

Unite!

Newsletter

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



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Photo credit: Group operations Manager, George Konstantopoulos, Corporate Communications Manager, Deborah Goon, Community Engagement Manager, Michelle Ho, Driver, Carlos Polanco & GM, Nick Yap at the Sons of the West launch at Whitten Oval.

Welcome!

Dear Colleagues,

The new Regional Railway Link (RRL) is scheduled to commence revenue service in June 2015. The RRL will transform travel through Melbourne's West with 90km of new tracks at a cost of \$4 billion.

CDC Victoria is very much a part of the success to delivering this landmark project. Our bus networks out of our Werribee and Geelong Depots will be transformed in tandem with the RRL launch in June. The network change in the Wyndham area will service the new railway stations at Tarneit and Wyndham Vale whilst improving coverage of growth areas in locations such as Point Cook, Sanctuary Lakes, Truganina and Williams Landing.

At CDC Geelong, the network change there is similarly transformational with the PTV planners working closely with our planners on improving the modal connectivity with trains based on the available resources. We have also reached agreement with McHarry's Bus lines to rationalise our service areas so that CDC Geelong is now broadly focused on the area north of the Princes Highway.

As with all change, there will be some who will be unhappy and not without good reason. Ultimately, we are a public transport provider and we work with the Government on providing better outcomes for the larger public. The patronage increase that we've seen in our Williams Landing network change attests to the proven success of these network changes that have occurred with strong collaboration between Public Transport Victoria and CDC Victoria.

We have established a Network Transformation team to support our efforts at CDC Victoria. The team is led by George Konstantopoulos whom you all know. Initiatives in the lead-up to the network change will include a driver's manual with maps, videos and route pointers.

I look forward to us uniting behind the vision of linking people, places and communities.

Sincerely,

Nick Yap
General Manager - CDC Victoria

Cover credit: Driver, Apo Afoa looking lovely in her cultural heritage attire as part of CDCV's participation in the 2015 *Taste of Harmony* celebrations.

Call for submission!

Unite! Issue 4, is open for submission!

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

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 mho@cdcvictoria.com.au with your story ideas now!

Welcoming Tarneit & Wyndham Vale

We can't wait for the Network Transformation Project (NTP) that is due to be unveiled on 21 June 2015. Part of the NTP includes two brand new train stations in the West - namely Tarneit and Wyndham Vale. CDC Victoria is proud to be able to be a part of the Opening festivities on the 13 and 20 June 2015 - which will feature a free shuttle service for local residents, goodie bags with CDC promotional material and our

very own limited edition bottled water. If you're a local in the area, come join us at the opening ceremony and join in the celebration of these two iconic stations - which undoubtedly will transform public transport in the West forever! New routes run by CDC Victoria will be heading to these stations to provide faster access come 21 June and we're very excited at the prospects this will bring.

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&



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for more information visit
www.phonecycle.com.au

Mobile Recycling

As part of our commitment to recycling and giving back to society, CDC Victoria is proud to announce a brand new initiative that literally kills two birds with one stone. Partnering with PhoneCycle, you can now donate your old mobile so it can be recycled and all proceeds will go directly to charity. Don't know what to do with that brick of a phone you haven't touched in years? Hand it in to your SDM's who will then arrange for PhoneCycle to collect and recycle these phones. For more information, please visit phonecycle.com.au or ask your SDM's for more information.

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Let's Connect

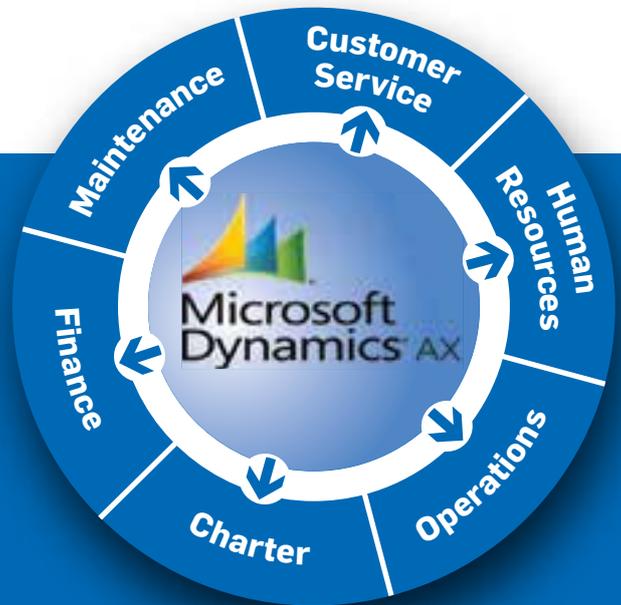
Look out for our inaugural issue of "Connect" as it makes its debut at CDCV. Connect Newsletter is designed to do exactly that – Connect with our customers, stakeholders and partners alike. It's another way for us to communicate what CDC stands for, keep people up to date with our various initiatives and provides an excellent tool so we stay connected to the communities we serve. Look out for the inaugural Connect newsletter in June 2015!



AX Update

The AX rollout is now well underway. The HR, Purchase Order and Customer Service Modules are now operational, with Charter to be rolled out early May.

Preparations are progressing well for the Operations and Maintenance Modules as well. The pilot site is in Geelong where hardware installation is being completed. Driver/Mechanic information sessions will run from 4 May for 1 week. Driver training will commence on 18 May for 2 weeks. Operations training commences on 25 May with parallel run the following week. Maintenance training commences on 22 June with parallel run the following week.



Remaining depots will commence rollout following the launch in Geelong, with rollout due for completion across all depots before Christmas.

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Welcome on board

We're very happy to announce three new members to the CDCV family this month.

Upendra Singh has recently commenced as our new Business Systems Analyst, Marcelle Davis has accepted the role of Executive Manager, People & Culture and Simone Pike joins us as Legal Counsel.

We're excited to have these three dynamic individuals at head office and are sure they will be assets to the company.



Operationally Ready

CDC Victoria's commitment to service delivery, driver safety and operational excellence will be boosted with the imminent opening of its new Operational Customer Centre (OCC).

"The OCC will offer greater certainty and visibility for what is occurring across our network of services, including having to deal with planned and unplanned diversions, operational events and delivery of optimal service in real time, applying technologies such as the Bus Tracking System and the newly acquired and deployed Motorola radios",

said George Konstantopoulos, CDC Victoria's Group Operations Manager.

Staff will be supported with a range of resources and training to prepare them for their interaction with the OCC, which is scheduled to open on 1 July 2015.



Promoting higher education

CDC Achievement Scholarships awarded to two deserving Western Suburbs youth from Victoria University

As part of CDCV's commitment to promoting higher educational standards in the community we serve, CDC Victoria decided to provide two deserving young adults with scholarships to assist them with their educational journey.

As part of the Victoria University awards, the CDC Achievement Scholarships are worth \$6,000 each and were awarded at an informal ceremony on 1st April 2015, to our lucky scholars, Cameron Wilson and Sharni Currie-Procter.

Michelle Ho, Community Engagement Manager presented the awards to the two youth from Victoria University.

"Cameron and Sharni were stand out candidates and presented themselves as passionate, young leaders who would make a difference in society. CDC Victoria is proud to be able to support these two youth through the course of their education and look forward to following their successes," said Michelle.

The CDC Achievement Scholarships are just part of CDCV's Community Engagement initiatives, which enable us to reach out to the community we serve and make a difference within the communities itself.



“ CDCV is proud to be able to support these two youth through their education and look forward to following their successes. ”



Photo credit:
Photos courtesy of Jorge de Araujo

Harmony in the workplace

CDC Victoria drivers and staff rock out in Cultural attire in celebration of A Taste of Harmony

When General Manager, Nick Yap first talked to us about participating in *A Taste of Harmony*, we were unsure how well received it would be. Getting our drivers and staff to dress up in their cultural heritage attire while they drove buses seemed a little far-fetched. Yet, on Wednesday, 18 March 2015, our drivers and staff wowed us with their enthusiasm and racial pride.

Not only did our drivers dress up in their national costumes but we saw the pride they had in being able to do this. Lots of passengers were intrigued by the costumes and selfies with the drivers became the order of the day.

At Sunshine Depot, Peter Duvcevski went one step further by getting different cultural foods catered for the day itself. At Altona Depot, head office staff and drivers intermingled and enjoyed a BBQ feast that was graciously contributed by our newest community engagement partners, The Brotherhood of St Laurence – who were on site for our quarterly depot meetings.

“We were excited to see the pictures come in from the various depots that participated and look forward to next year’s event,” said Michelle Ho, Community Engagement Manager.

This year over 5,000 workplaces celebrated *A Taste of Harmony*, which makes it the biggest event ever and we’re so glad CDC Victoria

were a part of this. In fact, our cultural attire day even earned us a spot on *A Taste of Harmony’s* official website and a mention in the April 2015 PTV Voice. To everyone who participated, Thank you and we look forward to the next time.

www.tasteofharmony.org.au/blog/2015/03/a-taste-of-harmony-celebrates-its-biggest-ever-year

Here are some highlights from the day.



A Taste of Harmony

Going Mental

The real truth about depression and anxiety & how to best manage yourself

Article contributed by Belinda Sereno Bsc (Psychology) & BA Psychology (Hons) from IPAR

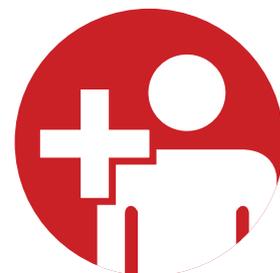
Here are the facts:

- Depression and anxiety are the second leading cause of disability in Australia.
- 1 in 6 adults will experience depression at any stage of their lives.
- 1 in 4 adults will experience anxiety at any stage of their lives.

Stress:

- The most common cause of a mental health condition is mental stress
- A mental health condition influences:
 - How a person feels e.g. anger, irritability, moody, tearful, lack of confidence
 - How the person thinks, behaves and interacts with other people

- It affects our physiological system and may cause:
 - Headaches
 - Sleep problems
 - Upset stomach
 - Heart disease
 - A weak immune system
- Anxiety and depression are the most common psychological disorders reported by Australian workers



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Stress Management strategies

- 1 Exercise regularly
- 2 Maintain a healthy diet
- 3 Make time to do things you enjoy on a regular basis
- 4 Ask yourself – “Are you OK?”
- 5 Share your experiences with others and seek support if required
- 6 Have a good sleep routine
- 7 Problem solve and prioritise
- 8 Positive self-talk
- 9 Maintain a good social network
- 10 Practice relaxation

Compliments & Comments

I wanted to send Jenny a thank you for providing us with a recent service for our campus to travel from Scotsburn to Quantum (Melbourne) return. Not only was everything on time and as planned, but both of our drivers (especially Simon) were absolutely wonderful and couldn't have made our experience any better. Your assistance in getting everything organised for us was also outstanding.

It is without doubt that we will be in touch with you again for any future trips and would love to have the same drivers again next time. We will also pass on our recommendation to others looking to book busses.

*Claire Morris - Scotsburn Senior Teacher
Buninyong Primary School*

My name is Litsa Tzelepis and I am a teacher at Mount St. Joseph Girls' College.

Yesterday, your company was booked for our Swimming Sports in Lara.

I would like to simply send this email to express my gratitude for the excellent customer service provided by your company and your driver, Nitin. On our way, our bus broke down and it was necessary to send out a substitute, which was done promptly and without a fuss.

Nitin was very reassuring and conducted himself in the utmost professional manner. Our students were calm and patient as a result.

Thank-you again, the day ended up being a great success.

*Litsa Tzelepis
Mount St. Joseph Girls' College*



To Aco Vasilevski. Thanks for being such an awesome bus driver, you're a legend. Always happy and smiling to the other passengers, I always enjoy riding on your bus and I look forward for my next ride.

Alex Smith (via Facebook)

My husband was waiting for bus from Geelong to Lara due at Candover St stop from 2pm. Bus due at 2.14pm did not arrive. Next bus due at 2.34pm late and does not run to Lara. Driver apparently went up wrong street. I called the depot and spoke with Des. He organised for another driver who was going to Lara for a school run to pick my husband up from the service road stop outside Corio Village. My husband would otherwise have been stranded and waiting an hour until the next service to Lara.

I commend Des for going out of his way to ensure that a patron could make it to his destination. I also commend John (the driver) for picking up my husband on the way to his school run. This is excellent customer service and both men deserve recognition of their efforts.

*Mrs Jennifer Beach (via Feedback form)
23/03/15*

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

