



Be a part of the Bloomhill Buderim Burn.

Buderim **Community Bank**® Branch is donning Bloomhill fashion and fancy-dress in preparation for the inaugural Bloomhill Buderim Burn.

The newest event on the Coast is hoping to raise \$20,000 to support an expanded Lymphoedema Service. The first goal is the purchase of an L-Dex machine, a vital piece of equipment that assists in the management of this common complication of cancer.

A large crowd are expected to join the Bendigo Bank team participating in a range of walking and running events up the length of Ballinger Road. The event will conclude in the forested gardens of Bloomhill Cancer Help where a festival atmosphere will continue through the day.

Bloomhill Cancer Help has assisted thousands of people with therapy, counselling and transport and now needs support from the Sunshine Coast community to help establish its new Lymphoedema Service.

Bloomhill General Manager Mervat Quirke said the new service was greatly needed.

"The lymphoedema service helps people who experience chronic secondary swelling as a result of interruption to the flow of lymph fluid. Lymphoedema may result in loss of mobility, discomfort and pain and may significantly affect people's quality of life," said Ms Quirke.

Buderim **Community Bank**® Branch Manager, Peter Macdonnell said the event would enable Bloomhill Cancer Help to continue its much-needed work on the Coast.

"We are delighted to be able to provide the prize money for the winners of various race categories. At the same time, our Board of Directors and staff are keen to volunteer their time as race marshals to help ensure the success of the event," said Peter.



Above: Branch staff dress up for the Op Shop race and are joined by Bloomhill General Manager Mervat Quirke ahead of the Bloomhill Buderim Burn.

"We encourage everyone to be a part of this important event for Bloomhill which provides a well-needed community health service. Entrants will be able to run, walk or wear fancy dress in the Open Men's and Women's, Corporates and Groups, Para-Race, Celebrity Burn, Senior and Junior School and Beat the Butterfly categories."

Peter said Bendigo Bank believed successful communities and successful customers create a successful bank. The branch's work with organisations such as Bloomhill reinforce its place in the heart of the Buderim community.

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

Directors: John Burgess (Chairman), Jeremy Greaves, Geoffrey Hole, Helen Jones, Sharee Webster, Bill Wieland (Treasurer), Judy Wild.

Chairman's report.



Above: John Burgess cuts the branch's 5th birthday cake with Manager Peter Macdonnell.

We've had great pleasure putting together our Winter edition of the Buderim **Community Bank**[®] Branch newsletter.

I'm enormously proud of Peter and the team we have at the branch. Not only are they a pleasure to deal with in everyday banking matters, but they give a great deal of their own time to be a part of Buderim community events. This of course, also assists me as Chairman, and the Board, in promoting our **Community Bank**[®] branch.

As you read on, you'll learn all about the great many events the branch team has participated in over the past couple of months. From putting a team together for the Buderim Bowls Club Jack Attack Competition to being wait staff at the Sunshine Coast Environmental Council Earth Hour event, and now we're dressing up to run the very steep Ballinger Road in support of the Bloomhill Buderim Burn.

We have great fun getting involved across a range of community initiatives and by showing our support we demonstrate what can be achieved when we work together.

Now that we're into our fifth year of business, we acknowledge the tremendous support we have also received from our Buderim community. Many locals and businesses recognise that being a **Community Bank**[®] branch, the more they bank with us, the more we are able to generate profits which flow both back to the community.

If you are planning your next trip and need insurance or if you are looking for a loan to upgrade your property, whatever your financial services need - please come and see us today. Find out how Peter and the team can serve you better, and in the process, you'll have the satisfaction of knowing you too are putting back into the community we all love.

Yours sincerely

John Burgess
Chairman

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Jack Attack draws Buderim businesses onto the green.

Cash prize money, fun and laughs have been up for grabs at the Buderim Bowls Club for local business networkers to enjoy.

Buderim Bowls Club Senior Vice President Lee Shimbel said the recent Jack Attack Competition had been rewarding on many levels for both participants and organisers.

"Our aim was to provide an incentive for non-bowlers to become involved in fun lawn bowl activities in a festive atmosphere, while getting to know other like-minded business people," Lee said.

The Buderim **Community Bank**[®] Branch team joined the fun competition both in support of the Buderim Bowls Club and as a fun new way to meet people.

Buderim **Community Bank**[®] Branch Manager, Peter Macdonnell, said the branch was always thinking about what it could do beyond banking to help its customers and strengthen the community.

"We've created a number of unique partnerships, such as the one we enjoy with the Buderim Bowls Club, which enables us to build our ties with community members and organisations," Peter said.

Right: Tori Eising, Lloyd Sloman, Peter Macdonnell, Trent Edwards, Matt Cougan and Peter Bourke bowl in the Jack Attack Competition.



Branch Manager's report.

Who would have thought five years could pass so quickly? While it felt like yesterday we opened our doors in Burnett Street for the first time, Buderim **Community Bank**[®] Branch has just turned five.

The branch celebrated its birthday with an evening of drinks, nibbles and networking for Buderim locals. With more than 40 people in attendance, it was a great night to reflect on our achievements and to remember how it all came about.

The **Community Bank**[®] story started with a group of Buderim locals who were looking for a way to fund community initiatives. They started a Steering Committee, formed a Board of Directors,



Above: Peter Macdonnell, Denise Tickle, Sue Martin and Mariella da Silva are ready to serve you.

and after much work and dedication, Buderim **Community Bank**[®] Branch opened.

Our branch works in partnership with Bendigo and Adelaide Bank where our income is split 50/50 – all the profits we make go back into the local community.

From a Sunshine Coast perspective, there is only one branch younger than us out of the 12 branches in the region, yet we rank sixth for the size of our loan book.

We have just over 1,600 accounts and 240 shareholders. With only 40 per cent of our shareholders holding an account with us, imagine our growth potential if just our shareholders switched their banking to our branch?

In the last five years, the branch has put more than \$120,000 in to the local community supporting groups such as the:

- Buderim Mens' Shed
- Bloomhill Cancer Help
- Buderim Carols
- Buderim Rebels Hockey

Imagine the number of community groups we could support when more Buderim locals switch their banking to us. This is the bright future that lies ahead of us.

Peter Macdonnell
Branch Manager

Queensland Mens' Shed Expo draws a crowd.



Above: Mens Shed Expo: John Winstanley, Ken Grant, Hon Peter Dutton, Peter Macdonnell and Dick Winfield.

People travelled from far and wide to attend the inaugural Queensland Mens' Shed Open Day.

The Men's Shed Expo was the first of its type in the country, where 240 Mens' Shed members came from all over Queensland to showcase their wares and see Australia's largest Men's Shed.

The Hon Peter Dutton MP, the Federal Minister (LNP) for Immigration and Border Protection was there to officially open the

event. Our Branch Manager, Peter Macdonnell was also invited along to the opening.

The Buderim **Community Bank**[®] Branch provides ongoing support to the Buderim Mens' Shed but our relationship with the Mens' Shed extends beyond that.

Peter has developed many strong relationships with members of the Mens' Shed and can often be seen there on a Tuesday catching up and giving a hand wherever it is needed.

Community Bank® branch turns five.

As we celebrate our fifth birthday we thank all our loyal customers and shareholders. Thank you to our fantastic staff Denise, Sue and Marielle, thank you to the extended Bendigo Bank family, Regional Manager, Rob Chittick, Wayne Swadling, our hardworking Business Banking Manager, Peter Bourke, our dedicated Financial Planner and Rohan Quirey, our specialist Sales Lead.

And a big thank you to our Chairman, John Burgess and our Board of Directors, who are incredibly supportive putting in countless unpaid hours helping the branch grow.

Happy birthday to us and we hope to celebrate the best years to come with you.



Clockwise from left: Rob Chittick (Bendigo Bank Sunshine Coast Regional Manager), Peter Macdonnell (Branch Manager) and John Burgess (Chairman); Garry Whyte and Valerie Collins; John Pickering and Bill Weiland; Kevin Pasco, Matthew White, Suzanne Perkins and Denise Tickle; Larena Butler, Kaitlyn Carruthers, Danny Redman, Shirley Neale and Lindi Mendham.

Bendigo Bank number one for customer satisfaction.

Roy Morgan Research has recently announced Bendigo Bank has the highest satisfaction levels among both home loan customers and other customers.

Bendigo Bank topped the table with 93.2 per cent satisfaction among home loan customers and 90.2 per cent satisfaction among other customers.

It was the only bank for which the home loan customers' satisfaction rating exceeded that of other customers in the survey to finish 2014.

The next highest ranked bank trailed on 84.8 per cent satisfaction for home loan customers, more than eight per cent below Bendigo Bank.

Buderim **Community Bank®** Branch Manager, Peter Macdonnell, said the survey results were testament to the friendly and personal customer service approach of his and other branches in the region.

"We strive very hard to make sure all our customers are satisfied – especially with our service. To receive such a strong

acknowledgement of our efforts validates what we do every day," said Peter.

"And of course the bonus for our customers is that their banking directly benefits their community."

The survey shows Bendigo Bank also had the highest proportion of personal customers likely to recommend their bank (65.8 per cent). None of the four big banks scored better than 52.

Industry Communications Director, Roy Morgan Research, Norman Morris, said the results were a reflection of the relationships Bendigo Bank had built with their customers.

"The challenge now is for the big four banks to catch up with the considerably better scores of the smaller banks," Norman said.



Above: Customer Service Officer Sue Martin enjoys looking after customers.

Staff profile – Denise Tickle.

If you haven't been into the Buderim **Community Bank**® Branch in recent times then we urge you to do so as there's a new face eager to meet you.

Denise Tickle has joined the branch team as the new Customer Relationship Officer after arriving on the Sunshine Coast eight years ago on a family holiday.

Branch Manager Peter Macdonnell said Denise brings a wealth of experience to the team.

"Denise has been involved in banking for five years. Already she has made quite an impression and is another friendly face that locals look forward to seeing when they visit the branch," said Peter.

Recently attending a local gallery opening, Denise commented that it was a great way to meet locals through her work.

"Lots of social interactions allow me to build friendships and create rapport. I have met some lovely people, who I now know on a personal level," she said.

Denise said the appeal of Buderim **Community Bank**® Branch was that the branch gave back to the local community.

"Our **Community Bank**® branch reinvests funds back into the community through dividends to shareholders and grants to community groups and projects.

"This leads to local employment opportunities and keeps local capital in the community, which is why the **Community Bank**® branch resonates with most people," said Denise.

It took just three family holidays to convince Denise and her family of three daughters to move to the Sunshine Coast and they have never looked back.

At the time, Denise's family was living in drought-affected Riverland, in South Australia and the Sunshine Coast was the "land of opportunity."

Denise said, "We came up on holidays and realised the Sunshine Coast has the best of everything, especially the lifestyle and people are happy."

Visit Denise and the Buderim **Community Bank**® Branch team for all your banking, insurance and financial service needs.



Above: Buderim **Community Bank**® Branch Customer Relationship Officer Denise Tickle enjoys meeting new people in the Buderim community.

Rebels Hockey goes Boing!

There was a lot bouncing around at the recent Buderim Rebels Hockey Junior Team Builder event, and as sponsors of the Rebels Juniors, the Buderim **Community Bank**® Branch team were invited to join in the fun.

The Big Boing played host to the Team Builder event with families all turning up to the indoor trampoline park for a night of great entertainment. The indoor venue holds a huge floor area of trampolines, foam pits and air bags, basketball dunking and a dodgeball arena.

Rebels Hockey spokesperson, Tony Dunn said they encouraged players to attend team building events.

"It's a great way for players and parents to get to know each other. It's also a chance for coaches, teams and managers to come together as a group. And last but not least, it is always a whole lot of fun," said Tony.

The branch team enjoyed a night of networking with parents sharing in the fun and enjoying the sausage sizzle. Parents were encouraged by the **Community Bank**® branch team's presence knowing the branch's sponsorship underpins their financial outlays throughout the year.



Top right: Rebels Hockey Team Builder event brings smiles to everyone's faces.

Right: The branch gets in on the action!

Branch joins region to host Earth Hour.

Buderim **Community Bank®** Branch joined with other Bendigo Bank branches in the Sunshine Coast region to encourage people to switch on to climate change by switching off its lights for Earth Hour. The branch's actions supported Bendigo Bank's renewed commitment as major Earth Hour partner.

This year Earth Hour celebrated Aussie food and farmers, reminding Australians of the need to tackle global warming for the sake of the country's farming communities and our supply of fresh, healthy, home-grown food.

Buderim **Community Bank®** Branch staff helped host a Paddock to Plate event with a fully catered, three-course meal prepared by local chefs with local produce. The Paddock to Plate event was held in the picturesque surrounds of the Eumundi Beef farm on the Eumundi Kenilworth Road. Some of the produce came from the paddock where guests enjoyed the flavours from the farm while listening to a live jazz band.

Global warming is an issue that resonates with our team said Buderim **Community Bank®** Branch Manager Peter Macdonnell.

"Our Sunshine Coast region is a supplier of food to the Australian market, so we have a big stake in what's happening with the climate," Peter said.

"Across this land, thousands of farmers are grappling with the challenge of global warming while producing the food which we and millions of people around the world depend on. We have a vested interest in rallying the nation behind our farmers.

"We believe that creating a strong Australia for the future means championing our farming communities, it's something we're committed to," said Peter.



Top: Bendigo Bank volunteers from across the Sunshine Coast region. Above left: Buderim locals join in the spirit of helping our farmers. Above: Peter Macdonnell, Denise Tickle and Sue Martin during Earth Hour.

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Buderim Community Bank® Branch

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Opening hours: Monday to Friday 9.00am – 5.00pm

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