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# Welcome!

Dear Colleagues,

A roller coaster of emotions is what I think best describes our last three months.

In my last *Unite!* message I wrote about the organisation's pride, passion and positive can-do attitude that was demonstrated through events such as the opening of Wyndham Depot and our delivery of the Camberwell to Ringwood shutdown in mid-May. My reflections over the last couple of months are dominated by one thing only, the escalation in negotiations with the TWU that resulted in protected action, pay lost by many of our employees and disruption for our passengers.

The industrial process and the right to take protected action is absolutely respected. There was however the unfortunate consequence of pressure applied between colleagues of different persuasions and passionate rhetoric that did not always reflect reality. Whilst all sides were told that there was 'nothing personal' in actions taken by the other side, at times this did not feel the case at all.

The Age reports correctly that both the Transport Minister and State Treasurer intervened in the 11th hour to prevent significant disruption to our passengers leading up to the 16th of August 24-hour stoppage. The intervention by the Government has reduced the longer-term risk of this organisation's viability, which is important as it is the key to keeping all our entitlements safe. We are glad for this outcome and look forward to finalising the Enterprise Agreement soon so that we can return to business as usual.

A process of healing across the organisation is needful as we are now in a new contract environment with greater emphasis on continuous improvement coupled with financial penalties for non-performance. I hope that all staff can unite under the brand and values of the organisation that we work in and the uniforms we wear. Let's continue to trust and respect each other and be proud of being part of the one team.

Kind regards,

**Nicholas Yap**

**Chief Executive Officer – CDC Victoria**

## Welcome onboard to all our new employees

Keith Alford and Leanne Jennings (**GEELONG**), Kadamparuban Sakthivadivel, Daljinder Cheema, Andrew Vano, Ayhan Resul, Thomas O'Callaghan, Mathew Tyler (**OAKLEIGH**), Willi Rabi (**BALLARAT**), Shaun Lawson (**SUNSHINE**), Melagia Alaseu, Ajith Don, Amit Arora, Jeong Hwan Kim, Keun Soo Jeong, Karu Kiriella, Gyong Yoon and Abdulai Barrie (**WYNDHAM**)



# From Your Service Delivery Managers

## CDC Oakleigh

After the agonising disruptions, it is great to see drivers have returned to their day to day duties and the strong culture within our depot has not been ruptured.

This is a testament to the exceptional attitude and SPaRCQ values within each individual - which is gratifying to see.

It is also great to see our overall 'On Time Running' performance has significantly improved since the Oakleigh revitalisation which took place in June 2018. While I agree it is premature to form an overall assessment, early indication clearly show sufficient improvements. I would like to thank the Roster Committee for their valuable input throughout the consultation process.

It is also worth mentioning the astounding work by our Supervisors/Relief Supervisors, Tali and Alex who facilitated the smooth implementation of the new roster while both myself and Levent were on leave. I would like to personally thank you for your efforts and hard work throughout this period.

While the future looks bright, there is certainly no room for complacency as there are a number of pressing matters which require our combined efforts such as reducing motor vehicle accidents, on-board incidents and fare evasion.

There will be an increased focus on continuous improvement moving forward and I would like to encourage you all to come forth or use the relevant tools available such as 'Communication Report Forms' to report/suggest hot spots and possible solutions

I look forward to continuing working closely with you and wish you all a safe and prosperous remainder of year.

**Kaz Abdulrahman, Oakleigh Depot**

## CDC Ballarat

2018 continues to throw challenges at our Ballarat team. A much valued and respected member of our team - Bob Milroy - remains at the Epworth Rehabilitation Hospital after a very serious accident. Everyone at Ballarat is following Bob's progress closely and Bob has been buoyed by a number of visitors and familiar faces streaming through his door. He is looking forward to returning home permanently.

The Ballarat Train Station upgrade has commenced and we look forward to the construction of the new dedicated Bus Interchange which will streamline traffic movement at the Station. The new interchange will be completed in 2019.

The rear yard in the depot has been upgraded to accommodate a holding yard for V-line Rail Replacement coaches. The upgrade has created space for up to 40 coaches and will provide an ongoing facility for the duration of the upgrade.

We have again supplied Charter Shuttles and Park & Ride services for the two Western Bulldogs games in Ballarat. These services have been extremely well utilised and provide our team with an alternative to driving route service.

The Ballarat Soup Bus project bus donated by CDC has been completed and is now in service providing a valuable meal service to Ballarat's less fortunate and homeless.

We all look forward to an ongoing stabilised workplace and moving forward in a positive direction.

Keep up the good work and good luck to all CDC Employees for the remainder of 2018, from all the team at Ballarat.

**Glenn McKenzie, Ballarat Depot**



## CDC Sunshine

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I would like to wish Frank Hurley all the best in his new position as Head of Network Performance, and thank him for all of the support he has shown me in the transition. He will be sorely missed at Sunshine but we will still see him around. I would also like to thank everyone at CDC for making me feel so welcome.

A little bit about myself, I have come to CDC from Transdev where my last role was Area Manager (West) I was managing the Sunshine West and Thomastown depot and I was responsible for 326 drivers and about 120 buses. My life in the bus industry started as a driver and from there, I worked my way up the ranks.

My first impression of CDC (and by far the stand out) is the sense of community between the drivers and depot staff. I was honoured to enjoy a BBQ at Sunshine in my second week. Wow, what a spread. Thank you to all who organised and those who came along. I was able to have a chat with a few drivers and I'd like to make it a priority to meet and have a chat with all drivers at Sunshine.

I have enjoyed tours of all the depots, meeting the local staff at each depot and I look forward to working with you all.

**Shaun Lawson, Sunshine Depot**

## CDC Wyndham

Whilst settling in at our new work place at CDC Wyndham depot, a very busy and productive year almost has rushed by and a new year is only a few months away.

I am pleased to say that in the process of finding operational efficiencies, we have been successful in attaining 'On Time Running' over the required benchmark to date. Congratulations to all staff at CDC Wyndham as they have worked positively to accomplish this and should be proud of this achievement.

We also saw a steady growth in our charter work in the current calendar year and anticipate charter jobs to be on the incline in the foreseeable future as well. Thanks to all staff who have participated in this business area while providing quality service each time.

Last quarter of this year also onsets the planning and allocation process for next year's annual leave.

On a further positive note, the most anticipated bus replacement program is expected to deliver new buses to Wyndham from late November with more to come in the later half of 2019. We look forward to accepting the new fleet and most importantly reducing our carbon footprint in Melbourne's west.

**Ravneet Walia, Wyndham Depot**



## Wyndham Depot Tour

**Bus enthusiasts from the Bus and Coach Society of Victoria (BCSV) tour Wyndham depot.**

Since our move from Altona to Wyndham Depot in December 2017, we have received several request from bus enthusiasts to tour the new facility.

Not wanting to disappoint them, CDC Wyndham opened its doors to bus enthusiasts from the Bus and Coach Society of Victoria (BCSV) on Sunday, 5th August.

More than 50 bus enthusiasts, including some from as far away as Queensland came together for a tour of Wyndham depot. Three heritage buses and one modern low floor bus picked up attendees from Ringwood, Box Hill, Oakleigh, Caulfield and Southern Cross and brought them to Wyndham. CDC employees Poon Yu Sang and Jason Holmes (BCSV members) provided the welcome and tour of the new facilities.

Bus enthusiasts were given time to photograph the many buses at the depot and ride buses of interest in the local area, giving them an experience they will not forget.

"I have been a regular Westrans/CDC passenger for many years and it was great to visit the new home for my local bus company, seeing a number of buses that I've rode on over the years, and getting the opportunity to once again ride

on one of my favourite buses. Thanks for those involved in organizing the visit, including the many drivers we had for the day!" said Alex Smith.

"...it was great to visit the new home for my local bus company...and getting the opportunity to once again ride on one of my favourite buses."

– Alex Smith, Bus enthusiast

Secretary of the BCSV, Paul Kennelly said they were sincerely thankful to CEO, Nick Yap and Wyndham's Service Delivery Manager, Ravneet Walia for authorising and facilitating the tour of the new depot.

"We also thank Poon Yu Sang and Jason Holmes and the staff at CDC for having the depot and buses presented in tip top condition for our visit. CDC is a strong supporter of the BCSV, for which we are most grateful," added Paul.



Images courtesy of Poon Yu Sang and Paul Kennelly.



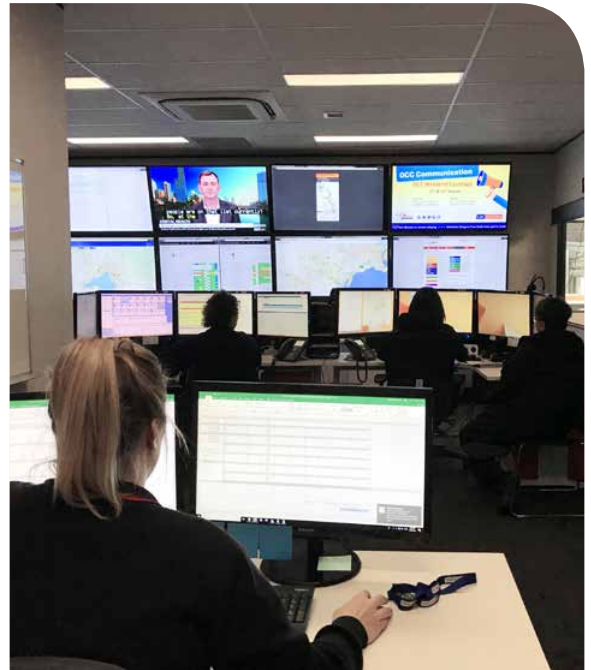


## OCC News

The OCC has recently gone through a number of updates since we last featured them. First off, renovations have been completed and have allowed for a larger space for up to 4 controllers at one time.

We've also had a couple of new staff join us recently so we thought we'd introduce them to you. New staff to join the team are Alice Strickland, Matthew Cain and Vasko Rizeski. Operational hours of the OCC include:

<b>Monday–Friday</b>	05:00am till 11:00pm
<b>Saturday</b>	05:00am till 10:00pm
<b>Sunday</b>	05:30am till 10:30pm



## Sunshine Depot Staff Changes

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Frank Hurley, Service Delivery Manager at Sunshine Depot has done a great job managing the depot for over 2-years now. In light of our new contract with PTV, it is now time for Frank to move on to another role within the organisation.

In the newly created role of Head of Network Performance, Frank will be responsible for delivering the quality of service standards of CDC's contracted bus services. This involves the delivery of performance analysis and schedules, and working closely with SDMs and other departments to meet contract targets. He will continue to oversee the OCC and technology, as well as the Planning and Contract Management teams.

We are pleased to announce that the role of Service Delivery Manager for Sunshine has been taken up by Shaun Lawson who comes to us from Transdev Melbourne where he served as Area Manager, West since they took over bus operations in August 2013.

Please join us in welcoming Shaun to CDC and wishing Frank all the best with his new role.



Before...



...and after!

## CDC Tullamarine

We're pleased to announce that effective 17th August 2018, Tullamarine Bus Lines have effectively changed their name to CDC Tullamarine and drivers will soon transition to wearing CDC uniforms. Their website and bus branding will be getting a rebrand to reflect this name change soon so stay tuned to watch the transformation.



**CDC VICTORIA**  
"linking people, places and communities"



## Staff Appreciation Week 2018

From 2nd to 6th July, CDC Victoria celebrated Staff Appreciation Week 2018 at all 6 of our depots.

A coffee van brought hot drinks and snacks to all our staff in order to say thank you and acknowledge all the hard work and accomplishments we've achieved as a company.

We're so glad so many of you took time out to have a cuppa with us and enjoy chats with CEO, Nicholas Yap who graciously visited most of the depots as well. We also ran a 'Thankfulness' competition where we asked staff to send in pictures and comments about what they were thankful for.



Congratulations to Caroline Driscoll & Brock Powell (Ballarat), Doug Edmond (Tullamarine), Ebaney Espinoza (Geelong) and Vasko Rizeski (Wyndham). All winners won a Garmin Vivo Fit 3 Activity Tracker.

Here are some snapshots from Staff Appreciation Day 2018.

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## Meet Jono

### Ballarat's second Soup Bus begins its journey.

At CDC Victoria, we're committed to giving back to the communities that we serve.

One of our favourite projects to date that we have had the pleasure of contributing to, involves an old bus that we donated to the On Track Foundation. The old bus has since been completely revamped and now serves the community in Ballarat.

Aptly named, 'Jono' – the Soup Bus 2 is the second bus that CDC Ballarat has donated to the On Track Foundation. The first 'Soup Bus' has been providing after-dark meals for the homeless and less fortunate in Wendouree - 5 nights a week.

We were privileged to get a sneak peak of the the Soup Bus 2 before it started dishing up meals and care packs to the underprivileged in the Sebastopol area.

Kit out with a fully-functioning kitchen including freezers, fridges, ovens, microwave ovens, stove tops and sinks, the newly refurbished Soup Bus 2 was completely revamped by kind people and businesses within the Ballarat community. This includes all the tradesman, equipment, materials, hardware, cabinetry and new appliances etc. All the meals are also donated by various restaurants, bakeries, cafes and other businesses.



“ food is the common denominator but it's not the only reason people visit the Soup Bus. It's the company that is the real draw factor. ”

– Craig Schepis

The Soup Bus 2 aims to feed about 75 people per night (based on the first Soup Bus) and will be located at Ballarat Community Health - 260 Vickers St, Sebastopol VIC 3356, 5 nights a week.

“We're humbled by yet another great initiative by the On Track Foundation and are so glad that one of our old buses has been given a new lease of life which will be used to provide for the community,” said Glenn McKenzie, Service Delivery Manager at CDC Ballarat.

According to On Track Foundations Founder, Craig Schepis, “food is the common denominator but it's not the only reason people visit the Soup Bus. It's the company that is the real draw factor.”



“Many are lonely or isolated so this is the only time for them to have another person prepared to listen and treat them respectfully,” added Craig.

We're so proud that we could have contributed to this project and wish the On Track Foundation all the best as it continues the great service within the community.

If you'd like to make a donation to the Soup Bus, please visit <http://ontrackfoundation.org.au/>



## Surprise Guests at Anti-Graffiti Workshop

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CDC surprises youth with special appearances by Bulldog's players Jordan Roughead and Josh Dunkley.

Our latest Anti-Graffiti Workshop was run at CDC Sunshine Depot on Tuesday, 7th August. Along for the ride were 22 excited youth from the Western Bulldog's Leadership Program and 4 WB team leaders (ex-leadership participants).

CDC runs these Anti-Graffiti Workshops several times a year in response to the ongoing war that we face with graffiti on our buses.

Community Engagement Manager, Michelle McKersey said, "CDC takes pride in being able to run these hands-on workshops because we see on a daily basis the devastating effects of under-engaged youth and graffiti on our buses."

The workshops run in the evenings and involve a hands-on experience that never fails to engage and fascinate the youth.

Little did the youth know but CDC had arranged for a visit from 2 surprise guests.

"The aim of our workshops is to educate and empower youth leaders. It is not a quick-fix, band-aid solution."

– Michelle McKersey

AFL WB Community Foundation Ambassador, Josh Dunkley and Jordan Roughead surprised the group by turning up and joining in the workshop.

"The purpose of inviting AFL players to this particular Anti-Graffiti workshop was to capture a meaningful leadership moment between professional sporting heroes and the young aspiring leaders who look up to them," added Michelle.

The WB players joined in tagging and cleaning a CDC bus to demonstrate the cause and effects of anti-social issues like graffiti and tagging which affects our drivers and the communities we serve. Jordan and Josh also participated in a role-play activity teaching the kids about assertive communication and how to respectfully influence others in a conflict situation.

"The aim of our workshops is to educate and empower youth leaders. It is not a quick-fix, band-aid solution. It was so good to see such active conversations between the respected players and these young people including how to deal with anti-social issues that affects their peers and communities," added Michelle.



# Compliments & Comments

Bus & Coach Society of Victoria's Visit to Wyndham Depot, 5 August 2018

See main story on Page 5.



“ Had a great day.  
Thanks to all involved.

– Cameron Coy ”

“ Thank you Poon Yu Sang and Jason Holmes for your time and effort today and CDC for permitting the BCSV visit. Much appreciated.

– Matthew Jennings ”

“ This was an awesome day guys! Heck of a show you put on!! ”

– Codie Burns

“ Thanks to all involved today to make it happen, especially all the volunteer drivers, Poon Yu Sang, Jason Holmes for their excellent tour guiding skills and Craig and Paul for all their efforts.

– David Rae ”

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Driver, Chris Loft was fantastic. He kept the passengers on the bus entertained and made the trip a great experience for all onboard.

Jodie Cartwright,  
Iramoo Primary School

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



Safety



Passion



Reliability



Community



Quality

Just to bring to your attention my appreciation for the help your driver Goran gave me at Mt.Buller on Saturday 28/07/2018.

I found out when I was about to leave that I had inadvertently not turned off the isolator switch on the bus when I parked up (the gremlins had struck).

MMBL staff weren't co-operative, but Goran stepped up straight away and offered assistance. He went a hell of a way further than most would have, and located a set of jumper leads and subsequently got me mobile again.

Both myself and passengers were very thankful for his efforts, a great gesture to promote goodwill for CDC and between drivers.

Guess who will make sure they have 'jumper leads' next time on the hill.

Kind regards,

Ron Kennedy, Jacobsons Bus Company

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