

26 June 2020

William Doolan  
Coroner's Registrar  
65 Kavanagh Street  
Southbank VIC 3006

By email: [cpresponses@coronerscourt.vic.gov.au](mailto:cpresponses@coronerscourt.vic.gov.au)

Dear Mr Doolan

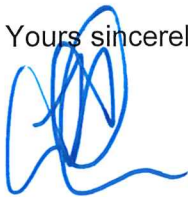
**Investigation into the death of Tanya L Day  
COR 2017 006424**

I refer to your letter dated 9 April 2020.

I am pleased to provide the Court with V/Line Corporation's response to the two recommendations addressed to it by Deputy State Coroner Caitlin English.

V/Line's response is set out in the Annexure to this letter.

Yours sincerely,

A handwritten signature in blue ink, appearing to be 'JP', written over the text 'Yours sincerely,'.

**James Pinder**  
CEO

## **Response to the Coroner's recommendations to the CEO, V/Line Corporation arising out of the inquest into the death of Tanya Day (COR 2017 006424)**

### **Background**

By letter dated 9 April, the Coroners Court of Victoria provided the CEO of V/Line with the findings of Deputy State Coroner C English into the death of Tanya Day. Those findings included two recommendations directed to the CEO of V/Line. The recommendations are:

1. That V/Line review training materials to include input from the Aboriginal and Torres Strait community about unconscious bias and to provide training to staff as to how to reduce the impact of unconscious bias in decision making.
2. That V/Line request the Victorian Equal Opportunity and Human Rights Commission to conduct a section 41(c) review of the compatibility of its training materials with the human rights set out in the Charter.

### **V/Line's response to recommendation 1**

V/Line is pleased to accept this recommendation.

In 2017, V/Line developed and launched its Diversity and Inclusion Strategy and initiated a Culture Council in 2018. Six pillars of diversity were identified as being the areas where V/Line would seek to work with staff and the community to promote inclusion and participation in our workforce. This began with awareness workshops on the topic of unconscious bias and our targets in each of the six pillars.

One of the six pillars identified in the V/Line diversity and inclusion program is Aboriginal and Torres Strait Islander people. V/Line's preparatory work in this area identified a large number of registered aboriginal parties and traditional landowner groups who live across Victoria who V/Line is intrinsically linked with by the nature of our regional operations and footprint. To assist V/Line through the navigation of this complex and sensitive landscape, V/Line retained the expertise of Mr Brendan Littlechild, CEO of Indigenous Workforce Consulting, to assist in the development of an Aboriginal Strategy and detailed action plan that would reflect Aboriginal and Torres Strait Islander perspectives, and promote positive discourse with a range of those communities within Victoria.

In light of the Court's recommendation, V/Line is pleased to extend Mr Littlechild's scope to incorporate the responsibilities associated with an Aboriginal Liaison Officer as a transitional measure to assist V/Line to take immediate impactful action, including coaching support to address the issue of unconscious bias as that relates to Aboriginal and Torres Strait Islander people. V/Line's action plans in this pillar of diversity are comprehensive in a number of areas including employment, procurement, cultural safety and awareness and community engagement.

V/Line is a member of the Department of Transport Aboriginal Self-Determination Steering Committee and is actively participating in collaborative efforts to support the Victorian Government's commitment to Self-Determination in the Victorian Aboriginal Affairs Framework 2020-2023.

## **V/Line's response to recommendation 2**

V/Line is also pleased to accept this recommendation, and has formally contacted the Victorian Equal Opportunity and Human Rights Commission (VEOHRC) in writing to invite it to review not just V/Line's training materials, but also other policies that reflect V/Line's interaction with the communities we service. Our intention is to work with VEOHRC to jointly scope out the review.