



“Providing a better service, developing a better community”

Mission Statement – Broadwater Financial Services Limited

Helensvale branch grand opening

The grey clouds and threat of rain couldn't put a dampener on the much anticipated opening of the Helensvale sub branch on the morning of 29 September 2011. Community leaders, residents of Helensvale, Directors and staff attended the event which was celebrated with loads of free entertainment for the young and mature members of the community including jumping castle, AFL clinic, sausage sizzle, giveaway bags, jazz band and celebratory cake.

Robert Knight, Chairman of Broadwater Financial Services Limited, the Company that opened the sub branch and owns the successful Biggera Waters **Community Bank**® Branch said, "I am pleased that today banking returns to Helensvale with the opening of the branch and I know that with the support of the Helensvale community, the branch will no doubt be a resounding success."

The branch was opened by Michael Crandon MP State Member for Coomera, Noel Jessop Bendigo and Adelaide Bank Ltd State Manager QLD and Robert Knight with around 100 people in attendance.

Helensvale branch will continue with the **Community Bank**® philosophy of returning a portion of its profits back to the community by way of providing sponsorships to local community organizations and the branch is already off to a good start with the presentation of a \$1,000 sponsorship cheque to Helensvale Calisthenics on the day. Helensvale Calisthenics President Sarah Chalmers said, "This generous sponsorship from the bank will help with the development of our students to enable them to compete in future competitions Australia wide. We are very grateful for their support."

The branch is staffed by Megan Shields (Customer Service Officer), Caren Hilton (part time Customer Service Officer), Mishelle Jensen (part time Customer Service Officer) and Mark Vigus, (Branch Manager) who will share his role between Biggera Waters and Helensvale branches. The branch operating hours is Monday to Friday 9.00am to 5.00pm.



▲ Above left: Official Opening: Noel Jessup, Bendigo Bank State Manager QLD, Robert Knight Chairman Broadwater Financial Services Ltd and Michael Crandon MP.
Above right: 1st Helensvale branch customers – Debra & John McKenna.

10th birthday celebrations

Biggera Waters **Community Bank**® Branch celebrated its 10th birthday in November, and being the second **Community Bank**® branch to open in Queensland by only a few weeks, the Directors and staff wanted to celebrate this great milestone. Customers were treated to cake and giveaways on Saturday 5 November and the children enjoyed face painting and balloons with the bank's mascot Piggy providing entertainment for the children. To help celebrate the event, the bank issued raffle tickets to go into a draw for a \$250 hamper, to customers who conducted their business banking during the birthday week. The lucky winner was Judith Wood of Labrador. Congratulations Judith.



◀ Winner of 10th birthday hamper – Judith Wood with Branch Manager Mark Vigus and Chairman Robert Knight.

Your bank supporting your community

Labrador Tigers AFL Club



Biggera Waters **Community Bank**® Branch is proud to be associated with the Labrador Tigers AFL Club. In its fifth year, the sponsorship provides the **Community Bank**® branch many opportunities to promote the **Community Bank**® concept and its benefits to the community. The Club who had a successful year last year by finishing first on the ladder and making it to the grand final, held a business breakfast on 11 May at the club. With over 80 people in attendance, guest speaker, Nikki Hudson, Captain of Australian Hockey Team, provided an interesting and well informed speech on her career in Australian Hockey. Due to the overwhelming success of the event, a further business breakfast was held in August with \$2,000 raised for a young local boy, Jack Lenahan to help towards the purchase of a much needed medical scooter.

Fadden Seniors Forum & Expo

The second Seniors Forum held by Stuart Robert MP was held on 18 July 2011. The forum, to which the **Community Bank**® branch donated a \$1,000 sponsorship, provided lots of valuable information to the seniors of our community ranging from financial advice, health, retirement villages, community services and much more. Mr. Normie Rowe AM, emceed the event and proved to be an entertaining host as he did last year. Biggera Waters **Community Bank**® Branch is proud to again provide support to this important local event for the seniors of our community.



AB Paterson College Australian Business Week

AB Paterson College participated, for the eighth year, in Australian Business Week (ABW) for Year 11 students of the college in July. The week long program provides students the opportunity to be involved in the running of a company with the help of a computer program simulator. The teams, who elect their peers into certain roles and positions of the company, create and manufacture a unique product and then have the responsibility of running a successful company for that product, of which they are judged on their results. Students are also judged on categories such as Trade Display, Oral Company Report and many more. Biggera Waters **Community Bank**® Branch provided a \$360 sponsorship for the winner of the best Oral Company Report. AB Paterson College have been involved in the program for eight years and with the help of members of the public volunteering their time as a mentor to the teams, the students are provided with a unique type of "hands on" approach to business. One of our own Directors, Mark Tull, volunteered his time as a mentor to the students. The team, Manifesto was equal second overall, and second place in the categories of Computer Simulation, Company Written Report and Oral Report. Congratulations to the team.

Helensvale Golf Club Pro Am

Another very successful Helensvale Senior Pro Am Golf Day was held at the Helensvale Golf Club which was represented by two teams waving the flag for Helensvale branch and Biggera Waters **Community Bank**® Branch.

Director Ian Hamilton and Chairman Robert Knight and representation from Bendigo Bank, along with their social guests, attacked the course on the bank's behalf. Director Leo Beutel and Branch Manager Mark Vigus manned the marquee on the tee of the eleventh hole and gave out balls to the amateurs who landed on the green and to those who landed in the water, to build up their dwindling supply of balls. Those with excessive scores to write down were given a Bendigo Bank pen in case they ran out of ink! This event is the most successful senior Pro Am held in Queensland and is largely due to the popularity of the resident Pro at Helensvale Brandon Coleman. Players come from all states of Australia and this year's field included the likes of "Ossie" Moore, Lindsay Stevens, Terry Price, Rodger Davis and a host of other top names who made up the list of 80 plus players. Lots of tall and true stories were told over drinks at the end of the day and with new contacts made and old contacts renewed, it was a most worthwhile exercise on the bank's behalf.

Your bank supporting your community



Labrador Hockey Club

The sponsorship of Labrador Hockey Club is in its second year and both the branch and the club have benefited immensely from the sponsorship. Directors and staff have attended various game days during the season to support the club and to provide brand exposure and information to club members, players and their families.

The sponsorship of \$5,000 assist the club with the development of the junior programme at local primary schools and encourages students to become actively involved and join the club. Belonging to a sporting club helps youth to keep fit and healthy, engage in a team sport and feel a sense of achievement.

Animal Welfare League

A \$1,000 sponsorship was provided to the Animal Welfare League in July to purchase two BBQ's for the organization. The BBQ's will allow the Animal Welfare League to conduct sausage sizzles for much needed fundraising at future events. The Animal Welfare League provide accommodation for abandoned and stray animals and need the support from the community to continue their great work.



Helensvale Calisthenics Club

Helensvale Calisthenics received a \$1,000 sponsorship in October which will help with the continued development of their students to enable them to compete in competitions Australia wide. The club recently competed in the 18th Calisthenic Queensland State Championships held at Redcliffe Cultural Centre with outstanding success. The club walked away with a placing in all categories – 3 first place and 2 runners up. Congratulations to all who competed and to the club.



Careflight Fundraiser

The annual Careflight fundraiser is an event that staff from all Bendigo Bank branches across the state is involved in and are very proud to support. With some friendly rivalry, branches usually come up with unique ideas for fundraising, from guessing the amount of jelly beans in a jar to sausage sizzles. The staff at the Biggera Waters **Community Bank**® Branch organized a trivia night to help raise funds and the evening was a resounding success. The branch raised \$3,596.07 from donations made by customers at the branch and from the trivia night, the highest amount raised from the south east region. A further \$2,100 was raised at a Business Breakfast held at Labrador AFL Club. This is an outstanding effort by the team, for a very worthwhile cause. Congratulations to Mark and the team.



Biggera Waters **Community Bank**® Branch Forum

Biggera Waters **Community Bank**® Branch will host a public community forum in February 2012. A community forum is an opportunity for members to have a say in identifying the important needs of the community be it big or small. The Board of the **Community Bank**® branch will invite the community to attend this local event in a relaxed environment to canvass the public on how to make Biggera Waters/Labrador communities a better place. It may be short, medium or long term projects, such as improving or upgrading existing local facilities and services, or brand new ideas that can help build a stronger and more vibrant community.

The Bendigo Bank has used its experience in facilitating community forums in partnership with **Community Bank**® branches' right across the country to run more than 100 of these forums over the last 2-3 years. These events provide a platform where anyone with a plan, a project, an idea or a dream can connect with other people to find the resources, expertise and support to bring their ideas to reality. These forums can help build self sustainable communities through partnering with passionate community representatives and other community stakeholders, to achieve real benefits to communities with all kinds of plans, big or small.

Junior Observer Programme

Biggera Waters **Community Bank**® Branch strongly believes in investing time into the youth of our community so for the third year the Board has again participated in the Junior Observer Programme. This year the programme was made available to a Griffith University student, Emlyn Prahaladh who is currently in his second year studying Bachelor of Commerce. An aspiring Branch Manager, the programme provides Emlyn the opportunity to gain invaluable experience in running a local public Company, learning about the roles of various Company officers, attending non confidential parts of the monthly Board meetings and conducting a presentation on his experience as a Junior Observer at the AGM. It also gives Emlyn an insight to the administration and marketing aspect of our local community branch. A keen volunteer for his community Emlyn has enjoyed being involved in the Helensvale Branch opening.



Message from the Chairman



Welcome to our 2011 newsletter for Broadwater Financial Services Limited which now includes Biggera Waters **Community Bank**[®] Branch and Helensvale Branch as we celebrate our 10th year of operation.

The 2011 financial year for the Company has been very eventful and full details are available in our Annual Report. Our Biggera Waters **Community Bank**[®] Branch had another very successful year and proved again to be one of the best performing branches in the Bendigo **Community Bank**[®] network on the Gold Coast. The branch team continue to gain accolades for their positive attitude and friendly manner and are once again to be congratulated for this excellent performance. The Directors congratulate Mark and his team for constantly striving to improve the business growth of the Branch.

As was reported to shareholders at the Extraordinary General Meeting held in June 2011, the Directors were forced to cancel the Prospectus to raise capital for the establishment of the Helensvale **Community Bank**[®] Branch in late 2010 following less than satisfactory community support for the project and the Prospectus not reaching the minimum funds required to proceed with the venture. On a more positive note, the shareholders gave unanimous support to the Directors to proceed to open a branch of the Bendigo Bank at Helensvale and that branch was officially opened on 29 September 2011 at the Helensvale Plaza Shopping Centre. We are happy to report that the initial footings of the branch are ahead of projections and we look forward to growing the branch business beyond projections in the years ahead. Please endeavour to visit the new site and make yourself known to our friendly staff.

From a community support perspective the Company has continued to invest in the local community and in the 2011 financial year we expended in excess of \$24,000 in the Biggera Waters, Labrador, Arundel and Helensvale community. This money was spent across a variety of areas including local schools, aged care, sporting clubs and community businesses. During the coming years we will continue to support the local community and a Community Forum will be held in the Biggera Waters area in the new year and another one in the Helensvale area before June 2012. In these forums we invite community groups along with all levels of Government to attend a forum to gauge the needs of the community and how we might be able to assist.

The Company is celebrating our 10th year of operation and we wish to thank all our shareholders, customers, community organisations and local business owners for their support during this 10 year period. It is

Broadwater Financial Services Limited

33 Hollywell Road, Biggera Waters QLD 4216

ABN: 29 095 850 463

Chairman: Robert Knight.

Directors: Ian Hamilton, Leo Beutel, Pat Bowden, Steve O'Donoghue, Mark Tull, Jim Harris.

worthy to note that our Company has returned in excess of \$200,000 back to the community in the last 10 years in the form of community investment and dividends to shareholders.

As Chairman, I encourage you, our shareholders and clients, to promote our **Community Bank**[®] branch at Biggera Waters and our new branch at Helensvale at every opportunity. With the community and business behind us, Broadwater Financial Services Limited will continue to deliver positive outcomes to our community.

Robert Knight
Chairman

Branch Manager's report



As we celebrate our 10th birthday I have taken some time to reflect on some of the great things we have been able to achieve in this community. Some examples include our current sponsorships with the Labrador Tigers AFC and Labrador Hockey club, our academic awards at the Labrador and Biggera Waters State Schools along with the countless donations/grants we have made to various charities in our local community.

This means the Biggera Waters **Community Bank**[®] Branch has been here for your community for the past 10 years and of course none of this is possible without the support of our shareholders and customers as the profits from our branch stay here in our community, whether it is by way of dividends paid to our local shareholders or community grants and sponsorships.

So if you are looking for a bank with a difference, a bank that offers a full range of products, with service second to none and best of all a bank where a portion of the profits go back into your community, why not come and visit our branch where myself and my staff would be more than happy to help you meet your financial goals.

Mark Vigus
Branch Manager

New Directors



The Board of Directors would like to welcome newly appointed Directors Mr. Mark Tull (pictured left) and Mr. James Harris (bottom left) to the team.

Mark, a local of the area, is married and has two teenage children and runs a successful website business in Southport.



James, better known as Jim, a resident of the Gold Coast for 22 years is married and a retired CEO of the Motor Traders Association of Queensland.

Both Mark and Jim bring valuable business experience to the table and we thank them for volunteering their time.

Biggera Waters **Community Bank**[®] Branch,
33 Hollywell Road, Biggera Waters QLD 4216
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Website: www.bendigobank.com.au
Opening hours: Monday to Friday 9.00am – 5.00pm
and Saturday mornings 9.00am – 12 noon

Helensvale branch,
12 Sir John Overall Drive, Helensvale QLD 4212
Phone: 5580 3966
Opening hours: Monday to Friday 10.00am – 5.00pm