

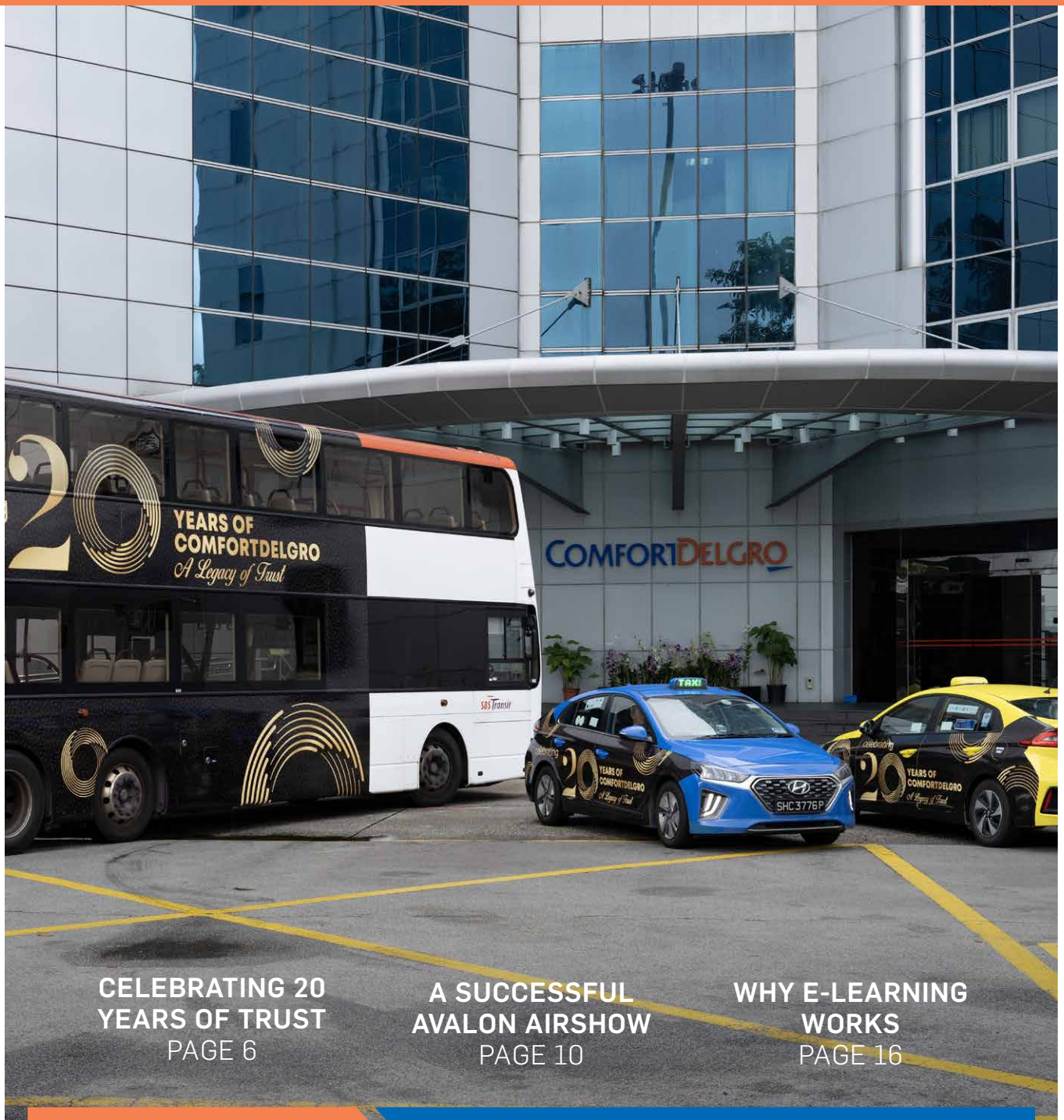


UNITE!

NEWSLETTER

ISSUE 33 | APRIL 2023
AUTUMN 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

Jagroop Singh Khangura, Jannita Parkinson, Amandip Singh Grewal, Bradley Foster, Gary Agnew, Hua Jiang, Attila Csukas, Rita Camilleri (BALLARAT), **Gary Hennessy (BROKEN HILL)**, Thomas Gordon, Ravinder Singh, Rodney O'Shea, Gurdeep Singh Aujla, Gurpreet Kamboj, Richard Sibayan (GEELONG), **Frank Mazza (HEAD OFFICE)**, Chontelle Wait, Hanna Nixon (MILDURA), **Dogan Coskun, Pradeep Appu Acharige, Benjamin Agapito, Giuseppe Amato, Jin Young Jung (OAKLEIGH)**, Xiang Zhang, Harpreet Singh Dhaliwal, Ian Smith (SUNSHINE), **Hatib Diwol, Irfan Guler, Mohammad Waljairin, Damien Shave, Omar Isse, Andrew Rendell, Dylan Monardo, Vito Fisticchia, Matthew Crouch (TULLAMARINE)**, John Moreno, John Garang, Kevin Anderson, Fiona Alves, Allan Aquino, Neville Hill, Peter Maynard, Sebin Paul, Venkata Anand Nandipati, Stewart Mann, Mohamoud Mohamed (WYNDHAM)

CEO'S MESSAGE



Welcome to the Autumn edition of Unite.

This month our company celebrates 20 years of existence and in this short time has become a World Leader in land transportation of people. Providing land transport for communities in many places across the World. As part of this significant milestone, I was able to visit Singapore and connect with other ComfortDelgro CEOs from across various businesses including China, Malaysia, New Zealand, Europe and course Singapore. Our operations in Singapore are amazing and very visible. We got to experience a CDC Taxi from the airport, CDC underground trains, above-ground CDC Light Rail and of course CDC Buses. We got the opportunity to look inside all these operations and learn more about how digitalisation, data analytics and zero-emission strategies are impacting and improving our business.

What was very refreshing was that all the businesses we saw shared our passion for providing great service to our communities, there is a real sense of pride in what we do, and the community is very thankful and respectful of that. There was no sign of antisocial behaviour and no such thing as passengers forgetting to touch on! Singapore has a population of approximately 6 million people about 1 million more than Melbourne. Each day 2.4 million people use the buses in Singapore compared to less than 0.4 million in Melbourne. Imagine how busy we would be if 40% of our community used our buses!

CDC Singapore's journey toward zero emission and electric buses is several years ahead of ours and it seems the main issue they have grappled with is a constraint on the electricity

supply available at one time to charge multiple buses. I think we may have similar issues with power supply as we increase our electric bus fleet more rapidly from 2025.

We are fortunate to be part of such a large organisation in the way can benefit from previous experience and learnings, but we also need to keep our local identity and be community focused as we serve our communities, and we are part of our local communities.

One of the most pleasing things we can do as a company is supporting our community and recently, we got the opportunity to donate a bus to SleepBus which is a wonderful cause. SleepBus provides a safe, temporary overnight accommodation service, getting people off the street by offering an immediate, first-stop, cost-effective solution for our society's most vulnerable, catching them early until they can get back on their feet. The retrofit of bed cabins is completed locally here in Newport, Melbourne and what a great way to utilise our old buses.

We have recently formed a partnership with The Smith Family to support young people who are not as fortunate as ourselves. We held a "Work Inspiration Day" with The Smith Family at Wyndham, and it was a great opportunity for CDC to open its doors and showcase career pathways for young people within our community.

A big thank you to all of the staff who helped out at the Avalon Airshow, we had over 80 buses engaged and 140 driving shifts over the period and we received high commendations from the organisers and our partners, this was a great effort by all involved.

We will continue to have a major focus on Safety and Training. The Department of Transport is about to roll out a major campaign on slips, trips and falls. We all know these can happen so easily as at times passengers can make unexpected moves at any time and most likely when they are out of your sight! Our operations and training team have been working on some new training material focusing on situational awareness to refresh and share experiences from previous incidents. I am currently teaching my son to drive, and it is not easy to put an old head on young shoulders, but I keep talking defensive driving techniques, you know son, you cannot assume what the other driver is going to do!

Last year with the support and tremendous contributions of our staff we undertook the Healthy Minds Project. This project was about providing an environment and an opportunity for staff to share their experiences and tell us what we could do better regarding improving mental health wellness within our company. We had many staff contribute their time and their experiences and we have a large list of great suggestions and opportunities we are actively working through. This project was recognised by WorkSafe Victoria, and this is a credit to our staff who were so open with their contribution and their willingness to help up make CDC a better place to be. Thank you!

I hope you enjoy all of the stories and please stay safe

Best wishes,

Jeff Wilson
CEO – CDC Victoria



FROM YOUR SERVICE DELIVERY MANAGERS



CDC MILDURA & BROKEN HILL

Another quarter of a year has passed as the buses continue to move in and out of the depot gates to provide an efficient service to our customers.

The Mildura team has seen many changes in the last few months with the departure of Michael Wade, former Operations Manager, to the appointment of Chontelle Wait (Chonny) as the new Operations Coordinator.

Chonny has been settling into the role nicely, learning everything about the Mildura and surrounding districts and fulfilling the operation's daily tasks with eagerness.

Erin Doering's nearing departure for maternity leave gave Hanna Nixon the employment opportunity to fulfil the Charter Representative / Administration permanent temporary role. Like Chontelle, Hanna has relocated from interstate so has hit the ground running with learning the Mildura and surrounding districts' townships and administration tasks from our supportive administrative team.

I have no doubt with the employment opportunities offered to Chontelle and Hanna, that CDC Mildura and Broken Hill will continue to strive for excellence.

Mildura and Broken Hill operations continue to manually monitor on-time running performance on our networks with our drivers. After several months of manual monitoring and keeping open communication lines with our drivers, an alteration request has been received by Transport for NSW to increase the network time for two routes in Broken Hill where the shift has a deficiency in operation time for the kilometres required to be travelled. Having the travel time reflected on the network's timetable is crucial for our passenger's travel knowledge.

We have had a spate of employees reaching their service milestones recently; I wish to extend my appreciation to those employees for their continued service and dedication.

Ashlee Loveridge,
SDM at CDC Mildura & Broken Hill



GEELONG

Hello again, I am very glad to be back with you all in Geelong and my family. I greatly appreciate all your good wishes and support. Winnie and Leon continue to recover, however, their journey will be a long one.

and Leon continue to recover, however, their journey will be a long one.

From a CDC Victoria perspective, the Avalon Air Show was a resounding success. Traffic congestion posed some difficult challenges to our service delivery, and I was very impressed with the high level of professionalism demonstrated by all of our drivers. Thank you all for your participation and patience. The overwhelming feedback I have received was extremely positive and I am looking forward to 2025 for our next Airshow.



We have seen a significant upsurge in new charter enquiries this year and our term one school service provision has been the best I have personally experienced so far. Again, this can be mainly attributed to the professionalism of our drivers and thanks to all of you who assisted with covering additional shifts.

Roster changes were implemented on the 30th of January and feedback suggests a positive reaction to the new roster pattern. We will continue to monitor the roster changes as we move towards the school holidays.

Once again, the Taste of Harmony presented us with a wide range of tasty delights, representing our diverse backgrounds from around the world. A special thanks to all of you who provided delicacies for our gastronomic pleasure.

A very warm welcome to our newest employees; Gurdeep Aujla, Gurpreet Kamboj and Richard Sibayan, please take the time to say hello and introduce yourselves.

Stay safe!

Neil de Silva,
SDM at Geelong Depot



WYNDHAM

Welcome to the autumn edition as we head into the second quarter of the year, where we reflect on our achievements. It

is with great pleasure that I share that DRT(Flexiride) Tarneit north service has been mentioned as the most successful DRT service in Victoria, this is a great recognition of the whole team that made is a huge success whilst all of us being the "first settlers". The quality of service delivered by our driving staff is reflected in the statistics with 90% ratings being 5 star in the first 90 days of operation.

I also acknowledge the efforts and quality of service that was provided at Avalaon air show as it was challenging at the times but all of our staff displayed professionalism and positive spirit all through out the event days. These are prime examples of the efforts that are whole team puts in during the challenging times.

Although the first school term is always challenging but the number of complaints and incidents were on the lower side when compared with earlier years and the credit goes to all driving staff to complete their diligence when it is needed the most.

At last, I acknowledge the moments that our staff had with the local community and had positive impacts, Mussie M assisted a car battery fire by providing them fire extinguisher from the bus and avoided probable mishap. Wossen K assisted a lost school child by ensuring that the appropriate protocol with calm approach is applied and was able to assist in reuniting the child with parents. Well done to both and CDC Wyndham feels proud of these team members.



All the best for the upcoming Easter and Ramadan celebrations and we hope to continue sharing positive learning outcomes.

Ravneet Walia,
SDM at Wyndham Depot



SUNSHINE

Hi everyone from Sunshine, after a few busy months with many activities, I would like to say a huge thank you to the ops team and

drivers for the planning and successful delivery of the 2023 Avalon Airshow. Also, a big thank you to all the on-ground supervisors who supported the

event. This was a fantastic event and CDC's professionalism and ability to deliver large events were on show.

Additionally, Sunshine continues to Support V/Line, Metro and Yarra Trams with rail replacement services any drivers interested in supporting these works please see operations to express your interest.

At the end of March, Sunshine held its Taste of Harmony Day and we saw many delicious dishes brought in and

shared amongst all staff. Thank you to all involved.

With the roster change that was implemented at Sunshine on 30th January, a few concerns have been raised. We are currently working with the roster committee and the planning department to address these concerns.

As always stay safe!

**Shaun Lawson,
SDM at Sunshine Depot**



OAKLEIGH

Hello from Oakleigh!

We have had an extremely busy start to the year with John Bromley finishing up and Nick Feretzanis taking up the reigns

as our new workshop foreman. Alex O'Callaghan has taken on Nick's old job as our workshop 2IC and the hunt for a new mechanic is still underway.

We had a great start to the new school year with a low number of complaints and accidents at a minimum so well done to all of our drivers in maintaining safety for all during the crazy traffic of the start of term one.

Our drivers and operations took up the challenge of doing rail replacement work and assisting with the Avalon Airshow and it has been a great accomplishment, all this whilst maintaining normal service and being down on driver numbers.

We saw the start of the 612 shuttle in March which will run for 8-12 weeks as the level crossings are removed in Union Road and Mont Albert Road at the same time which has resulted in 5 extra shifts per day to be covered.

We also recently had our Taste of Harmony and it was great to see two tables full of food that our drivers and office staff had brought in to celebrate and share with each others.

A big thank you to all the staff at Oakleigh that helped with overtime, cancelling leave and RDO weeks to ensure we keep moving and our customers happy. Looking forward we have the continuation of the 612 shuttle till May and the 623 and 624 diversions as they close roads around Caulfield for 6-8 weeks for rail works. I am sure our team will take the challenge in their stride as they always do.

**Virgil Incata,
SDM at Oakleigh Depot**



BALLARAT

Hello again from Ballarat, Autumn has settled in, and the cooler months are upon us now here at Ballarat as we complete term

1 for this year.

Since the last edition, a few new employees joined our team. I would like to welcome Jay Parkinson, Amandip Grewal Singh, Brad Foster, Attila Csukas, Rita Camilleri, and Hua Jiang to our team.

Hua is CDC Victoria's first Driven Women candidate and a big thank you Natalie Hansen, Natalie Wilton, Jason Plevras, Yvonne Davies and especially to Lisa Caserta. Lisa was just fantastic throughout the program and went over and above and assisted Hua in obtaining her Heavy Vehicle Licence. Thank you to the whole team for your great effort.

Ballarat Station Bus Interchange – Ballarat Railway Station is about to undergo construction work to replace railway infrastructure. Deliveries of materials have started and will continue over the coming weeks with a major delivery on the 17th of April. As part of these works the VicTrak will be accessing the inbound loop and entering the gates at the hairpin for the rear yard holding area. This will impact the bus loop on certain days. Please take care when entering the bus loop traffic management and controllers should be in place when these deliveries occur. Works will continue until the end of May month.

There will also be some ongoing depot works occurring over the next short term and there will be changed traffic management in place for that duration. Thank you for your patience during this time.

Until the next edition, stay safe everyone.

**Andrew Wilson,
SDM at Ballarat Depot**



TULLAMARINE

We are well into 2023 and it is terrific to see what we have been achieving as a team to navigate our way through the Covid issues and adapt to

a new 'normal'. This demonstrates the resilience and co-operation of everyone in our depot. Well done to all!

We have had a considerable turnover of drivers over the recent months. Thanks for introducing yourselves to the new team members and a special nod to the mentors, who assist and prepare them for solo driving on our network.

Our significant charter growth remains a challenge and to meet this increase in demand, Anita with the Operations team combines to produce an outstanding effort. A special thanks also to our driving team, who are flexible with shift swaps to assist, and who continually provide great service to our customers.

We welcome our Workshop Foreman Dylan Monardo to the team, and we thank him and our mechanics who provide safe and dependable vehicles each day, your efforts do not go unnoticed. To meet our operating needs, your timely attention to service and quality enable us to provide the necessary vehicles every day. Thanks for your ongoing commitment to achieve this daily requirement.

2023 is proving to be a challenging year with the return to pre-pandemic traffic volumes and the resumption of major roadworks, which is impacting our on-time running performance. Remember to remain patient and always adjust to the conditions whilst keeping safety as your priority when driving.

Stay safe and keep looking out for each other.

**David Hutton,
SDM at Tullamarine Depot**

CELEBRATING 20 YEARS OF TRUST



Our parent company, ComfortDelGro Corporation, celebrated its 20th Anniversary in Singapore.

While 20 may seem young for such a far-reaching company that operates transport on a grand scale in many countries, ComfortDelGro was formed through the merger of two land transport companies – Comfort Group and DelGro Corporation – on 29 March 2003. Both were founded in the 1970s and had grown to become successful listed companies by the time of their merger.

Combining them created a stronger company and ComfortDelGro has expanded significantly since the merger. The Group today operates in seven countries and has become one of the world's largest land transport companies, with a global fleet of approximately 34,000 vehicles.

EXPANDING TO AUSTRALIA

Importantly for us, this increased strength meant a move to a new frontier, Australia. In 2005 ComfortDelGro acquired Westbus in New South Wales as its foray into Australian public transport. From there, ComfortDelGro Corporation Australia has grown rapidly across the country to take on and grow its bus operations and add new business including National Patient Transport and Moove Media Australia. Australia is now ComfortDelGro's most significant overseas investment destination. We are established here for the long-haul, committed to linking people, places and communities.

THANK YOU TO THE EMPLOYEES

To share this milestone with all Australian employees, ComfortDelGro sent a gift to each employee (a power bank).

To recognise the significance of this milestone, ComfortDelGro held a Gala Dinner on 31 March which was attended by all CEOs from the business.

Congratulations to everyone who is a part of this journey and Happy 20th Anniversary!



COVER STORY



Brian Hutcheson with CDC NSW GM Ravinder Singh and Terrey Hills Depot Manager Robert Bicakcian.



HONOURING 50 YEARS OF SERVICE

As part of ComfortDelGro's 20th anniversary, seven of ComfortDelGro's longest-serving staff from seven countries were honoured. One of the members was Brian Hutcheson who is

ComfortDelGro Australia's longest-serving staff member. He is from Sydney's Terrey Hills and has made an incredible contribution at ComfortDelGro Australia and to the local bus industry.



MAKING WAY FOR MORE WOMEN IN THE BUS INDUSTRY

Women are underrepresented across the transport sector, particularly in operational positions. CDC Victoria has identified a deficiency in our own gender diversity with only 5% of our driver resource group identifying as female or someone of diverse gender identity.

We realised there are several barriers that prevent women from joining the bus industry, including:

- ▶ The perception that transport is a male-dominated industry
- ▶ Low levels of confidence in technical abilities to obtain the required license/drive a bus
- ▶ Financial circumstances limiting their ability to obtain the relevant licenses
- ▶ Perceived risks around interacting with the public in an isolated environment.
- ▶ Availability for rotating shift rosters where they are a caregiver to young children or other family members

We are committed to developing a diverse and inclusive workforce and would like to attract, develop, and retain more women in the passenger transport industry. As such, we are seeking women to join us in a new career as Bus drivers!

Let's look at the Driven Women Program bit more closely.

DRIVEN WOMEN LEARN

Our Driven Women program provides women with access to training and support to make them confident and competent on the road. We aim to onboard a minimum of 3 women (or people with diverse gender identities) every quarter.

While driving, female candidates will have the additional support of safely driving a bus with a dual brake system, which allows trainers to slow or stop the bus:

- ▶ enable correct vehicle positioning
- ▶ when executing manoeuvres
- ▶ when there is a safety issue, i.e., risk of an accident

Funding is being provided to enable the recipient to provide heavy vehicle licence training and education opportunities for the priority cohort with a view to creating confidence and long-term employment opportunities as bus drivers.

DRIVEN WOMEN NETWORK

To support the proposed program, we plan to steer cultural change and involve driver mentors (where possible) to facilitate a smooth onboarding experience and provide networking opportunities.

Further, through the Driven Women Network, we are committed to providing opportunities for women to provide:

- ▶ feedback on their experience working within the business
- ▶ insights on potential initiatives to support more women joining CDC and staying with the business.

The Driven Women Network is made up of female staff across CDC who meet quarterly to discuss issues relevant to women working at CDC, and to explore options to better support women to join CDC and to stay with us longer. Some of the initiatives so far have included adjusting and expanding the range of uniforms on offer for women and providing free sanitary products in the women's toilets at depots.

To learn more about the Driven Women program, please visit: cdc.victoria.com.au/careers/driven-women

DRIVEN WOMEN



OUR DUAL-BRAKE TRAINING BUS IS HERE!

The bus's innovative design helps Driven Women program participants to build their confidence and competence with trainers also having control. The bus also drives us closer towards achieving our objective of encouraging more women to join the bus industry and explore its exciting career pathways.

The bus launch aligned with the commencement of our intensive four-week Driven Women program, and was used for preparing for their MR practical assessment.



FIRST DRIVEN WOMEN BATCH

Hua Jiang (preferred name - Jan) is our first fantastic successful candidate from our first Driven Women batch. Jan successfully completed her 4-week intensive training program and passed got her MR license by the end of it. She is now driving under the guidance of a mentor at our Ballarat depot. Congratulations Jan! And well done to our trainers Lisa and Yvonne for training her so well!

A WIN FOR THE IMPORTANCE OF MENTAL HEALTH & WELLBEING

We won the 2022 WorkSafe Award for Commitment to Prevention of Mental Injury in the Workplace.

The award came for our Healthy Minds Work program, where we tailored interventions and created prevention strategies to reduce the risk of psychosocial hazards among our employees.

We want to share this recognition with each and every employee as the Healthy Minds Program is all about our employees and their wellbeing! Thanks for being a part of the program.

Also, we would like to remind everyone we have a free and confidential EAP provider (employee assistance program) called Converge International. If you need support and counselling for any issues that may be

negatively impacting your day-to-day life or workplace performance, please contact the EAP provider. You can call **1300 687 327** (1300 our eap).



SUPPORTING THE AIRSHOW FROM THE GROUND

In March this year, Avalon Airshow made a return after 4 years. It was an important event for CDC Victoria as we supported the event by operating the bus shuttle services to and from the event.

Our shuttle services enabled the V/Line passengers to continue their journeys from trains onto our air-conditioned shuttle buses to get to the event.

A record 248,000 visitors attended the Avalon Air Show over six days! Our 140 drivers transported an estimated 30,000 passengers between Lara Station and the Airshow, while the remainder of the driver group continued to deliver route services.

It was huge by our team, supervisors, volunteers and especially the drivers. Well done to everyone!



HELPING DELIVER SAFE SLEEPS

CDC Victoria donated a bus to the leading charity, Sleepbus. Our old bus will be transformed into a sleepbus within a couple of months and will provide free, safe, temporary overnight accommodation to anyone who needs a safe sleep.

Simon Rowe, the founder of sleepbus collected the bus from our Wyndham depot. The bus will be turned into a sleepbus with sleeping pods, toilets, ipads, wifi, heating, cooling fitted inside. This particular bus will go up to Bundaberg in Queensland to help provide shelter to those in need.



OUR PARTNERS

SAFETY YOU CAN SEE

We're looking out for you



The campaign poster features our bus driver from Sunshine, Sajida Khan (second from the left in the front row)

To help passengers feel safe and more confident about using public transport, DTP has launched a campaign for passenger safety called 'Safety You Can See (SYCS)'. The campaign reminds passengers of the safety initiatives that can be found across Victoria's public transport (PT) network. Like for our buses, all our buses are fitted with CCTV cameras and are connected to OCC for any emergencies.

Research shows that being aware of the safety features can passengers feel safer. In particular, visibility of PSOs, other passengers and transport staff, CCTV, ways to report suspicious behaviour, emergency buttons and safety zones - all can help passengers feel safe.

The campaign also reminds passengers about the STOP IT app where they can notify police of unwanted sexual behaviour and anti-social behaviour on public transport by texting **STOPIT** to **0499 455 455**.

COMMUNITY



CDC VICTORIA SUPPORTS THE SMITH FAMILY

CDC Victoria is proud to support the national children's education charity, The Smith Family.

The Smith Family provides long-term support to children and young people experiencing poverty and helps them reach their full potential. CDC Victoria's financial sponsorship will support The Smith Family to deliver programs, particularly for young Indigenous Australians, impacted by poverty in areas where CDC Victoria operates.

CDC Victoria's collaboration also includes staff volunteering opportunities that support the wonderful work of The Smith Family in schools such as the *Work Inspiration* program. The *Work Inspiration* program is an employer-led initiative that provides young people with opportunities to experience the world of work firsthand in a meaningful and inspiring way.



INSPIRING THEM YOUNG

We welcomed 18 high school students to our Wyndham depot for a *Work Inspiration Day* organised in partnership with our charity partner, The Smith Family. The program showcased the many different roles offered at CDC Victoria through role-play, fun interactive demonstrations and open conversations. Examples of job duties of drivers, mechanics, operations and corporate staff were

demonstrated by 11 of our team members who happily volunteered their time to introduce, inspire, and educate these students about rarely seen parts of the bus industry.

Hands-on activities using fun learning & development tools and live examples introduced the curious students to some real-life experiences and job avenues within the bus industry.



EQUAL CHANCES FOR EVERYONE

Western Chances has been a long-time community partner of CDC Victoria. Since 2016, CDC's annual sponsorship enables Western Chances to award scholarships to young people facing barriers to education in Melbourne's western suburbs.

This year, CDC Victoria supported 13 young people aged between 14-20 years including 11 secondary school recipients and 2 tertiary recipients which included:

- ▶ 10 Renewal Scholarships enabling young people to stay connected with their studies
- ▶ 3 New Scholarships for first-time applicants
- ▶ 11 secondary school recipients
- ▶ 74% of CDC's sponsorship went towards MYKI travel expenses

As Western Chances' impact and reach grows, so does our connections to our people, places, and communities. The sustainable outcomes based on CDC's contribution continues to:

- ▶ Increase the ability of young people experiencing financial barriers to remain in school.
- ▶ Increase access to essential educational items.
- ▶ Relieve financial stress for low-income families.
- ▶ Increase self-confidence and self-esteem for young people, and
- ▶ Instil pride in achievement for recipients, family, school nominators, and supporters

Our support for the scholarships goes towards:



MYKI



Year 12 uniform



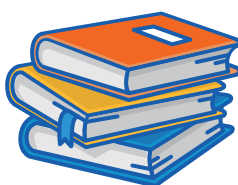
Internet



Calculator



Stationery, printing & photocopying



Textbooks



ROOTING FOR OUR SISTERS

One of our social benefit suppliers, SisterWorks launched their latest social enterprise, Crafted Culture Cafe and Shop at 102 Bridge Road, Richmond in Melbourne. This social enterprise will stock products made by migrant, refugee and asylum-seeking women and will provide them support with hands-on, vocational training and rewarding employment opportunities.

The launch was attended by a bustling crowd of social procurement customers, suppliers, and the Minister of Women, Natalie Hutchin.

It is a proud moment for CDC Victoria as we support SisterWorks for this great cause by regularly ordering our corporate gifts from them. It's our small way of giving back to our communities and supporting vulnerable groups.

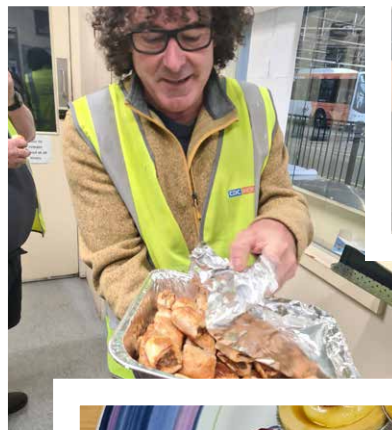
PEOPLE



COMFORT FOODS BRING JOY AND CHATTER AMONG STAFF

A Taste of Harmony 2023 brought people together in more ways than one! This year, CDC Victoria added its own flavour to the Taste of Harmony mix with a sub-theme of sharing "Comfort Foods" at our workplaces.

Staff brought a sharing dish from their own cultural heritage leading to a warm-hearted conversation about the significance behind their comfort dish. CDC Victoria has over 75 different nationalities so the Comfort food theme stimulated some interesting conversations and laughter as we learnt something new about each other.



CHECKING ON YOU AND SAYING THANK YOU

After 4 years of gap (thanks to COVID), we brought back network and depot visitations by the head office management. Our head office staff got an opportunity to do a network visit on our route bus services.

It's a great opportunity to meet our drivers and ask them how they are doing. Hopping on and off from bus interchange to stations, it is a delightful experience to chat with numerous drivers and hear about their day and hand them some healthy snacks to enjoy during their breaks.

So far we have done Wyndham, Ballarat and Oakleigh networks. The network visitation will go till the first week of May.



OUR GROWING CDC FAMILY

Our CDC family is ever-growing with new people joining our business regularly. This time we are talking about our lovely staff members growing their families. So many of you have recently become parents or even grandparents. It's such a special time!

With Mother's Day just around the corner, we had a chat with two of our lovely staff members, one of whom has recently become a mum and the other is expecting her first baby soon!



Erin is expecting her first bub

CDC Mildura's Charter Services representative, administration guru and a long-serving employee of

CDC, Erin Doering is expecting her first bundle of joy in July (or could it be August). Erin shares, "I am looking forward to the new adventures, the experience of becoming a family of 3 with my fiancé."

Expecting parents (especially mums) get tons of advice. Erin shares her favourite one she got, "Not to wish away the time and hope for a time when they are older. They are only young once so soak up the moments and make as many memories as possible."

Katie McLean, Planning and Operations Officer from our HO team has recently become a mum for the second time. Katie shares, "When first becoming a mother I thought I would be meeting and learning about just one person, my son Austin. Although it never occurred to me that I too would become a whole new person. The thought of transitioning from working full time my whole adult life to becoming a mum was something I didn't think I was prepared for - the thought of a



Katie with her family

full change of identity was a scary thing. Yet, when the time came it all just clicked and those particular fears disappeared.

The second time, with our newest addition Banks, I was much more prepared and confident.

Motherhood is by far the most challenging, yet rewarding, thing I have ever done. It has been like a roller coaster - many ups and downs, twist and turns but so much fun and I am just enjoying the ride!"

Katie shares something from her experience, "As a new parent there will be tough days, moments that challenge you and mistakes will be made. Learn from these moments, remember no one is perfect, and most of all be kind to yourself!"

WHY E-LEARNING WORKS

You may be starting to hear about the training and development teams across Australia developing a variety of e-learning programs. Some of our team members are asking why we don't just stick with traditional face-to-face learning.

Here at CDC, we're finding that today's learners want relevant, mobile, self-paced and personalised content. CDC Australia is working to fulfil this need with e-learning.

Basically, e-learning (or electronic learning) is education delivered online through a computer or any other digital device. This makes it easy for users to learn anytime, anywhere, with few, if any, restrictions. In summary, students can learn at their own comfort and requirement.

People think of the 'E' in e-learning as 'electronic'; and while it is electronic, it's also everywhere, every day, engaging and evolving learning.

WHAT ARE THE BENEFITS OF E-LEARNING?

The training and development team at CDC Australia has identified the following benefits of e-learning for our future learners.

1. MULTIMEDIA MATERIALS

e-learning is the perfect delivery method for multimedia materials including graphics, video, or audio content, which is proving more engaging than reading pages of text or sitting through a training presentation.

2. SENSORY ENGAGEMENT

There are a variety of learning styles (visual, auditory, reading and writing, and kinaesthetic), so the more senses that are engaged while learning, the better the recall later. e-learning that engages a learner's eyes, ears and hands during a course, enhances the sensory experience.

Research shows that on average, students retain between 25-60% more through online learning than they do in traditional classroom settings.

3. MORE CUSTOMISATION

Learning is not a one-size-fits-all experience - by using different delivery methods to offer a unique and individual experience for each learner, e-learning helps learners learn at their own pace and in their own way.

Other studies show that, because it is self-paced, e-learning leads to increased student satisfaction and reduced stress.

4. COURSE CORRECTION

e-learning gives learners permission to learn and fail as part of the learning process with no judgment from peers.

5. SPEED

e-learning speeds up the process for learners who go at a quicker pace. e-learning can also allow learners to test out of material they've already learned, also saving time. It's estimated that e-learning can reduce learning time by between 25 and 60% compared to physical in-person learning.

6. ENVIRONMENTALLY FRIENDLY

e-learning is not carbon neutral. Students will be consuming electricity, and many will print out course resources. But e-learning can help us deal with the challenges of global climate change.

7. CONTENT CAN BE EASILY UPDATED

With technology constantly evolving, it is important for our learning materials to also evolve and stay relevant. With e-learning, content can be quickly updated and republished with new content.

9. CONSISTENCY IN QUALITY

e-Learning allows training and development to provide consistent learning tools and experiences with video recordings, quizzes and gamification.

10. BUILT FOR ANALYTICS

Through e-learning analytics, we can improve our materials and boost learning outcomes in various ways. For example, if we have data on student dropout rates, we can identify potential pitfalls in our learning materials and eliminate them.

11. REDUCED COSTS

In-person training is expensive: instructor costs, travel time and even the cost of physical training materials like workbooks.

With e-learning, there's no cost to reproduce materials and because the classroom is virtual, you save on travel costs, and instructors can record and distribute their sessions at any time.

So, there are a variety of reasons why e-learning truly is the way of the future. e-Learning not only benefits the trainers or course creators, but it also ultimately benefits the students learning as well!

With that all said, look out for e-learning coming your way. In the pipeline, we have the following e-courses coming soon:

- ▶ First Nations Cultural Awareness
- ▶ Situational Awareness for Drivers
- ▶ National Corporate Induction
- ▶ Safe and Sound – Avoiding and Defusing Conflict
- ▶ Bus Rollaway Awareness and Prevention

Jason Plevras

Manager, Training and Development





Our trainers Lisa and Yvonne with a batch of drivers during induction.

WHAT ARE ANNUAL GENERAL ASSESSMENTS (AGS) AND WHY DO WE NEED THEM?

Here at CDC Victoria, we endeavour to provide ongoing training and support our drivers to ensure a safe and healthy workplace for all. We also want our drivers to feel supported and connected to our operational team.

Compliance-wise, we have work health and safety (WHS), the chain of responsibility (COR), the duty of care and contractual obligations.

In line with these objectives, our trainer/assessor team undertake annual general assessments (or AGs) to observe, support and remedy any practices they deem are either out of alignment with company procedures and standards.

These assessments are also retained as part of a driver's record as proof of training, knowledge, and competency.

WHAT IS AN ANNUAL GENERAL ASSESSMENT?

During an AG, a qualified trainer/assessor will board your bus and identify themselves. Upon confirming your driver details, they will advise they are completing an AG and proceed to observe driving standards and habits and complete the assessment form.

The assessment covers but is not limited to, areas of safe driving including:

- ▶ Early running procedures
- ▶ Manoeuvring
- ▶ Mirror use
- ▶ Handbrake application
- ▶ Smoothness of operation
- ▶ Compliance and customer service
- ▶ Adherence to company policy

WHEN IS A NEED FOR FURTHER TRAINING/RETRAINING?

Your trainer/assessor then advises on any areas for improvement and may assign you to a Remedial, Implement, Mitigate, Support (RIMS) session for further training (as required).

The trainer/assessor will also provide you with the opportunity to ask any questions.

In extreme cases, if a trainer/assessor assesses an immediate risk in your driving techniques, you may be removed from your driving duties until you have completed your RIMS training.

If you have any further questions regarding training and development, please reach out to our Training Manager, Jason Plevras on Blink or email him at jason.plevras@cdcbus.com.au.

COMING SOON!

Our Training and Development team is working hard and smart to bring you all many new and interesting updates.

Here's a brief about what's coming soon:

GreenRoad: The GreenRoad technology is coming to your dashboard soon. GreenRoad is designed to help drivers become the best and safest they can possibly be. It is a self-monitoring tool that will give drivers real-time feedback to reduce the risk of incidents.



Situational Awareness Training for Drivers (SITAD): We will be launching our first e-learning course with the 'Situational Awareness Training for Drivers'. The training will help the drivers identify potential hazards and avoid safety risks. This training was developed after observing an upward trend in accidents with pedestrians and cyclists that could have easily resulted in a fatality. SITAD will help you be more situationally aware. With the help of videos, photos and short quizzes, this training has been designed to be more interactive and fun.



A batch of new inductees trying the SITAD training

APPRECIATION

CONGRATULATIONS TO EVERYONE WHO CELEBRATED THEIR SERVICE MILESTONES!

Name	Depot	Years of Service
Dinil Arachchige	Wyndham	5 Years
Aaron Arthur	Wyndham	5 Years
Paul Avers	Sunshine	5 Years
Gregory Brown	Ballarat	5 Years
Ngoc Bui	Sunshine	5 Years
Efthymios Chamos	Oakleigh	5 Years
Paul Considine	Geelong	5 Years
Salvatore Cummaudo	Mildura	5 Years
Mitchell Hendrie	Geelong	5 Years
Md Kamrul Islam	Wyndham	5 Years
Rupalalith Jayawardene	Oakleigh	5 Years
Saw Khu Shine Joo Loo	Wyndham	5 Years
Graeme Kerr	Geelong	5 Years
Toatolu Lauago	Wyndham	5 Years
Siriwardhana Maheshan	Wyndham	5 Years
Simon Mc Rae	Sunshine	5 Years
Marquis Munn	Mildura	5 Years
David Osborne	Ballarat	5 Years
Ljubomir Pantelic	Oakleigh	5 Years
Amita Animish Patel	Wyndham	5 Years
Dragan Peric	Geelong	5 Years
Alfonso Pignataro	Sunshine	5 Years
Brian Rowe	Mildura	5 Years
James Scutcheon	Mildura	5 Years
Mile Talevski	Geelong	5 Years
Margot Thomson	Mildura	5 Years
Rasitha Vidyananda	Oakleigh	5 Years
Craig Wellard	Mildura	5 Years
Trevor Wilton	Mildura	5 Years
Weiliang Xu	Oakleigh	5 Years
Oswald Zonneveld	Geelong	5 Years
William Tu Chau	Wyndham	10 Years
Zeljko Dizdar	Wyndham	10 Years
Bun Kheang Goy	Oakleigh	10 Years
Adil Rustom Irani	Wyndham	10 Years
Cazim Muslic	Tullamarine	10 Years
Kha Luan Nguyen	Wyndham	10 Years
Vishal Saini	Oakleigh	10 Years
Sarabjeet Singh	Wyndham	10 Years
Kaifa Sofele	Sunshine	10 Years
Arie Ananto	Wyndham	15 Years
Jaime Cosico	Wyndham	15 Years
Julie Davis	Mildura	15 Years

Name	Depot	Years of Service
Satelite Fuimaono	Wyndham	15 Years
Jason John Holmes	Ballarat	15 Years
Joshua Kefford	Sunshine	15 Years
Ashlee Loveridge	Mildura	15 Years
Darren Thomas Okeefe	Geelong	15 Years
Ahmed Suleiman	Oakleigh	15 Years
Joe Gioffre	Tullamarine	20 Years
Peter Stephen Bullen	Wyndham	25 Years
Peter John Court	Ballarat	25 Years
Ricky William Lewis	Wyndham	30 Years



HAPPY RETIREMENT, TONY!

We want to congratulate Tony Cooper, our mechanic from Wyndham Depot on his retirement. Tony retired after 36 glorious years of service. We will miss you and your knowledge, Tony. Enjoy retirement!



The team gave him a farewell with a BBQ!

APPRECIATION

SPARCQ AWARDS



Community

Erin went to visit an elderly customer to explain the timetable and how to use our bus network.

Congratulations on your Community Award, Erin. Well done!



Jan supported the management team by covering the Supervisor's role at short notice.

Her passion to ensure the Broken Hill team continues to deliver efficient services daily is appreciated. Congratulations on your Passion Award, Jan. Well done!



Passion



Safety

Santo managed a very difficult situation with a passenger in danger while experiencing a medical episode. He assisted the emergency services and protected the passenger from danger on a major road. Congratulations on your Safety Award, Santo. Well done!



COMPLIMENTS & COMMENTS

A compliment for RTE 406 drivers

Hello, I just want to express my gratitude for the BUS 406 Keilor East/ Footscray. Sometimes I take the bus to pick up my girls from school. The bus drivers are so kind and gentle. Thanks a lot for all the kind service and for the great PTV community people. Thanks again and God bless everyone in your team.

Well Done Team!

A very appreciative parent has thanked our team for taking care of her 'preppie' in our office after school yesterday as there was no adult at the bus stop to safely collect.

This shows the strong attention to child safety; thank you.

- Michael and Greg



Thank you very much to the driver of the 6.18am number 11 bus on Tuesday 28th (Ballarat railway station to Wendouree railway station), at the Howitt St shops who saw me walking and stopped at the bus stop to check if I wanted to board the bus.

On such a damp morning, this courtesy is very much appreciated.



Hi Anita,

Our contact on the bus to/from Shepparton sent us through some really lovely feedback on your driver, Theo, and his professionalism during their charter, and I thought it would be appropriate to send it through to you. They spoke very highly of him, and I wanted to let you know that we do appreciate your professionalism and customer service throughout this charter.

Please feel free to pass this feedback onto Theo if you feel it's appropriate.

"Their professionalism in times of trouble and a bus that was beyond boiling inside was amazing. Theo went above and beyond his duties to ensure we got to the game on time and home safe. I made sure he even messaged me when he got home safe, that way I knew his fatigue was doing well.

I want to pass on to you that our driver Theo was unbelievably amazing throughout the whole situation. He was able to organise us a second and then third bus when our replacement bus ran into troubles as well. He was the ultimate professional and kept us informed every step of the way. I would highly recommend the company you chose in CDC Tullamarine I believe they were. Theo was an absolute legend.

Everyone had a great night and they were raving about it on the bus on the way home with a lot of families saying they would do it again."

Sophie Gould

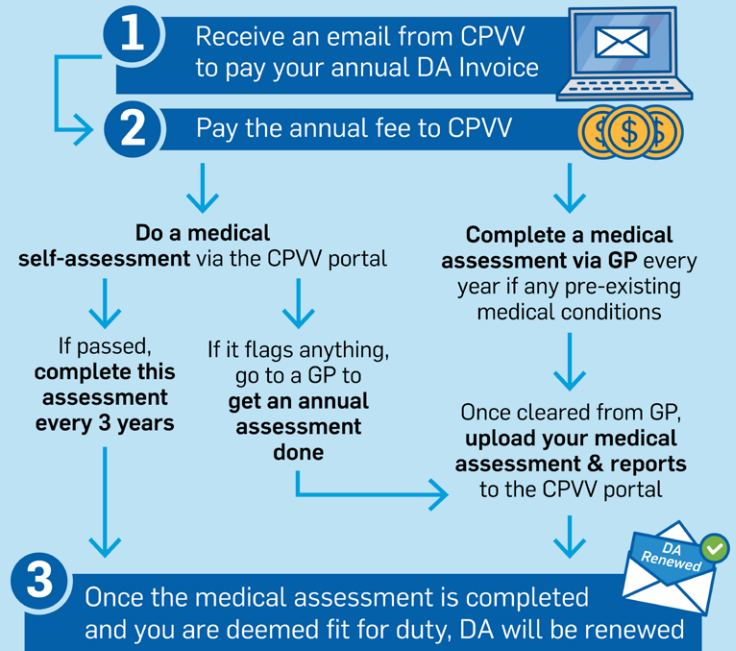
Activations/Administration Assistant

REMEMBER TO MAINTAIN YOUR DRIVER ACCREDITATION

STV (Safe Transport Victoria) who is now the governing body of CPVV (Commercial Passenger Vehicles Victoria) has suspended an alarming number of driver's DA's (Driver's Accreditation) this year.

That's why we are reminding all our drivers to always maintain their DAs by paying the annual fees and by completing the periodical medical assessments. If you have any questions or need help with the DA process, please contact your SDM.

STEP-BY-STEP INSTRUCTIONS TO RENEW YOUR DRIVER ACCREDITATION



FREE FLU VAX

Free flu vaccinations will be available for all employees across all depots in the month of May. Please check Quick Connect and staff noticeboards for dates and register yourself.

HEARING TEST FOR MECHANICS

Workshop Audiometric Testing (Hearing Tests) will be conducted for all mechanics across all depots in May. Check the staff noticeboard or contact your SDM for details.