



## Chairman's report.

It is always a pleasant duty to report to shareholders and customers on our results for the past year.

At our recent Annual General Meeting (AGM) we reported that our profit before tax \$298,966 and our holding increased to \$166 million which we consider a healthy increase in these trying business times. This result would not be possible without a great team effort, my thanks go to the Board and staff for their continued efforts to be successful for the community.

Most importantly our thanks go to the customers for their ongoing support, which has allowed the Creswick & District **Community Bank**<sup>®</sup> Branch to contribute just under \$100,000 in community grants and sponsorships. This money was spread over 34 recipients with 13 of these being first time receivers. Our customers should take pride knowing that they are contributing to these community groups.



The AGM approved a 10.5 cents a share fully franked dividend, which was up 1 cent on the previous year. We were privileged to have local Olympian Jared Tallent along with his wife Claire and father Peter as our guests at the AGM. Jared spoke at length about his wonderful career and achievements as well as the support and sacrifices his family made to



ensure he could pursue his dreams. He also gave guests the chance to ask questions and take photos with his Olympic medals. We would like to thank Jared and his family for taking time out of their busy lives to attend our evening.

Dr. Claire Hepper spoke about a local initiative that herself and Dr. Alison O'Neill have commenced with Shannon Packs, which is a medical pack that allows seriously ill people to stay in the comfort of their own homes. This is another fantastic community project that has now gone state wide due to the overwhelming support it has received.

The **Community Bank**<sup>®</sup> branch is looking forward to the next 12 months in growing our business even further, so that we can continue to contribute more to the Creswick & District community.

We will be celebrating our tenth birthday next year at the Doug Lindsay Recreation Reserve on Sunday 21 May, with a community day to be enjoyed by all. We would love for as many of our customers, shareholders and people of the Creswick & District community to join us and help celebrate this exciting milestone.

I ask you once again to continue to promote the Creswick & District **Community Bank**<sup>®</sup> Branch at every opportunity so that we can grow stronger and in turn contribute more to our local community to help make it a better community for all.

**Graeme Mitchell**  
Chairman

## Season's Greetings.

As the holiday season is upon us we find ourselves reflecting on the past year and those that have supported the Creswick & District **Community Bank**<sup>®</sup> Branch. We value our relationship with our customers and shareholders and would like to thank you for your ongoing support.

We look forward to working with you in the year to come. Wishing you a joyful Christmas and a prosperous New Year.

Creswick & District Financial Services Limited 1 Raglan Street, Creswick VIC 3363 ABN 14 119 315 258

**Directors:** Graeme Mitchell (Chairman), Michael Daunt (Secretary), Bob Orr (Treasurer), Marcus Walsh, Bernie Charleson, Janine Booth, Quentin Turner, Michael Beaumont, Timothy Hayes, Jeff Unmack and Joanne Bott.

## Managers' report.

This year the Creswick & District **Community Bank**® Branch distributed a total of just under \$100,000 in local grants and sponsorships which is an outstanding achievement. The money was spread between 34 recipients, 13 of these being first time receivers.

I am pleased to report that the branch had another excellent year overall growing our business by \$16 million. It is a particularly good result considering the interest rate environment and the competition from other sources. Despite the low rates our deposit growth has been a pleasant surprise and was the main reason the branch exceeded budget.

This is thanks to the dedication of the staff who provide top rate customer service, the dedication of the Board in promoting and supporting the branch and the loyalty of our customers without whom the branch would not exist.

After a number of staff changes in the past 12 months, my team and I are moving forward and have committed to giving our best effort to build on what is an extremely solid foundation. Our focus will be on getting to know our existing customers better and attracting new customers to further build the business.

Thank you to Gillian, Sophie, Natalie, Kristin, Fern and Louise who have made me feel extremely welcome in the few months that I have been with them. I have had the pleasure of meeting Ken and Marg Gibson who continue to do a fantastic job running the Clunes agency and together we will look at ways on which we can build both our reputation and customer base in the Clunes area.

Thank you to all of the Board of Directors for their warm welcome and I look forward to working with them in the future.

My thanks also to Leanne Martin, Mark O'Dowd and their team at State support who have been invaluable in helping me settle in. I look forward to meeting the rest of the team at the Bendigo and working with them to achieve our business, agribusiness and financial planning objectives.

I am grateful for the opportunity I have been given as Branch Manager and I invite you to come in and see my team and myself anytime you are passing by.

**Sue Armstrong**  
Branch Manager

## Community Bank® branch seeks 'Tallent'.

Following Olympic Medalist Jared Tallents attendance at the company's AGM as Guest Speaker, it has now been decided that our **Community Bank**® branch will provide a Perpetual Trophy and monetary assistance to be awarded annually in his name. This Trophy will be called 'The Jared Tallent Rising Star Award', its purpose is to assist and inspire young sports people in the district to further their passion and develop their talent to the highest level possible. Jared has been and continues to be a great inspiration, and his willingness to allow our branch to provide this award to encourage and assist our young district sports persons of the future is much appreciated.

**Michael Daunt**  
Company Secretary



## Banking made easier in Clunes.

We have listened to your feedback and are excited to announce that we will now be taking lending appointments in the Clunes agency located at 49 Fraser St Clunes. Please call the branch on 5345 1233 to make an appointment.

## Bon voyage Sophie!



After more than four years with us Sophie has decided to pack up and explore the world. She will be backpacking around South East Asia and America with her partner Ben for six months. We look forward to following her travels and seeing where in the world she may end up.

Sophie will be missed by the staff, Board and customers of the Creswick & District **Community Bank**® Branch and we wish her all the very best for whatever her future may hold.

## Welcome Gillian.

I started at the Creswick & District **Community Bank**® Branch in July this year as the Customer Relationship Manager looking after all of your home loan needs. I have spent the last 14 years in the finance industry doing various roles ranging from working in a branch to business banking as well as Mortgage broking. I am also a qualified Equine Myofunctional Therapist and in my spare time enjoy being a part of the Ballarat Adult Riders Club.



For any lending queries please contact the branch on 5345 1233 to make an appointment with Gillian.

## New Director.



We would like to take this opportunity to welcome our new Director, Jo Bott to the Board. We look forward to working with Jo and know that her extensive experience and wealth of knowledge will be an absolute asset to the Creswick & District **Community Bank**® Company Board.

## Sponsorship Snapshot.

We are always excited to help local groups with sponsorships and grants and these are just a handful of these that we have been able to give out over the past few months thanks to your ongoing support of the Creswick & District **Community Bank**® Branch.

**Creswick Theatre Group** – \$2,000 for storage container for costumes.

**Creswick Garden Club** – \$500 for sponsorship of Spring Garden Show.

**Creswick Hospital Auxiliary** – \$250 for Spring Luncheon.

**All Nations Masonic Lodge Clunes** – \$1,200 for defibrillator.

**Clunes Ag Society** – \$1,000 towards The Clunes Show.

**Clunes Bowling Club** – \$500 towards signage.

**VOGA Cycle Club** – \$2,000 for naming rights & sponsorship of "Brackenbury Classic" cycle race.

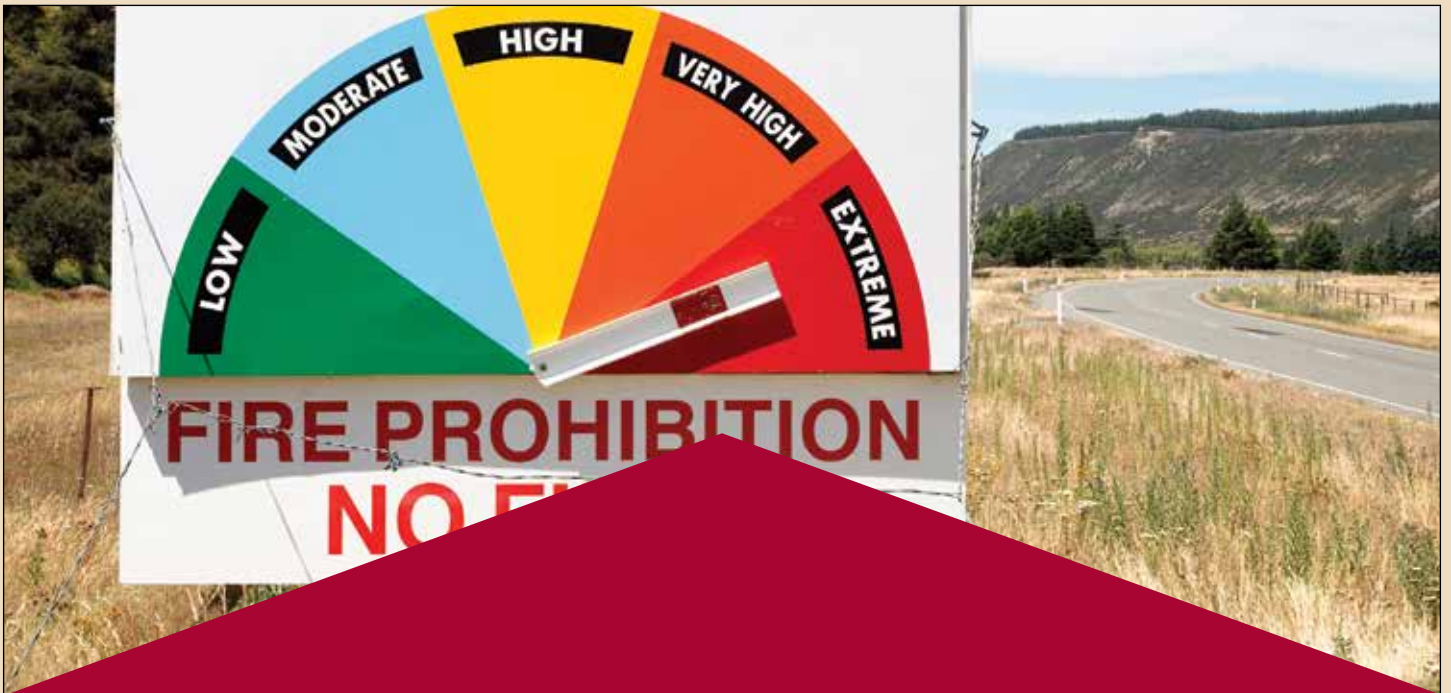
**Clunes FNC** – \$5,000 club sponsorship.

**Mt Prospect Tennis Association** – \$5,000 naming rights for tennis courts.

**Creswick FNC** – \$5,000 towards lights on the netball court.

**Creswick Lighthorse Troop** – \$5,000 towards yearly feeding costs for the horses.





## A timely reminder.

# Is the home insurance you have the insurance you need?

Let's face it most of us only think about insurance after something goes wrong.

With the bushfire season approaching, it's timely to think about the protection of your home, contents or investment property.

And knowing you're biggest assets are properly covered is important.

Many people underestimate how much insurance they actually need!

They simply renew their insurance policies each year without taking into consideration renovations, alterations, or new purchases.

Keep in mind that Bendigo Home and Contents building policies will cover you automatically in the event of a total loss for an additional amount up to 10 per cent of the building sum insured for each of the following:

- removal of debris
- rebuilding fees
- temporary accommodation

### **BIG tip.**

To give you the security of knowing your cover suits your needs, you can check the online calculator [bendigobank.com.au/calculators](http://bendigobank.com.au/calculators) or ask us for our **Are You Fully Covered** brochure and keep a copy of your own room-by-room inventory.

**To review your insurance needs, obtain a quote or arrange cover to protect your home and lifestyle call into our branch located at 1 Raglan Street, Creswick or phone 5345 1233.**

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[bendigobank.com.au/insurance](http://bendigobank.com.au/insurance)

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## Business Banking made easy.



David joined Bendigo Bank in March 2014 as a Business Banking Manager. David has been living in Ballarat for close to 20 years, coming to Ballarat to study a Bachelor of Commerce at the University of Ballarat, seven years with Westpac and then six years in Rural & Regional banking with Bankwest.

David is very active in the local community, heavily involved in Ballarat Cricket and also

involved with the Golden Key Honour Society at Federation University.

When Bankwest made their decision to close in Ballarat, David then made his decision to look to join the Bendigo Bank. The Bendigo Bank's values and standards resonated with David. Particularly the strength of the local Business team lead by Luke Rieniets. David is married to Kylie, who works locally with Crowe Horwath and continues to play a key role with the Golden Key Honour Society and also Ballarat Redan Cricket Club.

We are happy to welcome David & his team to the Creswick & District **Community Bank**<sup>®</sup> Branch.

## New Community Bank<sup>®</sup> Branch Manager appointed.

There have been different staff faces in the branch over the past few of months and we thank you for your patience during this time.

We are very happy to announce that our new Branch Manager, Sue Armstrong commenced with us on 5 September. Sue has extensive Banking and Finance Administration experience having been in the industry for more than 25 years.



As Branch Manager, she is able to assist with all your banking needs. Sue will be out and about in the community or if you are in the branch please make sure you stop in and say hello.

When she isn't at work she loves to spend time with family and friends and just relaxing. She is involved in the foster care community as a Carer for Child and Family Services Ballarat and supports an animal rescue group called Golden Oldies Animal Rescue for whom she also does foster care for dogs.

We look forward to working with Sue and wish her all the best in her career with Creswick & District **Community Bank**<sup>®</sup> Branch.

Creswick & District **Community Bank**<sup>®</sup> Branch

## Making great things happen.

When you bank with Creswick & District **Community Bank**<sup>®</sup> Branch great things happen in your community.

Local projects find funding. Local clubs find sponsorship. Local schools benefit.

So, if you're not banking with us already, drop by and be part of something bigger.

**Drop into your nearest branch at 1 Raglan Street, Creswick or phone 5345 1233 to find out more.**



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Bigger than a bank.

[bendigobank.com.au](http://bendigobank.com.au)

Bendigo and Adelaide Bank Limited, ABN 11 068 049 178 AFSL/Australian Credit Licence 237879. S53092-4 (321276\_v1) (18/10/2016)



## Creswick & District Community Bank<sup>®</sup> Branch

1 Raglan Street, Creswick VIC 3363 Phone: 5345 1233

Opening hours: Monday to Friday 9.00am – 5.00pm

Website: [www.bendigobank.com.au/creswick](http://www.bendigobank.com.au/creswick) [facebook.com/creswickcommunitybankbranch](https://facebook.com/creswickcommunitybankbranch) [twitter.com/bendigobank](https://twitter.com/bendigobank)

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