

# **Gilgandra**

**Financial Services Limited**

**Annual Report**

**2017**

GILGANDRA FINANCIAL SERVICES LIMITED  
CHAIRPERSON'S REPORT

---

It is with a great deal of confidence that I report to you on the progress of our **Community Bank**<sup>®</sup> branch for the financial year ending 2016/17.

Our Board of Directors continue to dedicate and volunteer their time for the success of our **Community Bank**<sup>®</sup> branch. This year, Directors Mr Doug Batten, Mr Stephen Basham and Mrs Lucie Peart will be retiring under Rule 62 of the Company's Constitution and only Director Mr Doug Batten will be seeking re-election under said rule. Mr Stephen Basham and Mrs Lucie Peart have submitted their resignations and on behalf of the Board I would like to express our thanks and gratitude for their dedication and hard work and they like our other long serving Directors are great ambassadors for the **Community Bank**<sup>®</sup> concept.

Once again, I am pleased to announce that we ended the 2016/17 financial year on a positive note and our Treasurer will again be announcing a trading profit. The Board of Directors have again put in place a budget aimed at continued business growth which will enable us to pay down our current overdraft and hopefully soon pay that elusive dividend. During the coming year the Board may need to look at further opportunities that will see business growth and assist our local and district communities financially.

Our staff of Darren Jackson, Rochelle Harmer and Caitlin Milgate led by Nancye Freeth, Customer Service Manager, also continue to show dedication to our customers, our local community and the **Community Bank**<sup>®</sup> concept. They are continuing to achieve outstanding results and our banking business continues to grow.

Our foray into the Dubbo Market has been fraught with obstacles, such as recruitment, visibility and saturation of the market. However, after an extensive recruitment process at the beginning of the year Ms Robyn Floyd was appointed to the position of Mobile Lending Manager and we, the Board, believe that she is the person that can lead us forward.

So, on behalf of the Board I would like to thank all our staff, as they are contributing to the success of Gilgandra Financial Services Limited and the Gilgandra **Community Bank**<sup>®</sup> Branch and they should all be proud of their successes and achievements.

Our partnership with, Bendigo and Adelaide Bank, continues to strengthen. We have recently seen the appointment of Ms Kylie Douglass as the new State Manager NSW-ACT Bendigo and Adelaide Bank and have also been aligned with Region 234 under the tutelage of Mr Tim Butt, Regional Manager – South West NSW, which clusters us together with our friends in the Riverina. Kylie and Tim are assisting us to build mutually beneficial business and community relationships.

Our **Community Bank**<sup>®</sup> branch continues to support our local community by way of sponsorships, donations and partnerships and I am sure that we will continue to contribute to our local community in the coming year.

I would also like to recognise the business community who support our endeavours. Industry plays a critical role in our success, and we will continue to strengthen our service to increase these opportunities.

To my fellow Board members, I would like to say thank you for their leadership and support throughout the past year. I look forward to working with you, as we continue to grow and identify new business initiatives to support our **Community Bank®** branch.

Lastly thank you everyone for your ongoing support of our local **Community Bank®** branch.

**Tracey Stevenson**

Chairperson