

## Chair's address AGM 2018

- I would like to start by thanking our shareholders and customers for their ongoing support and advocacy, as without this we would not be celebrating the continuing success of our wonderful **Community Bank®** branch. You are our most valuable ambassadors and having you recommend your bank to friends and families by telling them about our wonderful achievements is a powerful way of supporting us
- I would also like to thank the other people who have worked so hard to ensure the success of Balnarring & District **Community Bank** Branch
  - Branch Manager Greg Hood, who has developed great relationships with our many community groups and continues to work to build our customer base
  - Our staff team of Sharra Valentine, Glenys Wandmaker, Melinda Symes, Tracey Cullum and Joanna Albress, who continue to look after our customers and our community with professionalism and passion. Sharra will soon be on parental leave and we wish her and her family well as they welcome a new baby
  - I must thank my eight fellow directors and our hard-working Company Secretary and Administration Officer, Melinda Symes, all of whom bring to the Board a range of expertise and experience, which is invaluable as we plan and implement a broad range of strategic goals and work with Greg and his team to make our business even more successful. I could not ask for a more cohesive group of Directors working for the best interests of the company and our communities
  - I would also like to thank our Regional Manager Simon Sponza, Regional Community Manager Tania Hansen and their team, along with Financial Planner Catriona Smith and Business Banker Mick Radecki, for their support and invaluable advice. We are very grateful to have such a helpful and knowledgeable group of people with whom to work in our vital partnership with Bendigo & Adelaide Bank
- As detailed in our Annual Report, the full year operating profit for 2017/18 before tax and community contributions was \$162,185
- Our returns to community as sponsorships and donations to our many hard-working community groups during 2017/18 totalled \$121,790 and the organisations and projects we supported included two more significant investments:
  - \$50,000 for the outdoor entertainment area at the exciting Civic Court development at Balnarring. This project aligns perfectly with our ethos of investing our profits for the greatest possible community gain. What an amazing community facility this will be, right in the heart of our village. It will allow endless opportunities for a huge range of activities and connections amongst residents and visitors alike – the 'social glue' that makes things happen and makes communities even stronger
  - \$47,000 to cover the costs of a new kitchen at Point Leo Surf Life Saving Club, which together with new change rooms, toilets and showers, will see the club and its facilities become accessible and available to groups such as schools and those with disabilities, for a wide range of activities
  - We also enter into many smaller sponsorships for our schools, performing and visual arts groups and sporting clubs, which assist them to continue providing much valued opportunities for entertainment, engagement with others and recreation for local residents
- During 2017/18 we paid our sixth dividend of 7.0 cents per share, with a total payment to shareholders of \$58,800. The Board was pleased to again recognise their support, whilst ensuring that adequate capital reserves are in place and that profits are equitably shared between shareholders and our communities

- The end of the 2017/18 financial year saw a total return of some \$1,079,390 to our communities as donations, grants, sponsorships, dividend payments and funds held for future payments, since the branch opened in 2008. We are exceptionally proud of reaching our target of returning \$1 million by our tenth birthday
- Those of you who made it along to our birthday party will know what a wonderful event it was, as it showcased the incredible range of community groups with which we partner to make our communities even better places in which to live and demonstrated yet again how the unique **Community Bank**<sup>®</sup> model, designed to build and support the local community of which we are all a part, delivers real and tangible results
- Our staff and our volunteer directors are proud of the part we play in building a stronger community balance sheet by working with our many partners to realise the hopes and dreams of our communities. We are proud that our **Community Bank**<sup>®</sup> branch has assisted our communities by offering financial support as they identify and meet their needs and priorities by implementing important projects and programs
- Balnarring & District **Community Bank**<sup>®</sup> Branch has a new dream to return our next \$1 million to our communities in just five years. So, if you're not banking with us already, drop by, be part of something bigger and help make this a reality. If you are already a customer, get involved and tell everyone you know how banking with our **Community Bank**<sup>®</sup> branch can make great things happen in our community
- Thank you for coming along tonight and showing your support for your **Community Bank**<sup>®</sup> We appreciate this and look forward to your ongoing support as we continue to work together to make our communities even more successful by taking control of and shaping our futures