

Unite!

Newsletter

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



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Welcome!

Dear Colleagues,

There is a phrase popularised by the British wood stain manufacturer, Ronseal as part of their 1994 advertising campaign - "does exactly what it says on the tin." Essentially, Ronseal was advertising that their quick-drying wood stain would dry in 30 minutes and that you could definitely trust what it said on the tin.

What does our CDC tin say?

You won't find any statement that conveys a vision or aspiration to be the best bus operator in the world. What you will find is our tagline, 'linking people, places and communities' and our SPaRCQ values: Safety, Passion, Reliability, Community and Quality.

We believe that by living by our core values, we will be able to deliver a service people can trust and eventually respect. Do this consistently and reliably and we not only link people, places and communities, but we could be on our own journey to becoming the best bus operator in the world!

Since we're on the topic of SPaRCQ - I'd like to thank those who were involved in defining SPaRCQ through positive and negative behaviours. I believe that the various statements help to make each value more real to each of us.

This issue, I'd like to focus on 'Reliability'.

The positive behaviours as defined by our teams include: keeping our promises, reporting faulty equipment, meeting deadlines and participating in making the company a better place to work at. Negative behaviours include: hiding or covering up mistakes, making decisions for the wrong reasons, not taking responsibility for our own tasks and overlooking faults or errors.

As a Company, we are now focused on delivering a major network change in Ballarat due to be implemented in the first half of 2017. We've placed an order for new buses to support this growth and have begun a process of improvement works, which will allow the depot to accommodate additional buses and staff. More information will be available as work progresses.

As you are probably aware, we have successfully implemented major network changes in Brimbank, Geelong and Wyndham. As such we will follow a process that we've tried and tested and improved upon with each implementation. This includes training, support and installing route indicators - in order to assist drivers with these major network changes. While we are planning for these changes to come, what must not change is our ability to deliver bus services reliably in Ballarat so that current passengers, and hopefully new ones, will trust us to link people, places and communities for years to come.

Kind regards,

Nicholas Yap

General Manager – CDC Victoria

Welcome onboard to all our new employees

CDC BALLARAT: Chris Smith, Tim Johns, Michael Miuschek, Simon Firth, Alex Delpero, Frank Coppick, Cameron Perkins **OAKLEIGH DEPOT:** Lionel Loh, Karamvir Singh, Kelvin Goringe, Douglas White, Hercules Hatziefstratiou, Jaspal Singh **CDC GEELONG:** Ebaney Espinoza, Phil O'Leary, Amrit Singh, Angelo Koutsintas, Tony Birch, Mark Fenech, Chris Forwood, Tim Whiteside, Rick Brook, Daryl Mayne, Darren Hawkes, Tom Dimovski **WERRIBEE:** Madhura Withanage, Steve Hyun, Colin Boyle, Urvik Desai, Soumitra Basu, Sandeep Singh, Sandy Singh, Bernard Wakefield, Kyle Schipanski **ALTONA:** Dumindu Samaranayake, Daniel Hyeop Shin, Dylan Wilke, Lukose Cyriak, Kapila Ratnayake, Liu Jian **SUNSHINE:** Milorad Kirkovski, Toni Pesevski, Milenko Trajkovski, Pero Talevski, Tuan Dinh, Abebe Solomon, Sefo Matiu, Travis Ducret, Amanda O'Shannessy

Own it. Live it. Work It.



CDC Victoria has now launched its much anticipated SPaRCQ Awards and we are excited at the enthusiasm we have already received.

"CDC has traditionally been good at picking up when people do the wrong thing", said Marcelle Davis, Executive Manager, People and Culture.

We are proud to announce that this is the first time the company has introduced an 'Employee of the Month' and 'Employee of the Year' Award program. The Awards are designed to acknowledge and celebrate the work that our employees do that aligns with our core values.

"These awards give us an opportunity to recognise people who do great things in the name of our company."

Each month, one employee per depot will be awarded for their display of "safety, passion, reliability, community or quality". Depot Employees of the Month will receive exciting prizes, and at the end of the year, all recipients will be eligible to receive the 'Employee of the Year' award for each value, that attracts even bigger prizes!

"Head Office are especially looking forward to hearing details of the amazing things that happen in Operations that we wouldn't otherwise hear about."

Nominations are now open so we look forward to hearing your SPaRCQ stories!



Good job Werribee Depot

Here's a good news story worth reading. We recently heard about how Werribee staff have banded together to help

one of their own (who will not be named for privacy reasons) as he battles with financial responsibilities and cares for his sick wife. Werribee staff have not only offered their

colleague with a place to stay (so he can be close to his wife's hospital) but they have also raised a few thousand dollars to help the family with their financial needs. "It's such a commendable effort to see how our staff have rallied together to help a colleague in need and it just shows the bond that exists amongst our CDC Victoria family," said Service Delivery Manager, Ravneet Walia.

Welcome to CDC

This issue it is our pleasure to introduce three newbies to the crew. Julie Tan hails from Perth where she was Marketing, Communications and Events Manager at Swan Taxis. Julie has now assumed her role as Customer Experience and Charter Manager and will be based at head office. Lionel Loh joins us as Charter Service Representative for Oakleigh Depot. Amanda O'Shanessy joins us as Charter Service Representative at Sunshine. Welcome to the family guys!



Julie Tan



Amanda O'Shanessy



Lionel Loh with intern Maxine Moss

What's a transition to retirement?



Altering your lifestyle from the regime of daily work to the leisure of retirement is a big change, and requires substantial

adjustment in many ways. But there's a different kind of transition to retirement that could help make the years beyond the office far more fruitful.

A transition to retirement strategy, also known as a TTR, a TRS, or even a TRIP, allows you to begin drawing on your super savings while you're still working. You may be able to begin a TTR as early as age 56. One TTR strategy is to make salary sacrifice payments into your super fund up to your concessional (before-tax) contributions cap, while replacing that foregone take-home pay with money drawn from your super fund account.

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These payments will be tax-free (if you're over 60), or concessional (if you're under 60). In this way, you can continue to work, take home your usual level of income, yet grow your super balance, thanks to the tax advantages of a TTR.



“ That's a portion of your wage that you will pay no income tax on. ”

Australian Super Group Executive Georgie Williams said a transition to retirement strategy was an option that could boost your super balance, yet was often underutilised by those approaching the end of their working lives.

“That's a portion of your wage that you will pay no income tax on,” Ms Williams said. “It's worth considering that if you can employ that strategy and pay less tax, why not?”

It's well worth considering – when you're planning the kind of lifestyle you want to enjoy in retirement, finding smart ways to build a bigger nest egg really matters. AustralianSuper can tell you more about TTRs.



The Pokémon Go craze

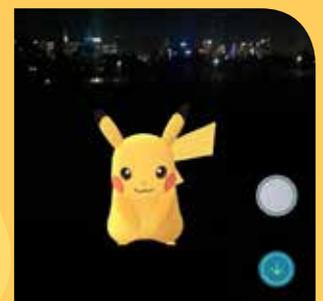
Dear drivers and staff,
You might have noticed that there's been an influx of people that are completely

obsessed with their mobile phones. Some of them are probably on social media but more recently, the hunt for Pokémon has really taken over the world.

What is Pokémon Go you ask? It's a game that allows people to capture their favourite Pokemon characters in the real world using the same technology Google Maps uses. Please

make sure you are extra alert and observant as you drive. We've spotted so many people playing Pokémon Go and unaware that they are crossing a road or in the path of oncoming cars and buses because the game calls for “hunters” to literally be glued to their phones.

Stay vigilant please.



Taking a proactive stance against graffiti



You probably already know that graffiti and tagging on our buses is a major problem with about 25 percent of our buses damaged every year.

But did you know that the total damage costs the company about \$500,000 yearly? That's a ridiculous amount and causes a huge disservice to the community, our drivers and the maintenance staff.

Some days, it does feel like we are fighting a losing battle but because CDC is not one to admit defeat easily, we decided to work outside the square and find other ways to try and address the problem. This is where community engagement comes in.

We believe that in order to get to the crux of the issue, education and empowerment are necessary. Teaming up with the Western Bulldogs Whitten Project for the second year in a row, CDC Victoria conducted two 'Graffiti Removal Workshops' for 58 future youth leaders in July and August this year. The two workshops were conducted at Sunshine Depot on 14 July and 11 August at Ballarat Depot.



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

“ The idea is to educate the youth from the Whitten Project about the cause and effect of graffiti and tagging on our buses and how it affects the wider community as well. ”

During the 3-hour workshops, CDC Victoria provided a hands-on experience for the youth who had to graffiti a bus and then remove it so they could understand how much goes into the process.

The second part of the workshop involved role play to help the youth achieve conflict resolution skills and different response techniques to understand how they can encourage peers to do the right thing.

“CDC Victoria is proud to be able to present these workshops to the Western Bulldogs Whitten Project as it provides us with a platform to educate future leaders and engage with the youth who could possibly be in a position to influence other youth,” added Michelle.

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.

Think Pink

Driver Brent Allitt's pink goatee raised more than just eyebrows in the Geelong community recently



It's not often that you find a bloke who's game enough to dye his beard pink. Yet, this mark of respect and pledge of support towards fundraising for Cancer research as part of the Belmont Saints Baseball Club Pink Day - was exactly what driver, Brent Allitt did.

Brent wanted to make a statement and do something different in order to raise money so he went to work, drove buses, played sport as usual - all while wearing his pink beard proudly.

"I got lots of looks, comments and double takes while driving with a pink beard. It was great because I was able to communicate the reason with so many other people," said Brent.

According to Brent, the idea actually came from his wife Vicki about a week before the Club's official Pink Day that occurs once yearly.

"Vicki suggested I dye my beard pink and I thought it was a really great idea and might even help me gain more exposure and raise more money this way," said Brent.

Brent sought the advice of Matt Doherty and Doug Nyman before he went ahead with his colourful plan.

Clearly, the pink beard was an awesome idea because Brent managed to raise \$1,330 individually in a week.

"I put up a flyer at work explaining why I was dying my beard and where the money was going and I'm so glad that about 90 percent of all the staff at work donated something," said Brent.

"It just goes to show how responsive good folks can be and that if we all work together, we can do great things for cancer research."



The club has raised about \$30,000 in the last six years and the money goes directly to the Cancer Council.

Since he was doing this for charity, the good people at Temple Hair Studios donated their time and products to Brent kindly. Our brave fundraiser has since shaved off his pink beard because it was getting too thick. We look forward to seeing what Brent has up his sleeves for next year and will definitely check back in regards to this great initiative.

“ It was a great initiative and the company was proud that Brent was so proactive in seeking the support of his colleagues to get donations for this great cause. ”

– Matt Doherty

Employee Assistance Program

Are you feeling bogged down or like the world is resting on your shoulders? Do you sometimes feel like your head might explode? Are you experiencing anxiety or severe stress that keeps you awake at night or have you recently encountered a violent or crisis situation that you just can't seem to shake?

Talking to a counsellor might help to free you from the burden you are carrying. Everyone needs a helping hand sometimes. CDC Victoria is pleased to provide all our staff with a Free comprehensive Employee Assistance Program (EAP) designed to assist you in meeting the challenges and demands of your work and personal life.

The EAP is a professional counselling service that offers confidential, short-term support for a variety of work-related and personal problems that may be affecting you at work or at home.

Through the confidential EAP, you can arrange to speak with a counsellor over the phone or make an appointment to see a consultant for a face-to-face session. You can access counselling assistance for up to 3 sessions per issue. If you decide to access your EAP, please rest assured that your details will not be passed on to anyone at CDC Victoria. EAP is available to all CDC employees and their immediate family members.



Coverge International is your Employee Assistance Program (EAP) provider. To make an appointment or speak to a consultant: 1300 OUR EAP or 1300 687 327

Better security on board

CDC Victoria has been progressively rolling out driver security screens on our fleet since 2011. The current design of the screens has successfully improved due to the input of drivers, OH&S representatives and better engineering. Geelong panel shop Foreman Brendan Lewis has also been instrumental in the design, manufacture, installation and ongoing improvements over the years. This has taken our screens to a level where we may be considered leaders within the bus industry.



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 the driver 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 ride for our drivers.

Mike McNess, Senior Organiser from Transport Workers Union (TWU) 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 drivers. ”

“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.

Compliments & Comments

Dear Mr McKenzie

I am writing to you to express my genuine appreciation for the great service and responsiveness that I received from both Dale and Brad on Monday.

On that day the Number 10 bus which was due to depart the University at 1:16pm could not be started and we were stuck at the University but I had a connection to catch for a V/line bus to Daylesford at 1:50pm. Ordinarily that service would get me with minutes to spare at the station but, given that situation, it was most unlikely that I would arrive.

I explained my situation to Brad the driver who quickly got on the radio and arranged that I be picked up at a nearby bus stop and arranged somebody to do that.

However, Brad, who came to start the bus, arrived beforehand and picked me up and drove me directly to the station which allowed me to catch the coach to Daylesford.

Both of those workers went out of their way for me, thinking on their feet and being flexible about the possibilities of providing to me as a customer, and they were quick and effective in communicating to one another, to me and executing the successful strategy which wasted no time or energy for their company.

I remain very appreciative of their efforts and would like you to pass on a copy of this letter to them which I have hereto provided.

Yours faithfully,
David Crook



Hi Jenny

I just wanted to thank both your drivers for the wonderful job they both did in taking St Alipius to and from camp last week. They were both very helpful and friendly towards the students.

Regards

Michael Coldwell



COMMUNITY

Living our SPaRCQ values



Facebook feedback

Meredith Hart on 28 June 2016

"Thank you CDC. My son Tom, (now famous thanks to the Western Chances video!) is so grateful for your support of WC, and so am I. We love what YOU do!!"

Jack Conroy on 10 August 2016

"Danny (Duc Huu Nguyen) the great, gets me to and from school safely, he always has a smile on his face and is always alert, he takes cautions very seriously and uses the best outcome. He's probably my favourite driver."

Greg McIntosh on 10 May 2016

"Last night I rode bus 117 from Altona depot and it is one of the most comfortable buses in the fleet along with 116 from the same depot."

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



Safety



Passion



Reliability



Community



Quality