

Collie **Community Bank**[®] Branch Newsletter August 2010

Chairman's report

Welcome to the latest edition of the Collie **Community Bank**[®] Branch's quarterly newsletter.

Your **Community Bank**[®] branch continues to perform very well in what continues to be a trying time both in the broader financial market and Collie specifically as well. As highlighted in our last newsletter, we were on the cusp of hosting the Western Australian **Community Bank**[®] State Conference, which was highly successful. We welcomed some 150 delegates from around Western Australia to our community, along with a number of interstate visitors.

We continue to look to develop new ways to meet the financial needs of our community from a banking perspective, while using the profits from your **Community Bank**[®] branch to reinvest in our community and districts. It was a pleasure for Board Directors and myself, along with our Manager, to present \$20,000 to our neighbours in Darkan to go towards a new Ambulance.

We recently committed to making a financial contribution to the Griffin Festival, to ensure it's survival in 2010. This iconic event is simply too important to disappear. Your Board of Directors recently pledged \$200,000 to the Community Enterprise Foundation™ (the largest contribution from a Western Australian **Community Bank**[®] branch) on your behalf. This will allow us to make contributions within our community from this fund over time, as worthwhile projects come forward.

Finally, I encourage people from within Collie and the district to present any worthwhile community projects, which will contribute to the growth, strength, resilience and fabric of our community. We have money to contribute!

Glyn Yates
Chairman

Manager's report

We have had an interesting three months since the last newsletter, thanks to the Reserve Bank continually increasing interest rates. This provides all of our customers with some fantastic opportunities – to not only get a better return for your deposits, but also fix your home loan interest rates to offset any further increases. The staff at Collie **Community Bank**[®] Branch would be more than happy to talk to you about deposit and lending rates.

The branch is also pleased to welcome Tamara Knapp as our new Customer Relationship Manager. Tamara started at Collie in late May, and brings with her a wealth of knowledge from previous postings in Mount Barker, State Support in Perth & Bunbury, and at the Bunbury branch. Tamara understands the Bendigo way of banking, and is an excellent addition to the Collie team. When next in the branch please make yourself known to Tamara – she will be more than happy to meet you!

Until now, if you wanted to redraw surplus funds from your home loan, you had to come into the branch to sign a form and there was a cost of \$25 to make the transfer. Now, as long as you are registered for Online Banking, you can complete redraws yourself,

with no fees! If you wish to know more or would like to activate your Online Redraw, simply call into the branch and speak to one of our friendly staff.

Representatives from the Board, along with myself, recently travelled to Darkan to make a large donation to the Darkan St John's Ambulance. The Darkan community has been raising funds for some time to purchase a new ambulance and the Board felt this was a perfect opportunity to assist their community; who has, in turn, been supporters of the Collie **Community Bank**[®] Branch. Many Darkan residents make use of our Saturday trading hours – just one of the many things that set us apart from the other banks. We look forward to an ongoing banking relationship with the people of Darkan.

Travis Ellison
Branch Manager

Darkan St John's Ambulance



▲ John Piavanini, Ann Knapp, Neil Martin, Glyn Yates, Ron Knapp, Roger Telfer, Arthur Putland, Shirley Marsh, Travis Ellison, Susan Duffield and Wendy Cochrane.

Darkan are set to receive a new ambulance in October thanks to a \$20,000 donation from the Collie **Community Bank**® Branch. Chairman Glyn Yates said the St John Ambulance sub-branch in Darkan had run a number of fundraisers at Darkan and needed some major funding to get the project over the line.

"We saw the service as something vitally important not only to the people of West Arthur but also Collie residents and others who use the highway between Darkan and Collie," he said.

Allanson Playzone



▲ Allanson Playzone facilitator Melissa Annandale holding Kaz Digney (left), facilitator Hayley Digney, Kaitlin Davies, Kya Digney, Layne Marley and Darcy and Oliver Lister (back) with Collie **Community Bank**® Branch Manager Travis Ellison.

Allanson Playzone is an early learning program for pre-kindergarten aged children held at the Allanson Primary School on Thursday mornings. The playzone approached the Collie **Community Bank**® Branch, along with other sponsors, to assist with funding the newly created program. Flowing on from this, focus sessions such as spoken language development and the provision of learning resources have been held. Branch Manager Travis Ellison presented the cheque to facilitators Hayley Digney and Melissa Annandale with some of the kids of the Allanson Playzone.

A new addition to local bookshelves

A book five years in the making, which details the history of Collie was launched in June by Collie-Preston Member of the Legislative Assembly Mick Murray, in front of a gathered crowd of locals.

"A Rich and Diverse Heritage – A Snapshot of Collie 1898 to 2010" was written by local historian John Bird.

The Collie **Community Bank**® Branch is proud to have donated \$1,500 to this worthwhile project. Copies of the book can be purchased from Reuben's Newsagency, Collie Visitor Centre and Good Shed markets.

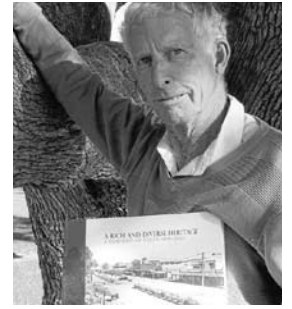


Photo courtesy Collie Mail.

Staff profile



Madeleine Menezes -
Customer Service Officer

Family members: Roger Menezes (Dad), Lisa Menezes (Mum), Oliver Menezes (Brother), Ringo (Pet Galah).

How long have you worked at Community Bank® branch: 14 months.

Years in banking: 1.1666666 years in banking.

Previous jobs: Reception work for my Dads Business, Cashier at Everything under the Sun, Cashier for Woolies.

What do I enjoy most about Community Bank® branch: Working with my colleagues, giving back to the community, helping people sort out any financial issues.

Hobbies: Piano, Guitar, Watching bands, Tearing up the dance floor.

Favourite sporting teams: Australian Ping Pong Team (not too fussed about sports...).

Favourite places visited: Gallipoli, Turkey, France, Bali, Queensland.

Other interesting stuff about Madeleine: I have been learning the piano for four years and have recently taken up the guitar. Love anything to do with music and live bands are my passion. Can often be seen at the Prince of Wales Bunbury watching my favourite bands.

Collie **Community Bank**® Branch,
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Phone: 9734 7411

Website: www.bendigobank.com.au

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

Collie & Districts Community Financial Services Limited

70 Forrest Street, Collie WA 6225

ABN: 76 096 536 355

Chairman: Glyn Yates.

Directors: John Piavanini, Joseph Italiano, Neil Martin, Ian Shannon, Paul Sweeney, Jocelyn Whiteaker, Ian Miffing, Kenneth Smallwood, Sharon Delfante (Non Director).