

UNITE!

NEWSLETTER

ISSUE 23 | JUNE 2020
WINTER EDITION

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



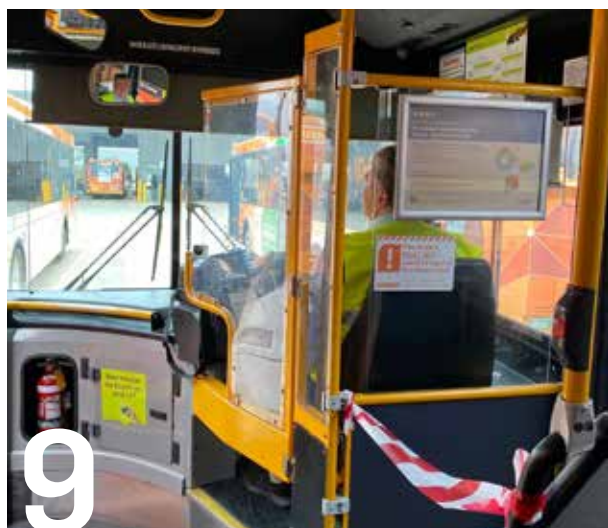
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WELCOME

CEO'S MESSAGE



Welcome to the June edition of Unite.

Thank you Team CDC for serving so graciously during Coronavirus. We appreciate all your efforts! #grateful.

So grateful are the many people that rely on the essential service of a bus. With so many parts of the community and economy in lockdown, the CDC team led by our drivers, mechanics,

yardies and Operations staff have continued to provide great service to so many people who rely on us every day.

It has been a wonderful team effort with valuable contributions from all parts of our business. Our management team have partnered seamlessly with the Health and Safety Representatives, the Department of Transport, the Department of Health, the TWU and delegates in every effort to keep our staff safe. In such trying times it is wonderful to see what can be achieved when we all work toward a common objective.

We are fortunate that our industry is an essential service and we have been able to maintain almost full employment during this pandemic. Obviously, our Charter business has suffered and additional cleaning is costly, but in the big scheme of things, these are minor setbacks. The important objective is to ensure everybody's health and safety so we can enjoy the good things in life, well into the future.

We are hopeful that the environment improves and restrictions are eased in a sustainable manner so that our Charter business will recover and provide further opportunities to our staff and business.

Many industries are not as fortunate as ours and we have a lot to be thankful for. Our Singapore taxi business has been impacted significantly by a massive reduction in taxi demand. Our company has waived taxi rental charges to drivers for several months to give drivers an opportunity to earn an income and support their families. This comes at no small cost to the company, but is a great support to our people at a time of drastic need. I am proud to work for a company that is continually investing in its people and community. This is the spirit that will see us emerge as a better business on the other side of this.

I am sorry to say that this may not end for a very long time and we will need to get used to a new normal. History is full of world health challenges and most of them don't disappear, they become managed. Hence the annual flu vaccination. Thank you to all staff who participated in the flu vaccination program. We had a new record uptake. Unfortunately, it will be some time before a Coronavirus vaccination is available although it is encouraging to see

that clinical trials are currently underway across the world, as well as, right here at The Alfred Hospital in Melbourne.

We have a challenging period ahead of us. Restrictions will ease, schools will return in full and as more people return to work our passenger numbers will increase rapidly. This will be very different from what we have today and we will need to support each other as we resume to business as usual. We need to remain diligent with hygiene practices, keep cool heads and look out for everybody's safety.

I would like to congratulate all staff for a great improvement on our contractual performance with Department of Transport. Our 'On-time Running', 'Early Running' and 'Headless Mode' have all improved over the last few months. Naturally, the low passenger count and less traffic on the road has helped and roadworks are a continual pain but the great news is you are improving the reliability of our service to our community and this is vitally important.

Finally, the current environment has seen a huge increase in the use of technological enablers to connect children with home schooling, adults to work, families to each other and to entertainment. And although this has been useful, I think now more than ever has "linking people, places and communities" is so important to this world. This is what you do so well. Thank you and please take care.

Jeff Wilson
Chief Executive Officer – CDC Victoria

WELCOME ONBOARD TO ALL OUR NEW EMPLOYEES

Panangiotis Rekkas, Sivaruban Ponnambalamiyar (transferred from NSW), Joshua Hutson (new apprentice mechanic) & Manesh Mathai (transferred from NT) (**OAKLEIGH**), George Sapantzis, Louise Wilshire Smith & Bill Hasiotis (**TULLAMARINE**), Mitch Hanan (mechanic), John Murphy (Panel shop), Navjot Singh, Rod Stevenson, Harminder Singh, Swaranpal (Sunny), David Wood, Chris Siers, Darryl Moodie & Jeanette Wells (transfer from Wyndham) (**GEELONG**), Megan Saxon & Ian Goulden (**BALLARAT**), Victoria Martin, Eric Nguyen (OCC), Tony Cooper, Woubishet Fufa, Alex Roh, Susuga Faavae, Merid Sahilmariam & Serge Artyre Gbenima (**WYNDHAM**)

FROM YOUR SERVICE DELIVERY MANAGERS

BALLARAT

There have been some significant changes in Ballarat over the last 3 months, with an almost completely new Operations team.

Kane Leatham has taken on the Operations Coordinator role, Ray Neville and Roger Henstridge have taken the Operations Supervisor roles.

Ballarat had to endure the absence of a Wash Facility and Fuel bowser for nearly 5 months. During that time of inconvenience, the Wash and Yard teams worked consistently well coordinating the upkeep and cleanliness of the entire fleet. Bill Kerr – Thank you for your support with this project.

Congratulations to Simon Mather from the Workshop who has recently

celebrated 10 years with CDC Ballarat. Well done Simon!

A big thank you to Jenny Stone who arranged with UFS Dispensaries for the 60 Flu shots for staff members who asked to be vaccinated. Jenny put in some considerable time into this project. The response and uptake were warmly welcomed and Roger Henstridge coordinated the times to military precision.

There was V/Line rail replacement work that was completed over 12 days that helped with our Charter work so we are grateful for this.

I would like to take time to give a shout out to the other SDM's and head office



for their assistance and time during my initial first few weeks. It has been greatly appreciated.

Finally, I would sincerely like to thank the entire Ballarat Team - the care you have shown for the Ballarat community, yard staff, wash and workshop for your efforts over the last few months especially during some trying times.

Thank you for your professionalism during this time.

Andrew Wilson,
SDM at Ballarat Depot

GEELONG

Well it's been an interesting introduction for me into Geelong. Firstly, I would like to thank the entire team for your friendly welcome. Your enthusiasm, openness and sincerity certainly created a notable first impression. My thanks to Doug for your support in my transition and best wishes for your new role at Wyndham.

Well known US Senator Bernie Sanders famously said, "Difficult times bring out the best in people" and this has been demonstrated time and again during the everchanging landscape brought about by COVID-19.

We were faced with several incidents, usually after hours, (which seems to be Murphy's Law) and I would like to send a shout out to our yard staff. I'm proud to say that you rose to each challenge and demonstrated a positive "can do" approach. Thank you very much.

The team welcomed some new members, firstly, Mitch Hannan is a positive inclusion to our maintenance team, welcome aboard Mitch and of course our Cool Runnings – "Swiss" Operations Coordinator, David Hutton. We are already benefitting from David's input and thank Ravneet for allowing us to benefit from Dave's experience for the next 12 months.

Gerrard Flynn has decided to move to Ballarat, so best wishes to you Gerry and thank you for your solid contribution to Geelong operations.

We have just worked through the latest roster change and I was particularly impressed by the input of the committee and planning team. These changes were quite complex, and Matt was called upon to incorporate a raft of input from the team. The vast majority were included, and this is clearly reflected in the new roster. Well done everyone.

We called for expressions of interest for Relief Supervisor and Supervisor roles and we had a very strong response. Not only did we receive a high number of applications, the varied experience and qualifications of the candidates will ensure our operations team will continue to grow.

We successfully found a way to hold a sausage sizzle whilst we maintained strict social distancing. Credit to our chefs, Chucky and Peter, along with our tongs engineer, Brendon Lewis.

This COVID-19 situation continues, and the landscape keeps changing, we ask everyone to maintain a positive and flexible approach to dealing with the challenges that present. I'm very proud to be part of the Geelong team. You continue to impress every day, so stay safe and thank you.

Neil de Silva,
SDM at Geelong Depot

TULLAMARINE

Its nearly winter and we are amid COVID-19. We welcome all our new drivers and are looking forward to some service changes in June 2020 that will bring even more drivers to our depot.

A big thank you to all the staff at our depot and across the entire CDC network for a job well done in protecting all our staff from COVID-19.

The effort that has been put into cleaning buses, lunchrooms, facilities etc has been outstanding, and it has paid off. To date, all of our staff remain healthy.

Congratulations to my team of drivers, we are doing well. We have got our early running under control, even with no traffic you have done an amazing job. Thank you for trying your best to maintain our current key performance indicators (KPI).

When we are done being segregated, I look forward to hosting a breakfast morning or a sausage sizzle to say a big thank you. Please take care and stay safe.

Frances Ross, SDM at
Tullamarine Depot

WYNDHAM

We are all aware of the havoc that this Coronavirus pandemic has created, but I believe we can spread some positivity with an optimistic approach even in these hard times. I commend all the staff working at CDC Wyndham for their dedication, compliance, passion and vigilance during these testing times.

We should all be very proud of our achievements including your efforts of following guidelines for cleaning, social distancing and compliance with all other initiatives that CDC has introduced to reduce the risk for all of us at work. Our OTR has seen an immense jump which is a relief to us although we have some work to do in our early running.

I have no doubt that our work life will return to normality in the near future, and all the challenges will resurface - such as traffic conditions. I also strongly believe that we will face them as a united front and overcome them. I ask everyone's assistance to continue our efforts whilst following government and company guidelines to handle every situation in the safest and effective manner so we can head towards normality in life.

As the existing Operations team step up to embrace the challenges and responsibilities ahead, they seek your support for continual improvements in the operations processes.

Ravneet Walia, SDM at Wyndham Depot

OAKLEIGH

As the announcement was made to lockdown Victoria and people were told to stay home except for essential workers, the fear of the unknown was amongst us all.

Coming to work each day and seeing you carry out your daily duties was nothing short of inspirational and I would like to thank each one of you for your efforts, amazing work ethics and great attitude. You have all played a pivotal role in keeping the wheels turning and providing essential service our passengers rely on. As you can see, we've implemented a number of processes to help keep our workplace COVID-19 free which includes temperature testing, daily sanitisation of our fleet and restructuring our driver areas to maintain social distancing guidelines. We have also issued disinfectant wipes and hand sanitiser to each driver to use while on-road.

The challenge to overcome the COVID-19 pandemic is far from over and the world as we know it will continue to change. It is imperative now more than ever to look out for each other, our passengers and ensure we always uphold our SPaRCQ values. Keep up the great work team. We will get through this together.

Kaz Abdulrahman, SDM at Oakleigh Depot

SUNSHINE

I would like to start with a big thank you to all the team here at Sunshine for all of your efforts through the challenging circumstances. A special mention to everyone involved with the new cleaning standards put in place to ensure all our vehicles have been cleaned and sanitised to help reduce risk to both CDC team members and customers.

We have been working hard to ensure we have the very best practices in place to keep everyone safe. I would like to also avoid any confusion and remind drivers that we are to continue to load all passengers via the front door as per the standard process.

We have been supporting both Metro Trains and V/Line in planned rail replacements during autumn and it is gearing up to be a very busy winter. I thank all drivers thus far who have covered these shifts and anyone interested to cover upcoming rail replacement shifts should see Stephanie.

Sunshine conducted on-site flu vaccination in April with over 50 employees participating. It was a fantastic turn out. We hope this will reduce the effect of the flu virus on us during flu season and we can all remain healthy.

One of our newer drivers joining us from a CDC business in Darwin, Ute, has been hard at work reproducing Sunshine's left and right route instructions. Once completed we will make this available for anyone requiring the updated version. A big thank you to Ute for taking on this initiative.

Until next time, stay safe.

Shaun Lawson, SDM at Sunshine Depot

CDC MILDURA & BROKEN HILL

If there is such a time for leaders, operations, bus safety workers and other staff members to band together and support one another, now is the time!

COVID-19 has drastically shaped our lives in a short amount of time to the way we go about our daily lives and how we adapt to ensure we remain healthy and alert.

The CDC Victoria Management team has been a lifeline of support that has created an increase of teamwork, resilience in uncertain times and the ease of new procedure implementations.

CDC Mildura and CDC Broken Hill acknowledge the hard work of those on the frontline. This includes drivers and yard staff assisting with sanitisation and daily cleaning, depot staff sanitising the depot or the team that pull together the information we need to remain up-to-date and aware of what may lie ahead, we thank you.

During the pandemic, CDC Mildura has been able to use some available time to commence focusing on some new projects and continue with the transition of name change.

Throughout the transition from Buslink to CDC, the teams on the ground and the public in the townships of Mildura and Broken Hill have seen the full livery change of uniforms and bus livery to new user-friendly timetables and there continues to be positive engagement by staff with the full transition.

Each depot is in receipt of a coffee, tea, sugar etc dispenser with the winnings from the 2019 Staff Survey; this has caught us "up with the times" and now we just await the barista!

Ashlee Loveridge, SDM at Mildura and Broken Hill Depot



NETWORK VISITS

HEAD OFFICE STAFF VENTURE INTO THE NETWORK AT PEAK HOUR TO LEARN MORE ABOUT ISSUES DRIVERS FACE DAILY

All through March this year, we kicked off our Network visits where head office staff took time to travel on the bus network during peak hour. Why do we do this you ask? These invaluable visits allow the head office team to experience first-hand what our driving staff go through on a typical day on the roads.

The visits are the perfect time for our office staff to engage with our frontline staff, support them on the network, get to know first-hand what some of the issues that our driving team face on a daily basis so we can work on strategies and solutions to improve the overall experience for our drivers.

These visits also enable our team to get to know the drivers and see them face-to-face in their workplace. It is certainly an eye-opener for the head office team and the various groups always have a great experience while learning about each depot better.

One of our newbies to the Network visits, HR Coordinator, Chris Hoang enjoyed the opportunity to get out on the buses and learn more about the different demographics in the Wyndham area.

"I enjoyed meeting and greeting our drivers and it was so good to have a chat with them and give them some fruit," added Chris.

Another first-timer to the Network visits, General Manager – Property, Alastair Hutson said that he really enjoyed his first Network visit and learned so much about an area he was completely unfamiliar with.

“IT WAS ESPECIALLY PLEASING TO EXPERIENCE THE CAMARADERIE OF THE CDC FAMILY, BE IT BUS DRIVER, OPERATIONAL STAFF OR HEAD OFFICE STAFF.

- ALASTAIR HUTSON

"I'm really amazed at how the West is still growing! Roads are hugely congested and continually being upgraded making running on-time and keeping buses clean a huge challenge," added Alastair.

"It was especially pleasing to experience

the camaraderie of the CDC family, be it bus driver, operational staff or head office staff," added Alastair.

It's always an eye-opener for our staff and we learn so much from these interactions. On our Oakleigh visit, there was a vehicle on fire on the main road and our clever driver with the assistance of OCC rerouted almost instantly and found an alternative route so passengers wouldn't be too late to their next destination.

NEWS



We were still stuck in a lot of traffic but it would have been so much worse being stuck in the midst of emergency vehicles and fire trucks trying to get to the affected vehicle.

We thank all our staff for volunteering their time to do these Network visits and for our drivers for the hard work you put in daily. Keep up the amazing work.



WFC FENCE SIGN

We know Coronavirus has overtaken the world but we're still pretty chuffed at our new Corporate fence sign that is now up at the Werribee Football Club (WFC) oval.

The WFC Tigers have been doing health and fitness videos at the oval which are then shared with local schools as part of their physical education curriculum. Who else can't wait for footy season to start again?

WE'VE GOT YOUR BACK

Coronavirus may still be around but at CDC we're taking no chances with our health and safety.



Coronavirus has indeed taken over our daily lives and 2020 will forever be remembered for this reason. While this pandemic has created havoc around the world, there are also lots of great things that have eventuated as a result of the virus.

For starters, because most of us have been confined to being home more, families have had much more time together. It's been lovely to see family units riding push bikes, walking, chatting and just enjoying their time getting back to basics. There's also been a surge in video calls to family and friends and more people keeping in touch and making more of an effort including getting creative to stay in touch or to celebrate milestone events.

At CDC Victoria, this is no different. Being an essential service allowed most of us to stay



employed, which is a blessing in itself, as so many other industries have been badly affected. That said, ensuring the safety and wellbeing of our front line staff has been our top priority and we are so glad that all our efforts have worked well.

We are so grateful that everyone at CDC has stayed safe and healthy. CDC Victoria would like to reassure you that we are doing everything in our power to ensure a safe workplace during this time, in line with the Department of Transport's advice.

SPOTLIGHT



Our Safety practices include:

- Mandatory temperature taking for all staff, visitors and contractors at CDC depots (Victoria wide).
- No cash handling policy on all buses. Passengers must have a topped MYKI.
- Hand sanitiser and anti-bacterial wipes provided to all staff.
- Regular cleaning and disinfecting of all buses (includes daily sanitisation cleaning of all touch points and driver's cabin).
- New fogging (chemical atomiser) machines for each depot.
- Buffer zones on all buses which blocks off the 2 front seats to keep drivers safe.
- Social distancing at all depots and offices with blocked off seats, etc in lunchrooms and other areas.
- A free Flu vaccination program saw 252 staff participating in our onsite flu vaccination program. Employees also had the option of doing the flu shot at their local GP and claiming the fee back.
- Flexible work at home arrangements for some staff (where possible) and the use of online meeting spaces for meetings/ discussions, etc.



We will continue to upkeep all safety procedures in order to provide a safe, comfortable journey and help keep everyone safe, even as restrictions ease. We thank you for serving so graciously and encourage you to continue to upkeep all hygiene practices and stay safe.

MEET TEAM OCC

The team in the OCC provide such an integral support to our drivers at CDC. Here's a look at who's behind the voices that you hear when you call for help.

AMANDA O'SHANNESSY

I've been part of the OCC team for just over two years now. The best part about being part of the OCC team for me has been the exposure to the larger scale of the business, building professional relationships with the depot staff and getting to engage and meet so many of our drivers. But most importantly being in a team that is integral to our drivers, providing them with on-road support and helping keep our drivers and passengers as safe as possible.

Our team has grown and developed so much in the past two years and I'm very proud of where we are today.



MATTHEW CAIN

I have been working in the OCC now for just over two years.

What I like most is that no two days are the same. Whether it be from helping drivers with diversions or incidents, every scenario is different.



ALICE STRICKLAND

I have been a part of the OCC team for two years this August. As a senior controller, I find my role very rewarding as I not only get to help my immediate team but still get that opportunity to help our drivers. I also enjoy working and learning from other parts of the business and seeing how our team contributes to the overall operation of CDC. I am very fortunate to be a part of the OCC team who are a great bunch of people and in turn make coming to work more enjoyable.

ERIC NGUYEN

Hey guys! My name is Eric. I've been a part of OCC for 3 months. What I like best about being in OCC is being a part of such a close-knit and supportive team and that it's different every day – no two days are the same.



COMMUNITY



JESSICA SIMPSON

I have been in OCC for 8 months now. What I like best about being in the OCC is working within a supportive, great team, who never cease to also make work fun.

I also really enjoy getting to know the different drivers that we have on the road and the feeling you get when you have been able to help them in some way!

SHAWN D'SILVA

My Name is Shawn and I have been with OCC for almost 18 months now.

Every day is an experience. You come in for every shift and press your "reset" button the moment you start your shift. Every hour is as diverse as every day. People genuinely care about each other and work together as a team. Additionally, the job is challenging and matches my career goals.



VICTORIA MARTIN

I have only been with OCC for 5 months now and I have had the opportunity to interact with so many different individuals from different departments all across Victoria and New South Wales. We're a close-knit, supportive team that bonds everyone together.



Life in the OCC has been a bit different in the last few months with COVID-19 dominating the headlines. First off, the team has been split into two rooms to allow for social distancing. The training room is being utilised as a second control room that has allowed us to continue providing on-road assistance to drivers through these unprecedented times.

With restrictions easing, it's time to start planning ahead for the remainder of 2020. Once restrictions ease, we intend to recommence our depot visits. This will allow us to engage with depot Operations staff, drivers and gives us the opportunity to meet face-to-face.

We have found these visits to be beneficial in having a better understanding of how each depot operates while allowing us to build better relationships with the Operations staff. We have also gained a better understanding of how and why we complete particular tasks, how they link in and assist the Operations team.

We also appreciate this opportunity to get out and about on the network, allowing the controllers to experience what it's like for a day in the driver's seat. This helps us with dealing with unplanned diversions and getting a better understanding of the on-road hot spots. We will also be utilising the Promo Bus as a remote OCC to showcase daily operations, systems we use to provide support to our drivers on-road while engaging with drivers at different depots. We look forward to meeting more of you at the depot visits in the near future. Stay safe!

PROFILE



NEIL DE SILVA

Neil De Silva is CDC Geelong's new Service Delivery Manager (SDM). Neil has had a long-standing career as a transport professional, commencing his journey with Quinces Scenic Cruises where he successfully provided services for key events such as the Australia F1 and the Australian Open Tennis. Neil also worked in Australia's largest kerbside Waste Management contract where he received a Mayor Award for Customer Service from the City of Brisbane, after successfully re-routing 550,000 weekly services.

His experience also covers management of Brisbane's Intermodal Rail Terminal at Acacia Ridge and achieving significant improvements to "on-time Running" of freight trains between Brisbane and Melbourne.

Most recently, Neil worked in the USA as Director of Operations at a Health company. He recently moved to Geelong and is excited about the opportunity to contribute to the development of Geelong depot and the strategic growth of CDC Victoria. Neil has been impressed with the support of staff and the warm welcome shown to him thus far, and looks forward to building on the positive culture at Geelong depot.



ROBYN TURNER

With over 10 years HR experience in hospitality, manufacturing, not-for-profit, Robyn Turner is the most recent acquisition to the CDC family. Robyn's last role was in the aviation industry which was unfortunately hit badly when the Coronavirus pandemic began. She was sad to leave the aviation industry due to Coronavirus but feels privileged to have found her new calling at CDC as the new People & Culture Manager.

Robyn enjoys meeting as many staff as possible and will often not be in the same place for too long as it's more fun to be out and about. She self-professes to be able to "talk the hind legs off a donkey" and will never say no to chocolate, or food in general so expect to see her at staff BBQs and other gatherings.

Robyn says that she is really enjoying working at CDC so far and meeting the teams at all the depots while learning how the bus industry works from behind the scenes.

"I spent my entire teens riding on buses to school etc. so it's been really fascinating to see how it all gets put together to deliver these services and how complex it actually is," said Robyn.



ANDREW WILSON

Andrew Wilson is CDC Ballarat's new SDM and brings over 20 years management experience in the transport and logistics industry.

Andrew originally began his career in Footscray where he worked for Ansett Freight Express. He has also managed Inbound and Outbound Operational Stock movements for the Victorian Warehouse and Fleet Management for Medline Industries, working with major hospitals such as the Royal Melbourne and St Vincent's hospital. Prior to this, Andrew held senior management roles at DHL Supply Chain.

He is very thankful for the support and warm welcome the Ballarat team has shown him and the genuine care the team provides each other has been admirable. Andrew is eager to learn more about the Ballarat community and with the continued support of the team, he believes he will have much to give and gain.



OUR HYBRIDS TURN ONE

Celebrating our fleet of eco-friendly hybrid buses on their first anniversary

This month we celebrate the 1st Anniversary of our eco-friendly hybrid bus fleet that were officially launched at Wyndham depot on 26 June 2019.

The fleet of 33 buses has since been servicing CDC's metropolitan routes from Wyndham, Sunshine and Oakleigh depot. We are also pleased that our 1-year old environmentally friendly fleet is still the biggest fleet of hybrids in Australia to date and demonstrates our strong focus on sustainability in our business operations.

The introduction of these buses marked an important innovation for Victoria's public transport network, delivering significant reductions in emissions, noise and fuel consumption as well as improving the passenger experience.

Here's what Goran Stankovic, driver at Sunshine depot had to say about the hybrids.

"I've been driving these hybrids over the last year and it is a very smooth drive overall. The buses are also very comfortable for passengers and they seem to love it," said Goran.

We've also received lots of positive feedback including a few phone calls telling us to check our buses. The callers actually thought that there was something wrong with the buses as the engines kept shutting off. Needless to say, they were pleasantly surprised when we clarified that the bus wasn't "spoil", they were actually our new eco-friendly hybrids.

Here's what some passengers had to say about the hybrid fleet



I would say great bus, quiet take off is good but also when it slows down you can still hear it. It's a smooth bus and of course good for the environment. I think other companies should join the trend and get hybrids!

- DAVID PALUSKA



Loving the hybrid buses, much quieter, more comfortable and healthier for passengers and planet. The lack of idle at the interchanges is a great outcome for the air quality and noise at these locations. Can't wait to see your first all electric bus!

- ROB BRIMBLECOMBE



I was pleasantly surprised while being on a hybrid bus because I could have a decent conversation with my friend without having to shout. These buses are extremely quiet and a pleasure to ride on. Good job CDC for considering the earth while providing a smooth ride to work and back.

- JENNY BLOOM



Our current fleet of 33 buses has saved us over 25 percent of fuel. Not only does this equate to a huge cost saving but it means less harmful carbon emissions are released into the air. The hybrid fleet has effectively enabled us to decrease our CO2 output by 280 tonne (280,000 kilograms).

We are grateful that the hybrids are serving the community well and look forward to receiving the next 17 buses which are currently in the pipeline.

"CDC Victoria has continually invested in innovation to improve our service offering, show our commitment to sustainable transport and improve the passenger experience," said Jeff Wilson, CEO of CDC Victoria.

"As a business, we're deeply committed to helping shape a better future for the next generation by reducing our carbon footprint today and the hybrid fleet is testament to this commitment," added Jeff.

TAX TIME TIPS

IF YOU'RE A BUS DRIVER IT PAYS TO LEARN WHAT YOU CAN CLAIM

TO CLAIM A DEDUCTION FOR WORK-RELATED EXPENSES

- you must have spent the money yourself and weren't reimbursed
- it must be directly related to earning your income
- you must have a record to prove it.*

You can only claim the work-related part of expenses. You can't claim a deduction for any part of the expense that relates to personal use.

* You can use the *myDeductions* tool in the ATO app to keep track of your expenses and receipts throughout the year.




CAR EXPENSES


 **You can claim** the cost of using a car you own when you drive:

- between separate jobs on the same day – for example, finishing your morning bus shift and driving directly to your second job in administration
- to and from an alternate workplace for the same employer on the same day – for example, travelling between different depots for the same company.

If you claim car expenses, you can use the logbook method or the cents per kilometre method. If you use the logbook method, you need to keep a valid logbook to determine the percentage of work-related use of your car along with evidence of your car expenses. If you use the cents per kilometre method, you need to be able to show how you calculated your work-related kilometres and be able to show that those kilometres were work related.


DRIVER'S LICENCE


-  **You can't claim** the cost of obtaining or renewing your driver's licence, even if it is a condition of your employment. This is a private expense.
-  **You can't claim** the initial cost of getting a special licence or condition on your licence to obtain a job as a bus driver.
-  **You can claim** the additional costs to renew a special licence or condition on your licence in order to perform your employment duties – for example, a heavy vehicle permit.

 **You can't claim** the cost of trips between your home and work, even if you:

- live a long way from your usual workplace
- have to work outside normal business hours
- work split shifts – for example, driving between home and work during your split shift when you drive the school route.

MEDICAL AND COMPULSORY ASSESSMENTS

 **You can claim** the cost of compulsory checks and medical assessments required to maintain your employment – for example, working with children checks.

 **You can't claim** the cost of compulsory checks and assessments to get a job as a bus driver, even if they are condition of your employment. For example, you can't claim a pre-employment medical examination.

CLOTHING AND LAUNDRY EXPENSES

- ✓ **You can claim** the cost of buying, hiring, repairing, replacing or cleaning certain uniforms that are unique and distinctive to your job. You can also claim protective clothing and footwear that protect you from the risk of injury or illness posed by your income-earning activities or the environment in which you carry them out – for example, sunglasses and steel-capped boots.
- ✗ **You can't claim** a deduction if your employer pays for or reimburses you for these expenses.
- ✗ **You can't claim** the cost of buying, cleaning or repairing plain clothing worn at work, even if you only wear it to work and your employer tells you to wear it – for example, plain jeans or black trousers.

TRAVEL EXPENSES

- ✓ **You can claim** travel expenses if you travel away from your home overnight in the course of performing your employment duties – for example, driving a two-day bus tour group from Newcastle to Canberra where you are required to sleep away from your home overnight. This could include expenses for meals, accommodation, fares and incidentals.
- ✗ **You can't claim** a deduction for travel expenses if your employer or another person has paid for the expenses or reimbursed you.

Receiving an allowance from your employer doesn't automatically mean you can claim a deduction. You still need to be able to show you were away overnight, you spent the money yourself, and the travel was directly related to earning your employment income.

SELF-EDUCATION EXPENSES

- ✓ **You can claim** a deduction for self-education expenses if it's directly related to your current employment as a bus driver and it:
 - maintains or improves the specific skills or knowledge you need
 - results in or is likely to result in an increase in income from your current employment.
- ✗ **You can't claim** a deduction if your study is only related in a general way or is designed to help you get a new job.

OTHER EXPENSES

- ✓ **You can claim** the work-related portion of other expenses if it relates to your employment, including:
 - overtime meal expenses that you buy and eat when you work overtime, if your employer paid you an overtime meal allowance under an industrial law, award or agreement for the overtime and it's included in your assessable income.
 - cleaning products for the bus, if you are required to keep the bus clean and the products are not supplied by your employer – for example, anti-bacterial products and window cleaner
 - diaries and logbooks – for example, to record student behaviour or damage to vehicles
 - phone and internet costs, apportioned for private and work use, with records showing a detailed usage pattern
 - union and professional association fees.
- ✗ **You can't claim** a deduction if the cost was met or reimbursed by your employer. You also can't claim private expenses, such as music subscriptions, childcare or seat covers.

This is a general summary only. For more information, visit ato.gov.au/occupations or speak to a registered tax professional.



Safety



Passion



Reliability



Community



Quality

COMPLIMENTS & COMMENTS



**Well done
Jodie Mifsud
from Wyndham depot**

On 17th March 2020, around 11.40am, my sister, brother and I boarded bus no 498. We were tourists from Malaysia, rented a house at *** during our stay from 13.3.2020 - 18.3.2020. On that day, we had no other choice rather than to take public transport to Melbourne. The lady driver of bus 498 was very kind

and patient in explaining what we must do to get to Melbourne by train. We were very thankful to her as we also did not purchase Myki in advance. We thought we can use cash for the fare. She told us we can purchase Myki card at Hoppers Crossing Station. Thank you and salute to the lady driver of bus 498. Pls convey our warmest regards to her.

- Mrs Azura Jafferi



**WELL DONE
STEPHANIE
FROM SUNSHINE
DEPOT**

Hi Stephanie,

Just a quick one, thank you for being the friendly and open minded boss that you are. Your support has brightened my career and your generosity will remain in my heart forever. I appreciate you so much for helping me become a better person in life. Your leadership skills make it easy for your diverse workforce function in a health and safe environment. I am currently halfway my studies in Bachelor of Social Work which was made possible by your flexible leadership skills.

Please accept this thank you from to express a million thanks to you for your support. Once more again, thank you.

Kind Regards

- Paddington Mutekedza |
Sheriff's Officer /
Ex CDC employee



**Thank you all so much for
doing such a great job,
stay safe and healthy.**

- Jenny Montague



**Well done Bong
Siaw Lin from
Wyndham depot**

Tonight I was driving at 8.00pm around Bethany road area which I believe is on the 167 bus route.

It was dark and as I turned the bend I noticed a man standing in the middle of the road with his hands in the air telling cars to stop. As I approached closer I noticed it was the bus driver helping an elderly woman cross the road with her trolley, waiting to make sure she got to the other side safely.

I would just like to acknowledge this driver and say thank you! With all the

craziness happening in the world right now it's so nice to see such gestures, it definitely made me smile. Glad we have such caring and nice people still out there.

- Ree



**Thankyou to all the
people that are working
to help us all get
through the Coronavirus.**

- KERRIE MARTIN



**God bless and huge
applause for your staff
... COVID Warriors!**

- Benifer Porus Irani



**Many thanks to the
service and attitude of
your front line workers
delivering essential service in these
difficult times in such a positive way.**

- John Pahlow

