



From the Chairman...

The first quarter of 2012 has seen your Board and branch staff working hard on a number of important initiatives. The exciting outcome of our first Community Grants Program - with 27 grants totalling \$220,000 - is reported below in this newsletter, and will make a huge contribution to important projects in our local community. This is the real and tangible benefit of the **Community Bank**[®] concept which none of the major banks can match.

In mid March our audited Half Year Results were lodged with ASIC and the BSX. The 'facts and stats' panel shows a comparison with our performance in the prior year, and shows clearly how well your Company and **Community Bank**[®] branch is being supported by the local community.

In our summer newsletter we invited shareholders to provide feedback on a wide range of issues via our first shareholder survey. More than 20% of shareholders responded - thank you - which again demonstrates the importance that you put on the work we are doing. A summary of some of the significant responses is provided on page four, and we will let you know how we intend to incorporate your feedback into our strategic plans in a future newsletter.

Adrian Nelson
Chairman

Awarding community grants

Clifton Hill/North Fitzroy **Community Bank**[®] Branch is delighted to be awarding more than \$220,000 to 27 successful applicants to our inaugural Community Grants Program.

Administered by Bendigo and Adelaide Bank Ltd's Community Enterprise Foundation[™], our first Community Grants Program received a huge number of applications with more than 55 organisations seeking funding for projects.

"We were very impressed with the quality of applications we received and thrilled to be able to award so many organisations a grant to undertake their worthy projects, many of which may not have been financially viable without the support of the **Community Bank**[®] branch. We congratulate all of the successful recipients and look forward to witnessing the valuable contribution and impact these projects will make to the communities in which we live," said Chairman Adrian Nelson.



Latest Clifroy facts and stats

As at	Dec 2011	Dec 2010	Variance %
Total business	\$134m	\$110m	22%
Deposits	\$81m	\$68m	19%
Loans	\$46m	\$34m	35%
Other business	\$7m	\$9m	-22%
Active accounts	3,072	2,866	7%
Community sponsorships*	\$271,000 (31.2 cents/share)	\$178,000 (20.5 cents/share)	52%
Shareholder returns and dividends*	\$156,060 (18.0 cents/share)	\$86,700 (10.0 cents/share)	80%

* Cumulative totals from branch opening Feb 2006.

For more detailed information the audited Clifroy Ltd 2011/12 Half Year Results may be accessed via the Bendigo Stock Exchange website (www.bsx.com.au). Use the drop-down menu to select company code 'CFY' and 'Announcements'.

World Youth Scrabble Champion



Eleven year old Victorian boy, Anand Bharadwaj, won the World Youth Scrabble Championship in Malaysia in December 2011 and became the youngest champion in the competition's history.

Sponsored by the **Community Bank**[®] branch, Anand endured three intense days of scrabble, playing 24 games and eventually beating 84 competitors from around the world to take out the title. In doing so, he became the first person under

16 years of age to win the event - a phenomenal achievement for a boy still at primary school!

We congratulate Anand and know that armed with such remarkable focus and determination he can go on to achieve anything he sets his mind to.

Supporting kids with disability



The **Community Bank**[®] branch was proud to support and get involved with 'International Day of People with a Disability' on 5 December.

Staff wore t-shirts and joined Clifton Hill Primary School, local residents, business owners, parents,

local, state and federal government to mark this significant day which highlights the importance of inclusion, respect and recognition of children with disability.

This was an inspiring example of the **Community Bank**[®] branch and the local community pulling together to make a difference and raise money for an important cause.



Celebrating women in the workplace

To mark International Women's Day on 8 March, Women In Rotary hosted a dynamic and thought provoking breakfast titled 'Martians and Venusians in the workplace - colliding planets or equal players'.



MC Tracy Bartram hosted a Q&A style panel with high profile guests including Mary Crooks, Andrew Demetriou, Harold Mitchell and Fabian Dattner. More than 700 guests came along to hear this insightful and lively panel tackle some of the challenging issues facing men and women in the workplace, including questions about the gender gap in the upper echelons of industry, the importance of gender balance and how we build a more harmonious workplace.

The **Community Bank**[®] branch was proud to be a major sponsor of this event and to celebrate the 101st birthday of International Women's Day - a global day celebrating the economic, political and social achievements of women past, present and future.

Inspiring young students

Two talented year 12 students, Hester MacKinnon and Campbell Wheeler, from Princess Hill Secondary College have each been awarded a \$5,000 scholarship by the **Community Bank**[®] branch so they can commence studies at university in 2012.

Both students are academically gifted but without the support of the Bendigo and Adelaide Bank Scholarship Program, one of the largest in Australia, studying at university would be financially out of their reach. However, now both students are able to pursue their career aspirations with Hester studying Arts Law at Monash University and Campbell studying Science at Melbourne University.

'Hester and Campbell are very deserving of these scholarships and I wish them all the best of luck as they begin an exciting journey toward achieving their goals' said Branch Manager Rod May.



Clifroy goes national from July

From 1 July 2012, Clifroy Ltd shares will transfer their listing from the Bendigo Stock Exchange (BSX) to the National Stock Exchange (NSX). This move is necessary as the BSX will only list cleantech stocks from that date.

The NSX is operated by the same group as the BSX, and uses the same infrastructure. Shareholders will benefit by having their Clifroy shares listed on a bigger and growing exchange with more brokers available to handle transactions. Clifroy will not incur any ongoing increased costs as a result of the transfer, and during FY 2012/13 will benefit from discounts that have been negotiated. The specific changes to note are as follows:

Company Share Code: CFY (unchanged)

NSX Website: www.nsx.com.au (all current trading history and other CFY information will be transferred and be accessible via this website)

Brokers: The listing of all NSX brokers can be found at www.nsx.com.au/broker_list.asp (note that as CFY operates a certificated share register, only brokers who are authorised to trade in Certificated Stock can be used. Common brokers such as Bell Potter, Patersons, RBS Morgans, EL & C Baillieu are all authorised).

Supporting little bean growers



The **Community Bank**[®] branch has just announced it is sponsoring three local primary schools – Merri Creek Primary School, Fitzroy Community School and Sophia Mundi Steiner School - to take part in the Organic School Gardens Program as part of their curriculum this year.

This 'Local Heroes, Local Schools' initiative provides a free organic gardening curriculum, including practical support through detailed lessons and accompanying teacher's notes. All of the students, aged eight to 12 years, get the unique opportunity to learn about organic gardening methods, the importance of healthy living and a healthy environment, and most importantly how to work together to get their organic garden 'off the ground'.

"The **Community Bank**[®] branch is excited to be supporting this innovative program. We look forward to watching these students grow in knowledge and ability as their little beans grow into a garden they are sure to be proud of," said Branch Manager Rod May.

Bendigo Bank named 'Business Bank of the Year'

Bendigo Bank has been named Business Bank of the Year (2011) at Roy Morgan Research's inaugural Customer Satisfaction Awards. The accolade follows the Bank recording the highest business customer satisfaction score in the Roy Morgan December survey, with a rating of 75.4 per cent - this was almost six points ahead of our nearest competitor.

The customer and industry recognition comes after many years of hard work by the bank's dedicated business banking staff. The results and the award demonstrates our efforts to deliver industry-leading customer service which is something valued by the community. In addition to this, we continue to out-perform the big four in business customer satisfaction.

"Part of our success is the ability to meet the needs of a wide range of business clients. Whether it's a big business, small business or a primary producer we have the staff, products and services available, to ensure that together, we can make people's businesses stronger. Congratulations and thanks to everyone involved in helping us achieve this great result," said Branch Manager Rod May.



Bowling up for a good cause

More than 100 people, including a **Community Bank**[®] branch team calling themselves the 'Clifroy Stallions', dressed with 'colour and pizzazz' for the YoorallaBOWL Tournament on Sunday 18 March.

Yooralla, Victoria's oldest and largest disability service provider, held this family-friendly team-based competition to raise awareness and funds for disability and to encourage everyone to play irrespective of their age, gender or ability. Practice sessions were held every Wednesday evening at the Fitzroy Bowls Club in the lead up to the event to give players the opportunity to fine tune their skills or at least loosen up their bowling arms!

At the conclusion of a fun and lively day of bowls, the **Community Bank**[®] branch awarded the winning team - the 'Rotary Roys' from the Rotary Club of Fitzroy - a \$2,000 prize which they kindly donated to Yooralla and the Rotary Club.

"A large number of us from the **Community Bank**[®] branch and Board came along to play and help raise awareness and funds for disability. The event highlighted why lawn bowls is one of the most inclusive and welcoming of sports and we were proud to be a part of it", said Director Michelle Burns.





Fair to remember

After six years of not having a fair, Fairfield Primary School came back with a bang this year and put on 'a fair to remember' on Saturday 17 March. With glorious weather, crowds streamed in the school gates to enjoy great music, food and wine, a giant kids' slide, carnival rides, a sideshow alley and stalls with things to make, buy and do!

Community Bank® Director, Michelle Burns, joined in the festivities and was particularly impressed by the passion and creativity shown by many of the students who were involved with the Billy-Cart Auction to raise money for the Grade Six camp.

'About a dozen students had built and decorated their own billy-cart with padded seats, stenciled artwork and even flames shooting out the back. Although they all had pride in their handiwork, they seemed even keener to put on their helmets and test drive whose billy-cart was fastest!' said Michelle Burns.

The **Community Bank®** branch was proud to sponsor 'A Fair To Remember' which helped raise a total of \$58,000 for the school.



Dividends unpaid

In September 2011 Clifroy Ltd declared its first dividend of 8 cents per share. Our share registry manager AFS & Associates are still holding in excess of \$10,000 on behalf of some 70 shareholders who have not yet provided their bank account details to enable dividend payments to be made electronically. This includes more than 20 amounts in excess of \$100 each.

To safeguard your shares and ensure that you receive your dividends efficiently, we ask that you keep your contact details up to date and provide your bank account details and tax file number.

All of the above information can be provided to AFS by downloading the appropriate forms via the AFS website <http://www.afsbendigo.com.au/share-registry.php> (scroll down until the Forms section is visible). Download the relevant form, complete it, provide authorisation and certification (if necessary the **Community Bank®** branch can help with this), and send to AFS as follows:

By Post to: AFS & Associates Pty Ltd, PO Box 454, Bendigo VIC 3552

By Fax to: 03 5443 5304

By Email to: shareregistry@afsbendigo.com.au

Survey feedback

Here are some of the things those who responded to the recent shareholder survey told us:

- Most support the **Community Bank®** branch because they want to encourage the retention of banking profits in the local community and are pleased to see this happening.
- While many are pleased with the information we provide about our community sponsorships and grants, there is an appetite for more information.
- We received considerable feedback about the importance placed on the different areas we sponsor (arts, sports, aged care etc).
- Over half were satisfied with the quality and frequency of our shareholder events.
- Over half consider themselves positive advocates for the **Community Bank®** branch however over one third still do not bank with us.

We want your feedback

For further information about any of the articles in this newsletter, please contact Company Chairman, Adrian Nelson E: ahnelson@ozemail.com.au or M: 0418 102 672 or the Secretary Michelle Burns E: michelleburns@netspace.net.au or M: 0409 028 284 or visit our branch.

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Opening hours: Monday to Friday 9.00am – 5.00pm
and Saturday mornings 9.00am – 12noon.

www.bendigobank.com.au/clifton_hill_north_fitzroy

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