

Sheean Werkmeister  
Coroner's Registrar  
Coroners Court of Victoria  
65 Kavanagh Street  
Southbank VIC 3006

**By Email:** cpuresponses@coronerscourt.vic.gov.au

19 November 2025

Dear Sheean

**Yarra Trams response to the investigation into the death of Nancy Doreen Hay  
COR 2023 000754**

I refer to your letter dated 2 June 2025, addressed to Joe Le, copying Joshua Busuttil, concerning the investigation into the death of Nancy Doreen Hay.

Nancy Doreen Hay was involved in a tram related incident in Essendon on 7 February 2023. Yarra Journey Makers Pty Ltd (operator of **Yarra Trams** on and from 1 December 2025) offers its condolences to the family and friends of Nancy.

Set out in this letter is the response on behalf of Yarra Trams to the recommendations given by Coroner Catherine Fitzgerald.

**Recommendation (i)**

'That by September 2025, Yarra Trams and the DTP complete the current network-wide assessment of legacy tram stops that may require safety modifications'.

Yarra Trams response:

The Coroner's recommendation has OR will be implemented.

Yarra Trams will complete a network wide assessment of legacy tram stops by September 2025. This will be achieved by working with DTP to assess safety risks, measures and modifications to improve safety of identified assets across the network. The network-wide assessment seeks to determine the:


- number of locations similar to Lincoln Rd and Mt Alexander, where pedestrians cross tram tracks that are separated from road vehicles but where a dedicated safe crossing has not been provided;
- different types of pedestrian crossings, the safety measures currently in place, a risk assessment of the location and whether further safety measures and modifications are required;



- types of safety measures and modifications required to improve the safety of each location identified, ranging from simple measures such as improved signage, tactiles and similar infrastructure, to the redesign of tram stops; and
- funding required to deliver the modifications.

Should you wish to discuss this matter further, please contact Joe Le, Chief Health, Safety & Sustainability Officer on 0458 233 358 or [joe.le@yarratrams.com.au](mailto:joe.le@yarratrams.com.au).

Yours sincerely

Signed by:  
  
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**Vincent Destot**

**Chief Executive Officer**

**Signed for and on behalf of Yarra Journey Makers Pty Ltd**

**ACN 671 633 159**