

Freycinet Coast Financial Services Limited Newsletter September 2009

Community Vehicles receive much needed funds

In conjunction with the State Government and Bendigo Bank the Swansea/Bicheno **Community Bank®** recently provided sponsorship funds to the May Shaw Health Centre Inc and the Bicheno Health Group Inc.

The funding of \$1000 per year over 3 years for both the May Shaw Bus and the Bicheno Health Group Community Car will be allocated towards the registration, insurance and general maintenance of the vehicles.

Both these vehicles provide important services in our region. Not only do they provide transport for medical appointments but the service allows for the elderly to participate in much needed services whilst being able to remain in their own homes. Over a 3 month period the Bicheno Health Group Community Car provided over 70 trips to Launceston, Hobart, Swansea and St. Helens. This is a fantastic contribution to our community.



Swansea **Community Bank®** staff member Cherie Hill and May Shaw Health Centre Inc CEO Julie Orr



Bicheno Community Health Group Inc representatives –Jan Prewer, Jill Denholm, Sue Smith, Lorraine Woolley & Freycinet Coast Financial Services Limited Director Shayne Williams

New Swimwear for the Swansea Primary School Association Swim Team

With the assistance and co-operation of Swansea local doctors Andrew Grove and Camilla Byrne, the Swansea Primary School Association have been able to utilise a swimming pool at their residence. Camilla, a trained AusSwim instructor together with assistance from Melissa Quinn, developed a learn-to-swim program for local children from all over the Municipality. This resulted in a significant improvement in the children’s swimming abilities.

To further encourage the development of skills Camilla and Melissa started “squad training” to specifically train students for the swimming carnivals. This has resulted in an enthusiasm from Swansea Primary School children to further develop their swimming skills and to be competitive at swimming carnivals they attend at St. Marys, Scottsdale and Hobart.

The Swansea/Bicheno **Community Bank®** is proud to be able to assist the Swim Team providing \$500 per year over two years. Sponsorship funds are initially provided for uniforms for the children and then will be allocated towards the cost of transport to the carnivals.



Get up and Dance with the Bicheno Dance Group

Bicheno Dance Group was formed in April this year by two local mothers wanting to provide out of school activities. Children aged between 3 to 15 have been attending classes from Bicheno, Swansea and Coles Bay. The children have gained confidence, increased health and well being as well and being a great social activity.

The Swansea/Bicheno **Community Bank®** have recently provided sponsorship funds of \$1000 to assist with the ongoing costs involved. This has enabled the group to continue to provide this fantastic after school activity.

Chair's Report

This newsletter tells how the Board and Staff are already working with the Community. Many in the Community have committed time and funds to make this **Community Bank®** happen and in great part we are an organisation for the Community, owned by the people of Swansea, Bicheno, Swanwick and Coles Bay.

The next significant step is to build our business base and we will only do that with your support. The board is delighted with the progress to date and we are on a roll but we are all impatient and want to quickly achieve our business targets.

Our Board is located across the Freycinet region and their names and contact details are at the end of this newsletter. Contact any of us on Community related matters and whilst we have no involvement with individual banking matters, any of the Board would be delighted to introduce you to your Banking Staff.

Remember:-

At the Bendigo it starts with U



Rob Woolley
Chair

A Message from our Branch Manager

I am very proud to be the Branch Manager of the Swansea/Bicheno **Community Bank®** Branches, and to lead a dedicated team who have embraced the **Community Bank®** concept and epitomise just what is special about our organisation.



Branch Manager Lyn Mansfield

Bendigo Bank provides a complete range of products and services, including loans, deposits, transaction accounts, investments, credit and debit cards, e-banking and more. All these products are aimed at helping you achieve your financial success.

We are very pleased to welcome Georgia Alexander to the role of Customer Service Officer at the Bicheno **Community Bank®**. Georgia has commenced her training and is looking forward to meeting existing and new customers.

Our departing staff member is Hanna Woolley who is leaving to have a baby. On behalf of the Board we wish Hanna all the very best and thank her for the wonderful support that customers received within the branches.

Congratulations to Bianca Melling from the Swansea **Community Bank®** Branch on the birth of her baby daughter. Bianca is currently on maternity leave and we look forward to her returning to work in the near future.

Staff Profile

Suzanne Whytcross
Senior Customer
Service Officer

Suzanne and husband Paul moved to Bicheno 7 years ago. After 5 years of operating the Bicheno Backpackers and juggling raising two small children, Suzanne and Paul felt it was time for a new challenge.



Suzanne has been employed as a Customer Service Officer since the opening of the Swansea **Community Bank®**



branch and is now based at the Bicheno **Community Bank®** branch. In March this year, Suzanne was promoted to Senior Customer Service Officer and is looking forward to working closer with our customers.

Suzanne has many years experience working in accounting and administration. She is also an active member of the community. Along with Paul, Suzanne started the Bicheno Community Market, which has been a great success. She has also been involved with the Bicheno Community Development Association, having recently resigned from the Treasurers position. Suzanne enjoys long walks on the beach, reading and spending time with her children.

Annual General Meeting

Freycinet Coast Financial Services Limited will be holding their second Annual General Meeting on Monday 26 October 2009, 6 pm at Seaview Holiday Park in Bicheno. All shareholders are welcome to attend.

2009 Annual Report

The twelve months to 30 June 2009 Annual Report has been completed and is available to download at www.bendigobank.com.au

Board News

We are pleased to welcome Susan McCormack to the role of *Company Secretary*. Sue has a wide range of secretarial/administration experience and after extensive training, she is looking forward to the new challenge.

Miranda Randall may be resigning as Company Secretary but we're happy to report that Miranda is staying on the Board as a Director after a short leave of absence. Miranda's contribution to the Board is invaluable and we look forward to her return.

Mike Harrison has recently resigned as a Director. Mike's contribution to the Board and his expertise will be missed. The Board wishes Mike all the best for the future.

Your Bicheno Community Bank® branch is one year old.

The Bicheno **Community Bank®** Branch celebrated its first birthday this month. In its first twelve months of operation, the branch has proven to be of great benefit to residents, traders and local small businesses. The branch staff have already established a reputation for delivering excellent customer service and their tireless endeavours are building a business that will return profit to our community.

The Bicheno **Community Bank®** Branch has opened over 400 accounts for a total business in excess of \$10.5 million dollars. In combination with the Swansea **Community Bank®** Branch (collectively managed by Freycinet Coast Financial Services Limited) total banking business now exceeds \$23 million from over 1,000 accounts.

Join the **Community Bank®** revolution and discover personalised, accessible service at competitive rates.

Opening accounts just got a whole lot easier

Recent changes to government legislation means opening accounts can be as easy as presenting your Drivers Licence.

New customers can present either a primary photographic form of identification document, (such as a passport or drivers licence), or a combination of a primary non-photographic document (e.g. birth certificate) and secondary document (e.g. utilities bills).

Who's working for you?

There are many ways banks can do business. Then there's the Bendigo way. At Bendigo Bank we pride ourselves on being here to serve you, not the other way around. We believe that listening and getting to know our customers is the most important service we offer. And our local teams in Swansea and Bicheno are no exception.

So come in and meet the wonderful staff at the Swansea/Bicheno **Community Bank®** Branches.



Branch Manager: Lyn Mansfield (0409 550 063)

Swansea **Community Bank®** Branch

Staff: Cherie Hill, Bianca Melling, Susan Sinclair

Opening Hours:

Monday, Wednesday, Friday 10 am to 4 pm

Saturday 9-12 noon

Shop 1/1 Victoria Street, Swansea TAS 7190

Phone: 03 6257 8825

Bicheno **Community Bank®** Branch

Staff: Suzanne Whytcross, Leissa Dane, Georgja Alexander

Opening Hours:

Monday, Tuesday, Thursday 10am to 4pm

Saturday 9-12 noon

Shop 1/64 Burgess Street Bicheno TAS 7215

Phone: 03 6375 1772

Your Board of Directors

Bicheno: Rob Woolley-Chair (0414 508 130), Jenny Logie (0409 401 322), Miranda Randall (0417 108 514), Shayne Williams (03 6375 1699)

Swansea/Cranbrook: John Austwick (03 6257 8252), Annie Browning (03 6257 8531), Christie Birkett (0427 602 702), Jeni Crawford (03 6257 8676), Martin Crawford (0306257 8996), Jeff Doyle (0402 300 257)

Coles Bay/Swanwick: Ken Dean (0417 132 466), Harvey Cuthill (0409 446 408)

Branch snapshot

Swansea/Bicheno **Community Bank®** Branch

> Established Swansea in March 2008, Bicheno September 2008

> More than \$1,176,000 in capital raised via a public share offer

> 282 local shareholders

Bendigo Bank snapshot

> Established in 1858

> Branch network throughout Australia

> 240 Community owned branches

*Figures relevant September 2009