

The Daily Telegraph's report *Pie man the train's guard* (23 September) distorted facts provided to the Telegraph's reporter and falsely implied that CountryLink staff shortages were putting passenger safety at risk. The following information was provided to the Daily Telegraph:

- In August a CountryLink Passenger Services Supervisor for the morning Albury - Sydney XPT gave extremely short notice that he would not be attending work. Another employee, a Senior Passenger Attendant was present ready to work on the train. It is part of the role of a Senior Passenger Attendant to act as a Passenger Services Supervisor when required. The employee in question on this day had finished all his necessary training, but had not yet been accredited to perform the role.
- However, an Operations Standards Manager, who is qualified to provide the necessary accreditation, was also at Albury and accompanied the Senior Passenger Attendant on the Sydney-bound train. The attendant agreed to this arrangement. The Operations Standards Manager accompanied the train and is competent to carry out any safety related task required of a Supervisor. CountryLink procedures provide for this type of arrangement when there is a shortage of qualified staff.
- The Senior Passenger Attendant performed the supervisor's role without incident.
- At no time was there any risk to the safety of passengers.
- CountryLink is not experiencing major staff shortages across the network. As with any large organisation, people leave employment and are replaced through recruitment.