



Made possible by the customers of Bayswater and Noranda Community Bank® branches.

Message from the Chair.



Partnering with Australia's fifth largest bank, we're proud of the contribution we make to what is one of Australia's most trusted brands. Over the financial year our company has grown its banking book to nearly \$320 million, which is a great achievement in economically challenging times.

As a result of our strong performance, our Board was able to again pay the maximum dividend of 6.85 cents per share fully franked and we as a Board were able to continue to make strong community contributions. Approximately \$186,000 was given to many worthwhile projects this financial year from our operating profit and Community Enterprise Foundation™ fund, all aimed at making our local community a better place to live.

Work has also been done to improve our premises at 83 Whatley Crescent, Bayswater. Many plans are still ongoing. Our hope is that the facility will become a loved community space as well as transitioning into a bank of the future over the coming years. With the recent announcement of the major re-development of the Bayswater train station, as part of the State government's MetroNet plan, our premises is in a great location to take full advantage of the site.

Our success in a difficult housing market reflects the efforts of our hard working staff under the leadership of Sean Kay. I thank them all for their effort and enthusiasm. As always, we continue to work closely with our partner, Bendigo and Adelaide Bank on ways to improve the customer experience.

I also need to sincerely thank every Board member for their outstanding contribution to keep our company as one of the leading **Community Bank®** companies in the network.

As confidence returns to the market, our company is in a great position to increase our portfolio. Our Board, staff, shareholders, customers and community have much to look forward to in the future from Bayswater Community Financial Services Limited.

Barry McKenna
Chair

Bayswater Community Financial Services Limited
14 King William Street, Bayswater WA 6053 ABN 60 092 770 593

Directors: Barry McKenna, Denise Beer, Michael Anderton, Ted Budzinski, Steven Brown, Greg Da Rui, Ronald Gascoigne, Alan Radford, Louise Rowe.

Revitalising Bayswater town centre.

Bayswater **Community Bank®** Branch is continuing to show it is the leading business in the town centre through generous revitalisation sponsorship and concepts. The weekly Saturday morning Bayswater Growers' Market at Bert Wright Park was made possible by our \$20,000 investment in the concept, which was the brainchild of community group Future Bayswater.

Similarly, our investment in a significant piece of Bayswater real estate at 83 Whatley Crescent means local community groups, artists and sole traders will have a welcoming and vibrant hub to meet, grow, share, communicate and celebrate. We have teamed with Curtin University to run a competition for architecture students to design concepts for the space, and are in the process of working through these outstanding submissions.

Celebrating our history.

Trains have a prominent history in Bayswater and with MetroNet coming soon, Bayswater's future will continue to be shaped by rail transport. As such, the Board has decided to celebrate all things related to trains and invite any aspiring artist or photographer who lives, works or studies in the City of Bayswater to submit their celebration of trains and/or railways in our annual calendar art competition. 13 entries will be chosen to feature in our 2021 calendar.

All mixed media entries (i.e. photograph with overlaid artwork, sketch, drawing, painting, photography, computer designed artwork) will be accepted so long they are in horizontal format and in high resolution jpeg.

For more information, please email bcfs@our.own.net.au

Important information for shareholders.

When Bayswater **Community Bank**[®] Branch started in September 2000, we could not have dreamed how far electronic communications would progress in such a short space of time.

According to the Australian Bureau of statistics, just 37 per cent of Australian households had access to the internet in 2000, and the OECD states there were around 40 mobile phones for every 100 Australians. Now there are more mobile phones than people in Australia, most of them smart phones which double as computers with internet access.

As well as opening us up to the wonderful world of cat videos and photos of people's breakfasts, these technological advancements mean it's easier than ever to stay in touch and find information on just about anything.

At Bayswater and Noranda **Community Bank**[®] branches, we are in the process of moving to electronic communications with our shareholders so we can be in touch more often, provide you with relevant information in a timelier manner and resolve issues quickly. The move will also reduce communication costs and free up staff time.

It means you will receive important notices about our Annual General Meeting and proxy, ensuring you can make your vote count. You will also stay informed in real time of our community involvement and celebrations we would love you to share in, such as our 20th birthday celebrations next year.

To make this process work, we need your help. We only have email addresses and mobile phone numbers for 120 of our 646 shareholders, and many home addresses we have are also incorrect with newsletters marked 'return to sender' boomeranging back to us each year.

We're asking you to please take the time to update your email address, phone number and home address online via <https://investor.securitytransfer.com.au/> as soon as possible.

Changes to the share registry.

From 1 January 2020, we are changing our share registrar to improve efficiency. We are also hoping to establish a better way to transfer shares via the low volume market in the coming months.

If you have any queries about your shares in the New Year, contact AFS Share Registry on (03) 5443 0344 or email shareregistry@afsbendigo.com.au

However, until 31 December 2019, all share registry enquiries are still to be referred to Security Transfer Australia on 1300 992 916 or email registrar@securitytransfer.com.au

A message of thanks.

The following is a letter from a former scholarship recipient. We wanted to share it as a reminder of our commitment towards our local youth and community and also as a thank you to our loyal shareholders who remain committed to our company.



My name is Amy Liew and I was the 2014 recipient of the John D'Orazio Memorial Scholarship. I just wanted to take a little moment to thank all of you for you have helped me so much through your generous funding.

At the end of year 12 in 2013, my mum had just been let go from her work and my dad's position was unstable. It was a challenging season for our family as we weren't sure of what was going to happen but needed to prepare for the worst. We were at a point where relationships were strained and there was a lot of stress in the household. It was a hard time.

I had also just been accepted into my first year at Edith Cowan University for primary teaching and did not want my parents to worry about my tuition fees with everything else going on. Somehow we came across this application for the John D'Orazio Memorial Scholarship and just happened to apply for it. I remember thinking that it was worth a try and it was such a blessing when I found out a couple weeks later that I was one of the recipients.

With the assistance of the scholarship I was able to complete my first two years of uni without feeling the pressure of paying off my university fees. I worked in the meantime and saved up to pay for my final two years but didn't have that pressure. It took a lot of pressure off my family and we are so thankful for all you have done.

This also gave me permission to save up for travel and further my studies overseas and it has been incredible to have been given the opportunity to do so this year.

Now I have officially completed my degree and am ready to take on what is to come in the following year.

Special thank you especially to Leh Miin as well for staying connected with me and keeping me updated with the Bendigo community through these years to the present.

I am so blessed to be part of a **Community Bank**[®] company that supports and cares for students and the community around us. Thank you all so much.

Like us on Facebook.

For current events and activities, check out what we are up to on www.facebook.com/BayswaterandNorandaCB



Bayswater and Noranda **Community Bank**[®] branches

Bayswater

14 King William Street, Bayswater WA 6053

Phone: 9370 3899

Website: www.bendigobank.com.au/bayswater-wa

Opening hours: Monday to Friday 9.30am – 5.00pm

Noranda

Shops 13 & 14, Hawaiian's Noranda,

Benara Road, Noranda WA 6062

Phone: 9375 2494

Website: www.bendigobank.com.au/noranda

Opening hours: Monday to Friday 9.30am – 5.00pm

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