



## The Home Loan Event.

On Wednesday evening, 6 March 2019 we held 'The Home Loan Event'. This was a seminar based around owning your own home or investment property plus further information regarding the process.

We were lucky enough to work with key guest speakers including Anna Marie Bartolomo from Harcourts Prestige, Irene Casella from Settlements Plus, Brad Gleeson from The City of Gosnells, Dennis Teale from Bendigo Bank and Darren Ball from Bendigo Bank.

The night was a success! We received a nice turn out from people wishing to hear about the process for a home or investment loan, settlement processes, tips for selling your home or about progress within the City of Gosnells. We were lucky enough to network with several people and enjoy a light meal and a few drinks. Many people commented it was a great night and very informative.

Hopefully we can work closely with the guest speakers going forward to help each other drive our businesses.



## Branch Manager and Chairman's update.

Your local **Community Bank**® branch in Canning Vale has begun 2019 in a big way with a few positive changes!

Firstly, we welcomed two new Directors to the Board; Pam Govender and Terresa Lynes. Both ladies bring a wealth of knowledge and experience from different areas and we are sure they will be an asset to our team.

We have recruited a new Company Secretary (Non Director) and Administrator Claire Hurst to our team. Claire has held a few positions within Bendigo Bank, Community Sector Banking and the **Community Bank**® network over the past ten years. Her most recent role within Bendigo Bank was a Local Connection Coordinator that she held for nearly seven years inclusive of her recent maternity leave.

Sadly, our Customer Service Officer Janelle resigned as she was offered a position that she could not say no to! We wish Janelle the best of luck with her new position and we will miss her smiling face in the branch each day.

Rachael our Customer Relationship Officer has returned on a full time basis after her maternity leave. Please pop in so she can tell you all about her beautiful family.

We have been active in the community and been part of some great community events. We have held an information evening and recently announced our 2019 Scholarship winners.

Our challenge remains getting our point of difference out to our local community. This is where we ask for your assistance. I encourage all of you to help spread our story as we still find that many people don't understand that profits generated through the **Community Bank**® branch in Canning Vale are managed and distributed by a local Board of Directors. The more business that goes through your branch the more we can contribute back to the many sporting and community groups within the City of Gosnells. Remember we are the fifth largest bank in Australia!

As always, we thank you for your continued support of Gosnells Financial Services Limited and Canning Vale **Community Bank**® Branch.

**Ray Norvill**  
Chair

**Michelle Lennox**  
Branch Manager

Gosnells Financial Services Limited PO Box 417, Gosnells WA 6990 ABN 11 095 764 533

**Directors:** Ray Norvill (Chair), Iggy Moro (Treasurer), Claire Hurst (Non-Director, Company Secretary), Pam Govender, Terresa Lynes, Kate Vivian, Jon-Paul Tyrer, Andrew Njugana.

# Canning Vale Community Bank® Branch Scholarship Program.

In 2018, Bendigo Bank announced their participation in an annual scholarship program and invited all **Community Bank®** branches to participate. Canning Vale **Community Bank®** Branch announced their



commitment to the program and agreed to a \$5,000 scholarship over two years (\$10,000 total).

We were so impressed with the level of applications received that we couldn't leave anyone out so decided that we would offer two applicants a once off payment of \$1,000 each also.

Amrullah Ismail was the winning applicant who was awarded the initial \$5,000 scholarship (over two years, \$10,000 total) towards the cost of his studies. Shawn McSorley and Michael Ferguson were also awarded \$1,000 each.

We celebrated by providing a morning tea on 1 April 2019 and invited key personnel, the recipients family, Board members, staff and of course the recipients. We were lucky enough to also have the editor from The Examiner attend who has written a story for the local paper.

Overall the program was well received and the level of enthusiasm from the recipients has been inspiring. Their commitment to their studies is amazing and we look forward to seeing them progress with their studies.

## Saturday closures.

After much deliberation and investigation, we have decided to close the branch on Saturday's effective from 15 April 2019. It was a difficult decision however many of the **Community Bank®** branches are closing on Saturdays as the business needs change.

We remain open Monday to Friday 9.00am – 5.00pm with our excellent customer service abilities.

## New Directors.

Gosnells Financial Services Limited is really excited to announce that we have inducted two new Directors onto the Board. The two Directors bring a wealth of knowledge and experience from different areas.

### Pamela Govender

Pamela Govender has over 25 years of corporate experience and is also a serial entrepreneur. She exhibited entrepreneurial ambitions at a young age and now is the founder and CEO of a not-for-profit organisation, Restore a Smile Foundation.



Through one of the initiatives, she unearthed a massive social and health issue and has now setup an organisation called Hope for Her. She realised that many woman and girls use unhygienic alternatives to sanitary pads, which puts them at risk of infection. With that in mind she set out to manufacture 100% biodegradable compostable sanitary pads, which are gentle on the body and the environment.

She is active in a wide array of community activities and has been awarded a Certificate of Recognition, nominated in the Australia Day WA Community Citizen of the Year Awards (2019) in recognition of her support for people within the local community.

Pamela holds a Bachelor's Degree in Education, Diploma in Leadership, Management, Business and IT and is currently pursuing an MBA (Innovation and Leadership). Pam strongly believes that her career in education, banking, management, community services, HR and government has prepared her well to make a significant contribution to the Canning Vale **Community Bank®** Branch and its Board of Directors.

### Terresa Lynes

Terresa Lynes is a small business owner who has been a local resident for over 30 years. Terresa has strong family history in the City of Gosnells with her ancestors being amongst the first settlers.



Terresa is currently the Deputy Mayor for the City of Gosnells and the Vice President for the WA Branch of the Australian Local Government Womens Association. Terresa is also a Councillor with the Rivers Regional Council and the Municipal Waste Advisory Council.

Terresa is a wife and a mother of three children, she advocates strongly for community connection and interaction.

"Our community is unique and full of amazing local people, we need to encourage connections in our local community, so our people have a sense of belonging and of being a part of something special."

When Terresa isn't working she enjoys spending time with family, travelling, collecting rare plants, upcycling and fulfilling bucket list items.

## Canning Vale Community Bank® Branch

Shop 2, The Vale Shopping Centre, Warton Road, Canning Vale WA 6155 Phone: 9455 4650

Opening hours: Monday to Friday 9.00am – 5.00pm

Website: [www.bendigobank.com.au/canning-vale](http://www.bendigobank.com.au/canning-vale)

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