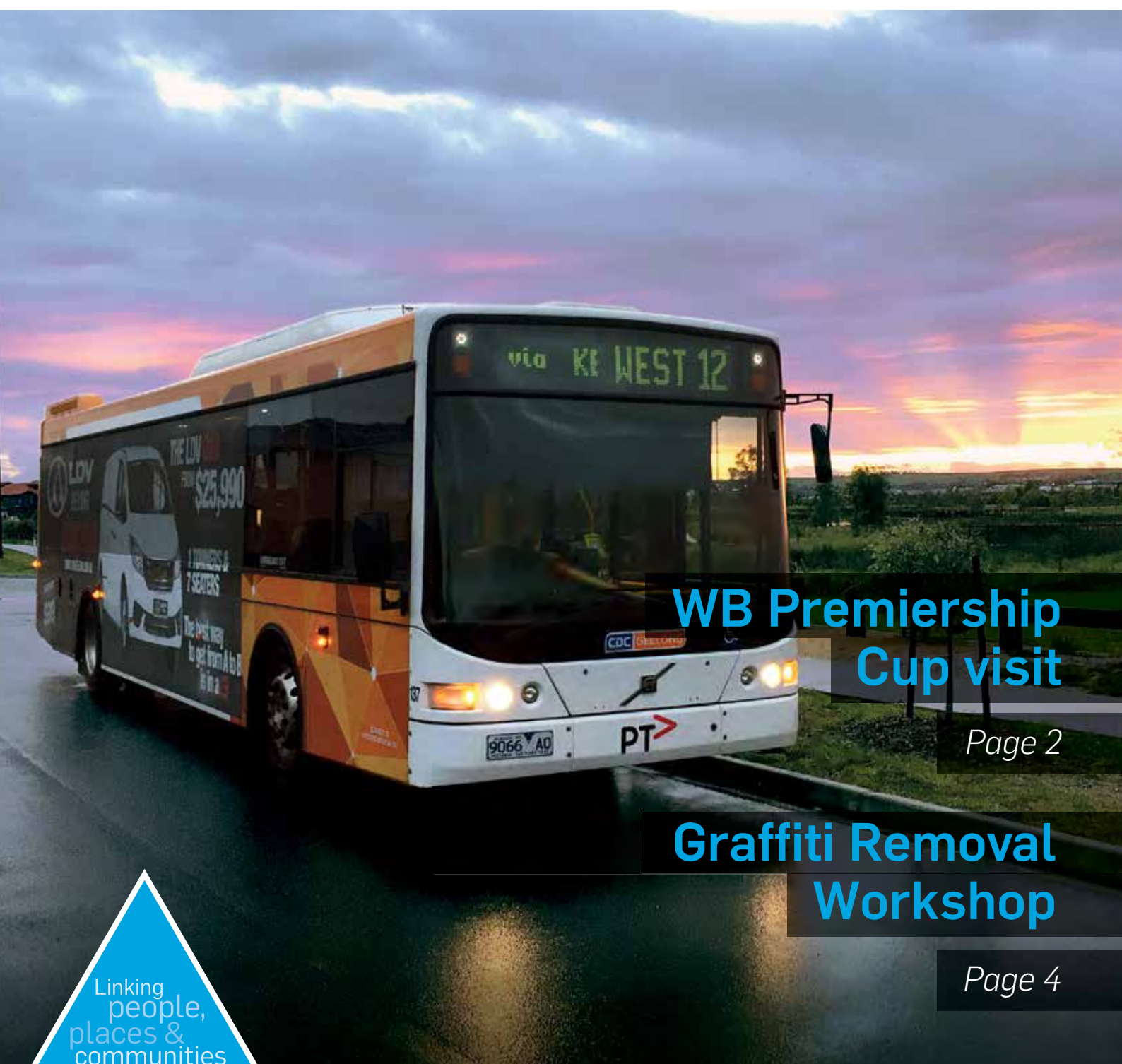


Connect

CDC Victoria's bi-annual newsletter: Keeping you informed and connected with our initiatives, developments and the people who drive our business

ISSUE 4 / DECEMBER 2016



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Linking
people,
places &
communities

Congratulations to the Western Bulldogs

Congratulations are in order for our principal partner, the Western Bulldogs as they made history by winning the 2016 AFL Premiership after a 62-year drought.

We are so excited and believe that greater things are yet to come for them. CDC was honoured to be able to share in this joyous occasion first hand with the Premiership cup gracing not one, but two of our depots (Altona and Ballarat) on separate occasions.

“With most of our depots concentrated in the West, we have a lot of die hard Bulldogs fans so having the premiership cup at two of our depots really created quite a buzz. We’d like to thank Chris Speldewinde, Sales Manager at the WB for organising the Altona visit,” said Michelle Ho McKersey, Community Engagement Manager.

“ Our partnership with the Western Bulldogs has always been close and collaborative in terms of engaging with the communities we serve. Having the Premiership cup brought to our depots really showed that our relationship is a special one.” added Michelle.

The first visit to Ballarat Depot was organised by Ballarat driver, Ray Neville. Read more about this on our Facebook page.

 [cdcvictoriabus](https://www.facebook.com/cdcvictoriabus)



Photo credit: Rowan Humphries

Winning Cover Picture

Congratulations Rowan Humphries for winning this issues Cover Picture.

Staff are encouraged to send in their pictures as their contribution to our newsletters.

Rowan’s sunset shot was the winning cover for Connect so a prize is on its way to him.

Engaging with the Sudanese community

CDC recently had the privilege of supporting the South Sudanese Australian National Basketball Association (SSANBA) exhibition Game featuring the South Sudanese All Stars vs Victoria Police on 17 November.

Werribee Depot's Service Delivery Manager (SDM) Ravneet Walia and Depot Manager, Dave Hutton attended the game after being roped in by driver Silvana Tarabolsi who was the game referee.

Not only did CDC sponsor the refreshments and fruits on the day but we had the honour of providing and presenting Emmanuel Malou the 'Best and Fairest Player' with an official certificate.

Ravneet Walia said, "CDC was proud to be able to engage with these youth and be a part of the Victoria Police vs South Sudanese All Stars game. It was a very energetic experience and we believe this sets the building blocks in place for a long term, strong community relationship with the Sudanese community."

"It was really great to see the youth choosing sport as part of their lifestyle and to watch how much talent there really is in the West. We were also glad to see that Channel 9 News covered the event," added Ravneet.



The next round of games (The Summer Slam tournament) will be on Friday 16 to 18 December at Eagle stadium and CDC intends to have a similar presence there.

Ravneet Walia said, "Being at the game was one of the best experiences I have ever had and is a great way for us to continue our community engagement initiatives especially since the SSANBA has such an important presence in the Wyndham community area."

We look forward to many more engagement possibilities with the Sudanese community. Special thanks also goes out to driver Silvana Tarabolsi for presenting us with this opportunity to interact with the Sudanese community.

If you'd like to see the Channel 9 New snippet, please visit <https://www.facebook.com/9NewsMelbourne/videos/1757275731202747/?pnref=story>

CDC wins tender for 2016 World Cup of Golf

We're delighted that we were able to provide free shuttle bus services for visitors to the 2016 World Cup of Golf.

This year's World Cup of Golf was held at Kingston Heath Golf Course in Cheltenham from 23 to 27 November 2016.

Each day ticketholders of the World Cup of Golf could access the shuttle bus service for free between Moorabbin Railway Station (on the Frankston line) and the golf course from 7am until one hour after the close of play.

The shuttle bus ran as an express service, departing from Moorabbin Railway Station and on Kingston Road near Gate 2 at Kingston Heath Golf Course.



George Konstantopoulos, Executive Manager Group Operations said, "We were proud to support the World Cup of Golf. We thank PTV for entrusting us with the delivery of this Victorian Major Event."

Working together in the fight against Graffiti

Taking a proactive stance against vandalism on our buses by educating the youth through a series of workshops via The Whitten Project

CDC Victoria is proud to be a community partner of the Western Bulldogs, and in particular The Whitten Project. As part of our partnership, CDC runs two hands-on Graffiti Removal Workshops that allow us to interact directly and engage with these future leaders.

In 2016, we conducted two workshops which allowed us to engage with 58 future youth leaders (43 in Sunshine and 15 in Ballarat) about the effects of vandalism that plagues our industry and the wider community on a daily basis.

Community Engagement Manager, Michelle Ho explained that the workshops were a leadership project designed to encourage the importance of good model behaviour and empower young leaders to communicate assertively, influence others into taking responsibility and do the right thing.

“The idea is to educate the youth from the Whitten Project about how graffiti affects our industry and the wider community while working with them in a proactive environment,” said Michelle.



The second part of the workshop involves role play to help the youth achieve conflict resolution skills.

In 2017, CDC will be upping the ante and committing to five Graffiti Removal Workshops due to the popularity and effectiveness of the sessions.



Each workshop runs for a 3-hour duration and involves a hands-on experience for the youth who get to graffiti a bus and then remove it so they can truly understand how much work goes into the process.

“We’ve seen how engaging these workshops are for the youth and believe that this is a key process in educating future leaders who could influence other youth,” said Michelle.



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We continue to invest in Community Engagement such as the Graffiti Removal Workshops in order to serve our community better. That said, we realise this is not a quick fix solution. We trust that the community will continue to support us as we endeavour to diminish anti-social behaviour and



make your ride a more pleasant one.

For more pictures from the various workshops at Sunshine and Ballarat, please see our Facebook page: facebook.com/cdcvictoriabus/ and look for the album entitled Graffiti Removal Workshop.

The Whitten Project

Established by the Western Bulldogs in 2013 The Whitten Project offers unique opportunities for young people to build confidence make new friendships and develop skills that will enable them to become future leaders in their community.

The Whitten Project is open to males and females in years 9 or 10 who live within the municipalities of Ballarat, Glenelg, Hobsons Bay, Maribyrnong, Melton or Moonee Valley.

Better security onboard

In order to provide the best protection for our drivers, CDC Victoria has been progressively rolling out driver security screens on our fleet since 2011. The current design of the screens have successfully improved due to the input of drivers, OH&S representatives and better engineering.

Our target was to install screens to vehicles manufactured from 2000 onwards (277 vehicles) and we are pleased to say that we have installed 182 screens to date. This completes Geelong, Altona, Sunshine and Werribee's fleet. We have also begun to install screens on Ballarat and Oakleigh vehicles.

You may have also seen a large security loop fitted to the front screen of some vehicles. This is additional to the driver door screen and a trial was conducted over 22 vehicles within our fleet. We're happy to announce that all new buses entering our fleet will now have the loop as a standard safety fixture so we can provide a safer experience for our drivers and passengers alike.

Mike McNess, Senior Organiser from Transport Workers Union said that the application of security screens and loops was of high importance.



“ Drivers are subject to increasing levels of all types of abuse. We can't control the community but we can control the safety of our driver. ” said Mike.

“CDC have been a prominent member of the TWU/BAV screens committee and have shown that they are committed to driver security. The TWU looks forward to working with CDC and other industry stakeholders to seek safety and security improvements in the Victorian bus industry,” added Mike.

Operational Customer Care Centre (OCC) is live

CDC is dedicated to safety, efficiency and is constantly looking for ways to improve our services. In order to achieve this, we launched our Operational Customer Care Centre (OCC) on the 1st October allowing us to better support and manage our services and staff and monitor buses on our network in Melbourne, Ballarat and Geelong.

The OCC operates 7 days a week and embodies our commitment to driver safety, service delivery and operational

excellence. In short, the OCC ensures drivers have a reliable, well informed and understanding guide available to provide in-service guidance and support whenever the need arises.

The OCC monitors what is occurring across our network of services including planned and unplanned diversions, operational events and issues and provides support while applying technologies such as PTV's Bus Tracking System.

The people who drive our business



Standing: Julie Tan, Abdul Atik, Peter Mistry, Kelvin Gorringe, Kaz Abdulrahman, Natalia Tame, Levent Coskun and Mesut Karakurt
 Sitting: Lionel Loh, Michelle Ho and Nick Hatjidimitrou



Above: (left) Drivers Apo Afoa and Sala Tiomai celebrating a 'Taste of Harmony 2016'



Above: Ian Haby and Jorge Ide from Ballarat Depot



Above: Aleks Parevski from Sunshine Depot



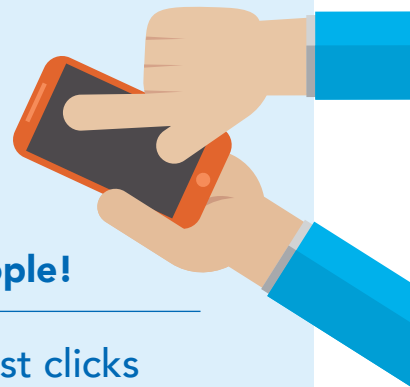
This post:

reached **39,532** people!

had **6,200k** post clicks

inspired **1,521** → reactions, posts & shares 👍❤️😞

Special thanks to Rowan Humphries (CDC Geelong) for submitting this photo



Want to stay in touch and connect with us?

Find out more about CDC's community engagement initiatives?

Read more about our partnership with the Western Bulldogs, Williamstown Football Club, The Vic Maori Wardens, Werribee Football Club, Victoria University, Western Chances and Brotherhood of St Laurence.



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