



8 November 2024

Mr Conner Brown

By email: foi+request-12260-dcfaf08f@righttoknow.org.au

Dear Conner,

Your freedom of information request

I refer to your correspondence dated 3 November 2024 in which you requested:

access to documents and internal communications related to the handling of overcrowding on V/Line services between 2022 and 2024.

The types of documents you are requesting include:

- *Any internal communications (emails, memos, reports) between V/Line staff or between V/Line and PTV regarding overcrowding issues on V/Line services.*
- *Reports, studies, or analyses conducted by or for V/Line addressing the causes, frequency, and impact of overcrowding on passenger services.*
- *Plans, strategies, or actions taken or proposed to manage or alleviate overcrowding during this period.*
- *Any communications with government agencies, including briefings or updates, concerning overcrowding on V/Line services.*

You are making a request under the *Freedom of Information Act 1982 (Vic) (FOI Act)*, however at this time your request is not valid under section 17 of the FOI Act because you have not paid the application fee of \$32.70.

This means we cannot start processing your request until you pay the application fee or request a fee waiver.

Paying the application fee

To proceed with your request, please pay the application fee of \$32.70 by cheque or bank transfer (EFT).

Account name	V/Line Corporation
Bank	Westpac Banking Corporation, 303 Collins Street, Melbourne VIC 3001
BSB	033000
Account no.	856432

Requesting a fee waiver or reduction



If paying the application fee would cause you hardship, you may ask us to waive or reduce it. To do this, please provide supporting information so we can assess your eligibility for a fee waiver or reduction.

Supporting information may include a copy of a current concession or health care card, a bank statement, or statutory declaration outlining why paying the application fee would cause you hardship. If you are not sure what information to provide, please contact us to discuss further.

What you need to do

Please pay the application fee of \$32.70 using the payment method outlined above, or, provide evidence of hardship for a fee waiver or reduction by 18 November 2024.

If you have any questions about the application fee or requesting a fee waiver or reduction, please email us at foi@vline.com.au.

If we do not hear from you by this date, we may close your request without processing it. If we close your request without processing it, you will need to make a new request if you wish to access the document.

If you have any questions, please also email us at foi@vline.com.au.

Yours sincerely

Ashley Peter-Budge
Lawyer