

Unite!

Newsletter

CDC Victoria's quarterly newsletter featuring updates, developments and the people who drive the business



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Photo credit: Photograph courtesy of John Mikita, showing our newly transformed CDC Melbourne Charter Buses.

Welcome!

Dear Colleagues,

You may have heard the phrase, “sitting is the new smoking”. A Google search of this phrase throws up over 18 million hits about the ills of a sedentary lifestyle. According to research, every hour of sitting apparently shortens our life span by 22 minutes.

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This second edition of Unite! features several initiatives that we are embarking on in the area of health and wellbeing. In the mental health space, you may have seen posters and brochures about our Employee Assistance Program that is a free, confidential service available to all staff through the provider Recovre. If you haven't, please look out for the EAP brochures at your depots or speak to your Managers who will be able to provide you with more information about the free service.

Also, by the time you read this Newsletter, the IPAR [mental health] training program would be in full swing and some of you would have already been to a Wednesday session with Senior Occupational Rehabilitation Specialist, Belinda Sereno. We trust that these workshop style sessions are a good arena to learn and contribute in, so that we can all progress together.

Aside from the mental health space, we've also linked up with the Western Bulldogs - Sons of

the West Health program bringing Free Health Checks to our male staff, with the invitation to join their 12 week wellness program. This is yet another free initiative that we hope our male staff will be keen to partake in, in order to better look after their health and the future of their families.

Ultimately though, health is a personal matter and regardless of the many programs that may be available it is still a personal decision whether to improve it.

Take our colleague from Altona, Mr. Dharmesh Patel, who is now an inspiration to his fellow drivers as he takes on the challenge of another marathon. His breaks are spent hitting the road not in a vehicle, but in his track shoes. I am sure there are many other inspirational stories of this nature within our ranks. In this edition, we profile Mr Patel.

I would like to take this opportunity to wish those celebrating the Lunar New Year a prosperous and successful one.

Sincerely,

Nick Yap
General Manager - CDC Victoria

Cover credit: Photography courtesy of *The Courier*, Ballarat featuring Ballarat driver, Kim Anders - who is featured in our Profile section on page 6.

Call for submission!

Unite! Issue 3, is open for submission!

Is there something worth mentioning at your depot?
A member of staff who goes beyond the call of duty?

A new addition to the CDC Victoria family or a new addition in your family? Or would you like to share an original recipe or tips on how to enjoy a healthier lifestyle? Email djgoon@cdcvictoria.com.au with your story ideas now!

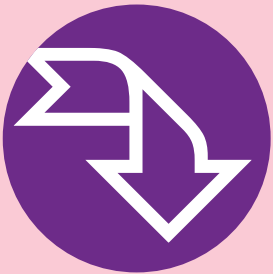


Wardens patrols extended

Following a huge success on our Werribee buses, the Victorian Maori Wardens Inc (VMWI) bus patrols have now been approved by the PTV to continue into Altona and Sunshine. The wardens have been given permission to patrol our buses in full uniform to communicate with customers and promote good, model behaviour among our passengers.

Since the inception of the programme in May 2014, CDC Victoria has seen a marked improvement in fare evasion levels and anti-social behaviour in Werribee and we are certain the patrols on our Altona and Sunshine buses will have the same desired effect.

Please ensure you make them feel welcome as they are serving the community in partnership with CDC and PTV.



Fare evasion down

CDC Victoria is proud to announce that our fare evasion rates are now at the 9 percent mark. This is according to current results issued by Public Transport Victoria (PTV) in the October 2014 Fare Compliance Report for CDC Victoria.

Fare evasion levels in the previous March 2014 compliance report were recorded at 10 percent.

“ Our fare evasion rates are now at the 9% mark. ”

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Management would like to thank all our staff for contributing to this success by being vigilant and we look forward to your continued partnership to keep our fare evasion levels down all year.

More than lucky

It was his conviction and effort that led to Altona driver - Poon Yu Sang's victory in the "Name the Newsletter" competition we ran last year. Even though Yu didn't actually choose the winning name, he went a step further by sending in his entry with a complete designed logo and name. Congratulations Yu on your commendable effort and creativity. Enjoy your Dinner for Two!





Health matters

On the 28th January 2015, CDC Victoria and IPAR rolled out a "Healthy Mind and Broader Wellness Program" as part of CDC Victoria's commitment to training and equipping its staff.

Every Wednesday, 12 CDC employees attend a 4-hour session at Sunshine Depot with Senior Occupational Rehabilitation Specialist, Belinda Sereno - in a bid to help drivers and staff identify and manage their stress levels better.

The workshop style sessions have been tailored to suit our bus driver's needs and we trust that the program has been helpful to

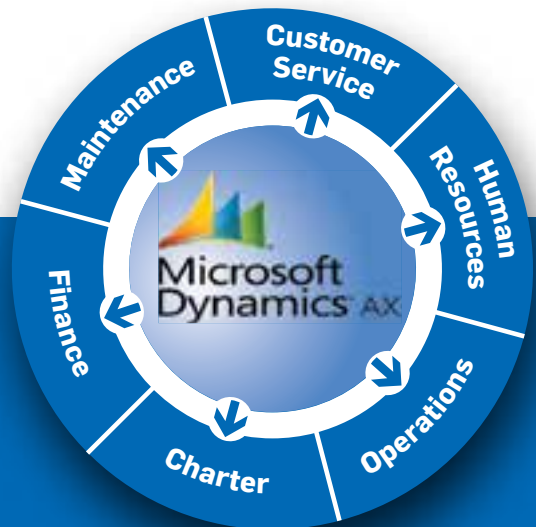
all who have already attended. Your Service Delivery Managers will notify you when it is your turn, if you have not yet attended. We would appreciate your feedback. Please send your comments to Manager - Corporate Communications, Deborah Goon, at djgoon@cdcvictoria.com.au

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AX is here!

The Microsoft Dynamics AX software package will be rolled out across the CDC Victoria business from February 2015. Everyone across the business will be impacted with at least one of the modules. The AX Modules include: HR, Finance (including purchase orders), Charter, Customer Service, Maintenance (including mechanic kiosk) and Operations (including driver kiosk).

AX will bring all facets of the business together into a single data base, instead of the 22 systems previously utilised. CDC in NSW have been using the system for over a year now and



have seen the benefits of the implementation. In Victoria, we are excited about how AX will make it easier to oversee the business and report on it.

Relevant training and support will be provided to all staff and there will be some new, different processes you will need to adopt.

Bus Network Transformation

Come 19th April 2015, substantial changes will be made to the public transport network in order to achieve a more seamless, integrated and reliable transport network in Melbourne and Geelong. More information and detailed

maps will soon be available from PTV and drivers in affected depots will be receiving new training manuals very soon. Please contact your Service Delivery Managers if you have any questions.

Men's health

Some of you may have seen the official Sons of the West (SOTW) bus that has been making its rounds as a mobile advertisement bus.



Run by our esteemed partners, the Western Bulldogs Football Club, the SOTW program is aimed at engaging men across the West of Melbourne to get regular checkups and encourage simple activities aimed at boosting healthy lifestyle choices.

And because CDC Victoria is fully committed to promoting a healthy lifestyle among its staff, we took the liberty of organising for the official SOTW Mobile Health Check Bus to visit three of our depots in February. Visiting the Altona, Sunshine and Werribee bus depots, all male staff were invited to attend Free Health Checks as part of the service.



On top of that, our staff were invited to then participate in the SOTW 12 week Health Program that includes a fully integrated line up with exercise regimes, cooking demonstrations, sports meets and health sessions. The well-being program is aimed at improving men's lifestyles and general health, with plenty of freebies including free health tips, footy tickets and family BBQs!

Due to the lack of manpower however, we were unable to arrange for the mobile bus to visit our other depots in Oakleigh, Ballarat and Geelong.

To find out more about the exciting SOTW program, visit www.sonsofthewest.org.au

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News



Beyond the call of duty



In May 2014, CDC Ballarat driver, Kim Anders was driving 41 students from Damascus College home from school (this was her usual route so she knew the kids well) when a truck pulled out and collided side-on with the bus.

The bus sustained considerable damage and the windows shattered everywhere. Instead of buckling under the pressure however, Kim kept a cool head and immediately started caring for the kids, many of whom sustained minor injuries.

Her quick thinking strategy meant the bus escaped a potential head-on collision with oncoming traffic after the truck slammed into its side. Many people would have immediately slammed on the brakes but instinctively, Kim gently guided the bus to a slow stop so as to not shock the kids even more.

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Imagine having the foresight and level headedness to be able to think like that in the midst of such an accident.



“ Kim's quick thinking strategy meant the bus escaped a potential head-on collision with oncoming traffic after the truck slammed into its side. ”

Two days after the incident, the secondary school kids from Damascus College initiated a heart-warming thank you by presenting Kim with flowers, thank you cards and lots of hugs because they recognised her commendable service and dedication to looking after their wellbeing.

Kim was even featured in the local newspaper (The Ballarat Courier) on the 14th May 2014, with the kids presenting her with flowers etc.

We'd like to acknowledge Kim's bravery, commitment to her job and her ability to stay focused even under pressure and stress. Thank you Kim for your thoughtful service and for being a model driver at CDC Ballarat.



Road runner

Meet Dharmesh Patel - bus driver, marathon runner and fitness enthusiast

It's not every day that you meet a bus driver who uses his shift breaks to train for marathons. But for Dharmesh Patel, lunch time runs work perfectly.

The energetic bus driver from Altona Depot wasn't always fit though and admits that running was not always his thing. But just like embarking on any new regime, things got easier and there's no stopping this road runner now!

His journey with health began after his doctor confirmed his cholesterol was high and his weight was a problem. Instead of ignoring this, Dharmesh chose to change his diet with the help of his loving wife, and lost 15kg by April 2011. He knew that maintaining the weight loss would be difficult so Dharmesh decided to start running during his lunch breaks.

He started off with just running short distances (in his CDC uniform and work boots) and eventually got up to 15km, each run. Thankfully for Dharmesh, he made some running friends who advised him to get the proper running shoes to protect his joints. He now has 3 pairs of running shoes and all the necessary attire.

He completed his first 1/2 marathon in October 2012 and a full Melbourne marathon in October 2013 - clocking in at 4 hrs 15 mins. Dharmesh completed his next marathon in October 2014 in 3hr 46min; and in the Mt Buller half marathon (21.1km), Dharmesh came in 9th in his running category.

Overall, he has lost 23 kgs and knows that this healthy lifestyle has changed his life and the future of his family too. All we can say is, we are very inspired and the sky's the limit for this avid runner.



“ Dharmesh lost 23 kgs and knows that this healthy lifestyle has changed his life and the future of his family too. ”

Social media moments

Favourite moments taken from CDC Victoria's Twitter & Facebook account



Compliments & comments

"Brilliant bus service, always enjoy catching the bus every morning, all the bus drivers are really nice, especially a couple who will have a chat with you on the way to school. I catch the 446 every morning, and enjoy talking to Sylvanna, Wilson, Simon, Russell and Jamie.

Doing a brilliant job and look forward to travelling on Bus 129 again. Very brilliant ride whenever I travel on that bus."

Mr Max Blaik to the drivers at Werribee Depot

Mr Stuart Palmer wrote to us on Twitter, regarding driver Alex Veleff, who provided admirable service to a blind customer on the no. 16 bus from Deakin University, Geelong.

"Last Friday saw bus drivers in Geelong @CDCVictoria go out of their way to help customers. Excellent service."

"Dear Manager,

I would like to pass on my sincere thanks to Bill Venville (from Ballarat) for going out of his way to assist me, as a result of me having to complain about a recent lack of service on the outbound Wendouree 2 route. Many thanks to Bill for taking the time to follow up on my complaint."

Janet McNulty

Scan here using a smartphone or camera enabled device with QR app to access CDC Victoria's website.

