



## Community Bank® branch gives life-saving support.

Buderim **Community Bank**® Branch has taken a bold new step to ensure the people in the Buderim and surrounding communities are protected.

The branch has recently invested in the purchase of an Automated External Defibrillator (AED) which will be kept in the branch and will be immediately available for community use.

Buderim **Community Bank**® Branch Manager, Peter Macdonnell, said the branch was committed to providing meaningful support and service to the community.

“When the idea of purchasing a defibrillator unit for the branch came up, our Board was unanimous in the decision to proceed. We want to do everything we can to help protect the people in our community. If anyone is in an emergency and they are near the branch, then people need to know they can come straight to us for assistance,” said Peter.

With 30,000 sudden cardiac arrests in Australia, the next emergency could happen at any time.

An ambulance response time can be over 10 minutes. A person’s chance of survival also decreases 10 per cent with every passing minute. For this reason, an onsite defibrillator from St John Ambulance can save lives.

An AED will reset a person’s heart rhythm if it is not beating correctly and they are unconscious. AED’s may be operated by anyone, regardless of any formal training. However a basic understand on how to use the AED is still advisable.

For this reason, the Buderim **Community Bank**® Branch also held a special life-saving information session in the branch with an invitation for the local business community to attend.



Above right: Annette Sticklen - Assist First Aid demonstrates use of the AED.

Right: Peter Macdonnell, Annette Sticklen and Steve Dickson MP.

Buderim Community Enterprises Limited Shop 4B, 72 Burnett Street, Buderim QLD 4556 **ABN** 28 136 810 074

**Directors:** John Burgess (Chairman/Secretary), Sheree Webster (Treasurer), Jeremy Greaves, Geoffrey Hole, Helen Jones, Keith Solomon, Judy Wild.

# Bendigo tops latest Roy Morgan Survey results.

It is very pleasing to note Bendigo Bank has the highest home-loan customer satisfaction of the 10 largest consumer banks, according to the recent Roy Morgan Research (April – September 2016). The survey reveals 94.3% of our customers are satisfied, followed by ING Direct on 93.8%.

Norman Morris, Industry Communications Director, Roy Morgan Research says: “These two are well clear of their nearest competitor, Suncorp with 85.5%.”

To follow is a graph that illustrates the customer satisfaction levels of the 10 largest consumer banks.



Above: Chairman John Burgess.

## Satisfaction of Mortgage and Non-Mortgage Customers\*



Source: Roy Morgan Research Single Source: April - September 2016, n = 26,076.

## ‘Very satisfied’ customers are more ‘likely to recommend’ their bank.

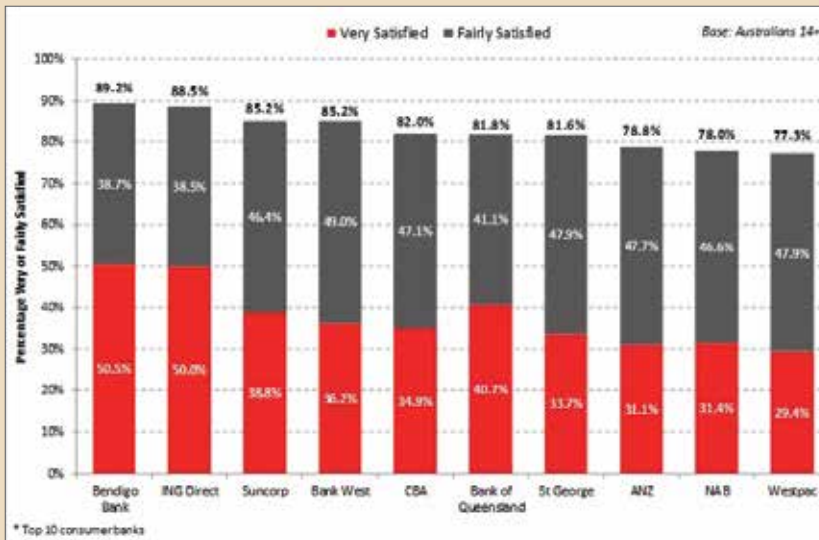
For most marketers, what is increasingly important is ‘advocacy’ – the likelihood of bank customers to recommend their bank (‘high advocates’). The customers that rate their bank 9 or 10 on a 10-point scale and are ‘very satisfied’. This means they are more likely to strongly recommend their bank to others than those who say they are only ‘fairly satisfied’.

The chart below shows both ‘very satisfied’ and ‘fairly satisfied’ customers. Of the top ten major banks, Bendigo Bank have one of the highest proportion of ‘very satisfied’ customers (50.5% and 50.0% respectively). It goes without saying, Bendigo Bank also have much higher proportions of customers ‘highly likely’ to recommend them (‘high advocates’).

Buderim **Community Bank**® Company Chairman, John Burgess, said results were encouraging.

“This is a very pleasing result for our customers. Our branch team works extremely hard to deliver great customer service. These survey results validate what we’ve always known, that Bendigo Bank has a unique product and service offering that clients hold in very high regard,” said John.

## Consumer Banking Satisfaction - Top 10 Major Banks\*



Source: Roy Morgan Research Single Source: April - September 2016, n = 26,076

## Bendigo Insurance.

Protect what matters to you.

Let's face it, most people only really think about their insurance when something goes wrong. And when the unexpected does happen it's good to know Bendigo Insurance has you covered.

Talk to us about the range of insurance products and services that can help protect what matters to you – like your home, car and your valuables – whether big or small.

**Drop in to see Peter Macdonnell and the team at 72 Burnett Street, Buderim or phone 5456 2094 for a no obligation quote or cover.**

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## A special thanks.



Above: Former Business Banking Manager Wayne Swadling.

A special thanks to our Business Banking Manager Wayne Swadling for supporting us over the last few years. Wayne has been a key member of our team looking after the needs of our commercial lending clients.

Branch Manager Peter Macdonnell said Wayne will be embarking on a new role in a non-for-profit organisation working with the disabled.

“He’s been in banking for 40 years so it’s a big move but one which is motivated by his heart’s desire to continue to give back to those less fortunate,” said Peter.

For all your business banking needs, no matter how big or small, please come and see us in branch or call us directly on 5456 2094.

## Collectibles Fair fetches big crowd.

Coins, miniature cars and candelabras were amongst the prized collectibles on display at the Buderim **Community Bank**® Branch sponsored Sunshine Coast Antique and Collectibles Show during the year.

The event attracted huge crowds over the Labour Day long weekend with plenty of enthusiasts from all over the country coming together to buy, sell and view the vast range of collectible items on display. The Caloundra Indoor Sports Stadium was home to the ever-popular collectibles Show, after outgrowing the Woombye hall where it first launched.

A move to the Maroochydore High School hall was also short-lived with the growing interest in collectibles forcing the Club to find a bigger venue. Sunshine Coast Antique and Collectibles Club President, Doug Benckendorff, said the range of collectibles grows every year.

“There is not one single item that could be said to be popular to collect as today everything that our parents would have thrown out is collectible.

“Collectibles range in value from a few dollars to several thousand dollars. The show has a valuer on duty who also values items at no cost,” said Doug.

Buderim **Community Bank**® Branch Manager Peter Macdonnell said the branch welcomed the opportunity to contribute each year towards the Show and specifically to the Masters’ section prize.

“It’s a great event and one which we enjoy supporting because it attracts people from all over the country to experience the Sunshine Coast. Of the thousands of people that come over the weekend, many will return year after year for holidays and some will also relocate here. It’s great to support events that shape the future of our Sunshine Coast community,” said Peter.



Above: Master Section winners Alan and Joanne Hort win a \$500 cash prize.

## Piggy gives out plenty of popcorn at Street Party.

Our Buderim **Community Bank**® Branch team joined in the fun of the Buderim Street Party again this year with record crowds making their way to Burnett Street to enjoy the night’s festivities.

While there was plenty of activity to keep families entertained, our branch team held their own in terms of being a star attraction. The

Buderim **Community Bank**® Branch team handed out 600 cups of freshly cooked popcorn in just the first two hours of the evening. Not one to be upstaged, the branch mascot Piggy also proved a big hit with families as he walked the length of Burnett Street handing out bright yellow and maroon balloons.



Above: Geoffrey Hole, Piggy and Peter Macdonnell served up 600 cups of popcorn.



Above: Helen Jones, Denise Tickle & Marielle da Silva.

## Local business profile – Alaya Escape.

As sponsor of the Bloomhill Cancer Care Race Day, our Buderim **Community Bank**® Branch team mixed things up this year by providing a very special lucky door prize. Our branch team purchased a three-night stay with breakfast included at the luxurious Alaya Escape, an exclusive Balinese-inspired bungalow retreat located right here on the Sunshine Coast.

The Bloomhill Cancer Care Race Day was a great success with plenty of funds raised for the Sunshine Coast-wide charity. Presented by Karen Moye of Volvo Sunshine Coast, the winner of this special lucky door prize was Peter Dreghorn, husband of one of the volunteer assistants in transport for Bloomhill.

It's great to see the prize go to such a deserving recipient!



Above: Alaya Escape.

## Star light star bright for school movie nights.



Above: The branch team volunteer their help at the school movie night.

During the last year, our Buderim **Community Bank**® Branch has got on board with the Buderim Mountain State School as sponsor of the school's 'Movie Under the Stars nights'.

The latest movie night was a free community event to thank the Buderim Mountain State School families for their support throughout the year. It was also an opportunity for the local community to 'get involved'.

Our Buderim **Community Bank**® Branch provided financial support which enabled the school to offset the cost of hiring the movie screen.

Staged on the Buderim Mountain State School oval, 'The Movie Under The Stars' night featured the popular children's animation 'How To Train A Dragon 1'.

Hundreds of families came along to enjoy the evening packing picnic blankets and snacks. Our branch team also volunteered to run the school sausage sizzle alongside the school P&C.

Buderim **Community Bank**® Branch Manager, Peter Macdonnell, said the branch greatly valued its relationship with the school community.

"We always look for a way to support our local families and being a sponsor of the movie night is just one of many ways we try to give back," said Peter.

## Branch in state top three for insurance.

Knowing the importance of protecting the people and things we love the most, our Buderim **Community Bank**® Branch set an ambitious target. The branch team committed themselves to selling general insurance to as many customers as possible over the past three months.

The results speak for themselves with the Buderim **Community Bank**® Branch placing third in the state out of 97 branches for general insurance sales during September.

Buderim **Community Bank**® Branch Manager, Peter Macdonnell, said it was a very pleasing result.

"We've found it easy to sell the insurance due to the quality of the product provided by CGU which included home, contents, landlord, car and travel cover," said Peter.

"CGU provide a high-end insurance at a competitive price."

Should you like a competitive price for your insurance needs, please come and see us or call us directly on 5456 2094.

Right: Denise Tickle & Marielle de Silva accepting the Award for Buderim.



## Branch in full bloom at Garden Festival.

It was another successful year for the Buderim Garden Club with the ever-popular Garden Festival attracting a record number of visitors. The Buderim **Community Bank**® Branch was again on board as sponsor, along with Manawee Nursery.

Buderim **Community Bank**® Branch Manager, Peter Macdonnell, said the branch welcomed the opportunity to give back to the local community through its sponsorship of the Buderim Garden Festival.

“Given the popularity of the courtesy buses last year, we again provided this service to transport visitors to the open gardens over the duration of the Festival weekend.

“We know it can sometimes be difficult for the less mobile people in our community to take part in local events. We also know traffic and parking problems can cause frustration. By partnering with the Garden Club to provide the courtesy buses, we provided a

convenient service that not only assisted those people but also created an enjoyable day out,” said Peter.

The Garden Festival, held at Buderim War Memorial Hall, included The Spring Flower Show, Photographic Competition, Quality Growers’ Plant Market and access to the six Open Gardens across Buderim. There was an art display in the War Memorial Hall foyer where paintings with a garden theme were available for sale while the Garden Sculpture Exhibition was held at Buderim Craft Cottage over the weekend.

The Buderim Garden Club also created another amazing garden display in the branch for everyone to enjoy in the days leading up to the Festival.



Above: Peter Macdonnell presents award-winner Shirley McDonald.



Above: The Buderim Garden Club build a garden display in branch.

## Banking on big audiences at the theatre festival paid off.

Sunshine Coast locals have again beaten a well-worn path to Nambour’s Lind Lane to enjoy the annual Sunshine Coast Theatre Alliance Festival. Thanks to Bendigo Bank’s ongoing sponsorship of the Festival, numerous performances reached sell out audiences, audiences; such is the Festival’s popularity in its 35th year.

With entries from all over South East Queensland across a range of genres, there was a plethora of choice for theatre-goers. The Festival forms part of the SEQ drama circuit celebrating all things theatre with the Youth Festival, which was held on the first weekend, reaching capacity audiences.

Bendigo Bank’s Senior Manager for the Sunshine Coast and Wide Bay, Rob Chittick, said it was a collaborative effort from the branches in the region.

“We relish the opportunity to work every year with the Sunshine Coast Theatre Alliance because it gives our people the opportunity to think creatively about our partnership and about how we can support the growth of our Sunshine Coast cultural community,” said Rob.

The Theatre Alliance includes ten theatre groups from Caloundra to Noosa, which stage regular live theatrical productions throughout the year.



Above: The cast of ‘Becoming’ gather in Buderim ahead of their performance.

Festival committee spokesperson, Marina de Jager, said they were thankful for Bendigo Bank’s support.

“The funding we receive from Bendigo Bank here on the Sunshine Coast enables us to put on first-class performances across a range of genres that appeal to people of all ages. Beyond that, they have been a great partner and one we value greatly,” Marina said.

## Customer service a drawcard for Buderim employee.

Next time you're walking down Burnett Street, you might like to pop into our branch to welcome a new local.

Cindy Stewart joined our team this year after relocating with her family to the Sunshine Coast in the wake of the Christchurch earthquakes four years ago.

Cindy was born in Christchurch and has lived there most of her life. She also lived in Brisbane in her teenage years before moving back to New Zealand in the 1990s.

Moving to the beautiful Sunshine Coast is one of many memorable moments for Cindy while experiencing the devastation of the family's former home in the garden city of Christchurch has been one of the worst.

"We couldn't believe that Mother Earth could create so much destruction and devastation. We've now been able to put this experience behind us and have just moved into a new home," said Cindy.

Cindy has settled in well with the Buderim **Community Bank**® Branch and has found the Buderim people very friendly and relaxed.

"I wanted to join the Buderim **Community Bank**® Branch because I know customer service is really important to the team. I want to be a part of that. I also like the fact the profits go back into the community.

"What community means to me is helping others out and not expecting anything in return. It's about paying it forward, just saying hello and getting to know the people around you," said Cindy.

Cindy replaces Sue Martin, who was a valued member of our team for several years prior to retiring from the banking industry.



Above: Our Customer Service Officer Cindy Stewart.

## Home loan deals.

At Bendigo Bank, it's all about rewarding you with greater savings on your home loan, the more you choose to bank with us.

And for you, that could include saving \$600 on home loan fees\*.

So, consider a home loan from Australia's most reputable bank (AMR Corporate Reputation Index 2015).

**Drop in to see Peter Macdonnell and the team at 72 Burnett Street, Buderim or phone 5456 2094 to find out more about securing a home loan you can count on.**



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\*Terms, conditions, fees, charges and lending criteria apply. Full details available from [www.bendigobank.com.au/homeloans](http://www.bendigobank.com.au/homeloans). Bendigo and Adelaide Bank Limited ABN 11 068 049 178 AFSL/Australian Credit Licence 237879. S53787-02 (323456\_v1) (9/11/2016)



## Buderim Community Bank® Branch

Shop 4B, 72 Burnett Street, Buderim Phone: 5456 2094

Opening hours: Monday to Thursday 9.00am – 4.00pm and Friday 9.00am – 5.00pm

Website: [www.bendigobank.com.au/buderim](http://www.bendigobank.com.au/buderim) [facebook.com/bendigobank](https://facebook.com/bendigobank) [twitter.com/bendigobank](https://twitter.com/bendigobank)

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