

# Unite!

## Newsletter

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

Issue 13 | Autumn Edition  
March 2018



Staff Survey Results **5**

New Community Initiative Launched **6**

Wyndham Depot Opens **8**



## Welcome!

Dear Colleagues,

It has certainly been a momentous start of the year for us as we said farewell to our Altona and Werribee Depots; and made the big move into our new premises at Wyndham. We all have fond memories of these two depots and over the last few months leading up to the move, we have shared memories and stories about both depots and staff. That said, it is now time to progress into a new era as we embrace the many new beginnings that 2018 has already brought.

Part of this includes the OCC moving into Wyndham depot from its old premises at Sunshine, a new Huntingdale interchange promising better efficiencies overall, the testing of hybrid buses out of the former Werribee depot and currently Wyndham depot, new developments within the community engagement arena and a very busy first quarter for charter at most depots. We are also thankful for the partnerships we have made and continue to engage with including the Vic Maori Wardens who will soon be patrolling our buses in Geelong as well.

There is also an excitement in the air as we embrace the new prospects of business that 2018 will bring and the many challenges that are inevitable for a company that is constantly growing and evolving.

I thank everyone for who has been involved in one way or another in the smooth transitioning between Altona and Werribee into Wyndham. We have much to be thankful for and I ask that everyone from those two former depots continue to work together as a much larger team as we synergise our efforts as one.

I also thank everyone who has taken time out of their busy schedules to participate in the second staff survey and to those who sent me notes and suggestions. We are constantly looking for ways to improve our processes and efficiencies and feedback from our very importantly frontline staff is much appreciated.

I look forward to engaging with many of you at the upcoming depot gatherings in the near future and trust that we will continue to give our best to the communities we serve.

All the best,

**Nicholas Yap**

**Chief Executive Officer – CDC Victoria**

## Welcome onboard to all our new employees

Dragan Peric, Peter Nelis, Graeme Kerr, Mile Talevski, Oswald Zonneveld, Mitch Hendrie (**GEELONG**), Nihat Ceylan, Steve Tan, Efthymios Chamos, Abdullay Heydari, Byung H Song, Ljubomir Pantelic, Rupalalith Jayawardene, Gurpreet Singh, Rasitha Vidyananda (**OAKLEIGH**), Bruce Sheppard, Greg Brown, Samantha Grenfell, Chris Stacey (**BALLARAT**), Lam Chi Trung, Nghia Nguyen, Simon McRae, An Ngoc Bui, Neill Costell, Elizabeth Mercieca, David Osborne, Dhal Monoah, Jason Faulkner, Alfonso Pignataro, Muhammad Sahim Siddique, Wayne Lowerson (**SUNSHINE**), Litia Helu, Bailey Scott, Darren McKnight, Minh Hiep Truong, Mulat Hailu, Garry Watson, Tima Anching, Tovey Lemusu, Mahesh Siriwardhana, Biniam Kaysay, Toatolu Lauago, Saupo Nelu (**WYNDHAM**)

# From Your Service Delivery Managers

## CDC Wyndham Depot

We have recently started a new chapter with the commencement of the new CDC Wyndham site. I would like to thank everyone for their selfless support, assistance and patience.

Our wonderful team including the managers, supervisors, administration staff, yard staff and drivers have all made this transition a smooth one. A special thanks to the SPaRCQ committee members for their contribution in this whole process.

Your co-operation has and is an asset to us and we value your involvement at every level in this global organization. I hope that you all have a wonderful year ahead and that we continue to work together while helping, supporting and respecting each other.

**Ravneet Walia, SDM**

## CDC Oakleigh Depot

Well 2018 is here and it won't be long before we're planning our end of year Christmas Lunch.

For those of you who had some time off during the holiday period welcome back and I hope you are refreshed, well rested and enthusiastic for 2018.

We certainly have an exciting year upon us starting with the Huntingdale Station upgrade which has added an additional four vehicles to our fleet.

I envisage a year with many changes which will be beneficial to all staff. These changes won't come without their challenges and so it is important we maintain our transparent and honest communication line.

It is also important we don't forget or neglect our SPaRCQ values and continuously remind our colleagues why these values are important to us.

I would like to wish you all a successful 2018 and look forward to working with you throughout the year.

**Kaz Abdulrahman, SDM**



## CDC Ballarat Depot

2017 was a year of change and growth for CDC Ballarat. A year of introducing new staff to our team and adding new buses to our fleet. Our network has consolidated, is bedded down and we are experiencing a steady growth in passenger numbers.

SPaRCQ has been a focus for our team and we have now a number of team members who are recipients of a SPaRCQ award. Our proudest achievement is the sponsorship of local Buninyong Wheelchair Track Racer Sam Rizzo's quest to participate in future national and international events including the 2018 Para Commonwealth Games on the Gold Coast. Sam is a regular passenger on our buses and our drivers have transported Sam to and from school for many years. In total \$2,000 was donated to Sam. We raised \$1,000 through fortnightly SPaRCQ BBQs and a very generous \$1,000 was matched by CDC Victoria after Nick heard about our intentions. We are watching Sam's progress closely.

We have a very busy charter schedule in March supplying shuttle services along with 'Park & Ride' services to the Western Bulldogs JLT Community Cup Match at Mars Stadium, White Night Ballarat and the Begonia Festival. Keep up the good work and Good luck for the rest of 2018, from all the team in Ballarat.

**Glenn McKenzie, SDM**



## CDC Geelong Depot

This is the beginning of my 3rd year with CDC and in this short time I have witnessed and been involved in several areas of significant change - both within the company and locally at Geelong depot. These changes have proven to be an improvement of the company's goals and the staff who work here.

We will be continuing to refine some of our processes and elements of our structure in Geelong. We have recently appointed a new Operations Supervisor and Apprentice mechanic, and will continue to recruit both permanent and casual drivers to strengthen our team. We are currently looking at our vehicle needs for the coming years to ensure we have the best possible fleet for our customers and staff, and to assist us in the development of our charter operations.

We would normally be expecting another timetable change some time this year, driven by changes in the rail network. However, given that it's an election year for the state government, we have been unable to confirm any changes at this point.

As we begin another year it is timely to reflect on our successes over the past 12 months. Every one of our staff members have helped contribute to these in some capacity, and I thank you for your efforts in improving our service quality. We still have many challenges, and there will always be external threats to our business, but I am confident that by working together we can continue to face these with growing confidence.

If any of our staff have suggestions which they believe will help make this a better workplace, I actively encourage them to share their ideas with me.

**Doug Nyman, SDM**

## CDC Sunshine Depot

Welcome to 2018. January proved to be a busy month with Rail Replacement work that kept us busy for a number of weeks. A note of thanks to all drivers who assisted on the unplanned rail services. This took many of you to locations that you had not previously travelled. Well done to all. In addition, I'd like to thank all those who submitted your names for rail services.

As we move further into 2018, we will be seeing an increase in our charter work. There are a number of charter jobs with large bus movements heading our way. We are also working to reduce the amount of outsourcing in 2018. This will provide additional work to Sunshine drivers.

There are a number of activities planned this year including the 'Taste of Harmony' event which we will be celebrating at Sunshine depot on Monday, 20 March. The Sunshine team won the 'Taste of Harmony' competition in 2017 so we are working hard to win it again this year.

We have also been working hard to improve the cleanliness of our fleet and I'd like to commend the yard team who have done a great job in cleaning and detailing our buses. The presentation of the fleet is very important and shows a strong commitment to our passengers that we are proud of the service we provide to the public.

I'm happy to announce that Amanda O'Shannessy has taken up the role as Team Leader of the OCC. Neill Costello has joined the Operations Team - welcome aboard! We will see two new supervisors at Sunshine and will soon be announcing the addition of a second supervisor which will complete our team. I would also take this opportunity to thank the staff who have assisted in the office, and helped keep the depot functional while we were looking for a new supervisory team.

Finally, our SPaRCQ committee, will swing into action promoting some improvements in our depot, including the drivers rest area and the refurbishment of the famous 'Sunshine Pool Table'. Thank you to all the staff, drivers, workshop, paintshop and the office team who continue to work to make Sunshine a great place to be at and provide professional services to our passengers.

**Frank Hurley, SDM**



# Staff Survey Results

## News

In July 2015, we undertook our first ever Staff Engagement Survey, as an opportunity for you to tell management about your experiences, what it is you enjoy about your job, and what things you believed needed a bit of improvement.

In September 2017, we launched our second Staff Engagement Survey, to once again get your thoughts on what it is like working for CDC Victoria. You may recall, that the 2015 survey also helped shape our SPaRCQ Values Framework – so this survey was a great opportunity to see how you felt about the SPaRCQ Values, and how they helped you in your role. The same number of you took the time to complete the survey – around 300 overall – and these are the key things you had to say:

More than **3/4**  
staff say they would  
recommend working at  
CDC to friends  
and family

Over **70%**  
of staff believe CDC  
helps support our  
local community

Around **3/4**  
of you believe CDC is a  
workplace that is free from  
bullying, harassment and  
discrimination

Almost **50%**  
of you believe CDC  
provides an environment  
of respect, trust  
and honesty

Almost **80%**  
of staff think they get  
a fair day's pay for a  
fair day's work

**1/4** of you  
believe there is still  
work to do to ensure  
management  
listens to staff

About **30%**  
of you think we need to  
work on giving constructive  
feedback on performance  
– and regularly reviewing  
your progress in  
addressing these  
areas.

All of our Depot Management teams have been given specific feedback on what their teams said about working for CDC, and are working on Action Plans to address the areas for improvement.

We once again had a couple of prizes available to those who completed the survey – for the depot with the highest participation rate, as well as an individual prize. Congratulations to the Ballarat Depot for once again having such a high proportion of employees complete the survey – you've been crowned our current My Depot Rules Champion and won \$500 to go towards depot improvement, or an activity suggested by the SPaRCQ Committee. Our individual prize winner was Brendan McShane from our Wyndham Depot – who has gone home with \$500 worth of shopping vouchers!

Thank you to all of you who participated in the survey – and for helping to keep CDC a great place to work.



6



## CDC Victoria Launches New Community Engagement Initiative

On Wednesday, 24th January 2018 CDC Victoria launched a brand new Community Engagement (CE) initiative - 'A day in the life of...' in partnership with PTV's 'Bring your kids to work day'.

17 kids ranging in age from eight to 13, two parents and four staff who run PTV's 'Bring your kids to work day' initiative participated in this new event.

Our CE Manager, Michelle McKersey who tailor-made the event with advice from our Safety Manager, Depot Manager and Workshop team, expressed how this inaugural event really paved the way for a brand new direction in Community Engagement for CDC Victoria.

"CDC Victoria is proud and thankful to have been given this opportunity to collaborate with PTV as part of their staff initiative. The event spearheads a new direction for CDC's

"The insider look into the depot really gave visitors the chance to connect with an engage with our staff."

– Michelle McKersey

Community Engagement Initiatives while opening the door for more collaborative efforts in the future."

The day involved a bus pick up from PTV in Docklands, a brief introduction from driver, Tony Meek about his role as a driver and a scenic journey to CDC Oakleigh Depot. At Oakleigh, the kids, two parents and accompanying PTV staff were treated to a drive through the bus wash, guided tour into the workshop, an informative look at bus engines and parts, a visit to the driver's room and relaxation area.

"We've only driven one other group of visitors through the bus wash previous to this and we love seeing the reaction from our visitors. Kids and adults alike love the bus wash and the novelty of the short trip really entertains and engages the kids," added Michelle.



7

They were also given the opportunity to interact with our drivers and staff – to better understand what it takes to be a CDC driver and staff.

"This insider look into the depot really gave visitors the chance to connect with and engage with our staff. We are privileged to work with an amazing team and we're so thankful that our employees took time to answer questions from the kids and parents," added Michelle.

The versatile format of the new initiative also gives us the flexibility to tailor the day to include various other career paths that we would want to highlight in the future.

To keep in touch with more of our CE initiatives, please follow us on Social Media:  
<https://www.facebook.com/cdcvictoriabus/>

For more information about CDC Victoria's Community Engagement initiatives, please visit <http://www.cdcvictoria.com.au/community/community-engagement>



## Wyndham Depot Begins a New Era

8

We're pleased to announce that Wyndham Depot is now fully operational. Both Altona and Werribee Depot have made the move allowing for operations of both depots to be centralised from one location.

Wyndham depot also houses the head office—which has relocated from their former premises in Altona and the Operations and Customer Centre (OCC), formerly in Sunshine.

The brand new state-of-the-art facility now houses 302 employees including 33 head office staff, 11 administration staff, 239 drivers and 19 maintenance crew.

Wyndham depot will house an initial fleet of 146 buses – which will be used to operate 28 public bus routes, school runs and charter.

Nick Yap, CEO of CDC Victoria said, "The decision to amalgamate two of our depots into one mega depot at Wyndham was made to modernise the facilities for the benefit of our staff and to facilitate future growth possibilities."

"The AUD15 million dollar investment into a new modern facility at Wyndham allows us to

"The decision to amalgamate two of our depots into one mega depot at Wyndham was made to modernise the facilities for the benefit of our staff."

– Nick Yap, CEO

be better equipped to serve the ever expanding population in the West which continues to see exponential growth compared to the rest of Australia."

Wyndham depot also hosts an eco-friendly bus wash, three covered refuelling stations for maximum efficiency, a 10-bay workshop and a bus wash large enough to fit our double decker bus.





## The OCC




The Operations and Customer Centre (OCC) has also moved into its new premises at Wyndham Depot.

This move further highlights CDC Victoria's commitment to service delivery, driver safety and operational excellence ensuring that drivers have a reliable, well informed and understanding guide available to provide you with support. The OCC currently operates 7-days a week, from 5am to 10pm.

The OCC also provides visibility for what is occurring across our network of services, including having to deal with planned and unplanned diversions, operational events and delivery of optimal service in real time while applying technologies such as PTV's Bus Tracking System and Motorola radios.

Social media platform, Twitter is also utilised by the OCC to provide real-time information when there are delays, accidents and other incidents. Once a bus departs the depot, the OCC will monitor service performance until such time the vehicle returns.



 Our Twitter handle is [@CDCVictoria](https://twitter.com/CDCVictoria)

We're pleased to advise that 2018 promises more mobile OCC roadshows so look out for details on your front face screens and noticeboards soon.



## Girl Power

**Female Sunshine driver Kamalveer Kaur encourages more women to join her in the workforce**



10

According to our Sunshine depot driver Kamalveer Kaur, becoming a bus driver is not common practice for ladies within the Punjabi community.

In fact, it is so rare that radio station Haanji chose to do a live interview with 35-year-old Kamalveer, on 19 January 2018.

"In India, it is very uncommon for women to drive buses and trucks and I've always been intrigued at how good bus drivers are," said Kamalveer.

She says that she has her husband to thank for the job at CDC as he was very encouraging during the entire process. She also mentioned that her family is very supportive of her newfound career at CDC. Kamalveer has been driving with us since 11 September 2017.

"I actually studied a diploma in architecture in India and have studied hair dressing in Melbourne but I've always wanted to do something different," added Kamalveer.

"Every day is like a first day for me. I'm excited to go to work and feel proud of my achievements," added Kamalveer who maintains that driving a bus is not difficult at all.

"Driving a bus is the same as driving a car. It took me a few days to get used to the size and proportions of the bus but I felt confident after just a few days of training," she said.

Kamalveer says that her favourite part of the job is helping people to get from one place to another and meeting new people.

" I've gotten to know some regular passengers and it is nice to be able to assist them daily "

She believes driving is a good job and has nothing but encouragement for other women to join CDC as a bus driver.

"Most of the passengers I have encountered are very nice and say 'hello' and 'thank you'. There have been occasions where I have met some not so nice people but I am very pleased to say that it is the regular passengers who have encouraged me at these moments and I choose not to hold onto the negative encounters."

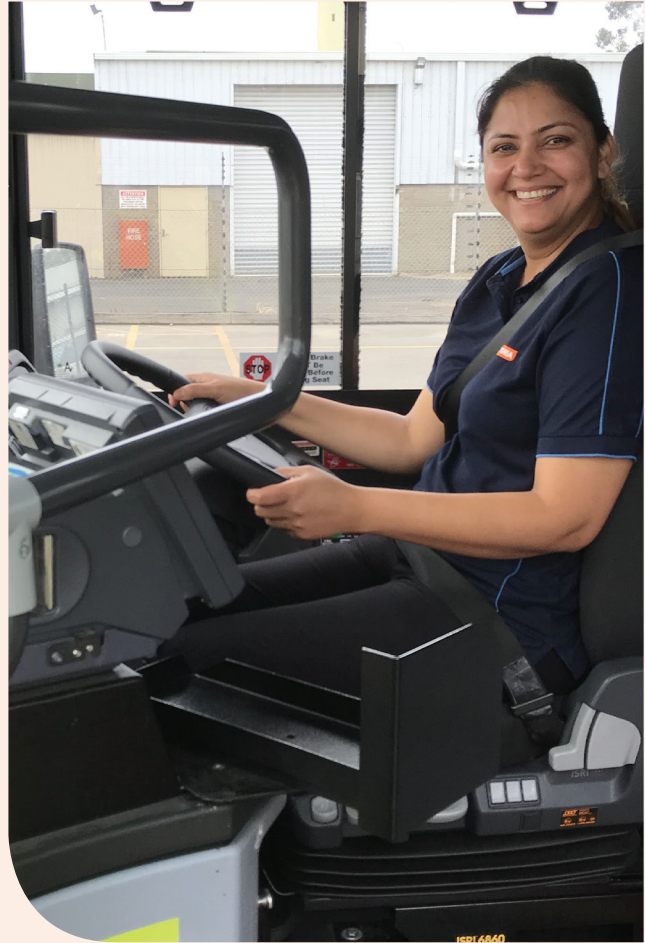
After Kamalveer was interviewed live on Haaji radio, CDC Sunshine Depot received other job applications because they had heard the radio interview.

“ I'm so pleased that the radio interview has helped other people choose to try and work in the bus industry. It is a good job and I encourage other women to try it. ”

She added that one especially useful tip she had was for applicants to do a half day training course outside of training at CDC to familiarise themselves with driving a big bus.

“There's adequate training and development at CDC but if someone is afraid of the size of the bus, doing a one day course beforehand will help with the process. I highly encourage other women to try out this bus driving career.”

We are thankful for staff like Kamalveer who not only do a good job on the road but epitomise a passion that shines through to customers and other employees as well.



## Know Someone Who Wants Casual Work?

**Do you know someone who has had enough of the rat race? Someone who is looking for a rewarding career where they can have a flexible work-life-balance with attractive benefits?**

We're looking for Casual Charter Drivers to join the team at our brand-new Wyndham Depot. They'll be working at a purpose built, state-of-the-art facility, which amalgamates our former Altona and Werribee depots and houses a fleet of 146 well-maintained buses.

### What we provide:

- A comprehensive training and induction program
- Ongoing professional developmental opportunities
- Casual work of between 15 to 20 hours per week (during school terms)
- Attractive staff benefits
- A friendly and dedicated team
- A comfortable and modern work environment

### Ideally, they must:

- Be passionate about providing good customer service
- Hold a current MR (or equivalent) licence
- Previous experience driving a bus or heavy vehicle is desirable but not essential
- Hold or able to obtain, a Drivers Certificate (DC) and Working with Children Check

Share this link: [cdc.victoria.com.au/contact-us-main/careers#casual-charter-drivers-wyndham](https://cdc.victoria.com.au/contact-us-main/careers#casual-charter-drivers-wyndham) and give someone who deserves the opportunity a foot in the door at CDC Victoria

# Compliments & Comments



"Just want to commend the bus driver (who wishes to remain anonymous) who took all the grumpy late passengers to Williams Landing from Tarneit Station this morning! The 7.32am train was not operating and instead of leaving all those people who were waiting for his bus just standing there (we had filled the bus would have been unsafe to put more in) and much to the disgust of the others on the bus he followed his route and stopped at every stop to apologise to all the people waiting at the bus stops..." sorry due to a train breakdown we are full. We cannot fit anymore passengers". Even though I had an early meeting which I no doubt will be late for I cannot be grumpy as your service, your humanity and your courtesy was such a blessing to see! Great job!"

Raea Koimana on 5/2/2018

**Driver on the 190 route to Wyndham Vale Station at 2.02pm, 14/2/2018**

This driver is the most awesome gentleman I have ever had the fortune to meet. Always very happy, goes out of his way to talk to my kids and is always very helpful to passengers.

This is the driver you need to teach other drivers how to be (although you do have quite a few really good drivers).

I remember this driver from years ago and now I'm back on public transport, I'm so happy he is still around. Please pass on my compliments to this wonderful gentleman.

Kindest regards,  
Sharra Robinson

Dear CDC Management Team,

I'm writing to commend your team of bus drivers on the Ballarat 10 & 13 routes, which I've been using regularly since March this year. I catch a bus on average, four times weekly, and I usually board a 13, or as of more recent months, a 10, in Lydiard St North and disembark in town.

On every single trip since March, your drivers have greeted me with a friendly "hello", or responded politely if I greeted them first. Considering that their primary focus and paid role is to drive, I highly commend all of them, for the added bonus to passengers, of their friendly, polite demeanour.

Having seen some of the characters they have as passengers, waiting to board on some other routes, your drivers would need the "patience of job", to endure the more difficult customers.

I hope this commendatory email gets to the people who matter - the drivers and their bosses - and acts to counter some of the baseless whinging that you'd undoubtedly get from some other passengers.

Good management is often a major factor in good staff morale so there'll be a few 'invisible' faces deserving a pat on the back too. Keep up the good work, team.

Yours gratefully,  
Peter R. Kennedy

## Well done, Gary Marshall!

Could you please pass on my grateful thanks to the driver on the Buninyong 8.10am Grammar School route this morning. My son (who is only 10-years-old) took the bus to Clarendon College for the first time today, unfortunately we didn't know he was supposed to swap buses so he stayed on all the way to Grammar.

The driver (Gary Marshall) realised what had happened and kindly took my son back to Clarendon. I appreciate the extra lengths that the driver went to - to ensure my son got to school safely. My son said "the driver was really nice and told me all the buses I could take to get to school next time."

My sincere thanks to this driver for his kindness and thoughtfulness in what could have been a very stressful situation for my son. Instead he arrived at school safely and with a big smile on his face after his 'adventure'.

Thanks again,  
Jocelyn Tabb, 6/2/2018

Scan using a smart phone or camera enabled device with QR app to access our website.



Safety



Passion



Reliability



Community



Quality