

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

Chairman's report

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

A number of significant events have occurred or been announced in our community since our last newsletter.

One of the most significant is the administration of Griffin Coal Mining Company. Within days of the announcement your **Community Bank**[®] branch discussed the situation and how it might impact our community and our business.

While this has created a period of uncertainty, we have the utmost confidence in the community's resilience and ability to bounce back. Customers affected by this are encouraged to contact our manager Travis Ellison if they need assistance.

The Board of Directors has acknowledged there may be a greater need for Collie **Community Bank**[®] Branch to fill some community project funding voids left by Griffin during this period of uncertainty.

Our banking business continues to grow. As our profitability grows, so too will our ability to channel a percentage of our profits into community projects

At our most recent meeting, the Board agreed to contribute \$20,000 to the Darkan community, who aim to raise \$100,000 to purchase a new ambulance. We hope our contribution helps the project come to fruition and off course we hope none of us have a need for its services!

Since opening, Collie **Community Bank**[®] Branch has donated almost \$600,000 to local community organisations and projects in the Collie area.

Excitedly we are in the final stages of planning for the **Community Bank**[®] State Conference, which will be held in Collie on 24 and 25 March 2010. The conference will attract almost 200 **Community Bank**[®] Directors and Bendigo and Adelaide Bank Ltd staff and I look forward to welcoming them to our community.

Glyn Yates
Chairperson

Manager's report

The Western Australian **Community Bank**[®] State Conference is fast approaching. This year's conference is being held in Collie on 24 and 25 March 2010.

Collie **Community Bank**[®] Branch's Board has worked extremely hard over the last two months to make the conference a successful event. The opportunity to host the state conference provides Collie with a unique opportunity to showcase its many facilities and attractions, including industry, business and fantastic lifestyle.

Unfortunately, we have also had some bad news. Our newest staff member, Clare Keil, has returned to Perth due to family reasons. Clare will be sorely missed and we thank her for her hard work during her time at the Collie branch. A replacement Customer Relationship Manager is still being sought. The staff and Board are doing everything possible to ensure we find the right person.

You will all no doubt be aware the Reserve Bank increased the official cash rate on the 2 March 2010. If you have any concerns or queries in

regards to your home loan, whether it should be fixed or variable, do not hesitate to contact us to discuss your ongoing needs.

Finally, are you aware that we offer more than home loans and term deposits? Collie **Community Bank**[®] Branch offers a full range of banking products, including:

- Equipment Finance Loans
- Agribusiness overdrafts and loans (through Rural Bank)
- Home, contents, motor vehicle, health & travel insurance
- Financial Planning.

Our fantastic staff are more than happy to help find the right account for you.

Travis Ellison
Branch Manager

Staff profile



Name: Jody Bignell.

Title: Customer Service Officer.

Family members: I live with my husband, Peter and children, Adam, Chelsea and Tiffany.

How long have you worked at the branch? 18 months.

Years in banking: 18 months.

Previous jobs: Teachers assistant and assistant lab technician at Collie Senior High School and

office manager at Woolworths Collie.

What do I enjoy most about Collie Community Bank® Branch? I

enjoy the great working relationship I have with the staff. We are like a little family. I also enjoy the interaction I have with our customers. They are an absolute pleasure to assist with their banking needs.

Hobbies: Cake decorating, cross stitch, scrap booking, cooking and photography.

Favourite sporting teams: Collie Eagles Football Club (Adam and Peter both play) and Mustangs Hockey Team (Tiffany, Adam and Peter all play). I haven't got a favourite AFL team because Peter and Adam are North Melbourne fans, Chelsea barracks for West Coast Eagles and Tiffany supports Richmond.

Favourite places visited: Hawaii, Los Angeles, Disneyland, San Francisco, Broome, Brisbane, Gold Coast, Sunshine Coast, Melbourne, Adelaide, Sydney and anywhere my family lives.

Other interesting stuff about Jody: I enjoy the modern country music, such as Alan Jackson, Garth Brooks, Martina McBride and Trisha Yearwood. Not the old timers like Slim Dusty! I am hooked on murder mystery books. My favourite authors are Mary Higgins Clarke, Iris Johansen, Kay Hooper and Karen Slaughter. I love spending time with my family and doing family activities such as fishing, camping, collecting wood and having family barbecues.

School sponsorships

Collie **Community Bank®** Branch continues to support local schools by sponsoring a number of annual student awards for achievements ranging from citizenship to dux awards.

The bank contributed to the following schools:

- Allanson Primary School
- Wilson Park Primary School
- Amaroo Primary School
- Fairview Primary School
- St Brigid's Primary School
- Collie Senior High School.

This year staff from the Collie **Community Bank®** Branch teamed up with the Directors to congratulate the winning students.



▲ Customer Service Officer Danelle Pelliciaro presents the dux award to Molley Prall.

Blanket Warmer for Emergency Ward

Patients who need emergency care at Collie District Hospital will now get a warm greeting – literally.

The hospital has recently taken delivery of a blanket warmer funded by Collie

Community Bank® Branch.

The warming unit, which cost almost \$6,000, holds nine blankets as well as intravenous (IV) fluid bags.

The blanket warmer had been on the hospital's wish list for many years; however it had never quite made it to the top. The hospital anticipated that it would use the blanket warmer everyday.



▲ Back – WA Country Health Services Derrick Simpson, Sharon Del Fante, John Piavanini, Jo Whiteaker, Travis Ellison & registered nurse Greta Moloney.

Your Collie **Community Bank®** Branch staff



▲ Sharon, Breanna, Clare, Joanne, Jody, "Piggy", Danelle and Travis with Madeleine at front.

Just in case you haven't visited your local Collie **Community Bank®** Branch lately, here's a list of your local **Community Bank®** branch staff:

Branch Manager	Travis Ellison
Customer Service Manager	Joanne Sanford
Customer Service Officer	Sharon Del Fante
Customer Service Officer	Breanna Tonkin
Customer Service Officer	Jody Bignell
Customer Service Officer	Danelle Pelliciaro
Customer Service Officer	Madeleine Menezes

Come in and see our friendly staff to discuss your banking needs.

Collie **Community Bank®** Branch,
70 Forrest Street, Collie WA 6225
Phone: 9734 7411
Website: www.bendigobank.com.au

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