

Unite!

Newsletter

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



Head Office

CDC VICTORIA

9 Slough Road

SPaRCQ Winners **4**

Celebrating our staff **7**

Pay it forward **10**



Welcome!

Dear Colleagues,

Summer is upon us and Christmas is just around the corner. This is also the season for us to farewell 2016 and welcome 2017 with family and friends; often at barbeques! Community spirit can inevitably be seen and felt all over Australia during this season.

For those who have read the last few Unite! newsletters, you will know that I have been doing a series on our SPARCQ values. An archive of these newsletters can be found on our website at this address: www.cdcvictoria.com.au/about-us/newsletters. This edition will focus on the value 'Community'.

We are in the business of linking people, places and communities. The community depends on us to perform reliably and to show up. When we fail here, we fail the community. In defining the 'Community' value we promote the positive behaviour of respecting all members of our own work community.

Some of you would have observed recently the head office team riding on our services in November and catching up with drivers and depot staff over pizza. I thank all staff members who contributed to the process, whether it was taking time out of your busy schedules to participate in these initiatives or in providing feedback both positive and negative. This is very much part of building our internal community and breaking down any 'us' and 'them' attitudes across the organisation.

On 2 November this year, we extended our community contribution and initiated an industry memorial that we called 'Lights on for Manmeet'. On our social media platforms (see pg 6), we said "we may have drivers and staff from over 70 countries but today we stand as one with black arm bands as a symbol of our unity."

May I take this opportunity to wish you and yours a safe and joyous time in the season ahead.

Kind regards,

Nicholas Yap
General Manager – CDC Victoria

Welcome onboard to all our new employees

Tom Arnott (**GEELONG**), John Tanos and Bernard Gutu (**OAKLEIGH**), Wendy Goodwin, Paul O'Neil and Simone Clarkson (**BALLARAT**), Zubaidah Kadir, Cong Thuong, David Jordan, Larry Legaspi, Wondewosen Biza, Tarundeep Ghai (**WERRIBEE**), Lalit Pokhriyal, Guri Singh Thind, Mihailo Milutinovic, Krisimasi Muavaa, Tai Nguyen, Gurdeep Singh Aujla, Carlos Lopez, Biniam Kahsay, Nishantha De Silva, Marciano jr Avila (**ALTONA**)

Topping up my super: how to salary sacrifice?

Salary sacrifice is an arrangement you set up through your employer and for many people is a tax-effective way to grow their super*.



How does salary sacrificing work?

Making a before-tax contribution to your super is known as a 'salary sacrifice'. This is where you choose to give up

or 'sacrifice' part of your before-tax salary to increase employer super contributions that add directly to your super account.

Doing this will not only grow your super balance, but could also reduce your taxable income, and therefore the total taxes you pay.

How salary sacrificing can save you tax

With some of your salary going into super, you're likely to lower your taxable income. You also pay just 15% tax on your contribution into your super.

Not as effective for low-income earners

If you earn below \$37,000 there may be little advantage in a salary sacrifice arrangement because the tax rate on your salary is only a few percentage points more than the tax on your super contributions. An after-tax contribution could be a more effective way to grow your super.

Case study - how Sue grows her super through salary sacrifice

45-year-old Sue earns \$70,000 a year. She won't get the government co-contribution, but by giving up \$50 a fortnight (as a \$76 salary sacrifice contribution), she saves \$387 tax and adds an extra \$1,687 into super a year.

And by giving up \$100 a fortnight (as a \$153 salary sacrifice contribution), Sue saves \$774 tax and adds an extra \$3,374 more into super a year†.

Know your tax limits

The government limits the amounts you can add to super. If you go over the limits, you may pay extra tax.

“With some of your salary going into super, you're likely to lower your taxable income.”

AustralianSuper

3

Currently, the before tax contribution limits for the 2016/17 financial-year are \$30,000 a year if you're under age 49 at 30 June 2016, or \$35,000 a year if you're aged 49 and over at 30 June 2016.

For more details on limits and tax payable, visit australiansuper.com/SuperTax

Getting started

Find the best way to add to your super at australiansuper.com/calculators

Speak with your employer about setting up a payroll deduction. Then log in to your account at australiansuper.com and complete a salary sacrifice contribution form.

* You should consider your debt levels before adding to your super.

† This case study is provided for illustration purposes only and is not a representation of the actual benefits received or fees and costs that may be incurred. Calculation produced using MoneySmart Super contributions optimiser available at moneysmart.gov.au Key assumptions: Contributions tax 15%, SG 9.5%, individual tax rate 37.5% (plus the Medicare levy).

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SPaRCQ Award Winners

We're pleased to announce our September SPaRCQ winners.

Darren Abrahams (Geelong) for excellence in Community, Caroline Driscoll (Ballarat) for excellence in Passion, Goran Gorgioski (Altona) for excellence in Quality, Kelvin Gorringe (Oakleigh) for excellence in Reliability. Congratulations to all our winners!

We look forward to hearing many more SPaRCQ award stories.

"These awards give us an opportunity to recognise people who do great things in the name of our company. Head Office are especially looking forward to hearing details of the amazing things that happen in Operations that we wouldn't otherwise hear about." said Marcelle Davis, Executive Manager, People and Culture.



Remember you can nominate someone else or even yourself for a SPaRCQ award every month. Get your nomination forms at your depot now and let's celebrate the SPaRCQ spirit!

Engaging with the Sudanese community

4

CDC recently had the privilege of supporting the South Sudanese Australian National Basketball Association (SSANBA) exhibition game featuring the Victoria Police vs South Sudanese All Stars on 17 November.

Werribee Depot's SDM, Ravneet Walia and Depot Manager, Dave Hutton attended the game after being roped in by driver Silvana Tarabolsi who was the game referee.

Not only did CDC sponsor the refreshments and fruits on the day but we had the honour of providing and presenting Emmanuel Malou the 'Best and Fairest Player' with an official certificate.

Ravneet said, "CDC was proud to be able to engage with these youth and be a part of the Victoria Police vs South Sudanese All Stars game. It was a very energetic experience and we believe this sets the building blocks in place for a long term, strong community relationship with the Sudanese community."

"It was really great to see the youth choosing sport as part of their lifestyle and to watch how much talent there really is in the West. We were also glad to see that Channel 9 News covered the event," added Ravneet.



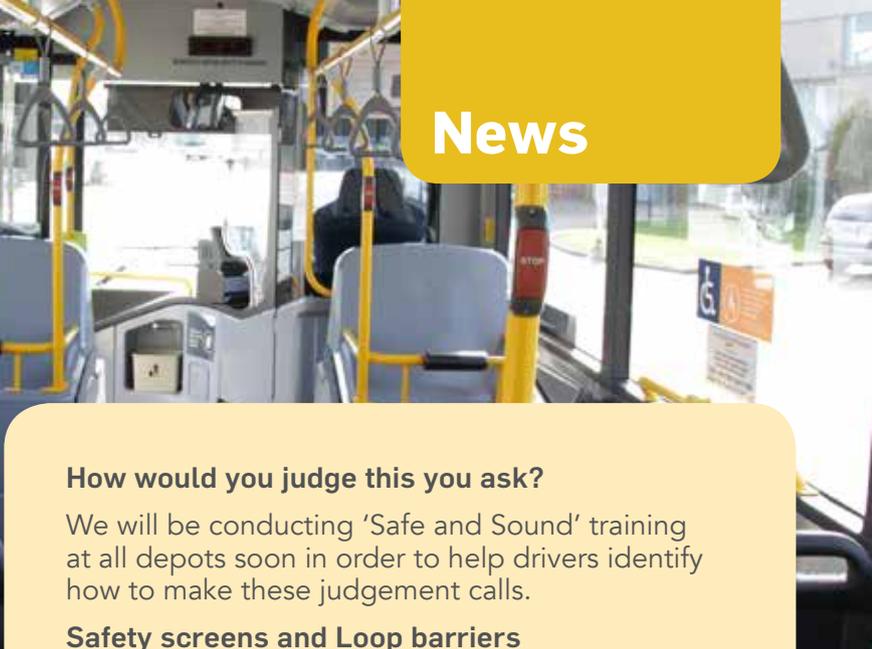
The next round of games (The Summer Slam tournament) will be on Friday 16 to 18 December at Eagle stadium and CDC intends to have a similar presence there.

Ravneet Walia said, "Being at the game was one of the best experiences I have ever had and is a great way for us to continue our community engagement initiatives especially since the SSANBA has such an important presence in the Wyndham community area.

We look forward to many more engagement possibilities with the Sudanese community.

Special thanks goes out to driver Silvana Tarabolsi for presenting us with this opportunity to interact with the Sudanese community and to Ravneet and Dave for taking the initiative in arranging for the sponsorship and presence on the day.

If you'd like to see the Channel 9 New snippet, please visit <https://www.facebook.com/9NewsMelbourne/videos/1757275731202747/?pnref=story>



Driver safety and security

All too often we receive reports or view footage of incidents that could have been diffused or avoided if the Company's position on fare collection was adhered to.

Last month we circulated a staff notice outlining the Company's position on fare collection, sharing the concerns raised by the TWU regarding aggressive passengers and our efforts to remain at the forefront of the Industry when it comes to driver and passenger safety and security.

For your benefit, we thought we'd reiterate the Company's position again.

Fare Collection

1. No driver is required to ask a passenger more than once to pay their fare
2. Safety is our first SPaRCQ value so we ask that you exercise good judgement. If a driver feels that it is unsafe to ask a passenger to pay a fare (if this will lead to conflict or a violent response) do not ask!

No driver will be disciplined for not asking a passenger to touch on where they sincerely believe that they are risking their health or safety by doing so.

How would you judge this you ask?

We will be conducting 'Safe and Sound' training at all depots soon in order to help drivers identify how to make these judgement calls.

Safety screens and Loop barriers

We have been at the forefront of the industry as it moves to install driver safety screens and loop barriers across all depots. Works are in progress across our Ballarat and Oakleigh fleets to fit driver safety screens as well.

Operations Customer Centre (OCC)

Since our launch on 1 October 2016, our controllers have dealt with a number of duress events. The OCC is an additional resource to assist our drivers who may be under duress.

Remember to Press P2 for all duress events.

Multi-modal Authorised Officers (MMAOs)

Our Service Delivery Managers provide regular updates to PTV on their local requirements to deploy MMAOs at bus interchanges, and other known "hotspots", and we continue to work closely with organisations such as the Victorian Maori Wardens and Transit Police in an effort to reduce anti-social behaviour across our services.

Feedback

We are always on the lookout for initiatives to assist us in keeping our drivers safe. If you have any ideas please be sure to let your depot management team, HSR or SPaRCQ committee know.



Thank you for honouring the memory of Manmeet Alisher (1987 - 2016)

On 31st October, Australia was rocked by a tragic assault on a bus driver in Brisbane. The victim, 29-year-old Manmeet Alisher died while serving the community.

This incident spoke to us all and we knew that we had to rally together. After a suggestion by one of our own drivers to drive with 'Lights on' in honour of Manmeet, a staff notice was sent out to all depots which encouraged all drivers to wear black arm bands and drive with lights on on Wednesday, 2 November 2016.

“ As a driver, I felt sad for the family. No one should have to go through this. I feel proud that we were able to honour his memory and show our unity as drivers ”

– Harish Sharma (pictured in black armband below)



staff for participating and honouring our fellow driver, Manmeet. Your small gesture has gone a long way in preserving his memory.

Oakleigh Depot should also be praised for raising over \$700 for the family. The money will be sent directly to Manmeet's family through the trust fund that has been set up by Manmeet's employer, Brisbane City Council.

If you'd like to donate to Manmeet's family, please visit: <https://www.brisbane.qld.gov.au/community-safety/community-support/manmeet-sharma-trust>

We also received many appreciative notes and messages on Facebook from the Punjabi community and other bus drivers around Australia.

Thank you Kelvin Gorrige from Oakleigh Depot for the initial suggestion to keep 'Lights on'.

6

As an organisation, it was our honour to be able to celebrate this man's life and honour his memory. We didn't know him but we know that he was loved and will be missed.

"We felt that it was the very least we could do to pay our respects to Manmeet and his grieving family and also show our solidarity and support to all bus drivers in the industry," said Nick Yap, General Manager of CDC Victoria.

We'd like to say a big thank you to all drivers and



Celebrating our staff and their achievements

Pauline Silaev from Altona Depot

walked 20 km to raise money

for the homeless

Did you know that on any given night in Australia, one in 200 people are homeless? That's a shocking figure especially when most of us don't have to worry about where to sleep or what to eat.

With that in mind, on Saturday 5th November 2016, Pauline Silaev and her daughter chose to do their part for homelessness by taking part in the Salvation Army's 2016 'Walking Home' fundraiser.

The walk raises awareness of the chronic issue of homelessness in Geelong, Ballarat and Warrnambool while fundraising for those currently experiencing homelessness or those at risk.

"I chose to do this walk because there are many other people out there who are much worse off than me," said Pauline.

Pauline and her daughter took part in the 20 km walk from Drysdale to Geelong waterfront and the pair trained for the event by walking the You

Yangs every night for two weeks prior to get used to the road conditions. Pauline has also been going to the gym every night to keep fit. Both mother and daughter finished the walk in 3 hours and 30 minutes and even though Pauline was a bit sore towards the end, she acknowledges that the pain was worth it.

"This was my first time but I can assure you it won't be my last. It was well worth the pain as it's only for a day whereas the homeless go through a lot more pain every day of their lives."

We look forward to supporting Pauline the next time she chooses to walk for homelessness.



Danny Nguyen from Werribee Depot

helped a distraught

passenger in her

time of need

On 22nd April, driver Danny Nguyen from Werribee Depot was finishing up his shift when a lady passenger (who we shall call Carol from here on) boarded the bus.

Danny noticed that she was upset and after a brief conversation he realised that she had no money, had been kicked out of her home and had no where to go. Danny suggested taking her to the council to seek assistance and sought permission from Ops Supervisor, Garry Sandhu to use the change over car to get to the council.



When they arrived at the council, Danny ensured that someone would help Carol before he left and he also gave her \$50 so that she had some money with her. He didn't tell anyone about the incident because he feels he was "just helping someone in need".

Service Delivery Manager, Ravneet Walia learnt about the incident when a council member wrote to CDC to commend and thank Danny for his kindness.

"I didn't tell anyone about the incident because I didn't think that I did anything special. Carol was in need and so upset so I just did what I could to help her," said Danny.

It is people like Danny who really remind us what empathy and generosity look like. And it is for this reason that Danny was nominated (and won) a ComfortDelGro Passion award 2016. The Passion award is awarded to recipients from our global network of companies every year.

Danny was also awarded with a commemorative watch sent directly by Managing Director/Group Chief Executive Officer, Kua Hong Park.

Richard English from Oakleigh depot

Most people from Oakleigh Depot know Richard to be polite, respectable and highly positive. Just follow his posts on Facebook and you'll see exactly what we mean. Think the likes of reminders such as " Sometimes it's difficult. Don't let the stressful things overshadow the good all around you" or another post, " It's easy to keep easy going customers happy, it's when the difficult customers are happy that we are doing a good job".

The difference between this father of five and so many other individuals is Richard chooses to be positive. He may not always be having the best day but he knows attitude is everything. It's a quality that deserves recognition especially when we are surrounded by so much negativity.

Just judging from his positive spin on life, it's easy to see that Richard loves his job.

"I love driving buses! Driving route buses is fantastic because our routes are planned out for us, the timing is calculated, fatigue management sorted too. Even the pay structure is there for all to see and we can plan things months in advance. I love having all that structure in place," said Richard.

So how does one person exude positivity like this and what is his secret?



for always being

optimistic and positive

Richard believes in constant self-evaluation and improvement. He's not shy to admit that he's not perfect but understands that there is always something to improve on.

" Being positive is a trait I am working on in myself, especially in terms of improving my demeanour. When we smile, others smile. When we see the good in a situations, good things happen. It is really important for all of us to remember this. "

Richard also admits that he loves where he works and that helps keep him sane.

"I believe I'm at the best depot! Oakleigh Depot has a great group of staff! From the yardies, refuellers, mechanics, drivers, operations to all the managers - everyone is great to deal with," adds Richard.

Richard is also a firm believer in keeping fit and takes pride in working out in the comforts of home. He's also nine years sober after giving up alcohol completely in 2007.

"My life is so much better without alcohol. I have an inner peace that was lacking for so long. I am not perfect but I will continue to try to improve and be content with life.

We wish you every success Richard and we are glad to be a part of your journey in life.

Dharmesh Patel from Altona Depot

completed his fifth full marathon!

Yes, you read right! He's done five! A huge congratulations from all of us at CDC. We're so impressed by your dedication to running. Dharmesh completed his fifth marathon in 3 hours 58 seconds and from what we hear, he is really pleased about this.

"I feel really great because I actually put on 7 kg this year and feel my running performance has been going down. Being able to clock in faster this year has made me really happy," said Dharmesh.

We look forward to more marathon success stories from Dharmesh who is aiming for his sixth marathon in Melbourne in 2017.



Ray Neville

Profile

brought the AFL Cup to Ballarat Depot

We all remember the euphoria that waded through Victoria when the Western Bulldogs (WB) won the 2016 AFL Premiership. People from all walks of life came together. There was a unity in the air, especially felt around the Western suburbs and beyond.

Across our depots, there was constant chatter about the team and we have to admit, being proud sponsors of the WB took on new meaning.

So imagine our surprise when we heard that the Premiership Cup was at Ballarat Depot, just 3 days after the win. Naturally, our social media channels were bombarded with pictures and our pride grew stronger.

How did this happen you ask? It was a surprise visit organised by one of our awesome drivers and Ballarat's biggest WB fan - Ray Neville.

Ray has his own Footie segment on community Radio 99.9 Voice FM dedicated to all things Bulldogs every Saturday and is also a regular on the show from 8.30 to 11.00am Saturday mornings. He's had the privilege to interview some well known Bulldog players and also media personalities such as Doug Hawkins and Shane Crawford.

Ray knew that the Cup was in Ballarat that week and when the offer was made for the cup to visit Ballarat Depot, he jumped at the idea.

He recalls the moment the Cup was handed to him and how it didn't seem real. In fact, when he first brought the Cup into the tea room, the other Ballarat staff were so surprised that they probably didn't think it was real either.



“ Having the Cup in the depot just 3 days after the Bulldogs won was very special and it is something we'll remember forever. ”

“The opportunity to share the experience with the people at work was too good not to take up and I was so appreciative to be able to hold the Cup and grab a few photos as well.”

Glenn McKenzie, Service Delivery Manager of Ballarat said, “ The Premiership Cup visit provided a great thrill for all the CDC Ballarat team with employees lining up for photos and selfies with the cup. The Ballarat and CDC connection with the Bulldogs provided an extra special dimension to the win and the cup visit was very well received.”

On behalf of everyone at CDC, we thank you Ray for your thoughtfulness and for allowing the team to share in the excitement.

9

Matthew Doherty

won an award for 'Best Performance' in his Safety Management Course



Earlier this year, Operations Coordinator, Matthew Doherty from Geelong Depot underwent career development by taking a Safety Management Course for Bus Operators.

After six months of study, Matt was pleasantly surprised to be awarded the 'Best Performance' award among the 45 students in the course at the Institute of Transport Studies at Monash University (Clayton).

“I was just happy to complete the subject and pass but to receive an award was a great sense of achievement and satisfaction,” said Matt.

Congratulations Matt. You've done CDC proud. It just goes to show that dedication and attitude are key to success!

Pay It Forward: It's our social responsibility



The safety of our bus drivers and the need to curb anti-social behaviour on public transport has always been a topic of

concern for us and one that we actively pursue. And with the devastating news of the recent death of bus driver Manmeet Alisher in Queensland, this topic took on new light with the media highlighting the need for better security for our drivers.

Our Facebook post (highlighted on page 6) not only called on the community to come together to support our drivers but it highlighted the anti-social behaviour that they face on a daily basis.

As 2016 draws to a close, we'd like to take this opportunity to reiterate why working within the communities we serve is so important and how we continue to drive community engagement in order to promote good model behaviour.

Community engagement has created strong connections between our customers, community and stakeholders. By partnering up with like-minded organisations who believe in giving back to the communities we serve, we are able to connect and engage within the community, while creating sustainable growth and pursue corporate social responsibility. It benefits the welfare of our staff as people are more aware of who and what CDC represents (we're not just a bus company obviously) and allows us to become a trusted partner with the government, schools and the wider community.

In 2017, we will continue to reiterate our SPARCQ values and encourage drivers to become "Change Ambassadors" who look out for one another in order to create positive change together. 'Pay It Forward' is a new concept that will run through our community engagement plans. What is it you ask? It's an act of kindness to inspire others to do the same. A kind gesture or a good deed that provides a sense of hope, optimism and endless possibilities.



COMMUNITY
Living our SPARCQ values



Think about the last time you helped someone out. Whether it was a colleague at work, a passenger who was in distress or an elderly person.

We can embark on a learning journey about social consciousness and responsibility towards one another that could give us a sense of purpose bigger than ourselves. In remembrance of Manmeet Alisher, let's also remember the brave taxi driver, Aguek Nyok who saved lives in the bus attack. Sure we can't all be lifesavers like him but we have the ability to help another every day.

Leadership based on kindness focuses on noticing, sharing and nurturing the successes and talents of others. If you are unhappy with how things are in the community, then change them. If you notice someone in need and help them to help themselves, you are kind and strong enough to lead.

Are you a change ambassador?

How will you pay it forward?

How will you lead change against anti-social behaviour affecting drivers' lives?

Rounding up the year

See if you can spot yourself!



Thu Nguyen, Tony Tosevski, Satalite Fuimaono and Goran Gorgiosk



Wes Hall



Frank Salvatore



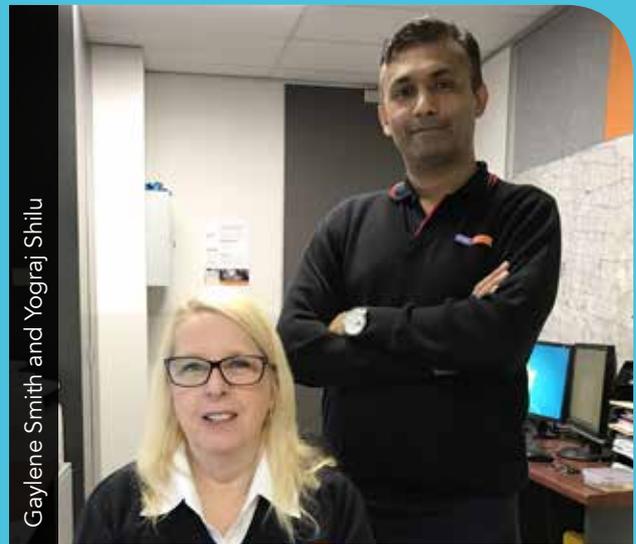
Sunshine Depot staff celebrating a 'Taste of Harmony'



Werribee Depot staff celebrating a 'Taste of Harmony'



Arun Bagga and Satwinder Singh



Gaylene Smith and Yograj Shilu



Gwen Jones with drivers, Machel Poulter and Ron Steel at the Uniform Roadshow in Geelong.



Aleks Parevski



Doug Merritt



Neil, Shaun and Kean



Abebe Soloman



Sunshine Depot staff celebrating 'A Taste of Harmony'



Milenko Trajcovski



Sala Tiomai, Tuna Losefa, Deborah Jane Goon and Michelle Ho



Scan using a smartphone or camera enabled device with QR app to access our website.



Safety



Passion



Reliability



Community



Quality



Werribee Staff in our DD bus

TG16450