



## Balnarring & District **Community Bank**<sup>®</sup> Branch Newsletter May 2011

### Chairman's report



It is a great pleasure for me to contribute to my first newsletter since becoming Chairman of the Board. I am very excited about the opportunity to serve this wonderful community and I am looking forward to working with all key community groups and stakeholders as we continue to communicate the value and benefits of the **Community Bank**<sup>®</sup> concept.

I am particularly focused on driving new revenue streams that will bring increased profitability and shareholder value and I am looking forward to working more closely with our current shareholders in bringing in new business to the branch, as we need your help in our quest for increased revenues and long term sustainability.

We have received notification this month that Bendigo and Adelaide Bank Ltd has found it necessary to review the commission rates that they pay community franchises. The model was always based on equal responsibility and equal reward, however in recent years the actual revenue share has deviated from this principle, with the bank finding itself realising far less than the 50 per cent agreed.

This has been due to the regulatory responses to the Global Financial Crisis, which has exposed some aspects of the revenue share mechanism adopted when the **Community Bank**<sup>®</sup> model first started in 1998.

This imbalance must be corrected to ensure that Bendigo and Adelaide Bank is making adequate returns, thereby ensuring the bank is successful and maximising funding opportunities by improving its rating and maintaining access to capital.

It really is a matter of us being able to grow our businesses together. The new commission rate became effective on 1 April 2011 and will be 0.375 per cent for both term deposits and fixed rate home loans respectively for the next two years, at which time the bank will reassess the position.

Bendigo and Adelaide Bank has been totally transparent in this review process and has engaged Price Waterhouse Coopers to conduct an independent review of the revenue share model. The report has been made available to franchises

The Directors of Balnarring & District Community Services will continue to grow the business with more new initiatives to offset these reduced commission rates and our Business Plan is once again being reviewed to take these changes into account.

We recently interviewed several candidates for the vacant Customer Service Officer position and we were amazed at the high quality of the candidates. This made our decision very difficult, but Wendy Hutchinson has been appointed and is already part of the team.

The Board of Directors of Balnarring & District Community Services currently has two positions vacant, and we would welcome expressions of interest from shareholders and members of the local community, who feel they have what it takes to be an active member of the Board. We build our business greatly from leveraging local networks and community groups, so if you feel you would like to be part of this great team please contact myself on 0417 106 998 and I will be happy to meet with you and discuss opportunities.

**Stephen Mitchell**  
Chairman

### Coming events

#### Property Valuation Evening

- Date and time to be confirmed; please contact branch on 5983 5543 to obtain details if you are interested in attending.
- Hosted at our branch for all interested residents of our district
- Independent property valuers will be on hand to answer questions about what your present home is worth, the wisdom of purchasing another property and what is happening in the local market.
- Light refreshments to be served.

#### Retirement Seminar

- Date and time to be confirmed, please contact branch on 5983 5543 to check if you are interested in attending.
- Hosted at our branch for all interested residents of our area.
- Bendigo Bank Financial Planner and guest speakers will provide information about maximising your retirement income and benefits to assist with planning for this important phase of your life.
- Light refreshments to be served.

## Branch Manager's report



Welcome to our latest newsletter, which is my chance to keep you informed of the progress of your **Community Bank®** branch.

I am pleased to report that at the end of February, our total business was in excess of \$63 million in combined deposits and lending and we had more than 2,236 accounts, a figure which continues to grow every week.

This month, we welcomed Charlotte Bellsmith as part of our school based traineeship program and farewellled Melinda Harrison. We would also like to welcome Wendy Hutchinson, who brings some ten years of banking experience to her role at our branch.

My team and I continue to strive for greater achievements within the community, like the Traders' Evening we hosted at the branch on 13 April to provide a wide range of financial information for those running a business.

We are also planning a Property Valuation Evening, to be held during June. Ever wondered what your home was worth? Perhaps you've considered buying another property? What's happening in the local market? A presentation will be made by independent property valuers, who will be on hand to answer your questions.

Another important question for everyone is whether you have enough income for your retirement? To help with your planning for this important phase of your life, we will also host an evening with guest speakers and our Financial Planner to help maximise your Centrelink benefits and your retirement income. Dates for both of these information evenings will be publicised as soon as they are finalised.

All of our information sessions will be advertised in the branch and through local newspapers. Please feel free to call the branch on (03) 5983 5543 to check dates and to express your interest in attending.

Come in and meet our friendly staff members to discuss your banking needs or bringing your banking over to your local **Community Bank®** branch – the Balnarring & District **Community Bank®** Branch.

**Sharon Hawkins**  
**Branch Manager**

## Community Enterprise Foundation™

The Community Enterprise Foundation™ is the philanthropic arm of Bendigo and Adelaide Bank Ltd.

The foundation was established in 2005 to make charitable giving more accessible to everyday Australians, who wish to show their support for causes they believe in.

It aims to help committed individuals and community groups, who want to make a difference and build stronger communities.

By leveraging an endorsed charitable structure, these individuals and groups can reduce the administrative burden associated with fundraising and access an industry leading philanthropic governance and compliance structure.

The Community Enterprise Foundation™ also provides support to Bendigo and Adelaide Bank's **Community Bank®** network; assisting them to return profits back to their local communities while maintaining philanthropic best practice.

The foundation also has an appeals strategy, which aligns the foundation with charitable organisations that have the capacity to manage projects that will have a major impact within their broader communities.

Two such appeals with local links are now underway and we would like to let you know about them.

## IAPF Fund

In partnership with International Anti-Poaching Foundation, the Community Enterprise Foundation™ has launched the IAPF Fund to help stop the slaughter of wildlife through poaching.

Animal poaching has hit crisis levels in many countries and many species are facing extinction.

The IAPF will protect and preserve wildlife through the provision of specialist training and equipment to anti-poaching units and communities in volatile regions of the world such as Zimbabwe and help implement sustainable alternatives for communities living in regions affected by environmental instability.



▲ International Anti Poaching Federation founder Damien Mander with Lucas at the recent Raw for Africa concert held in Mornington.

## Victorian State Youth Brass Band

Community Enterprise Foundation™ has also launched an appeal in partnership with the Victorian Bands League to raise funds to support the Victorian State Youth Brass Band European Tour 2011.

The Victorian State Youth Brass Band Appeal is to support the band in their quest to travel to Europe in 2011 to educate the youth about the history of brass bands and their origins.

The band will perform with some of the Europe's best brass musicians in well-known concert halls and venues. They will also visit manufacturers to see how the instruments are made and play instruments to which they would not normally have access.

Donations to either of these appeals can be made through the Balnarring & District **Community Bank®** Branch or any Bendigo Bank branch.



▲ Victorian Youth Brass Band member, Jordyn Pope of Somers with Meagan and Sharon.

## Community stories

### Point Leo Surf Life Saving Club – going strong since 1955

Point Leo Surf Life Saving Club is a voluntary organisation which provides beach patrol and rescue services and first aid and life saving training at Point Leo Beach. It has over 800 members and this season more than 400 junior members participated in the Club's Nippers program, which is open to children between 6 and 13 and was developed to equip children with the skills and knowledge to enjoy safe beach and aquatic environments.

This summer, Balnarring & District **Community Bank**® Branch once again sponsored the annual John Marshall Surf Race, which is part of the Boxing Day Swim Classic, the Club's major fund raising event for the year. Funds raised on the day are used primarily to purchase essential life saving gear used in patrolling the beach over the summer.

The John Marshall Swim Classic is an important event on Life Saving Victoria's competition calendar and is highly regarded by elite swimmers in the movement. We are very proud to continue our support of this great club.



▲ Top and above: Director Wal Faichney with Surf Race placegetters.



▲ Point Leo Nippers Millie & Eliza.

### Balnarring CFA – part of Victoria's largest volunteer team

In our last newsletter, we wrote about the wonderful job members of the Balnarring Fire Brigade do looking after our community and that the Balnarring & District **Community Bank**® Branch was supporting their important work by providing funds to purchase 20 pairs of flame/heat retarded rubber fire fighting boots. These boots will make the work of volunteers much safer as well as a little easier and more comfortable.

Sharon, Steve and Heather went along to the Brigade recently to have a look at the new boots and take the opportunity to meet some of the volunteers who give so much of their own time to give back to their community. Members of the Brigade were delighted with their new 'kit' and we hope that they will provide protection for years to come.

Community support is vital for the work of our CFA brigades and we are delighted to be able to assist in such a practical and valuable way.



◀ Balnarring Fire Brigade members showing off their new boots to Steve and Sharon.



▲ Balnarring Cricket Club - Brock, Sam and Calhoun with Club President Leo Cook.

### Balnarring Cricket Club – another wonderful partnership

Balnarring Cricket Club is another of the clubs which provide valuable opportunities for recreation for many in our community and we were glad of the opportunity to sponsor the club for the 2010/2011 season.

Sport is a wonderful way to engage young people, assisting them to be more physically active and contributing to their broader social development. We are extremely lucky to have such a range of sporting clubs, run by volunteer committees, which members of our community can join.

Our congratulations to the Balnarring Cricket Club U13 team, which was Premiers in the U13 Sub-District Grade this summer.

### Balnarring & District Historical Society – a local institution

Balnarring & District **Community Bank**® Branch is able to support the work of the many groups and organisations in our community in many different ways. We are very excited to be sponsoring the publication of volume five of the Balnarring & District Historical Society's fascinating 'Balnarring Byways and Memories' series.



▲ Ilma Hackett of the Balnarring & District Historical Society at work on Balnarring Byways Volume 5.

Volume one was published in December 1995, and like subsequent volumes, was a collection of reminiscences about the area and events. Members of the society collect material for these books and much work goes into taping interviews, transcribing tapes, editing and sourcing photographs and drawings. What a wonderful resource these books provide, stimulating interest in the history of the area and offering the society a way of raising funds to continue their valuable work.

Balnarring & District Historical Society now has a permanent home in the refurbished Balnarring Hall, which will ensure the safe keeping of their collection.

Those who may wish to purchase copies of 'Balnarring Byways and Memories' can contact Ilma Hackett on 5983 5326.

# Meet our Village Traders

## Global Hair Salon

Kim and Lester Scammell have owned and operated Global Hair Salon for the past five years and Lester worked in the salon for almost five years prior to that.

They appreciate the community atmosphere traders in the village share and enjoy supporting other local businesses and fund raising ventures.

Kim and Lester are very proud of their excellent apprentices, all of whom are very capable when doing men's and children's cuts, as well as colours and blow-waves.

The Global Style Team:

- Kim and Lester Scammell
- Belinda Austin
- Jess McGuinness
- Alanna Page
- Jessi Leigh

Global Hair Salon aims to provide great, friendly service to customers and we are indeed lucky to have these excellent businesses in our village, so let's make sure they have our support.



▲ Global Hair Salon's Kim and Lester Scammell with apprentice Jess and young customer Luke.

## Thank you



The Board of Directors of Balnarring & District Community Services would like to take this opportunity to thank our former Director and Chairman, Max Burley, who retired from the Board on 3 February 2011.

Max was a member of the Steering Committee which established our **Community Bank**<sup>®</sup> branch. He then joined the Board of Directors along

with his wife Valerie and was Chairman of the Board for more than two years.

Balnarring & District Community Services is very grateful to Max for his hard work and commitment to the strengthening of our community through the development of the Balnarring & District **Community Bank**<sup>®</sup> Branch.

## Who's Who at Balnarring

### Charlotte Bellsmith – Trainee

Recognising the importance of community involvement in the training of our young people, the Balnarring & District **Community Bank**<sup>®</sup> Branch is pleased to once again be part of the Bendigo Bank School Based Traineeship program during 2011.

Charlotte, a Year 11 student at Mt Eliza Secondary College, will work at the branch every Wednesday during 2011 and become an important part of the bank staff. She will receive on the job training and work towards a Certificate III in Financial Services, a nationally accredited vocational qualification. Charlotte will work with Customer Service Officer, Meagan Johnston, as she learns the operational procedures of the bank and enjoys many opportunities for growth in interpersonal and decision-making skills.

Our involvement in this valuable program demonstrates yet again the strength of our community involvement and determination to make a difference.

▶ Meagan and Charlotte.



### Stephen Mitchell - Director

Steve and his wife Patricia (Trish) moved to the Mornington Peninsula two years ago and love the unique lifestyle it offers. Both Steve and Trish are involved in the local community. Trish volunteers with Riding for the Disabled, where she assists disabled children to enjoy horse riding. Steve and Trish have been accredited as foster parents and have already enjoyed looking after local children.

Steve, who has had over thirty years' experience in utilities, software and information technology roles, is currently employed by ConnectEast as General Manager Information Technology. He has embraced this opportunity of utilising his skills to assist the **Community Bank**<sup>®</sup> branch to grow and prosper.

Balnarring & District **Community Bank**<sup>®</sup> Branch,  
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Opening hours: Monday to Friday 9.00am – 5.00pm  
and Saturday mornings 9.00am – 12 noon

**Balnarring & District Community Services Ltd**  
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Balnarring VIC 3926  
**ABN:** 00 127 842 050  
**Chairman:** Stephen Mitchell.  
**Directors:** Peter Strickland, Derryck Rees,  
Heather Goddard, Bruce Douglas, Wal Faichney.