

UNITE!

NEWSLETTER

ISSUE 27 | JULY 2021
WINTER EDITION

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



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WELCOME ONBOARD TO ALL OUR NEW EMPLOYEES

Rhys Prosser, Glen Gamble, Dharshana Gajanayake (BALLARAT), **Wayne Clisby**, **Adrian Allen Dalby**, (BROKEN HILL), David Storan, Harjinder Singh, Navjinder Sandhu, Nikolovski Vasko, Romeo Purlija, Gurdeep Singh, Madhu Sudhan Singh Gill, Mkher Almosli, Ronald Gaffney, Vinod Kumar (GEELONG), **Brad Bergman**, **Roger Page** (MILDURA), Ali Sekandari, Deshan Alahendra, Tiejun Han, S.Noor Hohammad Hashimi, Andrew Douglas, Dalbir Singh, Wonsang Lee, Youngrag Jeon (OAKLEIGH), **Baljinder Singh Pannu**, **Hanh Ao** (SUNSHINE), Ashley De Silva (TULLAMARINE), **Antonio San Jose**, **Nathan Broomhall**, **Enfu Zhang**, **Ishak Ghebredingle**, **Ivan Novianto**, **Jayathilake Kapugamage**, **Yeman Teklezgi**, **Aklilu Asfaw**, **Getachew Eshete**, **Girirajsinh Gadhvi**, **Jayantha Galappaththige**, **Yidnekachew Shermeka**, **Gebrekiros Abera**, **Abdulrahman Ali**, **Ida Ardana**, **Imaj Sabit** (WERRIBEE), Grant Banks (HEAD OFFICE)

W E L C O M E

CEO'S MESSAGE



Welcome to the Winter edition of Unite.

Winter is the time of the year when some people look to hibernate while others travel north for the warmer climate. Here at CDC Victoria, as we continue to provide a very important service to our community, Winter is our time to get our flu vaccination, rug up and keep the big wheels rolling.

We have completed our annual flu vaccination program and thank you for your participation. The ongoing threat of COVID-19 has ramped up the discussion around vaccinations, one that we respect as an individual decision. I urge you to consider the COVID-19 vaccination very thoroughly, and to seek independent medical advice if you have any concerns. The CDC Victoria vaccine incentive program continues, however I understand that the availability of vaccines has impacted the uptake particularly in Mildura and Broken Hill where supplies have been extremely limited. Thank you to all staff who have had the jab and to all those who have considered vaccination.

Vaccination not only provides a defence for you, but it also reduces the risk of you passing COVID-19 on to your family and friends. As contact with the public is a part of everyday life in our industry, we need to use all of the protections available to us, including using QR codes, continuing to wear face masks, regularly washing our hands and regularly COVID-cleaning our buses.

We are concerned that COVID-19 has added stress to our work and personal lives, and this is one of the reasons we are embarking on a Healthy Minds Work program. We acknowledge that safety risks can be physical as well as mental. Healthy Minds Work is about asking staff to have conversations about what should be addressed to reduce the mental health risks in our workplace. You all have valuable knowledge, so please share this information with your supervisors so we can make CDC an even better place to work.

On that theme I would like to thank staff for participating in the recent We Care Staff Survey. There were 640 participants who contributed their voice and provided plenty of feedback. This feedback is very important

to ensure we are moving forward and improving in all areas of employee engagement. We will report these results soon. The staff appreciation events were enjoyed by all and there are some great photos in this edition. It is amazing just how good much better a sandwich, a sausage or a cuppa can taste when someone else makes it for you. We sincerely appreciate your efforts every day.

The recent bus re-co-ordination schedule from DoT has been completed as has the introduction of two new routes in Wyndham. As you know, every time this occurs it impacts rosters and we thank you for your understanding. In the near future the night bus services (Friday and Saturday) will commence and this will impact on some rosters. You may be aware that DoT are now publishing the On Time Performance by route on the PTV website. Overall, we are achieving our contract OTR performance however as you know there are certain parts of the network and road works that makes it impossible to achieve perfect OTR. We meet monthly with DoT and only ask that you always put safety first.

We have had a very busy start to 2021 with our Community Engagement partnerships, including the launch of the Woowookarung Dementia Park in Ballarat. This nature trail is accessible for wheelchair users, and is open to everyone not only those suffering dementia. Dementia Australia, Dementia Victoria, Parks Victoria, CDC Victoria, Volvo and CMV Trucks & Bus came together to make this park a reality.

We also hosted the Nallei Jerring Koori Youth Leadership Program at our Wyndham depot as part of our community sponsorship with the Western Bulldogs Community Foundation. The session provided an insight into the career opportunities at CDC Victoria to the young Indigenous people involved.

In July we celebrated NAIDOC Week and CDC were involved in several events right across Australia. In Victoria, fitting with the theme of healing, the First People of the Millewa-Mallee Aboriginal Corporation performed a smoking ceremony and Welcome to Country at CDC Mildura. This was an exceptional event and enjoyed by many staff and Elders. There is still so much to learn and understand about our past as a Country and we acknowledge this as we work forward toward reconciliation and respect all people and cultures.

Thank you for reading this update, I hope you enjoy the rest of the newsletter and please remember to stay safe and best wishes.

Kind regards,

Jeff Wilson
Chief Executive Officer – CDC Victoria

FROM YOUR SERVICE DELIVERY MANAGERS



BALLARAT

Hello from Ballarat. At this stage no snow at Ballarat but who knows what the rest of winter will bring.

At time of writing there have been some AFL Games scheduled for MARS Stadium and CDC were engaged to complete Charter Shuttles for the games. I have already asked Bulldog Ray for Preliminary tickets for CDC employees for when Bulldogs play again at MARS.

There have been four new additions to CDC Ballarat recently. Welcome aboard Rhys Prosser, Glen Gamble and Dharshana Gajanayake, plus Jason Cattanach has transferred to us from CDC Geelong.

Service milestones achievements at CDC Ballarat are Simon Firth, Alex Delpero, Frank Coppick and Cameron Perkins all 5 years of service. Juraj Skrokov and Kim Anders achieved 10 years of service. Finally, a big congratulations to Las Papp who is celebrating 30 years here at Ballarat.

Fleet updates. Two new Artics have been received by the depot to replace our oldest two bendy's.

In June CDC attended the launch of The Dementia Trail that was opened by Parks Victoria and Dementia Australia at Woowookarung Regional Park. We understand it is the first dementia friendly forest and sensory trail in Australia. CDC Victoria is proud to be a major sponsor of this great initiative.

I urge all CDC Ballarat employees to venture with family, friends or just by themselves to take in the new trail. The Public Opening to the Trail will be during Dementia Action Week will be in the week of 20 – 26 September 2021.

Andrew Wilson,
SDM Ballarat Depot

SUNSHINE

As we sail into the second half of the year we unfortunately continue to be challenged by the COVID-19 pandemic. During June we experienced multiple services being made a Tier 1 exposure site, forcing those drivers into mandatory 14-day quarantine. The affected driver remained in high spirits and all returned negative results and returned to work after the 14 days. This is a testament to the hard work by all employees to ensure vehicles are being cleaned, surfaces continually wiped down and masks being worn. During this challenging time, we were extremely grateful for the support and assistance given to us by CDC Victoria Head office and PTV.

As the pandemic continues and the approach changes, we now need to ensure every employee checks into the depot via the Services Victoria app and QR code prior to commencing their shift. This is an important step to ensure your safety as well as your colleagues. If you have any difficulties checking in, please see one of your supervisors.

I would like to congratulate Jamie Kemp in becoming the new Sunshine Workshop Foreman, he has taken the reigns from Tony who has returned to Wyndham to take up a new challenge. We thank Tony for all his hard work and wish him all the best. Also a big congratulations to Amalok and his wife for the birth of their baby daughter Eliza.

On the 21 July we celebrated Lube Filipovski's 40th year of service, a huge milestone in his career and we thank him for his dedicated service.

Until next time stay safe!

Shaun Lawson,
SDM Sunshine Depot



GEELONG

Well, we're into the second half of 2021, COVID-19 is still dominating the news and we're still wearing masks. Thankfully we're all gainfully employed and through all our efforts in maintaining strict COVID-19 safety protocols, the Geelong team has felt minimal impact from the virus.

I have received my AstraZeneca vaccination at the Ford COVID Vaccination Centre. I can report that the process was quick and simple, when I arrived there was a substantial line, however it moved very quickly and the whole process took less than 30 minutes.

We have seen several staff changes since March, the most notable being the retirement of Bill Dimovski after 29 years. It was great to chat with Bill during the BBQ and many thanks to all of you who were involved, Bill was certainly moved by the occasion.

Our Education Team has a fresh look, so welcome to the new members, I know all of you will continue to provide the high level of customer service required to compete in this competitive market. We are actively recruiting some additional casual drivers, so if you know anyone who you feel is suited to a casual role, please ask them to drop in a resume to Judy.

Staff Appreciation Day was welcomed in June with free barista made coffee on a chilly Geelong morning. It's pleasing to see Quick Connect gaining momentum, although it's not surprising, as its many features include something for everyone, even Judy's sometimes quirky posts.

I would like to welcome Lisa who is now adding value with our training needs. One thing Lisa has already noticed is the number of "Thank you Driver" she hears from passengers exiting, compared to how many acknowledgements she hears as they board. She explained to me that she sees a direct correlation between good driving/customer service, to passenger feedback.

You're all doing a great job; Drivers delivering excellent service, Workshop maintaining reliability, Paintshop fixing errors and Operations coordinating... One challenge, let's try and put the Paintshop out of business!! Stay safe.

Neil de Silva,
SDM Geelong Depot

OAKLEIGH

We have well and truly passed halfway in 2021, and it won't be long before we get some warmer weather and more daylight. I know it has been an icy winter, and I thank everyone for perseverance and hard work.

As you saw posted on the noticeboard, we will begin the extension works for CDC Oakleigh. Stage one will be the demolition of the two properties, Ultratune and Tri Trailers, along with the concrete of the back yard. We will park some of our fleet offsite at Nuline Clayton with some staff starting and finishing their shifts from there. We envisage a February 2022 completion date, which will provide much-needed relief for our depot, mainly for our bus parking and workshop.

For the remainder of the year, we must remain compliant with COVID-19 rules and regulations. Your diligence has successfully kept our depot COVID-19 free, but we cannot become complacent, especially with the new COVID variants. We must also do everything possible to protect ourselves and our loved ones by getting the COVID-19 jab.

During our most recent lockdown in Victoria, I saw an increase in staff getting the vaccine, but this has since plateaued. I urge you all to please consider getting the vaccine, and if you have any concerns talk to your doctor. I assure you once I'm eligible, I will be rolling up my sleeve to get the jab.

I look forward to finishing off this year safely and successfully together.

Kaz Abdulrahman,
SDM Oakleigh Depot

WYNDHAM

First half of the year 2021 has gone with challenges posed by COVID-19 and most of us have been directly or indirectly affected by this ongoing pandemic. I am aware of some individuals have lost their loved ones and on behalf of CDC Wyndham, I pass on the condolences to the affected staff at CDC Wyndham.

You may be aware that we were made aware of a few of our drivers being classified as close contacts where a confirmed COVID-19 passenger travelled on our buses in May 2021. A big thank you goes to all the driving staff for wearing masks and practising good hygiene, yard staff for cleaning the buses daily and due diligence by operations to ensure there are no gaps on daily basis. I am sure that all of us will agree that this event displayed the effective risk management strategies alongside giving a sense of every individual of working at a safe workplace.

The implementation of new routes (152 and 182) has seen a reasonable growth at our depot and both routes are running mostly on time with minor adjustments to be made once necessary approvals are obtained to raise the bar of On Time Running.

Lastly an important reminder for you to make an informed decision about the COVID-19 vaccination in consultation with your health provider. Remember: We are not safe, until we are all safe. I hope that the second half of the year will be better than the last one.

Ravneet Walia,
SDM Wyndham Depot

CDC MILDURA & BROKEN HILL

Hello Peeps! I'd like to start by acknowledging the new members to the Broken Hill family. Adrian Dalby is a new casual employee, while Wayne 'GUS' Clisby has accepted the position of Mechanic/Driver. It's such a relief to finally have a 'man on the ground'! Welcome gentlemen!

Mildura too has welcomed some new faces. Full time employees Luke Charles and Stephen Tippet, while casuals Patrick Burns, Colin Kerin, Brad Bergman and Roger Page are among the new arrivals in 2021, I would like to take this opportunity to welcome those guys to the depot.

These past few months we've seen a lot of changes and we've held some fun staff events in and around the depots. Most recently was the inaugural Smoking Ceremony and Welcome to Country performed by Uncle Norm and Greg for NAIDOC Week.

A huge thank you must go to Upendra and the team for the implementation of D365 at the Mildura and Broken Hill depots.

As we embark on the 3rd term a timely reminder to all drivers to follow our run sheets and ensure we don't run early.

I feel proud to have led our team in Ashlee's absence, and I sincerely thank all of the staff at the Mildura and Broken Hill depots and I hope that I have gained a little respect from you all, as I have tried to do my best as the Acting SDM.

Until next time, Cheers and Beers

Michael Wade,
Acting SDM Mildura & Broken Hill

TULLAMARINE

I would like to thank the entire team at Tullamarine for the very warm welcome you have extended to me as your new Service Delivery Manager. Thankyou to Frances who has provided me with a wealth of depot information, which will ensure a smooth transition. I look forward to getting to know you all over the coming months as we continue to embrace the great culture within our depot.

As we are well into the winter season, I urge you to continue your defensive driving practices, by adjusting to the different road conditions. This will provide you and your passengers with a comfortable and safe journey.

With the continuing COVID-19 vaccination rollout in our state, I encourage you to bring me your evidence of vaccination, so you can be rewarded with a CDC gift voucher. Please continue to login to the depot QR code each day, which will assist with contact tracing efforts, if they are required.

To help you stay informed of all the latest news, if you haven't already, please download the Quick Connect (QC) app, which provides updates and also contains Tullamarine journal and roster information.

Once again, thanks for the warm welcome and if I haven't yet met you, please come and introduce yourself, and stay safe.

David Hutton,
SDM Tullamarine Depot

ZEVA VISITS BALLARAT

CDC Ballarat recently had the pleasure of Zeva the volunteer NPT comfort dog spreading some warmth on a cold Ballarat day.



Unite! is now printed on 100% recycled paper.

Monza Recycled contains 100% recycled fibre, and elemental chlorine free pulp derived recycled wood fibre. Monza Recycled is manufactured by an ISO 14001 certified mill.



STAFF PROFILE TRAVIS BURGESS – WORKSHOP FOREMAN CDC MILDURA

Since starting with Sunraysia Buslines in 2003, CDC Mildura Workshop Foreman Travis Burgess has seen a lot of changes while plenty has stayed the same.

He has seen three changes in ownership and while the business name and uniforms may have changed, the friendly workshop banter and family atmosphere at CDC Mildura has never left.

"When I first started it was a family business and a really friendly place to work, but it still feels like a big family business, everyone here at CDC Mildura and everyone we meet from CDC Victoria are all so friendly. So really while the name has changed the mateship I get from coming to work has stayed the same."

In his 19 years Travis has seen the workshop and bus fleet grow from 36 buses to 87 while technology has also changed, and Travis and his team have always kept pace. With a positive attitude and a smile, he and his team have kept the CDC Mildura and CDC Broken Hill fleets running, even getting a chance to jump back on the tools from time to time in Broken Hill when his solo mechanic needs a hand.

BECAUSE HEALTHY MINDS WORK

CDC Victoria is partnering with Productivity Matters to better understand the psychological health of our workforce.

A short video message from CDC Victoria CEO Jeff Wilson introduced Healthy Minds Work on Quick Connect recently and you would have noticed posters go up around the depots.

Whilst understanding the impact that work may have on any individual's psychological health has always been important, mental health is now at the forefront of supporting all workers to cope with the level of uncertainty and challenge that we continue to face in Australia.

By understanding the emotional challenges our employees face,

we are providing a more holistic approach to supporting them at work. CDC Victoria understands how difficult the last 12 months has been for the team and are keen to address strategies to increase support.

Throughout the project we want information from you about the psychological hazards you face at work. Over the coming months you will be hearing more about Healthy Minds Work via Quick Connect, on depot notice boards and via your supervisors and SDMs.

If you have any questions or would like to raise any challenges you have at work, speak to your supervisor, SDM or line manager.

CDC VICTORIA



Converge
international

Converge International is a free and confidential service for any CDC staff member or their family to contact 24 hours a day, seven days a week on **1300 687 327**. If you're looking for some support for any part of your life, please don't hesitate to give them a call.

VACCINATION OUR FIRST LINE OF DEFENCE

The COVID-19 pandemic isn't going away so the number one thing that we can do right now to protect ourselves, our family and our community is to get a COVID-19 vaccine which will help CDC to understand its risk profile. Please don't forget that the Vaccine Incentive Scheme is in place and the CDC Victoria People & Culture team welcome a discussion about your efforts in getting the jab.

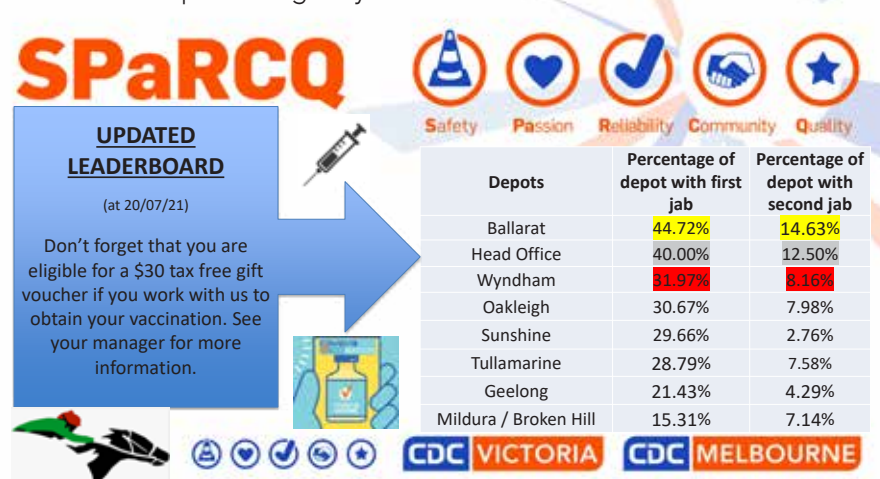
It can be difficult to know which way to turn with all the seemingly conflicting health advice about vaccines. We encourage you to talk with your GP to get advice if you have any concerns.

All employees are encouraged to obtain a vaccination as soon as possible.

To be in line for a (tax free) \$30 gift card, we ask that you:

- Work with your manager to set a time for your appointment;
- Bring proof of your vaccination; and
- Permit CDC Victoria to record this information.

Up to date statistics are published regularly on Quick Connect. At the time of publishing they were:





CDC VICTORIA HELPS CREATE AUSTRALIA'S FIRST DEMENTIA-FRIENDLY FOREST TRAIL

Australia's first Dementia Friendly Forest and Sensory Trail has opened at Woowookarung Regional Park on the outskirts of Ballarat. The opening of the trail in June marked the culmination of a 3-year sponsorship by CDC Victoria in partnership with major bus industry suppliers, Volvo Bus Australia, and CMV Truck & Bus Group.

The partnership supported Parks Victoria by providing funds for several large boulders and the specialised placement of these rocks that weigh up to 700kg each. The sponsorship contributed \$60,000 to the project, funding the purchase and placement of these large stones to form several conversation circles along the trail.

CDC Victoria CEO Jeff Wilson attended the launch event on 25 June along with CDC Ballarat SDM Andrew Wilson, CDC Victoria Community Engagement & Communications Coordinator Grant Banks, Volvo Bus Australia Regional Service Manager

Sam Compasso and CMV Truck & Bus Sales Manager Volvo Buses Anthony Fisicaro.

Constructed by Parks Victoria, the sensory trail was co-designed by people living with dementia and their carers, Ballarat community health groups, the Department of Health and Human Services, and Dementia Australia.

The project was initiated by dementia-awareness advocate and co-founder of the Bigger Hearts Dementia Alliance Ballarat, Anne Tudor, who lost her partner to dementia recently.

COMMUNITY



The all-abilities sensory trail winds through native bushland and is designed to stimulate positive memories, feelings and sensations for people living with dementia. It offers visitors an experience in nature that is accessible for wheelchair users and their carers, people with assistance dogs, and groups from residential aged care facilities.

CDC Victoria is dedicated to achieving positive social and environmental outcomes that go beyond compliance to minimise environmental impacts and deliver positive social outcomes.



FEATURE



NAIDOC WEEK CENTRES ON MILDURA

CDC Victoria was proud to host its NAIDOC Week 2021 celebrations at Mildura on 5 July.

The event brought CDC Mildura and the community together with a Welcome to Country delivered by Uncle Norm Tinawin Wilson and a healing ceremony performed by Aboriginal Ranger Greg Laurie of the First People of the Millewa-Mallee Aboriginal Corporation.

Being part of NAIDOC Week 2021 plays a vital role in CDC Victoria's connection with the communities we serve, including the Aboriginal and Torres Strait Islander communities.

CDC Victoria operates on the lands of the Wathaurong and Wurundjeri Peoples of the Kulin

Nation that encompasses what is now greater Melbourne, Ballarat and Geelong, and the lands of the First People of the Millewa-Mallee Aboriginal Corporation in the northwest region of Victoria which includes the city of Mildura. CDC pays respect to the Elders, past present and future of the traditional custodians of the lands upon which we operate.

CDC Australia also celebrated across Australia in metropolitan and regional areas in the Northern Territory, Queensland, New South Wales, the Australian Capital Territory, and Western Australia, delivering a diverse range of activities that tied in with the 'Heal Country' theme of NAIDOC Week 2021.

INDIGENOUS YOUTH TOUR HEAD OFFICE

CDC Victoria hosted a fabulous group of young people as part of the Nallei-Jerring (join and unite) Koori Youth Leadership Project at CDC Victoria Head Office and Wyndham Depot during NAIDOC Week.

The group of Aboriginal youth from around Melbourne's west learned about the career opportunities at CDC Victoria. The group toured head office and OCC, plus experienced what it takes to COVID clean a bus, all with huge smiles and a great attitude.

The session was done in partnership with the Western Bulldogs Community Foundation.



COMMUNITY



To take the chill out of the winter weather, CDC Victoria celebrated our amazing people in June with staff appreciation events across the state. From coffee carts, to fruit platters and a barbecue breakfast, each SDM made their staff feel appreciated in their own way. Thank you to everyone for your great work and keep it up!



COMMUNITY



SPOTLIGHT



SIGNIFICANT MILESTONES

June saw some significant milestones across CDC Victoria.

This included the retirement of Frances Ross from the Tullamarine Depot after 12 years of service. As the festival of Frances rolled on throughout June everyone was able to wish her all the best in retirement, with much food and merriment enjoyed.

In June we also bid a fond farewell to our dear friend Don Viscio after 47 years at CDC Victoria. Most recently employed in the trim shop, over the years Donny worked in many parts of the business and at many depots. We will miss Donny's friendship, cheekiness and generosity, and wish him all the very best for his retirement!

June also saw the retirement of Geelong track driver Bill Dimovski after 29 years with the company. Over that time he has seen too many changes to list but

include three changes of ownership, major upgrades with bus fleet and ticketing as well as significant changes to services provided to bus users in Geelong. Bill has always taken on those changes and been a positive influence around the place. He was on a first name basis with many of our passengers and he will certainly be missed both by his fellow staff and our passengers.

Meanwhile, on the 21 July we celebrated Lube Filipovski's 40th year of service, a huge milestone in his career and we thank him for his dedicated service. A true gentlemen and friend to us all, we thank Lube for his 40 years' service at Sunshine depot. Lube has always been reliable, professional and a happy person. Thanks for all the pool games.

QC CATCHING ON

After its launch at the start of 2021, Quick Connect has been gaining steady momentum with 807 (as of July 2021) people now registered across CDC Victoria.

On 15 July the 5,000th message was sent using the platform with 3,600 direct messages sent since QC was launched, that's a lot of conversations going on, which is what we want to see.

The platform is being used for all sorts of things from serious business like COVID-19

updates and shift swaps, to the lighter side of life like cat memes and picturesque bus and depot photos.

We encourage everyone to download the Blink App and join your fellow CDC Victoria workmates in making Quick Connect your own. Use it to share, chat and stay connected.



FIVE NEW HYBRIDS

The new additions to the environmentally friendly fleet of hybrid buses have arrived at CDC Wyndham, bringing the number of hybrids in service for CDC Victoria to 45.

All 50 buses in the hybrid fleet will be in service on CDC routes in Wyndham, Oakleigh and Sunshine by mid-2022. This represents the biggest single order of hybrid buses in Australia and demonstrates CDC's strong focus on sustainability and innovation in its business operations.

Each bus also directly supports the local automotive industry in Victoria with body manufacturing and fit-out being carried out by Volgren in Dandenong. All 50 low-floor buses feature Volvo's Parallel Hybrid

driveline and meet Euro 6 emission standards. In testing, the Volvo hybrid driveline has been shown to reduce nitrogen oxide and particulate emissions by up to 50%, as well as reducing fuel and carbon dioxide emissions by up to 40%.

The introduction of these fleet vehicles follows successful trials across Victoria which found that these Hybrid vehicles use 30 per cent less fuel and significantly reduce noise during idling and when departing stops.



Safety



Passion



Reliability



Community



Quality

COMPLIMENTS & COMMENTS



A nice compliment from a grateful Ballarat commuter on a chilly winter's night.

"A very many thanks to the drivers of the last Friday

evening for their assistance to help a regular passenger get home from Eastwood bus stop. Thank you very much to both for a very smooth trip home on a typical Ballarat winter's night."



Well done to Sunshine driver Thanh Hoang Nguyen for receiving this compliment on the charter service he provided. Great job Hoang!

"I would like to give 5 stars to one of your drivers Hoang. He is the best, I would like to recommend his name for us every time we book."



Well done Chi Lam on receiving this compliment

from a customer that took the time to express how pleased they were with service you provided. Thank you!

"The driver very kindly asked me to remain seated at the bus shelter, saying that he had time to clean the bus. The driver then swept out the bus thoroughly, taking care to dispose of rubbish correctly. He then invited me to board the bus, assisting me with my trolley. I would like to compliment the driver for his kindness and courtesy, while he also ensured that the bus was in a tidy state for any passengers."



A heartfelt thankyou to Ayhan Resul for making someone's day:

"The bus driver of the 601 to Huntingdale (from Monash Uni) made my absolute day today. I just missed my normal bus (the 630 to Brighton), and he saw that I had ran after the bus but missed it, and let me know to get on because we'd likely beat it to Huntingdale. We did and he (walkie-talkied) the other driver to ask them to wait for me. He made my absolute day, he is a wonderful bus driver."



Going above and beyond for an appreciative Ballarat High School student.

"I am sending a sincere note of thanks to your driver and office staff who found a Ballarat High School saxophone on one of the buses and notified us of its whereabouts. I just spoke to the student and his dad is organising to pick it up. Please pass on our appreciation to your driver and all concerned. We are very grateful of your actions."

