

PROOF ONLY



Cranking up Banking

Autumn 2011

Doncaster East and Templestowe Village **Community Bank®** branches congratulate the Global Metal Bulleen Boomers on their magnificent victory in the WNBL Grand Final.



▲ Liz Cambage, Michele Timms, Paul Thompson, Ray Lord and Boomers Captain Sharon Milner celebrate the win.

Bendigo Bank & Bulleen Boomers 'A Slam Dunk Partnership'

▶ Kalsie Timms, a Boomer of the future.



2011 WNBL CHAMPIONS

Paul's Piece

Bendigo Bank customers most loyal



▲ Senior Manager Paul Thompson.

A Brisbane based consulting firm, Engaged Marketing, has released results of its latest Consumer Loyalty Benchmarking study, naming Bendigo Bank as having the equal highest Net Promoter Score in the Australian banking sector.

The survey based on more than 6,600 consumer responses, rated nine banks on customer loyalty using the Net Promoter Score, which measures the likelihood to recommend.

Bendigo Bank is a consistent leader with Net Promoter Scores within the banking industry, with their customers more likely

to recommend the bank to their friends and family than customers of other banks.

Senior Manager Paul Thompson said the Net Promoter Scores are a key indicator of business growth.

"The Net Promoter Score is an accurate measure of customer loyalty, and a measure that we have high regard for within our organisation," Paul said.

"Our entire business is, and always has been, customer-focussed and we attempt to exceed customer expectations every day."

The study found that 45 per cent of all respondents said that a recommendation from a friend, colleague or family member is the greatest influence when making a decision about a purchase of a product or service.

It also highlighted that for every one negative comment made about a bank, it takes four or five positive referrals to reverse the damage.

"In Australia, there are around 18 million banking relationships, which means there may be as many as 30 million negative comments being made about banks each year," Paul said.

"Because of this, it's imperative we give our customers a positive experience from the first encounter.

"We believe that successful customers create a successful community, which in turn creates a successful bank – but only in that order."

Ben's Banter



▲ Templestowe Village **Community Bank**[®] Branch Manager Ben Leigh.

Templestowe Village **Community Bank**[®] Branch, need I say more??

If you are not banking at the Bendigo Bank, you are obviously not banking with Templestowe Village **Community Bank**[®] Branch. In not banking here, you are doing yourself a disservice. Bendigo Bank is definitely the bank you should be supporting, and Templestowe Village Branch is definitely the place to do all your banking. Everyone should ask themselves two simple questions:

What does community mean to me?

What am I doing for my community?

The communities in which we live should mean a great deal to all of us. If we support them, they will support us, through great infrastructure, great shopping, great parks and an overall great place to live.

If you have to think about what you are doing for your community, then I can provide you with one simple convenient way to answer this question. Bank with Templestowe Village **Community Bank**[®] Branch of the Bendigo Bank and you will be contributing to the community in the simplest of ways.

'80% of our profits goes back to our community'.

Next time you are at a local sporting event, take a look around, we more than likely sponsor that club. Your local theatre groups, schools, charitable organisations etc are sponsored by us.

Bendigo Bank products are like all other bank products, our Home Loans are super competitive, we have many options in terms of accounts and our term deposit rates are some of the best in the market. Please come in and see us, as I'm sure there are options that will suit all your needs.

I have many years lending experience and for those in the market or looking to refinance, I'm sure you will not be disappointed.



3rd Templestowe Scout Group

It is hard to put into words what receiving the Doncaster East and Templestowe Village **Community Bank**[®] branches Community Enterprise Foundation™ community grant has meant to our scout group.

Last year, many of our cubs embarked on an exciting journey known as Cuboree. Cuboree is an opportunity for cub groups from all over

Banking on the community



▲ Chairman Geoff Roberts.

Members of Bendigo and Adelaide Bank's Board and Executive and representatives of the **Community Bank**[®] network met with Prime Minister Julia Gillard and other members of Federal Parliament to launch the bank's "In the Community" report at Parliament House in Canberra late March.

Bendigo and Adelaide Bank Managing Director, Mike Hirst, said the report highlights the bank's significant involvement in investing in the sustainability of Australian communities through its **Community Bank**[®] model and other 'beyond banking' initiatives.

"At Bendigo and Adelaide Bank we are committed to working with our local communities to deliver employment opportunities for local people, retain capital locally and provide a source of revenue for projects initiated by local communities," Mr Hirst said.

"If we can help create vibrant local communities, generate strong support for community business and foster strong, long lasting partnerships, we will grow our own business and promote a highly effective local and national economy.

"We believe a bank's role is to feed into prosperity, not off it, and our bank achieves this through a number of unique business models and social initiatives, that help to underscore what can be achieved through strong partnership between business, community and government – be it in rural, regional or suburban localities," he said.

Doncaster East and Templestowe Village **Community Bank**[®] Chairman, Geoff Roberts, said the bank recently reached an important milestone when the **Community Bank**[®] network returned \$50 million to support local community groups and projects across the country, and Geoff said the figure is growing.

"Our **Community Bank**[®] branches have contributed more than \$1,000,000 to our local community. When we opened Doncaster East just eight years ago, we set our objectives to provide the best possible banking services to our customers, to operate the business on a sound financial basis, returning appropriate dividends to our shareholders and to support local projects/programs that are intended to benefit the community and assist individual residents in their pursuit of worthwhile objectives.

"Initiatives like our Community Enterprise Foundation™ and Community Sector Banking, among others, also contribute significantly to this philosophy and are a large focus of the report.

"We genuinely believe that by working together in partnership with the Manningham community, so much more can be achieved to help build our local economy," Geoff said.

Victoria to merge and come together as one. It is a week long journey for the kids in fun, games, dirt, mud, encouragement, learning and laughter. To pull together an event like this does not come cheap.

We are only a small scout group and rely very heavily on fundraising throughout the year. With the tough financial times may families have had over the past few years, sometimes just getting their kids to cub/scouts is a challenge. The community grant allowed us to purchase the necessary tents, equipment and special Cuboree 2010 jackets needed to make this amazing event a reality. The kids had an absolute ball, the leaders came back tired but all had fun. In today's busy lifestyle, children don't get much of a chance to explore, create, learn to love nature and get dirty without fear of trouble. Ultimately, the Doncaster East and Templestowe Village **Community Bank**[®] branches gave our kids that chance.

Our Local Traders

Templestowe Village – The Pool & Spa Care Centre



The Pool & Spa Care Centre opened for business in 1993 within the Templestowe Village

Shopping Centre and the original owners Rob and Lisa Martin are this year celebrating 18 years of trading at their store.

Located at the Templestowe Village, adjacent to the Eastern Court Chinese Restaurant and across the road from the local Bendigo Bank Templestowe Village **Community Bank**[®] Branch, the pool shop is kept busy servicing the many swimming pools and spas in the local community assisted by the extensive combined knowledge and expertise of its staff members. Whilst Rob is busy with onsite service work for their clients, Lisa operates the shop which specialises in a thorough free water testing service combined with friendly advice and service to match.

The Pool & Spa Care Centre stock all equipment ranging from pumps, filters, salt chlorinators and pool cleaners to fun pool toys, lounges and accessories. Proudly independent, the store chooses only the best quality equipment and chemicals with a proven performance record to stock from a wide range of suppliers.

The store is currently open seven days a week over the summer months. For trading hours please phone them on 9846 6255 or visit the store at 1/110 Wood Street Templestowe.

Jackson Court – Pompeo's

Quattro Gusti, Stagioni, Ortolana, Al Tonno, Paesana, Spinaci – sounds like the names of some of the romantic towns in the beautiful rolling countryside of Tuscany or even the charming towns overlooking the majestic Bay of Naples.



Well, they're not, they are the names of just of some of the very tasty and scrumptious meals available from a pizza institution in Melbourne and we have it in Manningham, the very popular Pompeo's at 38 Jackson Court, East Doncaster.

Apart from those meals mentioned above, you can also order a 'Grandmother', 'Special', 'Pompeo's' or 'the Lot' or select from traditional pizza's to gourmet pizzas. [The 'Thai Chicken' is sensational – Editor] They also have delicious pasta, delightful desserts and Italian dishes like risotto, Frittura di Calamari and Chicken Valentino.

Established in September 1977, Pompeo's is a family business run by two brothers, Michael and Peter. But, it does not end there as the whole family is involved. On any night you will find Michael and his wife Barbara and their two children Michael and Andrew together with Peter and his wife Sonja and their two children Stephanie and Lara.

A real family business with great service and ambient surroundings that makes you think you could be in a Ristorante near the iconic Colosseum, except that you are near the iconic Doncaster East **Community Bank**[®] Branch.

Michael and Peter are delighted to have the **Community Bank**[®] branch in Jackson Court to provide banking services for the local community and traders but to also develop partnerships with local clubs/ organisations.

Pompeo's a Manningham tradition. Open for Dinner, Tuesday to Sunday from 5.00pm, lunch on Friday from 12 noon, they are closed to 'refresh' on Monday's. Telephone 9848 6699.

No Boundaries – Onemda

Four years ago East Doncaster Cricket Club approached Onemda with the view of developing it's No Boundaries Cricket program aimed at encouraging people with physical or intellectual disability to take part in a cricket based sporting activity, this has now grown into four programs across Manningham and is continuing to grow each year under the guidance of our No Boundaries program manager Matthew Bremner.

The program engages participants to become physically active in sport through the game of cricket concentrating on hand and eye coordination drills and a modified cricket game that creates a fun and exciting environment for all participants.

No Boundaries Cricket has enabled us to develop a strong community partnership between East Doncaster Cricket Club, Bendigo Bank Doncaster East and Templestowe Village **Community Bank**[®] branches and Onemda.

Darren Bourke
President, East Doncaster Cricket Club



▶ Devyn in action at Onemda.
▶ Matty drives with elegance.



Community Enterprise Foundation™

The Doncaster East and Templestowe Village Community Grants Program was officially launched on Monday February 28 at The Pines Learning and Living Centre.

The grants program through the Community Enterprise Foundation™ is about making a real difference on people's everyday lives. We made our first round of community grants on our sixth birthday in March 2009 and provided a total of \$90,494 to 12 local charitable and not-for-profit organisations. In 2010 we gave a total of \$88,800 to ten local community groups and not-for-profit organisations.

These grants are made in addition to our regular sponsorships and partnerships we have developed with local activity and social groups.

In just two years of making CEF grants, we have made a significant difference in the following areas of Manningham - family, children and youth initiatives, public health programs and services, public education, innovative community service projects, cultural and arts initiatives, aged care services, disability support projects and environmental projects.

MCEL Chairman Geoff Roberts welcomed representatives of 24 local organisations, clubs and community groups and gave a brief explanation of the **Community Bank®** model.

Anne Hudson, Chief Executive Officer, Life Education gave an inspiring presentation and spoke about their project and the significant value it has played in the community.

Kim Mawson, Foundation Manager, Community Enterprise Foundation™ gave an enthusiastic and stimulating overhead presentation on the program and how to apply for a grant.

Applications closed in mid April and a presentation of cheques will be made mid-year.



▲ Life Education kit at the Manningham Safety Expo.

Life Education

Doncaster East and Templestowe Village **Community Bank®** branches of Bendigo Bank, through the Community Enterprise Foundation™ grants program have given valuable support to Life Education and its programs. In 2010, Life Education received funds to develop three promotional kits. These are used by Life Education's 14 local community committees when attending local festivals and events. They help promote the brand of 'Healthy Harold' and raise awareness of the vital educational programs delivered by Life Education to help support schools with their Drug and Health Education curriculum. One kit includes; a Harold suit, Life Education table cloths, flags, folding tables, pull up banners and free standing display boards

Junior Observers

Class of 2011

In February, the MCEL Board welcomed Anson Li, Isis Li, Rihat Reyati (pictured right) to the Junior Observers program for 2011.

Anson, Isis and Rihat are three delightful International students who are doing their 11th year of study at Templestowe College in 2011. Anson and Isis are cousins of Chinese origin whilst Rihat is of Uzbekistan origin.

Geoff Roberts MCEL Chairman, made a welcoming speech after which Ben Leigh the Templestowe Village Branch Manager, presented each student with a Bendigo Bank compendium, a student card bank account containing \$200 and a Bendigo Bank



baseball cap. Each student sees the Junior Observer program as an excellent opportunity to enhance their studies and enable them to apply the experience to life after school.

Doncaster East **Community Bank®** Branch

900 Doncaster Road, Doncaster East VIC 3109

Phone: 9840 2028

Opening hours: Monday to Friday 9.00am – 5.00pm
and Saturday mornings 9.00am – 12noon.

Branch Manager: Lorelle Richter

Templestowe Village **Community Bank®** Branch

128 James Street, Templestowe VIC 3106

Phone: 9846 1455

Opening hours: Monday to Friday 9.00am – 5.00pm
and Saturday mornings 9.00am – 12noon.

Branch Manager: Ben Leigh

Manningham Community Enterprises Limited 900 Doncaster Road, Doncaster East VIC 3109 ABN 69 101 174 270

Website: www.manninghamcommunity.com.au

Bendigo and Adelaide Bank Limited, The Bendigo Centre, Bendigo VIC 3550. ABN 11 068 049 178. AFSL 237879.