

Carrum Downs Financial Services Limited

ABN 89 088 990 470



2019

Annual Report

Carrum Downs Community Bank Branch
Marriott Waters branch

Contents

Chairman's report	2
Manager's report	4
Directors' report	6
Auditor's independence declaration	10
Financial statements	11
Notes to the financial statements	15
Directors' declaration	37
Independent audit report	38

Chairman's report

For year ending 30 June 2019

It is with pleasure that I present my Chairman's report for Carrum Downs Financial Services Limited, the operator of the Carrum Downs Community Bank Branch and the Marriott Waters branch.

The last 12 months we have had to deal with the outcomes from the Banking Royal Commission. We continue to remain up to date with regulatory changes flowing from this, as does our partner, Bendigo and Adelaide Bank Limited.

Time to reflect

A little over 20 years ago, a group of committed locals, a politician and business people came together to return banking back to the Carrum Downs community. In this time not only did we return banking back to Carrum Downs, we also introduced banking to the Marriott Waters community.

Under our Franchise Agreement we must return up to 80 cents of every \$1 of profit back to the community. So far we have returned over \$3.5 million back to the community. The entire Bendigo and Adelaide Bank Limited's Community Bank network, which now stands at over 300 branches, has returned over \$205 million. So by banking with us, you can make a difference.

Our support over the years has been extended to our local youth, our emergency services, our senior citizens, numerous community groups and to our local sporting community.

This support would never have been possible without the initial steering committee and without the support of our shareholders. So thank you to each and every shareholder for your support.

Our year

I am delighted to announce that since we opened our branch in Marriott Waters, the company has continued to post profits and our profits month-by-month continue to grow. This has not been easy in a tough economic environment, and with a tightening of Bendigo and Adelaide Bank Limited's lending criteria, but we are on track, and our results have been further compounded by interest rate cuts.

Over the last 12 months we have seen our business grow by \$9.05 million. At the end of June 2019 our total funds under management was \$286.35 million. This represents a modest 3.26% increase in our business.

In a year where as a board we budgeted for no growth, we are pleased with the growth in our business over the last 12 months, the ongoing success of the Carrum Downs Community Bank Branch, but more particularly with the success of Marriott Waters branch.

This year we have made a profit of \$125,068 compared to last year's profit of \$218,826 in a very competitive and difficult banking environment. This is after us continuing our commitment and support to our local community.

We are still in a low interest rate environment and this puts pressure on our margins, and affects our revenues and our profitability. The flip side to this is that our borrowers, who are members of our community, are saving on their home loan interest.

Dividends and community contributions

In this past financial year we have made a further dividend to our shareholders of \$0.07 per share, totalling \$24,186. In addition to the dividend we also returned \$86,377 or \$0.25 cents per share in a capital return.

Our community has also benefited during the last 12 months where we have distributed \$96,532 (last year \$65,262) to local community groups.

So we are delighted that during tough times we have been able to continue to support both our loyal shareholders and our community stakeholders.

Chairman's report (continued)

What lies ahead?

All indicators are that we shall continue in a low inflation, low wages growth and low interest rate environment. This impacts our revenues, but low interest rates are great news for our customers. However, as a Board we are committed to continuing to grow the business.

How can you help?

We are like every other bank. But better. Why are we better? We are a real bank, with real people, which returns 80% of our profits back to the community. No other bank does this. Like every other bank, we have home loans, personal loans, credit cards, term deposits, savings accounts, insurances, the list goes on.

It is fair to say that whilst banking is our business, the community is our focus.

If we had your business, our profits would grow, our contribution to the community would grow and the return to our shareholders would grow. So if you are not a customer then please give Len Barda, our Manager a call.

Our great team

The successes we have had in the last 12 months don't just happen by magic. It takes considerable effort and commitment.

I would therefore like to acknowledge our team led by our Senior Manager Len Barda. They include Elizabeth Dawe, Belinda Wood, Anne Johnston, Barbara Owen, Hollie Wilkin, Carolynne Johnson, Ros Geurts, Silvanna Horne, Lyndal Martin and Gary Rowe. Since the end of the financial year we have welcomed Benjamin Crawford and Joanne Lenowry. In the last 12 months we have said goodbye to Donna Kennedy and Kylie Kung.

Our staff at our two branches continue to do an outstanding job.

I would also like to acknowledge my fellow Directors. My Deputy Chair Christine Swanson, Treasurer Jason Pater, Greg Sugars, Kenneth Smith, Gary Landy, Cassandra Grace and our Company Secretary Betty Kotevski.

Finally, to our shareholders, I thank you for your support, not only in the last 12 months but since we opened on 9 October 1999. Together we have 20 years of delivering to our local community. Quite an achievement.

I look forward to the next 12 months.



Lindsay (Malcolm) Wells
Chairman

Manager's report

For year ending 30 June 2019

I am pleased to report that during what has been a volatile and eventful year in the banking industry, we have continued to achieve some sound financial results, with business growth achieved at both of our branches (Carrum Downs Community Bank Branch and Marriott Waters branch) and with both branches also achieving a sound level of profit.

The details of our financial performance are covered elsewhere in this Annual Report and as we fast approach our 20th anniversary, I thought it more appropriate to focus on some of the fantastic outcomes that we have achieved during our (almost) 20 years of providing banking services to our community.

As many will recall, we opened the doors at Carrum Downs Community Bank Branch on 9 October 1999, after the last bank closed its doors and there was no other retail bank providing face-to-face banking services to the local community. Move forward almost 20 years and while other banks have come and gone, once again we are the only bank with retail branches in Carrum Downs and Lyndhurst, providing face-to-face banking services to the Carrum Downs, Lyndhurst and neighbouring communities.

While technology has evolved rapidly over this time and there are now a number of different ways that we can all do our banking, there are clearly many customers who still value a face-to-face conversation with their bank, rather than doing all of their banking over the telephone or internet.

Our commitment to providing this service to our local community over the past 20 years has been unwavering and is a key point of difference.

Our main point of difference however, is that we share the profits we make from our customers banking with us with our local community. Up to 80 cents of every \$1 of profit we make is reinvested into our local community by way of grants and sponsorships. So far, Carrum Downs Community Bank Branch and Marriott Waters branch have returned over \$3.5 million of our profits back to our local community, with Bendigo and Adelaide Bank Limited's Community Bank network having returned over \$205 million back to local communities.

It's a simple concept: support us with your banking and we will return most of the profits we make back to support you and your community. We like to think that we feed into the prosperity of the community and not off it.

While our achievements over the past 20 years are too many to list in this report, the following are just a few examples of some of the wonderful initiatives that we have supported.

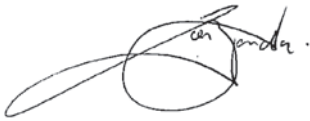
- Our emergency services are a vital part of our local community and help to keep us all safe. We have purchased emergency response vehicles for our local SES, Carrum Downs CFA and Skye CFA. In June this year, we announced a further grant to the Carrum Downs CFA to purchase a new Forward Command Vehicle, to replace the one that we helped purchase 10 years ago.
- Social isolation in local communities can significantly impact on the quality of life for so many. We have supported several initiatives in this area including supporting our local Men's Shed with numerous grants and making bus trips available to our local Senior Citizens groups to enable them to enjoy a day out with friends.
- We have provided grants and sponsorships to a number of local sporting clubs, to help make participating in sport accessible to as many as possible in our local community.
- Over the past 10 years, we have partnered with a local charitable organisation to help provide lunch bags to 10 local primary schools and kindergartens, with healthy food items for students who are sent to school without any breakfast or lunch. Lunch bags are provided to over 1,000 students each school term to support their nutritional and educational development. Without basic meals, a student can struggle with their ability to listen and learn in class which can have an effect on their learning outcomes, opportunities for future employment and ability to be a positive contributor to our community. That's over 40,000 lunches that we have helped to provide these children who so desperately need our support.

Manager's report (continued)

- We have assisted local families with their fundraising efforts to purchase seeing eye dogs and assistance dogs for children in need. These dogs help to provide confidence and independence and enable people with disabilities to more actively participate in our community and significantly improve their quality of life.

These and so many more achievements would simply not have been possible without our wonderful customers who support us with their banking. I would also like to acknowledge the commitment and dedication of our Board of Directors, staff, and our partner, Bendigo and Adelaide Bank Limited.

The more people who support us with their banking, the more of our profits we can reinvest in our local community and continue to make it a better place for everyone.



Len Barda
Senior Branch Manager

Directors' report

For the financial year ended 30 June 2019

The directors present their report on Carrum Downs Financial Services Limited, the company, for the year ended 30 June 2019.

Directors

The names, qualifications and experience of the directors in office at any time during, or since the end of the year are:

Mr Lindsay (Malcolm) Wells

Chairman

CPA, B.Bus (Acc), Dip FinServ (Fin Plan), GAICD

A founding Director of CDFS, Malcolm is a Certified Practising Accountant and the Principal of Hyde Cooper Wells Accounting in Cranbourne. Malcolm has extensive experience in all areas of public accounting, with expertise in taxation advice and planning, business structuring and development, self managed superannuation and general management advice. Malcolm is on the board of CSV Ltd (Casey and Balcombe Grammer Schools) and Chairs their Finance and Remuneration Committee. Malcolm is a past President of the Rotary Club of Cranbourne and is Founding Chairman of Who Cares? We Do, a charity which provides free services to the homeless and disadvantaged in Cranbourne. Malcolm is actively involved in the board's audit and finance committee.

Mrs Christine Swanson

Deputy Chair

Cert. Shopping Centre Mgmt

Christine is a founding Director of CDFS and was on the steering committee at inception and has been an active member of the various board committees including: Sponsorship, Marketing, HR, New Sites Development and Extra Time. Christine is Chair of the board's community engagement/sponsorship committee and an active member of the HR committee. Christine also assists with community and charity organizations, including volunteer work for some Neighbourhood Centres, helping and distributing food to the needy, and also various Pet Rescue Centres. Christine has a background in Residential Building and Shopping Centre Management and Development.

Mr Greg Sugars OAM

JP, FAICD, FAIM, Dip Bus (Mgmt), Adv Dip Bus (Mktg), FAPI, FRICS

Greg is a past Chairman of CDFS and the current chair of the Audit & Finance Committee. He originally joined the board in 2002 and is the CEO of one of Australia's largest professional services firms, Preston Rowe Paterson, which operates globally. Greg is a Fellow of the Institute of Managers and Leaders, a Fellow of the Australian Property Institute and a Fellow of the Royal Institution of Chartered Surveyors. On Australia Day 2015, Greg was awarded a Medal in the Order of Australia for Services to the Community. Greg is actively involved in the board's audit and finance, and marketing committees, and drafted the company's Risk Policy in 2016.

Mr Jason Pater

Treasurer

FCA, B.Comm, Dip FinServ (Fin Plan), GAICD

Jason was one of the founding Directors of CDFS in 1999 and has been Treasurer since that time. He is a Chartered Accountant (Fellow) now consulting to SME's after selling his accounting practice in 2015. Starting out with Pricewaterhouse Coopers, has been working with small businesses for over 25 years. Jason is the CEO of the Payton Foundation, a Director/Secretary and advisor to several small business boards and other charities. Jason is actively involved in the board's audit and finance and marketing committees and is Chair of Bendigo and Adelaide Bank's Peninsula Marketing Cluster.

Directors' report (continued)

Directors (continued)

Mr Gary Landy

Master of Public Policy and Admin., Grad. Dip. Public Admin., Cert. of Business

Gary brings business, leadership and community skills and experience to the Board. He had an extensive career in the Victoria Police for many years and has been awarded the Victoria Police Service Medal, a National Media, and Vietnam Service Awards. Gary has also worked for Frankston City Council, the Department of Justice, is a small business owner and was chair of the Sandhurst Residents Committee. He is a member of the HR and Community Engagement committees and lives in the local Sandhurst community.

Hon Ken Smith AM

Ken brings a range of leadership and business skills to the board, as well as community relationships. Ken was formerly a member of the Victorian Parliament's Legislative Assembly, and the Speaker of the House. He has been a councillor for Hastings Council and was Founding Director and Chairman of the Independent News Group. He is President of the Australia China Business Council, and a member of the Sandhurst community. Ken is Chair of the HR committee and a member of the Community Engagement committee. Ken became a Member of the Order of Australia on Australia Day 2018.

Ms Cassandra (Sandi) Grace

B.Communication (PR), B. Tourism (Marketing)

Sandi is President of Frankston Toy Library which she has been part of since 2011. Sandi founded the Hear Together support program for families with children with a hearing impairment, and Sisterhood FMP, a grass roots community organisation focussed on increasing the awareness and prevention of domestic violence. Sandi has worked as a manager in the corporate and community services sectors and volunteers in other non-profit and community activities in the Frankston area. Sandi is a member of the board's Community Engagement Committee and the Marketing Committee.

Directors have been in office since the start of the financial period to the date of this report unless otherwise stated.

Company Secretary

The following person held the position of company secretary at the end of the financial year:

Ms Betty Kotevski

BA, LLB, Masters of Law

Betty is a qualified solicitor who has held legal and compliance positions in the financial services and funds management sectors. She has experience in corporate and commercial law, Australian financial services law, policy development, parliamentary legislative processes, and board corporate governance. Betty has worked with both non-profit and commercial company boards. She holds a current Victorian Legal Practising Certificate.

Principal activities

The principal activities of the company during the financial period were the operation of a **Community Bank**[®] Branch in Carrum Downs and a sub-branch at Marriott Waters, Lyndhurst.

No significant changes in the nature of these activities occurred during the period.

Review of operations

The Directors are pleased to announce that the company made a profit for the year (after providing for income tax), of \$125,068 (compared to the profit for the previous corresponding year of \$218,826).

Due to the changes in the banking industry in recent years, we have had to increase activity just to maintain revenue levels. Accordingly we have had to hire additional staff to meet that activity, hence a reduction in profit.

The shareholders resolved at the AGM on 26 November 2018, to make a Return of Capital of \$0.25 per share totalling \$86,377.50. This was paid on 29 April 2019.

Directors' report (continued)

Significant Changes in State of Affairs

No significant changes in the company's state of affairs occurred during the financial year.

Events subsequent to the end of the reporting period

No matters or circumstances have arisen since the end of the financial year that significantly affect or may significantly affect the operations of the company, the results of those operations or the state of affairs of the company in future financial years.

Likely developments and expected results of operations

Likely developments in the operations of the company and the expected results of those operations in future financial years have not been included in this report as the inclusion of such information is likely to result in unreasonable prejudice to the company.

Dividends

Dividends paid or declared since the start of the financial year are as follows:

- Fully franked dividends declared and paid during the year amounted to \$24,186 (2018: \$24,186).
- No dividends were declared or recommended but not paid during the financial year.

Environmental regulations

The company's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a state or territory.

Options

No options over issued shares or interests in the company were granted during or since the end of the financial year and there were no options outstanding at the date of this report.

No shares were issued during or since the end of the year as a result of the exercise of an option over unissued shares or interests.

Indemnification of officers

The company has paid premiums to insure Directors against liabilities for costs and expenses incurred by them in defending legal proceedings arising out of their conduct, where allowed by law, while acting in their capacity as a Director or officer of the company.

Disclosure of the nature of the liability and the amount of the premium is prohibited by the confidentiality clause of the contract of insurance. No indemnification has been obtained for the auditors of the company.

Proceedings on behalf of the company

No person has applied for leave of court to bring proceedings on behalf of the company or to intervene in any proceedings to which the company is a party for the purpose of taking responsibility on behalf of the company for all or any part of those proceedings.

The company was not a party to any such proceedings during the year.

Directors' report (continued)

Directors' Meetings

During the financial year, 11 meetings of directors (including committees of directors) were held. Attendances by each director during the year were as follows:

Director	Directors' meetings		Committee meetings	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended
Mr Lindsay Wells	11	11	2	2
Mrs Christine Swanson	11	9	9	9
Mr Jason Pater	11	11	3	3
Mr Greg Sugars	11	9	4	4
Mr Ken Smith	11	9	9	8
Mr Gary Landy	11	11	11	10
Ms Cassandra Grace	11	11	11	10
Ms Betty Kotevski (Secretary)	11	11	-	-

The Committees within CDFS comprise the following:

Human Resources Committee Audit and Finance Committee Marketing Committee
20th Anniversary Committee Community Engagement Committee

Contributions Made to Community Groups

Contributions made to Community Groups for the year ended 30 June 2019 are summarised in the following table:

	\$
Family Services	9,000
Children/Youth	12,500
Schools	450
Sporting Clubs	33,503
Community defibrillator	3,329
Community events	3,750
Fire Brigade	34,000
Total Community Contributions	96,532

Auditor's Independence Declaration

A copy of the auditor's independence declaration as required under section 307C of the *Corporations Act 2001* is set out on page 10.

No officer of the company is or has been a partner/director of the company auditor.

This directors' report is signed in accordance with a resolution of the Board of Directors:



Lindsay Wells
Director



Jason Pater
Director

23 September 2019

Auditor's independence declaration

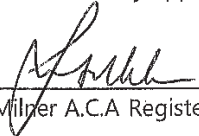
Auditor's independence declaration

Under Section 307C of the *Corporations Act 2001*

To the directors of Carrum Downs Financial Services Limited

I declare, that to the best of my knowledge and belief, during the year ended 30 June 2019 there have been no contraventions of:

- (i) the auditor independence requirements as set out in the *Corporations Act 2001* in relation to the audit; and
- (ii) any applicable code of professional conduct in relation to the audit.



Mr. L.A. Milner A.C.A Registered Auditor

Venn Milner Accounting Services Pty Ltd
Chartered Accountants
Suite 1, 10-12 Chapel Street, Blackburn VIC 3130

Date : 23rd September 2019

Financial statements

Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2019

	Notes	2019 \$	2018 \$
Revenue	2	2,114,799	2,049,792
Accountancy and secretarial expenses		(56,896)	(54,090)
Advertising expenses		(3,234)	(2,929)
Auditor's remuneration	3	(15,250)	(14,252)
Bad and doubtful debt expenses	4	(2,328)	(2,382)
Depreciation and amortisation expenses	4	(18,226)	(21,175)
Directors' fees		(112,500)	(97,500)
Employee benefits expenses		(1,063,436)	(934,224)
Lease expenses	4	(70,727)	(75,067)
Donations		(96,532)	(65,262)
Other expenses		(503,212)	(481,116)
Profit on ordinary activities before income tax		172,457	301,795
Other comprehensive income - extraordinary items		-	-
Profit for the financial year before income tax		172,457	301,795
Tax expense	5	(47,389)	(82,969)
Profit for the financial year after income tax		125,068	218,826
Total comprehensive income for the financial year		125,068	218,826
Total comprehensive income attributable to members of the entity		125,068	218,826

The accompanying notes form part of these financial statements.

Financial statements (continued)

Statement of Financial Position as at 30 June 2019

	Notes	2019 \$	2018 \$
Assets			
Current assets			
Cash and cash equivalents	7	916,869	802,264
Trade and other receivables	8	157,752	161,592
Other current assets	9	46,816	102,030
Total current assets		1,121,437	1,065,886
Non-current assets			
Property, plant and equipment	10	339,626	344,280
Total non-current assets		339,626	344,280
Total assets		1,461,063	1,410,166
Liabilities			
Current liabilities			
Trade and other payables	11	102,074	109,323
Provisions	12	170,869	129,093
Total current liabilities		272,943	238,416
Non-current liabilities			
Provisions	12	20,144	18,278
Total non-current liabilities		20,144	18,278
Total liabilities		293,087	256,694
Net assets		1,167,976	1,153,472
Equity			
Issued capital	13	259,132	345,510
Retained earnings	14	908,844	807,962
Total Equity		1,167,976	1,153,472

The accompanying notes form part of these financial statements.

Financial statements (continued)

Statement of Changes in Equity for the year ended 30 June 2019

	Retained earnings \$	Total \$
Balance at 1 July 2017	613,322	613,322
Profit attributable to equity shareholders	218,826	218,826
Dividends paid or provided for	(24,186)	(24,186)
Balance at 30 June 2018	807,962	807,962
Profit attributable to equity shareholders	125,068	125,068
Dividends paid or provided for	(24,186)	(24,186)
Balance at 30 June 2019	908,844	908,844

The accompanying notes form part of these financial statements.

Financial statements (continued)

Statement of Cash Flows for the year ended 30 June 2019

	Notes	2019 \$	2018 \$
Cash flows from operating activities			
Receipts from clients		2,313,384	2,237,305
Payments to suppliers and employees		(2,176,235)	(1,932,123)
Interest received		15,214	9,481
Net cash provided by operating activities	16	152,363	314,663
Cash flows from investing activities			
Purchases of property, plant and equipment		(13,572)	-
Net cash used in investing activities		(13,572)	-
Cash flows from financing activities			
Payment of dividends on ordinary shares	6	(24,186)	(24,186)
Net cash used in financing activities		(24,186)	(24,186)
Net Increase in cash held		114,605	290,477
Cash and cash equivalents at beginning of financial year		802,264	511,787
Cash and cash equivalents at end of financial year	7	916,869	802,264

The accompanying notes for part of these financial statements.

Notes to the financial statements

For year ended 30 June 2019

The financial statements and notes represent those of Carrum Downs Financial Services Limited as an individual entity. Carrum Downs Financial Services Limited is a company limited by shares, incorporated and domiciled in Australia.

The financial statements were authorised for issue on 23 September 2019 by the directors of Carrum Downs Financial Services Limited.

Note 1. Significant accounting policies

Basis of preparation

These general purpose financial statements have been prepared in accordance with the *Corporations Act 2001* and Australian Accounting Standards and Interpretations of the Australian Accounting Standards Board. The Company is a for-profit entity for financial reporting purposes under Australian Accounting Standards.

Australian Accounting Standards set out accounting policies that the Australian Accounting Standards Board has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Compliance with Australian Accounting Standards ensures that the financial statements and notes also comply with International Financial Reporting Standards. Material accounting policies adopted in the preparation of the financial statements are presented below and have been consistently applied unless stated otherwise.

The financial statements, except for cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar unless stated otherwise.

Economic dependency - Bendigo and Adelaide Bank Limited

The company has entered into franchise agreements with Bendigo and Adelaide Bank Limited that governs the management of the **Community Bank**[®] branch at Carrum Downs and a sub-branch at Marriott Waters, Lyndhurst, Victoria.

The branch and sub branch operate as franchises of Bendigo and Adelaide Bank Limited, using the name "Bendigo Bank" and the logo and system of operations of Bendigo and Adelaide Bank Limited. The company manages the branch and sub branch on behalf of Bendigo and Adelaide Bank Limited, however all transactions with customers conducted through the branch and sub branch are effectively conducted between customers and Bendigo and Adelaide Bank Limited.

Bendigo and Adelaide Bank Limited's risk appetite and product offerings may vary from time to time and The Company has no control over these issues.

All deposits are made with Bendigo and Adelaide Bank Limited, and all personal and investment products are products of Bendigo and Adelaide Bank Limited, with the company facilitating the provision of those products. All loans, leases or hire purchase transactions, issues of new credit or debit cards, temporary or bridging finance and any other transaction that involves creating a new debt, or increasing or changing the terms of an existing debt owed to Bendigo and Adelaide Bank Limited, must be approved by Bendigo and Adelaide Bank Limited. All credit transactions are made with Bendigo and Adelaide Bank Limited, and all credit products are products of Bendigo and Adelaide Bank Limited.

The company promotes and sells the products and services, but is not a party to the transaction.

The credit risk (i.e. the risk that a customer will not make repayments) is for the relevant Bendigo and Adelaide Bank Limited entity to bear as long as the company has complied with the appropriate procedures and relevant obligations and has not exercised a discretion in granting or extending credit.

Notes to the financial statements (continued)

Note 1. Significant accounting policies (continued)

Economic dependency - Bendigo and Adelaide Bank Limited (continued)

Bendigo and Adelaide Bank Limited provides significant assistance in establishing and maintaining the **Community Bank**[®] branch franchise operations. It also continues to provide ongoing management and operational support and other assistance and guidance in relation to all aspects of the franchise operation, including advice and assistance in relation to:

- design, layout and fit out of the **Community Bank**[®] branch
- training for the branch manager and other employees in banking, management systems and interface protocol
- methods and procedures for the sale of products and provision of services
- security and cash logistic controls
- calculation of company revenue and payment of many operating and administrative expenses
- the formulation and implementation of advertising and promotional programs
- sales techniques and proper customer relations.

Accounting policies

The following is a summary of the material accounting policies adopted by the company in the presentation of the financial statements. The accounting policies have been consistently applied, unless otherwise stated.

Income tax

The income tax expense (income) for the year comprises current income tax expense and deferred tax expense.

Current income tax expense charged to profit or loss is the tax payable on taxable income for the current period. Current tax liabilities (assets) are therefore measured at the amounts expected to be paid to (recovered from) the relevant taxation authority using tax rates (and tax laws) that have been enacted or substantively enacted by the end of the reporting period.

Deferred income tax expense reflects movements in deferred tax assets and deferred tax liability balances during the period as well as unused tax losses.

Current and deferred income tax expense (income) is charged or credited outside profit or loss when the tax relates to items that are recognised outside profit or loss or arising from a business combination.

A deferred tax liability shall be recognised for all taxable temporary differences, except to the extent that the deferred tax liability arises from:

- (a) the initial recognition of goodwill; or
- (b) the initial recognition of an asset or liability in a transaction which:
 - (i) is not a business combination; and
 - (ii) at the time of the transaction, affects neither accounting profit nor taxable profit (tax loss).

Deferred tax assets and liabilities are calculated at the tax rates that are expected to apply to the period when the asset is realised or the liability is settled and their measurement also reflects the manner in which management expects to recover or settle the carrying amount of the related asset or liability.

Deferred tax assets relating to temporary differences and unused tax losses are recognised only to the extent that it is probable that future taxable profit will be available against which the benefits of the deferred tax asset can be utilised.

Current tax assets and liabilities are offset where a legally enforceable right of set-off exists and it is intended that net settlement or simultaneous realisation and settlement of the respective asset and liability will occur. Deferred tax assets and liabilities are offset where: (i) a legally enforceable right of set-off exists; and (ii) the deferred tax assets and liabilities relate to income taxes levied by the same taxation authority on either the same taxable entity or different taxable entities, where it is intended that net settlement or simultaneous realisation and settlement of the respective asset and liability will occur in future periods in which significant amounts of deferred tax assets or liabilities are expected to be recovered or settled.

Notes to the financial statements (continued)

Note 1. Significant accounting policies (continued)

Accounting policies (continued)

Fair value of assets and liabilities

The company measures some of its assets and liabilities at fair value on either a recurring or non-recurring basis, depending on the requirements of the applicable Accounting Standard.

Fair value is the price the company would receive to sell an asset or would have to pay to transfer a liability in an orderly (i.e. unforced) transaction between independent, knowledgeable and willing market participants at the measurement date.

As fair value is a market-based measure, the closest equivalent observable market pricing information is used to determine fair value. Adjustments to market values may be made having regard to the characteristics of the specific asset or liability. The fair values of assets and liabilities that are not traded in an active market are determined using one or more valuation techniques. These valuation techniques maximise, to the extent possible, the use of observable market data.

To the extent possible, market information is extracted from either the principal market for the asset or liability (i.e. the market with the greatest volume and level of activity for the asset or liability) or, in the absence of such a market, the most advantageous market available to the entity at the end of the reporting period (i.e. the market that maximises the receipts from the sale of the asset or minimises the payments made to transfer the liability, after taking into account transaction costs and transport costs).

For non-financial assets, the fair value measurement also takes into account a market participant's ability to use the asset in its highest and best use or to sell it to another market participant that would use the asset in its highest and best use.

The fair value of liabilities and the entity's own equity instruments (excluding those related to share-based payment arrangements) may be valued, where there is no observable market price in relation to the transfer of such financial instrument, by reference to observable market information where such instruments are held as assets. Where this information is not available, other valuation techniques are adopted and, where significant, are detailed in the respective note to the financial statements.

Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value, as indicated, less, where applicable, any accumulated depreciation and impairment losses.

Plant and equipment

Plant and equipment are measured on the cost basis and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses. In the event the carrying amount of plant and equipment is greater than the estimated recoverable amount, the carrying amount is written down immediately to the estimated recoverable amount and impairment losses are recognised in profit or loss. A formal assessment of recoverable amount is made when impairment indicators are present (refer to Note 1 below for details of impairment).

The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the asset's employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the company and the cost of the item can be measured reliably. All other repairs and maintenance are recognised as expenses in profit or loss in the financial period in which they are incurred.

Notes to the financial statements (continued)

Note 1. Significant accounting policies (continued)

Accounting policies (continued)

Property, plant and equipment (continued)

Depreciation

The depreciable amount of all fixed assets, including buildings and capitalised lease assets but excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the company commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable assets are:

Class of Fixed Asset	Depreciation Rate
Leasehold improvements	2.5%-10%
Plant and equipment	3.8%-40%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are recognised in profit or loss when the item is derecognised. When revalued assets are sold, amounts included in the revaluation surplus relating to that asset are transferred to retained earnings.

Financial instruments

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions to the instrument. For financial assets, this is the date that the entity commits itself to either purchase or sell the asset (i.e. trade date accounting is adopted).

Financial instruments (except for trade receivables) are initially measured at fair value plus transaction costs, except where the instrument is classified "at fair value through profit or loss" in which case transaction costs are expensed to profit or loss immediately. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

Trade receivables are initially measured at the transaction price if the trade receivables do not contain a significant financing component or if the practical expedient was applied as specified in AASB 15.63.

Classification and subsequent measurement

• Financial liabilities

Financial instruments are subsequently measured at:

- amortised cost; or
- fair value through profit or loss.

A financial liability is measured at fair value through profit or loss if the financial liability is:

- a contingent consideration of an acquirer in a business combination to which AASB 3: Business Combinations applies;
- held for trading; or
- initially designated as at fair value through profit or loss.

Notes to the financial statements (continued)

Note 1. Significant accounting policies (continued)

Accounting policies (continued)

Financial instruments (continued)

Classification and subsequent measurement (continued)

All other financial liabilities are subsequently measured at amortised cost using the effective interest method.

The effective interest method is a method of calculating the amortised cost of a debt instrument and of allocating interest expense in profit or loss over the relevant period. The effective interest rate is the internal rate of return of the financial asset or liability. That is, it is the rate that exactly discounts the estimated future cash flows through the expected life of the instrument to the net carrying amount at initial recognition.

A financial liability is held for trading if it is:

- incurred for the purpose of repurchasing or repaying in the near term;
- part of a portfolio where there is an actual pattern of short-term profit taking; or
- a derivative financial instrument (except for a derivative that is in a financial guarantee contract or a derivative that is in an effective hedging relationship).

Any gains or losses arising on changes in fair value are recognised in profit or loss to the extent that they are not part of a designated hedging relationship.

The change in fair value of the financial liability attributable to changes in the issuer's credit risk is taken to other comprehensive income and is not subsequently reclassified to profit or loss. Instead, it is transferred to retained earnings upon derecognition of the financial liability. If taking the change in credit risk in other comprehensive income enlarges or creates an accounting mismatch, then these gains or losses should be taken to profit or loss rather than other comprehensive income.

A financial liability cannot be reclassified.

- Financial guarantee contracts

A financial guarantee contract is a contract that requires the issuer to make specified payments to reimburse the holder for a loss it incurs because a specified debtor fails to make payment when due in accordance with the terms of a debt instrument.

Financial guarantee contracts are initially measured at fair value (if not designated as at fair value through profit or loss and do not arise from a transfer of a financial asset) and subsequently measured at the higher of:

- the amount of loss allowance determined in accordance with AASB 9.3.25.3; and
- the amount initially recognised less the accumulative amount of income recognised in accordance with the revenue recognition policies.

- Financial assets

Financial assets are subsequently measured at:

- amortised cost;
- fair value through other comprehensive income; or
- fair value through profit or loss.

Measurement is on the basis of two primary criteria:

- the contractual cash flow characteristics of the financial asset; and
- the business model for managing the financial assets.

Notes to the financial statements (continued)

Note 1. Significant accounting policies (continued)

Accounting policies (continued)

Financial instruments (continued)

Classification and subsequent measurement (continued)

A financial asset that meets the following conditions is subsequently measured at amortised cost:

- the financial asset is managed solely to collect contractual cash flows; and
- the contractual terms within the financial asset give rise to cash flows that are solely payments of principal and interest on the principal amount outstanding on specified dates.

A financial asset that meets the following conditions is subsequently measured at fair value through other comprehensive income:

- the contractual terms within the financial asset give rise to cash flows that are solely payments of principal and interest on the principal amount outstanding on specified dates; and
- the business model for managing the financial assets comprises both contractual cash flows collection and the selling of the financial asset.

By default, all other financial assets that do not meet the measurement conditions of amortised cost and fair value through other comprehensive income are subsequently measured at fair value through profit or loss.

The company initially designates a financial instrument as measured at fair value through profit or loss if:

- it eliminates or significantly reduces a measurement or recognition inconsistency (often referred to as “accounting mismatch”) that would otherwise arise from measuring assets or liabilities or recognising the gains and losses on them on different bases;
- it is in accordance with the documented risk management or investment strategy, and information about the company’s was documented appropriately, so that the performance of the financial liability that was part of a company of financial liabilities or financial assets can be managed and evaluated consistently on a fair value basis; and
- it is a hybrid contract that contains an embedded derivative that significantly modifies the cash flows otherwise required by the contract.

The initial designation of the financial instruments to measure at fair value through profit or loss is a one-time option on initial classification and is irrevocable until the financial asset is derecognised.

Equity instruments

At initial recognition, as long as the equity instrument is not held for trading and not a contingent consideration recognised by an acquirer in a business combination to which AASB 3 applies, the company made an irrevocable election to measure any subsequent changes in fair value of the equity instruments in other comprehensive income, while the dividend revenue received on underlying equity instruments investment will still be recognised in profit or loss.

Regular way purchases and sales of financial assets are recognised and derecognised at settlement date in accordance with the company’s accounting policy.

Derecognition

Derecognition refers to the removal of a previously recognised financial asset or financial liability from the statement of financial position.

Notes to the financial statements (continued)

Note 1. Significant accounting policies (continued)

Accounting policies (continued)

Financial instruments (continued)

Derecognition of financial liabilities

A liability is derecognised when it is extinguished (i.e. when the obligation in the contract is discharged, cancelled or expires). An exchange of an existing financial liability for a new one with substantially modified terms, or a substantial modification to the terms of a financial liability, is treated as an extinguishment of the existing liability and recognition of a new financial liability.

The difference between the carrying amount of the financial liability derecognised and the consideration paid and payable, including any non-cash assets transferred or liabilities assumed, is recognised in profit or loss.

Derecognition of financial assets

A financial asset is derecognised when the holder's contractual rights to its cash flows expires, or the asset is transferred in such a way that all the risks and rewards of ownership are substantially transferred.

All of the following criteria need to be satisfied for derecognition of financial asset:

- the right to receive cash flows from the asset has expired or been transferred;
- all risk and rewards of ownership of the asset have been substantially transferred; and
- the company no longer controls the asset (i.e. the company has no practical ability to make a unilateral decision to sell the asset to a third party).

On derecognition of a financial asset measured at amortised cost, the difference between the asset's carrying amount and the sum of the consideration received and receivable is recognised in profit or loss.

On derecognition of an investment in equity which was elected to be classified under fair value through other comprehensive income, the cumulative gain or loss previously accumulated in the investment revaluation reserve is not reclassified to profit or loss, but is transferred to retained earnings.

Impairment

The company recognises a loss allowance for expected credit losses on:

- financial assets that are measured at amortised cost or fair value through other comprehensive income;
- lease receivables;
- contract assets (e.g. amounts due from customers under construction contracts);
- loan commitments that are not measured at fair value through profit or loss; and
- financial guarantee contracts that are not measured at fair value through profit or loss.

Loss allowance is not recognised for:

- financial assets measured at fair value through profit or loss; or
- equity instruments measured at fair value through other comprehensive income.

Expected credit losses are the probability-weighted estimate of credit losses over the expected life of a financial instrument. A credit loss is the difference between all contractual cash flows that are due and all cash flows expected to be received, all discounted at the original effective interest rate of the financial instrument.

Notes to the financial statements (continued)

Note 1. Significant accounting policies (continued)

Accounting policies (continued)

Financial instruments (continued)

Impairment (continued)

The company uses the following approaches to impairment, as applicable under AASB 9: Financial Instruments:

- the general approach;
- the simplified approach;
- the purchased or originated credit impaired approach; and
- low credit risk operational simplification.

General approach

Under the general approach, at each reporting period, the company assesses whether the financial instruments are credit-impaired, and if:

- the credit risk of the financial instrument has increased significantly since initial recognition, the company measures the loss allowance of the financial instruments at an amount equal to the lifetime expected credit losses; or
- there is no significant increase in credit risk since initial recognition, the company measures the loss allowance for that financial instrument at an amount equal to 12-month expected credit losses.

Simplified approach

The simplified approach does not require tracking of changes in credit risk at every reporting period, but instead requires the recognition of lifetime expected credit loss at all times. This approach is applicable to:

- trade receivables or contract assets that result from transactions within the scope of AASB 15: Revenue from Contracts with Customers and which do not contain a significant financing component; and
- lease receivables.

In measuring the expected credit loss, a provision matrix for trade receivables was used taking into consideration various data to get to an expected credit loss (i.e. diversity of customer base, appropriate company's of historical loss experience, etc).

Purchased or originated credit-impaired approach

For a financial asset that is considered credit-impaired (not on acquisition or origination), the company measures any change in its lifetime expected credit loss as the difference between the asset's gross carrying amount and the present value of estimated future cash flows discounted at the financial asset's original effective interest rate. Any adjustment is recognised in profit or loss as an impairment gain or loss.

Evidence of credit impairment includes:

- significant financial difficulty of the issuer or borrower;
- a breach of contract (e.g. default or past due event);
- a lender granting to the borrower a concession, due to the borrower's financial difficulty, that the lender would not otherwise consider;
- high probability that the borrower will enter bankruptcy or other financial reorganisation; and
- the disappearance of an active market for the financial asset because of financial difficulties.

Notes to the financial statements (continued)

Note 1. Significant accounting policies (continued)

Accounting policies (continued)

Financial instruments (continued)

Impairment (continued)

Low credit risk operational simplification approach

If a financial asset is determined to have low credit risk at the initial reporting date, the company assumes that the credit risk has not increased significantly since initial recognition and accordingly it can continue to recognise a loss allowance of 12-month expected credit loss.

In order to make such a determination that the financial asset has low credit risk, the company applies its internal credit risk ratings or other methodologies using a globally comparable definition of low credit risk.

A financial asset is considered to have low credit risk if:

- there is a low risk of default by the borrower;
- the borrower has strong capacity to meet its contractual cash flow obligations in the near term;
- adverse changes in economic and business conditions in the longer term may, but not necessarily will, reduce the ability of the borrower to fulfil its contractual cash flow obligations.

A financial asset is not considered to carry low credit risk merely due to existence of collateral, or because a borrower has a risk of default lower than the risk inherent in the financial assets, or lower than the credit risk of the jurisdiction in which it operates.

Recognition of expected credit losses in financial statements

At each reporting date, the company recognises the movement in the loss allowance as an impairment gain or loss in the statement of profit or loss and other comprehensive income.

The carrying amount of financial assets measured at amortised cost includes the loss allowance relating to that asset.

Assets measured at fair value through other comprehensive income are recognised at fair value, with changes in fair value recognised in other comprehensive income. Amounts in relation to change in credit risk are transferred from other comprehensive income to profit or loss at every reporting period.

For financial assets that are unrecognised (e.g. loan commitments yet to be drawn, financial guarantees), a provision for loss allowance is created in the statement of financial position to recognise the loss allowance.

Impairment of assets

At the end of each reporting period, the company assesses whether there is any indication that an asset may be impaired. The assessment will include considering external sources of information and internal sources of information including dividends received from subsidiaries, associates or joint ventures deemed to be out of pre-acquisition profits. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised immediately in profit or loss, unless the asset is carried at a revalued amount in accordance with another Standard (e.g. in accordance with the revaluation model in AASB 116: Property, Plant and Equipment). Any impairment loss of a revalued asset is treated as a revaluation decrease in accordance with that other Standard.

Where it is not possible to estimate the recoverable amount of an individual asset, the company estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Impairment testing is performed annually for goodwill and intangible assets with indefinite lives.

Notes to the financial statements (continued)

Note 1. Significant accounting policies (continued)

Accounting policies (continued)

Impairment of assets (continued)

When an impairment loss subsequently reverses, the carrying amount of the asset (or cash-generating unit) is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset (or cash-generating unit) in prior half years. A reversal of an impairment loss is recognised immediately in profit or loss, unless the relevant asset is carried at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

Employee benefits

Short-term employee benefits

Provision is made for the company's obligation for short-term employee benefits. Short-term employee benefits are benefits (other than termination benefits) that are expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related service, including wages, salaries and sick leave. Short-term employee benefits are measured at the (undiscounted) amounts expected to be paid when the obligation is settled.

The company's obligations for short-term employee benefits such as wages, salaries and sick leave are recognised as a part of current trade and other payables in the statement of financial position. The company's obligations for employees' annual leave and long service leave entitlements are recognised as provisions in the statement of financial position.

Other long-term employee benefits

Provision is made for employees' long service leave and annual leave entitlements not expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service. Other long-term employee benefits are measured at the present value of the expected future payments to be made to employees. Expected future payments incorporate anticipated future wage and salary levels, durations of service and employee departures and are discounted at rates determined by reference to market yields at the end of the reporting period on government bonds that have maturity dates that approximate the terms of the obligations. Upon the remeasurement of obligations due to change in assumptions for other long-term employee benefits, the net change in the obligation is recognised in profit or loss as a part of employee benefits expense in the periods in which the changes occur.

The company's obligations for long-term employee benefits are presented as non-current provisions in its statement of financial position, except where the company does not have an unconditional right to defer settlement for at least 12 months after the end of the reporting period, in which case the obligations are presented as current provisions.

Provisions

Provisions are recognised when the company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Provisions are measured using the best estimate of the amounts required to settle the obligation at the end of the reporting period.

Cash and cash equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown as borrowings in current liabilities on the statement of financial position.

Notes to the financial statements (continued)

Note 1. Significant accounting policies (continued)

Accounting policies (continued)

Revenue and other income

Revenue arises from the rendering of services through its franchise agreement with the Bendigo and Adelaide Bank Limited. The revenue recognised is measured by reference to the fair value of consideration received or receivable, excluding sales taxes, rebates, and trade discounts.

Interest and fee revenue is recognised when earned. The gain or loss on disposal of property, plant and equipment is recognised on a net basis and is classified as income rather than revenue. All revenue is state net of the amount of Goods and Services Tax (GST).

Revenue calculation

The franchise agreement provides that three forms of revenue may be earned by the company, - margin, commission and fee income. Bendigo and Adelaide Bank decides the form of revenue the company earns on different types of products and services.

The revenue earned by the company is dependent on the business that it generates. It may also be affected by other factors, such as economic and local conditions, for example, interest rates.

Trade and other receivables

Trade and other receivables include amounts due from customers for goods sold and services performed in the ordinary course of business. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

Trade and other receivables are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any provision for impairment. Refer to Note 1 above for further discussion on the determination of impairment losses.

Trade and other payables

Trade and other payables are initially measured at fair value and subsequently measured at cost using the effective interest method.

Trade and other payables represent the liabilities for goods and services received by the company that remain unpaid at the end of the reporting period. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from financing and investing activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

Comparative figures

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial period.

Where the company retrospectively applies an accounting policy, makes a retrospective restatement of items in the financial statements or reclassifies items in its financial statements, a third statement of financial position as at the beginning of the preceding period in addition to the minimum comparative financial statement is presented.

Notes to the financial statements (continued)

Note 1. Significant accounting policies (continued)

Accounting policies (continued)

Rounding of amounts

The company has applied the relief available to it under ASIC Corporations (Rounding in Financial/Directors' Reports) Instrument 2016/191. Accordingly, certain amounts in these financial statements (where specifically indicated) have been rounded to the nearest \$1,000.

Critical accounting estimates and judgements

The directors evaluate estimates and judgments incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

Key estimates

Impairment of assets

At each reporting date, the company reviews the carrying amounts of its tangible and intangible assets that have an indefinite useful life to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the assets is estimated in order to determine the extent of the impairment loss (if any). Where the asset does not generate cash flows that are independent from other assets, the entity estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset (or cash-generating unit) is estimated to be less than its carrying amount, the carrying amount of the asset (cash-generating unit) is reduced to its recoverable amount. An impairment loss is recognised in profit or loss immediately, unless the relevant asset is carried at fair value, in which case the impairment loss is treated as a revaluation decrease.

Where an impairment loss subsequently reverses, the carrying amount of the assets (cash-generating unit) is increase to revised estimate of its recoverable amount, but only to the extent that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset (cash-generating unit) in prior years. A reversal of an impairment loss is recognised in profit or loss immediately, unless the relevant asset is carried at fair value, in which case the reversal of the impairment loss is treated a revaluation increase.

Key judgements

Provision for impairment of receivables

The company has performed a historical assessment of receivables from Bendigo and Adelaide Bank Limited and found no instances of default. As a result no impairment loss allowance has been made in relation to the Bendigo and Adelaide Bank Limited receivable as at 30 June 2019.

Employee benefits

For the purpose of measurement, AASB 119: Employee Benefits defines obligations for short-term employee benefits as obligations expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related service. As the company expects that all its employees would use all their annual leave entitlements earned during a reporting period before 12 months after the end of the reporting period, the directors consider that obligations for annual leave entitlements satisfy the definition of short-term employee benefits and, therefore, can be measured at the (undiscounted) amounts expected to be paid to employees when the obligations are settled.

Notes to the financial statements (continued)

Note 1. Significant accounting policies (continued)

Accounting policies (continued)

Application of new and amended accounting standards

There are two new accounting standards which have been issued by the AASB that became mandatorily effective for accounting periods beginning on or after 1 January 2018, and are therefore relevant for the current financial year.

AASB 15 Revenue from contracts with customers

AASB 15 replaces AASB 111 Construction Contracts, AASB118 Revenue and related interpretations and it applies, with limited exceptions, to all revenue arising from contracts with customers. AASB 15 establishes a five-step model to account for revenue arising from contracts with customers and requires that revenue be recognised at an amount that reflects the consideration to which an entity expects to be entitled in exchange for transferring goods or services to a customer.

AASB 15 requires entities to exercise judgment, taking into consideration all of the relevant facts and circumstances when applying each step of the model to contracts with their customers. The standard also specifies the accounting for the incremental costs of obtaining a contract and the costs directly related to fulfilling a contract. In addition, the standard requires extensive disclosures.

The existing revenue recognition through the monthly Bendigo and Adelaide Bank Limited profit share provides an accurate reflection of consideration received in exchange for the transfer of services to the customer. Therefore based on our assessment this accounting standard has not materially affected any of the amounts recognised in the current period and is not likely to affect future periods.

AASB 9 Financial instruments

AASB 9 sets out requirements for recognising and measuring financial assets, financial liabilities and some contracts to buy or sell non-financial items. This standard replaces AASB 139 Financial Instruments: Recognition and Measurement.

Based on our assessment this accounting standard has not had any impact on the carrying amounts of financial assets or liabilities at 1 July 2018. For additional information about accounting policies relating to financial instruments, see Note 1.

There are also a number of accounting standards and interpretations issued by the AASB that become effective in future accounting periods.

The company has elected not to apply any accounting standards or interpretations before their mandatory operative date for the annual reporting period beginning 1 July 2018. These future accounting standards and interpretations therefore have no impact on amounts recognised in the current period or any prior period.

AASB 16 Leases

Only AASB 16, effective for the annual reporting period beginning on or after 1 January 2019 is likely to impact the company. AASB 16 introduces a single, on-balance sheet lease accounting model for lessees. A lessee recognises a right-of-use asset representing its right to use the underlying asset and a lease liability representing its obligation to make lease payments. There are recognition exemptions for short-term leases and leases of low-value items. Lessor accounting remains similar to the current standard - i.e. lessors continue to classify leases as finance or operating leases.

AASB 16 replaces existing leases guidance, including AASB 17 Leases and related Interpretations. This standard is mandatory for annual reporting periods beginning on or after 1 January 2019.

The company plans to apply AASB 16 initially on 1 July 2019, using the modified retrospective approach. Therefore, the cumulative effect of adopting AASB 16 will be recognised as an adjustment to the opening balance of retained earnings at 1 July 2019, with no restatement of comparative information.

Notes to the financial statements (continued)

Note 1. Significant accounting policies (continued)

Accounting policies (continued)

Application of new and amended accounting standards (continued)

AASB 16 Leases (continued)

The company has assessed the estimated impact that initial application of AASB16 will have on its financial statements. The actual impacts of adopting the standard on 1 July 2019 may change.

The company will recognise new assets and liabilities for operating leases of its branch. The nature of expenses related to these leases will now change as the company will recognise a depreciation charge for the right-of-use assets and interest expense on lease liabilities. Previously, the company recognised operating lease expense on a straight-line basis over the term of the lease.

No significant impact is expected on the company's financials.

	2019 \$	2018 \$
Note 2. Revenue and other income		
Revenue		
ATM Revenue	65,760	65,981
Commissions Received	184,620	166,573
Gross Margin Income	1,661,598	1,603,092
Other revenue	142,607	159,665
	2,054,585	1,995,311
Other revenue:		
Interest received	15,214	9,481
Marketing Development Fund	45,000	45,000
	60,214	54,481
Total revenue	2,114,799	2,049,792
Interest revenue from:		
Bendigo and Adelaide Bank Limited	15,214	9,481

Note 3. Auditor's remuneration

Auditing the financial statements	15,250	14,252
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Notes to the financial statements (continued)

	2019 \$	2018 \$
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Note 4. Profit for the year

Profit before income tax from continuing operations includes the following expenses:

Expenses		
Depreciation of property, plant and equipment	18,226	21,175
Total Depreciation	18,226	21,175
Bad Debts	2,328	2,382
Total bad and doubtful debts	2,328	2,382
IT Leasing	59,160	63,204
ATM Leasing	11,567	11,863
Total leasing charges	70,727	75,067

Note 5. Income tax

The components of income tax comprise:

Income tax payable on current year tax profits	47,389	82,969
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A future income tax benefit has been recognised for unused tax losses to the extent that it is probable that the entity will have future taxable profits available against which the unused tax losses can be utilised. Losses for 2014, 2015 and 2016 have been incurred largely due to the start up of the Marriott Waters Branch and are considered to be temporary. Budgeted forecasts indicate that carried forward losses will be fully consumed by the 30th June 2020.

	2019 \$	2018 \$
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Note 6. Dividends

Dividends recognised as distribution and paid during the year	24,186	24,186
Declared fully franked ordinary dividend per share	\$0.07	\$0.07

Note 7. Cash and cash equivalents

Cash at Bank	91,778	177,137
Investment Account	800,000	600,000
Security Deposit - Marriott Waters	25,000	25,000
Petty Cash on Hand	91	127
	916,869	802,264

Reconciliation of cash:

Cash at the end of the financial year as shown in the statement of cash flows is reconciled to the related items in the statement of financial position as follows:

Per the statement of financial position	916,869	802,264
Per the statement of cash flows	916,869	802,264

Notes to the financial statements (continued)

	2019 \$	2018 \$
Note 8. Trade and other receivables		
Trade Debtors - receivable from Bendigo and Adelaide Bank Ltd	157,752	161,592

Credit Risk

The Company's sole receivable is from Bendigo and Adelaide Bank Ltd.

No provision for impairment is deemed necessary.

Note 9. Other current assets

Prepayments	8,406	16,231
Future income tax benefit	38,410	85,799
	46,816	102,030

The company does not hold any financial assets whose terms have been renegotiated, but which would otherwise be past due or impaired.

Note 10. Property, plant and equipment

Leasehold improvements

Opening balance at cost	331,657	331,657
Additions	-	-
Closing balance at cost	331,657	331,657
Less accumulated depreciation	(58,317)	(49,098)
Total leasehold improvements	273,340	282,559

Plant & equipment

Opening balance at cost	121,446	121,446
Disposals	-	-
Additions	13,572	-
Closing balance at cost	135,018	121,446
Accumulated depreciation	(68,732)	(59,725)
Total plant and equipment	66,286	61,721
Total property, plant and equipment	339,626	344,280

Note 11. Trade and other payables

Creditors and Accruals	37,854	42,916
GST Payable	50,155	51,990
PAYG Withheld from Salary & Wages	14,065	14,417
	102,074	109,323

Notes to the financial statements (continued)

	2019 \$	2018 \$
Note 12. Provisions		
Provision for Employee Entitlements – Superannuation	534	-
Provision for Employee Entitlements – Annual Leave	71,624	64,385
Provision for Employee Entitlements – Long Service	103,993	77,262
Total employee entitlements provisions	176,151	141,647
Provision for Dividend	14,862	5,724
Total provisions	191,013	147,371
Analysis of Total Provisions		
Current liabilities	170,869	129,093
Non-current liabilities	20,144	18,278
Total provisions	191,013	147,371

Provision for employee benefits

Provision for employee benefits represents amounts accrued for annual leave and long service leave.

The current portion for this provision includes the total amount accrued for annual leave entitlements and the amounts accrued for long service leave entitlements that have vested due to employees having completed the required period of service. Based on past experience, the company does not expect the full amount of annual leave or long service leave balances classified as current liabilities to be settled within the next 12 months. However, these amounts must be classified as current liabilities since the company does not have an unconditional right to defer the settlement of these amounts in the event employees wish to use their leave entitlement.

The non-current portion for this provision includes amounts accrued for long service leave entitlements that have not yet vested in relation to those employees who have not yet completed the required period of service.

In calculating the present value of future cash flows in respect of long service leave, the probability of long service leave being taken is based on historical data. The measurement and recognition criteria relating to employee benefits have been discussed in Note 1.

	2019 \$	2018 \$
Note 13. Issued capital		
345,510 Ordinary Shares at \$0.75 (2018: \$1.00) each fully paid	259,132	345,510

There are no externally imposed capital requirements.

(a) Movements in issued Capital

The shareholders resolved at the AGM on 26 November 2018, to make a Return of Capital of \$0.25 per share totalling \$86,377.50. This was paid on 29 April 2019.

Notes to the financial statements (continued)

Note 13. Issued capital (continued)

(b) Rights of Capital

Ordinary shareholders participate in dividends and the proceeds on winding up of the company in proportion to the number of shares held. At the shareholders' meetings each ordinary share is entitled to one vote when a poll is called; otherwise each shareholder has one vote on a show of hands.

(c) Capital Management

Management controls the capital of the company in order to maintain a satisfactory debt to equity ratio and to ensure that the company can fund its operations and continue as a going concern.

The company's debt and capital includes ordinary share capital and financial liabilities, supported by financial assets. Currently, the company does not consider it necessary to finance its operations through debt capital. Accordingly, the company's only material financial liabilities at the end of the reporting period are trade and other payables.

Management manages the company's capital by assessing the company's financial risks and adjusting its capital structure in response to changes in these risks and in the market.

There have been no changes in the capital structure or the objectives, policies, processes and the strategy adopted by management to manage the capital of the company from the previous period.

The capital structure at 30 June 2019 and the previous corresponding year end is as follows:

	2019 \$	2018 \$
Borrowings:		
debt instruments issued	-	-
bank loans	-	-
bank overdraft	-	-
Total Borrowings	-	-
Trade and other payables	102,074	109,323
Less cash and cash equivalents	916,869	802,264
Net debt	-	-
Total equity	1,167,976	1,153,472
Total capital	1,167,976	1,153,472
Gearing ratio (%)	0.00%	0.00%

Note 14. Retained earnings

Retained earnings at the beginning of the financial period	807,962	613,322
Net profit attributable to members of the company	125,068	218,826
Dividends provided for or paid	(24,186)	(24,186)
Retained earnings at the end of the financial period	908,844	807,962

Notes to the financial statements (continued)

Note 15. Events after the reporting period

The directors are not aware of any significant events since the end of the reporting period.

	2019 \$	2018 \$
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Note 16. Cash flow information

Reconciliation of Cash Flow from Operations with Profit after Income Tax

Profit after income tax	125,068	218,826
Depreciation	18,226	21,175
(Increase) in debtors and prepayments provision	11,666	(314)
Decrease in future income tax benefit	47,388	82,969
Increase/(Decrease) in trade payables and accruals	2,422	2,673
Increase/(Decrease) in provisions	33,971	(10,666)
Return of Share Capital	(86,378)	-
Net Cash Provided by Operating Activities	152,363	314,663

Note 17. Financial risk management

The company's financial instruments consist mainly of deposits with banks; local money market investments; investments in term-deposits, listed equity instruments, and managed funds; accounts receivable and payable; and loans made to related parties and investment loans.

The totals for each category of financial instruments, measured in accordance with AASB 9: Financial Instruments as detailed in the accounting policies, are as follows:

	Note	2019 \$	2018 \$
Financial assets			
Cash and cash equivalents (net of bank overdrafts)	7	916,869	802,264
Trade and other receivables	8	157,752	161,592
		1,074,621	963,856
Financial liabilities			
Trade and other payables	11	102,074	109,323
		102,074	109,323

Financial risk management policies

The Directors' overall risk management strategy seeks to assist the company in meeting its financial targets, whilst minimising potential adverse effects on financial performance. Risk management policies are approved and reviewed by the Director's on a regular basis. These include the credit risk policies and future cash flow requirements.

Senior executives meet on a regular basis to analyse financial risk exposure in the context of the most recent economic conditions and forecasts.

Notes to the financial statements (continued)

Note 17. Financial risk management (continued)

Specific financial risk exposures and management

The main risks the company is exposed to through its financial instruments are credit risk, liquidity risk and market risk relating to interest rate risk. There have been no substantive changes in the types of risks the company is exposed to, how these risks arise, or the Directors' objectives, policies and processes for managing or measuring the risks from the previous period.

a. Credit risk

Exposure to credit risk relating to financial assets arises from the potential non-performance by counterparties of contract obligations that could lead to a financial loss to the company. The company's objective in managing credit risk is to minimise the credit losses incurred, mainly on trade and other receivables. There is no significant credit risk exposure on available-for-sale financial assets and held-to-maturity investments.

All cash and cash equivalents are held with large reputable financial institutions within Australia and therefore credit risk is considered minimal.

b. Liquidity risk

Liquidity risk arises from the possibility that the company might encounter difficulty in settling its debts or otherwise meeting its obligations related to financial liabilities. The company is not currently exposed to any significant liquidity risk on the basis that the realisable value of financial assets is significantly greater than the financial liabilities due for settlement. The company manages its liquidity risk through the following mechanisms:

- preparing forward-looking cash flow analyses in relation to its operating, investing and financing activities;
- maintaining a reputable credit profile;
- managing credit risk related to financial assets;
- only investing surplus cash with major financial institutions; and
- comparing the maturity profile of financial liabilities with the realisation profile of financial assets.

c. Market risk

Exposure to interest rate risk arises on interest-bearing financial assets and financial liabilities recognised at the end of the reporting period whereby a future change in interest rates will affect either the future cash flows (in the case of variable interest instruments) or the fair value financial instruments (in the case of fixed rate instruments).

Interest rate risk is managed using a mix of fixed and floating rate instruments. At 30 June 2019, the Company had no interest-bearing financial liabilities.

The company also manages interest rate risk by ensuring that, whenever possible, payables are paid within any pre-agreed credit terms.

Note 18. Related party transactions

The Company's main related parties are as follows:

Key management personnel

Any person(s) having authority and responsibility for planning, directing and controlling the activities of the company, directly or indirectly, is considered key management personnel. The board considers that the directors are the only key management personnel.

Notes to the financial statements (continued)

	2019 \$	2018 \$
Note 18. Related party transactions (continued)		
Key management personnel (continued)		
Key management personnel compensation:		
Directors' fees	112,500	97,500
Superannuation on directors' fees	10,688	9,262
	123,188	106,762

Other related parties of the company

Other related parties include close family members of key management personnel and entities that are controlled or jointly controlled by those key management personnel, individually or collectively with their close family members.

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties (i.e. at arm's length) unless the terms and conditions disclosed below state otherwise. The following transactions occurred with related parties:

Hyde Cooper Wells Pty Ltd (Malcolm Wells) – fees for tax returns, payroll and other related accounting services. \$8,940 (2018: \$4,292).

Iceberg Corporate Pty Ltd (Jason Pater) – fees for administrative and other related accounting services. \$24,800 (2018: \$24,800).

Sugars Marketing (Mason Sugars) - fees for social media management \$8,465 (2018: \$8,360).

Shares held by director related entities:-

Shares held directly or indirectly by directors represent 21% of the total shares issued in Carrum Downs Financial Services Ltd.

Note 19. Fair value measurement

The company does not subsequently measure any liabilities at fair value on a recurring basis, or any assets or liabilities at fair value on a non-recurring basis.

Fair value hierarchy

AASB 13 requires the disclosure of fair value information by level of the fair value hierarchy, which categorises fair value measurements into one of three possible levels based on the lowest level that an input that is significant to the measurement can be categorised into as follows:

Level 1	Level 2	Level 3
Measurements based on quoted prices (unadjusted) in active markets for identical assets or liabilities that the entity can access at the measurement date.	Measurements based on inputs other than quoted prices included in Level 1 that are observable for the asset or liability, either directly or indirectly.	Measurements based on unobservable inputs for the asset or liability.

The fair values of assets and liabilities that are not traded in an active market are determined using one or more valuation techniques. These valuation techniques maximise, to the extent possible, the use of observable market data. If all significant inputs required to measure fair value are observable, the asset or liability is included in Level 2. If one or more significant inputs are not based on observable market data, the asset or liability is included in Level 3.

Notes to the financial statements (continued)

Note 19. Fair value measurement (continued)

Valuation techniques

The company selects a valuation technique that is appropriate in the circumstances and for which sufficient data is available to measure fair value. The availability of sufficient and relevant data primarily depends on the specific characteristics of the asset or liability being measured. The valuation techniques selected by the company are consistent with one or more of the following valuation approaches:

Market approach: valuation techniques that use prices and other relevant information generated by market transactions for identical or similar assets or liabilities.

Income approach: valuation techniques that convert estimated future cash flows or income and expenses into a single discounted present value.

Cost approach: valuation techniques that reflect the current replacement cost of an asset at its current service capacity.

Each valuation technique requires inputs that reflect the assumptions that buyers and sellers would use when pricing the asset or liability, including assumptions about risks. When selecting a valuation technique, the Company gives priority to those techniques that maximise the use of observable inputs and minimise the use of unobservable inputs. Inputs that are developed using market data (such as publicly available information on actual transactions) and reflect the assumptions that buyers and sellers would generally use when pricing the asset or liability are considered observable, whereas inputs for which market data is not available and therefore are developed using the best information available about such assumptions are considered unobservable.

Note 20. Company details

Carrum Downs Financial Services Limited
ACN 088 990 470

Registered office:
Shop 3, 100 Hall Road, Carrum Downs Shopping Centre
Carrum Downs VIC 3201

Directors' declaration

In accordance with a resolution of the directors of Carrum Downs Financial Services Limited, the directors of the company declare that:

- 1 The financial statements and notes, as set out on pages 6 to 36, are in accordance with the Corporations Act 2001 and:
 - (a) comply with Accounting Standards which, as stated in accounting policy note 1 to the financial statements, constitutes compliance with International Financial reporting standards; and
 - (b) give a true and fair view of the financial position as at 30 June 2019 and of the performance for the year ended on that date, of the company.
- 2 In the directors' opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made on the 23 September 2019 in accordance with a resolution of the Board of Directors.



Lindsay Wells
Director



Jason Pater
Director

Independent audit report

INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF CARRUM DOWNS FINANCIAL SERVICES LIMITED
89 088 990 470

Report on the Audit of the Financial Report

Opinion

I have audited the financial report of Carrum Downs Financial Services Limited, which comprises the statement of financial position as at 30th June 2019, the statement of profit or loss, statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and other explanatory information and the directors' declaration.

In my opinion:

the accompanying financial report of Carrum Downs Financial Services Limited is in accordance with the *Corporations Act 2001*, including:

- (i) giving a true and fair view of the Company's financial position as at 30th June 2019 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards and the *Corporations Regulations 2001*; and

Basis for Opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report. I am independent of the Company in accordance with the auditor independence requirements of the *Corporations Act 2001* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code.

I confirm that the independence declaration required by the *Corporations Act 2001*, which has been given to the directors of the company, would be in the same terms if given to the directors as at the time of this auditor's report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Information Other than the Financial Report and Auditor's Report Thereon

The directors are responsible for the other information. The other information comprises the information included in the Company's report for the year ended 30th June 2019, but does not include the financial report and our auditor's report thereon. My opinion on the financial report does not cover the other information and accordingly I do not express any form of assurance conclusion thereon. In connection with my audit of the financial report, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or my knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact. I have nothing to report in this regard.

Responsibilities of the Directors for the Financial Report

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the *Corporations Act 2001* and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Independent audit report (continued)

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF CARRUM DOWNS FINANCIAL SERVICES LIMITED
89 088 990 470**

In preparing the financial report, the directors are responsible for assessing the ability of the Company to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

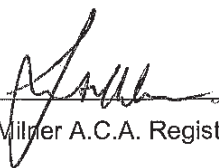
As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entity or business activities to express an opinion on the financial report. I am responsible for the direction, supervision and performance of the Company audit. I remain solely responsible for my audit opinion.

Independent audit report (continued)

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF CARRUM DOWNS FINANCIAL SERVICES LIMITED
89 088 990 470**

I communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.



Mr. L.A. Milner A.C.A. Registered Auditor

Venn Milner Accounting Services Pty Ltd
Chartered Accountants
Suite 1, 10-12 Chapel Street Blackburn Vic 3130

Date : 23rd September 2019

Carrum Downs Community Bank Branch
Shop 3, Carrum Downs Regional Shopping Centre,
100 Hall Road, Carrum Downs VIC 3201
Phone: (03) 9782 9788 Fax (03) 9782 9799
www.bendigobank.com.au/carrum-downs

Marriott Waters branch
Shop A5/6, Marriott Waters Shopping Centre,
10-18 Society Avenue, Lyndhurst VIC 3975
Phone: (03) 9799 0344 Fax (03) 9799 0015
www.bendigobank.com.au/marriott-waters

Franchisee: Carrum Downs Financial Services Limited
Shop 3, Carrum Downs Regional Shopping Centre,
100 Hall Road, Carrum Downs VIC 3201
Phone: (03) 9782 9788
ABN: 89 088 990 470

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