

Newsletter

- January 2021

Welcome to the January Newsletter.

If anybody has an email address that has not been supplied could you please let the office know. If you have supplied your email address and you would like a copy of the newsletter emailed, let us know and we will add you to the list.

If anyone has anything they would like to see included please email: emmap@busbiz.net.au.

Welcome to Donnela who has recently started in Administration in our Renmark Office.

Message from Operations:

Please remember that whilst our managers do take their work phones home, we must respect their personal time. Please limit all communication with managers, outside of work hours, to that of an urgent manner. This includes text messages.

Thanks

New V/Line timetables are coming into effect from January 31st 2021. Timetables have been given to all regular staff, if you have missed out please let Emma know.

Odometer readings, please ensure you always give your odometer reading whether it is in the depot or at a fuel station. If you are unable to provide it at the time, please let your direct manager know ASAP.

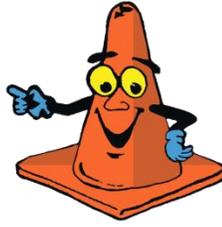
Drivers Accreditations – We are currently waiting on a large amount of driver's accreditations to be renewed. Please do not panic if you do not receive a renewal straight away. If you do receive anything in the mail, via email or telephone please contact your direct manager ASAP.



In 2020 we saw two brand new V/Line coaches delivered to the Swan Hill depot. These coaches are fitted with Fatigue Management Systems, USB under seat charging points, Surround View System (360-degree display of the coach when reversing), GPS Tracking, CCTV cameras with Live View, EBS, ABS and ASR integrated safety systems, Passenger Check System and Automatic announcements of stations/stops. These coaches frequent Swan Hill, Mildura and Ballarat depots. They are wrapped with the Public Transport Victoria livery

A few safety reminders:

- Fluro vests are to be worn at all times when in the yard.
 - Uniforms are compulsory.
 - Speed limits are in place in our depots for the safety of everyone.
- Please ensure these are adhered to.



For any queries with your payslip please contact your direct manager.

We continue to be overwhelmed with the number of compliments received for our drivers, we would like to congratulate the following drivers on a job well done.

Simon (Mildura) and Peter (Ballarat) received compliments from a regular V/Line customer for the “wonderful service” and their “very, very, very professional and kind, very upbeat and caring” nature.

Steve (Dubbo) received a compliment whilst he was working in Mildura doing V/Line services. This customer complimented Steve on being very helpful, caring and non-judgmental.

Russell (Dubbo) received a compliment in December for handling a stressful situation “very well”. Russell was driving a Trainlink coach at the time.

David (Dubbo) received a compliment from a Dubbo – Broken Hill customer on how his “professionalism, driving skills and customer service made their journey a very pleasant one”.

Huge show of appreciation for **Noel and Graeme (NSW)** for their “cool, calm and collected” manner while dealing with an emergency medical situation during their shift on a Trainlink Service.

Management would like to extend our thanks to all employees who put their hand up for additional Rail Replacement, SSTS, Emergency Replacements and Covid-19 services over the past 12 months. It is greatly appreciated that we have been able to assist in successfully transporting passengers to their destination.

2020 Overview:

For something different, we thought we would share a wrap up of what happened with BusBiz in 2020.

- 46 new staff were employed across 3 states.
- 1.675 million litres of fuel was used.
- Swan Hill and Ballarat completed 492 Rail Replacement Shifts.
- Dubbo completed 847 SSTS, Bushfire Relief, Covid-19 and Rail Replacement services.
- 2 new V/Line coaches were delivered to Swan Hill.
- 1 new charter coach
- 7 new school buses
- Even with lockdown controlling most of the year, Renmark still managed to squeeze in 3 tours.

Hello to all our valued staff,

There’s an old saying, “*the rear-view mirror is always smaller than the windscreen*”, so let’s not look back at 2020 for too long and the challenges it brought, let’s look forward to what 2021 has install for us all.

I would like to thank you all for working with those 2020 challenges and adapting to change to accommodate the continuing uncertainty that came with it. I feel as a whole we all adapted quickly and professionally to the new rules and regulations, to the “change” in the way we went about our daily personal and working lives.

2021, bring it on, whatever it has install for us, let’s embrace it and enjoy it.

Thanks everyone.
Peter Pickering