

Avoca **Community Bank**[®] Branch Maryborough branch Newsletter December 2009

Chairperson's report

What a year this has been with all the talk of a global financial crisis, increased levels of unemployment, share market downturns, falls in superannuation accounts and increased payouts to some Company Directors.

Through all of this, our Avoca & District Co-operative Limited has continued to prosper. Our operating profit may be small, but we have continued to strengthen our position for future growth.

I am pleased to be able to present this report on behalf of the dedicated Directors who continue to work tirelessly on behalf of our valued shareholders, clients and staff.

In last year's report, I mentioned the celebrations we had planned to recognise our 10th birthday. Communities consist of dedicated volunteers who share their talents to improve resources and services for all residents. Our co-operative was able to publically recognise these people with a dinner attended by about 300 people to celebrate our 10th birthday. Support across the district for our **Community Bank**[®] branches continues to grow, and the Board was pleased to acknowledge the work of our community's volunteers.

Again this year we have had several staffing changes and it has been wonderful to be able to up-skill our staff. We have supported them with opportunities to take promotion, which will hopefully see them progress in the financial world.

The major change to our structure has been the promotion of Stuart McGibbon to Senior Manager in charge of our entire operation. We also appointed Kim Lovett as Branch Manager in Maryborough and Kristy Nicol as Branch Manager in Avoca.

Our dedicated staff have taken on new roles to promote our business and an increase in staff numbers will be needed in the future.

Last year I raised the issue of the need for extra office space and I am pleased to report that the Board has purchased the premises at 52 Tuaggra Street Maryborough (next door to the Maryborough Branch). This complex has been renovated to include three new rooms for our Senior Manager, Agri Manager, Business Banking Manager and Financial Planner. The Board believes that this asset will certainly prove beneficial to our total operation, and will provide a professional atmosphere for our clients and staff.

Your Board and staff continue to attend Bendigo and Adelaide Bank Ltd conferences to keep abreast of the development within the banking industry. This year we had representatives attending the State Conference in Tasmania and National Conference in Western Australia.

Regional Manager Simon Cornwell and his team in Ballarat continue to provide valuable support to our entire banking team. The work of our Secretary, Tony O'Shea, is greatly appreciated and his eye for detail certainly makes my role much easier.

In past Chair reports I have chosen to highlight a specific statistic for your interest. Last year I mentioned the growth in total book size (\$80 million in 2008) and this year, given my opening comments about the financial crisis, I draw your attention to the fact that the Avoca District Co-operative Limited has put more than \$750,000 back into the economy - the majority of which has been spent locally.

The Board would like to thank you for your support as we continue to contribute to local community projects and provide an extensive banking service right across the district.

I would like to take this opportunity to personally acknowledge the professionalism

of our staff and thank all those involved with the successful running of the Avoca District Co-operative Limited.

Hayden Pilgrim
Chairperson

Senior Manager's report

Well what a hectic 12 months it's been!

Over the past year we've been faced with the GFC (Global Financial Crisis, although some still see it as Geelong Football Club), government guarantees, bushfires and many changes here at the Bank.

I'm not going to comment on the GFC, guarantees or bushfires, suffice to say all of these issues affected everybody throughout the year, some more deeply than others. What I do want to tell you about is what's happening at Bendigo Bank.

The Avoca **Community Bank**[®] Branch has extended their opening hours as a result of feedback from our customers.

We also appointed a new manager, Kristy Nicol, and the positive response to both has been fantastic. Kristy loves getting out and about and is proving to be a valuable member of the team. We have welcomed Rachel Peck and Hayley Wilson as CSO's to Avoca, as we continue to grow and provide the best service for our customers.

Maryborough branch has also undergone some dramatic changes of recent times. We appointed Kim Lovett to the position of Branch

Senior Manager's report (continued)

Manager. Kim comes to us with a wealth of experience and has already kicked a number of goals.

As part of that restructure, we opened the doors to our new Business Centre, next door to the branch. This extra office space provides a private and confidential place to speak with any of our qualified specialists.

As the Maryborough branch has grown, we have introduced two new staff – Deanne McCarthy and Kerri Jongebloed. We are delighted to



have two girls with so much experience join our wonderful team.

There have also been a number of projects that we have supported throughout the year – Ban the Bulb and Shop Locally to name

◀ The Maryborough branch supported the Maryborough Education Centre's Chaplaincy Committee Oaks Day function again this year. Pictured is the winner of the Best Raceday outfit, Rosie Hardress of Talbot, with our Senior Manager, Stuart McGibbon.

but two. It is the continued support of the community, banking with us, that enables us to support these projects and many other community groups. Included in this newsletter are some photos and stories of some the things we have supported throughout the year. These range from the Maryborough Education Centre's Chaplaincy committee to the RACV Energy Breakthrough. How can we help you next year??

On a personal note, I'd like to thank all that expressed kind wishes for my wedding in May. It was a wonderful day and my wife and I appreciated the many calls and texts of congratulations.

On behalf of all the staff at the Avoca and Maryborough branches, thank you for yet another great year. We look forward to being of service to you again next year and as we continue to grow and write more business, support more of you within the communities of Avoca and Maryborough.

Best wishes for a safe, happy and prosperous Christmas and New Year.

Stuart McGibbon
Senior Manager



▲ The RACV Energy Breakthrough team from Avoca Primary School with Avoca Branch Manager, Kristy Nicol.



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Staff profiles



Kerri Jongebloed – CSO Maryborough

Age: Just turned middle of the century and I'm a Leo to a tee!

Family: Love them all to bits... Greatest parents Tom & Carole living here, eldest of three top brothers, have 2 grown up kids of my own, Drew & Rhiannon, acquired a daughter in law and son

in law, (of both I approve!) and a delightful grandson Max.

Previous Careers: Always worked with the public, and totally enjoyed my time with Bucknall & Gowers Real Estate and Dungey Carter Ketterer Real Estate, Bendigo.

Likes: To name a few... there's really lots of things... But these all start with S... Stromness, Shanks, Salt, Speed, Silence, Sport, Sea, Stella's!

Dislikes: Just to name a few... These all start with A... Arrogance & Attitude & Aggression.

Favourite Food: Mostly everything, better if I don't have to cook it.

Favourite drink: For me ...Nothing beats a cold beer, I never drink out of a can or stubby, always in a glass, it's more ladylike!!

Favourite Movie: My own family DVD...put together by my daughter for one of my birthdays', it was a compilation of different times of my life, from a wee lassie up to now. We always cry at it.

Spare time: Well I like to do body pump, love to dance, I think I'm a great dancer to loud music when doing the housework, love being on the back of my friends Harley on the open road....its the bestest, freest feeling ever, love having coffees and catch ups with my best friend...my daughter.

Holiday destination: For a long holiday I would wish to go back to the Stromness Hotel in Scotland and for a short holiday nothing beats the Sunshine Coast!!!

Anything else: Well until you get to know me better, that's all you need to know!



Hayley Wilson - CSO Avoca

Age: 22

Family: No

Previous career experience: ANZ.

Likes: Hot weather.

Dislikes: Cold weather.

Favourite Food: Chicken wraps.

Favourite drink: Solo.

Favourite Movie: Twilight.

What do you do in your spare time/away from work: Play netball.

Where would you go on holidays if you were granted a wish: Vegas.

Anything else we should know about you: No!

The Spring Into Summer Stroll

This years Spring Into Summer Stroll, coordinated by the Central Goldfields Shire Council, was an even bigger success than last year.

Over 100 walkers took part in a leisurely stroll around Maryborough as part of the "Hunt for the Golden Shoe", an initiative to help people be more active and see more of their town at the same time. This is the second year we have supported this event and it was great to see so many school children being active and enjoying a visit from Piggy! The BBQ was yummy and so was the fresh fruit.

This is a great community day and we hope we can be involved again next year.



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Ban the Bulb lights up Avoca & Maryborough!

The Ban the Bulb project, which has been running since October throughout Avoca, Maryborough and the surrounding district, has been a huge success.

At the time of printing, almost 11,000 bulbs had been replaced in homes and businesses across the region, meaning more than \$21,000 had been raised to support local community groups: Maryborough SES and Avoca Business and Tourism.



A big thank you to all that contributed to the campaign. The Maryborough SES group had many volunteers step up and help out, and Avoca Business and Tourism were ably assisted by members of the Avoca Cricket Club, the Avoca Football Netball Club and local fire brigades.

The hard work of these dedicated volunteers was much appreciated and paramount to the success of the campaign. And a big thank you to all who took in the new energy efficient bulbs. Just have a look at the statistics below and what this campaign means to our area:

- Almost 11,000 bulbs replaced
- Over \$21,000 raised for local communities
- Over \$20,000 saved on energy bills
- Over 5,000 tonnes of carbon emissions reduced

The equivalent of taking almost 900 cars off the road for an entire year!

To you and your family

Merry Christmas

From all of us at Avoca **Community Bank**[®] Branch and Maryborough branch, best wishes for the festive season and thank you for your loyalty and support.

See you soon at 125a High Street, Avoca, phone 5465 3804 or 54-56 Tuaggra Street, Maryborough, phone 5461 4384.

Bendigo and Adelaide Bank Limited ABN 11 068 049 178 AFSL 237879 (S27016-1) (12/09)



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Opening hours: Monday to Friday 9.00am – 5.00pm.

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54-56 Tuaggra Street, Maryborough VIC 3465
Phone: 5461 4384
Website: www.bendigobank.com.au/avoca
Opening hours: Monday to Friday 9.00am – 5.00pm.

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