



## Alice Springs **Community Bank**<sup>®</sup> Branch Newsletter April 2011

### Chairman's report



Some of the best news over the past six months occurred on 24 November 2010, when Rachel Harding took over the role of Branch Manager. Rachel has a proven track record in the **Community Bank**<sup>®</sup> network and has committed herself to growing our business over the next two years.

Planning discussions with our partner, Bendigo Bank have resulted in the formation and adoption of a strategy that will see our Company reach break-even point by 30 June 2013.

The main ingredient for success of this plan is increased community engagement. Our Board and staff will be very busy this year interacting with as many sporting, community and school committees as possible.

To date we have been able to return more than \$20,000 as sponsorships and grants to our community.

Through our Market Development Fund, we expect to be able to at least return the same amount to local communities in the next twelve months.

#### Events for your diary

Business at sunset – Thursday 5 May  
Australia's Biggest Morning Tea – Friday 3 June  
Shareholders Dinner – TBA  
Camel Cup – Saturday 9 July  
4th Birthday – Tuesday 16 August  
AGM – November, TBA

On Saturday 29 January Alice Springs **Community Bank**<sup>®</sup> Branch held a Flood Appeal sausage sizzle at the branch, raising more than \$1,000 for flood affected communities across Australia.

This was a great day out for the family, with face painting, slushy machine, an art raffle and balance the coin game entertaining everyone.

Thank you to everyone involved in making the Flood Appeal sausage sizzle a success, including the following businesses for their kind donations:

- Loc Doc
- Stuart Caravan Park
- Igear
- Subway Mount Gillen
- Palya Proper Fine Art
- Boc Gas
- Wgb Fabrication

Due to work commitments, Director Steve Millington resigned from our Board early this year. We thank Steve for his contribution and wish him well for the future.

This year, we welcomed three new Directors to our team, Alice de Brenni, John Childs and Benjamin Convery. We are sure that they will find their involvement enjoyable and rewarding.

As we move through a new year, I'm sure that we will see our business grow and bring benefits to both our Company and our community.

The Board of Directors and staff of Alice Springs **Community Bank**<sup>®</sup> Branch would like to thank Bendigo and Adelaide Bank Ltd for their ongoing guidance in operating our own **Community Bank**<sup>®</sup> branch, which supports our local community.

**Noel Thomas**  
Chairman

# Manager's report



Welcome to our newsletter. I am excited to be part of Alice Springs **Community Bank**<sup>®</sup> Branch and its community. I bring 22 years of banking experience and have a passion for building relationships and engaging with our community. I came from Balnarring & District **Community Bank**<sup>®</sup> Branch

on the Mornington Peninsula, Victoria as the inaugural Branch Manager. I look forward to leading the team at Alice Springs **Community Bank**<sup>®</sup> Branch, working closely with the Board, our customers and community.

Bendigo and Adelaide Bank Ltd is aiming to be Australia's leading customer connected bank. With a focus on building and improving the prospects of our customers, communities and partners in order to develop sustainable earnings and growth for our business.

## Our staff

Rachel Harding	Branch Manager
Renee Demarco	Customer Relationship Officer
Tahnee Brown	Customer Service Officer
Priscila Santos	Customer Service Officer
Fiona Tasker	Customer Service Officer



Alice Springs **Community Bank**<sup>®</sup> Branch is headed in that same direction. We have a clear point of difference; we foster strong relationships with our community and customers and we are committed to returning profits to our local community. Our goal is to establish a presence by developing a good reputation, providing quality customer service and helping our customers achieve their financial goals.

Business on the book has reached \$32 million in the past 2 months, and we expect this to grow to \$35 million over the next quarter. This will enable us to return more funds back to the community through our development fund.

To ensure that Alice Springs **Community Bank**<sup>®</sup> Branch can continue to grow and continue to return funds to our community, it is important that as many members of our community as possible choose our **Community Bank**<sup>®</sup> branch services for all their banking needs. I therefore encourage you to talk with your family, friends and peers, who may not bank with our branch and tell them about the benefits of doing business with our local **Community Bank**<sup>®</sup> branch and the competent friendly service you receive. No other organisation can provide all your financial needs by delivering a full suite of financial services and banking products and at the same time, retain capital in the community.

Our staff are Renee DeMarco (Customer Relationship Officer) and Tahnee Brown (Customer Service Officer). Ashleigh Anderson left the team in February and we wish her well with her future endeavours and we welcome two new part time staff, Priscila Santos and Fiona Tasker to the team.

**Rachel Harding**  
Branch Manager



**we'll reward you**

### 14 months home and contents insurance for the price of 12

Choose a new Bendigo Gold or Silver Home and Contents Insurance policy and we'll reward you with 14 months cover for the price of 12.

As well as receiving a bonus two months cover, you'll get competitive premiums, a real pay by the month option and great service.

To protect your most valuable asset and the things in it, call in and see us at:

Shop 25/26 Coles Complex, Bath Street, Alice Springs or phone 8952 7517.

**Bendigo Bank**  
insurance

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Alice Springs **Community Bank**<sup>®</sup> Branch

## Community Snapshot - Flood Appeal BBQ

Your local **Community Bank**® branch put together a very successful BBQ on Saturday, 29 January to aid flood victims. Held outside the branch, staff and Directors cooked sausages and onions, sold biscuits, glow sticks and lots of very cold soft drinks, which was most welcome on a 42°C day.

An amount of \$1,006.80 was raised on the day and we received further donations over the following weeks. We appreciate the generosity of the people of Alice Springs to boost the appeal funds.

We thank our valued local traders who helped by generously donating the goodies we were able to sell.



### Did you know?

The community bank network has now returned more than \$50 million **Community Bank**® Network established 1998.

<b>Community Bank</b> ® branches	270
Donations to local groups and projects	\$51 million
Volume footings	\$18.4 billion
Community capital raised	\$140 million
Shareholders	66,100
Dividends paid to shareholders	\$17.2 million
<b>Community Bank</b> ® branch staff	1,319
<b>Community Bank</b> ® branch directors	1,689
<b>Community Bank</b> ® branch accounts	844,300

### Australia's Biggest Morning Tea

Support this Event and join us for morning tea

Alice Springs **Community Bank**® Branch

Date: 3 June 2011

Time: 10.00am – 12 noon

Location: Alice Springs **Community Bank**® Branch, Coles Complex, Bath Street Alice Springs

\$2.50 for coffee/tea & scone with cream & jam.

All proceeds raised goes to the anti-cancer council



## Staff profile

### Tahnee Brown – Customer Service Officer



I am a true Territorian, as I was born and raised in Alice Springs and attended Bradshaw Primary School and completed my high schooling at Centralian College. Upon leaving I was accepted into a traineeship with Desert Knowledge Cooperative Research Centre, where I worked as Administration

Assistant. While working, I studied and successfully completed Certificates in Business Administration at Charles Darwin University.

I am a very family oriented person and love spending time with my friends. I enjoy working in an environment where I can give back and, along with my dedicated colleagues, I am committed to making a difference in the Alice Springs community.

My next big goal is to travel to Europe and I endeavour to do this in the coming year.

## Shareholders dinner

Keep a watch out for your invitation to the upcoming Shareholders Dinner, the date yet to be confirmed. We invite you to join in the event to thank you for your continued support and to update you with our progress.

Bendigo Bank representatives will speak at the event, and you will also hear from our new Branch Manager, Rachel Harding. If you haven't already met Rachel, this is a great opportunity to do so.

## Bendigo financial advice

Have you been thinking about your savings, investments, superannuation or retirement? Or have you wondered about how to create a more comfortable and secure future for you and your family? If so, Bendigo Bank is well positioned to help.

Our Northern Territory based, qualified Bendigo Financial Planner, Carla Wickerson is available to assist you with:



- Financial planning for your family's future
- Superannuation
- Retirement planning
- Portfolio management
- Wealth creation
- Investment strategies
- Retrenchment and redundancy advice
- Income protection advice

Carla can also assist you with advice on income protection insurance. In the unfortunate event that sickness or an accident leaves you unable to work, income protection insurance will cover you for up to 75% of your taxable income – that's much needed peace of mind for you and your family!

As an employee of Bendigo Bank, Carla is backed by the experience and know how of a large and respected organisation.

For further information or to arrange a free, no obligation consultation at a time that suits you, please contact Alice Springs **Community Bank**<sup>®</sup> Branch on 8952 7517 or call in and see us. We look forward to being of service to you.

Alice Springs **Community Bank**<sup>®</sup> Branch,  
Shop 25/26 Coles Complex,  
Bath Street, Alice Springs NT 0870  
Phone: 8952 7517  
Website: [www.bendigobank.com.au](http://www.bendigobank.com.au)  
Opening hours: Monday to Friday 9.00am – 5.00pm  
and Saturday mornings 9.00am – 12 noon

**Alice Springs Community Financial Services Limited**  
PO Box 4079, Alice Springs NT 0870  
**ABN:** 97 122 893 449  
**Chairman:** Noel Thomas.  
**Directors:** Raelene Beale, Rachel Hull, Matt Skoss,  
Alice de Brenni, David Pugh, John Childs, Ben Convery.