



UNITE!

NEWSLETTER

ISSUE 30 | JULY 2022
WINTER EDITION

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



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WELCOME TO OUR NEW EMPLOYEES

Krishandeep Dehal, Obaid Inderyas, Jacob Paul, James Gregg, Taranjeet Singh, Hong Wai Tsao, (BALLARAT), **Gurinder Singh, Mohd Siddiqui, Scott Missen, Shaylan Ellis, Gregory Leach, Sony Zammit, Gaurav Thakkar, Jaspreet Singh (GEELONG)**, Stephen Wilson, Kynan Barcak (MILDURA), **Patrick Poulton, Bun por Goy, Ayhan Coskun, Thisara Kandawela, Ryan Elliott, Asanga Weerasooriya (OAKLEIGH)**, Thanh Binh Vuong, Thanh Trung Nguyen, Feng Chen, Eyob Kidane, Benedes Udtohan, Anh Trinh (SUNSHINE), **Muhammad Muazzmy, Satinderpal Singh, Ravinder Singh, Peter Richardson (TULLAMARINE)** Jessada Khaijian, Christopher Hawk, Jaideep Kalyan, Ilyas Siddique, Paddington Mutekedza, MD Tuhin Mahbub, Hiruy Estefanos (WYNDHAM), **Slavica Blazanin, Gerald Clarke (HEAD OFFICE)**

CEO'S MESSAGE



After a relative warm Autumn, the winter chill has certainly kicked in. The odd frost we get around Melbourne is mellow compared to the snow-like conditions in Ballarat or the wind chill factor you might experience on the Bellarine Coast of Geelong. Wherever you are across our network the extreme climatic conditions just amplify the importance of our service to our communities. Most bus stops are totally unprotected from the elements, so when you roll up in our fully air-conditioned bus it is a chariot of comfort and confidence for our passengers.

There is a bit going on in our commercial space. We are waiting on the Government to finalise the outcome of the Tarneit North Flexi-ride which is an 'on-demand service' tender. This outcome is of significance because governments across Australia and the world are deploying on-demand responsive services in targeted locations to try and service more passengers for the same dollar. These alternative models could potentially complement or replace existing route services in some targeted locations. I do think it is important that we all share the will to deliver these services efficiently because the outcome of these customer contract negotiations will directly or indirectly impact all of us.

On that note, I am pleased to advise that we have successfully renegotiated new contracts for all our Regional Contracts in Ballarat, Geelong and Mildura. Many thanks to all our team members that contributed to this outcome. The value proposition was much more challenging than our previous Regional contracts and as a result, we have a higher bar to achieve in service delivery and operational

efficiencies. In short, our Regional contracts are more aligned to Metropolitan contracts and I am confident that working together we will deliver on these higher targets.

The key components to our contract performance are Quality of Service and Value Proposition (cost). In terms of our quality of service, the key determinants are On-Time Running, Early Running and Customer Experience. Thanks to you our OTR and ER continue to trend positively. Customer experience is a tough one but despite the increase in antisocial behaviour and abnormal actions of some passengers our performance in customer experience is also trending positively. The key thing to take away here is to always remember your health and safety are the number one priority. Please always consider this first when you are confronted with these challenging situations.

From a Value Proposition, cost perspective, we are very fortunate that government recognises the ongoing cost increases, particularly regarding wages. Every six months our revenue in relation to our employee cost is increased by the Average Weekly Earnings "AWE" as calculated by Australian Bureau of Statistics. This gives us some comfort that we can continue to remunerate our staff appropriately and provide a regular indexation to help combat the high cost of living.

So, what does the AWE mean in relation to the EBA negotiations? Well to answer this there are probably 3 scenarios.

1. If the Company received a higher AWE indexation % from the government than the wage indexation in the EBA then the Company would be over profiting and not sharing the gains with its staff. (not nice)
2. If the Company received a lower AWE indexation % from the government than the wage indexation in the EBA then the Company would not be achieving its required return on investment.
3. If the Company received the same AWE indexation % from the government as the wage indexation in the EBA then we would be all square, all parties will be aligned, and this is a much more sustainable position.

Naturally from my seat, I like scenario 3 because it puts the staff and the company on the same page, together.

I would like to extend my thanks to the Union, TWU Representative and the CDC management team who worked very hard for a long time to come to an agreement on the offer to be presented to the staff. I would also like to acknowledge and respect that the offer was not accepted by the voting majority of our staff, so we need to continue to listen and work through those items of concern for all parties.

There has been a lot going on within our communities. Western Chances was honoured at the Government House for the great work they do with the underprivileged children in the western suburbs. We have been also working with Parks Victoria for several years and recently identified an opportunity to support Werribee Park Heritage Orchard. This is a great sustainability project, and the community garden is run by multicultural groups who are giving back to their communities.

We also celebrated staff appreciation month at each depot so look closely you may be in one of our happy pictures. We will be celebrating NAIDOC week, and this is a special time to listen, learn and reflect. Last year I was fortunate to attend the smoking ceremony at Mildura. On this day the elder, referred to as Uncle explained how in their history, their mob had used the rivers as their highways, now we have buses. At this particular ceremony, the Uncle had delegated the smoking ceremony to a younger fella and this was his very first time. It was very emotional as the younger fella explained how in their culture the smoke washed away all the bad things that he had done or those times when he was embarrassed about letting his elders down. It was a very moving ceremony in that respect and was also the passing on of the guard. I wonder within our staff, with the richness of cultures how these are celebrated and how does one generation hand down to the next?

It is a great opportunity to learn and celebrate our diversity and respect different cultures.

I will leave you with that thought, please stay safe.

Sincerely,

Jeff Wilson
CEO, CDC Victoria

FROM YOUR SERVICE DELIVERY MANAGERS



MILDURA & BROKEN HILL

Mildura and Broken Hill depots have seen a positive shift in their day-to-day operations.

It has been exciting to see the movement in local and extended charter enquiries, moving children, teachers and customers on the network in higher numbers.

After what seemed a questionable time in how the regional industry would come out the other side, 2022 certainly has shaped up to be successful for business with strong team dynamics throughout with the drive to succeed and provide greater efficiencies to the public. It has been an exciting time!

The level of teamwork between our regional depots in more recent months has been absolutely inspiring. The COVID norm is that it hit with vengeance certain parts and our smallest business was hit with an effect on employee numbers in a short amount of time however, the troops from Mildura and the efforts of the Broken Hill community rallied and made a difficult time not really seen in the regions, a smooth operation to get past the challenges.

CDC Mildura is making some noise with the two governing departments to increase services to particular areas of the community. Mildura continues to grow with significant demand in the South area that is not serviced and to date, it has been heard by the Regional DOT team about the complexity the town faces with no transport service coverage. Certainly, watch this space for more.

On behalf of every employee at CDC Mildura, we wish to pay our respects to the late Sapati Muavava after his sudden passing. Sapati, you were a true and caring gentleman, and you will be greatly missed at CDC Mildura. May you rest in peace and find the happiness that you gave to others.

Ashlee Loveridge, SDM at CDC Mildura & Broken Hill



OAKLEIGH

After enjoying a joyful and prosperous summer, winter has arrived, and with it comes the short days and long nights. And whilst we

feel the cold, rainy and dull days on the outside, let us keep our inside warm and be courteous, helpful and pleasant to each other and our customers. Since lifting the Covid restriction, we've seen an escalation in passenger-related incidents. While they have not all been the drivers' fault, it is essential to keep calm, remember your training, de-escalate the situation and report to the OCC immediately.

We have an exciting year ahead of us, with the first electric bus deployed by CDC Victoria coming to our depot in November and another seven by 2024. It gives me great pride that our depot contributes to reducing its carbon footprint, thus protecting our future and the future of the generations who may be using our services to get to and from school. The first bus will be used on the 601 and 630 route services, and each driver will receive bus familiarisation and recharging training before driving the bus.

I can also confirm we are currently reviewing our rosters and looking at ways to make them more lifestyle-friendly to suit our drivers. Since developing the lifestyle roster, we aim to ensure we continue improving them after each change, but at times, it can be a challenge depending on the expectations of the Department of Transport. We will meet with the roster committee to discuss what the rosters will look like, and I encourage you all to share your thoughts on how to better the rosters with your committee members.

Kaz Abdulrahman, SDM at Oakleigh Depot



TULLAMARINE

It is hard to believe the year is already 6 months in and we have all had new challenges this year, as we adjust to a new COVID-safe lifestyle.

As we are now experiencing a genuine Melbourne winter, try to stay warm and as you encounter the changing road conditions, remember to demonstrate your defensive driving practices. Traffic volumes are back to a more normal level, which is impacting our travel times, so to stay safe I encourage you to remain patient and courteous on the roads.

We have had a couple of new drivers recently join our depot, and we welcome them into our team. Please introduce yourselves when you see them around the depot.

To meet our ever-increasing demand for charter, we have had an additional coach included in our fleet, and we are expecting another couple of ex-route buses, and a minibus before the end of the year. Well done to Anita and our Operations team as they manage to meet this growing customer demand, and accommodate the workload, a big thanks to the driving team who continue to be flexible with their shifts.

To maintain our focus on safety and sustainability, we have recently changed the depot lighting to LED, and to assist with bus parking, we plan to install additional reflective treatments in the yard. Please continue to wear your reflective vests when in the depot yard area.

We recently enjoyed our coffee van as we participated in our Staff Appreciation Day and don't forget to keep checking the 'Quick Connect' app for upcoming events and the latest news.

Stay safe and keep looking out for each other.

David Hutton, SDM at Tullamarine Depot



BALLARAT

Hello once again from warm Ballarat. We are in the middle of 2022, and I can say it looks as if I will be shouting some coffees to a few tipsters.

In previous years Cameron Buckland has informed me on numerous occasions that he has won two CDC Vic tipping comps and eight local Ballarat tipping comps and reminds all by stating 'it is where you finish after the last round that counts'.

Well, the pressure is definitely on now and we are getting to the pointy end of the season and the challenge is still there for anyone who can end up ahead of Cameron at the end of the season, a coffee, or an equivalent beverage on me.

Welcome to all new employees to the Ballarat team.

There have been no new Fleet additions.

In terms of Charter, Ballarat assisted with the transfer of supporters for Western Bulldogs games at Mars Stadium on behalf of the City of Ballarat in April and May.

I would like to mention some of the achievements at Ballarat.

Please join me in congratulating Paul Grinstead and Adam Burdon for completing 5 years and Randall Walton for completing 15 years with us. All three employees recently received their 'Years of Service Recognition Pins'.

Thank you for your continued service, gentlemen.

CDC Victoria ran a 2-day Bus Able program for CDC Ballarat's neighbour, the Ballarat Specialist School located just a few doors up on Norman Street. Ballarat's Reet Sohal was nominated to assist and become a BusAble ambassador and was instrumental in helping facilitate the program locally.

A big thank you, Reet, Yvonne, Lisa, Josh, and Michelle for your support in facilitating the BusAble program here in Ballarat once again.

Andrew Wilson,
SDM at Ballarat Depot



SUNSHINE

Hello, all from Sunshine! Unfortunately, not a lot of sunshine around at the moment with winter well and truly set in. A timely reminder to ensure you are driving to the conditions as we now have less daylight and a lot more wet days. Visibility can be a challenge with fog and wet mirrors, please slow down and be aware of your surroundings. We want to ensure each driver remains safe along with the safety of our customers and other road users.

The depot pool table has had a long overdue makeover and from the noise coming from the driver's area, it seems to be well received. You will also see some depot works occurring with painting, carpets being replaced and improvements to the driver's meal room and common area. There will be some minor disruptions while the works are completed but will be well worth it all once completed.

Until next time stay safe!

Shaun Lawson, SDM at Sunshine Depot



GEELONG

Welcome to the winter edition of UNITE, we seem to have navigated through COVID vaccinations for now, I had my first ever

flu jab this year, as I didn't want to risk catching that. We've been very pleased to see the return of many charter enquiries and we hope this momentum continues. The mandatory bus sanitising has stopped for now, which I'm sure will please the education drivers, although our weekly bus cleaning regime will continue.

Our Staff Appreciation Day was very successful, mainly due to the excellent work from Chucky and David, who definitely know how to charge up appetites, with sensational bacon and egg rolls. A big thanks from everyone guys. I'm not sure how many people ate more than one, I certainly need to confess I ate two and could have easily eaten three!!!

Winter sees the return of Ebaney back to her Charter role and we would like to thank Katie for covering over the past year. We also welcome our new employees who have recently joined the Geelong team.

Our new Regional Bus Service Contracts (RBSC) come into effect from 1st July. These new contracts will impact a range of areas such as on-time running, missed trips and service change requirements. You will have seen the reduction of timing points, which will go a long way to assisting us to meet On-Time Performance targets.

Stay safe!

Neil de Silva,
SDM at Geelong Depot



WYNDHAM

Surely, this term has left the pandemic behind and we hope that we don't have to experience it again. Although the cases are

steady, we still should be vigilant and continue to practice good cleaning and social distancing, given the flu season is upon us.

The patronage is back to some sort of normal and so is the traffic on the roads. You should be proud that we have been successfully observing the positive trend of the On-Time Running and a small percentage of early running overall on our network. There has been further assistance to our network with the opening of Hogans road bridge and the south side of Hoppers crossing station. With most of the level crossings removed from our network, we look forward to noting some positive consistency in the performance. Wyndham has also received the last 5 Hybrid buses allocated over the last 4 years and with this we have a total of 33 Hybrid buses at Wyndham, making it one of the largest depots to hold Hybrid buses.

In this term, we have been fortunate to receive some of the best compliments based on the observations by our patrons including charter customers. We sense honoured to acknowledge the achievements of exemplary customer service on display by our team members namely, Chuye Abebe, Pedro Sakal, Kine Menkir and Imoa Moana. Great job team Wyndham!

Ravneet Walia,
SDM at Wyndham Depot



MAKING PUBLIC TRANSPORT ACCESSIBLE FOR EVERYONE



In the month of June, we delivered two informative and interactive BusAble sessions to the students of Ballarat Specialist School.

The program had brand new bus accessibility and safety content, designed to build confidence in young people with disabilities to travel on public transport.

More than 70 students attended these sessions and gained valuable accessibility information and resources, myki basics, and safety education via classroom training and onboard a stationary bus.

Once again, we partnered with V/Line to bring in the train accessibility information. The sessions were co-presented by our new Bus Accessibility Ambassador and passionate bus driver, Reet Sohal and one of CDC's newest trainers, Yvonne Davis.

Reet has been a bus driver with CDC for many years, first starting her career at Wyndham depot, then transferring to Ballarat depot a couple of years ago. Yvonne joined CDC Victoria in early 2022 and was excited to be a part of delivering the BusAble program to young people with disabilities, as it forms a special place in her heart, being a wonderful stepmum to two kids on the spectrum.



COVER STORY

The students got an opportunity to ask all their questions about accessing public transport. One of the favourite parts of the session was getting onto a stationary bus. Our Bus Accessibility Ambassador, Reet Sohal demonstrated how to get on a bus, touch on and off the Myki, access the bus ramp, usage of handrails etc.



“A LOT OF OUR STUDENTS MAY NOT BE ABLE TO GET A DRIVER’S LICENSE OR MAINTAIN A LICENSE IF THEY DO. SO, PUBLIC TRANSPORT CAN REALLY HELP THEM ACCESS JOBS IN THE COMMUNITY”

- Prue O’Neill, teacher at Ballarat Specialist School.

CDC Victoria delivers free BusAble community programs across our network, working with accessibility partners, to build travel confidence for those with personal accessibility barriers. For more information, visit cdcvictoria.com.au/accessibility



WATCH THE VIDEO HERE

Here’s a glimpse of our recent BusAble sessions conducted for the students of Ballarat Specialist School.



REGIONAL BUS SERVICES CONTRACTS RENEWED FOR 10 YEARS



CDC Victoria is proud to share we will continue to provide our reliable and efficient bus services in Ballarat, Geelong and Mildura with the renewal of our regional bus contracts.

The renewed 10-year contracts have come into effect from 1 July 2022 and will cover major route services, school services and local town services in Victoria's major regional bus networks.

The new contracts are modernised to deliver improved bus services, improved customer experience and greater transparency of bus performance.

This means CDC Victoria will also continue to provide long-term employment opportunities to these regional communities and will also continue to support a range of important social causes relevant to these regions.

CDC VICTORIA'S EBA UPDATE

After many months of negotiations, in June CDC voted on the CDC Victoria Drivers' Enterprise Agreement. In a very disappointing result, the EBA was voted down 40% yes to 60% no, with three depots voting for the EBA, and three voting no.

We firmly believe that the wages and conditions were fair - being equal to or better than the proposals of our competitors, Dysons and Ventura - and met most of the TWU's claims. The proposed EBA was sustainable for the company, meaning that we would be able to preserve the great conditions that

employees enjoy about working at CDC Victoria.

As the EBA was not made, the parties are back to the drawing board and will recommence negotiations shortly. In the meantime, all current terms of employment will continue to apply as per the 2018 Agreement.

Once the EBA is finalised, we will commence negotiations for the Mildura Drivers EBA.

If you have any questions about the EBA, please see your Service Delivery Manager or TWU representative.



HEAVY VEHICLE DIESEL MECHANIC APPRENTICESHIP COMPLETION

Congratulations to James Scutcheon from CDC Mildura on completing his Heavy Vehicle Diesel Mechanic apprenticeship in February this year. James commenced his apprenticeship in Heavy Vehicle Diesel Mechanics in 2018 with Buslink Sunraysia knowing he had a strong interest in automotive and motors.

James says, *"The backing of a smoothly run workshop and a great working crew has helped me complete even the most challenging tasks."* He would now like the opportunity to improve himself in the electrical and A/C fields, as having knowledge of these areas would be a great advantage for his career.

BATTERY-ELECTRIC BUSES (BEBs) COMING TO MELBOURNE



We will be operating eight electric buses in Melbourne's eastern suburbs and the CBD by mid-2024. This is a part of the Victorian Government's three-year Zero Emission Bus Trial, a significant part of meeting the State's commitment to zero net emissions by 2050.

The first electric bus will be deployed at our Oakleigh depot in November this year. This means safe, efficient, reliable, smooth, virtually silent and emissions-free bus trips for our customers and a reduced carbon footprint from public transport.

This ties in with our ongoing commitment to reducing carbon footprints and particulate emissions from public transport.

We will be partnering with Monash University, Volvo, Volgren, TSA Advisory and ENGIE in order to support this trial.



- ▶ The first battery-electric bus (BEB) will operate on routes 601 and 630
- ▶ Remaining 7 battery-electric buses will be rolled out in the next 3 years
- ▶ 6 charging outlets at the Oakleigh Depot, 2 charging outlets at the Monash University Bus Interchange for in-field charging
- ▶ Mechanics to be upskilled at the Oakleigh Depot for routine maintenance



OAKLEIGH'S SOLAR UPDATE

We recently switched on a 99-kilowatt solar panel system at our Oakleigh depot. We will be now producing approximately 80% of our depot's power consumption via solar energy. We are also expecting to reduce our carbon emissions by approximately 1,000 tonnes over the next 10 years.

We now have 5 of our depots: Oakleigh, Wyndham, Tullamarine, Mildura and Broken Hill that have solar panels installed and are producing green energy!

UPDATES



WESTERN CHANCES - GOVERNOR HOUSE EVENT

Western Chances is one of our community engagement partners who recently completed 18 years of empowering young people in Melbourne's west.

Their team's tremendous work was celebrated at the

Government House. As a long-term partner, we attended the event to support and celebrate their work. On the night, the Victorian Governor, the Honourable Linda Dessau AC, spoke about the impact of education and the importance of supporting young people.



From L to R: Mark Stone, Marcelle Davis, Michelle Ho Mckersey and Jeff Wilson at the event.

SINGAPORE TRANSPORT MINISTER VISITS OUR WYNDHAM DEPOT

We got an opportunity to host Singapore's Minister for Transport, Mr S Iswaran. The Minister and his delegates toured our operations at the Wyndham depot where they saw our fleet of buses and facilities.

The Minister and his delegates also got onto a hybrid bus ride and learnt how our e-zone management system works.



From L to R: Jeff Wilson, Mr S Iswaran, and Nicholas Yap

FREE FLU VAX PROGRAM

Ahead of the flu season, our People & Culture team organised free flu shots for all our staff across all our depots. Just another way to help us all keep safe!



DRIVEN WOMEN INFO DAY

We recently hosted our first Driven Women Info Day at our Wyndham depot. We invited women who wanted to explore the career opportunity of becoming bus drivers with CDC Victoria. It was an interactive session where they were provided information about becoming a bus driver, getting a Medium Rigid (MR) licence, application and hiring process, pay rates, job expectations and other perks.



They got a chance to interact with our team of trainers and drivers, and see our depot, fleet and facilities. The session ended perfectly with a ride on the bus and giving them a glimpse of the life of a bus driver.

Thanks to our wonderful team – Robyn, Joshua, Lisa and Yvonne who facilitated the session and answered all the questions from our applicants.

Driven Women Learn is our training program that will empower women to start a career in the bus industry with an extensive training and development process.



If you know anyone who might be interested in learning more about this program, please visit cdcvictoria.com.au/careers/driven-women



OUR PEOPLE



REMEMBERING SAPATI MUAVAA

With heavy hearts, the CDC Mildura family said goodbye to a long-standing employee of 15+ years – Sapati Muavaa.

Sapati commenced his employment with Sunraysia Bus Lines in 2006. He worked most of his employment in the company's main route road

services and soon transitioned to permanent employment.

He will always be remembered as a dedicated employee who went the extra mile and covered the required shifts. His presence, kindness towards others and his smile around the depot will always be missed. Rest in peace!



REMEMBERING AARON PITT AND LLEYTON BARTLETT

ComfortDelGro Australia Group (CDC) lost two well-loved team members in tragic circumstances. Aaron Pitt and Lleyton Bartlett were fatally injured in an accident on Thursday, 21 April 2022, in Woombye on Queensland's Sunshine Coast.

To honour and remember the lives of Aaron and Lleyton, CDC's drivers participated in a 'Lights On' event where they left their lights on from the start to the finish of operations during two days of funerals.

Our thoughts and prayers will always be with the families and loved ones. Rest in peace!



Our Ballarat depot did a fundraiser BBQ to raise funds for both their families. It's a small gesture to show we stand with them during these difficult times.

Ballarat Social Club raised \$400 for each of their families.



“ We just noticed CDC Ballarat social club gave Lleyt \$400. That is absolutely amazing and very thoughtful. Can you please pass on our gratitude and thank them for us for such a wonderful gesture. ”

- Lleyton's parents

OUR PEOPLE

THANK YOU FOR YOUR WORK!

Our staff work hard throughout the year connecting thousands of people to places and communities. As a part of our staff appreciation month, we thanked our staff for their amazing work by arranging a coffee van serving complimentary hot cuppas and snacks! Great start to a winter morning!



SHOUT OUT TO ALL OUR YARDIES!

We have over 60 people employed as our yard staff, popularly known as yardies, across our 8 depots. The yardies start as early as 4 am in the morning shift. Every morning, they switch on the buses and keep the buses warm before our drivers arrive. It's a great help, especially during the cold and foggy mornings. The yardies also do a great job in maintaining, cleaning and refuelling a fleet of over 600 buses.

Thank you to all our yardies!

SUSTAINABILITY



SUPPORTING A STORMWATER PROJECT AT WERRIBEE PARK HERITAGE ORCHARD – VOLUNTEERS WELCOME!

We are supporting a stormwater harvesting project at Werribee Park Heritage Orchard. This project redirects the well-needed stormwater to the orchards that nourish 400 fruit trees. These trees, some of which are heritage trees since the early 1800s, became an iconic landmark to local communities like the Sikhs and Karen communities, who harvest and distribute the fruits to disadvantaged local communities.

They grow a huge variety of peaches, apricots, cherries, apples, plums (Japanese and

European), grapes, pears and many other fruits. These communities also united and created fruit packs that were then distributed to struggling households during the tough covid times.

The Werribee Heritage Orchard has been maintained by volunteers restoring and preserving the Orchard on the river flat at the Werribee Park Mansion grounds from the 1870s, and every Friday is a volunteer day.

If you are interested in caring for the trees and nurse at the Werribee Park Heritage

Orchard, register as a volunteer today!

Visit: werribeeheritageorchard.org.au/volunteer-registration

Watch the video here



We Can All Be More Mindful

- ✓ I need to switch off
- ✓ I feel tense or overwhelmed
- ✓ I find it difficult to relax



Research has shown that it can take as little as 5 minutes per day to lift your mood, improve relationships and enhance overall wellbeing.

Engaging in Mindfulness practices can assist in managing stress and the impacts stress has on our body, allowing us to manage better when the unexpected occurs.

Taking 5 minutes doesn't have to be hard work, scan the QR codes and see for yourself.



Daily Calm
Meditation



SBS Great Minds
Podcast



Healthy Minds
App



Talk to someone.
Your SDM, Supervisor or CDCs EAP.
Converge 1300 687 327

CONGRATULATIONS TO THE WINNERS OF THE SPARCQ AWARDS



Damen Southgate, Mildura Depot

Safety

Damen showed proactiveness in safety for a colleague!

Well done on a great safety achievement by looking out for others!



Alan Hywood, Broken Hill Depot

Passion

Alan certainly delivered above expectations to assist a stranded customer in need during unexpected times. He displayed true passion and commitment to the customer. Well done, Alan!



Joseph Sciberras, Sunshine Depot



Community

Joseph aka Joey made outstanding attempts to push high levels of customer service and safety whilst on charter work. Well done, Joey!



Safety

Ryan Russell, Mildura Depot

When duty calls & safety is a priority, Ryan knows how to serve. Well done and thank you for your efforts, Ryan.

COMPLIMENTS & COMMENTS



Well done Chuye at Wyndham depot

We absolutely love this bus driver! He always makes us feel welcomed and interacts with my son when getting on and off the bus.

Wish other bus drivers were as beautiful as this man.

Please give him recognition for his amazing friendly above and beyond customer service.

- Bec & Seb (Route 190)



Compliment to the driver of the bus that left Box Hill at 4:40PM, Oakleigh Bus 178:

Thanks so much to this driver for stopping at the next bus stop for me when he saw me running from the tram to the bus and being friendly.

Drivers like this one are a real asset to CDC and the broader bus industry.

The bus ran mostly on time too which was impressive. Thank you again to this driver.

Well done to the two Mildura drivers who were very cooperative and helped make a good night great by their positive attitude. Thank you.



Well done Baljinder Pannu at Tullamarine depot

Congratulations Baljinder Pannu, on your customer service provided to passengers on Easter Sunday, who wrote to us recently to compliment your effort.

"The bus driver saw that my parents had their travel luggage and dropped us at the stop for the airport bus as opposed to the normal stop way in front at the station! Their kindness will always be appreciated, particularly on Easter Day as well!"

