

Freedom of Information

Part II Information Statement

The FOI Part II Information Statement demonstrates how V/Line Corporation is making information accessible to the public without the need to lodge a formal request under the *Freedom of Information Act 1982*.

This document outlines the role of V/Line and simplifies the process for finding information about key services, functions, reports and outputs.

Statement 1 – Organisation and functions

About V/Line

V/Line Corporation is a statutory corporation established under the *Rail Corporations Act 1996* (Vic) and continued under the *Transport Integration Act 2010* (Vic).

V/Line is responsible for the operation of the regional rail passenger network in Victoria and part of New South Wales. It is Australia's largest regional public transport operator. It manages V/Line branded coach services, provides access to freight operators and maintains regional Victorian rail assets.

Information relating to V/Line's organisation and functions can be found at various locations, including [the V/Line website](#)¹ and online publications.

Location of information relating to V/Line:

- [V/Line organisation and functions](#)²
- [V/Line Senior Management Team](#)³
- [V/Line organisational chart](#)⁴
- [V/Line performance and capacity](#)⁵.

Legislation relevant to V/Line includes:

- *Transport Integration Act 2010*
- *Rail Safety National Law Application Act 2013*
- *Rail Safety National law (South Australia) Act 2012*
- *Rail Management Act 1996*
- *Transport (Compliance and Miscellaneous) Act 1983*.

Statement 2 – Categories of documents

V/Line creates a large number and variety of documents and records in the course of its work. These include the following:

- policies, procedures and standards
- briefings and reports, including Annual Reports

- correspondence
- engineering and project management documents
- documents relating to procurement and tenders
- financial records
- photographs, images and multimedia objects
- maps and plans
- records of customer feedback, inquiries and complaints
- records associated with train timetabling and movements
- data and other documents relating to performance, incidents and safety matters
- documents that fall within V/Line's Safety Management System
- documents relating to compliance with regulatory requirements.

Employees' records

V/Line also holds employees' records. An FOI request is usually required to access these records.

For further information please <mailto:foi@vline.com.au>⁶.

Statement 3 – Freedom of information arrangements

Under the *Freedom of Information Act 1982*, you have the right to request information and access documents about your personal affairs and the activities of V/Line.

In order to do this, an FOI request needs to be made in writing to the agency that holds the documents being requested. Requests for access to documents in the possession of V/Line should be addressed to:

V/Line Freedom of Information Officer

GPO Box 5343

Melbourne Victoria 3001

You will need to enclose the application fee (currently \$27.90) with the request.

Click here for [more information about making an FOI application to V/Line](#)⁷.

Click here to [find out general information about the FOI application process](#)⁸.

Statement 4 – Publications

Click here to view certain [publications V/Line produces](#)⁹.

Additional information, specified by Financial Reporting Direction 22C, is available on request to relevant Ministers, Members of Parliament and the public (subject to FOI requirements, if applicable).

V/Line also produces customer service publications on [the V/Line website](#)¹⁰ as well as [network maps](#)¹¹.

Statement 5 – Rules, policies and procedures

V/Line publishes some of its rules, policies and procedures online.

Examples are listed below:

- [V/Line general policy statement and Privacy Notice](#)¹²
- [V/Line Customer Charter](#)¹³
- [V/Line customer complaint handling procedure/policy](#)¹⁴

Statement 6 – Report literature

V/Line publishes other information as part of the [V/Line annual report](#)¹⁵ including:

- data/research conduct
- results of customer service surveys
- annual report.

Appendix

1. www.vline.com.au
2. www.corporate.vline.com.au/About-V-Line/Our-company
3. www.corporate.vline.com.au/About-V-Line/Our-company
4. www.corporate.vline.com.au/About-V-Line/Our-company
5. www.vline.com.au/About-V-Line/Performance
6. <mailto:foi@vline.com.au>
7. www.corporate.vline.com.au/About-V-Line/Freedom-of-Information
8. www.foi.vic.gov.au
9. www.corporate.vline.com.au/About-V-Line/Publications
10. www.vline.com.au
11. www.vline.com.au/Maps-stations-stops/Network-Maps
12. www.vline.com.au/Privacy-policy
13. www.vline.com.au/About-V-Line/Customer-charter
14. www.vline.com.au/About-V-Line/Additional-pages/Complaints-handling-procedure
15. www.corporate.vline.com.au/About-V-Line/Publications