

# UNITE!

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



**LET'S ALL GET  
BOOSTER SHOTS**  
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**BUS DONATED FOR  
FOOD BUS INITIATIVE**  
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**NEW BUSES & COACHES  
FOR MILDURA**  
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## WELCOME TO OUR NEW EMPLOYEES

### TULLAMARINE

Dammika Rajaguru -  
 Mudiyansele  
 Carol Gibson  
 George Psarropoulos

### SUNSHINE

Stephanie Wilkinson  
 Caleb Briffa  
 Varun Anand  
 Jamil Khan

### HEAD OFFICE

Richard Grumont  
 Joshua Saunders  
 Nidhi Shah

### OAKLEIGH

Milan Tintor  
 Nabil Meleka  
 Paul Melis  
 Jayaweera Ranasinghe

### BALLARAT

Shibu Mandakathil  
 Mathew  
 Karan Pal Barar  
 Satinder Pal Singh  
 Varinder Singh Thind  
 Geoffrey Grant Miles  
 Christopher Birse  
 Mayne Gordon  
 Shane Wilson

### GEELONG

Gurkirat Singh Maan  
 Igor Tomazic  
 Baljeet Singh  
 Jagtar Singh  
 Mark Eccles  
 Ankush Sharma  
 Joshua Bowie  
 Pierluigi Florian  
 Sarfaraz Aghariya  
 Mazdiyas Patel  
 Sabahudin Vrbovac

### WYNDHAM

Miroslav Milutinovic  
 Kine Menkir  
 Johan Arief

Melwyn Pinto  
 Purwoko Yustino Doddy  
 Wamakula Samantha  
 Gurinder Singh Jhand  
 Seong Mok Son  
 Prem Chand Sharma  
 Maxamed Xusen  
 Jonathan Marayag

### MILDURA

Jan Bird  
 Novak Waldemar  
 John Guthrie  
 Karen Crouch  
 Cosimo Dichiera  
 David Thouliss

## W E L C O M E

# CEO'S MESSAGE



Welcome and thank you to all the staff who have worked tirelessly through the Christmas holiday period to continue to

deliver an essential service.

We are about to be challenged in 2022 with work, schools and businesses looking to return to 100% activity in an ongoing COVID environment. We know that we will be much busier this year as schools return and the demand for our Charter services will be greater than ever.

We made a strategic decision to not continue with the MR4 metro rail standby at Sunshine, Wyndham and Oakleigh because we want to focus our resources and efforts towards servicing and growing our direct customers in our local communities. We will continue to be available for Metro and V/Line on an as-needed basis.

I am very proud of the services we provide to our community and schools through our contracts, and I am confident with your ongoing commitment to our passengers and our community, CDC will continue to make a positive difference in many people's lives.

This positive difference extends to you and all our staff. We want to provide a great working environment where people enjoy coming to work and create great relationships.

On the business development side, we reported recently that the government were planning two new routes connecting Tarneit North into the public transport network. The government has now released a tender for this opportunity, and it is a form of an 'on-demand service' or to simplify an Uber-style service, that will be operating in a set geographical area in the north of Tarneit Train Station. The vehicle types are smaller than 22 seaters and will operate continuously for set hours per day. This is a very different model to normal route services, and it will be a hotly contested tender.

Naturally, we will be putting our best foot forward to gain this work and we will keep you posted about the outcome.

In this issue of Unite, we pay tribute to a much-loved Ballarat staff member Peter Gaylor who recently lost his brave fight against cancer. Our hearts and condolences are with Peter's family and his many close friends in our Ballarat team who will miss him dearly. This sad news makes you reflect on how fortunate we are to have good health. Please keep safe and hug your family every day.



In December last year, we also celebrated 25 years of service for our three employees: Mark Cilia, Peter Vandorp, and Neal Pritchard. This is a great effort of commitment and contribution to our passengers, our community, and our company. These contributions are the backbone of the services we provide. We are currently working through a recognition program to ensure we reach out and recognise all key milestones from 5 years and beyond.

We have been very active in the Community Engagement space with initiatives like Wyndham Food Bus, Mildura Food Share and Sleep Bus. The important part is such opportunities to support our community and to make a positive contribution are usually suggested by our staff. If you do have any suggestions, please feel free to send them to [mark.stone@cdcbus.com.au](mailto:mark.stone@cdcbus.com.au) and we will assess them.

This is not a free for all process and we have some very stringent budgets and guidelines to ensure we engage with appropriate causes.

In December last year, the National CEO's and other executives came together to discuss our future 5-year plan and some very key concepts came out of that thinking. One concept was that we are a national business and have great capability across Australia to ensure ample support is provided to each operating business unit or depot. A good example of this is how our Safety Teams are set up and supported.

We have national experts that help support our activity in OHS and staff wellbeing space across Australia. This does not replace the important role of our Occupational Health & Safety Committee (OHSC) that operates at each depot, it merely gives us better access to experts in the field.

The second concept that was discussed was about our values as a business and the belief that to be successful in the long term we need to care about our staff, our passengers, our contract customers, and investors to ensure we are sustainable. Now it's time to put that in action. Pleasingly, we have good bones in the "WE CARE" program as we already have a value-based program in place i.e. SPaRCQ.

The underlying objective for our business is to look after our staff and provide great customer service. I thank you for caring about what you do every day.

Sincerely,  
**Jeff Wilson**  
Chief Executive Officer - CDC Victoria



# FROM YOUR SERVICE DELIVERY MANAGERS



## CDC MILDURA & BROKEN HILL

It has been some time since I have put pen to paper for the magazine and it's a pleasure to return to the CDC family.

Mildura and Broken Hill have welcomed some new faces. It is a pleasure to have you all 'onboard' and I have no doubt you will find working in a supportive team environment valuable and worthwhile.

CDC Broken Hill is working alongside Transport for NSW to support them in offering "Free Transport for Youth" during the summer school holiday period.

The Western Region Transport Pilot Program funded by the NSW Government is providing free public transport passes for youth aged between 14 and 21 to enable full enjoyment of their summer holidays by engaging in physical fitness, gaining access to sporting facilities, and building awareness of the public transport system. The trial is in operation from late December until February 20, 2022.

CDC Mildura has seen the arrival of a fleet of vehicles in the last month that have entered our route service network, V/Line service to and from Bendigo and shortly the arrival of a school bus to our school network. The route service vehicles especially, look sleek operating through our CBD and surrounding districts.

CDC Mildura would like to thank Garry Needham for 4 decades of the local bus industry all while maintaining the same service with the same company. Best wishes for a carefree, long and relaxing retirement Gaz, you will be missed within our CDC Mildura family.

I would also like to acknowledge Frances Pontonio's twelve-month temporary receptionist role in Mildura. Good luck with your next adventure.

A reminder to stay safe, listen and comply with the ever-changing COVID rules.

**Ash Loveridge, SDM at CDC Mildura & Broken Hill**



## TULLAMARINE

As we begin the New Year, I would like to extend my best wishes to everyone for the coming year. For those of you who

took time off, I hope you have enjoyed the break and appreciated time with friends and family. Our Christmas BBQ was a great success, and we all appreciated the efforts of those who contributed to make it an enjoyable day.

I thank everyone for encouraging each other and looking out for each other as the pandemic takes another twist. To ensure the risks are minimised, remember to keep practising the safety measures which are in place. For those who can have the booster vaccine, please let the Operations team know when completed. Again, I thank you and our yard team who remain diligent with the cleaning and sanitisation program, which is helping to keep our team and our passengers feeling safe.

We have had some new drivers commence with us late last year and we would like to welcome them all. Please introduce yourselves when you see them and welcome them to our team.

Operationally we have maintained our depot performance KPI's, and our Operations team continue to provide fantastic support to achieve this each month. Thanks also to those who also assist with additional shifts to cover our absences. The driving conditions can fluctuate with the unpredictable weather at this time of year, so adjust to the conditions and keep safety as your priority when on your shifts.

Despite some of the gloom around due to the current social climate, let's all remain confident we can have a great year together. To you and your families, look out for each other and keep safe.

**David Hutton, SDM at Tullamarine Depot**



## BALLARAT

Hello again from Ballarat, Welcome to 2022!

It is a new year as we are all aware we all had our challenges during

the past year. Hopefully, 2022 will be a great year and being the year of the Tiger, let's all hope this does not equate to another Tiger premierships, pardon the pun.

Since the last edition, there have been 7 new starters at Ballarat. Also, David Osbourne has joined us from Sunshine, Jason Cattanch has moved from Geelong, and we see the return of Gordon Mayne who had been at Geelong Depot for a period has also returned to the fold. Welcome, all to CDC Ballarat!

We have a plethora of employees who have just ticked over 5 years of service. Congratulations to Barry Butler, Darren Bevern, Prince Baby, Colin Larson, Armandeep Singh, Benjamin Etheridge, Lauretta Gaffney, Stephen Hemphill, Robert Mulholland, Justin Wheelahan, Paul Thomas, Satinder Singh, and Richard Powell. Well done to all!

Congratulations to Ian Haby who recently celebrated 15 years with us. Ian this is a great achievement and thank you!

After waiting for many years, finally, the new Ballarat Station Bus Interchange went live in December last year. The first lucky driver who was through officially was Ginesh George.

The interchange has been well received and is a welcome upgrade to Lydiard and Ararat Street. Hopefully, the Goods Shed will be up and running shortly also.

The AusCycling National Road Championships was held in Ballarat and Buninyong from 12-16th January. It was a great event and thank you to all the drivers and OCC for their assistance with the diversions during the championships.

It is with a heavy heart that CDC Ballarat had to say goodbye to a long-time employee Peter Gaylor. Pete, we will miss you mate!

**Andrew Wilson, SDM at Ballarat Depot**





**GEELONG**

With the new year, we have seen several drivers either retiring or moving away from Geelong. We thank all those drivers, including Kiro Popovski - retiring after 12 years, Bruce Hardie - retiring after 13 years and Doug Merritt who is retiring after 18 years here at CDC Geelong. These retirements and other moves also meant we started 6 new drivers on the 10th of January. We welcome those new drivers, most of whom have relocated to Geelong from other parts of Victoria and interstate, including a couple who have either transferred from another CDC depot or moved to us from other bus businesses.

I want to highlight the safety leadership that Doug Merritt has demonstrated as HSR over an extended period. Doug showed great attention to detail when we overhauled our traffic management plan. His inputs to the Risk Assessment and overall changes were invaluable.

I'm glad that 2021 is behind us and we are seeing a significant increase in charter enquiries so far this year. We appreciate our drivers' efforts in sanitising and cleaning efforts over the past 18 months. Thank you to the entire team, who were very capably led by Craig Muller.

We did end 2021 with a multicultural Xmas breakup with Indian delicacies, a spit roast and a BBQ, I think it was a fantastic effort by all involved, I certainly took the opportunity to taste a bit of everything. A big thanks to Dragan, Chucky, Pardip & Dave... fantastic effort boys!

There has also been an increase recently in positive customer feedback and we appreciate the efforts of those drivers, however, I won't make direct reference to that feedback, as I want to acknowledge the positive feedback all of you receive every day. I hope that each time you hear "Thank You Driver", you appreciate that it's your smooth driving and courteous approach that our passengers acknowledge.

Stay safe!

**Neil de Silva, SDM at Geelong Depot**



**SUNSHINE**

Welcome to 2022, I hope everyone had a wonderful and safe Christmas and New year. With the new year unfortunately as a community, we

are still facing impacts and challenges from the COVID pandemic. Again, a special thank you to all our staff for their hard work and commitment to ensure we are still able to service our community and maintain the high level of service we pride ourselves on.

It is also a timely reminder to maintain our personal safety, by ensuring everyone is wearing a mask as required, social distancing and personal hygiene. If you are experiencing symptoms of COVID, do not attend work and obtain a test.

Rhiannon, Sunshine's Charter Representative sadly has left the business to take up a new career opportunity. We thank Rhiannon for all her hard work over the last two and a half years in growing the Sunshine Charter business and wish her all the best. You will be missed by all.

**Shaun Lawson, SDM at Sunshine Depot**



**OAKLEIGH**

There is something infinitely healing with the arrival of summer as the sun shines and flowers bloom; you can't help but feel invigorated

and hopeful. But without winter, summer would not feel so pleasant, and if we did not experience hardship, prosperity would not feel so rewarding.

This summer promises to be unlike any other after spending the entire winter in lockdown. We have crossed the 90% double dose vaccination mark, which in turn lifted the lockdown in Victoria and eased restrictions.

As I write this message, our Oakleigh depot is approximately 100% double-dose vaccinated, and staff have already begun taking the third booster shot, which is an excellent achievement by every one of you. Thank you all for heeding the call to get vaccinated and providing yourself with the ammunition to counter this virus, ultimately protecting yourself, your families and your colleagues.

We have some exciting times ahead of us with the depot expansion works entering their most critical stages, which involves expanding the workshop. We hope to see completion by March 2022, which will bring much-needed relief for us all.

We expect a fair portion of additional charter work, as our customers have already indicated it will be a busy summer. The extra work will provide added overtime opportunities to share with our reliable drivers.

I look forward to spending a prosperous summer with you all..

**Kaz Abdulrahman, SDM at Oakleigh Depot**



**WYNDHAM**

Each time we expect that this pandemic is behind us it throws a new curveball at us. New Year came with new challenges but with the support

of all employees at Wyndham, we were able to make it through this "third and the biggest wave yet" in Australia. The only optimistic view that we can extract out of this time is that so far, all our employees are almost fully recovered, and all experienced only mild to moderate symptoms.

With regards to our fleet, we continue to see the improvements in our fleet average age with new buses added continuously. Last year we received 5 hybrid and 6 Scania buses. This year we will receive the last lot of our Hybrid fleet of 5 more buses, taking our total of hybrid bus numbers at Wyndham to 33.

CDC Wyndham is also really proud of the recent installation of a Solar PV system of 99KW. Early data is showing that on good sunny days we are producing enough solar energy to meet Wyndham's electricity requirements, thus reducing the costs and the carbon footprints.

I also wish to recognise Junpil Keum's vigilance, the duty of care and assistance to help a lost child on the bus. Junpil raised a timely alarm with OCC to arrange for authorities to look after the child that was separated from his parents or guardians. Well done, Junpil!

In the end, I hope that the next newsletter will not be centered on the COVID and it will only be for the history books, but till that time stay safe.

**Ravneet Walia, SDM at Wyndham Depot**

## CDC VICTORIA A FINALIST FOR COVIDSAFE BUSINESS AWARDS

CDC Victoria is among one of the four finalists for the Victorian COVIDSafe Business Awards, Community category. We are recognised for demonstrating and encouraging excellent COVIDSafe practices among our customers and the community.



### Judges' comments

The judges thought that CDC was incredibly professional in its response to COVID-19. They observed that CDC did not drop a bus service due to the pandemic during the award period with intense operational detail required.

### What we did right

- Followed strict COVID-19 protocols including temperature checking, masks, social distancing, cleaning, QR code check-ins and sanitising
- Promoted vaccinations by offering a financial reward to employees, resulting in 99% of staff being fully vaccinated
- Promoted COVIDSafe key practices and vaccinations at community levels and at public forums such as the Western Bulldogs Community Foundation's health symposium.

We all should take a bow and be proud of our contribution to making the bus transport safe.

The winner of the award is yet to be announced.

## A TRIBUTE TO PETER GAYLOR

Peter Gaylor, was a dedicated employee for 29 years taking on various roles as a union rep for many years as well as HSR Rep and a social club member.

Peter commenced his bus driving career with Begonia City Buses, then worked at HA Davis Bus Lines and the Keffords Corporation until the takeover by CDC.

Prior to becoming a bus driver, Peter was a member of the Royal Australia Air Force as a driver and had the rank of 'Leading Aircraftman' from 1986 through to 1992.

Peter was a community servant for nearly 30 years as a CFA volunteer and was well respected by his peers.

He was an ardent Geelong Cats supporter and was known to be not fond of the current coach and the ageing list.

Peter was always there to listen to others and help them in any way. Peter's personality was always calm, and he always gave sound and thoughtful advice.

This was evident with a final comment, "it is what it is".

Rest in peace.

Pete, we will miss you mate!



Our thoughts and heartfelt thanks go to Fiona Gaylor, Peter Gaylor's wife, who brought in cupcakes to thank all of Peter's CDC colleagues for their generous time and support during this difficult time.

# ROLLING UP OUR SLEEVES, AGAIN



At CDC Victoria, our staff is once again following the medical advice and doing the right thing by getting the booster shots. By doing so we are not just reducing the spread of COVID-19 but also protecting ourselves, our families, colleagues, passengers, and the communities. Here are a few pictures of our staff members who got the booster shots recently.





## CDC VICTORIA DONATES A BUS FOR WYNDHAM FOOD BUS INITIATIVE

CDC Victoria has always committed to helping our community and contributing to appropriate causes.

This time it was a generous donation to the Salvation Army in Wyndham that provides cooked meals for the homeless and disadvantaged. The set-up is within a bus, hence the name 'Food Bus'.

Although the idea and execution were great, one thing that was holding this initiative back was the condition of their current bus. It was built in the 1980s and way past its end life with a desperate need for replacement.

One of our employees, Martyn who is a CDC Victoria Trainer, saw this and knew that we may be able to help. Jeff (our CEO) was contacted regarding the bus situation and immediately responded with "We can help them" by offering a replacement bus.

On Monday, 13th December 2021, Phil and Catherine Abram from Salvation Army visited our Wyndham depot where Jeff, on behalf of CDC Victoria, donated to them a minibus for use as a Food Bus.

## COMMUNITY



The bus was required to undergo some modifications (like removing the seats) to meet the Food Bus criteria. Martyn, Anthony Rebesco (Eco Smart Plumbing) and others helped with these modifications. The Food Bus is in the process of getting ready.

We are extremely happy to share that the Food Bus will operate every Friday from the rear of Werribee station. It is a good way for the Salvation Army to feed those in need, engage with the vulnerable, and assist them with identifying those who may need additional help.

Great effort and results!



### 3 MORE EMPLOYEES JOIN CDC VICTORIA'S 25-YEAR CLUB

Each year we celebrate our employees' magnificent achievement in reaching 25 years' service with our business. Employees receive special gifts presented at a function hosted by our CEO and their manager.

This year, we honoured Peter Vandorp from our Geelong depot, Neal Pritchard from our Oakleigh depot, and Mark Cilia from our Sunshine depot.

Congratulations, guys, and cheers to many more years to come!

## MOVEMBER RAISES CLOSE TO \$10K FOR MEN'S HEALTH



Movember is done and together we raised \$9,135 across all CDC business units. This was such an important initiative to raise awareness and spark conversation for men's health issues, particularly prostate cancer, testicular cancer and mental health.

CDC Victoria topped the leaderboard with total funds raised as \$4,250. We saw some amazing and heartfelt contributions.

A special mention to Mohamad Wijaya from the Wyndham depot who trimmed his lovely dreadlocks that he grew for 13 years and raised a significant sum of money.

The National office contributed an additional \$10,000 at the end, raising the final fund amount for CDC close to \$20,000.

Great job everyone for yet another successful Movember!

A big, hairy thank you!



MOVEMBER LEADER BOARD		MOVEMBER.COM	
<b>DECEMBER 15TH TOTAL - \$9135.00</b>			
<b>1st</b>	<b>CDC VIC</b>		<b>\$4250.00</b>
<b>2nd</b>	<b>CDC RAD</b>		<b>\$1885.00</b>
<b>3rd</b>	<b>NATIONAL OFFICE</b>		<b>\$1420.00</b>
<b>4th</b>	<b>CDC NSW</b>		<b>\$1270.00</b>
<b>5th</b>	<b>NPT</b>		<b>\$310.00</b>

IT'S TIME TO GROW OR MOVE FOR MOVEMBER

COMFORIDELGRO AUSTRALIA

## MOVEMBER FUNDRAISER EVENT AT MILDURA

In November last year, CDC Mildura held their inaugural mini-Olympics to raise funds for Movember. The staff played for some awesome prizes that were donated by local businesses, but it was the bragging rights for the next 12 months that everyone was after.

The organising team put together some fun games that tied with the theme of Movember.

For example, one of the games was Dartache It, and the objective was to throw a moustache equipped dart onto the face of the man on a CDC dartboard, which was designed in-house.

Vicki Wilson was the winner of the Dartache It and Horseshoe throw. Peter Gray, an avid golfer, won the Putt Putt and Ashlee won the quiz game.

Janelle Bottrell's handmade 'Mo' masks were a hit and so was the lollies and the raffles stall. Special mention to Bernie Loveridge for organising all the events and the prizes.

Most importantly, the event managed to raise over \$700, so, it was great fun for a great cause!





## BUS ROLLAWAY PREVENTION VIDEO

The updated 'Bus Rollaway Prevention Training Video' is now available, and all employees are required to watch it as a part of our safety training after a fatal accident involving an employee at Humpty Doo depot in the Northern Territory.

This video has been posted on Quick Connect and special provisions have been made at all depots to screen this video. If you have any questions, please reach out to your SDM.

Watch the video [here](#).

## CDC MILDURA SPONSORS A FOOD SHARE PROGRAM



CDC Mildura has associated with another great cause by sponsoring a community food relief program called Red Cliffs Food Share program. They provide food to people in need, specifically for Red Cliffs and its surrounding communities.

CDC Mildura sponsored the annual running costs of a mobile cool room that will be used to safely store fresh and donated food.

Great job, CDC Mildura and to everyone involved!

## HELPING CREATE SAFE SLEEPS

The Sleepbus in Queensland is up and running and helping many homeless people with safe, temporary, overnight accommodation. We are proud to share that all the repairs for this bus were done at CDC Wyndham's workshop.

Mario from CDC Wyndham worked on the bus for several hours over a week and ensured it is safe, reliable, and roadworthy before hitting the road.

Simon Rowe, the founder of Sleepbus said, "Thank you for getting the



Sleepbus roadworthy and registered. Mario was kind, patient and a massive help. He's a good man. Literally couldn't have done it without you guys".



Well done, Mario, and we are very proud to be associated with this great cause.

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## SPOTLIGHT

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## 5 BRAND NEW BUSES AND 2 COACHES FOR MILDURA

The new year brought some brand-new inventory for the Mildura depot. CDC Mildura received 5 new single door buses for contracted services and 2 brand new Mercedes Benz coaches.

The 5 buses are Scania K320 Euro 6 with Volgren bodies and were delivered just before Christmas. They have replaced the existing buses that have finished their contracted life.

Mildura also received 2 coaches decked out in the V/Line Livery at the start of this year. The coaches were put into service on January 10, 2022. The 6 V/Line coach captains were delighted to see the new coaches.

The Mercedes Coach Concepts 'Hi Deck' coach is powered by a 430hp Euro 6 engine with an automated manual gearbox and independent front suspension.

The list of safety features is quite amazing and include ABS, Electronic Stability Control (ESC), Adaptive Cruise Control, Electronic

Level Control, Advanced Emergency Braking System (AEBS), Lane Departure Warning System and more.

**The 13.5-metre coach has an all-new wheelchair lift system, with one wheelchair position with the ability to convert into 2 when required and a 50-seat floor plan for the V/Line service.**

The cabin boasts a Coachair Climate Control System, DVD player and is toilet equipped.

Passengers have the luxury of sitting back in the reclining McConnell seats with leather headrests, and their very own USB ports.

The LED lighting system throughout the cabin lights up like Dreamtime at 'G' and can be dimmed for those early morning starts when the passenger needs some extra shuteye.

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## SPOTLIGHT

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## WYNDHAM GOES SOLAR

We are so proud to share that CDC Victoria's Wyndham depot is now powered by clean and green, solar energy. Wyndham depot switched on its 99-kilowatt solar panel system on 18 January. The system includes a smart inverter that helps to manage the power consumed while sending excess amounts back into the state power grid.

**THIS SOLAR INSTALLATION MEANS  
WYNDHAM DEPOT WILL NOW BE  
PRODUCING APPROXIMATELY 30% OF  
ITS POWER CONSUMPTION THROUGH  
SOLAR ENERGY.**

It is also expected this initiative will reduce carbon emissions by approximately 1,100 tonnes over the next 10 years.

This will be a win for the environment, and it ties in with our goal of providing greener and more sustainable public transport.

Thanks to Brendan Chan for a beautiful drone shot of the solar panels.



# CHRISTMAS CELEBRATIONS ACROSS CDC VICTORIA



It was lots of mouth-watering food, gift-giving, beautiful decorations, and contagious laughs. All the depots organised a Christmas BBQ lunch and ended the year 2021 with some great memories. We will let the pictures do the talking.



## CONGRATULATIONS TO THE WINNERS OF SPaRCQ AWARDS

### Robert Prosser For Safety

Congratulations to Robert for receiving the SPaRCQ Award for Safety. Robert observed a small toddler in the middle of the road on Skipton Street. With his quick thinking, Robert pulled the bus safely in front of the toddler to stop the oncoming traffic. With the help of another woman, Robert removed the toddler from the road safely. Kudos, Robert!



### May Lim For Reliability

Congratulations to May Lim for receiving the SPaRCQ Award for Reliability. May is committed to delivering the best for her customers and is one of the most reliable and trustworthy employees.





Safety



Passion



Reliability



Community



Quality

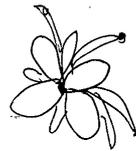
# COMPLIMENTS & COMMENTS

**A THANK YOU/CHRISTMAS CARD FROM ONE OF OUR BUS PASSENGERS FOR ALL OF OUR WYNDHAM DEPOT BUS DRIVERS:**



~ Christmas 2021 ~

Please share!



To all the Werritee Westrow bus drivers



Merry Christmas and a Happy New Year.

I so much appreciate all of you! Especially when you see me waving from a distance! I could not do without your support.

Kathy MacKendrick  
(The Weeb Angel)



**A compliment to Thanh Hoang Nguyen from the Sunshine depot for providing a charter service:**

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.



**A compliment for Simranjeet Singh Cheema from the Geelong depot:**

We just wanted to pass on some feedback on the bus driver for our Year 3 and 4 camp. Sim was the bus driver's name and our teachers made the following comments.

Sim was absolutely brilliant, very professional, friendly and helpful. We would completely recommend him for future work and would love for him to get some due reward from his bosses - he was fabulous.

Have a great day.



**A compliment received for Elizabeth Sciberras from the Sunshine depot for outstanding service on charter:**

Just wanted to send a quick email to say thank you for our service yesterday. In particular, our driver Liz was excellent, very friendly and provided a great service.

