



# In Your Interest...

## Giving from our heart to the community's

The Board was thrilled to be able to provide five new automatic defibrillator units, on behalf of our customers, to local community groups in December 2012. It was a great way to start off the Christmas season and something that the Board and staff were thrilled to be part of.

These fantastic units are the latest in technology and were purchased from Defib Your Club, For Life.

Sue Buckman from DYCFCL came and helped present the units to the groups, showing us how incredible these life saving devices are. They are so easy to use, even a young child could help to save a life. However, all recipients will receive training, along with great back up support from Sue's organisation. At a cost of just under \$2,500 each, they are worth every cent, but hopefully will never be needed.

The units have been placed with Balnarring Foreshore (Ranger's office), Point Leo Foreshore (Ranger's office), Westernport Yacht Club and Flinders Yacht Club. The final unit will hopefully be placed at the Balnarring IGA Supermarket in the coming weeks.

These units are now registered with OOO as well, allowing for all the community, not just holiday makers, beach goers or yacht club members, to have access to these life saving units, 24 hours a day. They are fully portable and battery operated.

We hope this is the first of many units to be placed in our community, thanks to our customers. The more people and businesses that bank with us, the more funds we have to give back to our local area. If you don't already bank with us, come in to our branch and speak with our wonderful staff, so you

can help us, help you, help our community. Remember... it starts with U.



▲ Representatives from Balnarring Foreshore, Pt Leo Foreshore, Westernport Yacht Club and Flinders Yacht Club.

▶ Getting some instruction from Sue Buckman.



## Chairman's report

The Annual General Meeting was conducted October 2012 and brings to a formal conclusion what must be regarded as a very positive year in the development of our **Community Bank®** branch.



The staff lead by Branch Manager Jason Symonds have performed exceptionally well and this is not just my (possibly biased) view, but an objective assessment made by skilled evaluators during the year and supported by mystery shopper surveys. Well done to the team, their commitment and friendly, supportive service to customers must reflect well in the local community and underpins the quality service offered by the bank. These are attributes that will help us continue to grow our business.

At the risk of repeating a little of what was said at the AGM and I apologise to those of you who were there, I would like to point out a couple of significant milestones that we achieved during the past year.

### Growth in footings

This year saw a substantial growth in our footings, these are the total funds under management by the branch. This grew from \$70 million at the start of the year by \$9 million or 13%. This growth continues and covers the areas of deposits and loans and financial planning business turnover. The underlying issue

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## Chairman's report (continued)

is that we can confidently say we have passed the break even point in our business development and this makes the opportunity to return a dividend to shareholders a possibility. This objective has been endorsed by the Board and we will be examining what realistic and prudent return may be made during the coming financial year.

### Lending target

The team managed to surpass the target and achieve 120% and this was done in a difficult and highly competitive market. With consumer confidence gradually being restored in the wake of the GFC, this effort must serve as a good indicator of future lending opportunity and growth in this element of our business is important as we need to continue to work towards a more balanced book as we move forward.

### Low volume market registration

This activity took quite some time to bring about but has now been achieved. The facility is accessible from our website and is easy to follow. It will enable more accessible and transparent share trading to occur. A number of shares are available for trading and you are invited to register your interest in participating. Indeed I would encourage you to tell any of your friends who may be interested in getting a stake in the company, to check out our website and indicate their interest. Also, it is a great opportunity for them to get involved in a strong and worthwhile local business that will return significant benefits to our community.

### New Director

I am very pleased to welcome to the Board, Jeff McDonell. Jeff has a wealth of experience in senior management and is very fit (a fine attribute for a Director) having recently climbed to the top of Mount Kilimanjaro in Tanzania as a fund raiser for a charity. Jeff is also involved with the Coast Guard and is a keen sailor.

### Directors required

The Board of our company is currently small in number and should be expanded to ensure we have a good mix of people with relevant community interests and business experience. To this end the Board is very interested to encourage community members and shareholders to register their interest in getting involved in a role as Director and we will be running a Director information seminar in February. The task is not onerous but is challenging and the active community engagement

that participation on the Board both requires and generates is a very rewarding experience at a personal level.

If you live in the local community and have good community connections and business experience we would love to hear from you. Drop a letter in to the bank outlining your interest and experience and we will get in touch with you to discuss the opportunity in detail and make sure you are invited to attend the seminar.

### Community sponsorships

Since our inception our company has contributed \$160,000 in contributions to our community groups and sporting clubs. This is a remarkable achievement and is set to continue and as our business growth is realised, this sum will increase.

Our most recent initiative was to provide automatic defibrillators to five community groups together with the training in their use. This will provide an excellent coverage of the holiday precincts during summer and will be an ongoing benefit to those communities.

Other recent grants include funding for the Cool Climate Wine Show, Red Hill Show, a coach for the school sailing program being offered at the end of the year at Balnarring and Flinders Golf Club Pro-Am tournament. We have also been involved during the year with other local **Community Bank**<sup>®</sup> branches supporting the Peninsula football, netball and cricket clubs and associations.

### Collaboration in business growth

The company is working with Hastings **Community Bank**<sup>®</sup> Branch and Mornington Peninsula Regional Manager Cora Clough to identify opportunities to co-operate on common business growth activities, these may include business breakfasts and financial planning seminars and the like where acting jointly enables us to attract a wider audience and secure higher profile speakers.

In conclusion I would like to thank you all, shareholders and customers, for your continued support and interest and encourage you to keep investing and borrowing and spreading the word about our **Community Bank**<sup>®</sup> branch, but most importantly I wish you and your families and friends all the best for the holiday season and 2013.

**Bruce Douglas**  
Chairman

Balnarring & District Community Services Limited

Have a say in the future of your community –  
Board Directors Information Evening!

Expressions of interest are now being invited for a number of positions of Director of Balnarring & District Community Services Limited, operators of Balnarring & District **Community Bank**<sup>®</sup> Branch.

As a Director you will provide the leadership and management skills at a Board level to support and drive the company's strategic direction, goals and objectives.

To help you decide if being a Director with the Balnarring & District Community Services Limited Board

is for you, we would like to invite you to attend a no obligation information evening. We will answer your questions and give you all the information you will need to make this decision in your own time.

This is a very rewarding experience and is open to all suitably experienced people – whether you are young or old, in university or retired. If you have something to offer, we would love to talk to you.

Please RSVP for this event by contacting Balnarring & District

**Community Bank**<sup>®</sup> Branch on 5983 5543, or email our Board directly at [bdcsLtd@hotmail.com](mailto:bdcsLtd@hotmail.com)

Our Chairman, Bruce Douglas is more than happy to answer any questions.

When and where:

Wednesday 6 February 2013  
at 7.30pm

RW Stone Pavilion  
68 Camp Hill Road, Somers

Melways Ref: 194 C9

RSVP: Monday 4 February 2013

## Branch Manager's report



A big hello from the team at Balnarring & District **Community Bank**<sup>®</sup> Branch and welcome to our latest newsletter.

We would like to thank all our valued customers, shareholders and community members for their continued support and custom. Balnarring & District **Community Bank**<sup>®</sup> Branch has now returned more than \$160,000 to the community since our inception which is a terrific result! Our business continues to grow and we are cash flow positive, the future appears bright and exciting with great potential for not only further community investment but also a return to valued shareholders.

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

We have had a good start to the new financial year with continued growth of our banking business being recorded. Total footings (deposits and lending) currently exceed \$85 million and we continue to attract new customers. It is also very pleasing to note that we are, year to date, profitable.

This is very pleasing thus far and delivered in a continuing tough economic environment. Great credit goes to our fantastic team who continue to deliver excellent service. Well done to Glenys, Meagan, Kathryn, Hayley and Mel. Great credit also goes to our customers and shareholders for their continuing valued support.

### 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.

We recently held a business breakfast at Red Hill Bakery in Balnarring Village. This proved to be quite successful with more than 50 attendees enjoying a lovely breakfast served up by Jill Johns and her team and listening to guest speakers from Bendigo Bank and the Mornington Peninsula Shire (covering subjects such as the economy to local planning issues).

Our aim is to have further functions/events over the ensuing months to provide valuable information to the community.

We also welcome two new Directors in Jeff McDonell and Ingrid Leighton. This is quite exciting, as both Jeff and Ingrid bring many skills with them that will greatly assist in future direction and strategies.

It's an exciting time and our focus will be a continual process of delivering exceptional banking services, products and solutions. We are a bank that is here for you and I extend an invitation for all to come and experience our unique banking proposition.

We have an excellent team at Balnarring and also access to some outstanding specialist bankers including a Financial Planner and Business Bankers.

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 the community a safe and prosperous New Year!

**Jason Symonds**  
**Branch Manager**



▲ Jeff McDonell on Mt Kilimanjaro.

## Director profile – Jeff McDonell

We would like to introduce to you all our latest Director, Jeff McDonell, who was formally appointed at the October 2012 AGM. Jeff has been working with the Board for almost five months and during that time has become a true asset to the Board. However, for a few weeks, before becoming a Director, Jeff took a trip overseas and achieved a great personal goal. He explains it best...

Climbing Mt Kilimanjaro in Tanzania, the tallest mountain in Africa, has been a 40-year dream that I just fulfilled! At 5,895m tall, it would be a lot higher than the 4,500m I climbed way back in 1979! And I was not sure if this 64 year-old male could do it.

I joined a trek on the Marangu route, a six-day walk with hut accommodation and fully catered for by the Marangu hotel. Starting at 1,800m at the National Park gate, it would basically be climbing a vertical height of 1,000m every day, with one rest day on the fourth day. The trek climbed through rain forest, then low scrub, then alpine conditions, before finishing with just rock and snow!

After reaching the final hut at 4,700m, we departed for the summit at 11.00pm, walking throughout the night in very cold conditions, but luckily no snow. Altitude sickness affects many people, with several climbers turning back, and I was affected by loss of balance, extreme tiredness and disorientation. But at about 6.30am, I watched the sun rise over nearby Mt Mawenzi and then at 6.45 am, I reached the crater rim of Mt Kilimanjaro at 5,685m. I was very happy and celebrated with some chocolate and taking photos of the Gilman's Point cairn.

I wanted to keep going on the two hour walk around the crater rim to the highest point (another 200m higher), but my trusty guide Joffrey was not recommending it, due to my poor physical shape. He was correct, as I just had enough energy to get down the mountain, a steep 3 hour slog, with a further 3 hour walk through a snowstorm to Hironbo hut down at 3,700m. On this walk, I met a man who was very keen to get to the top, but I heard the next day that he had died overnight! It was possibly cerebral oedema or 'water on the brain', a grim reminder that altitude sickness can kill and needs to be treated with great respect.

Many thanks to my sponsors for the Young Adventurers Award I created to encourage children to explore the world and seek adventure. Hastings Coast Guard, Westernport Yacht Club and Balnarring & District **Community Bank**<sup>®</sup> Branch have all been very supportive.

**Our Community Bank®  
branch at work!**

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



▲ From top: Supporting Ties For Lives; Cheque presentation to the Red Hill Riders Group; Somers Art Fair; Point Leo Surf Classic.

**Balnarring Business Breakfast**

Our Board was very pleased with the results and feedback from our first Business Breakfast held in December. The 7.00am start did not put people off with more than 50 people attending. Guest speaker was Gina Morgan, Bendigo and Adelaide Bank's Financial Markets Business Development

Manager for Vic/Tas. Gina has 20 years experience in treasury management and product expertise.

She covered the current economic conditions around the world and her views on the outlook for Australia's interest rates and value of the Australian dollar. Along with Gina, we heard from our branches Financial Planner Di Otto; Mick Radecki, Business Banker Relationship Manager for the Mornington Peninsula region; Sean Limpens from BCV Accounting, Angela Hughes and Shane Murphy from the Mornington Peninsula Shire.

We plan to have these breakfasts at least twice a year, so if you missed out on the December one, don't panic, our next similar event is coming which may also be in the late afternoon/early evening, so people who have commitments in the morning, will also not miss out.

- ▶ Top: Enjoying the Business Breakfast.
- ▶ Above right: (L-R) Manager Jason Symonds, Guest Speaker Gina Morgan, attendee Alex Macleod.
- ▶ Right: (L-R) Manager Jason Symonds, attendee Neil Taylor, Guest Speaker Mick Radecki.



*For your information...*

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Opening hours: Monday to Friday 9.00am – 5.00pm  
and Saturday mornings 9.00am – 12 noon

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**ABN:** 11 068 049 178  
**Chairman:** Bruce Douglas.  
**Directors:** Caroline Dickenson (Company Secretary),  
Jeff McDonnell, Ingrid Leighton.  
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