

Unite!

Newsletter

CDC Victoria's quarterly newsletter featuring updates, developments and the people who drive the business

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From L to R: CDC Victoria's Group Operations Manager, George Konstantopoulos, General Manager, Nick Yap, Brianna Secoulidis, Kashia Beech and Jordan McFarlane - from the Fresh Program, Western Bulldogs CEO, Simon Garlick and Western Bulldogs Chief Commercial Officer, Nick Truelson.

Welcome!

Dear Colleagues,

Welcome to the inaugural issue of Unite! Our official quarterly newsletter.

At a Head Office Christmas function in December 2013, I recall saying to colleagues that I am not Graeme Davis; and that change was inevitable.

I must admit that even as I said that, I had no idea what changes we would go through. In 12 months, we have been transformed; and as I hope you agree - to a more progressive, united company.

We commenced 2014 with a focus on June 2015 - which marks the end of the 7-year contract with government to operate Metropolitan bus services. These contracts have a 3-year extension and the business set itself goals to ensure we secured this by focussing on delivering greater value for money under our current contract.

In July, we rebranded and launched our new website, adopted PTV livery and new operating brands. We introduced CDC Ballarat and CDC Geelong; giving the community a brand they can associate with and call their own. Over the next few months, you will see yet another transformation as Westrans and Easttrans unite under one banner, CDC Melbourne.

This newsletter exemplifies the work of our community engagement with the Victorian Maori Wardens and our partnership with the Western Bulldogs Fresh Program. We also currently sponsor two Victoria University Achievement Scholarships. It is our belief and experience that in working with the community, we can model right behaviours and in time, restore respect for bus drivers. We also believe

that the lower fare evasion (as measured by the PTV) is a direct result of your good efforts, supported by these initiatives.

Besides this, we have acquired a new payroll system and hope to implement it before Winter 2015. You will also notice that radios in your buses will be upgraded and now come with duress capability.

The year ahead will also see the launch of the new Regional Railway and this will impact nearly all our networks. Aside from Oakleigh, every other bus network is planned to change with nearly every service we run affected in some way. There will be some people who will be affected and even unhappy about these changes. However, our experience in Williams Landing and in the Brimbank area suggests that the greater majority will benefit from these changes. Since the implementation of the changes in Williams Landing, our patronage has doubled. We will certainly build on our communication with you in regards to these changes to the Regional Railway.

In closing, on behalf of the Board and your management team, I would like to wish you and your families a safe and joyous Christmas. May 2015 be filled with many personal blessings.

Best regards,
Nicholas Yap
General Manager

Cover credit: Our tagline "Linking people, places and communities" comes alive in this group shot. From L to R (Back row) CDC Victoria's Group Operations Manager, George Konstantopoulos, General Manager, Nick Yap, Western Bulldogs (WB) CEO, Simon Garlick, WB Chief Commercial Officer, Nick Truelson and bus driver, David Powell. (Front row) Brianna Secoulidis, Jordan McFarlane, Kashia Beech - from the Fresh Program.

A new addition to the CDC Victoria family or a new addition in your family? Or would you like to share an original recipe or tips on how to enjoy a healthier lifestyle? Email djgoon@cdcvictoria.com.au with your story ideas now!

Caring for our widows

A monthly free bus service provides Brimbank widows with a safe, comfortable ride to visit relatives at Keilor Cemetery

Eleven times a year, a free bus service run by CDC Victoria picks elderly passengers up at St Albans Market and transports them to and from Keilor Cemetery. The monthly bus service happens on the first Tuesday of every month (except in November) and is testament to CDC Victoria's commitment to serving the community.

Many of these widows have been utilising the CDC bus service that is run out of Sunshine Depot for years and look forward to their once monthly gathering where they can get together and catch up. The widows also appreciate the bus service greatly because many of them would not be able to get to the cemetery otherwise.

82-year old, Tina Scettar who comes from Deer Park to use the service, is so grateful for the bus because this is the only way she can get to the cemetery herself.

"We have kids but they are often busy with work so this is the only chance I get to visit," said Tina.

80-year old, Julie Konikkos has been religiously using the free bus service for over ten years.

"I'm so glad we have this service because I get to visit my husband at least once a month. I also come to see some other relatives in this cemetery so I really love having this service," said Julie.

The free bus service allows the elderly widows to travel in comfort, rain or shine, and

provides them with the easiest way to get to the cemetery.

Even though there is actually a public bus that goes to the cemetery, it stops across the highway, which is quite a distance away. The only access to the cemetery from the highway bus stop is via a precarious overhead bridge that is not sheltered from the strong winds and rain, making the journey very difficult for these elderly folk, most of whom use walking aids and sticks.

Driver, Goran Stankovic is well acquainted with the widows, having driven them on the free bus service about 5 to 6 times a year.

"This service is a really good thing. We have to remember that one day we too will be old like them so I like to joke with them, make them comfortable and just chat with them," said Goran.

"I'm a representative of my company so if I do a good job then people will know that this is a good company."

"I'm so glad we have this service because I get to visit my husband at least once a month."

CDC Victoria will continue to run the free bus service from St Alban's Market to Keilor Cemetery at 9.45am on the first Tuesday of every month (excluding November)

in 2015. We look forward to welcoming more elderly passengers on board to utilise the service in the coming year.

If you know of anyone who could benefit from our free bus service from St Alban's Market to Keilor Cemetery or need more information about this, contact, Chloe Black at 9390 0111.



Call for submission!

Unite! Issue Two, Is Open for Submission!

Is there something worth mentioning at your depot?
A member of staff who goes beyond the call of duty?

Let's celebrate

2014 is a very special year for six of our dedicated and loyal staff members, who have notched up 25 years of service.



- John Ludviksen
- Stephen Tillson
- Stan Rizeski
- Fred Caruana
- Harold Pitcher
- Tony Meek

Besides enjoying an honorary lunch at The Strand in Williamstown on 29th October, the men were presented with a gold watch and commemorative glass trophy by General Manager, Nick Yap.

"These awards are our way of showing our appreciation for all the hard work they do and we are delighted to celebrate this special occasion with John, Stephen, Stan, Fred, Harold and Tony," said Nick Yap.



Security first

By now, you've probably seen the "See something, say something" posters on our buses, at bus stops and in the public domain. And you've probably heard all about IS and ISIL in its many forms and abbreviations. But what does all this mean to you as an employee of CDC Victoria.

While there is still no known direct threat, Victoria Police recommends that we remain vigilant and the recent PTV/DTPLI's "See something, say something" campaign literally hits the nail on the head.



So while you are driving, on your way to work or while spending time with the family on weekends, just remember to stay alert and report any suspicious behaviour in the following ways. It's a matter of National Security and we all have a part to play.

Please call:

- 1) Victoria Police** (Report urgent suspicious activity) - Call Triple Zero (000) or
- 2) The National Security Hotline** - For reporting non-urgent suspicious activity 1800 1234 00 or email: hotline@nationalsecurity.gov.au

Should you require any additional information, please advise your Depot Manager.

- Fatigue Management
- Broader Wellness in Lifestyle
- Safe lifting and ergonomics

George Konstantopoulos, Group Operations Manager, said "This 4-hour program will enable our drivers and staff to attain the knowledge, tools and support for mental and physical health and wellbeing."

The program will be delivered by a group of qualified professionals at our Sunshine Depot and is compulsory for all drivers to attend. 2015 program dates and booking arrangements will be released via a staff notice soon.

Fare evasion down

CDC Victoria is proud to announce that its fare evasion rates are now below the 10 percent mark. This is according to recent survey results published by Public Transport Victoria (PTV); and is definitely a milestone to be acknowledged as it highlights the result of a proactive revenue protection and community engagement strategy.

According to PTV, the overall fare evasion rate for buses stands at 12.7 percent. Not only are our fare evasion levels lower than the overall rate but we are committed to further reductions across our network of services, said Group Operations Manager, George Konstantopoulos.

Our proactive measures

CDC Victoria's community engagement plan includes partnering with the Victoria Maori Wardens Inc. (VMWI) who have volunteer wardens that patrol our buses in high risk areas in an effort to diminish fare evasion and anti-social behaviour.

We also recently partnered with AFL football club, the Western Bulldogs and are sponsoring their community education and partnership training initiatives.

Internally, CDC Victoria has also deployed designated customer service officials who have been patrolling buses in a bid to educate patrons on the use of myki ticketing system.

Management would like to thank all staff - in particular our drivers, customer service officials and official partners who have contributed to this positive result.

Together, further success can be achieved.



Be safe, not sorry!

Security reminder to all drivers: Please ensure buses are manned at all times. If you are stopping for a snack or toilet stop, always ensure the bus is locked and the engine turned off completely to avoid a security breach.

New to the family

CDC Victoria is pleased to introduce its two latest appointments - Ravneet Walia who has been appointed as Service Delivery Manager at CDC Altona, effective 20th October and Michelle Jacinto Ho - appointed as Manager of Community Engagement from 5th November 2104.

Ravneet joins CDC Victoria after moving from our Northmead depot in Sydney where he managed a fleet of 160 vehicles, and 250 drivers. Michelle has extensive experience in Marketing Communications, Product Development and Branding with a speciality in Product Management.

We are sure Michelle and Ravneet will be assets to the company and we welcome them on board.

On patrol



You probably recognise the familiar faces of the Victoria Maori Wardens Inc (VMWI) who have been patrolling our buses this year. But what you probably didn't realise is that

these fluoro-vest wearing wardens are all volunteers. Yes, you read right! They are not paid, have their own day jobs and just want to make a difference in society.

Following an initial patrol trial period which proved to be successful, the VMWI initiative has been given a 6 month extension, which allows wardens to continue travelling on CDC Victoria's Westrans buses until 31 March 2015.

The joint initiative between CDC Victoria and the VMWI is supported by Public Transport Victoria (PTV) and allows uniformed members of the VMWI to patrol key areas on CDC buses providing guidance, interaction and leadership to youth of Pacific Islander or Maori background, who may be displaying, or at risk of partaking in, anti-social behaviour.

The VMWI will continue travelling on buses within the Werribee, Hoppers Crossing, Tarneit, Wyndham, and surrounding areas.

Health matters

Cliché as it sounds, our employees are our most valuable asset. Yes, that means - You!

In line with this, CDC Victoria has partnered with IPAR to deliver a comprehensive training program designed to equip drivers and staff with a greater knowledge and understanding of these key issues.

- Mental Health
- Psychological Wellbeing
- Psychosocial hazards of a bus driver
- Communication and Active Listening

All in the family

Profile

From bus driving to upholstery, the Viscio brothers reveal just how versatile they are when it comes to doing their jobs



If you haven't yet had the privilege of meeting the Viscio brothers, Don and Charlie, you're in for a treat. Based out of Werribee Depot, the tag team duo have been in the bus industry since the early 70s and belong to an elite group

of long serving employees who go above and beyond the call of duty.

Hired as bus drivers at CDC Werribee, 67-year old Don and younger brother, Charlie who is 65, are also the handy individuals who make sure our bus upholstery is well maintained. Whenever there is a tear or rip in the seat, the Viscio brothers are quick to repair and reupholster seats so customers stay comfortable and buses stay where they belong – on the road.

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But how exactly did the Upholstery Brothers first start culminating their craft? The brothers had no formal training, no manuals and no one to show them how to sew. Older brother Don recalls buying his first Seiko sewing machine (which the boys still use today) and literally taking seats apart in order to learn the trade.

"When we first started upholstery, I had no experience at all in the trade but I have always



been quick to learn things. I believe that in life, you'll learn if you have the heart for it," says Don.

Younger brother, Charlie picked up the trade under Don's instruction after leaving his position as a maintenance mechanic in Sunshine Depot. He remembers how difficult it was on his back being in the maintenance pit all day and his move to becoming an upholsterer and driver was literally his saving grace.

The million dollar question however is how on earth does one go from driving (or repairing) a bus to sewing and upholstery? The answer is simple. The Upholstery brothers make it pretty clear.

"We all do what needs to be done and when we took over the upholstery; this became our job. Our role is to keep the upholstery in good shape so that is exactly what we had to learn to do," says Charlie.



Getting fresh

Partnering up with the Western Bulldog's Fresh Program has allowed staff to engage with students and provide positive experiences for the kids outside the classroom

When CDC Victoria decided to partner with the Western Bulldog's Fresh Program, we knew that we wanted to adopt a hands-on approach. As part of our commitment to the program, CDC Victoria staff have run interactive education sessions including speed careering, resumé and CV writing and most recently, simulated job interview sessions.

On top of that, we hosted fourteen students (and 2 teachers) from the Fresh program in an industry visit at Sunshine Depot. Acting General Manager, Stephen Ryan and Graeme Lilley from Public Transport Victoria (PTV) joined the tour, allowing them to interact freely with the kids.

The tour was led by Sunshine's Service Delivery Manager, Peter Ducevski and his dedicated team who graciously engaged with students, allowing them to learn outside the classroom and observe the extensive operational and planning requirements of a Metropolitan bus business.

"The Fresh students thoroughly enjoyed the day, particularly the mechanics and paint shop parts of the tour. It was a great insight



to the behind-the-scene logistics of how their public transport system operates and further opened their eyes to possible career pathways," said Teacher, Brooke McInnes.

CDC Victoria is proud to be a partner of the Western Bulldog's Fresh Program and will continue to invest in the education and empowerment of the community through worthwhile initiatives like Fresh. Stay tuned for our 2015 community engagement initiatives.

"It was a great insight to the behind-the-scene logistics of how their public transport system operates and further opened their eyes to possible career pathways."

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Aimed at educating youth (aged 15-20) who experience difficulties with mainstream education, the Fresh Program allows young people the opportunity to gain secondary qualifications in a flexible, supportive environment allowing them access to sustainable future options.



5 healthy ways to enjoy Popcorn

Loaded with antioxidants and fibre, this movie-time staple is actually also a healthy snack option. Check out these 5 ways to add a bang to your popcorn.

Start with 3 cups (air-popped or microwaveable) popcorn (about 93 calories) and add these toppings for a fun, health conscious snack.

1. Hot cocoa powder - 40 calories and 1.5 g fat per half packet.
2. Melted peanut butter - 71 calories and 6 g fat per 3/4 tablespoon.
3. Chilli powder - 8 calories and 0 g fat per teaspoon.
4. Grated Parmesan Cheese - 43 calories and 3 g fat per 2 tablespoons.
5. Cayenne Pepper - 1 calorie and 0 g fat per 1/4 teaspoon.

Recipe contributed by Pam Minahan from CDC Head Office*.



* Fat and calorie content to be used as a guide only.



Scan here using a smartphone or camera enabled device with QR app to access CDC Victoria's website.



Move for health

Five easy-peasy ways to look after yourself and your health, even while at work

Being active is hugely beneficial to our physical and mental health, and overall quality of life. However, most of us struggle to reach the recommended amount of 150 minutes of moderate physical activity each week.

Working in a sedentary job makes it that much harder - most people spend more than three quarters of their work day sitting. Increasing our physical activity doesn't mean we need to all sign up at the closest gym - there are so many other ways to stay active.

Check out these top five pointers from the Active Living and Public Health Team at Victoria

University's Institute of Sport Exercise and Active Living to get you started:

1. Reduce sitting time: Whether you're behind the wheel or behind the desk, take every opportunity to stand up or walk around - in fact, stand up while you read the rest of this article!
2. Use printers/ bathrooms/ bins that are further away from your desk so you are forced to walk.
3. Make the most of breaks and do some standing stretches or take a short walk.
4. Have lunch away from the desk or the wheel - if possible find a spot outside to get some fresh air.
5. Active commuting: If you drive to work, park as far away as possible from the office. If you take public transport, stand during the trip and consider getting off a stop earlier.