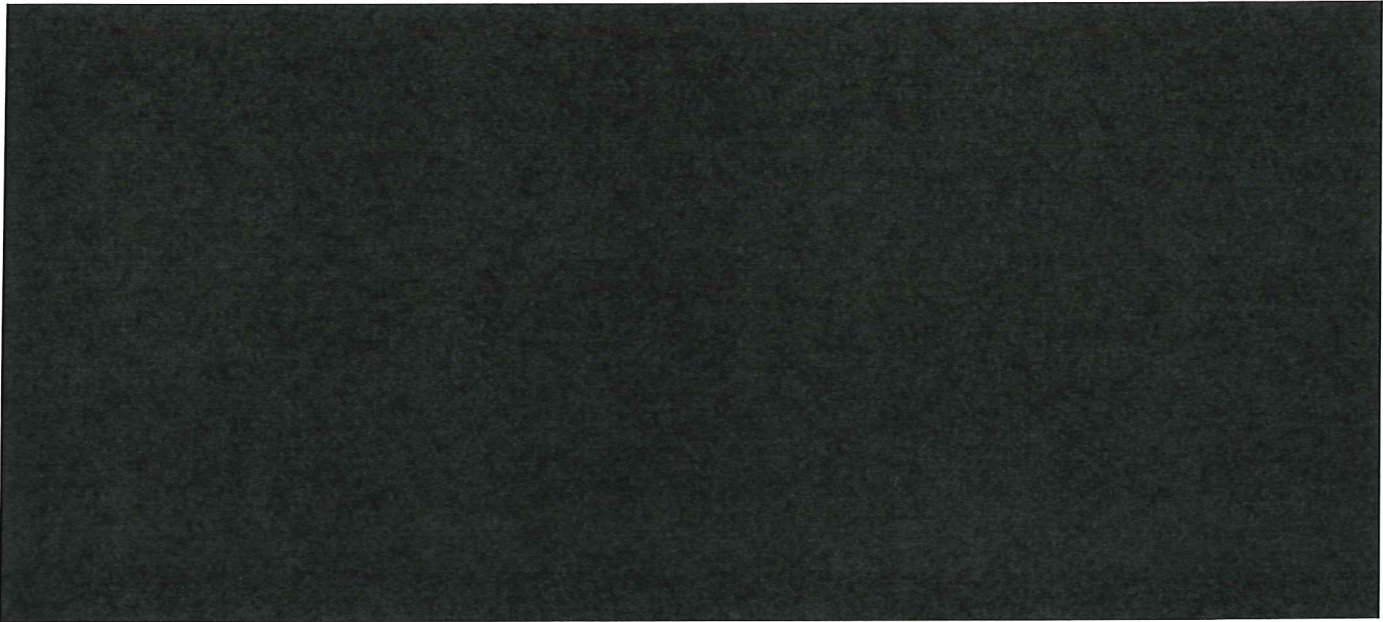
Message protected by MailGuard: e-mail anti-virus, anti-spam and content filtering.  
<http://www.mailguard.com.au/en>



Steven Lay

---

**From:** [REDACTED]  
**Sent:** Friday, 17 November 2017 9:44 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Case [REDACTED] Print - PRIORITY A - Media Threat / Station Parking -



Part of Transport For Victoria

**From:** [REDACTED]  
**Sent:** Friday, 17 November 2017 9:24 AM  
**To:** [REDACTED]  
**Subject:** Case 2017\_227638 Print - PRIORITY A - Media Threat / Station Parking -

Hey [REDACTED]

Is Tarneit gazetted?

Kind regards,  
[REDACTED]

PRIORITY A - Media Threat / Station Parking - [REDACTED]  
Incident Summary

Incident date/time: 15-Nov-17 3:36 PM Journey From: Tarneit Station Journey To: Not Specified Spoken to Driver?: No Vehicle Number: Tarneit station, south car park Required  
Action: For action and response MSA Case: N Train Number: N/A PriorityBi: Yes  
CaseFirstSave: 16-Nov-17 10:08 AM Case Type Specific: Infrastructure Ind Op: V/Line Significant  
Events: N/A  
Summary  
Reservation number:

Myki number:





Date: 15/11/2017

Time: 3:36 pm

Location: Tarneit station, south car park.

A car was parked in a space that is designed for pedestrians to safely cross the road in the car park. This is a dangerous practice, and any vehicle that puts the lives of pedestrians in peril should be fined. I have photographic evidence that clearly shows where the car was parked and the number plate. I would like to see this person cautioned, if not fined. Is there somewhere I can send the photo to? (Do not suggest the police, as I believe they have far more pressing matters to attend to.)

Feedback Type: VLine -- <https://feedback.ptv.vic.gov.au/vline-feedback/>

Respond By: Yes

Issue Details

Issue #1	Cust. Service	Infrastructure	Car parking	Illegal Parking
----------	---------------	----------------	-------------	-----------------

Outcomes

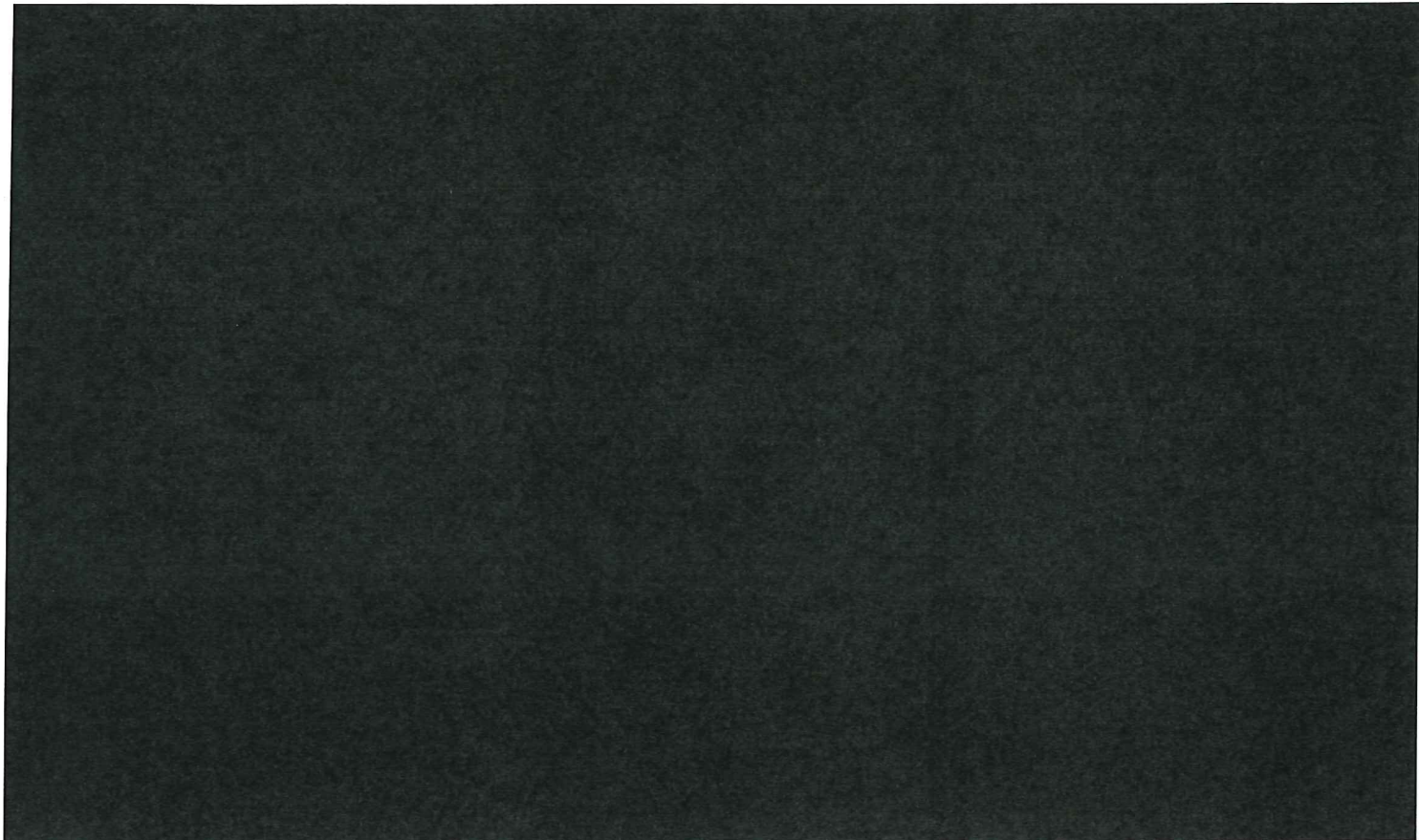
Outcome: Satisfaction:



**Steven Lay**

---

**From:** [REDACTED]  
**Sent:** Thursday, 11 January 2018 10:24 AM  
**To:** [REDACTED]  
**Subject:** RE: Delivery team occos for the next six months



**Part of Transport For Victoria**

Please consider your environmental responsibility. Before printing this e-mail message, ask yourself whether you really need a hard copy.





The other item raised was the works at Tarneit in the car park. It may be worth you preparing a flyer or statement staff can use if they get any complaints during the installation or after – essentially that the works are required for safety reasons, to assist with access for cars, buses, pedestrians and cyclists, and to promote legal parking in the car park.

Regards

[Redacted] | Regional Manager

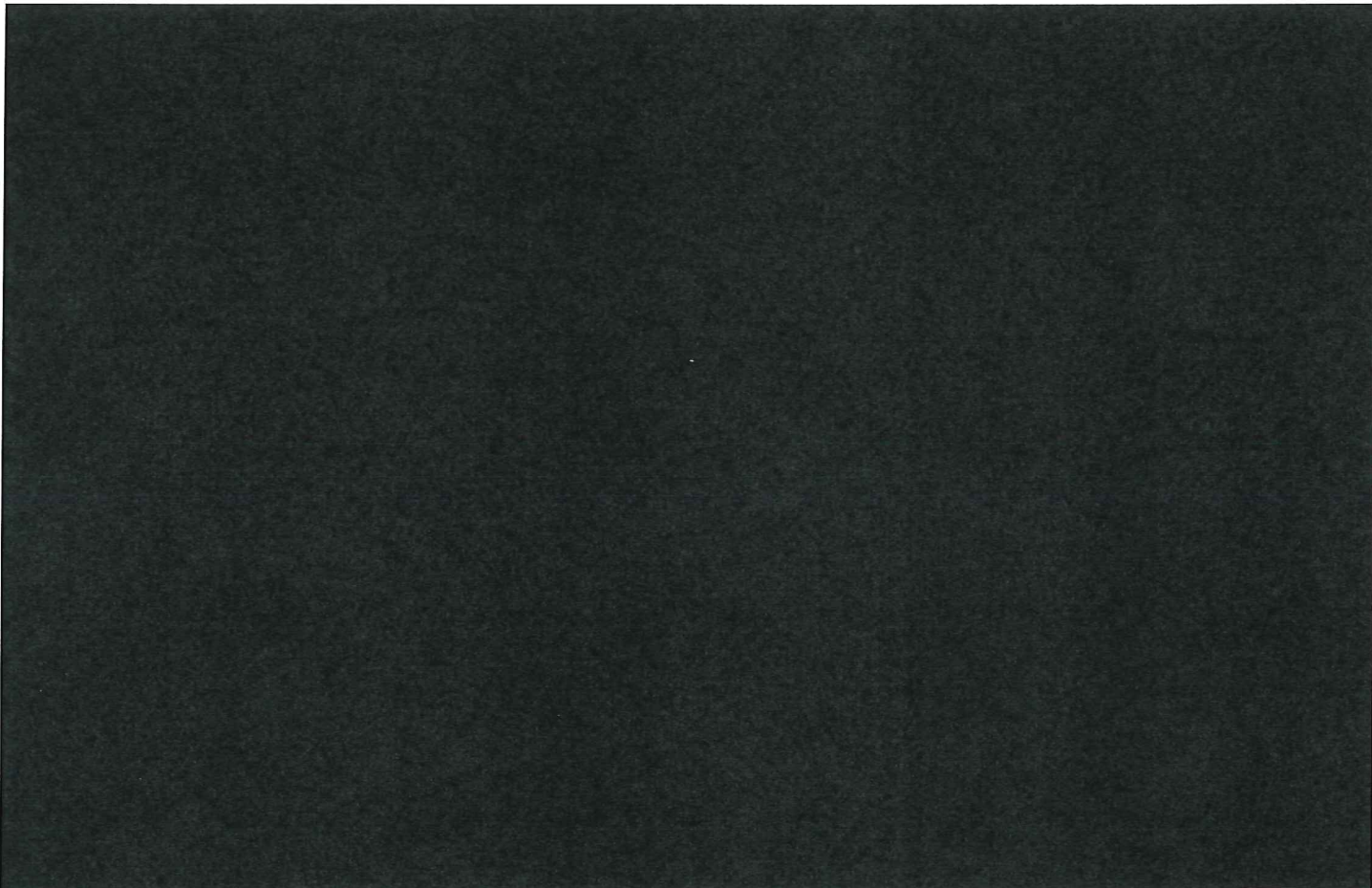
V/Line Pty Ltd  
Geelong Station Railway Terrace  
Geelong VIC 3220

T [Redacted]  
M [Redacted]  
E [Redacted]  
W [www.vline.com.au](http://www.vline.com.au)



**Part of Transport For Victoria**

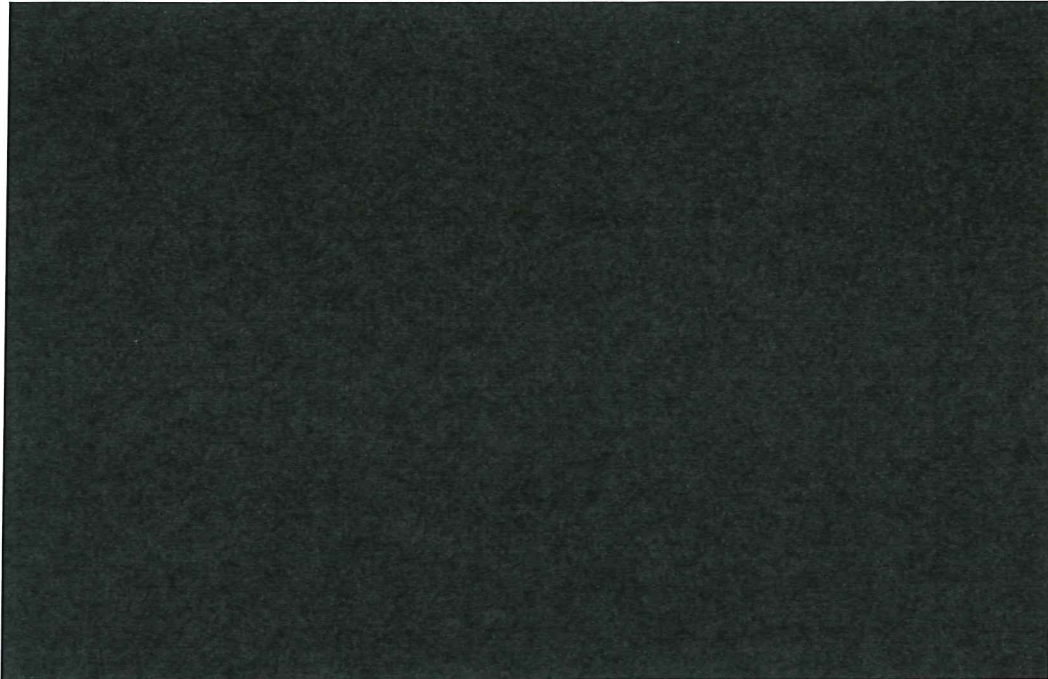
Please consider your environmental responsibility. Before printing this e-mail message, ask yourself whether you really need a hard copy.





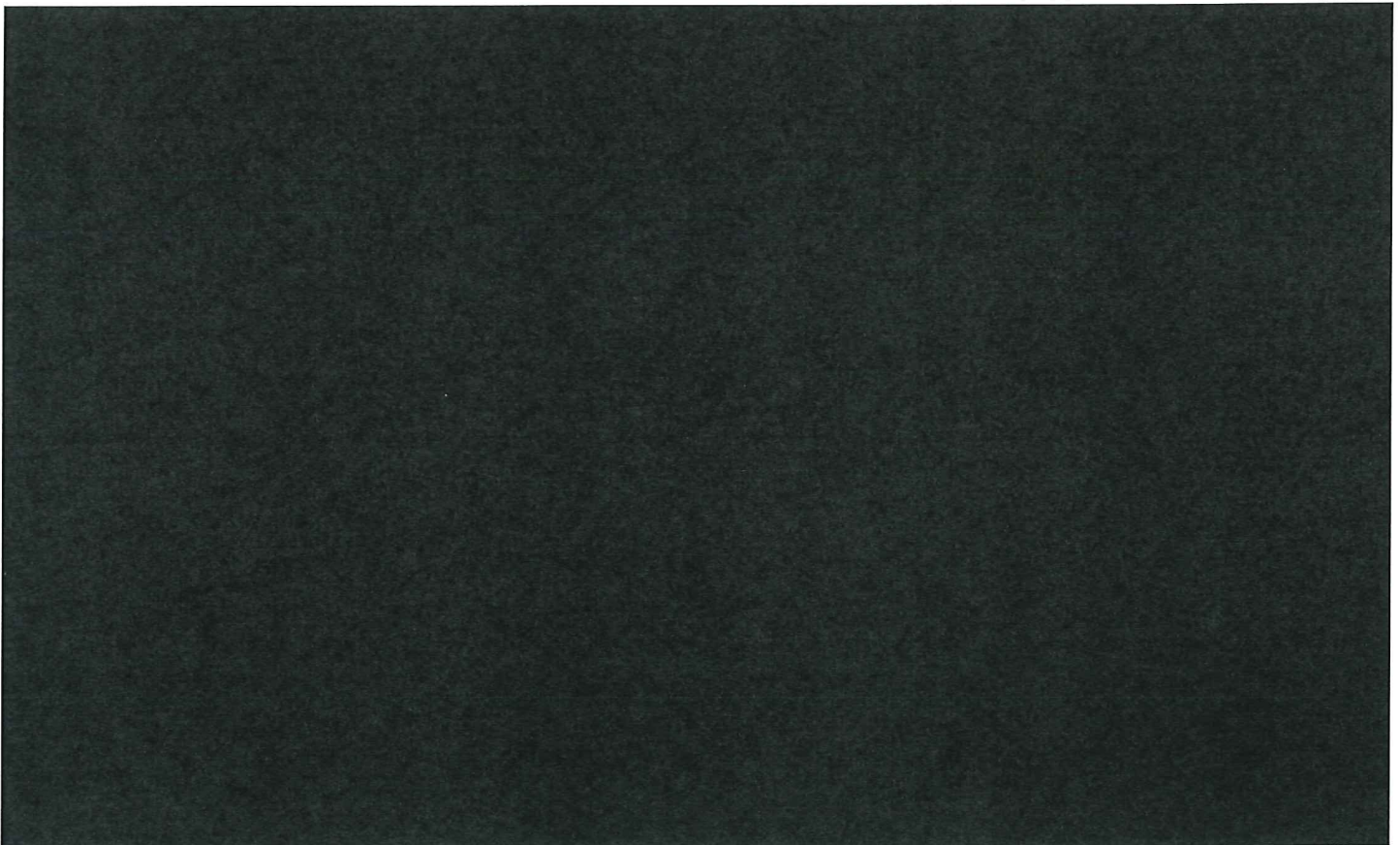
**Part of Transport For Victoria**

Please consider your environmental responsibility. Before printing this e-mail message, ask yourself whether you really need a hard copy.



**Part of Transport For Victoria**

Please consider your environmental responsibility. Before printing this e-mail message, ask yourself whether you really need a hard copy.







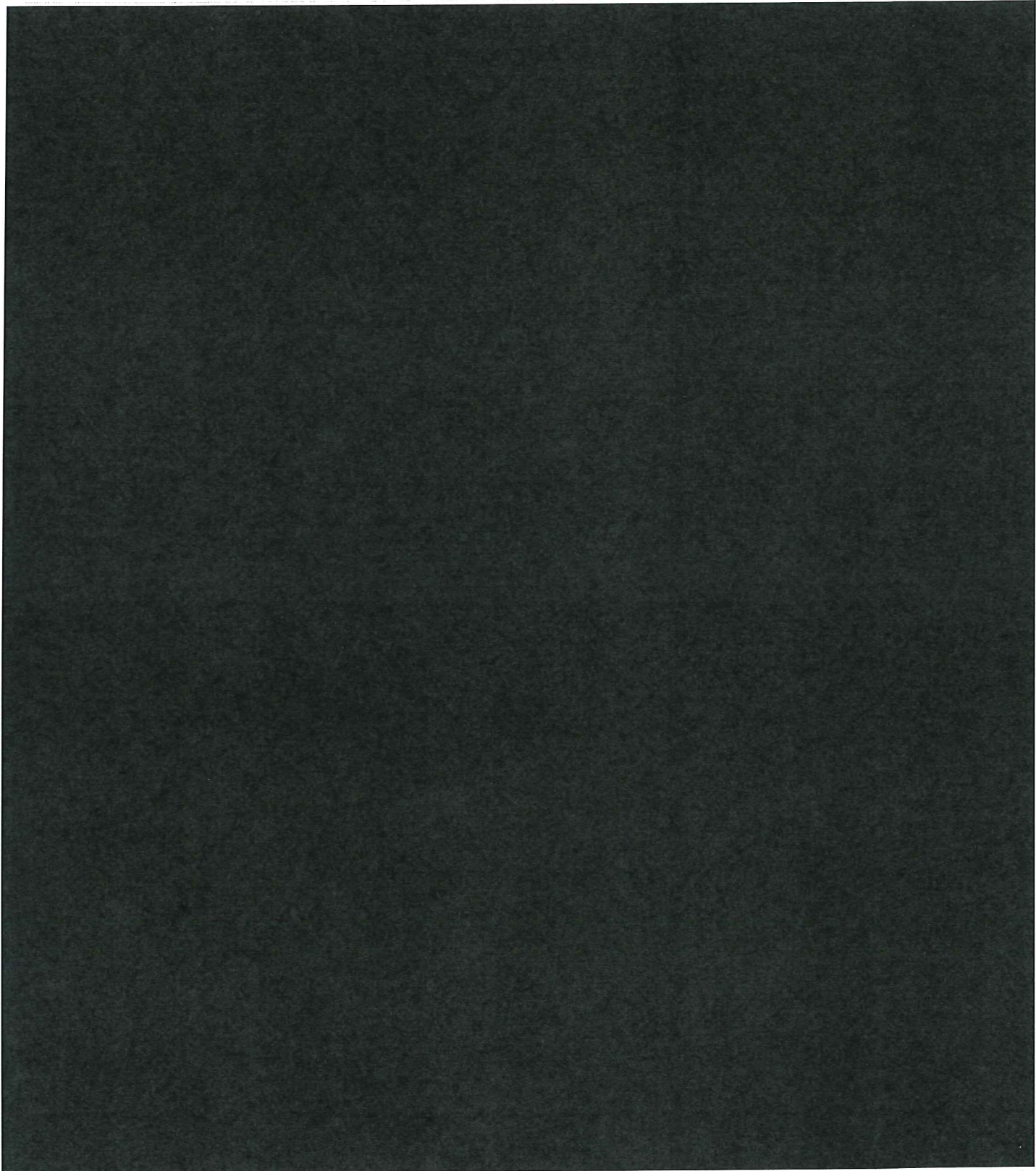


**Part of Transport For Victoria**

Please consider your environmental responsibility. Before printing this e-mail message, ask yourself whether you really need a hard copy.



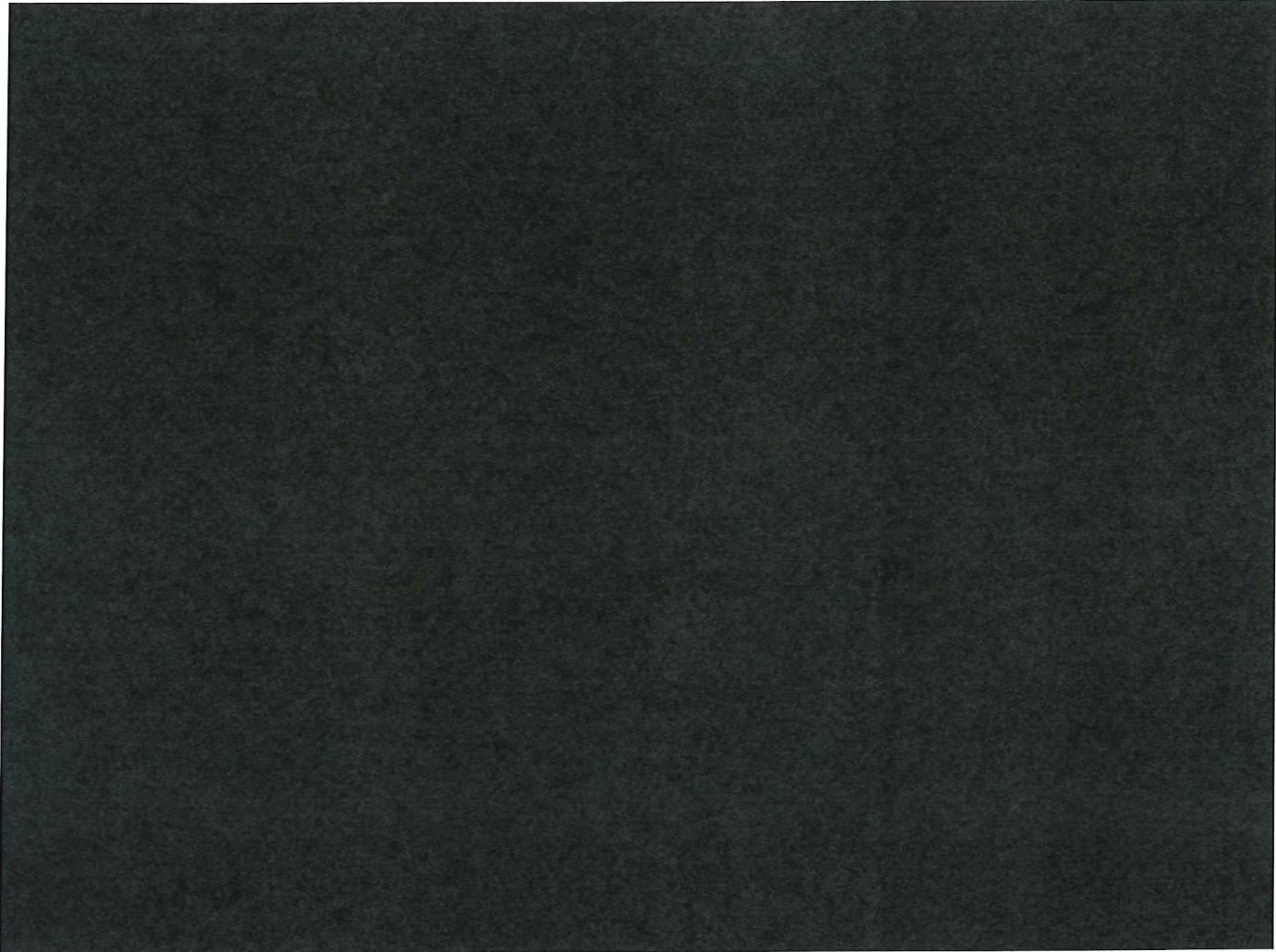
Please consider your environmental responsibility. Before printing this e-mail message, ask yourself whether you really need a hard copy.



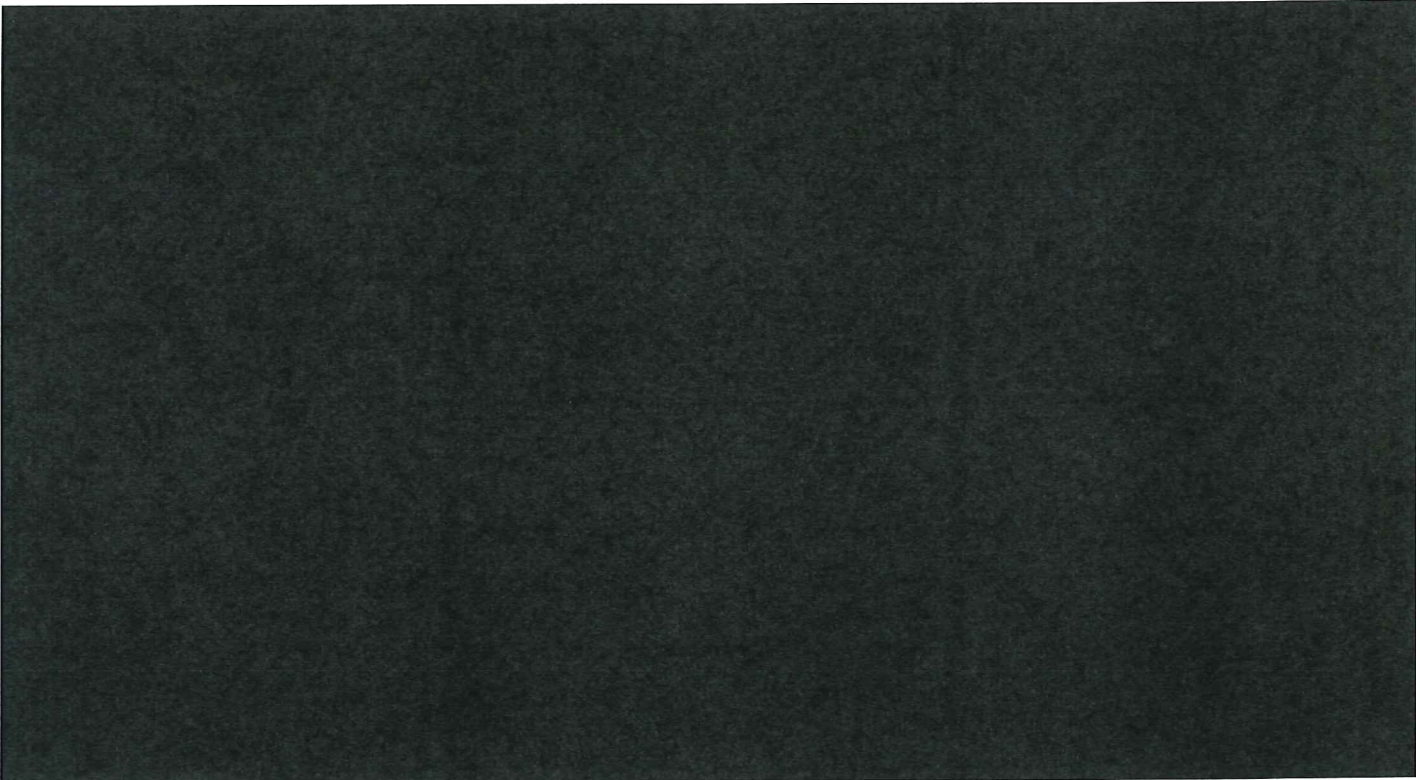
**Part of Transport For Victoria**

Please consider your environmental responsibility. Before printing this e-mail message, ask yourself whether you really need a hard copy.





 V/Line





E [REDACTED]  
W [www.vline.com.au](http://www.vline.com.au)



**Part of Transport For Victoria**

Please consider your environmental responsibility. Before printing this e-mail message, ask yourself whether you really need a hard copy.





Steven Lay

---

**From:** [REDACTED]  
**Sent:** Wednesday, 25 October 2017 3:16 PM  
**To:** VLINE-Customer-Conductors-South Western-Geelong; VLINE-Customer-South Western-Services Managers; VLINE-Customer-South Western-Station Staff  
**Cc:** [REDACTED]  
**Subject:** South West Region - Fortnightly Update  
**Attachments:** Weekly Report wk ending 22Oct (002).pdf; Station Rankings by patronage 2016 to 2017 financial year.xlsx

\* Tarneit car park works – a plan is being worked on to install barriers to prevent illegal parking – hopefully we will see something on the ground in the next month or so





Part of Transport For Victoria

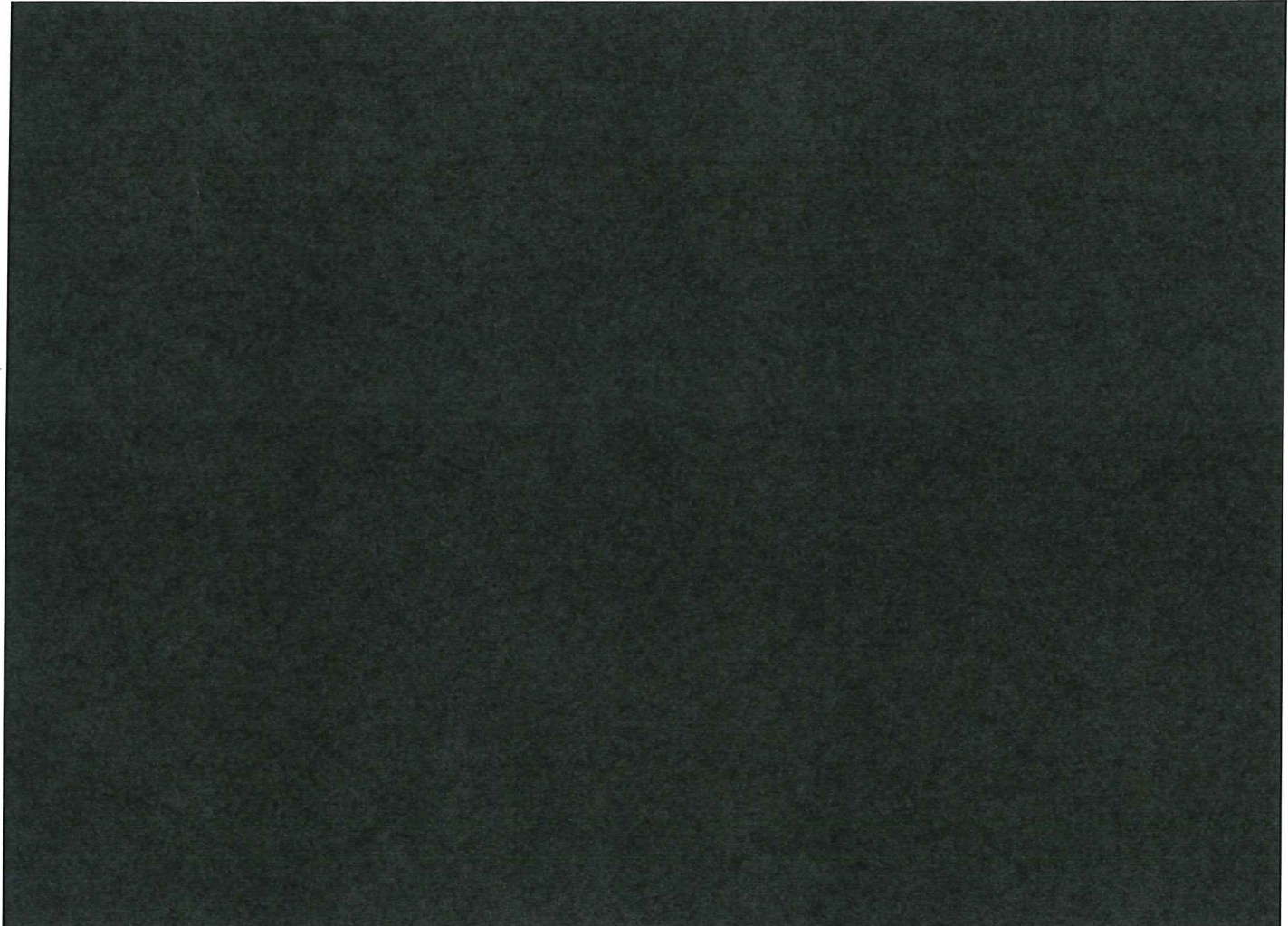
Please consider your environmental responsibility. Before printing this e-mail message, ask yourself whether you really need a hard copy.




**Steven Lay**

---

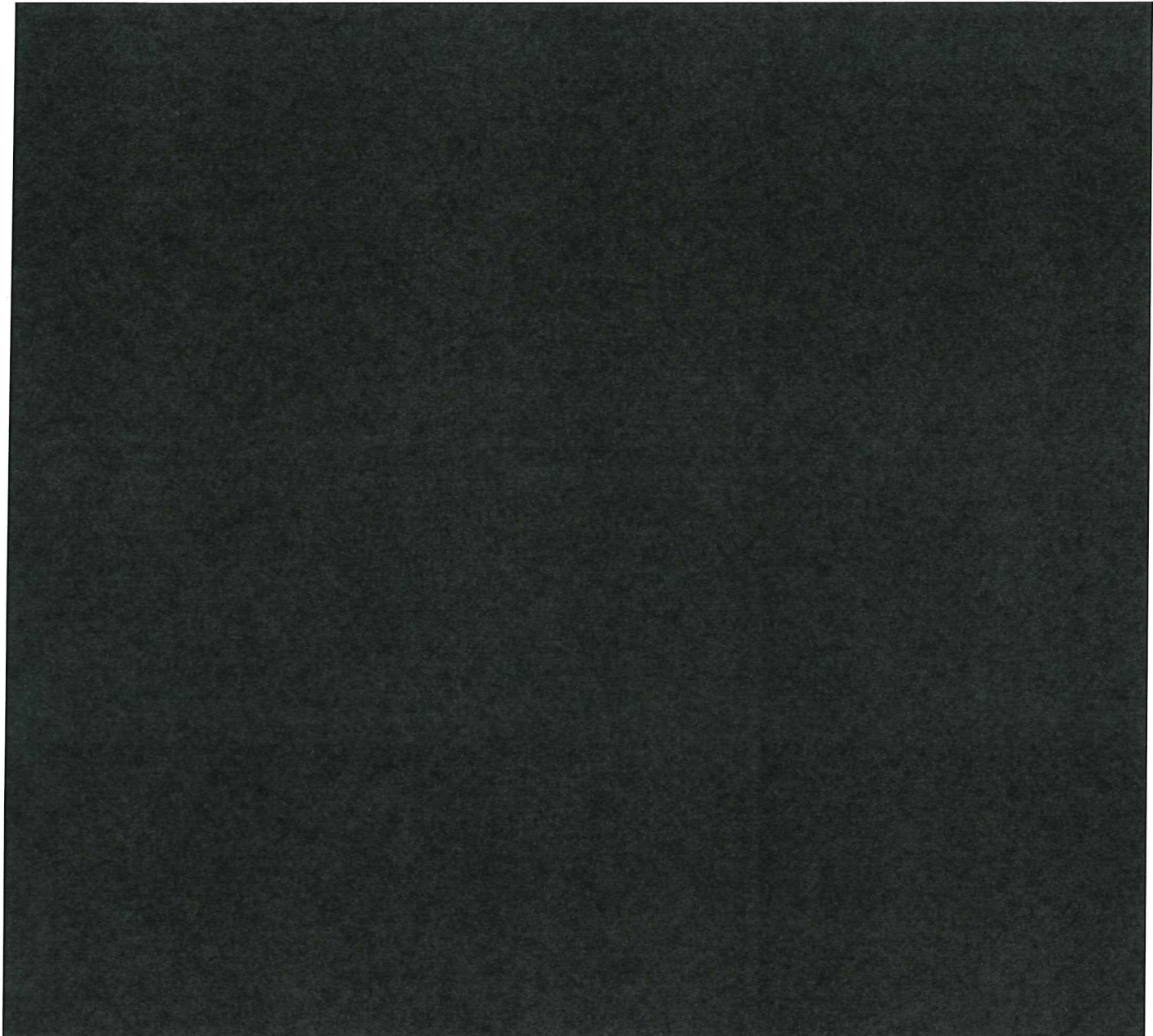
**From:** [REDACTED]  
**Sent:** Thursday, 18 January 2018 3:58 PM  
**To:** VLINE-Customer-South Western-Services Managers; VLINE-Customer-South Western-Station Staff; VLINE-Customer-Conductors-South Western-Geelong  
**Cc:** [REDACTED]  
**Subject:** South West Region - Fortnightly update  
**Attachments:** Diversity and inclusion strategy.pdf; VLine Rail Operations Enterprise Agreement 2015-2019.pdf; Q & A.pdf



-  Tarneit station car park – hopefully bollards will be installed very soon – there will be some communications issued for staff in case you get any customer feedback







W [www.vline.com.au](http://www.vline.com.au)



**Part of Transport For Victoria**

Please consider your environmental responsibility. Before printing this e-mail message, ask yourself whether you really need a hard copy.





**Steven Lay**

---

**From:** [REDACTED]  
**Sent:** Tuesday, 16 January 2018 1:22 PM  
**To:** [REDACTED]  
**Subject:** Tarneit Car Park  
**Attachments:** 20180116\_093326.jpg; 20180116\_093324.jpg

Forgot to tell you Abandoned Car has been towed away. Apparently the owner had been sick. Have attached a couple of photos that I took while doing the OHS Inspection they are now parking both side to the corner.

Regards

[REDACTED] | Service Manager Tarneit/Wyndham Vale

620 Derrimut Road  
Tarneit VIC 3029

M [REDACTED]  
E [REDACTED]  
W [www.vline.com.au](http://www.vline.com.au)

Part of Transport For Victoria

Please consider your environmental responsibility. Before printing this e-mail message, ask yourself whether you really need a hard copy.



