



Turrumurra **Community Bank**[®] Branch Newsletter July 2011

Lindfield **Community Bank**[®] Branch new premises open for business

Community Banking in Lindfield has become a reality with Lindfield **Community Bank**[®] Branch securing a premises on the Pacific Highway opposite Lindfield railway station.

A temporary banking office has been established at 318 Pacific Highway, Lindfield, where new accounts may be opened and non-cash banking business can be conducted prior to the branch's official opening mid-year. It is open at 9.00am–3.00pm, Monday to Friday.

The local community has already shown strong support for the new Lindfield **Community Bank**[®] Branch with more than \$8 million in new accounts opened.

Lindfield **Community Bank**[®] Branch will provide more than just banking services. It will deliver employment opportunities for local people, keep local capital in the community, offer a local investment option for shareholders and provide a source of revenue for important community projects within the neighbourhood.

Ku-ring-gai already has one very successful **Community Bank**[®] branch at Turrumurra, operated by Ku-ring-gai Financial Services, with more than 3,000 customers. The Turrumurra **Community Bank**[®] Branch has already returned more than \$600,000 in dividends, sponsorships and other financial support to numerous local clubs and community organisations since it opened in October 2003.

At a recent function to celebrate the acquisition of the new branch premises, Ku-ring-gai Financial Services Chairman, David Langdon expressed his confidence in the new branch.

"We are confident that we will be able to duplicate the success that we have experienced at Turrumurra here in Lindfield," Mr Langdon said.

"As the branch grows, so too will the amount of money we will have available to invest back into Lindfield and its surrounding suburbs".

Amongst the 80 supporters present at the function to announce the acquisition of the branch premises were Paul Fletcher, the Federal Member for Bradfield and Jonathan O'Dea, State Member for Davidson.

Lindfield **Community Bank**[®] Project
318 Pacific Highway, Lindfield
www.lindfieldcommunitybank.com.au

▼ Lindfield staff L-R: Stephanie Fordree, Kristy Norris & Junie Kanlapan.



A word from the Chairman

A snapshot of our business expansion strategy



As we reach the end of the 2010/11 financial year and fine-tune our exciting business expansion plans for 2011/12, it is timely to reflect on the activities and achievements of Ku-ring-gai Financial Services Limited during an extraordinarily busy period for our staff and Directors.

Having finished the 2010 to 2011 financial year with a total portfolio of more than \$190 million, our Turrumurra **Community Bank**[®] Branch has grown the banking business on its books by over \$20 million.

Our Manager, Denice Kelly, and her recently enlarged team continue to deliver excellent customer service and produce outstanding results. They do this by providing local residents, traders and businesses with professional and friendly face-to-face banking and other financial services, which are highly valued and appreciated by our community.

Indeed, Turrumurra **Community Bank**[®] Branch continues to be one of the fastest-growing branches in Bendigo and Adelaide Bank Limited's ("Bendigo Bank's") **Community Bank**[®] network.

The resultant growth in revenue has allowed the Company's Directors to invest in our Lindfield expansion strategy whilst continuing to provide a high level of financial and other support to local clubs, charities and community organisations and also maintain the payment of a fully-franked dividend of 9 cents per share to our shareholders.

As highlighted elsewhere in this newsletter, the Company has also made considerable progress with its Lindfield expansion strategy during 2010/11.

Following an independent feasibility study undertaken during late 2010, the Directors developed a Lindfield Business Plan which has been formally approved by Bendigo Bank.

This approval has enabled the Directors to initiate the fit-out of our future premises, which will replace the current interim banking facilities with a customer-friendly state-of-the-art bank branch in our superbly-located premises at 318 Pacific Highway, opposite Lindfield railway station.

The Directors have also successfully completed a re-capitalisation of the Company's existing Turrumurra-based business and are presently finalising the preparation of a prospectus to raise additional share capital to not only help fund the start-up phase of our Lindfield business but to also provide an opportunity for residents of Lindfield and neighbouring localities to become shareholders in our expanded business operations.

We have already received around 170 individual pledges of support totalling more than \$500,000 from local residents who have indicated their intention to subscribe for shares when our Lindfield prospectus is released.

If you would like to find out more about our Lindfield **Community Bank**[®] Branch and how to make your indicative pledge of support you can visit our Lindfield or Turrumurra branches during business hours or download a pledge form from our website at www.lindfieldcommunitybank.com.au

Meanwhile, Bendigo Bank recently announced that its network of more than 275 **Community Bank**[®] branches across Australia has returned more than \$50 million over 12 years (including more than \$30 million in the past three years) to support local community groups and projects.

Behind these statistics there are thousands of stories of how **Community Bank**[®] branches are making a real difference to the lives of Australians.

With the support of our 3,300+ current customers and the influx of new shareholders drawn from Lindfield and neighbouring suburbs to supplement the existing 350+ shareholders, we are confident that our ability to support our local communities will continue to grow and further enhance the quality of life in our Ku-ring-gai municipality.

In the meantime, I thank you for your continuing support and encouragement.

David Langdon
Chairman

Insights from Paul Fletcher at Ku-ring-gai Business Forum Dinner



Mr Paul Fletcher MP, Federal Member for Bradfield, delivered an informative speech that gave an insight into the current political situation to 70 guests at the recent 2011 Ku-ring-gai Business Forum dinner.

During his speech, Mr Fletcher described the carbon tax as the defining issue in federal politics for the rest of the term. He said that it will be at the core of political and public debate for the next couple of years with the issue being how we reduce carbon emissions without damaging the economy. Both parties want a five per cent reduction in carbon dioxide emissions but the real dispute is over the right policy mechanisms.

During a lively question time the issue of the NBN was raised and Mr Fletcher commented that the NBN will also remain an area of contention between the major political parties for the next few years.

He said that the aim of the NBN is for fibre optic cable to be connected to 94 per cent of the country at a cost of \$43 billion, which equates to a cost of \$5,000 per home. With fourth generation wireless technology (4G) promising to delivering optimum speeds of 100 megabits per second, the question is whether a government owned fibre network is the best way forward when other more flexible options are available.

Ku-ring-gai Business Forum dinners have a proven reputation for delivering high profile and timely speakers. They provide an opportunity for local business people to relax and socialise and meet other like-minded people.

The Ku-ring-gai Business Forum is an initiative of the Turrumurra **Community Bank**[®] Branch to promote and develop opportunities for local businesses to talk with one another and foster good relations within our community.

Branch Manager's report

The **Community Bank**® difference

What would happen if around half of the total profits from the aggregate banking business in our community were ploughed back into the community to enhance its economic development?

The potential increases in economic growth could lead to enhanced services and facilities, increased profits for business and even an increase in the value of any land you own. And that would only be the beginning!

Very few of us would have taken into consideration the way in which financial providers distribute the profits they accrue from our community's banking business - and understandably so.

Before our **Community Bank**® branch was established, we had no real say in where the profits generated from local bank branches went. Profits were controlled by each bank's head office.

If you own a small business, the success of your venture may well depend on the state of the local economy. As a local community resident, the quality of services and facilities available in your district and the value of any land you may own depend very much on the local economy.



▲ Turramurra **Community Bank**® Branch staff. Back row: Junie Kanlapan, Jodie Chilvers, Denice Kelly, Michele Ferris, Vicki Atkins, Kristy Norris. Front row: Loretta Smith, Brenda Naylor, Gabrielle Phipps. Not shown: Karen Chivas, Stephanie Fordree.

Whilst our **Community Bank**® branch offers a full array of banking products at competitive interest rates as well as providing friendly, professional and personalised service to all our customers, we also provide you with an opportunity to contribute to and invest in securing a prosperous future for your community.

In addition, you can have a say in the distribution of profits generated from our community's banking business. The **Community Bank**® branch model entitles our community to participate in the net profits from the branch.

Bank with Turramurra **Community Bank**® Branch and invest in your community. The sooner the better for all.

Denice Kelly,
Branch Manager.



Automatic Tellers

We now operate three automatic tellers in the local area for your banking convenience. In addition to the ATM outside our Turramurra **Community Bank**® Branch there is another one located inside Turramurra Plaza Shopping Centre.

We have also recently installed a new automatic teller in the Gordon Centre opposite the butcher.

For those of you who work in the city, there is an automatic teller conveniently located at 75 Elizabeth Street.

For more details on our Automatic Teller locations please ask our staff at the branch or visit www.bendigobank.com.au.

Trish Multiple Sclerosis Research Foundation - making a difference

The Trish Multiple Sclerosis Research Foundation was established with the very specific goal of finding a cure or preventive strategy for multiple sclerosis.

The foundation was formed by Roy and Carol Langsford and is named after their daughter Trish Langsford, who lost her battle with multiple sclerosis and passed away at the age of 30.

In contrast to a number of other charities, the foundation is staffed by a team of dedicated, unpaid volunteers and every dollar raised is placed into research. The Directors of the Foundation cover all of the administrative expenses.

To date the Foundation has raised more than \$2 million for vital MS research. They are working with MS Research Australia and MS scientists across Australia to achieve their common goal of finding a cure for this terrible disease.

The Trish MS Research Foundation was the seeding partner for the Australian and New Zealand Genetics Consortium (ANZgene). Without their contribution, Australasia's largest study to identify genes that influence MS susceptibility could not have been undertaken. The Trish Foundation's initial investment of \$200,000 subsequently attracted more than \$2 million in federal government and private donations.

In the process, it has developed an important national resource (The MSRA Gene Bank), made discoveries into the complex MS genetic interactions and created further impetus for potential treatments and a prevention strategy.

For the last six years, the Trish MS Research Foundation has held a ball as their major fundraising event. This year's Magical Mystery ball will be held on Saturday 10 September at the Hilton Sydney.

Turrumurra **Community Bank**® Branch will once again donate the electronic terminals to be used at the ball to process the payments from the auction sales.

Carol Langsford thanked the Turrumurra **Community Bank**® branch for their donation.

"The donation of the electronic terminals has made an enormous difference to the smooth running of the auction. People no longer have to wait in long queues and it has really streamlined that part of the ball".

Roy and Carol have been Turrumurra **Community Bank**® Branch customers for more than four years now.

"The support that Denice Kelly has offered us over the years has been invaluable and we are so incredibly grateful for both her personal and corporate support," Mrs Langsford said.

To find out more about the Trish Multiple Sclerosis Research Foundation or to make a donation, please visit their website at www.trishmsresearch.org.au



Turrumurra Rotary – Graffiti Removal Project sets the standard

Turrumurra Rotary commenced its very successful graffiti removal project three and a half years ago. Its aim was to clean up existing graffiti on both private and public property and to promptly remove any new graffiti. The project covers the Turrumurra and Warrawee area and is provided as a free service to the local community.

Roger Norman from Turrumurra Rotary said the group volunteered to clean graffiti off local properties on a regular basis.

"We go out on a weekly basis without fail and graffiti in the area is virtually non-existent as a result," Mr Norman said.



Roger said that he had been working on the project long enough to know where to look for new graffiti but people will also ring in to report new locations.

The project has been so successful that several other Rotary Clubs have now started similar programs including Lindfield, Roseville Chase, Ryde, Rouse Hill, Windsor, Terrigal, Kincumber and Dural is about to come on board. To date Roger Norman has presented the Graffiti Removal model to more than 60 other Rotary Clubs.

One of the reasons that the Turrumurra model is receiving such a positive response is that it is much cheaper for councils to provide sponsorship for the graffiti removal project than to pay sub-contractors to perform the task.

The project is financed by Kurung-gai Council and the paint that they need is provided free of charge by Dulux. Free storage is provided for the trailer by Kennards Storage at Thornleigh so it has a secure safe place to reside when it is not in use.

Turrumurra **Community Bank**® Branch is a proud supporter of the Turrumurra Rotary Club's graffiti removal programme. Turrumurra Rotary was the recipient of a community grant from the branch last year and they have used the money to purchase and fit out the graffiti removal trailer.

For more information, please visit Turrumurra Rotary's website at www.turrumurrarotary.org.au

Turrumurra Cyclery



Turrumurra Cyclery has been a fixture on the Turrumurra retail strip for the past 19 years. Jan and Mark Rowling have created something very special behind their shop façade that is so much more than just a bike shop. From their premises they are also running NSW's largest recreational and competitive cycling club that caters for both road and mountain bikers.

Peloton Sports has 250 paid members and TORC (Turrumurra off-road cyclists) their mountain bike club has 90 members. They also have their own fully equipped coffee bar at the rear of the shop called 'Bar Stelvio' where you can grab a cappuccino, have a chat after your ride, or where you can celebrate with a coffee or two after you have purchased a bike for yourself. The club also organises a number of trips throughout the year including an annual tour of Italy through the northern Alps.

Turrumurra Cyclery is a family business that is dedicated to finding the perfect bike for its customers, whether it is their first bike or the latest racing frame that they are looking to purchase. There is a true passion and love for what they do that is passed on to their customers.

This is something that they share with Turrumurra **Community Bank**® Branch, which is also passionate about customer service and focussing on their customers' needs. Turrumurra Cyclery has been banking with Turrumurra **Community Bank**® Branch for five years now and made the move after their previous bank closed its doors at Turrumurra. All the shop's banking is done through Turrumurra **Community Bank**® Branch and the family and staff have personal accounts there as well.

Something else that Turrumurra Cyclery has in common with Turrumurra **Community Bank**® Branch is their commitment to giving back to the community. Last December, they organised a 'month of madness' that consisted of 32 days of continuous riding starting on 26 December 2010. During the month they raised enough money to send 100 bikes over to Cambodia for disadvantaged children. They are also planning on participating in a charity ride to raise funds for Bowel Cancer Australia.

Turrumurra Cyclery - 1366 Pacific Hwy, Turrumurra, NSW, 2074
Phone: (02) 9144 2128 - www.turrumurracyclery.com.au

Our opening hours are Monday to Friday
9.00am – 5.00pm and Saturday 9.00am –
12 noon. You can also phone us on
9488 9496 and speak to us directly during
these hours.

Kuringai Youth Orchestra

The Kuringai Youth Orchestra (KYO) is a youth orchestra based in Sydney's upper North Shore and was established in early 2010. The KYO was founded after the sudden demise of a local school orchestra that left both the parents and the students shocked and disappointed. The decision was then made to form a local community youth orchestra that would cater for both boys and girls. The aim of the orchestra is to provide local teenagers with the experience of performing classical and contemporary orchestral music.

The KYO is made up of very talented musicians aged 14 to 22. They need to be playing at a certain level to be invited to audition. For strings this means Grade 7 or 8 and for the other instrument groups, Grade 6 or 7. Ninety percent of the musicians in the orchestra come from the Ku-ring-gai area, so they are a true local community orchestra.

They rehearse once a week from 6.30pm to 8.30pm. Supper is provided from 6.30 – 7.00pm so that the musicians have an opportunity to socialise and have some fun and bond together.

The KYO aims to put on three to four performances a year. A lot of the musicians are involved in their own school orchestras and bands and are competing in eisteddfods, so this makes working out the timing for their concerts complicated.

Last year the KYO was very grateful to receive sponsorship from the Turrumurra **Community Bank**® Branch. This money was put towards a free community concert that was open for everybody to attend. It enabled the orchestra to hire a hall and advertise with flyers left at schools, retirement villages and shopping centres.

The orchestra is both community minded and community spirited. All the administration and organisation for the orchestra is carried out by volunteers, largely parents. The only person that is paid is the conductor.

In this respect they are very similar to Turrumurra **Community Bank**® Branch, the board of which is made up entirely of volunteers. The KYO carries out all its banking with the Turrumurra **Community Bank**® Branch and is hoping to cement their association with the branch further in the future.

For more information please visit
www.kuringaiyouthorchestra.org.au



Du Plessy Pralin & Otello Chocolates & Patisserie

Celebrating 50 years in business



Local chocolatier Paul Adam's shop in West Pymble is one of Sydney's oldest and most respected chocolate shops and is a haven for local chocoholics. This September, the business that Paul's father Marcel started, will celebrate its 50th anniversary.

Marcel Adam was born in Strasbourg, France and trained as a pastry chef and chocolatier in Zurich before landing in post-World War II London, where he cooked for Winston Churchill.

He arrived in Australia in the 1950s after seeing an ad for the Snowy Mountains Hydro-electric Scheme and opened the first French bakery in Cooma.

He and his wife branched out into contract catering and by 1960 they were able to retire. But Marcel soon felt bored and as a result, he and his wife Martha opened their first chocolate shop on the Pacific Highway at Pymble in 1961.

When Marcel died in 1979, his son Paul left the hospitality industry to carry on the family business. The shop was then moved to Turramurra where it flourished for ten years and in 1990, the current store at West Pymble was opened.

Paul said that his store has a very loyal customer base that have been buying his chocolates for a number of years and have followed him as his shop has changed its location. His clientele is made up of both personal shoppers and corporate clients, including hotels and clubs. As well as his delicious handmade chocolates, Paul also makes fabulous cakes including five that are gluten free.

Du Plessy Pralin's connection to Turramurra **Community Bank**[®] Branch goes right back to the branch's inception as Paul's mother Martha was a foundation shareholder of the Turramurra **Community Bank**[®] Branch.

Paul has been carrying out his banking with the Turramurra **Community Bank**[®] Branch for a few years now after becoming disillusioned with one of the Big Four banks. He said that nothing is too much trouble for Denice and her team and the staff have a genuine rapport with their customers.

Paul's business, like Turramurra **Community Bank**[®] Branch, is also very community minded. Recently, he put a large Easter egg in his window and asked his customers to guess its weight. All proceeds from the competition went to the New Zealand earthquake relief fund. Also at Easter, a student from PLC asked him to donate an Easter egg which she raffled raising \$1,300 for Father Chris Riley's Youth off the Streets charity.

Du Plessy Pralin - Philip Mall, Shop 17, Kendall Street, West Pymble. Phone: 9498 8089.



Have you visited our website at
www.turramurracommunity.com.au?
For the latest news on what is
happening at Turramurra **Community
Bank**[®] Branch visit us online today.

West Pymble Bowling Club – A community club

West Pymble Bowling Club was established in 1960 as a neighbourhood bowling club. It has now developed into a community club, providing a meeting venue for various local groups as well as being a premium site in the area to hold inexpensive functions. The club facilities are used by West Pymble Netball Club, West Pymble Football Club, Ku-ring-gai Swimming Club and Bradfield Probus and Rotary Club just to name a few.

Late last year, the club received a financial contribution from Turramurra **Community Bank**[®] Branch to put towards the costs of their 50th Anniversary celebrations and scoreboard advertising.

"The sponsorship money was very much appreciated to help celebrate the milestone in our club's history", said Warren Thompson (Club Treasurer).

West Pymble Bowling Club has been banking with Turramurra **Community Bank**[®] Branch for a number of years. "West Pymble Bowling Club has enjoyed the convenience of banking at Turramurra Community Bank for many years", said Mr Thompson.

Playing Bowls is a great way to meet people and free coaching is available at the club.

West Pymble Bowling Club, 2 Prince of Wales Drive, West Pymble – Phone: 9498 3135.

Ku-ring-gai Financial Services Ltd New Directors

We are proud to announce that four new Directors have joined the Board namely Michael Cross, Bill Nevill, Linda McDonald and Ian Langford-Brown. All four new Directors have been very active members of the Lindfield **Community Bank**® Steering Committee for more than 12 months and also bring knowledge and community insights of the Lindfield area to the Board.



▲ Ian Langford-Brown, Bill Nevill, Linda McDonald and Michael Cross

Michael Cross has been a proprietor of a pharmacy in Lindfield for more than twenty five years. He has held the position of President of the Lindfield Chamber of Commerce for 10 years.

Bill Nevill is a former CEO of several companies including Collins Bros (diaries). He has held various management positions in Australia and overseas and has developed joint ventures in Asia and Europe. He enjoys playing bowls and golf and has been a Roseville resident for over forty years. He was the chair of the Lindfield **Community Bank**® Steering Committee during 2010.

Linda McDonald has held various senior management roles in human resources with large corporations in Australia and Canada. This was followed by twelve years consulting to medium to large business in executive coaching, leadership and team development. She has been a Lindfield resident for more than twenty seven years.

Ian Langford-Brown is a semi-retired Chartered Accountant, having been a partner in a global accounting firm (Deloitte) for more than 25 years. He has been very involved in the Killara community, where he has lived for more than 40 years. He was National Chairman of Scouts Australia and is still involved in scouting at the world, national and community level.

Four new 2011 Youth Observers

Since 2005, the branch has appointed two Youth Observers from Turramurra High School. Due to our expanding presence in the Lindfield Community, this year an additional two Youth Observers have been appointed from Killara High School. The 2011 Turramurra **Community Bank**® Branch Youth Observers are Matthew Johnston and Mitchell Bazzana from Turramurra High School and Jessica Chen and Stefan Sunito from Killara High School.



Mitchell



Matthew



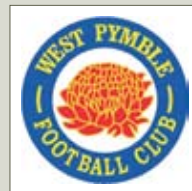
Stefan



Jessica

West Pymble Football Club

West Pymble Football club is a community based football club that was established in 1957. Last season they had sixty-six teams playing in the Ku-ring-gai and District Soccer Association (KDSA) competitions. With more than 850 registered playing members and more than 2000 members (including parents), they are the third largest club in the KDSA.



One of the special activities that the club is involved in is the Football4all Program. They are one of twelve clubs in Sydney and the Blue Mountains participating in Football4all.

Club representative, Kevin Johnson said the club-based program offered a fun modified game with a focus on playing, physical activity and making friends.

“Our special needs programs provide an opportunity to play and enjoy football activities and games and make friends in a safe and family friendly environment. The focus is on participation and fun,” Mr Johnson said.

“Players also enjoy the benefits of football through the physical, emotional and social skills that can often help to build confidence and self-esteem that can last a lifetime”.

Football4all is ideal for players with a disability or special need who are just starting out or prefer to play in a safer less competitive environment. Children participating in the program at West Pymble Football Club range in age from four to eighteen. They need one helper each and two of the clubs premier league players help out each training session.

The sponsorship money that Turramurra **Community Bank**® Branch has given the club helps to subsidise the costs and gear needed for these players and gives additional support to the special needs programme, whereby children with disabilities are able to have the opportunity to play football coached by the premier league players.

The club is in the process of switching its bank accounts over to the Turramurra **Community Bank**® Branch.

Mr Johnson said that he thought that the bank branch, with its community focus, was a really good fit for the club.

West Pymble Football Club - Kendall Street, West Pymble
www.wpfc.asn.au

Contact Paul Phelan on 0404 810 038.



Looking for the perfect home loan?

At Turrumurra **Community Bank**[®] Branch we know there's more to home loans than the interest rate.

That's why we help you choose the perfect home loan for you, with the flexibility and features that suit your needs.

Chances are your existing home loan could do with an overhaul. And the good news is your local **Community Bank**[®] branch may be able to help you refinance for less than \$600.*

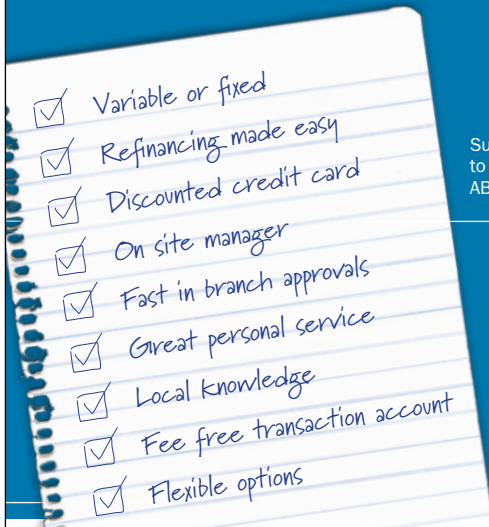
So whether you're after a loan with a variable or fixed interest rate, a line of credit loan or an investment loan – you'll find the perfect home loan at Turrumurra **Community Bank**[®] Branch.

And by doing your banking with us, you'll be helping your local community prosper.

So call into the branch and see Branch Manager, Denice Kelly and her team at 1273 Pacific Highway, Turrumurra, phone 9488 9496 or email turrumurra@bendigobank.com.au

We're open Monday to Friday 9am to 5pm and Saturday 9am to 12 noon.

Subject to terms and conditions. Fees and charges apply. All loans subject to the bank's normal lending criteria. Bendigo and Adelaide Bank Limited, ABN 11 068 049 178. AFSL 237879. (S33567) (03/11)



Turrumurra **Community Bank**[®] Branch

Turrumurra **Community Bank**[®] Branch,
1273 Pacific Highway, Turrumurra NSW 2074
Phone: (02) 9488 9496
Website: www.bendigobank.com.au/turrumurra
www.turrumurracommunity.com.au
Opening hours: Monday to Friday 9.00am – 5.00pm
and Saturday mornings 9.00am – 12 noon

Ku-ring-gai Financial Services Limited
1273 Pacific Highway, Turrumurra NSW 2074
ABN: 56 103 129 184
Chairman: David Langdon
Directors: Peter Millard, Monika Stelzner, Roman Tarnawsky,
Michael Cross, Linda McDonald, Bill Nevill, Brett Saunders,
Ian Langford-Brown.
Company Secretary, non-Director: Julie Fidler.