



Celebrating an amazing financial year!



Staff and Directors hard at work on our Strategic Plan.

Seeing the sign Balnarring & District **Community Bank®** Branch continues to fill us with pride and reminds us of the offer the Steering Committee which worked so hard to establish our branch made in the Prospectus back in December 2007:

'We are pleased to offer you the opportunity to invest in a project which we believe will deliver significant social and economic benefits to our region, as well as the prospect of positive returns to its shareholders.'

We have certainly done those far-sighted people proud over the 2013/14 financial year with total business growth of \$18.5 million (an impressive 20%), which exceeded budgeted growth by \$10 million. Since July 2008 we have returned more than \$330,000 to community groups and shareholders and that amount will soon increase significantly.

Directors, shareholders and customers owe our staff team of Jason, Glenys, Melinda, Kathryn and Sue a huge debt of gratitude, as it has been their unfailing commitment to our business which has resulted in this success.

Returning now to the prospect of positive returns to shareholders, it gives your Board of Directors a great deal of

pleasure to announce that an unfranked dividend of 5 cents per share has been declared for payment on 13 October 2014 - positive returns for shareholders and our community indeed!

We are very excited about the future of our **Community Bank®** branch. Our staff and Directors are committed to building an even more successful business, but we need your help to make this happen. If you are already a customer, please encourage friends and family to bring their banking to us. If you are not yet a customer, please call in and speak to Jason or one of his team about our range of excellent banking products. Just remember, the more we grow the business the more your future dividend payments will increase, along with the amount we are able to invest in our community.

Accolades for our branch team.

We all know that we have a very special and talented team at Balnarring, but it was wonderful to see their achievements further recognised at August's 'Regional Awards Night'. Balnarring & District **Community Bank®** Branch was named as the leading branch in the region for lending growth and Jason won the Regional Award for the Manager 'Committed to Our Values'. We are very proud of them.



Jason receiving his award from Regional Manager Simon Sponza.

Balnarring & District Community Services Limited Shop 28 Balnarring Village Shopping Centre, 3050 Frankston-Flinders Road, Balnarring VIC 3926 **ABN** 84 127 842 059 **Chair:** Heather Goddard **Directors:** Jeff McDonell, Anne Bartholomew, Chantelle Waterson, Shane Mathieson, Mark Laughton, Andrew Thomas, Rod Slater, Carl Luke, **Company Secretary:** Melinda Symes and **Company Accountant:** Sean Limpens.

Manager's report.



Jason Symonds.

Welcome to our Spring edition!

I would like to extend a big thank you to all our customers, shareholders and community partners for continuing to support the Balnarring & District **Community Bank®** Branch! We have had terrific growth over the three months since our last newsletter, which has seen our total business, deposits and lending, exceed \$110 million.

It also pleasing to confirm that we have recorded our strongest financial year result/profit to date as at 30/6/2014, which will enable us to provide a third dividend to our shareholders, as mentioned elsewhere in this edition.

What is also very exciting as we continue to gather further community support in growing our banking business, is that we are also investing significant funds into our district/community in sponsorships and grants, well over \$330,000 to date.

We have had a busy few months in the community with the highlight being the successful Community Youth Forums conducted in partnership with Mornington Peninsula Shire and the Balnarring and Somers Primary Schools in August. The purpose of the forums is to achieve great outcomes and contributions towards youth initiatives in our district, which is one of the key focus areas in the community. I must thank all the local groups who not only attended the forum but also came with a strong voice. We will keep you posted as to our progress.

All in all, it is safe to say that after six years since opening we are now firmly established as not only a key and important banking choice but also a serious investor in the local community. With your continued support we can go to even greater heights and achieve fantastic outcomes for our customers and shareholders as well as the community as a whole.

Once again I say "well done" to our team at the branch. To Glenys, Kathryn, Sue and Mel thank you for your expertise and ongoing great customer service. Also thanks to our fabulous Board of Directors for their skills and commitment. Led by Heather Goddard our Board continues to act on the strategies in place to drive the business forward.

We remain keen to assist our existing customers, who are so important to us, but also welcome all opportunities for new business. So, if you have family or friends who require banking solutions and advice please point them in our direction.

As always, we will continue to focus on delivering exceptional banking services, products and solutions to our community so I extend an invitation for all to come and experience our unique banking proposition. We have an excellent team at the branch, as well as access to some outstanding specialist bankers in Financial Advice, Business Banking, etc.

My door is always open and I am available at the branch or am happy to call out. I can be contacted on 59835543 or mobile 0408140301. You can now also locate us on Facebook, <https://www.facebook.com/BalnarringCommunityBank>



Jason with Coast Guard members Jeff McDonnell & Brian Howell.

Marine safety education saves lives.

Balnarring & District **Community Bank®** Branch and 12 other **Community Bank®** branches around Westernport and Port Phillip Bay have sponsored a mobile marine safety education unit for the Westernport Volunteer Coast Guard. Joint funding of \$25,000 financed the building of the unit, which will enable Coast Guard volunteers to spread the marine safety message to all boating areas on Westernport and the Mornington Peninsula. It is also equipped for emergency rescue situations with full radio contact and emergency lighting. Another great outcome for our **Community Bank®** network.

Annual General Meeting.

Come and join us as we celebrate our most successful year yet at this year's Annual General Meeting (AGM), to be held at 7.00pm on Monday 20 October at Balnarring Bowls and Social Club, Bruce Street, Balnarring. Once the formal business is over we can catch up, renew friendships and bask in our achievements— an offer too good to refuse!

Happy 30th Anniversary to Balnarring Senior Citizens.

Our Senior Citizens certainly know how to celebrate in style and Jason and Heather were thrilled to be invited to join them for their 30th Anniversary Lunch on 18 September. Special mention must go to Janet and Doug Slattery, much-respected and well-loved 'elders' of the Balnarring community, who are Secretary and Treasurer of the club respectively and to club President Joan Wagner. This is what community is all about and we are pleased to sponsor the event.



Balnarring Senior Citizens.

Meet our business customers: Catherine, Balnarring Village Laundrette.



Catherine with Eva and Leo.

Talk of the joys of owning a small business can be either joyous or sarcastic. I have been the owner of the Balnarring Laundrette since 4 June 2014 and after my first three months what tone would I use when I talk about the joys of owning a small business? This little story might help you decide!

2 June

Settlement date. "Woohoo," I thought, but when things are out of your control and other people are involved, it doesn't always go to plan. Solicitor A - wants this, wants that by 12.30pm otherwise settlement won't go through. You have known the settlement date for two months and you are making these demands NOW!!

Solicitor B (mine) has the information and the settlement cheque which is to be hand-delivered to solicitor A by 12 noon. By 3.30pm still no settlement, still waiting on Solicitor A! Perhaps tomorrow - grrrr. Now the landlord wants my business history and most recent tax return. All done, not a problem from their end after a meeting to receive my information, although there was no verbal indication of the bond equivalent to three month's rent I would be asked for because I was considered "high risk". Made me think, "Do they want me to fail?"

3 June

Turn up at the Laundrette with the almost past-owner. We worked together and waited for the phone call ... and waited. As the almost past-owner was to have surgery on her knee the next day, she was more anxious than me. As we both agreed that the sale had gone through because she had seen the bank cheque prior to it being hand-delivered to her Solicitor and all the paperwork had been completed, we decided that I would open the shop the next day as the new owner and she could go ahead with her surgery. At 4pm she received a phone call from her solicitor confirming that the business was now mine.

4 June

Yippee! At 8.30 I unlocked the door of my business for the first time.

At 9.30am I received a call from my solicitor to tell me that they had finally received email confirmation that the sale had gone through. After a huge sigh of relief, I spent my day meeting my customers and receiving their best wishes which was lovely. Three hours into my new venture, one of my washing machines began to leak water so I had to call the washing machine service people (and wait till the following week for someone to and look

at it!). I finished the day with a Balnarring Pizza and a large block of chocolate.

'The joys of owning a small business' continued - another washing machine did the same thing on day two, two months later two dryers broke down and just last week the industrial iron had an expensive moment.

So how is everything going now? I am running the business with an emphasis on making customers welcome; they have a comfortable place to sit while their washing or drying is being done by my newly repaired machines. I don't have free wifi but I do offer free conversation and washing tips and I work to meet the needs of business customers. I now open on Saturday mornings and extended my week day hours which has been welcomed by customers.

As a customer of the Balnarring & District **Community Bank®** Branch, I appreciate banking on a Saturday morning and until 5.00pm during the week as well as the internet transfers which can be done up to 7.00pm, all of which fits with how we live our lives. It is nice to bank with someone who has the same work ethic and community awareness as me.

Being part of the Balnarring Village community is a wonderful experience. Work is more like a social event and no matter how busy things get, I can always look out the window and receive a reassuring smile from a local or a fellow trader, which makes things that much easier. Ahhh - the joys of owning a small business!

Welcome to our new Director.



Carl Luke.

Born and bred in Bendigo, Carl Luke is now a proud resident of Balnarring. He has lived in the Balnarring area with his wife Bronwyn for eighteen years and together they have three children. Carl has been a local paramedic for eighteen years and has made the most of the opportunity through his involvement with air ambulance and currently as a MICA Paramedic.

Prior to becoming a paramedic, Carl completed a Bachelor of Economics and then successfully undertook a Graduate Diploma in Financial Planning, studying part time.

Carl enjoys running, travelling and working on home projects and has an enthusiastic commitment to both our local community and to the Balnarring & District **Community Bank®** Branch, to which he was appointed as a Director in June 2014.

Thank you.

Since our last newsletter, former Director Matthew Keogh has resigned from the Board after a substantial increase in workload and increased demands on his time following appointment to a new role. We would like to take this opportunity to thank Matt very much for an extremely valuable contribution during his time on our Board.



Which local groups have we supported because of our customers and shareholders?



Balnarring Primary School 'Values pencils.'



Somers Primary School 'Tin Shed Program.'



Balnarring District Netball Club award winners 2014.



Flinders Singers.



Balnarring CFA – funds for fire-fighting boots.



Balnarring Junior Football Club award winners 2014.

Youth Forums - Australian firsts for your Community Bank® branch.

On 25 August Balnarring & District **Community Bank®** Branch, working in partnership with Mornington Peninsula Shire's 'Communities That Care' and Youth Services team, ran two wonderful forums to gather our communities' **big ideas** for young people. Our aim was to encourage broad community-focused discussions so that we can begin to plan for future projects which will benefit young people and in which the branch can invest in partnership with our communities.

During the day Year 6 students from Balnarring and Somers Primary School worked with facilitator Chris DeAraugo and teachers, Directors, bank staff and Shire staff to identify a very impressive list of potential projects in which they can choose to invest, using the \$1,000 we put on the table for each school.

This was a great introduction to considering whole of community needs and the students did a great job, adding to our pride at having been the first **Community Bank®** branch in Australia to have ever run a Student Forum back in 2011.

In the evening adults and young people from almost 30 groups and areas of activity came together to discuss their big ideas – the first time a Community Forum with a specific focus on young people has been run in Australia. Once again we ended up with a broad variety of innovative ideas which were divided into 'Now' and 'Later' lists. Ten participants volunteered to work with bank and Shire staff to identify those ideas we can make a start on, so stay tuned for updates on this exciting venture.



Balnarring & District Community Bank® Branch

Shop 28, Shopping Village, 3050 Frankston Flinders Road, Balnarring VIC 3926 Phone: (03) 5983 5543

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

Website: www.bendigobank.com.au/balnarring www.facebook.com/bendigobank twitter.com/bendigobank



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