



In Your Interest...

Manager's report



A big warm winter welcome from the team at Balnarring & District **Community Bank**[®] Branch.

We would like to thank all our valued customers, shareholders and community members for their continued support and custom. It's this support which has us driving into our 5th year of business (with our 4th birthday just passing on the 13 June 2012). Balnarring & District

Community Bank[®] Branch has now returned

more than \$140,000 to the community since our inception in grants, sponsorships and donations, a terrific result! However, we cannot rest on our laurels, as we intend to achieve greater outcomes, and to do this we not only need your continued help and support, but also spreading the word and getting your families and friends to bank with us. The more profitable we become, the more we can return to the community and our patient shareholders who had the vision to initially get this **Community Bank**[®] branch up and running.

It has been a busy five months or so since our Christmas newsletter, and I would like to update you on some of the highlights during this time:

- Importantly, continued growth of our Banking Business. Total Footings currently exceed \$77 million and we continue to attract new customers. It is also very pleasing to note that we are, year to date, cash profitable. This is a sound result, delivered in a tough economic environment. Great credit goes to our committed team who continue to deliver excellent service. Well done to Glenys, Meagan, Kathryn, Hayley and Mel.
- Talking of the team, in late February we welcomed our newest staff member – Hayley De Jong. Hayley is not only a passionate local, but also brings a wealth of banking experience with her. A great addition to the Balnarring team - welcome Hayley! Hayley came to us due to Melinda Symes taking 12 months maternity leave. Mel is now enjoying "her time off" with her new son, Kiran. Kiran is the 3rd son for Mel and Jamie – well done guys!
- Continued presence and support of the community. We have assisted many local groups, schools and clubs (some who are mentioned in this edition), who in turn have provided us with opportunities to get engaged with their members and the opportunity to assist each other.
- Finally, we say thanks and goodbye to our retiring Chairman, Steve Mitchell. Good luck in your new endeavours in Queensland. Whilst Steven is leaving, it is also exciting to welcome Bruce Douglas as

our new Chairman. Many would know Bruce, being in the local community for years and also being a Board member for quite some time. We know Bruce will do a sterling job!

We have an exciting time ahead and our focus will be a continual process of delivering exceptional banking services, products and solutions. We are a Bank that is here for U and I extend an invitation for all to come and experience our unique banking proposition!

My door is always open and I am available at the branch or happy to call out and can be contacted on 5983 5543 or mobile 0408 140 301.

From the team, I wish all our valued customers, shareholders and community a prosperous New Financial Year!

Jason Symonds
Branch Manager

Staff profile – Hayley



Meet Hayley DeJong, our newest staff member. Hayley is our new part-time Customer Service Officer, who lives locally in Balnarring, is married and has a one-year-old son, Will.

Hayley has worked with the bank for the last eight years in various positions, including starting her banking career in the Bendigo Bank Call Centre, located in Bendigo. When

she moved down she worked at the Cranbourne and Frankston branches, and then before going on maternity leave in 2010, she was Branch Manager at Pearcedale **Community Bank**[®] Branch so she has a good understanding of the **Community Bank**[®] model, and what it means for the community. In fact she was a part of the original steering committee that helped to get the Balnarring & District **Community Bank**[®] Branch up and running, and is very proud of what our **Community Bank**[®] branch has achieved so far.

Hayley, originally from Bendigo, enjoys reading, gardening, travelling and spending time with friends and family. So be sure to say hello next time you see Hayley at the branch, she's very able and happy to help you with any banking enquiries you may have.

Retiring Chairman's report



I am pleased to report that the business is continuing to grow and prosper, despite the state of the global and domestic economies. This is due to the hard work of the branch, in particular Jason's business acumen in continuing to grow our lending products, aptly supported by all the team at the branch, who continue to provide world class customer service to our community.

It is with some sadness that I announce that this will be my last contribution to our newsletter, as due to a new job opportunity I will be moving interstate in July and will have to give up my role as a Director and Chairman. I have thoroughly enjoyed serving this fantastic community, I have particularly enjoyed being part of the change element that has seen this business transform into a commercial entity, which was so vital in ensuring the company continued to grow and prosper. I am absolutely confident that the Board we now have in place will take the business onwards and upwards bringing long term rewards and benefits to both the community and shareholders that made this concept a reality.

It gives me great pleasure to announce that Bruce Douglas will be taking on the role as Chairman, I have worked with Bruce over the past couple of years and have no doubt that he will continue the work of commercialising the business and continue our journey of growing the business, taking it to the next level. Please join me in congratulating Bruce in his new role! I will continue providing support to the business through an advisory and consultancy basis as required.

I am also delighted to report that we have recruited two new Directors (and are talking to some possible new Directors) through our succession planning process, that have the skills, experience and business acumen to assist Bruce in moving the business forward, please join me in welcoming the new Directors;

Tony Head

Tony brings a wealth of business development and marketing experience to the company, which he will leverage to further grow our business.

Anne Bartholomew

Anne has been involved in the banking and investment sectors for many years, she comes well qualified with an MBA, which she studied for in the UK. Anne will bring a more professional approach to planning and managing the financial elements of the business, which is crucial to ensuring we meet our goals and objectives.

Finally, I would like to thank all members of the community that have supported our business over the last three years, and would encourage you all to continue our good work together in growing the **Community Bank**[®] concept.

Steve Mitchell Retiring Chairman

New Chairman's report



Hi I'm your new Chairman.

I have the honour and pleasure of taking on the role of Chairman at least until our AGM and follow in the footsteps of Steve Mitchell, who has just resigned from the position to take up a new and very demanding role with a major transport infrastructure provider in Queensland.

I would like to take this opportunity on behalf of the Board to thank Steve for his contribution and leadership, and recognise that his experience at a senior management level with large corporations provided us with very useful guidance during a period that has been and I imagine will continue to be, a challenging period of growth.

Balnarring & District Community Services Ltd as you know is a new, small community owned business seeking to carve out a niche for itself in our community in a very competitive banking and financial services provision market.

We are unique and the business relationship we have is what sets Bendigo and Adelaide Bank Ltd apart from other banks in that it has embraced the community in the management of the banking franchise.

So what? Well, this business arrangement enables us to work to grow the business and for the profits generated by that endeavour to be returned to our community rather than being directed to private equity shareholders.

We have a challenge in our particular community catchment in that we are not undergoing major growth and our community is largely established and fairly widely spread with significant rural areas and some small coastal holiday/retirement villages. We do not have a large commerce or industry business base.

Much of the business transacted in our community is through small companies with many based here but which operate over a much wider regional area, some national and even international. We have to work out what opportunities and benefits we can offer these existing businesses and encourage them to bring their business to us.

The future development of the Port of Hastings over the coming decade will bring some growth in residential development to our community and may indeed also encourage some local port related businesses to establish in our catchment. Your Board will be working with the council and the Port Authority to ensure that we keep abreast of these longer term strategic developments and where appropriate and possible, market the business value of the **Community Bank**[®] model to the current and future stakeholders.

We would like to examine options expand our presence into Bittern and Crib Point to take advantage of the port growth as it occurs and also continue to maintain and enhance our presence in Flinders extending to the rural area of Red Hill to capture more tourist and local business if that is possible.

I am pleased to be a part of the team and look forward to working with the Board and the staff at our branch whom I know to be very enthusiastic and helpful and excited about the future growth of the business.

Flowing from the growth of our business will be an increased capacity to contribute towards a wide range of community development undertakings as well as the ability to generate dividends for shareholders.

In closing I would like to encourage shareholders to think about joining the Board if you are interested and have useful connections in business or professional skills that could help up grow the business for the benefit of our community.

Bruce Douglas Chairman

Balnarring's Low Volume Market granted



I am thrilled to be able to announce to you that Balnarring & District Community Services Ltd has finally been granted Low Volume Market status with ASIC. This may not mean anything to many of you, but for those of you who want to buy or sell shares in our company, it is fantastic news.

Up until now, trading your shares has been a little time consuming. As Company Secretary, my hands have been tied as to the extent of assistance I have been able to provide you with. I know that for many, there has been much frustration. However, everything is now much more simplified and you can do everything yourself with greater ease. All you need to do is click on "Trading Shares" on the left hand side of our homepage (www.bendigobank.com.au/balnarring) and follow the instructions.

In order to buy or sell shares in Balnarring & District Community Services Limited you must first register your interest formally with me. All shareholders who have already informed me, or past Company Secretaries, of their wish to sell shares, should have already received a letter from me, with the registration form included for you to formally register your interest. If you have not received that letter, the form can be located on the website and downloaded from there. If you wish to purchase shares, you will also need to register your interest, so please download the form and send that through or drop it into the branch.

Once that is done, you are on your way.

One of the many advantages of the LVM is that you can see trading prices and quantities available 24 hours a day, 7 days a week. You don't need to wait for me or anyone else to contact you back, only to find we can't discuss those details with you anyway. Once people are registered, you will see something like this –

Buyers			
Parcel	Max Purchase Price (Per Share)	ID	Interest Lodged
2000	\$1.00	11	9/3/2012

Sellers			
Parcel	Min Sale Price (Per Share)	ID	Interest Lodged
1000	\$1.20	10	8/3/2012
2000	\$1.00	9	11/1/2012
8000	\$1.00	8	13/12/2011
1500	\$1.00	6	5/12/2011
1500	\$1.00	7	5/12/2011
1000	\$1.00	1	19/8/2011

The identity of participants will be disclosed only to persons who [register an interest](#).

There are two sections – Buyers and Sellers. You will see how many shares people wish to purchase or sell (Parcel) and the price they are prepared to pay or sell for. Once you are registered on the system, you will also be able to access the accompanying details of the buyer/seller so you can contact them directly and trade shares with them.

A letter will be sent out explaining everything to all shareholders (you should have already received it – if not please contact me). However please feel free to contact me directly at any time during normal business hours Monday to Friday, or contact the staff at our branch and they can pass your details on to me.

You can contact me or any Board member, for any reason, via our Board email address – bdcsLtd@hotmail.com We are only too happy to hear from our shareholders, and I do my best to get back to you straight away.

Happy trading!

Caroline Dickenson
Company Secretary



Riding develops abilities - Peninsula

Riding Develops Abilities (RDA) Peninsula is a voluntary, non-profit organisation developing ability and enriching lives through specialised programs and relationships with horses. RDA provides suitable horses, trained volunteers, accredited coaches and all equipment for therapeutic riding based programs that are tailored to meet individual needs and achieve goals. Apart from being lots of fun, riding and relationships with horses helps to build confidence, self-esteem, coordination, balance, muscular development, fitness, communication and encourages team work and leadership skills.

My daughter Hayley has been riding for four years and is now an independent rider. She rides each week, grooming and tacking up her horse before riding in the arena, the new round yard or on a trail. There is definitely an amazing connection between the rider and the horse that is quite profound. For Hayley, the initial focus of her riding was to strengthen her muscles and improve balance and coordination but the positive benefits and opportunities that have eventuated from RDA have been just so much more than that and flow on into all other aspects of her life.

All of this would not be possible without the wonderful volunteers and committee who not only work with the horses and riders within RDA programs but also care for the horses, maintain the property and equipment, train new volunteers and do everything else that goes along with this kind of organisation. And in turn, this would not be possible without the generous use of a private property in Balnarring and financial support from many individuals, businesses and community groups like Balnarring & District **Community Bank**® Branch, Dromana Lion's, Sorrento Rotary and Flinders Golf Club that have recently enabled RDA to open a new round yard. The round yard will enable more independent riding and further growth of an all abilities vaulting group. Our current plans to improve the Centre include covering the riding arena, a shed closer to the paddocks to store horse food and needs and improved signage at the front of the property and nearby access roads. Anyone interested in finding out more or joining, volunteering or donating can visit www.ridingdevelopsabilitiespeninsula.com.au

Geraldine Gorrige
Treasurer RDA Peninsula

Our Community Bank® branch at work!

Have a look and see some of the other community groups and events we have supported recently.



▲ Guess the weight 'our' pig Crackles at the Red Hill Show.



▲ Piggy meeting the crowd at the Red Hill Show.



▲ Jason Symonds presenting a cheque to the Balnarring Community Cancer Awareness Music Festival. L to R: Ree Liddie, Kate Farrell, Jason Symonds and Bernie Dobson.



▲ Meagan Johnstone presenting a cheque to the Balnarring CWA President Denise Palmer at the Biggest Morning Tea.



▲ Above left: Director Caroline Dickenson presenting the female place winners of the John Marshall Memorial Surf Race 2011. L to R: 2nd Ellen Gandy, 1st Harriet Brown, 3rd Olivia Keppell.

▲ Above right: Director Caroline Dickenson presenting the male place winners of the John Marshall Memorial Surf Race 2011. L to R: 2nd Bradley Moore, 1st Sam Sheppard, 3rd Scott Prosser.



▲ Jason Symonds attending the opening of the new courts at the Balnarring Tennis Club, that we helped make possible.

Director profile

Anthony (Tony) Head



Born in Brighton Victoria, now a long time peninsula resident, Tony's first career position was

in advertising as a production assistant. It was the move to sales after a short sales course that saw his career takes off. The first journey in to sales was as a Sales Representative with Cadbury. From there Tony started his real career in the direct selling Industry. Tony travelled extensively and saw much of the world.

Tony considers himself fortunate to have mentors that showed him the ropes to the extent that most would envy. People like Mr Peter Bell - one of the world's most notable public speakers - Mr Jim Rohn - philosopher and book writer of note, whom Tony travelled the world with - and Mr Mark Hughes - the founder of Herbalife, who was an inspiration to thousands of people including Tony and whom he worked very closely.

Tony deems himself very fortunate to have held these mentors, as he says he is the person he is because he took the time to listen and learn.

Tony is married to Brenda and has 4 children.

For your information...

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 Website: www.bendigobank.com.au/balnarring
 Email: balnarringmailbox@bendigobank.com.au
 Opening hours: Monday to Friday 9.00am - 5.00pm
 and Saturday mornings 9.00am - 12 noon

Balnarring & District Community Services Limited

Shop 28 Balnarring Village Shopping Centre,
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ABN: 11 068 049 178
Chairman: Bruce Douglas.
Directors: Caroline Dickenson (Company Secretary),
 Tony Head, Anne Bartholomew.