

Unite!

Newsletter

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



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Welcome!

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Dear Colleagues,

The September 2017 school holidays would be remembered for a flurry of operational activity instead of a period of relative quiet as we would normally experience.

The difference was the effort that we, and others in the bus industry, put in to help Transdev's customers achieve their daily commute by operating extensive charter services. Much has already been said in the media about the fleet challenges that crippled Transdev's operation and I will not add to that space. I will however commend our capability in responding to this unusual charter and our engineering team at CDC Victoria who go about delivering a safe fleet daily.

Transdev requested charter services from CDC Victoria to operate some of their route services and rail replacement work. This required some of our drivers to operate in unfamiliar territory. Supporting our drivers in this task was the team at the OCC

who continued to monitor our existing services. The administration teams across all our depots stepped up and delivered support above the usual day-to-day expectations. All this was done safely and professionally.

It is timely to also reflect on the work done by our mechanics in CDC Victoria. A robust system of fleet maintenance carried out by a trained team that embody our SPaRCQ values occurs daily in each workshop. Please keep up the good work and know that each job contributes towards delivering your fellow colleagues and our customers to their destinations safely and reliably.

May I take this opportunity to wish you and yours a safe and joyous celebration of the upcoming Christmas holiday and New Year.

Warmest regards,

Nicholas Yap
Chief Executive Officer – CDC Victoria

Welcome onboard to all our new employees

Doug Park, Darren Hines (**BALLARAT**), Kevin Peters, Tanya Steen, Chris Pike, Dhanushka Weerasingha, Antun Vogranic, Rob Nagtegaal (**GEELONG**), Brad Woodford, Athansios Gialamas, Anis Rezayi (**OAKLEIGH**), Kamalveer Kaur, Rakesh Sharma, Avtar Singh, Varun Anaud, Anh Ngoc Bui, Ramakrishna Enumula, Quinn Huynh (**SUNSHINE**), Mandeep Saini, Amit Kumar, Tuuaga Sauileao, Montes Diego, Lorraine Elliott – (chaperone) (**WERRIBEE**)

From your Service Delivery Managers

Altona & Werribee Depot

With a busy and productive year almost ending, it is time for all of us at Altona and Werribee depots to prepare for the big move to our brand new work site, CDC Wyndham, at the start of new year.

I would like to thank all driving staff at Altona and Werribee depots for their efforts in various areas of business where we have improved with a positive trend such as on-time running (OTR), reduction in accidents and absenteeism.

I am honoured to lead an effective and understanding team at Altona and Werribee and very thankful for the office staff, workshop team, SPARCQ committee members, TWU delegates and OHS representatives for mentoring all work colleagues and ensuring that every work practice is surrounded around SPARCQ values.

Ravneet Walia, SDM

Oakleigh Depot

Although too soon, that special time of the year is upon us and you cannot help but feel exuberant.

Whilst I reflect back on what's been achieved this year at Oakleigh depots as a team and as individuals, I must say it gives me great pride in the knowledge that we have made a number of significant achievements throughout the year.

The amalgamation of the rosters, 605 route update and the significant safety improvements implemented within and outside the depot are achievements that come to mind

It is indisputable that the culture within our depot is up there with the best and the key ingredient is the good people, their skills and values that I believe makes us stand out from the rest.

I would like to thank you all for all your efforts and hard work throughout the year and wish you safe holidays and Merry Christmas to you and your families.

Kaz Abdulrahman, SDM



Ballarat Depot

Once again, much has happened and time has passed quickly since the last newsletter. We have experienced a huge 2017 with a 40 percent growth in staff and 20 percent growth in our fleet numbers and some expansive depot upgrades.

Along with this growth was a transition to a new network in January and a couple of tweaks along the way to see out the year.

A great big thank you to all the CDC Ballarat team members who have adapted and learnt during a period of rapid business and personal growth. We look forward to some further consolidation in 2018. Thank you also for your contribution and feedback to the 'Staff Survey'.

As the year draws to a close, the Christmas parties have swung into action. Celebrations arranged by the Social Club include a Christmas Children's Party at the Funfields Water Park in Whittlesea and for the adults, hitting the dance floor to some live music and festivities.

From all at Ballarat Depot, we wish all fellow CDC Victoria employees a very happy and safe Christmas and New Year.

Glenn McKenzie, SDM



Sunshine Depot

Where has the year gone? With the busy Christmas & New Year fast approaching we need to keep in mind the importance of one of our key SPaRCQ values of safety. As we approach summer, and the festive season we all need to take care and ensure we look after our personal wellbeing.

In taking a moment to reflect on the year, it has been both busy and productive. We have had a number of roster changes, the new interchange at St Albans came into operation not to mention the Sunshine BBQ's.

We are the definition of multiculturalism. As a team, I am very proud of the effort everybody went to for the 'Taste of Harmony'. It was an outstanding turnout and resulted in Sunshine winning the overall award for best presentation. Many thanks to those who participated in the trip to Mt Buller (the snow trip), we look forward to doing this again next year.

Everybody at Sunshine has made a contribution, which has had a positive impact on our performance and depot operations. Recently we under took Route replacement and Rail replacement for Transdev. The response and team work from our depot was amazing. My special thanks to all our staff who made this such a successful operation.

Finally, I would take this opportunity to wish you and your families a very Merry Christmas, a prosperous New Year and above all, keep safe!

Frank Hurley, SDM

Geelong Depot

This year has seen considerable change at Geelong depot. Like most depots, we went through two timetable changes this year and spent a lot of effort preparing for them. Our roster committee did a fantastic job in firstly helping to convince PTV that we needed extra running time on some routes, and secondly by assisting in the creation of efficient and workable journals and rosters. These changes have had a positive effect on our on-time performance, the satisfaction of our passengers, and of course the wellbeing of our drivers. A big thank you from me to everyone involved!

We implemented a new yard structure to give us coverage across the weekend for the first time, and the team is doing an excellent job of supporting the drivers across the week. The co-operation between yard staff, supervisors and the OCC has been great to see as well.

We also completed our 'Safe and Sound' training for all drivers, supervisors and admin staff this year. The feedback overall has been extremely positive and we hope it has given everyone the skills needed to help them remain safe in their workplace. We have seen a significant improvement in the volume of anti-social behaviour both on and around our buses over the recent past, and I believe much of this can be attributed to our drivers embracing the lessons learned through 'Safe and Sound'.

Our workforce continues to grow, and I welcome all new staff on board at CDC Geelong, we look forward to a long and prosperous relationship. We have seen changes in staffing in all areas of our business, - drivers, mechanics, panel beaters and administrative staff.

We have also seen somewhat of a resurgence of our local Social Club. The committee has been very active in consulting with members and organising a range of events and activities for the enjoyment of all. If you haven't already joined, I would encourage you to do so and start enjoying the fun.

Finally, I would like to thank everyone at CDC Geelong for all of your hard work, dedication and support throughout this year. Merry Christmas to you and your family and friends, I hope you enjoy this wonderful time of year. Looking forward to seeing what 2018 brings.

Doug Nyman, SDM



Peter Gross for Quality (Ballarat depot)



Chucky Senanayake for Community (Geelong depot)

Employee of the Year Awards 2017

Rewarding good performance is an important part of CDC Victoria's ethos. We love recognising and encouraging our team to keep doing their best and are thrilled to present your 2017 Employees of the Year. Congratulations to all five winners.

Special thanks also to all employees who have taken the time to nominate their peers. If you'd like to acknowledge a colleague for a SPaRCQ award, just grab an application form from your Service Delivery Manager today.



Krisimasi Muavaa for Passion (Altona depot)

This year, we thought we'd capitalise on the festivities and organised a "Wear your favourite sporting team gear" for a gold coin donation. All proceeds will go directly to our Charity partner, The Brotherhood of St Laurence. Many thanks to all who participated and gave to this cause. We raised \$450 from this initiative for the Brotherhood.



Jecki Azril for Safety (Werribee depot)



Alex O'Callaghan for Reliability (Oakleigh depot)

Footy Tipping Competition

By Gwen Jones

Another year of the AFL season has come to an end, and with it, we congratulate all those who fought hard in our 2nd annual CDC Victoria Footy Tipping Competition.

We had an impressive 37 people participate this year, and it certainly came down to the wire, with only the margin separating the top three.

A big congratulations to Cameron "Buckets" Buckland from Ballarat, for taking out the top prize,

with honourable mentions to Ray "Bulldog Ray" Neville and Gwen "JonesGirl" Jones, taking out 2nd and 3rd respectively.

As was the case last year, we had a number of other small prizes throughout the year, for Finals Guesses, Margin Selectors, and Perfect Round Tipsters – well done to all those who claimed a prize.

If you'd like to get involved next year, make sure you keep an eye out around your depots in March for more information!

Until then – happy tipping, and Go Tiges!



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Delivering a Greener West

CDC Victoria teams up with industry partners to drive its first Bus-led Sustainability Project.

On the 20th October 2017, CDC Victoria launched its first Bus-led Sustainability Project with an event 'People & Parks Day' along with partners, Volgren, CMV Truck & Buses, People & Parks Foundation and Parks Victoria.

The event was held at Werribee River Park and marks the partners' joint commitment in 'Delivering a Greener West' – which was incidentally this year's theme. People & Parks Day 2017 aimed to raise funds to support Parks Victoria, raise awareness about the need for better parks and facilities in Wyndham and brought over 100 invited guests from the local community, students from St James Primary and various corporations together.

The day was filled with fun activities that unveiled the hidden beauty of Werribee Park including garden tours, kid's workshops and cooked traditional meals using food grown on site by the

Somali and Karen communities – who tend to the community gardens there.

The Sustainability project itself supports Parks Victoria's 10-year Masterplan to rejuvenate Werribee Park's grasslands to provide sustainable, community parks and recreational facilities in Wyndham. The project begins with the planting



of a Blue Box Forest along Werribee River and will include future opportunities such as a bus repurposing project.



In order to raise money to fund this project, a crowd funding site was launched to enable the general public to get on board. We raised \$13,192 which goes directly to Parks Victoria.

CDC Victoria's CEO, Nick Yap said, "We are proud to partner and participate in this Bus-led Sustainability Project. While buses make a slight 2 percent contribution to Australian transport emissions, a full bus can take 40 cars off the road which reduces greenhouse gas emissions and road congestion that is a daily struggle for those who live and work here in Melbourne's West."

CDC Victoria's repurposed Promo Bus was also on show that day allowing guests and students to learn about the bus industry's commitment to reducing greenhouse emissions and congestion levels.

People & Parks Day is slated to be a yearly affair and conveys our pledge at supporting sustainability in the West.

“ The Promo Bus is testament to how CDC Victoria has repurposed an old bus and given it a new lease of life. ”

– Nick Yap





Travelling in the shoes of others

On Friday, 6 October, CDC Victoria sent a team of head office staff to take part in PTV's 'Travelling in the shoes of others' workshop. Together with 28 other participants from various transport companies, we spent the next 4 hours experiencing accessibility issues on the network and in the community in general.

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We were broken up into small groups of three with two support staff from PTV as our guides. Each team had to travel on train, tram and bus with specific tasks to achieve along the way. The catch was that we had to do this in the shoes of the vision impaired, on a motorised scooter or a wheelchair.

We were given a cane, special goggles or a blindfold to simulate being vision impaired. We learnt immediately how difficult a 5-minute walk can be and how vulnerable people with disabilities are when travelling on public transport. Even a simple task of locating the buttons and figuring out which floor to press in the lift was a challenge – as we struggled to embrace our simulated blindness.

Julie Tan, Head of Marketing, Customer & Charter, commented that the scariest part for her was not being able to see the tram or bus coming, not knowing what route it was and when to get off.

As the day progressed, we discovered how daunting the busyness of the station was and how frustrating it can be when travelling alone as we had to stop often to ask for directions and assistance.

General Manager - People, Culture & Operations, Marcelle Davis added that the absolute lack of control of your environment, and the fact that so many people with mobility issues rely daily on the grace and goodwill of complete strangers and service providers, was the most challenging part for her.

At Richmond Station, we had to catch a bus while riding on a motorised scooter. It was a huge eye opener for us.

"Planning access while on an electric scooter was difficult and takes so much more time and effort," added Julie.

We basically discovered that everything took a lot more effort, time and planning. Simple tasks like reaching for the bell or touching on with a MYKI card became so much more challenging than usual.

"It was a really terrific way for us to understand the trials that negotiating public transport presents to people with limited or challenged mobility. The workshop definitely helped to open my eyes to how vulnerable people with limited abilities are to the general public, public transport planners, urban designers and even us as operators," added Marcelle.

Part of the journey involved riding motorised scooters onto the tram and back to PTV at lunch peak hour. One of the hardest things was being surrounded by people towering over us and awkwardness of being stuck in a chair and very much less mobile than everyone else. We also learnt that making a simple phone call, text messaging, purchasing food and using the toilet independently was such a task in itself. By the end of the 4-hour session, we all agreed how tiring and overwhelming it must be just for these people to navigate public transport and go about their daily lives.

The workshop was an amazing experience and one that humbled us all. We learnt so much about accessibility and the need to constantly upkeep and improve facilities to make life easier for those that really need it.

“ I never realised the importance of having sensible, well designed and well-maintained tactiles and effective wayfinding signage till I did this workshop ”

– Marcelle Davis.

We learnt that empathy, education and constant maintenance of facilities including tactile surfaces, automatic doors and voice announcements were essential in order to make life easier on so many people.



“Sometimes we take for granted what we have - our sight, mobility etc. This workshop reinforces the importance of equal rights and access for all customers (including those with disabilities) to live an independent life and be able to travel without any barriers on public transport.”

The overall consensus was summed up perfectly by Marcelle, “We need to ensure that our services are safe from hazards, are clear and easy to navigate, our vehicles are clean, accessible and in good working order, and our employees are well trained to ensure a safe and enjoyable service for this community.”



“ It was a really terrific way for us to understand the trials that negotiating public transport presents to people with limited or challenged mobility. ”

– Marcelle Davis





Health is the Real Wealth

Major weight loss is totally possible – just ask three of our team members, who revamped their life and are now healthier and stronger than ever before.



Kaz Abdulrahman and Eirene Gaide, Oakleigh Depot

Kaz Abdulrahman, Oakleigh Depot

Enter Oakleigh SDM Kaz Abdulrahman who started his weight loss journey in June 2017. Kaz says that he woke up one morning and literally made a commitment to himself that he would do whatever it takes to achieve his goals. He decided to join a change centre called 'Ultimate You' and committed to the 9-in-6 challenge (9 kilograms in 6 weeks). This included a planned diet which involves small healthy meals, plenty of water, lots of veggies and intense training.

"I remember finishing my first class - it felt like I had been hit by a bus (pardon the pun). Nowadays I can easily get through 2 classes a day and I feel great."

Kaz says that by the end of the 6 weeks he had lost a total of 11 kilograms and as of October he has achieved a 17 kilogram loss. He's still on a strict diet at the moment and has recently added a lot of weight training.

" I feel great. The constant compliments from colleagues and staff certainly motivates me to keep going. I wake up every morning feeling fresh, maybe a little sore sometimes but definitely more energetic, "

– Kaz Abdulrahman

He also added that in the fast paced industry we work in, it's easy to lose track of time and make unhealthy choices.

For example, we may substitute cooking and preparing a healthy meal with buying processed food because it's easier and less time consuming. This eventually becomes a habit and breaking this habit takes commitment.

"I can't live without training. If I miss one day I honestly struggle to sleep. "It may sound a bit cliché but nothing comes easy, you have to be committed or else you will fail."

Eirene Gaide, Oakleigh Depot

Oakleigh driver, Eirene Gaide used to suffer from severe back and knee problems which would plague her through the day. She also said that her teenage daughters would always ask her to go out with them but she would refuse because she just didn't have the confidence or feel good about herself.

While she knows this is not the root of the problem, Eirene acknowledged that she put on a lot of weight after she started driving in 2013 because of the sedentary nature of the job.

Eirene also used to suffer from sleep apnoea and was constantly tired even after a proper nights rest. The sleep clinic she attended told her that she had to lose weight. With this in mind, Eirene decided to take control of her life. She started with 'Optifast' meal replacement shakes and slowly adjusted her diet to include lots more salad and protein. She started drinking a lot more water and joined the gym.

" I try and walk and be active as much as possible. I do the Southern steps three times a week when time permits, "

– Eirene Gaide

Eirene now spends a lot of time with her family and her daughters often go to the gym with her. Her weight loss journey has certainly benefitted her whole family. She's also helping her husband lose some weight by creating delicious but healthy meals for the whole family.

"I feel really happy these days and all my friends say I smile a lot more. I'm also a lot less stressed these days and feel more relaxed because of my regular exercise and healthy eating," said Eirene.

Eirene says that she is now 80 kilograms and wants to cut down to 60 kilograms. We wish her all the best in her quest and look forward to journeying with her on this transformation.



Gurpreet Sandhu, Werribee Depot

Gurpreet Sandhu, Werribee Depot

In the words of Gurpreet (Gary) Sandhu from Werribee Depot, "Health is the real wealth" – and this certainly rings true when you think about it. Gary's weight loss journey began in December 2016 when he realised his weight was becoming a problem. He had developed blood pressure problems and used to get tired easily and felt very conscious about the extra pounds.

Gary says he started out doing lots of research and realised that it would not be easy but he was determined. He changed his diet and stopped eating lots of carbohydrates like bread and rice. He swapped this with more protein and vegetables – which really helped him shed the pounds quickly.

"It wasn't easy eating this type of food all the time but I was determined and my wife was very supportive as she had to make diet food separately for me," said Gary.

" I did get disappointed sometimes when I didn't get the desired results in time but I thought in my mind that I will get there eventually so I kept on going. The key is that you just have to keep up the hard work and you will achieve your goals sooner or later."

– Gurpreet Sandhu

Gary also started drinking at least 3 litres of water daily and did regular gym sessions because he recognised that just dieting wasn't going to work for him.

In the first month Gary lost 10 kilograms very quickly but the weight loss slowed down so he worked harder and became more disciplined with his diet.

Gary commends his wife, Raj as being his biggest supporter during his transformation. He's lost 21 kilograms to date and is determined to lose more. Thankfully Gary is still pretty strict with his diet but has cheat meals every weekend.

"The key is to boost your metabolism which can be done by eating healthier and smaller meals more frequently. This keeps your metabolism going and you lose weight faster," adds Gary.

"My life has totally changed and I have no blood pressure problems at all. I'm also a lot more energetic which makes me feel very confident."

We wish all three staff all the best as they continue on their journey to health!

Remember, "Health is the real wealth!"

Vehicle Specials

See our exclusive specials on current and popular vehicles

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CDC Victoria launches a brand new staff benefit

Looking to buy a car? All CDC employees are now able to take advantage of the financial benefits of a Novated Lease when purchasing a car (up to an 8-year old car). This brand new partnership with RACV SS opens up an exciting new alternative to all employees, while working to save you precious dollars.

CDC asked RACV SS to answer some frequently asked questions:

Q1) How does a Novated Lease work?

A1) A Novated Lease is a simple, tax efficient and fuss-free way to buy and run your next car. A novated lease is a 3-way agreement between you, CDC Victoria and RACV SS. CDC will make deductions direct from your pre-tax salary which will go directly to RACV SS to cover all the running costs of your vehicle.

All you need to do is select a vehicle (that is less than 8-years old) RACV SS will then provide you with a quote showing the payments needed to be made to purchase, finance and run the car of your choice. The quote will include a breakdown of all the expenses the lease will cover. If you decide to go ahead, CDC & RACV SS will organise all that needs to be done from a payment perspective. You will get a date on when you can get into your new car, and payroll deductions will commence from your pay.

Under some circumstances RACV SS can also organise a lease on a vehicle that you own or finance, as long as the car is less than 8- years old.

Q2) What are the benefits of a novated lease?

A2) If you're buying a new car, RACV SS can secure you a fleet discount, which could save you thousands. If you buy a new or used car from a dealer, RACV SS will pay the GST on the purchase price of the car. CDC pay the GST on all your running and maintenance costs (fuel, tyres, insurance, registration, roadside assist and servicing).

Q3) Can Novate more than one car?

A3) You can novate multiple cars. For example you can novate additional cars for family members.

Q4) What are some other benefits of utilising novated leasing?

A4) No more having to pay unexpected car expenses, all expenses will be paid by RACV SS when the time comes. You choose a fuel card, and swipe when you need to pay for fuel. It's a great budgeting tool! RACV SS have a number of customer service avenues if you need any help, from the start or during your lease.

Q5) Who is eligible to utilise RACV novated leasing?

A5) All permanent employees who have been with CDC Victoria for six months or more are eligible to take advantage of a Novated Lease through RACV SS.



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RACV Salary Solutions

With a novated lease, your new, used or existing car can save you money. Not only can you save income tax, you can also save GST on your running costs and even on the purchase price if you're buying a new car. To find out more call RACV Salary Solutions on 1800 680 180, or visit www.racvsalarysolutions.com.au



i30 Special Edition shown

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