

# UNITE!

NEWSLETTER

ISSUE 35 | OCTOBER 2023  
SPRING EDITION

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



**CDC VICTORIA'S  
CRUCIAL ROLE IN FRV'S  
LIFE-SAVING TRAINING**  
PAGE 6

**AN INTERVIEW WITH  
OUR LONGEST-  
SERVING DRIVER**  
PAGE 9

**GREENROAD  
LAUNCHED**  
PAGE 14

# CONTENTS

CEO's Message ..... 3  
From your SDM's ..... 4  
Cover Story ..... 6  
Community ..... 8  
People ..... 9  
Safety ..... 10  
Wellbeing ..... 11  
Making a Difference ..... 12  
Sustainability ..... 13  
GreenRoad ..... 14  
Profile ..... 15  
Appreciation ..... 16



## WELCOME ONBOARD TO ALL OUR NEW EMPLOYEES

**Amarbir Singh, Jagjoban Gehlaywal, Nathan Rozitis, Michael Robertson (Ballarat), Bruce Guthrie (Broken Hill), Ryan Fox, Sharon Thompson, Harmanjeet Singh, Johnny Amaya, Mohammad Al Nahhas, Craig Muller, Kulwinder Chawla, Mandeep Singh, Jagroop Singh, Jeongwan Kim (Geelong), Charley Bryant, Swella Fernandes (Head Office), Damian Meriton, Siavash Farhadi, Soumitra Basu, Susantha Athuraliyage, Ivan Sutrisno, Liang Shi (Oakleigh), Siobhan Neloofar Cully, Navjot Singh, Evan Kous, Mohammad Rajib Ahmed, Ramandeep Singh (Sunshine), Ainom Mehreteab, Andi Bausa, Mariamu Ntango, Navchetan Singh Sidhu, Dawet Muche, Dedi Sandra, Gurdip Singh, Minh Hoang Nguyen, Germesh Weldemariam Gobeze, Kidist Bekele, Kulvinder Singh, Manmahindersingh Raina, Wai Keung Lo (Wyndham), Satnam Singh (Tullamarine)**



## CEO'S MESSAGE



Welcome to the Spring edition.

I hope this message finds you all in good health and high spirits enjoying the nice change in weather. As we begin another quarter, it's my pleasure to reflect on the fantastic work our teams have accomplished in the past few months.

But first, let me update you on the Metropolitan Zero Emission Bus (ZEB) Tenders. As you know, we are currently preparing proposals for these tenders, with final submissions due in January. These new metropolitan contracts, set to begin in July 2025, mark a significant milestone in our journey toward a more sustainable future. The preparation has been intense, but I am confident in our team's ability to deliver winning proposals.

I am very proud of our collaboration with Fire Rescue Victoria (FRV) and the work they do for community safety. FRV recently conducted a remarkable live drill where they staged a motor vehicle accident involving one of our donated buses. It was a nice moment for us to witness this drill. This initiative is a good example of our commitment to community safety and the essential role we can play in supporting our local heroes.



Speaking of community support, I want to highlight the community contribution of Millie Collins. Millie, a remarkable college student from Ballarat, has been selected to represent Australia on the United Nations Youth Aotearoa Leadership Tour. We are very proud to be a very small part of her incredible journey and are looking forward to hearing about her experience when she returns.

We attended the Western Bulldogs Community Foundation's partner event. It was inspiring to be among esteemed partners, all dedicated to creating positive change. Our partnership with the Western Bulldogs Community Foundation also led us to the Nallei Jerring Youth Program. Such initiatives remind us of the incredible work our partners do in empowering young individuals.

Our Mildura team has been very active in their local community. The team hosted a disability awareness workshop in collaboration with the Mildura Rural City Council. This initiative reflects their dedication to making our bus network accessible and promoting awareness within our community. The team also raised funds for DonateLife Awareness Week. Mildura is a great example of the impact that can be made when like-minded dedicated people come together.

October is National Work Safe Month. This is an important month as we reflect and delve into some important topics around safety. Our safety team has created some great safety messages so please take some time to review, reflect and share them with your colleagues.

One important initiative in the safety space is introducing seat belt reminder messages for school and charter bus passengers. This new safety process will remind passengers of their responsibility to wear seat belts, reinforcing our commitment to safety.

RU OK Day is always a significant event on our calendar. We all get busy with our lives, but such days give us an opportunity to pause and look around us and start a conversation with someone who may be in need.

Our Employee Engagement Survey is now open. This is your chance to have your say on how we can improve our workplace. I would really encourage you all to participate in the survey and provide us with your honest feedback. Your feedback will become a catalyst for change. While we can't promise instant solutions, we are committed to working together to make meaningful improvements.

I would like to take a moment to acknowledge the BBQ tradition at our Ballarat depot. For 12 years, the Ballarat team has fired up BBQs and raised funds for social causes. It's a tremendous initiative that truly embodies community spirit.

Finally, I am happy to announce that GreenRoad is now live across all depots for all drivers. Thank you to our training team for conducting roadshows across all depots and assisting in clearing up any doubts. GreenRoad brings an exciting opportunity to enhance your smooth and safe driving techniques.

I would encourage you to monitor your scores and share your experiences and feedback with your supervisors so we can improve the system.

Finally, I would like to emphasise that every achievement listed here is a testament to your hard work, dedication, and the way in which we work together for our communities.

Thank you for everything you do, please stay safe and continue to strive for excellence.

Best regards,

**Jeff**

# FROM YOUR SERVICE DELIVERY MANAGERS



## CDC MILDURA & BROKEN HILL

Spring is upon us and with the lovely warm sunlight that we are happy to welcome in North West Vic

and South West remote NSW, it hasn't stopped the winter months from being as busy as ever for our small towns of Mildura and Broken Hill; it has been a busy, and enjoyable quarter of 2023.

The township of Broken Hill has welcomed a mere 14,000 visitors and locals to the Mundi Mundi Bash and proceeding that weekend, another few thousand visitors and participants at the "Broken Heel" Festival. Both major annual events and once again, CDC Broken Hill were engaged in the transfer of visitors and locals around the district to attend the events, return the passengers to their accommodations and provide comfort whilst promoting Australia's first historic listed town.

There have been a number of events CDC Mildura have hosted, all of which have brought a tightening sense of community and appreciation internally. If CDC Vic's employees are engaged in events, conversations being shared and feeling supported, it brings a positive vibe to the depot, in turn, out on the road where customer service is highly valued. I am proud to be a part of CDC Mildura and Broken Hill's events this winter as the workplace culture is high and compliments being received from external, support this.

I wish to acknowledge Mildura's years of service to employees; Gerry East, Gregory Weinert, Robert Whitchurch and Ross Hall. These gentlemen have dedicated a culmination of 125 years of service between them!

All 4 gentlemen have been highly regarded and respected employees in their time and it has been a pleasure working alongside you. Well done on your major milestone achievements gentleman, Mildura is certainly privileged to have you employed.

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



## GEELONG

Welcome to this edition of UNITE, Geelong missed the finals, so the long wait for next year has begun. We

recently had the pleasure of Jason and Lisa visiting Geelong for the launch of the Green Road Roadshow, there were plenty of answers provided and I'm looking forward to receiving feedback, once it's live here at Geelong.

Thanks to everyone for completing the recent Situational Awareness Training, this aspect of driving is so important in our everyday lives, and I saw a lot of reaction to the news story of the accident in the training package. I'm sure everyone took away some good learnings. One very important requirement for our drivers is to ensure you pull forward to the totem at Moorabool St. We are receiving complaints from passengers who are waiting for the bus, only to find that it pulled out from behind another bus. We understand that regular locals walk down to the bus, however, there are many more who either don't or can't, so I ask all drivers to service these stops correctly.

Shane and I have visited several schools recently, to follow up from driver complaints about students misbehaving on our buses. The schools have been very supportive, and we ask that you keep reporting misbehaviour, vaping and graffiti. Speaking of Shane, I would like to congratulate him on behalf of everyone, for his appointment to Operations Coordinator, along with Chucky in the Operations Supervisor position. Both of you are already making a positive difference. Lastly well done to Dave Storan, for successfully completing his snow course, great achievement Dave.

I've noticed quite a few other achievers battling it out on the newly refurbished pool table and new table tennis table. Thank you to those who contributed and for the very positive feedback we have received. It's great to see movement and laughter during meal breaks.

Lastly a very warm welcome to our newest employees; Kevin Russell, Bharbhur Singh, Ryan Fox, Harmanjeet Singh and Sharon Thompson, please take the time to say hello and introduce yourselves.

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



## BALLARAT

Hello once again from sunny Ballarat,

With winter hopefully behind us, the smell of cut grass and liniment is here and so are the

AFL Finals. If your team was lucky enough to participate, the best of luck to you and your team. A big shout out to Carlton Supporters who have witnessed thus far a strong back end of the season.

Term 3 started with Ballarat beginning the new Cardigan Village Service and a temporary Lucas shuttle service with a high uptake of student travellers. Thank you to all the driving group and those who assisted with a smooth introduction of this service.

Ballarat Depot underwent some large works with significant investment recently. Our underground Fuel tanks were removed and a new western driveway with dual access was completed. Thank you for everyone's patience during this time as it was an exercise that was well worth the wait. There continues to be more works that are being planned and commenced with security fencing being the next priority.

From an operational perspective, we congratulate Amrit Parmar and Jeff Dyett, who join Jagdeep Pannu who have been appointed Operational Relief Supervisors. Both Amrit and Jeff have shown considerable flexibility between driving and operational work and are a great addition to the Ballarat operational team.

Workshop we welcome back Nathan Rozitis. It is fantastic to see Nathan back and his experience within the team has been considerable and has had an immediate impact on the group. The team now have a full crew of mechanics that complement each other.

We warmly welcome new drivers Michael Robertson, Jagjoban Gehlaywal, Amarbir Singh and Allen Shilton who have transferred from Wyndham depot to Ballarat for more sunshine.

Welcome all to the CDC Ballarat team.

Thank you to all our driving Mentors. Sometimes we don't get to say thank you enough to our Driver mentors who always assist new drivers with their initial on-road experience. Without your guidance and advice, the transition from Trainee to Solo driver makes a huge difference not only to the individual trainee but to the business as a whole. Hats off to each and every one of you.

Until the next edition, keep safe everyone.

**Andrew Wilson, SDM at Ballarat Depot**



**WYNDHAM**

As we proceed to the last quarter of year 2023, lets reflect on the year that has gone so quickly and look forward to the upcoming changes for the rest of the year.

Upcoming roster changes in November 2023 will see 7 routes included in the "shared pool" of routes. New Tarneit interchange on the south side for all route services, although FlexRide will continue to operate from the existing north side. This new interchange will have a dedicated car parking location for shuttle cars, and staff toilets within proximity. CDC has also taken the opportunity to make minor adjustments to the timetables of routes 152 and 182 to attempt some gains to the On Time Running.

We have seen a steep decline in our early running and is almost stagnant at 1%, the credit goes to the mentor drivers for giving accurate knowledge and to all driving staff for their diligent following of route schedules. I wish to take the opportunity to highlight the area that has some room for improvement regarding the routes being started within the acceptable time of the scheduled departure (depart within 04:59 seconds) to be still considered as being On Time and most importantly going to the last terminus point irrespective of any passengers on board or not. The above-mentioned actions will ensure that all the positive gain for On-Time running is recorded.

As we head into the last quarter, we will request the participation of our staff for the upcoming annual Movember fundraising. It is a proud moment for all staff at CDC Wyndham that we have been the highest fundraisers for the last 3 years across CDC units nationally.

Regarding the upcoming Christmas period, I wish everyone a merry Christmas as we look forward to catching up with our family and friends.

**Ravneet Walia,  
SDM at Wyndham Depot**



**TULLAMARINE**

Welcome to Spring! It's great that we can enjoy some sunshine, warmer days, and extra daylight hours in the coming months.

We welcome our new drivers who have recently joined our team, please say hello to them when you see them around the depot. We wish you all the best as you settle in and look forward to you being a long-term team member with us at Tullamarine.

GreenRoad will have been introduced by now, and it was great to have the training team visit our depot to explain the intent of this driving aid. The feedback provided by our driving team was promising. I encourage you to regularly check your Blink app to self-assess your driving statistics so you can make any necessary adjustments. Please ask if you require any explanation. Safe driving is always our

priority and a quality driving experience for our passengers and other road users will contribute to your well-being, reduce fatigue, and decrease the potential for accidents.

Our team have continued to meet the demand of our charter requirements and we are exceeding our budget target each month. Again, I would like to thank our valued driving team as they assist our depot in meeting this workload.

Remember to always demonstrate your defensive driving practices, exercise your situational awareness skills, and remain patient on our busy roads.

Finally, a big thankyou to Michael and the team who managed the depot during my recent holiday absence. Your support during this time was appreciated.

Stay safe and keep looking out for each other.

**David Hutton,  
SDM at Tullamarine Depot**



**SUNSHINE**

With winter now behind us and we approach warmer weather I would like to take the opportunity to

thank all the drivers' efforts over the last few months. Driving during these months can present many challenges. We welcomed our new Driver trainer Ayhan who ran a road show, presenting the functions and explaining how Green Roads can assist our drivers.

Siobhan joined our depot team as Administration Coordinator and has gone straight down to business supporting both the Ops team and drivers. We celebrated two big milestones with Sean from the Paintshop and Luke from the Workshop clocking up 20 years of service. Fantastic effort guys!

You will notice the bus parking and walkway markings have now been completed in the gravel yard to improve bus parking and ensure designated walkways are available. This is a good time for a friendly reminder to always wear your hi-vis vest while in the yard and to use the designated walkways for your safety.

Sunshine Depot is currently trailing contract cleaning for the daily internal bus cleans and facilities, thus far we have been receiving some very positive feedback, and this will only further improve our driver and customer satisfaction.

Don't forget the mood indicators in the driver's sign-on area, let us know how you are feeling! Until next time stay safe!

**Shaun Lawson,  
SDM at Sunshine Depot**



**OAKLEIGH**

Hello from Oakleigh!

It has been an exciting 3 months here at Oakleigh with 9 new full-time drivers joining the depot

helping to take some of the day-to-day pressure away from our ops team and standby drivers.

If anybody in the Oakleigh team has friends or family that wish to join us as a driver be

sure to send them my way as we continue to close the gap on our driver numbers.

Operationally we have been getting a lot of interest from Metro rail and V/ Line operators and are seeing demand for buses regularly which has given the team opportunities for overtime doing something different to the day-to-day route work they normally do. As is becoming the norm our drivers are stepping up to this challenge and have done replacement work all over Melbourne and Victoria to assist in

covering the work whilst getting to discover new areas and towns around the state.

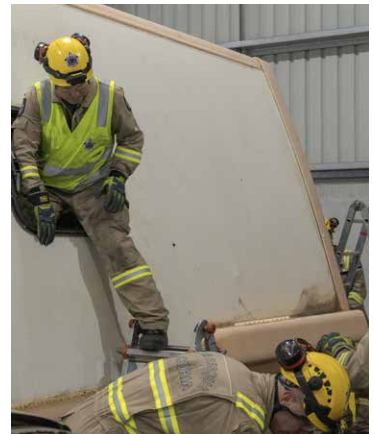
A big thanks to the training team who came out and spent time explaining GreenRoad to our Oakleigh team and spending the day with our drivers to address the questions that they had on the system and how it will work once it goes live.

Looking forward to a great next 3 months as we all get into Christmas mode and finish 2023 stronger than ever.

**Virgil Incata, SDM at Oakleigh Depot**



# DRIVING COMMUNITY SAFETY: CDC VICTORIA'S CRUCIAL ROLE IN FRV'S LIFE-SAVING TRAINING



**We contributed to Fire Rescue Victoria's (FRV) training by donating a total of four buses for training purposes.**

These buses would become a critical asset in preparing FRV crews for the challenging task of responding to motor vehicle accidents involving heavy vehicles like buses.

FRV conducted a live simulation drill on one of our donated buses. This exercise was a crucial training opportunity that allowed FRV crews to practice extraction techniques, emergency medical procedures, and more in a real-life setting. Our team had the privilege

of witnessing this remarkable live drill and it left us in awe of the incredible work these heroes do.

The use of an actual bus, rather than a simulated or scaled-down version, was a game-changer for the FRV crew. It provided them with hands-on experience, ensuring they were well-prepared to respond swiftly and effectively in the event of a real accident.

We are immensely proud to be part of this great cause. Supporting organisations like FRV and witnessing our assets being used for such a critical purpose reaffirms our commitment towards community safety.

Scan the QR code to view the full video of the FRV's training session.





## FRV'S ELECTRIC BUS FAMILIARISATION SESSION: BOOSTING SAFETY AND PREPAREDNESS

In another initiative, we invited Fire Rescue Victoria (FRV) for a familiarisation session with the battery electric buses. The platoons from FRV's Southern District familiarised themselves with the electric bus technology at Volgren's factory in Dandenong. They inspected the bus thoroughly to understand the available safety functions to mitigate thermal runaways.

Volgren, CMV and Volvo gave a broad overview of each component of the bus and CDC provided an overview of the Emergency Management Plan.

Peter Quinn, Commander of Training, Planning, Development, and Skills Maintenance at Fire Rescue Victoria, Southern District, shared his positive feedback:

*"The importance your team has placed on educating our front-line firefighters is really valuable. The electric vehicle industry while not new, continues to grow and evolve in many ways. Fire Rescue Victoria would like to thank you for your professional support in imparting valuable expert knowledge. Your efforts have increased the awareness that will assist firefighters in maintaining a high standard of emergency response when responding to an incident involving an electric vehicle."*

We are proud of this collaboration with Fire Rescue Victoria as it empowers our front-line heroes and benefits our staff, customers and communities.





## SUPPORTING A YOUNG LEADER

We are proud to support Millie Collins, a talented college student from Ballarat who has been selected to represent Australia on the United Nations Youth Aotearoa Leadership Tour.

Millie is among the 16 Australians selected for this two-week UN tour in New Zealand. She has many remarkable accomplishments under her name, including her recognition as Ballarat's Young Citizen of the Year.

In an interview, Millie shared, *"CDC Ballarat has provided me with financial assistance to embark upon this once-in-a-lifetime experience. I'm very grateful. Without them, I wouldn't have been able to partake in this."*

We take immense pride in backing promising young leaders like Millie and trust that her work will inspire many others.

## MEANINGFUL PARTNERSHIPS

The Western Bulldogs Community Foundation hosted an incredible event celebrating their esteemed partners, including CDC Victoria. It was great to see so many partners committed to creating a positive impact in our communities.



**COMMUNITY**  
Living our SPaRCQ values



## EMPOWERING INDIGENOUS YOUTH

We had the privilege of participating in the Nallei Jerring Youth Program, an initiative by our esteemed partner, The Western Bulldogs Community Foundation (WBCF). The Nallei Jerring Project aims to provide opportunities for young people of Aboriginal and/or Torres Strait Islander backgrounds. It serves as a platform to encourage leadership within their local Indigenous communities.

The first session was held at Footscray and was focused on Youth Leadership and Responsible Gambling Education. The workshop primarily focused on helping these young adults identify and develop skills to become better

leaders within their communities. Additionally, an interactive workshop by a representative from SALT (Sport and Life Training) shed light on the darker aspects of the gambling industry.

The next session was held in Ballarat and focused on identity and community building. The session brought together Aboriginal and Torres Strait Islander young adults from multiple local schools and delved into 'Identity within the Aboriginal and Torres Strait Islander Communities,' led by the knowledgeable Dani from WBCF. Discussions included topics like combating stereotypes and nurturing a sense of community.



## CELEBRATING KEN: AN INTERVIEW WITH OUR LONGEST-SERVING DRIVER

One of the feathers in the cap of CDC Victoria is our driver Ken who's been with us in the Ballarat depot for 45 years and has been kind enough to share his marvellous journey with the current generation of CDC Victoria.

Ken spoke about how being around people has always been his driving force. He joined us at a time when CDC Victoria was still a small family-run business and with his experience of driving interstate trucks at the time, Ken blended into the CDC family effortlessly.

Dating all the way back to 1978, Ken shares some nostalgic days when the passion of driving took over factors such as the lack of air conditioning etc. and joked about how shifting gears was all it took for drivers to go back home tired. Ken reminisced about what a delight it was to engage with passengers back in the day and admits that has taken a bit of a backseat in today's day and age. With 90% of families having just 1 car in the home back in the day, public transport was an indispensable means of commute and that kind of interdependence resulted in a beautiful partnership between passengers and drivers.



Speaking of his favourite milestones in the bus industry, he talks about the sheer content the transition to charters brought him whilst route jobs would also help him strike the correct work-life balance. When his wife got ill in 2006, Ken was glad that CDC Victoria helped him transition to a school route closer to home which enabled him to look after his family.

Ken prides himself in seeing every side of the bus industry. His advice to new drivers starting off in the bus industry is to follow the simple yet useful mantra that 'you treat people the way you like to be treated'. He's a staunch advocate of safety and believes if you're doing the right thing, you need to simply go with the flow.

Currently ferrying senior children around, Ken talks about how he's fondly greeted with respect by them.

Speaking about the transition from the old family business to CDC, he was honest about how any kind of change can take a bit of time to get adjusted to but warming up to CDC did not take much of an effort. Ken always has a grin on his face when he talks about how he shares some great camaraderie with his fellow drivers and how engaging in cheeky driver banter to get through the day is always something he looks forward to.

Ken has such a strong sense of commitment towards his community in Ballarat, he does

joke about how he misses out on the tempting yet delicious BBQs hosted by Ballarat every other week so he can be more health conscious but given his tenure with CDC, he makes up in more ways than one of making his presence felt within the organisation with frequent trip to other depots.

As a message to the community of Ballarat, he strongly believes that bus driving is a noble profession and if one is in it for the wages and not the people it defeats the purpose of the important role that bus drivers play in connecting communities and making a better impact.

Ken's longstanding association with CDC has been such an integral force in driving a sense of partnership within the Ballarat community as well as our other depots in Victoria. We'd like to thank Ken for his invaluable contribution to CDC Victoria over the years and we hope as an organisation we continue to retain these relationships with our employees.

**Thank you, Ken!**



## S A F E T Y



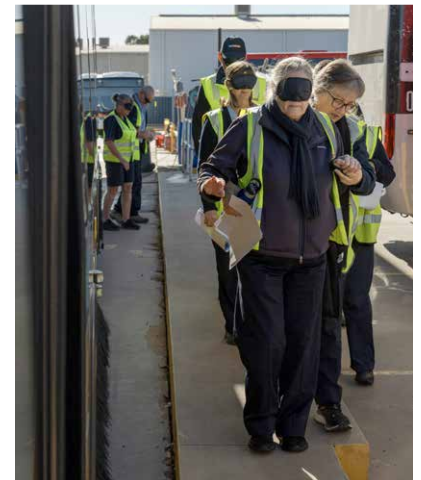
## A JOURNEY OF INCLUSIVITY

The Mildura team hosted a disability awareness workshop in collaboration with Mildura Rural City Council. During the workshop, the team explored accessibility within our bus network; specifically, disability, local support services and promoting awareness to the community.

The staff from the Mildura and Broken Hill depots engaged in some interactive exercises. They were divided into groups of two, where one was blindfolded, and

one acted as their carer. The exercise gave our team members first-hand knowledge of what a person living with a disability may experience in their everyday lives. The team also learned to safely assist individuals in boarding and disembarking from the bus using a wheelchair.

The staff left the workshop with a deeper understanding of how to ensure everyone, regardless of their abilities, can travel comfortably and securely on our buses.



## OCTOBER: NATIONAL WORK SAFE MONTH



We are acknowledging National Work Safe Month for the whole month of October. It's the perfect time to recommit to safety, both in and out of the workplace. Stay tuned for tips, resources, and events that help us ensure a safer and healthier workplace for all.

## ANOTHER STEP TOWARDS SAFETY

To ensure the safety of all school and charter bus passengers, we have introduced a new safety process that will remind passengers of their responsibility to wear seat belts.

*Buses & coaches with seat belts will get:*



Voice announcements to wear seat belts



'Seat Belt' button on the driver's dashboard



Seat belt decals on all windows



Ask

RU OK?™



## RU OK DAY: STARTING MEANINGFUL CONVERSATIONS

In September, we acknowledged RU OK Day. We shared essential messages and contacts with the staff. The P&C team organised bookmarks for the staff filled with awareness messages and crucial contacts.

Across a few depots, the day started with heartwarming morning teas and sizzling BBQs for our teams – the perfect setting to engage in those meaningful conversations.

We would like to remind you all that we have an Employee Assistance Program (EAP) provider called Converge. Reach out to their experienced professionals at 1300 687 327 if you ever need someone to talk to.



## HAVE YOUR SAY: THE EMPLOYEE ENGAGEMENT SURVEY IS OPEN NOW

The Employee Engagement Survey is open for the whole month of October. This is your chance to have your say on how we can improve our workplace. We want to understand your views on various aspects of work life like safety, diversity & inclusion, collaboration & engagement.

It is an anonymous survey so your feedback will remain completely private and confidential. It will take less than 10 minutes of your time to fill in the survey.



HAVE YOUR SAY

The Employee Engagement Survey is open until October 31st.  
There is still time to have your say!



Safety



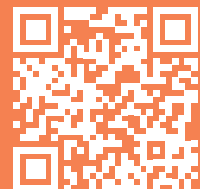
Diversity & Inclusion



Collaboration & Engagement

### HOW TO ACCESS THE SURVEY?

You can access the survey through this link: [surveymonkey.com/r/3VZYNQW](https://surveymonkey.com/r/3VZYNQW) or by scanning the QR code.



QR codes are also available on Quick Connect or your nearest staff noticeboard. If you prefer to fill out the survey on paper, we have paper copies available at each depot.

Your input matters and this survey is your chance to be heard. So, please be honest and constructive in your feedback. Don't miss this opportunity to 'Have Your Say'.

## BALLARAT FUNDRAISER BBQS

This is an appreciation story for the Ballarat BBQ events that happen every fortnight and for the staff that supports this beautiful initiative.

It's been 12 years now since the Ballarat team started this amazing tradition of firing up BBQs and raising funds for social causes. It started with just one BBQ and a humble trestle table, and today they have a fully equipped kitchen. They serve a variety of food with something available for vegetarians or even vegans. Plus, they have an EFTPOS facility.

Once the team raised a whopping \$550 in a single BBQ event!

Over the years, these BBQs have supported various charities, including the Peter MacCallum Cancer Centre, Share the Dignity, Movember, Rule Prostate Cancer and even a local Paralympian in 2017.

A special shout-out to Shaun Russell, the BBQ maestro and Roger Henstridge for all the support for this initiative.



## A WEEK OF GIVING DURING DONATELIFE WEEK

In July, our CDC Mildura team embraced DonateLife Week, a week dedicated to raising awareness about organ and tissue donation.

The team took the opportunity to promote this noble cause within the depot and showcased DonateLife advertisements on CDC buses.

Our drivers wore the promotional beanies and caps provided by the DonateLife team to spark conversations, encourage awareness, and inspire others to sign up as organ donors.

The team also whipped up home-cooked, hearty meals and baked goods. These delicious treats were used to raise both awareness and funds. The team raised an incredible \$608 and donated it to the Mildura Base Hospital Intensive Care Unit.

DonateLife Victoria encourages all Victorians to register as organ and tissue donors. Currently, there are 1,800 Australians patiently waiting for life-saving organ transplants. Thousands more could see their lives transformed through these selfless donations.



## DECODING SOME COMMON JARGON IN THE ESG SPACE



### 1 GOING HYBRID

A Hybrid-electric bus is powered by a normal conventional internal combustion engine (ICE), but also has an electric motor and

battery. The battery is charged from both the ICE and regeneration braking. The Hybrid bus can travel 5.3% in fully electric mode.

*What does CDC Victoria do in this space?*

We reduce bus emissions by 30% with 50 Hybrid buses.

The Volvo Hybrid also has "E-Zone Management" system which allows us to select certain zones to travel in full electric mode, such as shopping strips, schools etc.



### 3 SOLAR PANELS AS RENEWABLE ENERGY

Solar Panels are devices that convert sunlight into electricity by using photovoltaic (PV) cells. Solar photovoltaic (PV) panels generate this electricity.

This is often referred to as "Solar Production".

*What does CDC Victoria do in this space?*

Solar Panels are already installed at some of our depots with production at these depots at approximately 25% of the electricity we consume.



### 2 RAINWATER HARVESTING

Rainwater Harvesting is the process of collecting rainwater into Rainwater Tanks.

*What does CDC Victoria do in this space?*

Captured rainwater into tanks is mainly used for washing buses externally, usually at the final rinse stage. Water saving in depots with tank water is approx 30%.



### 4 SOCIAL ENTERPRISE

A social enterprise is a for-profit business which is operated by an indigenous, disabled, or disadvantaged enterprises approved and recognised by the State Government via companies such as Social Traders or Supply Nation.

*What does CDC Victoria do in this space?*

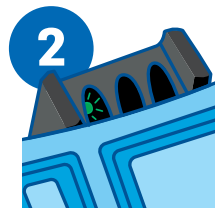
Our regular social procurement suppliers include Fruits 2 Works, Sister works, Bunji Catering.

## OTHER WAYS IN WHICH CDC VICTORIA REDUCES ITS CARBON FOOTPRINT



### 1 ZERO EMISSION BUS TRIAL

We have a Zero Emission Bus Trial in partnership with the Victorian State Government. The trial is for the introduction of 8 electric buses from 2022 to 2024.



### 2 GREENROAD TECHNOLOGY

Our inhouse Greenhouse Technology helps to improve driver's skills and techniques for smoother driving and improved fuel efficiency i.e., fuel savings per kilometre travelled.



# CDC'S GREENROAD ROADSHOWS

In August, CDC's Training and Development team embarked on a journey that spanned all eight depots, hosting a series of GreenRoad roadshows. Jason Plevras, the Training and Development Manager, shares insights and highlights from this engaging experience.

For the Training and Development crew, the GreenRoad roadshows offered a unique opportunity to have candid conversations with our drivers. These interactions allowed drivers to openly express their concerns, questions, and comments about GreenRoad, fostering a genuine dialogue. The team was heartened by the drivers' willingness to embrace the insights shared about this coaching tool.

The SDMs did an amazing job with catering and organising the

roadshows – we couldn't have done it without them. It felt like each depot we went to was in a MasterChef challenge with the previous one because the food was always 5-star. The SDMs even came down to take part in discussions, which is a testament to their professionalism and integrity.

The entire training and development team drove this roadshow from start to finish with the support of the Comms and Ops teams. We were even fortunate enough to get our newest trainer, Ayhan, to put his hand up and help in talking about the coaching tool with our drivers in Sunshine. Going out to each depot and talking to 100s of drivers is a massive accomplishment and all credit goes to the entire project team.



One aspect that particularly piqued our drivers' interest was the ability to track their safety scores via the Blink Hub app. This innovation has seen a surge in Blink activity, as drivers can now dissect their safety scores into finer details, including cornering, lane handling, speeding, braking, and acceleration. And of course, the introduction of the safety score leaderboard has added an element of friendly competition among our drivers.







## TRAINER PROFILE

### MEET AYHAN COSKUN: FROM THE DRIVING TO TRAINING DRIVERS, HIS JOURNEY AT CDC VICTORIA

Driving a bus isn't just about getting from point A to B;

it's about safety, expertise, and above all, delivering excellence in service. Ayhan Coskun, CDC Victoria's newest trainer, knows this better than anyone else. *Nidhi Shah, Marketing & Comms Manager*, sat down with Ayhan to learn more about his journey.

#### A VARIED BACKGROUND

Ayhan's path to the CDC's training department is nothing short of inspiring. Before joining CDC, he enhanced his training skills in retail management, working with renowned brands like Nike and Adidas in Europe. "Training is the same, regardless of the industry you are in," Ayhan explains. His diverse background brings a fresh perspective to CDC's training programs.

#### FROM DRIVER TO TRAINER

But Ayhan is not just a trainer; he is also an experienced bus driver with six years of driving under his belt. His experience spans across multiple continents, from his early days in Europe to being a bus driver at CDC's Oakleigh depot.

#### PASSING ON EXPERTISE

One of Ayhan's favourite aspects of training is sharing best practices. His unique combination of driving experience and training expertise allows him to understand the challenges drivers face on the road and provide valuable insights. "Seeing new drivers evolve over just a few weeks is a joy," Ayhan says. He takes pride in helping them develop safe and efficient driving skills.

#### THE CHALLENGES OF TRAINING

Training isn't always a smooth ride, and Ayhan acknowledges this. Breaking old habits and instilling safety practices can be challenging. "Breaking existing habits is the most challenging part," Ayhan adds.

However, he respects and values everyone's diverse backgrounds and experiences. He likes to listen to the driver's driving experiences and take something out of it. He likes to blend theory, legalities, and real-life experiences into his training approach.

#### EXCITING INITIATIVES

Ayhan is particularly excited about the CDC's ongoing mentoring program revamp. This initiative aims to ensure that mentor drivers not only have the necessary safety and corporate knowledge but also possess the right attitude to represent CDC effectively. Ayhan sees this as a crucial step in ensuring new drivers receive the best possible guidance.

#### ADVICE FOR DRIVERS

For new and existing drivers, Ayhan's advice is simple: "Have fun!" He reminds them that driving a bus is about enjoying the journey and taking in the views. "It's a challenging job but also a rewarding one, as drivers play a vital role in serving the community and representing CDC. Just enjoy your office on the road and drive with safe practices," Ayhan adds.

#### FAVOURITES?

When he's not training or driving, Ayhan enjoys amateur photography, particularly street photography. He's also a fan of kickboxing and is a proud supporter of Collingwood in the footy world. Go Pies! His favourite travel destination is Turkey, a place where he would like to explore more of his heritage, and he is also a fan of Italian cuisine.

In Ayhan's own words, he is passionate about making a positive impact on people's lives, which led him to become a trainer. His people-oriented nature and passion for development make him a valuable addition to CDC Victoria's training team.



# CONGRATULATIONS TO EVERYONE WHO CELEBRATED THEIR SERVICE MILESTONES!

Name	Depot	Years of Service	Name	Depot	Years of Service
Willi Rabl	Ballarat	5 Years	Abdulai Barrie	Wyndham	5 Years
Ben Ryan	Geelong	5 Years	Gyong Cheul Yoon	Wyndham	5 Years
Narelle Liddell	Geelong	5 Years	Karu Kiriella	Wyndham	5 Years
Alicesue Strickland	Head Office	5 Years	Keun Soo Jeong	Wyndham	5 Years
Stuart Hyde	Mildura	5 Years	Shane Andrew Dearnley	Geelong	10 Years
Rodger Mottram	Mildura	5 Years	Debra Mccleary	Head Office	10 Years
Ben Kim	Oakleigh	5 Years	Elizabeth Behsmann	Mildura	10 Years
Pushpinder Pal Singh Bajwa	Oakleigh	5 Years	Lam Hoang Le	Sunshine	10 Years
Mathew Tyler	Oakleigh	5 Years	Michael Biolakis	Tullamarine	10 Years
Tutai Tiimalu	Sunshine	5 Years	Jane Welsh	Mildura	15 Years
Shaun Lawson	Sunshine	5 Years	Phi Hung Dang	Sunshine	15 Years
John Powell	Wyndham	5 Years	Graham John Lockhart	Geelong	20 Years
Chuye Abebe	Wyndham	5 Years	Travis Burgess	Mildura	20 Years
Malapeta Fonotaga-Fineaso	Wyndham	5 Years	Robert Whitchurch	Mildura	20 Years
Mussie Mamo	Wyndham	5 Years	Param Siwan	Oakleigh	20 Years
			Sean Joseph Mccavanagh	Sunshine	25 Years
			Con Timotheou	Tullamarine	30 Years

## COMPLIMENTS & COMMENTS



Rescue Helicopter chartered CDC

Mildura buses and provided the following feedback;

"Hanna, to you and your team, thank you so much for what was exceptional service from the first enquiries to the transport to and from the Mildura Wharf for our Drover's Run group.



**RELIABILITY**  
Living our SPaRCQ values

Can you please pass on to our drivers on the night, Melissa and Tim our thanks as well as they being super punctual and obliging.

A great experience on what was a fantastic night for our group"

Well done Mildura team, the level of customer service given to our customers is secondary to none!



Passenger George called this morning to compliment 2 bus drivers -

Elia Kuka and Silvana Tarabolsi.

Passenger requested Silvana to have the bus wait at Tarneit Station for a few minutes so that his elderly mum could board the bus.

Silvana spoke to Elia over the radio and requested to have the Bus wait for a few minutes.

Bus driver Elia Kuka waited and the elderly passenger was able to board the bus. Passenger and his mum were very happy with the Excellent Service received by both drivers and personally asked that the be recognised for their good service.



Thank you very much to the driver of the 4.01pm number 10 bus from Wendouree railway station to Ballarat on 26th September, whose local knowledge stopped me becoming hopelessly lost at the wrong end of Havelock Street.

He correctly directed me to the Ballarat bowling club.

Thank you very much for saving me a very long walk.



**QUALITY**  
Living our SPaRCQ values