

UNITE!

NEWSLETTER

ISSUE 28 | OCTOBER 2021
SPRING EDITION

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

CDC
SHORTLISTED
FOR AWARD
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LIGHT AT
THE END OF
THE TUNNEL
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OAKLEIGH
CONSTRUCTION
TAKES SHAPE
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Finalist

Healthy Environment
category

CDC Victoria



Premier's
Sustainability
Awards 2021

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WELCOME ONBOARD TO ALL OUR NEW EMPLOYEES

Craig Harris, Shibu Mandakathil Mathew, Karan Pal Barar, Satinder Pal Singh (BALLARAT), **Novak Waldemar, Bird Jan (BROKEN HILL)**, Mathew Mihaljevic, Gurkirat Singh Maan, Igor Tomazic, Owen Bishop, Sifa Ndaninza Lukara, Dragan Maricic (GEELONG), **Milan Tintor, Sylvain Plumelet, Lasantha Samarakoon, Bruce Dyson, Theivanayagam Theivaraj, Mohammad Mohmand, Nesar Khan, Harjit Singh (OAKLEIGH)**, Sajida Khan, Ngoc Hieu Huynh, Qikai Wang (SUNSHINE), **George Axios (TULLAMARINE)**, Richard Grumont, Eren Yorulmaz, Weerakkodi Kulatunga, Kenneth Simpson (HEAD OFFICE), **Miroslav Milutinovic, Dawud Nassir, Bilal Elhouli, Solomon Obedanie, Huy Nguyen Tran, Loc Nguyen (WERRIBEE)**

CEO'S MESSAGE



Welcome to the Spring edition of Unite!

Spring is absolutely my favourite time of year. The smell of freshly cut grass makes you excited about the football finals. The cool mornings and sunny days are great conditions to enjoy our beautiful gardens and parks. Roses in full bloom and the spring racing events and the Melbourne Cup Carnival is a rich part of Australian history. I know at times it seems a long way away from where we are today in this COVID environment however these are the things that we look forward to as freedom is within our reach.

I am looking forward to getting back to those little things like having another BBQ at our depot or home with friends and colleagues.

Vaccination has been a huge topic of conversation and debate for many months. We at CDC have encouraged all staff and friends to consider vaccination in order to create protection for oneself and added protection for one's family and the community we serve. We had the opportunity to participate in many forums and discussions with DoT and other providers of bus services and I am very pleased and proud to report that I believe CDC and its staff, you have been leaders in the race to e and create a safer community.

Our high vaccination rates has given us the ability to comply with the new mandated health

directions and ensure that we will continue to provide full services to our communities. Throughout this pandemic there have been many stories and examples of hardship, loss of work, loss of businesses and loss of brighter futures. For the best part of this terrible journey we at CDC have been spared extreme hardship and for this I am extremely grateful. We have not had to consider downsizing of job losses as our services and your efforts are essential to our communities. Thank you and please continue to stay safe.

I have been really been enjoying Quick-Connect over the last few months. The book reviews and the recipes have been very interesting and look so yum. Food plays such a huge part in our history and culture. The stories behind these dishes are truly enlightening. Thank you to everyone that participated for sharing your story, your culture and your recipe. I think you are all winners.

Congratulations to all of the SPaRCQ award winners this quarter. Your efforts are very much appreciated. It is good to see such a spread across our business. I truly believe in addition to our quarterly SPaRCQ award winners we have many quiet achievers that go about their business providing excellent customer service day in and day out. This is proven by the fact that we were able to achieve our on time running and early running targets at every depot for the 20/21 contract year and this requires a huge team effort. Thank you for this great result.

Service growth has stalled a little bit with the new night services being delayed until late October. The Ballarat interchange is our next service growth to be implemented and there are some new regional bus route contracts we will be bidding for. There is future

opportunities for growth predicted in Wyndham as there are plans for 2 new routes connecting to Tarneit Station. We expect these to go to competitive tender in late 2022 and service commencement may not happen until 2023. These will be very competitive tenders and will we be trying our best to secure this growth. Growth is important to ensure we continue to offer employment opportunities for our staff and community. Our continued contract performance on OTR and Customer Service will be instrumental in our success potential.

It will always be a priority for CDC to protect our staff and Safety is extremely important in this objective. October kicked off Safety Month with the message to Think Safe, Work Safe and Be Safe. This is a very important campaign to remind us all just how important our people are. Thank you for engaging in safe work practises and bringing to our attention how we can create a safer work environment to protect all of our staff against both physical and non-physical safety issues.

Unfortunately, we have seen a rise in minor accidents lately, mainly small scrapes and bumps. These are occurring on infrastructure at branch and on road and **more than more than** previous years. We are sharing this data on front face and again I ask that you continue to put safety first and protect yourself and your precious cargo as any accident small or large has a potential to cause significant personal injury, so please take care.

I hope you enjoy the rest of this edition and as always, please stay safe.

Sincerely,

Jeff Wilson
Chief Executive Officer –
CDC Victoria

FROM YOUR SERVICE DELIVERY MANAGERS

TULLAMARINE

Well, we have seen off another winter and now we head into some great weather again. As we exit another long lockdown, I thank everyone for remaining optimistic and encouraging each other during these difficult times and look forward to returning to a level of normality very soon. We are very hopeful that the vaccination rates we have achieved, will reduce the effect of the virus on our team.

A big thank you to our yard team who remain diligent with the cleaning and sanitisation program, which is helping to keep our team and our passengers feeling safe.

There have been a couple of new drivers join our depot, and we welcome Baljinder Pannu who has transferred from CDC Sunshine, and George Axios. To make sure they feel a part of our depot, please introduce yourselves when you see them and welcome them to our team.

In Operations, we had a smooth transition to D365 in August, and I thank Upendra for his tireless efforts and continual assistance to our team, while we navigate through the new system. Please support Theo and Emily who have joined our Operations team as relief supervisors and will be in training during the next few months. I would like to extend our thanks to Dapinder for his efforts as relief supervisor over the years.

We continue to meet our depot performance KPI's, however traffic volumes have been minimal during lockdown. As we leave restrictions and approach the end of the year, we all expect the traffic to return to their usual levels. Remember to drive to the conditions, take care and keep safety as your priority when operating your shifts.

Once again, I thank you for welcoming me to the Tullamarine team, and in my time here so far, I believe we all display and are representing the CDC values. Let's all look to a strong finish to the year and Stay Safe.

David Hutton, SDM at Tullamarine Depot

CDC MILDURA & BROKEN HILL

What a whirlwind experience I've had to fill the big shoes in the absence of Ashlee on her maternity leave. I'd like to take this opportunity to thank all of my fellow workers, especially the office staff who have made my job somewhat easier in the past 9 months.

The last few months have been 'Testing' to say the least. Covid once again has had us in a spin, taking cash, not taking cash, taking cash, snap lockdowns, extended lockdowns and apart from the one close call here in Mildura, everyone has been covid free at the depot. Again, thanks to the entire staff for your diligent cleaning regime which you have followed to enable all of us to stay safe and stay at work.

Amongst the dull days we did have a couple of fabulous fundraising days which included, Jeans for Genes Day and the ever popular 'Footy Colours Day. We raised \$250+ over the 2 days for charity. Thank you to all that donated.

Last month we said goodbye to our "Long Prongs", the 14.5metre MAN, the original Sunlink-V/Line buses which ended up running out of life after all these years linking our community to Swan Hill and Bendigo areas while clocking up over 3 million kilometres between them. They have been absolute beasts over the years.

Broken Hill has experienced similar interruptions due to covid. The staff up there have been amazing, nothing is too hard, and Adrian and the team have the place running like a well-oiled machine. The wash bay has finally had its makeover and is now fully operational, which also means a lot of extra turning room for the staff when manoeuvring around the yard.

In closing, I'd like to thank MD and the team for having the faith in me for the last 9 months. Now that I have that valuable experience, please don't hesitate to buy into the Gold Coast public transport system and I'll happily accept a transfer.

Michael Wade, Acting SDM at CDC Mildura & Broken Hill

BALLARAT

Hello from Ballarat.

Finally! Melbourne supporters have now experienced a premiership.

One Ballarat Melbourne supporter I would like to acknowledge is Randall Walton – Finally after 57 long years he has witnessed another premiership. To put it into some sort of perspective 6 premierships in his first 15 years and then a nearly a 6 decade wait until this year's win. As the saying goes, "patience is a virtue".

There have been no new additions to Ballarat recently but there will be in the coming months. Watch this space and QC for further updates. Last time we welcomed aboard to CDC Ballarat, Rhys Prosser, Glen Gamble and Dharshana Gajanayake. They have all taken up FT roles after converting from casual positions. Congratulations also to Reet Sohal who has converted also from casual to take up a full-time role.

Service Milestones achievements at Ballarat - Guri Thind, Judy Goldsmith and Paul O'Neil all 5 Years of service. Thank you to all.

Finally, a big congratulations to John Boak who is celebrating 30 years here a Ballarat. John is a great servant to our Depot but more importantly a great mentor to others. John a great achievement and thank you.

We say a final goodbye to 157 and 158 Artics, and Cameron has given his blessing to 226 and 227 after working with the supplier and Paul Murphy to fine tune to Ballarat specs. Cam thank you for the effort you and the team have put in regard to our new bendy's.

CDC Ballarat raised awareness about prostate cancer recently. At the time of writing date over 60 employees have donated and purchased a Bucket hat which is a fantastic effort in itself.

We sold hats individually for \$25 dollars and held a raffle and our goal was to get to \$2000 which we achieved. A great effort by the Ballarat team!

Andrew Wilson, SDM at Ballarat Depot



GEELONG

It appears this edition has come around quite quickly, I think this could be due to the lack of activity in and around Geelong recently as a result of COVID lockdowns. We were expecting to be involved in the Avalon Air Show, White Night and Victorian Teachers Games, but unfortunately all of these key events have been cancelled, so let's hope they're all back in 2022. There has been some activity in Geelong, particularly Geelong Council infrastructure projects, which have resulted in a number of diversions, which we have managed through.

Geelong did experience a couple of extreme COVID testing days over the last two months, that resulted in significant impact to some route services. Thanks to all of you who maintained detailed communication with OCC, that lead to us managing to avoid dropping any services, which was a great result under the circumstances.

We have seen QR codes fitted to all of our fleet and this is pleasing, as it will assist contact tracing in the event of COVID exposures. As with mask wearing, please be reminded that drivers are not to police mask wearing or QR codes, although we haven't received any public complaints, so keep up the quality customer service.

Geelong vaccination numbers continue to increase, we have already seen some industries directed to mandatory vaccinate, so we are definitely ahead of the curve.

We have taken the opportunity to review our Mentor Driver group and I'm delighted to list below our entire Mentor Driver Team. Firstly it's a real credit to each of these drivers, to be selected as Mentor Drivers and we greatly appreciate their efforts in assisting new employees to transition into the CDC Geelong group.

- ▶ Gulraj BRAR
- ▶ Joe CARUANA
- ▶ Graham LOCKHART
- ▶ Philip O'LEARY
- ▶ Adam EDWICK
- ▶ Lee VIZSAI
- ▶ Darren O'BRIEN
- ▶ George TUCKER
- ▶ Sushil PRASHAR
- ▶ Andrew HAMPSON

Lastly our depot redevelopment has been delayed with a redesigned layout being finalised. As the new timelines are finalised I will, along with Marcelle, keep you all updated.

Stay safe.

Neil de Silva, SDM at Geelong Depot

WYNDHAM

Let's start on a positive note for our team regarding the huge uptake of vaccination statistics at Wyndham. As I write we match the Victorian average of 70% single and more than 50% double dose of COVID vaccine. It appears that this is the only that we will be able to enjoy the freedom. We can keep on doing what is within our control and contribute to a safer community and our work space.

With us fast approaching end of year, we are all looking forward for much anticipated Christmas celebrations and spending time with our near and dears. I hope for a much better situation at this time of the year as compared to the last.

I would also like to thank the whole team at Wyndham that went over and above to play their part at the outset of this current wave where at one stage we had approximately 20 staff members isolating. Despite this number of employees unavailable we were able to operate all services and maintained high level of service. Positive take out of this situation was that all our employees and their families were safe and tested negative to their tests. It demonstrates the hygiene practices that everyone conducts at workplace and their person life as well.

We still need to keep our defences up all the time and manage the complacency away to maintain this trend. Wishing you all a safe and joyful holiday season.

Ravneet Walia, SDM at Wyndham Depot

SUNSHINE

We have faced our challenges over the last couple of months with the ongoing pandemic and I again personally would like to thank every employee for their efforts. From getting vaccinated to help keep us all safe, to wearing masks, maintaining social distancing, and keeping both the depot and vehicle clean, through to reacting fast to isolate and get tested when asked to. Your actions have not only kept the service running to our community but also help ensure our colleges have remained safe and healthy. GREAT WORK!

As you all now may know Operations Coordinator Stephanie Edwards has decided to take up an opportunity to pursue her passion and become an apprentice heavy diesel mechanic within the Sunshine Workshop. Please join me in congratulating Steph in the next chapter of her career and thank her for all her hard work and dedication over the years as Ops Coordinator.

With Steph moving into her new position, I am pleased to announce through a very competitive recruitment process we have been able to recruit a new Operations Coordinator, Stephanie Wilkinson.

Stephanie comes to us with vast experience in multiple roles in the Public Transport industry.

In closing a special shout out to Sean from the Sunshine Paintshop, while on his way home from work noticed a CDC bus where a side panel had come loose and was flapping around, with his quick thinking raised the alarm and helped avoid a potentially dangerous situation.

Until next time enjoy the warmer weather and stay safe.

Shaun Lawson, SDM at Sunshine Depot



STAFF PROFILE - PETER D

In October this year, our very own Peter Duvcević celebrated an astounding 40 years with the business.

Pictured here, rocking the 80s look with one of his early mentors, Charles Sitch, Pete has occupied just about every position in the company during his time with us.

Considered one of the most knowledgeable managers at CDC, Pete currently occupies the role of Manager, Process Improvement and travels the depots measuring compliance and mentoring our operations teams. Fondly known by Head Office as 'Dory' (as his short term memory isn't what it used to be) Pete never forgets a yarn about the old days and when he gets on a roll is hard to stop.

We love Pete for all he does, how hard he works and his unique charm – and we hope he's with us for another 40 years!

SUSTAINABILITY AWARDS FINALIST

CDC Victoria are excited to announce that we are a finalist in the 2021 Premier's Sustainability Awards!

Now in its 19th year, the awards program celebrates individuals, communities and organisations across Victoria who are leading the way in sustainability.

CDC Victoria are a finalist in the Healthy Environment category.

In 2020, CDC Victoria became the first public transport provider in Australia to implement the use of automatic geofencing technology to deliver enhanced environmental performance by reducing emissions and limiting engine noise in identified zones.

Using Volvo's Zone Management System in their hybrid fleet, the initiative has allowed CDC Victoria to manage adverse impacts on the environment making Victoria's public transport network, more sustainable and less disruptive.

The winner of the Premier's Sustainability Awards ceremony announced on Tuesday 23 November 2021.



WOMEN A DRIVING FORCE AT CDC



Women can do anything. At CDC Victoria that's not just a statement, it's a fact.

At CDC Victoria we aim to break down gender barriers for employment in the transport industry by growing female participation in our workforce. That's why we have launched the Driven Women campaign, to encourage more women to join CDC Victoria.

We have invested in initiatives to support women in our workplace, and are proud partners of the Transport Workers Union's Women's Advocacy Program and Tradeswomen Australia initiatives.

We are looking for Driven Women to join our business. Confident, independent women who are willing to give a

career in transport a go. We're not just talking about behind-the-scenes jobs that women have traditionally done in the transport industry. We also have room for female mechanics, drivers, operations staff and more.

CDC Victoria's commitment to increase its number of female employees forms part of a broader strategy lead by the Department of Transport's Women in Transport program.

Our business is linking people, places, and communities. We pride ourselves on helping people get to where they need to be. That's why we believe in Driven Women and hope that all CDC Victoria staff will come on the journey with us.

MOS AROUND TOWN

November 2021 shapes up to be bigger and better than ever!



ComfortDelGro Australia (CDG) businesses across Australia, including CDC Victoria, have come together to make November 2021 bigger and better than ever before. Entering the fourth year of support for Mos Around Town, the world's largest charity raising money and awareness for men's health, CDG has set the bar high, aiming to raise \$15,000 this year.

There will also be more Mos Around Town with 1488 of the iconic moustache decals placed on buses, taxis and patient transport vehicles across Victoria, New South Wales, Western Australia, Queensland, the Northern Territory and ACT.

Teams from each CDG business unit will be involved in a friendly competition to see who can hit the highest fundraising goal during November, with drivers, workshop and support staff choosing to either Grow or Move.

Growers have committed to grow a Mo for November, and we eagerly anticipate the good (or bad) results from these brave men. The men and women Movers amongst us have committed to walking or running 60km during the month of November to raise awareness for male suicide.

Make sure you support our Growers and Movers, and where you can please donate to their fundraising pages.

SAFETY SPOTLIGHT



ROAD SAFETY IS EVERY MOMENT OF EVERY SHIFT

Driving safely is important for you and your passengers.

As there have been a recent increase in at-fault bus accidents where the driver has demonstrated a lack of concentrations, careless driving or poor judgement, all drivers are reminded of the importance of following Safe Driving Practices.

These incidents have occurred in a range of locations including at bus stops or interchanges, within the depots, at traffic lights, and in congested traffic.

Please ensure you are always following Safe Driving Practices:

- ▶ Apply the handbrake whenever stopped at a bus stop, parked or delayed in traffic
- ▶ Obey the road rules at all times
- ▶ Drive at a speed that is safe for the road conditions
- ▶ Stay focused on the road and always scan for potential hazards

SAFE WORK MONTH AWARENESS PROGRAM ROLLED OUT NATIONALLY

ComfortDelGro Corporation Australia's (CDC) company-wide focus on work health and safety has led to the roll-out of a comprehensive education program created to boost awareness during National Safe Work Month.

CDC worked with numerous field experts to create a series of webinars which were broadcast live to each of its business units across Australia during October.

It also shared recordings of the sessions with all workers who were not able to attend the live sessions.

CDC's General Manager for Safety and Risk, Warren Sutton, said that the success of CDC's National Safe Work Month program was due to the high-profile presenters they partnered with, and the quality of content shared with staff facilitated by the National Road Safety Partnership Program.



COVID-NORMAL: WHAT YOU NEED TO KEEP DOING

With Victoria now open and lockdowns hopefully a thing of the past, there are some simple things we all need to do to live in a COVID-normal way.

Here are some safety tips not only for work but are simple things that will keep you, your family and workplace safe as we start getting used to living COVID-normal.

- ▶ Continue to use QR check-ins as required
- ▶ Practise good hygiene and regularly and thoroughly wash your hands.
- ▶ Maintain physical distancing, keep at least 1.5 metres away from others.
- ▶ Carry a face mask when you leave home unless you have a lawful reason not to. It is strongly recommended you wear one whenever you cannot keep 1.5 metres distance from others.
- ▶ Wear a face mask when required, unless a lawful exception applies.
- ▶ If you feel unwell do not go to work.
- ▶ Get tested at a nearby testing location. Return home immediately and isolate until you get your result or are otherwise allowed to leave home.
- ▶ If your condition worsens contact your GP or a health professional. If you become very unwell and are having trouble breathing contact triple zero, you may need to be admitted to hospital.



THE LIGHT AT THE END OF THE COVID TUNNEL

What an amazing roller coaster we have been on over the past eighteen months, throughout this global pandemic.

These unprecedented times have bought out the best, and the worst, in people. In Victoria we have been locked down for longer than anyone in the world! In our broader community many people have been very, very sick, and others have died a lonely death from this awful illness. Many of us have been in and out of isolation, have undertaken countless COVID tests, or jollied our children through it. Some have been home schooling, some have welcomed their suddenly unemployed children back to the family home. Others have taken on carer duties for older and/or unwell parents or other relatives. We have been out of physical touch with our family and friends and many of us have had to attend funerals and faith services remotely.

All of us want, and need, a good holiday!!

The Executive are so grateful for the fact that the vast majority of you (up to 80%!) told us that you had obtained vaccinations in an effort to protect yourselves, your families and your colleagues from the ravages of COVID – not because you had to, but because you knew it was the right thing to do.

And we are thankful to the rest of you who, when vaccinations were made mandatory, wasted no time in disclosing your vax status, making bookings and attending those bookings within the very short timeframes that we were given.

We respect the wishes of those who have exercised the right not to obtain a vaccination and thank them for their service to CDC Victoria as they move on.

We thank you for continuing to comply with our COVID safe measures, for sharing information about your exposure status to assist us to manage our risks and for your continued good humour in often difficult times.

“ YET, THROUGHOUT THIS TIME CDC VICTORIA HAVE MANAGED TO CONTINUE TO RUN OUR SERVICES EVERY SINGLE DAY WITHOUT INTERRUPTION, AGAINST THE GREATEST OF ODDS. ”

Yet, throughout this time CDC Victoria have managed to continue to run our services every single day without interruption, against the greatest of odds. This is an absolutely remarkable achievement and as a leadership team we are so proud of each and every CDC team member for your contribution in ensuring that the people who need our services the most have been able to rely on us during the hardest of times – the authorised workers who needed our services, people who kept us fed and healthy during our lockdowns, or vulnerable members of the community who still needed to get to their medical appointments and go shopping, the children of authorised workers needing to get to school.

As we move in to ‘COVID normal’, we thank you in advance for your continued patience as we manage the business through these unprecedented challenges.

Please continue to look after each other as our community opens up and once again we get to enjoy the company of our friends and family, as well as manage more passengers on our services and on our roads.

As we speed towards the end of the year we look forward to celebrating all we have achieved in 2021. In the meantime, we wish to simply thank you. You ought to be as proud of yourselves as we are of you.

Marcelle Davis and CDC Victoria Executive Team

HIGH PRAISE FOR CDC

CDC Victoria were privileged to attend the Western Bulldogs Community Foundation Play On Webinar raising awareness about COVID testing and vaccinations in September.

Among many experts on the panel, Victoria’s Commander, COVID Response Jeroen Weimar passed on a message to our employees, especially our drivers.

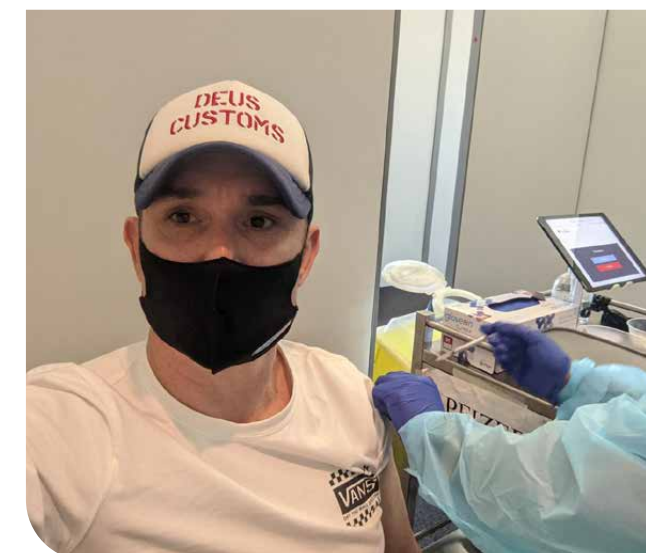
Weimar was CEO of PTV for more than five years and served as the Department of Transport’s head of transport services before joining the Department for Health and Human Services where he has become a familiar face as the COVID Response Commander standing alongside Premier Dan Andrews at the Victoria press conferences.

At the Play On webinar Weimar gave CDC Victoria high praise for the great work done in Melbourne’s western suburbs before going on to give our drivers some great advice.

“As a driver you are at a high risk, you’re out in the community every single day,” he said.

He said it was very important that our customer facing staff wear masks properly, sanitise hands regularly and if you do have any symptoms or feel unwell get tested immediately and follow the isolation directions. Most importantly, if you are sick, stay home and don’t come to work to eliminate the risk of spreading the virus at work.

Wise words indeed.



ROLLING THEIR SLEEVES UP TO KEEP THE WHEELS TURNING

Helping drivers out is what Judy Palamara and Katie Mclean love to do. So, when Service Delivery Manager Neil de Silva needed a hand to get the Geelong depot ready to tackle COVID-normal, these two ladies were ready to lend a hand.

As the Geelong staff rolled up their sleeves to get the job Judy and Katie helped spread the message about where and when to get vaccinated, even helping a number of staff find appointments when the drivers were struggling.

“Right at the start of the pandemic I wanted to make sure everyone was wearing face masks mostly because I didn’t want to see our depot get shut down or Geelong go into lockdown,” Judy said.

“Helping to get information out about COVID has been really important, especially to the older generation of drivers who might not be on Quick Connect and might not be seeing all the updates, so I’ve been printing information and making sure the drivers can get hold of it,” she said.

Next challenge Katie and Judy took upon themselves was helping some of the less tech-savvy drivers work out the QR code system. This dedication to helping everyone stay safe then evolved into printing essential worker permits, helping drivers access their MyGov accounts to access their vaccination certificate and linking it to their Service Victoria app so it displays when checking in.

All in a day’s work for these tireless ladies.



TEAM COLOURS DAY

Team Colours Day was celebrated in fine fashion this year with the usual Footy theme flipped on its head and people invited to show their team colours regardless of sporting code.

Getting into the spirit and showing his cricket team colours was the eventual winner of the photo competition Sim Singh Cheema (pictured right and above with his winnings) who dressed in Tarneit Centrals Cricket Club colours. Well done Sim!

BRENDON EYES FAMILY SERVICE RECORD



Having worked 30 years in the Geelong Paintshop, Brendon Lewis is confident he can break a long-standing family record.

You see working in the bus industry is a family tradition, his brother Rick works at the CDC Wyndham depot and Brendon's father worked for 37 years as a

painter, mechanic and manager at the Geelong depot initially working under the Sith family then the Kefford Corporation.

"I'm going to break Dad's record, I've worked out I should get there just before I'm due for retirement," Brendon said.

Brendon himself got his start when he was asked by the Keffords to come into the Geelong depot to paint a bus in 1991. Since then, he has seen a lot of change as the depot eventually came to be operated by CDC Victoria.

"There has been a fair bit of change over the years, but I've always embraced the change," he said.

"The change to CDC has been a good thing, the management is

very trusting and they let us do our jobs which is great."

One thing Brendon has loved about his job over the years and has kept him interested is variety. He has especially loved the special projects that come through the door and currently enjoys working on the NPT vehicles.

"Right from the days with Keffords I've been able to work on some really interesting projects in the paintshop, from helicopters and aeroplanes to boats and horse saddles, you name it we'll fix it!" he said.

We can only wonder what Brendon will see come through the paintshop doors over the next 7 years.

SPARCQ AWARDS

Hasith Hewage

Excellent effort Hasith, for your attention towards safety and well-being for the community that we serve daily. Based on intuitions, Hasith applied the learnings of CDC's Child Safety Policy to safeguard a young child who appeared to be under duress whilst travelling all alone in late evening during lockdown.



George Sapantzis

Congratulations George Sapantzis, from Oakleigh depot, for going above and beyond to help an ill passenger you have earned yourself a SPaRCQ award. Your efforts are a clear representation of our community values. Well done!!



Theo Fotakis

Congratulations to Theo Fotakis for his dedication in co-ordinating the Tullamarine yard team to present the fleet in an extremely high standard. Theo is well deserving of a SPaRCQ Passion award. Well done and keep up the great work.



Adam Edwick

Congratulations to Adam Edwick of CDC Geelong for receiving the SPaRCQ Award for Certificate of Excellence in Safety.



Pushpinder Bajwa

A well deserved SPaRCQ award was given to Pushpinder Bajwa for going above and beyond to assist an elderly lady who fell at Huntingdale Station. Your compassion and care is what our Community value is about.



OAKLEIGH CONSTRUCTION UPDATE

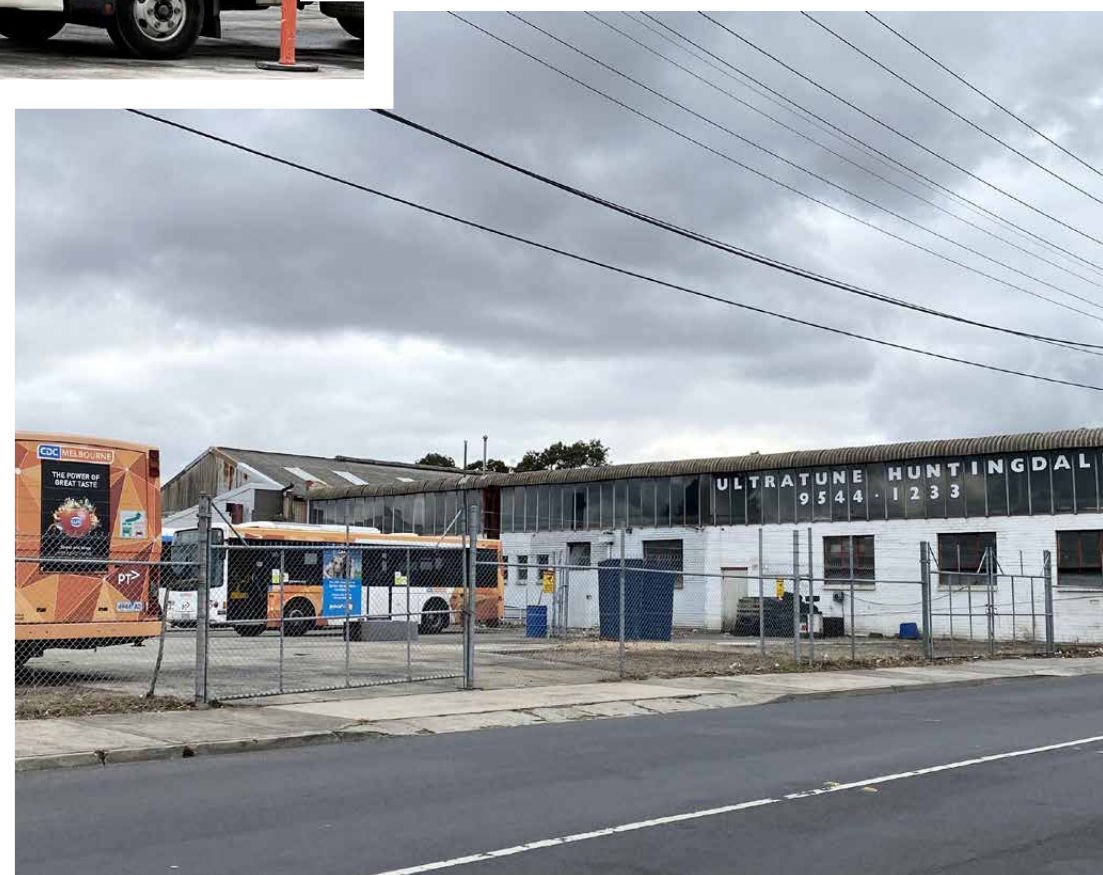
Works at the Oakleigh depot are in full swing with demolition of the two neighbouring sites now complete and the concrete in the process of being dug up.

The next step of constructing the steel connection for the workshop mezzanine is in progress as the new-look home for CDC Oakleigh starts to take shape. A larger diesel fuel tank has been installed in place of the water tank and at the time of writing preparations have begun to start removing the workshop wall.

The fire service excavation and installation at the Oakleigh Car Park has been completed and re-concreting the excavated car park is in progress and will be completed by the time this newsletter goes out.

All in all it has been a busy time at Oakleigh and I thank all the drivers and workshop staff for their patience during the disruptions over the past few months.

- Kaz Abdulrahman, Oakleigh Service Delivery Manager





Safety



Passion



Reliability



Community



Quality

COMPLIMENTS & COMMENTS



Well done to Gregory Brown and Gregory Reed from the Ballarat Depot on their excellent customer service!

Thank you to the driver on Route #11 from Wendouree

Village into Ballarat for waiting the extra few seconds for me to run to the bus. Also, to the driver of Route #12 from Eastwood St. for looking to check if I was heading for their bus. Much appreciated.

Thanks to Dale Simon Godfrey from Ballarat Depot for your excellent customer service!

"Thank you to the driver of today's 12.27pm #12 Wendouree to Ballarat bus. As they were leaving Wendouree Station, they must have realised I was sitting in the bus shelter, hadn't seen them and slowed to check if I needed that bus. This time, I didn't, but thank you for the courtesy of checking. Much appreciated."

COMPLIMENT JUST RECEIVED FROM LAST SATURDAY. WELL DONE TO PRINCE BABY ON THE CUSTOMER SERVICE PROVIDED TO A PASSENGER!

Thank you very much to the driver of #11 Outbound. I'd arrived at the bus stop 10 minutes early and was just starting to glance through the newspaper. The driver must have seen me at the stop and pulled up at the stop with a toot of the horn to alert me. Thank you very much for this driver's watching out, alertness and consideration to stop and check if I was a potential passenger. Much appreciated, as I was a waiting passenger.



A letter from happy traveller Melissa to CDC Tullamarine,

I have been taking the 477 bus from Gladstone Park to Moonee Ponds and the reverse for a couple of years now. I just wanted to send my compliments, as I have noticed how clean and fresh smelling the bus is. Regardless if it's one of the older buses or a newer one, the cleanliness is thorough and consistent, which is especially reassuring during the pandemic.



Well done to Marc Obrien on his excellent customer service on Route 26,

Thanks to the bus driver who saw that my toddler missed the chance to press the stop button. He reset it, just so he could have the opportunity to press the button himself. He didn't have to do that, but he did because he cared. Wonderful.



Well done Bernard Gutu from Oakleigh Depot,

Bus ride from Ormond station (departing 5.33) towards Chadstone shopping centre. Driver was absolutely lovely and so friendly.