

# UNITE!

**NEWSLETTER**

ISSUE 21 | DECEMBER 2019  
SUMMER EDITION

CDC VICTORIA'S QUARTERLY NEWSLETTER FEATURING UPDATES, DEVELOPMENTS AND THE PEOPLE WHO DRIVE THE BUSINESS.



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# UPCOMING EVENTS

## DEC 2019

- 14** African Music & Cultural Festival (CDC is a sponsor of this event)
- 25** Christmas
- 26** Boxing Day
- 31** New Years Eve/ Melbourne Fireworks

## JAN 2020

- 1** New Years Day
- 7** Orthodox Christmas
- 25** Chinese New Year
- 26** Australia Day Parade
- 28** School Reopens

## FEB 2020

- 9** St Kilda Festival
- 15** Ballarat Beer Festival
- 29** Pako Festa



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## W E L C O M E

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# CEO'S MESSAGE

Dear team,

Welcome to the final newsletter for this year and what a year it has been. There have been some great achievements in Victoria this year and I thought I would recap some of them.

The introduction of Hybrid buses into our fleet and the launch in June was well received by all stakeholders. This along with the tree planting day in July where 1,200 trees were planted within the Werribee River parklands is evidence of our commitment to creating a sustainable environment.

These initiatives are something that we should all be very proud of as very few companies take the time or expense to give back to community. This is the real heart of our business. We are an integral part of the community. Our families, friends and neighbours rely so heavily on the services we provide day in day out.

The 'Respect our Driver' campaign was undertaken to increase the awareness within the community of the very fact – that our drivers are real awesome people with real lives and active members of our community, just like your mum, dad, uncle or aunty.

This year the company undertook the third staff satisfaction survey and our overall results are very good, with marked improvement across all key questions. Our local management

teams will be working through the results of their individual survey results and working on action plans over the next few months to make this company an even better place to work.

I believe we are so very lucky within our company and our community to have such a diverse group of people. We have the opportunity to understand and respect the history and cultures of others at the same time as we share our own. It is amazing how food can help in this understanding and I have really enjoyed the feasts at Wyndham and the sausage rolls in Ballarat. I have been told the spreads at our other depots are amazing and can't wait to partake.

This year we have enjoyed several other initiatives including Staff Appreciation Day, Free Health Checks and Movember. It is great to see the level of staff engagement contributing to the success of Movember and the other great charity events that occur every year. Movember has stuck out for me as we have our buses, NPT's ambulances and CDC Fleet taxis all projecting such an important message to the community and ourselves.

Your health and safety is so important to all of us. We want you to be in great shape so you can enjoy life with your families and have a balanced lifestyle. This is the importance behind the Free Health Checks being offered at all depots. We believe a happy and healthy employee makes for great passenger service.

We had 28 percent of staff undertake health checks this time, and hope that this increases next time around.



Your individual test results are yours and yours alone. We trust that the medical staff may have discussed these with you and provided some advice. Please keep your results handy so you can compare them next time around.

Now here I am telling you all to be healthy as we prepare for the festive season. I just love that plum pudding! Moderation is key.

The Xmas holidays are such a great time of the year. The weather is nice and if you are lucky you may have been able to get some time off with the family at your favourite destination. With a business like ours we understand and appreciate that some staff are behind the wheel on special days to keep the service running and we thank you for this sacrifice. Hopefully your turn will be soon.

Finally I would like to say thank you for a great year and I hope you have a happy and safe Xmas and a healthy new year.

**Jeff Wilson**  
**Chief Executive Officer –**  
**CDC Victoria**

## WELCOME ONBOARD TO ALL OUR NEW EMPLOYEES

Peter Heininger, Trevor Whitling (BALLARAT), **Richard Pugh (formerly Buslink NT) (SUNRAYSA)**, Hai Nguyen, Abebe Abitew, Yvonne Thompson, Wei Xuebin, Ta Thang Tuan, Ah Ching Tima, Jess Simpson (OCC) & Renee D'Amore (OCC) (WYNDHAM), **Dimitrios Papachristodoulou, Beuford Fernandes (Mechanic) (OAKLEIGH)**, Bryan D'Cruz & Chand Sharma (TULLAMARINE), **David Tran (SUNSHINE)**, Sushil Prashar, Satwant Singh & Chris Tataridis (formerly Oakleigh depot) (GEELONG).

# FROM YOUR SERVICE DELIVERY MANAGERS



## BALLARAT

Once again, much has happened and time has passed by quickly since the last newsletter. We have experienced a huge 2019 with some major projects ramping up in 2020. Plans are currently being drawn up for a new depot to be built on site commencing mid-2020. We also look forward to work commencing on the new Ballarat Bus Interchange at the Ballarat Train Station which will result in some scheduling changes and most likely provide us with opportunities to implement some changes to the current network.

The SPaRCQ Committee continues to focus on providing opportunities to capture feedback and to shine the spotlight on the behaviours which drive a positive and productive culture at CDC Ballarat.

A great big thank you to all the CDC Ballarat team members for your efforts during 2019. We look forward to some further consolidation in 2020. Thank you also for your contributions 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 Geelong Water Park and for the adults, hitting the dance floor to some live music and festivities.

We wish all fellow CDC Victoria employees a very Happy and Safe Christmas and New Year.

**Glenn McKenzie, CDC Ballarat**

## TULLAMARINE

Another year is nearly done. Christmas celebrations will soon begin and before we know it, we will be celebrating 2020.

We continue to focus on good customer service and on-time running (OTR) and are proud that Tullamarine depot has some good results. A big 'thank you' to all our drivers who continue to try their best to not run early and run on time. Good job, guys!

This quarter saw CDC organise a great initiative with 'Free health checks' in collaboration with our associated business, National Patient Transport (NPT). It was a great success and many of our drivers and staff had their health checks. Most were fine but a few were a little taken back by the suggestions made. It was great to see our drivers take note and make some follow up appointments with their local doctors quickly.

I take this opportunity to wish all our CDC staff a most joyous Christmas and a wonderful New Year.

Happy holidays and please take care. See you all in 2020.

**Frances Ross, Tullamarine depot**

## BUSLINK SUNRAYSIA

Twelve months under our belt of transitioning into CDC and with the festive season upon us, it has made for a swift 2019. With the positive changes evident and the summer months approaching, we are ready for the festive break to recharge our batteries and grasp the opportunity of a quieter period to sink our teeth into more challenges for improving services, training and the business.

In reflection of these past 12 months it has been busy, productive and we've seen many remarkable changes and implementations that has created a wonderful workplace culture and new and improved services for the community. In particular the routes made additional to service a rural town's primary school to have the students home earlier and creating more accessibility to destinations.

Broken Hill employees are seeing huge changes with new technologies over the last 3 months being introduced to improve employee correspondence with front face and a new ticketing system.

Each employee in Sunraysia and Broken Hill has made a positive contribution to the vast changes within the business and your enthusiasm and commitment to the changing environment is sincerely appreciated.

I wish to thank all colleagues, families, suppliers and customers and the entirety of CDC Victoria a very Merry Christmas and a safe and Happy New Year. Very excited to see what lies ahead for 2020!

**Ashlee Loveridge, Buslink Sunraysia**

## GEELONG DEPOT

It's hard to believe I'm writing this and that the end of the year is so close. As we approach the festive season, it's a good opportunity to reflect on some of the things which have helped shape our year and look at what lies ahead.

This year has seen our Health and Safety team focus on our employees' health and wellbeing, and we have become involved in several initiatives designed to support this and help raise some much needed funds at the same time. Our Steptember event generated a lot of interest with the winning team going down to the wire. Congratulations to everyone who participated and helped us raise over \$2,000 for the Cerebral Palsy Alliance by walking 9.2 million steps! Again, we got involved in Movement, helping the CDC team raise money to support men's health. We look forward to some more initiatives next year.

Two of our long-standing employees celebrated 25 years with the business in 2019 – an outstanding achievement. Congratulations to Peter Jones and Ron Steel and thank you for your commitment over such a long period. Two members of our Geelong team were also recognised as SPaRCQ Employees of the Year – Congrats to Chris Murray (Reliability) and Ebaney Espinoza (Community). Keep up the great work!



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## N E W S

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As we head into the latter stages of our PTV contract, our attention moves to the opportunity to re-negotiate the contract for a further period. This will present some challenges for us and we will need to focus more on the passenger outcomes of our services if we are to be successful, including our OTR and customer feedback performance. These are critical for any customer service function and our task is no different.

Our workforce continues to grow and I welcome all new staff who have joined CDC Geelong this year. We look forward to a long and prosperous relationship. Our fleet upgrade has continued this year with over 20 new buses received. This helps ensure we are able to provide the best level of service to our customers and also creates a better workplace for our drivers.

Finally, I would like to thank you all for your efforts throughout the year and wish you and your loved ones a safe and Merry Christmas. I look forward to continuing working with you in 2020.

**Doug Nyman, Geelong depot**



The Christmas holiday season is upon us and with it comes the joy and happiness that brings families, loved ones and friends together.

It is also a time where our roads are at their busiest and while it may seem unbearable at times I ask you all to be patient, vigilant and courteous.

It is without a doubt a time where road users, pedestrians and passengers are rushing around at times neglecting their own safety hence it is extremely important we keep in mind our SPaRCQ values when driving, serving passengers and dealing with general public. In 2018, we unfortunately had 13 motor vehicle accidents and 5 incidents involving passengers, our target for 2019 was to bring this figure down to zero. I will be constantly updating you throughout the month of December along with a safety message.

As you all know CDC participated in the Movember campaign raising funds and awareness for men's health. We held a fundraiser BBQ at our depot and it gives me great pleasure to announce a total of \$430 was raised and donated directly to the Movember campaign.

For everyone who participated and donated to this great campaign, I thank you as your passion, generosity and support never fails to amaze.

Looking forward, we certainly have a busy few months ahead of us with both the Chadstone Staff Shuttle and the Oakleigh – Chadstone Shuttle service operating in December and January.

We will also be assisting with upcoming Planned Rail Replacement resulting in plenty of overtime for anyone who is interested. Keep a close look out on the noticeboard and AX messages for updates.

On a final note I would like to thank you all and wish you and your families a Merry Christmas, happy holidays and a prosperous new year.

**Kaz Abdulrahman, Oakleigh depot**

## WYNDHAM

We are almost at the end of another wonderful year and it is timely to cherish and reflect on our achievements in the current year and set up a vision for the upcoming new year.

As you may have observed, we have included all 18 hybrid bus replacements into the Wyndham fleet – increasing the driving comfort and creating a better customer experience. More hybrids and a few other growth buses will be coming to Wyndham during the next year as well.

Also, as we work collectively to tackle the traffic issues around our network to achieve the OTR targets, we have seen a reduction in the early running by driving staff having a better understanding through the OTR concepts. As we head into the implementation of our new rosters (A & B,) we expect to see a growth trend in our OTR graph. Increased OTR would not only provide a positive customer experience but is also expected to reduce some of the challenges that the Operations team faces on a daily basis.

I would also like to take this opportunity to congratulate Pedro Sakal and Arie Ananto – recipients of the Annual Employee of the Year SPaRCQ awards for 2019. I believe that all of us here at CDC Wyndham are very proud of these amazing colleagues.

I thank all of you for your efforts in 2019 and wish you all the best for the upcoming holidays and end of year festivities. I look forward for your ongoing contribution to ensure that CDC Wyndham is a vital block of the structure that forms CDC Victoria.

**Ravneet Walia, Wyndham depot**

## SUNSHINE

A big hello from Sunshine depot. I would like to start by congratulating both driver Alex and Rick from Paintshop for reaching 25 years of service. Huge effort, well done! I also would like to say a big thank you to the drivers involved in both the Metro and V/Line rail replacements. We have been very busy with some large occupations and have received very positive feedback from the organizers.

Sunshine will also be supporting Ballarat depot with bus transfers for the 'Spilt Milk Music Festival' on the last weekend in November.

Early running on Sunshine route services has been continually reducing from all the hard work by both the drivers and supervisors. This has been a fantastic effort that not only ensures we meet contractual targets but also ensures we deliver a higher quality service to our customers.

Now the hot weather has arrived please remember to stay hydrated and when out in the sun apply sunscreen and wear a hat.

A gentle reminder regarding changeover cars – please ensure you follow the driver's journal and return to the depot without delay. The changeover cars are not to be used to buy your lunch or any other reason besides transferring drivers to and from changeovers. If at any time you may need to deviate from your journal you must contact the OCC and request permission.

**Shaun Lawson, Sunshine depot**

## SEPTEMBER SUCCESS

**CDC Geelong steps up their game by taking part in the Stemptember challenge for the first time this year. What started out as merely an idea by the OH&S/ Health & Wellbeing committee at CDC Geelong soon materialised into a successful first time Stemptember challenge.**

In September 2019, 23 employees (in 7 teams) from CDC Geelong pledged to stay active and raise funds for the Cerebral Palsy (CP) Alliance. Run by the Cerebral Palsy Alliance, the Stemptember charity event challenges people to keep active by taking 10,000 steps a day for 28 days straight. Unlike many other charity challenges, Stemptember is done in participants' own

time and steps are tracked on pedometer watches that participants received when they sign up.

We're so pleased that CDC Geelong took the initiative to take part in Stemptember – which in turn also inspired a group of employees at the head office to follow suit. The 27 employees in total clocked in 9.2million steps and raised \$2,149 for CP.

### CONGRATULATIONS TO THESE TOP ACHIEVERS:

ACHIEVEMENT	WINNER	TOTAL
Most Steps by a Team	Hakuna Matata	1,820,792
Most Steps by an Individual	Ben Hales	689,503
Highest Funds raised by a Team	Workshop Warriors	\$640.00



### NEW ACCESSIBILITY CAMPAIGN FOR PUBIC TRANSPORT

From the 3rd of December to 17th of December 2019, CDC will be supporting a new campaign launched by PTV/ DOT called 'Access your Awareness'. The new campaign is being launched officially on International Day of People with Disability in order to create awareness and promote a more inclusive society. You will soon see posters in our buses and on our social media channels. If you'd like more information about 'Access your Awareness', please visit:

[www.ptv.vic.gov.au/more/travelling-on-the-network/accessibility/](http://www.ptv.vic.gov.au/more/travelling-on-the-network/accessibility/)

### SUPPORTING THE AFRICAN MUSIC & CULTURAL FESTIVAL (AMCF)

Since 2018, CDC Victoria has been a proud sponsor of the African Music & Cultural Festival (AMCF), the largest annual African festival in Australia.

This free, family-friendly event on Saturday, 14<sup>th</sup> December showcases Australia's unity and diversity by promoting cross-cultural awareness and understanding of African culture in Australia while bringing together young Australian-African communities.

With over 35 African communities represented in one place, the AMCF is a fantastic celebration of diversity and harmony

bringing the tastes, sounds and flavours of Africa to all walks of life.

This year, CDC Victoria is excited to announce we will have our iconic CDC Promo Bus prominently situated along the river terrace at the AMCF. In collaboration with our associated business, National Patient Transport (NPT), we will also be providing free health checks to visitors while promoting NPT's training courses and services. Come say hi and bring your whole family to the AMCF and join in the festivities with us!

For more information, visit: <https://www.africanmusicfestival.com.au/>

## SURVIVE THE HEAT

With summer approaching, it is an opportune time to revisit the effects of extreme heat and how you can prepare yourself. Each summer we experience days of extreme heat which can lead to declaration of heatwaves.

Heat kills more Australians than any natural disaster

- Extreme heat can affect anybody.
- Heat can cause illnesses such as heat cramps and heat exhaustion which can lead to the life-threatening condition, heatstroke. Heatstroke is fatal in up to 80 percent of cases.
- Those more at risk are older people, young children and people with a medical condition.

## COPING WITH THE HEAT

- Drink plenty of water, even if you don't feel thirsty.
- Never leave anyone in a car – the temperature can double in minutes.
- Try to stay as cool as possible.
- Eat smaller meals more often and cold meals such as salad and make sure food that needs refrigeration are properly stored.
- Always ensure you slip, slop, slap the sunscreen and reapply as necessary.
- Wear sunglasses and other protective clothing to protect yourself

## WHAT ARE THE HEALTH EFFECTS AND HOW ARE THEY TREATED?

	SYMPTOMS	WHAT TO DO
Heat Cramps	Muscle pains Spasms in the abdomen, arms or legs	Stop activity and sit quietly in a cool place Drink cool water Seek medical advice if cramps persist
Heat Exhaustion	Pale complexion and sweating Rapid heart rate Muscle cramps, weakness Dizziness, headache Nausea, vomiting Fainting	Go to a cool place and lie down Fan if possible Drink cool water if not vomiting Remove outer clothing Wet skin with cool water or wet cloths See a doctor
Heat stroke	Same symptoms as heat exhaustion except sweating stops Mental condition worsens, confusion Seizure Stroke like symptoms or collapsing Unconsciousness	Call an ambulance – phone 000 Get the person to a cool area and lay them down Remove clothing Wet skin with water fanning continuously Position unconscious person on their side and clear their airway

Source: Survive the heat – [www.health.vic.gov.au/heathealth](http://www.health.vic.gov.au/heathealth). Courtesy of National Patient Transport.

# STAFF SURVEY 2019 RESULTS

## Thank you to everyone who completed our 2019 Staff Engagement Survey!

This is the third time CDC Victoria have undertaken a staff survey – and the first since CDC Tullamarine, Buslink Sunraysia and Broken Hill have joined us. It has been a great opportunity for management to hear about your experiences and what things we can improve at.

This year along with questions about how you feel about working for CDC, we wanted to get your feedback on our Reward & Recognition, Health & Wellbeing programs and any ideas you had about what else we could do in these areas.

In total, we had over 500 employees take part in the survey – which is about half of our team – and these are the key things you had to say:

- Almost 90 percent of staff would recommend to their friends and family that they work for CDC
- About 80 percent of you are optimistic about CDC's future
- Over 80 percent of staff believe CDC provides a workplace that is free from bullying, harassment and discrimination

- Over 85 percent of staff believe you get a fair day's pay for a fair day's work
- Around two-thirds of staff believe CDC provides an environment of respect, honesty and trust
- Over two-thirds of staff believe CDC addresses issues around safety and job security;



However;

- Almost 20 percent of you believe we need to address favouritism
- Around 40 percent of staff think CDC needs to improve on ensuring management listen to staff

- About ¼ of you believe we need to do better at providing recognition for outstanding performance.

Our Depot Management teams will be given specific feedback on what their teams said about working for CDC and will be working on 'Action Plans' to address the areas for improvement.

In addition, we included a "Just for Jeff" section of our survey. The feedback received in this section has been sent directly to our CEO, Jeff Wilson, for him to better understand our company.

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 our new Buslink Depots – Mildura, Dareton, Wentworth and Broken Hill, for having the highest participation rate – you've won \$500 to go

towards depot improvement or activity. Our individual prize winner was Jeanette Wells 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 make CDC a great place to work.

## SNAPSHOT



## SPARCQ EMPLOYEES OF THE YEAR 2019

Congratulations to our SPaRCQ Employee of the year award 2019 winners.

What a milestone! Keep up the great job.

**Arie Ananto** – Quality (Wyndham)

**Chris Murray** – Reliability (Geelong)

**Ebaney Espinoza** – Community (Geelong)

**Pedro Sakal** – Passion (Wyndham)

**Simon Mather** – Safety (Ballarat)



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## FEATURE

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## MOVEMBER WRAP UP

**CDC Victoria and its associated Australian based businesses under parent company Comfort DelGro Australia supported the Movember Foundation again in 2019. In Victoria itself, over 250 vehicles in the CDC Victoria fleet sported handsome moustaches (MOs) in support of the Movember campaign.**

The month-long campaign aimed to raise awareness and funds in the name of men's health "to stop men dying too young". The campaign which is renowned around the world utilises the iconic Moustache (MO) logo to raise awareness for the Foundation that focuses on Prostate Cancer, Testicular Cancer, Mental Health and Suicide Prevention.

Following the great success of this campaign on CDC buses last year, CDC Victoria really wanted to maximise their efforts and invited its associated businesses CDC NSW, Buslink, NPT and CDC Fleet to jump on the bandwagon.

Community Engagement Manager, Michelle McKersey said: "We are thrilled to be able to support the Movember Foundation again this year but are even more psyched to lead the way for our other associated businesses to get involved as well."

"The wellbeing of our employees is very important to us and being able to support the Movember Foundation again this year really drives that message home," she added.

As part of the Movember campaign, giant MOs were applied to over 250 vehicles in Melbourne, Ballarat and Geelong.

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## FEATURE

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Associated businesses CDC NSW, NPT, Buslink and CDC Fleet (the company's new taxi management business) also adorned moustaches in the name of men's health this year.

On top of that, each depot organised its own fundraising event including BBQs, bake sales and shave offs. We were so blown away by the enthusiasm at each event and to the various teams that got in on the action especially those taking part for the first time, such as Team OCC.

Last year CDC Victoria raised over \$5,000 collectively. This year, we are happy to have contributed over \$11,500. A massive achievement and we are so proud of everyone's efforts!

"We are so proud of everyone who took part or contributed to our Movember fundraising campaign this year. It has been a mammoth year for us and we couldn't have done it without the generous donations from our staff, stakeholders and sponsors," added Michelle.

**Did you know that CDC Victoria's parent company, ComfortDelGro Australia participated in Movember on a national level in 2019 with over 1,000 vehicles throughout Australia adorning Mo's for Movember this year.**

# CONNECTING WITH OUR SCHOOL KIDS

CDC's school programs reach out to under privileged kids in the community.

Since 2014, CDC Victoria has created a large community and staff engagement portfolio that allows opportunities for us to build connections between staff, customers, community and stakeholders.

Whilst investing in community programs serves our communities better, it is the long-term commitment by CDC Victoria to engage our communities' support as we attempt to reduce anti-social behaviour on board. This should in turn create a safer, more comfortable ride for everyone.

One of our key engagement efforts includes educating and empowering young people who happen to be part of our largest customer base.

This year, we hosted almost 150 students (aged 10 to 16) and 26 teachers at educational excursions where they were taught life skills such as road safety, team building, leadership and respect whilst exploring Melbourne's iconic venues like the Melbourne Museum and Marvel Stadium.

## SCHOOL CHAMPION DAYS – METRO MELBOURNE

Our 'School Champions Day' provides an all-inclusive excursion for primary school captains and potential leaders to learn themes like 'Respect' and 'Leadership' from past and present sporting champions. Since 2015, this curriculum program has allowed CDC to connect with 484 primary students from 13 public schools, in the areas that we serve. This curriculum day rewards primary 5 and 6 captains (selected by their teachers) for their continuous efforts to become a respected leader in their various schools. In 2017, we joined forces with community partner, Werribee Football Club to deliver 'School Champions Day'. Their contribution includes organising exclusive chat sessions with a VFL/AFL players and coaches; and learning to mingle with new people using team sports to build connections between the young leaders.

## SCHOOL CONNECT PROGRAMS – REGIONAL VICTORIA

The 'School Connect' program provides outdoor learning experiences for select underprivileged students from Ballarat and Geelong. This includes an all-inclusive trip for students to visit a place of interest in Melbourne.

This year's theme revolved around 'Innovation & Safety' and allowed the kids to be inspired by the future of mobility. CDC took 70 students (Year 9 to 11) and 15 of their teachers from Ballarat schools to the Melbourne Museum to visit TAC's 'Road to Zero' Road Safety Experience. Students were offered curriculum-linked and innovative education programs using the latest multi-sensory interactive technologies that tested their critical-thinking and problem-solving road safety skills.

We've had a mammoth year educating and empowering kids in our communities and we can't wait for what 2020 will bring. Stay tuned for more exciting engagement initiatives or follow our socials for up-to-date highlights.



For a more in-depth view of all our Community Engagement programs, check out this video:  
[https://youtu.be/JNNmOag\\_zak](https://youtu.be/JNNmOag_zak)

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FEATURE

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 **COMMUNITY**  
Living our SPaRCQ values

## HEALTH FIRST

### Free health checks for all staff well received at all depots

Throughout the month of October, CDC Victoria collaborated with our associated business National Patient Transport (NPT) to provide free health checks for all our staff. The first time collaboration between CDC and NPT was in honour of 'National Safe Work Month' and saw the Promo Bus becoming a health hub for the month.

As part of the free health checks all employees were offered general consultation, blood pressure checks, heart health and blood sugar levels.

Some employees were given advice by the NPT team to consult with their doctor and we hope that the free health checks have helped many of our staff.

The top depot participation rate went to the staff at Tullamarine depot who had a 50 percent participation.

“ THE HEALTH AND WELLBEING OF OUR STAFF IS OF UTMOST IMPORTANCE SO CONDUCTING THESE HEALTH CHECKS PROVED TO BE A FANTASTIC INITIATIVE FOR US AT CDC ”

Tullamarine's Service Delivery Manager, Frances Ross said that she believed the free health checks were a fantastic idea and was happy her depot staff showed such enthusiasm.

“Our drivers were thrilled at having the health checks and thought that it was a great initiative,” said Frances.

“Two of our drivers made appointments with their GP immediately so I believe the health checks have really served as a wake-up call for some of our staff,” she added.



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## COMMUNITY

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CDC is thrilled that the free health checks were well received with an average overall participation level of 30 percent.

“The health and wellbeing of our staff is of utmost importance so conducting these health checks proved to be a fantastic initiative for us at CDC,” said Nathan Sheills, CDC’s Workplace Health & Safety Manager.

“We plan on providing these free health checks in collaboration with NPT next year and hope that more staff will participate so the program can keep running.”

Special thanks to NPT staff, Megan Campbell, Chris Fielder, Carolyn Potter and Rebecca Deacon who were so professional but also kept the atmosphere fairly casual so our staff would not be overly stressed.





Safety



Passion



Reliability



Community



Quality

## COMPLIMENTS & COMMENTS



### Well done CDC Ballarat

Hi, I just wanted to give a shout out to the bus driver on the Buninyong 21 route yesterday around 12:30.

There was a young man on there that was anxious and agitated when he realised he was on the wrong no bus.

He needed to head into Ballarat not away from it.

This driver radioed the bus ahead and asked him to wait at the next stop so the young man could get on the bus and head into Ballarat. I think that is customer service at its finest. Well done.

– Danielle  
Maree Prollius



### Well done Jackie Truman from Tullamarine depot

PTV feedback: Customer stated at 2:51pm today, 7/10/2019 that she wished to compliment the driver of the route 543 bus, travelling towards Roxburgh Park, that she caught at about 2:34pm today, as she displayed good customer service and drove well.

Customer stated that she had caught the bus from Stop, Heversham Gr/ Greenvale Dr (Greenvale) and it was a very comfortable ride, not like some that brake too hard and give a rough ride.

– Janet  
Donaldson



### Well done Nicholas

#### Hatjidimitriu from Oakleigh depot

Hi, I am very happy to write to provide positive feedback for one of your bus drivers. I caught the 5.35pm 605 bus from Bruce/Balmerino Toorak to the city on Friday 15 November. Firstly, I wasn't quite at the stop when the bus was approaching and the driver kindly stopped and waited for me. Secondly, I noticed throughout the journey how courteous he was to other passengers but also to other vehicles on the road. I wanted to acknowledge his courteousness and thoughtfulness.

– Donna Simon



### WELL DONE MARK FORD FROM WYNDHAM DEPOT

PTV Feedback: Just wanted to say that the bus driver who drove the 180 Werribee – Tarneit on Melbourne cup day, bus departing at 9.02 deserves recognition for the consideration he gave, making sure the passengers arriving on inbound train made connection to the bus which was the last for the night.

I know that having bus depart on time is important but in Werribee the trains arrive into the station, you see the bus at the depot, you rush but as you make it up to the depot, the bus has pulled out and is on the way... and you have to walk 40 mins to get home.

More drivers should be like that guy.

– Amanda Rogerson



### Loving the new hybrids!

Loving the hybrid buses, much quieter, more comfortable and healthier for passengers and planet. The lack of idle at the interchanges is a great outcome

for the air quality and noise at these locations. Can't wait to see your first all electric bus!

– Rob Brimblecombe

