



Chairman's report.

Welcome to the last newsletter of the year and quite a year it has been for the Creswick & District **Community Bank**[®] Branch.

I'd like to take this opportunity to publicly thank Graeme Mitchell, our recently retired Chairman, for his immense dedication, outstanding leadership, passion for his community, countless hours of work and fine representation of the Creswick & District **Community Bank**[®] Company. It has been a pleasure for the Board to work under the guidance of Graeme and I recognise his vision and service over the past 12 years to the Board, our valued staff and community members. The **Community Bank**[®] company will be a lasting legacy to the future of a thriving community Graeme dearly loves. The greater district is indebted to Graeme for his commitment and loyalty to build the **Community Bank**[®] company to where it is today. We are all enriched having a valuable leader such as Graeme.

Graeme was the founding Chairman and a Director of the Board who has worked tirelessly for the success of the **Community Bank**[®] company and the positive impact it has had on the wider community, injecting approximately \$750,000 into Creswick and district projects. We are pleased that Graeme will continue to support the growth of our Bank, as he will remain on the Board of Directors.

At our recent Annual General Meeting (AGM) we reported that our profit before tax was \$401,541 that is a wonderful outcome considering our portfolio balance fell to \$157 million. The falls in balances reflect the current tough financial climate but we are pleased to report that business appears to be improving.

The AGM also saw shareholders approve an 11.5 cents per share fully franked dividend. This dividend is up 1 cent per share on our previous year. This dividend will bring our Return to Shareholders up to over \$500,000 since inception which is something your Directors are very proud of.

'Be the Change' is the current advertising campaign being broadcast by Bendigo Bank on national television networks and on various social media feeds. I hope you've had a chance to see some of them, as there are a few in the series. In this campaign, we set out to capture the real and positive impact the banking of our customers has on our local community.

It is with thanks to our customers, 'Be the Change' has provided much needed financial support to our community, which otherwise would not have occurred.

Notably the Clunes community benefited from \$22,500 sponsorship to the Clunes Neighbourhood House Art Factory Project. The highest single amount given to a Clunes organisation since the creation of the **Community Bank**[®] company 10 years ago. It represents a major commitment to the Clunes community. This significant investment would not have been possible without the committed support of our Clunes customers. The Clunes Neighbourhood House Art Factory Project has been created from the need to create a community space where local and visiting artists can work and create locally inspired art pieces.

The Creswick & District **Community Bank**[®] company has strengthened its support to local small businesses by teaming up with Business and Tourism Creswick Inc, offering a free 12-month membership to all businesses in Creswick.

Continued over page.

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

Directors: Marcus Walsh (Chairman) Michael Daunt, Graeme Mitchell, Janine Booth, Bob Orr, Daryl Clifton, Bernie Charleson, Quentin Turner, Michael Beaumont, Tim Hayes, Jeff Unmack, Joanne Bott.

Chairman's report (continued).

Business and Tourism Creswick Inc recently upgraded their online Business Directory which has given all Creswick businesses the opportunity to increase their digital footprint.

The **Community Bank**[®] company sponsorship involved the facilitation of group workshops and individual training activities where businesses were offered the opportunity to integrate their online directory listing with their individual business marketing activity.

I encourage all to help create change within our community every day by simply banking with the Creswick & District **Community Bank**[®] Branch. A change for good. A change for better.

To date, Creswick & District **Community Bank**[®] Company has returned over \$700,000 to our community. That contribution, that physical commitment, has changed our community for the better. All because customers make the important choice to bank with Creswick & District **Community Bank**[®] Branch and make a change.

Marcus Walsh
Chairman

Farewell from Chairman.

I have many people to thank for the great support we have received over the last 12 years. Firstly our shareholders who willingly supported our new venture to buy shares in our company, without this we would not have our **Community Bank**[®] company – thank you sincerely.

Our Directors have been wonderful community connected people and have worked tirelessly to get our company to where it is today. It has been a pleasure working with them, I thank them for their commitment.

Our staff, our frontline people to our customers, are without doubt a very important part of our success. Their customer service is legendary.

Finally our wonderful customers who have made it possible to achieve our many successful projects and are a very important part of our community.

Our projects to date include \$1.3 million returned to our community, including shareholders dividends, a major contribution to our district.

It gives me a great deal of pleasure to welcome Marcus Walsh as our new Chairman. Marcus is an original Board member and a very valuable member for 12 years. His knowledge and expertise puts him in a great position to take our company to the next level. Banking is changing very fast with technology and this will open up many opportunities in the future to make us even more important to the community.

It has been a privilege to be Chairman of this great organisation, with great community values and willingness to work for successful outcomes. Making Creswick and district a better place for all of us is the purpose we started our Bank for in the first place.

In closing I would like to thank the Bendigo and Adelaide Bank for giving us this opportunity and their ongoing support over the last 12 years.

Graeme Mitchell



Marcus Walsh and Graeme Mitchell.

Manager's report.

The past year has been a tough one in banking, but over the last few of months we have seen some really positive signs that this is changing. We have noticed a number of new customers bring their banking to us and we always welcome anyone who would like to do the same.

I feel I have a very strong team to move forward with and am hoping to achieve some great things this year. I would like to thank them all for the work they have put in and the top quality service they have provided during the past 12 months and look forward to continue working with them all. My team takes pride in running a successful business and doing our part to ensure that the local communities continue to benefit from profits invested back into Creswick and the surrounding towns.

Ken and Marg Gibson at our agency have proven to be a vital part of the team. They have assisted me in getting to know some of the locals and the not so locals in the township of Clunes. I hope to build an even bigger and better relationship with the residents and business owners of Clunes. With the branch's involvement in the development of the Community Arts centre, I see some positive signs for future business development in the town.

On behalf of myself and my team, I would like to thank Graeme Mitchell for all of his hard work over the past 12 years and I would like to welcome Marcus Walsh as he takes on the role of Chairman of the Board. We look forward to continuing working with them both in the future.

In closing I would like to thank our loyal and valued customers without whom we would not exist. I would like to also ask that you all speak to your family, friends and neighbours, your local sporting clubs and community organisations about the benefits to them and their local communities should they choose to make us their bank of choice.

Sue Armstrong
Branch Manager

Vale Carmel Mitchell.



Graeme and Carmel Mitchell.

At the time of writing this newsletter we were deeply saddened by the sudden passing of Mrs Carmel Mitchell, beloved wife of our past Chairman Graeme Mitchell.

On Saturday 14 October, Carmel was returning home from a ladies' bowls tournament in Mildura when the bus she was traveling in over turned just out of Avoca. Many of Carmel's friends sustained a variety of injuries and were transported to numerous hospitals around Victoria. Our ongoing thoughts are with all those grieving, injured and healing.

The Creswick community are in shock to have lost such a genuine, caring, hardworking and loving friend.

The Board of Directors closed the branch at 1.00pm on Friday 20 October to ensure our staff, were all able to attend Carmel's funeral at the Doug Lindsay Reserve to support Graeme and his family.

Carmel's funeral was a true testament to the impact she made within the Creswick township. Many hundreds of people attended to pay their respects, grieve together and remember a wonderful lady.

Carmel and Graeme had been married for 48 years and for over 24 years she ran, with Graeme, local clothing store Mitch's Menswear. With a strong sense of community Carmel held various committee level positions at sporting clubs during her children's upbringing. Carmel was a member of the Creswick Lion's Club for more than 30 years, a member of the Ballarat Regional Board of Bowls Victoria. Well known for her heart-warming roast dinners, Carmel and Graeme often had locals both new and old to share their companionship. Carmel loved her community like an extension of her family.

We acknowledge the grieving bowling community who have lost a valuable member, friend and contributor to the sport.

But foremost, we send our love and support to Graeme and his children Tania, Darren, GJ, their families and the Mitchell/McKeegan extended families.

We often see the true sense of a community in times of hardship and if the past couple of weeks are anything to go by, we are truly honoured to be part of such a caring and generous one.

Annual General Meeting.



Creswick & District **Community Bank**[®] Company will pay shareholders a 11.5 cents dividend, after a successful 2016/17 financial year. This is an increase in dividend of approximately 8.5% on the previous year.

The company's shareholders approved the dividend at its Annual General Meeting at Doug Lindsay Recreational Reserve on 18 October 2017.

Chairman, Graeme Mitchell, said the branch's sound financial result for 2016/17 financial year was all thanks to the hard work of branch staff and strong support from the local community.

"The Creswick & District Financial Services Limited Directors decided the dividend was a fair reward to all shareholders who helped fund the establishment of the branch in 2007," he said.

"Creswick & District **Community Bank**[®] Branch is an enterprise truly driven by the Creswick and district community and we can't thank our loyal supporters enough."

Company Directors and Branch Manager Sue Armstrong also spoke at the AGM, outlining the progress of the company and its plans for the next 12 months.

In the past financial year, Creswick & District **Community Bank**[®] Branch has returned \$220,000 to the Creswick and district community, including Clunes Tourist Development Association and Creswick Light Horse Troop.

Jared Tallent Award.

This year the Board has supported five sports people aged under 18 years with a total of \$900. Jordan Barry was the winner of the award. Jordan has completed at local and state levels in various track and field events. We wish her all the very best with her future sporting endeavours.



Rural Bank and Creswick & District Community Bank® backing local farmers.

As the only Australian-owned and operated dedicated agribusiness bank in the country, Rural Bank is backing farmers and the farming community in conjunction with the Creswick & District **Community Bank**® Branch.

A wholly-owned member of the Bendigo Bank family, Rural Bank is operated entirely from Australian shores providing a range of tools that work for the financial demands of all farmers.

Rural Bank's partnership with local Bendigo Bank and **Community Bank**® branches ensures ease of access to specialist farm finance solutions and expertise in the community and on the farm, as well as contributing to the local community via the **Community Bank**® model.

Rural Bank Relationship Manager, Gavin Svanosio said Rural Bank's close association with Creswick & District **Community Bank**® Branch provides a local platform from which to help agribusinesses in the region succeed.

"Creswick & District's **Community Bank**® Branch shares our understanding of the unique needs and demands of farming customers and communities across the region," Gavin said.

"We are backing farmers to help them harness seasonal opportunities and contribute to overall growth in the area."

"When you choose Rural Bank, you can be confident that you are supporting the local community and country Australia while being backed by the security of a successful, well-managed financial institution," Gavin Svanosio said.

Creswick & District **Community Bank**® Branch Manager, Sue Armstrong said the branch enjoyed having the opportunity to support the local farming sector.

"Whether it is for capital improvements, seasonal input purchases or expanding land holdings, Rural Bank's financial tools provide the flexibility to make quick decisions based on individual needs at any particular time.

"And when you bank with Creswick & District **Community Bank**® Branch you'll be helping your community to prosper, by keeping local money and local business in your community, that's good news for everybody," Sue said.

"To date, Creswick & District **Community Bank**® Branch has returned more than \$750,000 to the local community and with Rural Bank we hope to increase that amount substantially."

To find out more about Rural Bank, contact Gavin Svanosio on 0437 957 164 or Sue Armstrong on 03 5345 1233 to arrange an on farm visit. Alternatively visit Creswick & District **Community Bank**® Branch at 1 Raglan Street, Creswick.

Have you met your local Rural Bank farm finance specialist?

A Rural Bank farm finance specialist is available in your area to help develop solutions for your farming business. To find out more about Rural Bank's range of specialist farm finance products and services, visit your local branch at 1 Raglan Street to speak to Gavin Svanosio about how we can help grow your farming business.

Bendigo and Adelaide Bank Limited. The Bendigo Centre, Bendigo, Vic, 3550. ABN 11 068 049 178 AFSL/Australian Credit Licence 237879. Products are issued by Rural Bank Limited ABN 74 083 938 416 AFSL/Australian Credit Licence 238042. (S53067-1) (376354_v2) (3/11/2017)



Creswick & District **Community Bank**® Branch

Available through



Company shares.



Michael Daunt and Daryl Clifton.

It has been some months since any transfers have occurred on our Share Registry due to the lack of stock available to purchase. However two parcels have just been listed and for the many registered buyers it may be worth checking out online.

I remind those who have registered to 'Buy or Sell Shares' that should your circumstances change at any time please update your instructions by completing the appropriate forms on line.

As I am stepping down as Company Secretary after a period of eight years in the role, I take this opportunity of welcoming Daryl Clifton to the job and know that he is well qualified for the task and will be a great asset to the company.

Michael Daunt
Company Secretary

Profile – Ben Gill.



Role: Mobile Relationship Manager at Creswick & District **Community Bank**[®] Branch.

What's this mean? I can come to you and chat about any lending requirements you may have, at a time and place that suits you! I'm not restricted by traditional banking hours and I am available to visit you either at a branch, at work, at home or a café (first coffee is on me!).

Interests: Family and sport. I have two girls under six so that keeps me pretty busy outside of work, I also run a Facebook sports page and love to offer news and opinions on that. Very passionate Hawthorn supporter and also love cricket.

Favourite meal: One that was created by one of my great mates and myself. Called the Parmiev. It's basically a chicken Kiev with Parma topping. Don't knock it until you try it!

Favourite holiday: I took the family over to Singapore and Hong Kong this year and it was amazing. The girls loved Disneyland so it made me so happy to see them so happy. I have also been to The UK and loved London and Edinburgh.

Australians rank Bendigo Bank top banking provider.

Bendigo Bank has been recognised by Australian consumers as the banking provider of choice in the annual Mozo People's Choice Awards. Bendigo Bank scooped the pool in the 2017 awards, the only provider to be awarded in all eight banking categories, and rated the top bank in six of the eight categories.

Mozo commissioned independent market research company, IPSOS to survey more than 5,000 consumer opinions about their banking providers. Customers were asked about overall satisfaction, service, trust, likelihood to recommend, and satisfaction with mobile banking apps, everyday bank accounts and credit cards.

Bendigo Bank's Chief Customer Officer, Marnie Baker said the results reflected the Bank's customer led strategy. "We're thrilled to receive these awards, which are recognition from our customers that we're living up to our vision of being Australia's most customer connected bank," Ms Baker said.

"We're always striving to improve our product and service offering and constantly seeking better ways of doing business while supporting the communities in which we operate - and we would like to thank our customers for the support they provide us."

"We continue to make significant investments in digital innovation with Bendigo Bank's app rated highly in the App Store, and our credit cards have some of the lowest rates and fees in market. Our people lead the pack in exceptional customer service, listening and responding to customer needs and building the goodwill and trust we think people should be entitled to have in banks."

"As a nationally operated banking group, we have a privileged status in the community, and we take this obligation seriously on behalf of our 1.6 million customers and the hundreds of communities across Australia where we operate," she said.

Creswick & District **Community Bank**[®] Company Chairman, Graeme Mitchell said positive outcomes for communities were only possible because customers remain satisfied.

"**Community Bank**[®] companies and Bendigo Bank share a common proposition; we believe that for everyone connected to our business to be successful, we must continue to share the value we help to create," Mr Mitchell said.

"Awards such as the Mozo People's Choice Awards show us that customers are satisfied with our products and service, and the more they bank with us, the more we can build a long-term revenue stream for local communities – it's a win for everyone," he said.

Bendigo Bank is bigger in more ways than one. Australia's fifth largest full service retail bank, Bendigo Bank services more than 1.6 million customers across metropolitan and regional Australia. The network comprises more than 313 community-owned and operated branches.

Banking boosts arts in Clunes.

In a community first, The Creswick & District **Community Bank**[®] Branch has just announced that it will be the naming rights sponsor of a new art facility in Clunes, in partnership with the Clunes Neighbourhood House.

The **Community Bank**[®] Art Factory (interim name) will be comprised of a minimum of two containers, with an adjacent courtyard. Each container will be converted into all medium art studios, with electricity, lighting, heating/air conditioning and plumbing. Local artists will transform the exterior of the containers to ensure a modern, artistic façade that complements the existing site.

The Creswick & District **Community Bank**[®] Company Chairman Graeme Mitchell said the Board's decision to contribute \$22,500 to support the project represented a major commitment to Clunes.

"It is the highest level of sponsorship provided to a Clunes organisation since the **Community Bank**[®] company was formed ten years ago," Mr Mitchell said.

"Through this partnership with Clunes Neighbourhood House, we hope to encourage a further increase in support from Clunes for the **Community Bank**[®] company from organisations, their members, local businesses and residents," said Mr Mitchell, "If this can be achieved the whole community benefits because the greater the support for our Bank, the higher the return of funds for community projects and events."

"This project has been community-driven from the very beginning," said Lana de Kort, Manager of Clunes Neighbourhood House. "The idea of creating a space where local and visiting artists could work, co-located in a community space that would encourage people of all ages and backgrounds to get involved, came out of a community consultation 18 months ago."

The **Community Bank**[®] branch is the only bank in Clunes. "It's particularly pleasing to think that this project has now been made possible, with the support of The Creswick & District **Community Bank**[®] Branch because of the people living and banking in Clunes."

The **Community Bank**[®] Art Factory draws inspiration from the origins of the 70 Bailey Street site. Once a home of learning as the local school, 70 Bailey Street later went on to become a factory where locals were employed to weave socks. Over 50 years later, with the proposed addition of the Art Factory, learning and industry is returning to the site to add strength to the local tourism economy, as well as provide visiting and local practising artists with the space and learning opportunities to hone their craft.



Sue Armstrong, Branch Manager, Creswick & District **Community Bank**[®] Branch with Lana de Kort, Manager, Clunes Neighbourhood House.

Mr Mitchell congratulated the Clunes Neighbourhood House on its initiative saying, "The CNH presented a very professional application for a great community project."

The art studios will be able to be accessed independently of regular opening hours. However, Clunes Neighbourhood House and the Bottle Museum collectively are open seven days a week, providing a range of complementary activities and facilities for those using the studios as well as the wider community.

Currently the project is being referred to as The **Community Bank**[®] Art Factory. However, as a community-led project both The Creswick & District **Community Bank**[®] Branch and Clunes Neighbourhood House are keen to hear other suggestions from the community. If you have another name you'd like considered don't hesitate to contact Clunes Neighbourhood House on 5345 4078 or via email on co-ordinator@clunesnh.org.

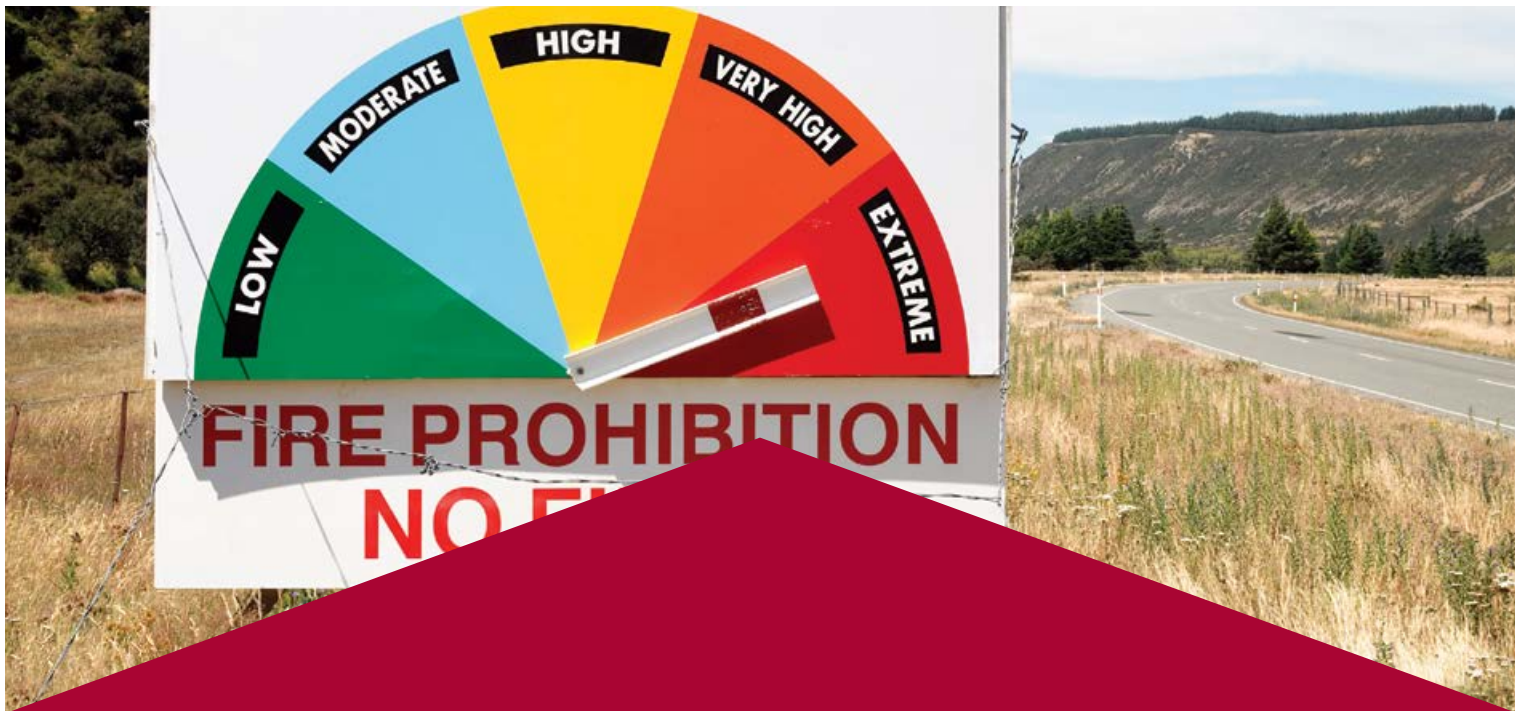
Season's greetings.



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**[®] 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.



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 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.

 **Bendigo Bank**
Bigger than a bank.

bendigobank.com.au/insurance



Community contributions.

Over the past 10 years, our community contributions have included:

- Sponsorship of your local clubs and organisation including Community Enterprise Foundation™ – approximately \$756,000.
- Returns to shareholders, almost \$447,000.

A total contribution to our communities, either spent, contribution, returned and held for future projects, is an incredible \$1.3 million!

Community contributions:

Victoria Street Craft Group

Creswick Scouts Cub Section

Creswick Scouts Venturer Section

Christmas in Creswick

Creswick Photography Prize

Give me 5 for kids

Creswick Brass Band

Macpherson Smith Rural Foundation

Creswick Smeaton RSL

Mt Prospect & District Tennis Association

Creswick Garden Club

Pavilion Arts Project

Creswick Smeaton RSL

Creswick & District Historical Society

Clunes Neighbourhood House

See the change your banking can make.

Our customers create change every day. A change for good. A change for better.

You need a bank you can trust to give you the products and services you need. We need you to help us make a difference.

It's time to feel good about your banking.

Drop into your nearest branch at 1 Raglan Street, Creswick or phone 5345 1233 and see the change your banking can make.



Creswick & District **Community Bank®** Branch

Bendigo and Adelaide Bank Limited, ABN 11 068 049 178 AFSL/Australian Credit Licence 237879. A265317-3 (374643_v2) (19/10/2017)

bendigobank.com.au/bethechange



Creswick & District Community Bank® Branch

1 Raglan Street, Creswick VIC 3363 Phone: 5345 1233

Opening hours: Monday to Friday 9.30am – 5.00pm

Website: www.bendigobank.com.au/creswick facebook.com/creswickcommunitybankbranch twitter.com/bendigobank



www.bendigobank.com.au

