

# UNITE!

**NEWSLETTER**

ISSUE 24 | SEPTEMBER 2020  
SPRING EDITION

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



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**WELCOME ONBOARD TO ALL OUR NEW EMPLOYEES**

Kalpesh Bhadauria (**OAKLEIGH**), Beth Rhodes (Specialist Schools Supervisor) & Bernie Loveridge, (**MILDURA**), Manpreet Singh, Albert Rachapudi, Theodoros Fotakis & Euan Beaton (**TULLAMARINE**), Gerard Flynn (formerly from Geelong), Ian Howlett, David Turner, Shaun Nicolson, Raj Sohail (formerly from Wyndham) & Michael Alexander (**BALLARAT**), SINGH, Navjot Singh, Harminder Singh, Sunny Singh, Darryl Moodie, Rod Stevenson, Jeanette Well (transfer from Wyndham), Sukjinder Singh, Chris Siers, Austin Mak & Darren James (**GEELONG**), Fekadu Woldeyes, Parul Gupta, Hannah Doull & Sharnylpsa (**WYNDHAM**).

## CEO'S MESSAGE



Welcome to the September edition of Unite.

Six months ago, I did not think we would still be in the grip of this pandemic in September. I thought we would be enjoying the nice spring weather with family outings aplenty. It has been a stark reminder of fragile life can be and how

important it is to be safe, happy and healthy. I would like to encourage everyone not to be a slave to this pandemic; and try and enjoy a walk or some exercise to clear the mind. Simply getting outside and enjoying the spring weather with family or friends can be a very positive step.

There is no doubt that we all deal with these pressures differently so we need to be there to support each other. Please don't hesitate to talk to friends or workmates about how you are feeling. If there is one thing that I have noticed, it is the positive bonds that exist between our staff. Please continue to respect and support each other and maybe just extend that chat to someone who you may not normally talk to as much.

Please don't forget also that the company provides a free and confidential counselling service to employees and their families who might be struggling. If you would like to access this service, call Converge International on 1300 687 327.

The passenger numbers continue to be down but the activity behind the bus stops is hotting up. We are currently bidding for Friday and Saturday 24 hour services, the Night Rider service and two new routes in Wyndham. Tarneit to Williams Landing and Werribee to Tarneit via Tarneit West. While we are well placed geographically, these will be hotly contested tenders. This means our competitors have the very same opportunity to bid for this work. These tender processes take a long time and if we are successful, we will certainly let you know as soon as possible.

It is our goal to continue to grow and provide security and opportunities for all so we will be doing our best. Apart from the cost factors, Government will also assess our ability to perform as an operator.

Our current contractual performance around on-time running, early running and passenger experience are excellent. These are important indicators that provide Government real evidence and confidence that we are providing a great service.

On that point, our on-time and early running have been trending positively for some time now, so thank you very much. Passenger experience is a little bit more difficult to gauge as the main to assessment of this is the number of complaints. Reducing the number of complaints is essentially the key objective. Complaints are inherently very subjective and can at times be attributed to personality and how behaviour is perceived and not intended. Understanding that we are operating in very challenging environment and the key is to always treat others the way that you would like to be treated and we should be fine.

It is about 12 months since we conducted the free, confidential health checks courtesy of our NPT Ambulance staff. We intend to provide a follow up opportunity once COVID-19 is more under control. We had great feedback last year as many employees found the health checks very useful.

From a company perspective, we want to remain active in our communities supporting local initiatives so we have continued our support of youth leadership programs with Western Bulldogs and Werribee FC. We are also continuing our support of Parks Victoria by being involved in the new Dementia Trail at Woookarung Park in Ballarat. This is an amazing development of a park that will be enjoyed by the community for many years to come. We are continuing our commitment to reduce emissions by growing our Hybrid fleet to be the largest in Australia. I am very proud to work for a company that shows great commitment to our community and our people. There is no wonder that we attract great people to join the CDC team.

Finally, I would like to thank each and every one of you for the commitment to providing our community with such a great service. Great work, thank you so much and please stay safe.

Sincerely,

**Jeff Wilson**  
**Chief Executive Officer – CDC Victoria**

# FROM YOUR SERVICE DELIVERY MANAGERS

## TULLAMARINE

What an unusual few months we have had. In a time when we have so many concerns and questions it is comforting to know that together we have united and taken care of each other.

A big thank you to all my staff who have embraced our guidance and looked after themselves, colleagues and our passengers. The simple things from reporting a cold and letting us monitor it, to picking up a bottle of disinfectant (because they had some spare time) and wiping down frequently used surfaces, to wiping down cabins before and after use. It's been wonderful to have everyone pitching in to ensure the safest environment we can possibly have.

A special thanks to all my cleaners - you have gone above and beyond. You've worked extremely hard and remained committed during this trying time. You are very much appreciated by all of us, thank you for not just doing the bare minimum but for going above and beyond the call of duty.

And a final note of gratitude to the team at head office. It's been amazing to see the level of care and dedication you have provided to getting things right for us all. The management and concern shown to positive COVID cases at other depots has been reassuring. We know that COVID has sent its challenges and to date, you have all managed to attack it head on and produce a result we can be proud of.

To all CDC staff, Well done! The challenges are not over but I can say with certainty that collectively we will do our best to ensure you are as safe as possible in your work environment.

Please stay safe and take care. Remember our COVID hotline is there for you and your families to address any concerns.

**Frances Ross, SDM at Tullamarine Depot**

## OAKLEIGH

Can you believe there's only 3 months till Christmas? I'm sure I don't stand alone in wanting 2020 to be over quickly as it hasn't been the best year for any of us.

The last time I wrote to you, we were in Stage 3 lockdown and everyone believed it could not get any worse.

Unfortunately, it did get worse and Stage 4 lockdown was enforced on us as a means to stop the spread of Coronavirus.

While the majority of us still came to work each day, the lockdown rules saw the introduction of mandatory masks, mandatory work permits for essential workers, a reduction of our 601 service and other changes in the way we operate.

I would like to thank each and every one of you for complying with these changes, being vigilant and looking after each other as this has kept our depot COVID free.

We will continue looking at evolving our processes as we have done so throughout the year, while introducing new processes designed to keep you all safe and to keep our depot COVID free.

In the meantime, let's stay positive and continue doing the things that have kept us safe. There is light at the end of the tunnel and I'm sure we'll get there together.

**Kaz Abdulrahman, SDM at Oakleigh Depot**

## GEELONG

I would like to thank all our staff in Geelong for rising to the challenges of COVID, continuing to perform in difficult circumstances and supporting each other. We have dealt with several COVID related issues and the positive approach by all, has been fantastic.

I'm pleased to announce that it has been recently published and Geelong Council have recognised that the intersection of Edols and Cowie Street is a blackspot. We can expect works on the raised intersection and rumble strips to be completed at the end of September. We have asked them to

## SUNSHINE

Hello from Sunshine. As we all know we are currently facing a unique time. I cannot thank the team at Sunshine enough for the efforts to adapt to the current Pandemic and the professionalism shown to remain safe, follow the directions of the Chief Health Officer to wear masks, maintain social distancing, etc. Unfortunately, we have seen three staff members contract COVID through close contact with a confirmed case in their household. All three drivers have since recovered and are either about to return to work or have returned free from the virus. This goes as a reminder if you feel unwell or are showing symptoms please do not attend work, get a COVID test, and contact the depot to advise.

On another note, there needs to be a special mention to our yard staff and rail standby drivers for the huge effort they are putting in every day to ensure our fleet of vehicles/ depot space are sanitized and fogged. This ensures we are providing a safe space for both our drivers and passengers catching our services.

We now have had a toilet allocated for use at St Albans Railway Station. You will need to use your Myki pass to access the platform to use the toilet and also the toilet has been keyed to a PE2 lock and must be locked after each use. A lot of work has gone into securing this access and we need to ensure we respect this facility or risk losing it.

Until next time STAY SAFE!

**Shaun Lawson, SDM at Sunshine Depot**

consider swapping the location of the stop signs to further reduce the risk of collision and they are currently evaluating this.

Craig Muller and Shane Dearnley have certainly made a positive contribution to our Operations Team. Well done and thank you.

Nigel Voller now has a fulltime role in the Education Team, so a great outcome for all.

I am proud of the service our Geelong team have provided. We will get through this together, so keep you and your families safe and thank you.

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

## CDC MILDURA & BROKEN HILL

What a ride COVID has brought to our industry. Let's not dwell on the intense level of restrictions in Victoria and north of the NSW border affecting regional operations but let's use this time to reflect on the tremendous work all CDC employees have undertaken throughout the changes.

Currently, the NSW Trainlink service that CDC Broken Hill operates between Broken Hill and Mildura have been suspended due to restricted border crossing between Victoria and NSW. Thankfully though, we have been able to maintain full time employment for the moment.

The construction and renovations to the Kanandah Road depot have been in full swing with the demolition of some areas, creation of wash bay, new infrastructure for security and IT and a fresh coat of paint. The new depot will provide a fresh start for our employees making the move from Chapple Lane.

The efforts that have continued into cleaning vehicles, tearooms and the remainder of the facilities has been second to none and it has paid off as we have remained COVID free, to date.

The additional depot time available to permanent drivers has seen a fresh paint job to the Mildura depot being commenced, implementation of safety preventative measures and tidying up of Charter processes.

CDC Mildura's On-time Running has seen a reportable decrease in the past few months due to implementation of OTR recording of 100 per cent of our Urban Town Services and battling a number of route diversions due to road closures but overall, credit to our drivers for navigating these diversions.

With limited passengers during the pandemic, we still have some work to do surrounding early running.

Congratulations to Graeme Fiebig from Operations who has recently celebrated 20 years with CDC Mildura. Top effort Graeme.

Take care and keep the teamwork flourishing, it truly is admirable.

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



## BALLARAT

Currently as pen goes to paper, we are towards the end of winter and we have received and seen a few days of snow. Weather is always a topic that we like to talk about and is a welcome conversation starter considering the last 6 months we have all endured. Ballarat went from Stage 2 to Stage 3 and our fellow colleagues entered Stage 4, in the metro areas.

To all employees, again a big thank you goes out to all our teams - the Workshop led by Cameron Buckland who keeps the fleet running; all the drivers continuing to facilitate our route movements for the community; the Wash\Yard members who ensure hygiene and cleanliness of the fleet is above standard and the Operations team who are regularly looking for improvements.

Thank you to trainer, David Pyteltek for keeping up with the annual refresher training sessions whilst providing induction to new drivers.

There have been some noteworthy achievements at Ballarat recently.

Leon Cray celebrates 15 years at CDC while Dianne Breen and Derryl Perks both reached 5 years service.

Congratulations to Brock Powell and his wife Lauren who recently added an addition to their family, a baby girl named Matilda.

Finally, it has been a welcomed sight to see Bob Milroy return to work after some difficult challenges. It has been a long journey for Bob and from all at CDC. Welcome back, Bob!

**Andrew Wilson, SDM at Ballarat Depot**

## WYNDHAM

It is hard to believe that we are already in the last quarter of 2020. No doubt the year has been full of challenges and COVID has affected most of us in many ways.

As you may be aware, Wyndham has had its own tough time with 2 positive cases recently. We are proud of our team for adhering to the new rules and taking every precaution in order to keep our 240 employees at Wyndham safe. The most important outcome is the health of our employees so thank you for all your teamwork in ensuring a safe environment at work. Both the employees have lived by the SPaRCQ values by doing the right thing by their fellow work colleagues and we are grateful to them.

Operationally, there have been ups and downs with Charter coming to a standstill but a reduction in traffic has led to our On-time Running (OTR) to be around 95 per cent. Our proactive communications with road works contractors has allowed for some of the major road closures, during the lockdown period so there is less impact on operations and most importantly less impact to our patrons, who are using our services in these dire times.

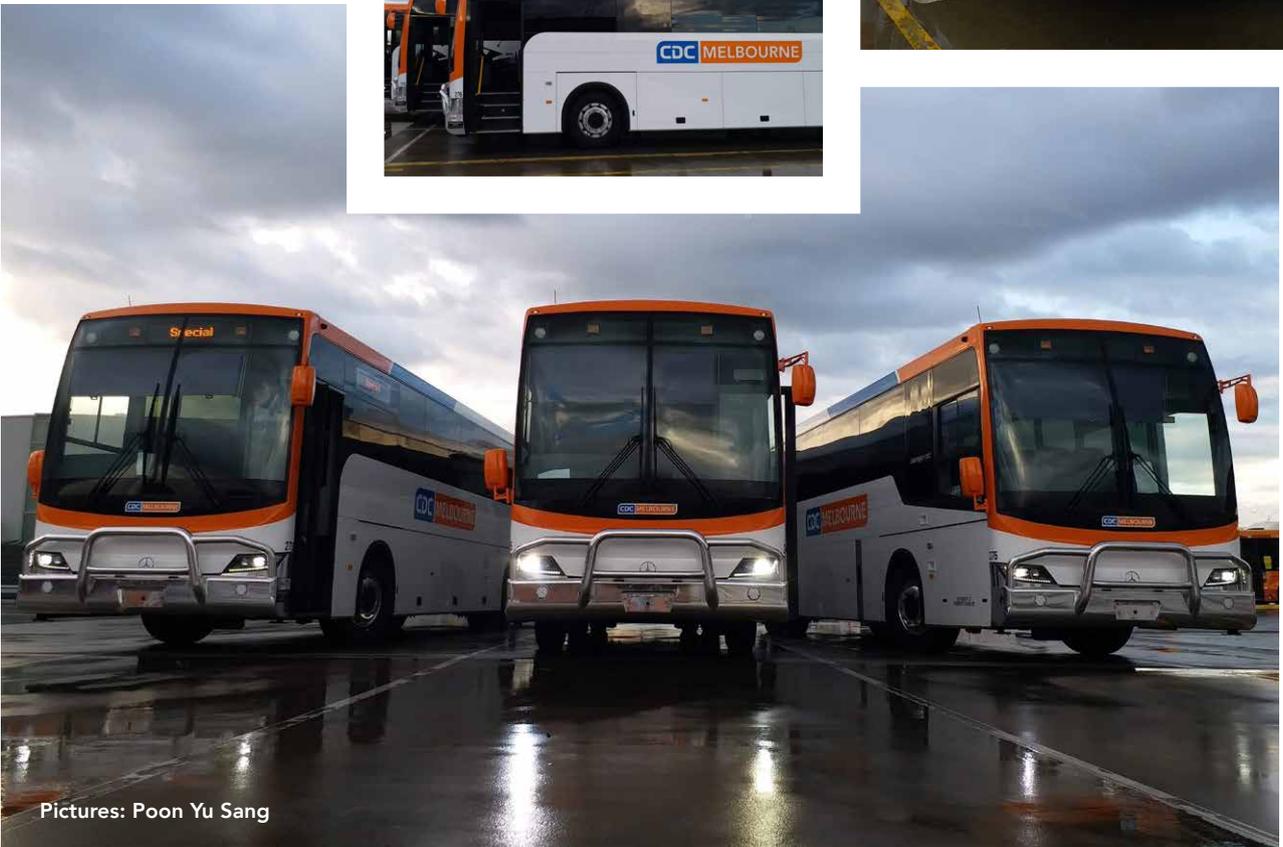
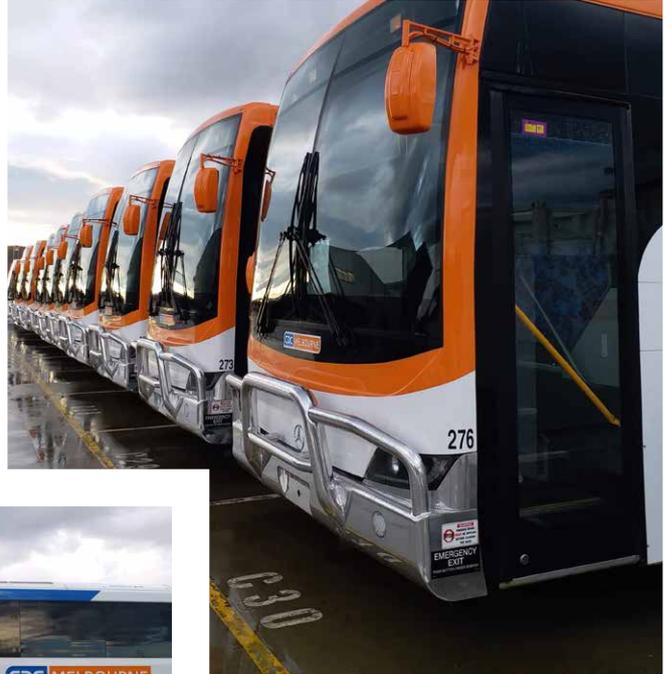
I am hopeful that this will be over soon and we can revert to our normal way of living in the near future but till then, please stay safe.

**Ravneet Walia, SDM at Wyndham Depot**

## CHARTER FLEET TRANSFORMATION

Last year CDC Victoria began a transformation process of our Charter vehicles in order to upgrade our fleet and keep our vehicles current. Over the last 12 months, our workshop teams have been busy with this process and we are happy to announce that all step buses have been replaced with low-floor, air conditioned buses.

We have also been able to acquire four brand new coaches and 18 ex-Darwin coaches which have undergone major transformation over the last year. Nine of these coaches entered service last year. Nine more have recently been converted from 53-seaters to 57-seaters, to keep up with the demand for larger coaches. The new additions will soon be sent to Mildura, Oakleigh, Geelong and Wyndham.



Pictures: Poon Yu Sang



## CONGRATULATIONS TEAM!

Late last year, our parent company ComfortDelGro (CDG) launched a Global Digital competition. The competition was open to all business units within CDG.

In total, 50 teams competed from across the world and CDC Victoria's team 'Digital Tourists' were the only entry from Australia. The team was actually meant to fly to Singapore to present their Charter Website Portal idea in June but due to Coronavirus, they could only do a PowerPoint presentation online.

'Digital Tourists' (led by team captain Stephanie Edwards, Matt Doherty, Craig Reynolds and Shaun Lawson, with help from Amanda O'Shannessy, Brendan Chan and Michelle McKersey) were shortlisted to present a demo of their online concept for the Singapore Board and the rest they say is history.

Congratulations to Team 'Digital Tourist' for being one of the 9 winning entries. The team won \$1,000 prize and have yet to decide what to do with their prize money.

## CASHLESS BUSES

To keep our passengers and drivers safe, bus drivers will no longer be accepting top ups on board buses. This is to help keep our drivers and passengers safe. In case a passenger asks you, there are plenty of cashless ways for passengers to top up their myki including:

- online top up at [ptv.vic.gov.au](http://ptv.vic.gov.au)
- PTV Hub
- at major stations
- 7Eleven stores



# CDC DONATES 15,000 FACE MASKS TO LOCAL CHARITIES

**If Covid-19 has taught us anything, it is that life is unpredictable and we all have a part to play to get to the other side of this pandemic.**

In order to support the communities around us, CDC Victoria donated over 15,000 face masks to several local organisations through the CDC 'We Care' Funding program from July this year.

The CDC 'We Care' Fund was initially established in January 2020 to assist employees and members of our local communities affected by the devastating bush fires in Australia.

The fund has since transitioned to provide assistance and recovery options for other challenging situations that affect our local communities.

In order to support those in need, CDC donated 6,000 surgical face masks to the **West Welcome Wagon** - a 100 per cent volunteer run, not-for-profit organisation dedicated to providing material aid and support to over 3,000 asylum seekers and refugees, based in Melbourne's west.

The face masks were donated to support the 200 volunteers packing emergency hampers for families in need in the western municipalities of Melbourne, Brimbank, Hobsons Bay, Maribyrnong and Wyndham.

In addition, additional 5,000 face masks were donated to be included into family emergency hampers being sent to over 700 vulnerable households across Melbourne's north-west.

CEO of West Welcome Wagon, Chris Scerri was grateful for the support CDC has shown their organisation.

"This is a wonderful and generous donation (from CDC) that will immediately support our needy clients and will most likely help save lives. Food parcels with packs of face masks can be delivered to each household now thanks to your support."

CDC also donated 1,000 masks to **Geelong Food Relief Centre** (GFRC) volunteers who have been packing food parcels for the local community at risk. GFRC provide food assistance to clients referred to by welfare agencies covering those living in North Geelong, Geelong CBD, and those living in the Greater Geelong region, Bellarine, Surf Coast and Winchelsea areas.

ComfortDelGro Australia (CDC) CEO, Mr Nicholas Yap, said: "Our thoughts and prayers are with the families and communities who have yet to recover from the devastation of the bush fires and now having to cope with the impact of COVID-19. At this difficult time, we are keen to do what we can to help the communities in need."

Collin Peebles, CEO of GFRC expressed his sincere gratitude to CDC for the donated masks.

"On behalf of our entire team here at GFRC we would like to thank you for this significant donation to our charity," said Collin.

"These masks will certainly keep our team safe as we continue to assist those in need during these uncertain times," added Collin.

In September, a further 3,000 masks were donated to the Mallee Sexual Assault Unit (MSAU) and Mallee Domestic Violence Services (MDVS) in support of rural Victorian communities who earlier in the year, were already affected by devastating droughts and bushfires.

The MSAU / MDVS provide sexual assault and family violence services for women, men and children

throughout the Northern and Southern Mallee region, border communities of New South Wales, the Mallee Track and Shires of Gannawarra and Buloke, which are all service areas covered by CDC.

5,000 masks were donated to Asylum Seeker Resource Centre (ASRC), Australia's largest human rights organisation providing support to people seeking asylum. ASRC put out a request for face masks donations, of which CDC Victoria responded promptly. Each month, 11,000 face masks are needed to families seeking asylum in Victoria. Founded 19 years ago, the Asylum Seeker Resource Centre (ASRC) is a 100% volunteer independent not-for-profit organisation whose programs support and empower people seeking asylum to maximise their own physical, mental and social wellbeing.

CDC will continue to provide essential face masks, where necessary to support the most vulnerable communities in order to help support them through these challenging times.

“ THIS IS A WONDERFUL AND GENEROUS DONATION THAT WILL IMMEDIATELY SUPPORT OUR NEEDY CLIENTS AND WILL MOST LIKELY HELP SAVE LIVES. ”

- CHRIS SCERRI

SPOTLIGHT

# SPARCQ WINNERS

Congratulations to all our recent SPARCQ winners. Keep up the amazing job!

## JUDY PALAMARA

(from Geelong depot) won a Passion award for taking part in a deep clean of a bus suspected of carrying a COVID-19 passenger. Judy wore full Hazmat gear and undertook the physically demanding task as she wanted to play a proactive part at the depot.



## ANDREW GOODWIN

(from Geelong depot) won a Community award for assistance, care and concern he rendered to a fellow driver who had been involved in an accident just outside Geelong depot.

## GRAHAM BERRY

(from Ballarat depot) won a Passion award for raising money for motor neurone disease (MND) by selling beanies and raffle tickets. Graham raised over \$2,500 for the cause.



## WAEL RIZKALLA

(from Geelong depot) won a Passion award for successfully retrieving a child from being pinned under a car. See page 10 for the full story.



Safety



Passion



Reliability



Community



Quality



## NOLAN QUILONIO

(from Oakleigh depot) won a Safety Prize for going above and beyond with cleaning and disinfecting buses during COVID-19 to ensure the safety of the team and passengers as well.

## GEELONG DRIVER RESCUES TODDLER

**It's not everyday that one of our drivers becomes part of a rescue operation to save a toddler but in June 2020, Geelong based driver Wael Rizkalla became a hero in our eyes.**

Wael Rizkalla was driving a bus on St Georges Road/ Melbourne Road Service Lane in Norlane when he noticed a car was stopped and obstructing his passage. As he drove closer to the car, he realised that the car was moving (in gear) and a young child who had gotten out of the car was now pinned under the back wheel of the car between the wheel and the gutter.

Without hesitation, he stopped the bus and informed his passengers what he had seen and for them to stay calm. He also asked for help from the passengers as the toddler was screaming and the mother was hysterical. The whole family was clearly in a state of panic and it was so great that Wael with the help of the passengers sprung into action.

After assessing the situation quickly, Wael knew that they had to lift the car off the little girl.

"I said a quick prayer and asked two other passengers to help me. Thankfully, we managed to lift the car off the little girl and drag her out from under the car," recounts Wael.

Wael contacted OCC and called an ambulance however the mother refused to wait for the ambulance and drove off with the girl.

"I was so thankful that the passengers helped me to help this little girl. It was such a scary experience but I am over the moon that we managed to get her out quickly," added Wael.



“**...WE MANAGED TO LIFT THE CAR OFF THE LITTLE GIRL AND DRAG HER OUT FROM UNDER THE CAR.**”

As far as we are aware, the child was in a stable condition in hospital, awaiting surgery and due to privacy reasons, we were unable to follow up with the hospital after that.

CDC assisted police with CCTV footage to help with their investigations.

SDM of Geelong depot Neil DeSilva said that he was so proud of Wael and his quick reactions.

"I spoke with Wael the morning after and congratulated him for his sound judgement and assistance. I told him that he was a hero and that I would be nominating him for

a SPaRCQ award," said Neil.

We are so thankful that Wael had the foresight to stay calm, react quickly and get help because in these dangerous accidents, every second counts.

Thank you Wael for sharing this story with us. You are a hero in our eyes! Well done!

## WELCOME BACK BOB

### Bob Milroy resumes work at Ballarat depot

On the 13 June 2018, Ballarat based driver Bob Milroy was travelling towards Creswick on the Midland Highway when a serious accident changed his life forever. Bob had to be cut from the bus by emergency services and has been on sick leave for the last 26 months.

Bob sustained serious injuries to his brain, neck, femur, ankle, foot, tendons and ribs (among others) and spent 5 months in hospital.

In the intensive care unit (ICU) at the Alfred, Bob recalls being asked to make a decision to amputate or reconstruct his right leg (both legs were in a bad way).

“The perceived easy way out was amputation and I was told that recovery and rehab was a long road, but here I am. I’m still on that road to recovery,” said Bob.

According to Bob, his memory of the accident and anything prior to that day are sketchy at best. However, he is grateful that there were only a handful of passengers on the bus with him as the next bus out would have been full of school kids.

Life changed significantly in many ways for Bob after the accident. He is unable to do many things he previously could such as long walks with his wife and the dog, on the beach or in the bush. Bob uses a mobility scooter to get around and acknowledges that even though he was not a super fit person before, he was active and having to rely on assistance from others is frustrating for him.

The good thing is, Bob has a stellar attitude and most people know what a fighter he is!

“I am no quitter and with the love and help of my family and friends, the ever important goal of returning to “normal life” was made possible,” said Bob.

“During my early days at the Epworth hospital I recall saying that I cannot be as good as I was, but I can be as good as I can get,” added Bob.

Bob has also made some very lasting friendships with people he met in hospital, including some of the health professionals who he has utmost respect for. It was here that he discovered that “positivity proved crucial to his recovery.”

“Some days are a little dark still, but not too many are like that. Overall, I am grateful that I am still relatively upright and able and received no significant head injury,” said Bob.



In the last few months, Bob has begun driving a car and has made a point of revisiting the road to Creswick, which he describes as important to do in order to fully grasp what he has been through and take stock of the recovery he has already made.

Bob’s rehabilitation journey will resume post Covid-19 and we will be cheering him on from the sidelines.

It is also our pleasure to announce that Bob has resumed work at CDC Ballarat, since mid-August 2020. Bob is assisting in the office with administrative duties and says it feels really good to be back with his CDC family.

“Keeping in touch with my colleagues at CDC has been very important to me as I always intended on returning to work, even if it wasn’t driving a bus.”

“The amount of support and encouragement that everyone at CDC has shown has been and still is amazing. Hospital staff were gobsmacked at the number of visitors I had from Ballarat,” added Bob.

Thank you to all our employees who have kept an eye on Bob, visiting him, cheering him on and supporting him through this journey. And what a journey it has been.

## HAPPY RETIREMENT JANICE

August this year was a bitter-sweet time of year for us at CDC Victoria as we said farewell to our trusted cleaner, Janice Parkes.

Janice started working with the Kefford Corporation on the 24th October 1994 and when CDC took over the business, Janice continued her employment with us. She would have been employed just short of 26 years this year.

Janice is well known across a few depots as she used to clean at Sunshine, head office and Oakleigh. She also helped with ferrying documents and other essentials to different depots when necessary.

"I liked my job mainly being on the move. I would not have liked being in one place all the time," said Janice.

She will definitely be missed at the depots and we will always remember her as the "Cleaning police" because she was so thorough on the job and kept us all in check when we became slack or overly messy in the office.

Janice was also well known for her Christmas decorations and yummy homemade mince pies. We recall fondly how she would bring some in every year and they would go like hotcakes.

The lovely folks in the OCC took some time to decorate her cupboard at Wyndham depot as a special retirement farewell on her last day on the job.



"I am thankful for my time at work, the people I have met along the way and wish everyone well" added Janice.

Janice actually had post retirement plans to go to New Zealand in March 2021 with some friends from the UK but she's unsure whether this will materialise now with the COVID situation. She also plans to travel around Australia itself as she has never been to Perth or Queensland.



Thank you Janice for all your efforts and we wish her all the best for the journey ahead.

## 20 YEARS AND STILL GOING STRONG

### CDC Mildura driver, Graeme Fiebig celebrates 20 years in the bus industry.

Friday 21st August marked a milestone for one of CDC Mildura's employees, Mr Graeme Fiebig. Graeme's employment anniversary clicked over the two decade milestone this August and in celebration of this, he wanted to share some thoughts with us.

Graeme started his employment with Sunraysia Bus Lines in 2000, which was a small privately owned bus company in Mildura. Moving his family from a small country town in South Australia to gain employment with the bus company created a whole new experience for Graeme. He started out as a route service driver then moved into local and extended charter.



### I FEEL PRIVILEGED TO WORK WITH A GREAT TEAM OF PEOPLE AND LOOK FORWARD TO THE FUTURE



Over the last 20 years, Graeme has witnessed some major progress within the industry especially with the modern bus fleet that he drives today.

He remember his first bus was an old 1980's 6 speed Isuzu, with a very worn gearbox and no power steering. The ticket machine was an old steel mechanical press button register that used to jam up a lot.

"The ticketing fare is much simpler today as back then there were 7 sectional fares between Mildura to Red Cliffs and Mildura to Merbein, so lots of brain stimulation to add up," added Graeme.

Graeme believes that he has continued working with this bus company for 20 years

because he has had the privilege of working with experienced operators that have passed on their knowledge and mate ship, which is something he truly respects.

"I could see growth and success in this company which is now owned by CDC Victoria, who has given me the opportunity to gain my current employment position as Operations Supervisor."

Graeme also reiterates that he has seen a lot of progressive changes over the last 20 years, especially with CDC taking over as the company has grown with the increasing demand in this industry.

"I feel privileged to work with a great team of people and look forward to the future," said Graeme.



## FOCUS ON THE POSITIVES

**What a strange year 2020 has turned out to be. We get the frustration and stress that everyone is feeling at the moment. Truly, we understand.**

We can't travel and go on holiday. We can't have big birthday or anniversary celebrations. We can't even visit family and friends or just hang out with one another. We can't enjoy weekends by the coast or even explore new cafes or restaurants.

There are literally so many things we cannot do that affect us on a daily basis. But at the end of the day, what is the point of focussing on that? There's enough negativity in the world that is affecting the entire planet.

It's so important to stay positive as a company and as individuals as well. The future literally relies on this.

### Let's change the dialogue and focus on what you can do instead.

- We can look forward to better days when all this is over.
- We can reach out to friends and family on the phone or video call them to keep in touch.
- We can find joy in the little things such as saving money you would otherwise spend on holidays/ eating out and saving more this year.
- We can give yourself a break and stay in bed on your day off.
- We can start a new hobby like gardening, learn a new musical instrument or actually walk your dog more often.
- We can send someone in need a 'Care package' or some supplies to help lighten their load.
- We can be appreciative that even though times are tough, we still have a job.

## FEATURE



At the end of the day, we are all in this together. It might seem like you are all on your own but that's when you need to reach out and connect with others.

Here's a list of numbers we thought would be useful at this crazy time. Please do not do this journey alone. If you are struggling in any way, here are some useful numbers to start getting some advice or processing the stress and anxiety that this year has brought.

### IMPORTANT CONTACTS

- 1 **CDC's confidential EAP:**  
1300 687 327 (Converge International)
- 2 **Beyond Blue :** 1300 22 4636
- 3 **Lifeline:** 13 11 14
- 4 **Kids Helpline:** 1800 55 1800
- 5 **1800 Respect:** 1800 737 732 (24hrs)
- 6 **Safe Steps DV Crisis accommodation:**  
1800 015 188 (24hrs).

Just a reminder to please not come to work if you are unwell and remember to use our COVID hotline if you have any concerns: **1800 983 006**.

### THANK YOU

We are so grateful to each and every employee for the amazing work that you continue to do each day throughout this pandemic. A big shout out to our drivers, yardies, cleaners, mechanics, Paintshop crew, Upholstery team, Operations staff, Managers, admin staff and everyone who works at CDC.

We recognise all your efforts and thank you for working together as Team CDC to provide a high level of service to essential workers etc.

2020 will always be etched in our minds because of Coronavirus but also because we saw first hand, the dedication and team spirit at each one of our bus depots.

Well done, stay safe and stay positive!  
We'll get through this together.



# CAN YOU GUESS WHO ARE BEHIND THESE MASKS?



## ANSWERS

1. Elizabeth Sciberras, 2. Trac chi truong, 3. Josh kefford, 4. Yigzaw Chekol, Tim Lumani and Hoang Ngyuen, 5. Rashid Elhoullil, 6. George Veljanovski, 7. Group mechanics - Adam lee, Jamie Kemp, Josh Kefford, Dylan Wilke, Rashid Elhoullil, John Fujjek, Luke Stevovski, 8. Kenny White, 9. Judy Goldsmith, 10. Graham Berry, 11. Janelle Bottrell, Vicki Wilson, Beth Rhodes & Julie Davis, 12. Sam Yagiz, 13. Ondi Rusli, 14. Caroline Jones, 15. Raj Sohal, 16. Satelite Amtuanai Fulmaono, 17. Damen Southgate, 18. Narelle Liddell, 19. Andrew Hampson