



On the road with Manningham Community Health Service

Manningham Community Health Service is an independent community health service, registered under the Health Services Act 2001. Predominantly funded by the State Government through the Department of Health, MCHSL provides a comprehensive and essential range of health and wellbeing services, education and social support services to hundreds of clients each year operating in a dynamic environment responding to client and community needs and government policy.

In September, MCHSL took ownership of four brand new vehicles thanks to a new partnership between MCHSL and Doncaster East and Templestowe Village **Community Bank**[®] branches.

The new vehicles will be used by health service staff when visiting clients for a range of services, such as home assessments by Occupational Therapists. When they aren't being used for home visits, the vehicles will be used by a team of volunteers as part of a Volunteer Transport program which each year, provides many thousands of hours of volunteer transport for the Manningham community.

In addition to contributing some of its own resources, MCHSL was thrilled to have received funding for these new vehicles from Doncaster East and Templestowe Village **Community Bank**[®] branches. With the eye-catching signage, the vehicles will be visible on the roads right throughout the Manningham area.

MCHSL CEO Ms Jenny Jackson said "As a small not-for-profit community health service, we would never have been able to fund such a large purchase ourselves and we really value the excellent partnership we have with our local **Community Bank**[®] branch. The new vehicles will greatly assist us to conduct our essential and highly valued work in the community."

Geoff Roberts, Chairman MCEL said, "A staggering \$410,000 was donated by our two **Community Bank**[®] branches to vital community projects this year and we hope that next year will be even higher." Mr Roberts added that he was enormously proud of the partnership between the two organisations and commended Manningham Community Health Service for its wonderful work with the community over so many years.

For more information about the services offered by MCHSL or to register your interest in volunteering call 8841 3000.



Chairman's Christmas message



What an amazing year for our two **Community Bank**[®] branches!

As we have said many times before, the Bendigo and Adelaide Bank's **Community Bank**[®] model is unique in that forges long term relationships and partnerships with all sectors of our community and adds value to all our stakeholders. This is, without doubt our point of difference.

We will continue to work everyday to ensure our two **Community Bank**[®] branches feed into prosperity, not off it. We understand successful customers create successful communities, which creates a successful bank, but only in that order. And we are genuinely connected with our customers and partners and are engaged with the community we live in.

This is the **Community Bank**[®] branch point of difference; it's why people choose to bank with us and why they will continue to do so. If we can deliver on this promise, we believe our point of difference will drive further growth and success to benefit all of our key stakeholders – our customers, people, partners, shareholders and the Manningham and wider community.

Thank you to our shareholders, customers and the local community for supporting your **Community Bank**[®] branches over the past year, there is no doubt your continued support will contribute to the success of the business and enabled us to provide significant funds to local community programs and projects.

May I express my thanks to you all for your support and efforts over the past 12 months and wish you and your family a very Merry Christmas and Happy New Year. I look forward to working again with you in the New Year and continuing to efforts of this outstanding banking model.

Is it any wonder we keep saying 'Banking is our business... the community is our focus.'

Geoff Roberts
Chairman

From all of us at Doncaster East and Templestowe Village **Community Bank**[®] branches, best wishes for the holiday season and thank you for your loyalty and support.



Paul's piece



Your **Community Bank®** branches at Doncaster East and Templestowe Village have now been open for nearly 10 years and three year's respectively. In that time, the branches have consistently met proposed business expansion levels with the total business over the two sites nearing \$250 million. The community within Manningham and surrounding suburbs should be proud of their efforts that went into creating their

two **Community Bank®** branches and the way it has supported the branches once the front doors were opened in Doncaster East back in March 2003 and Templestowe Village in December 2009.

I am very proud of all our staff who continue to display a high level of professionalism, a comment that is regularly stated to me as I speak with customers that support our branches.

Spreading the word still remains a key phrase. Our existing customers have been instrumental in referring new business to our branch, and it is gratifying to see the confidence of our customers in helping to create our successful branches.

Once again I ask that you all continue to play your part in the growth of our branches by spreading the word about the very personal and professional banking service provided by your **Community Bank®** branches.

In summary it has been a wonderful decade however I would like to think that the journey has just begun.

On behalf of all our wonderful team Bernadette, Catherine, Chris, Dianne, Elise, Emily, Kim, Lauren, Lisa, Lyndee, Michelle and Tina and at this very special time of the year, may your treasures this Christmas be a home full of laughter, memories and happiness, friendships rekindled and hearts filled with joy.

Merry Christmas and thank you for your support throughout the year.

Paul Thompson
Senior Manager

Comment from Chris

It has been a busy period at Templestowe Village **Community Bank®** Branch.

We welcomed Emily McKaskill into our team as a new Customer Service Officer. Emily joins us from Bendigo Bank and we look forward to having her on board in the years to come.

We held a traders and community breakfast at The Living Room. Special guests Michelle Timms, Rachel Jarry and Tom Maher from the WNBL Pancake Parlour Bulleen Boomers and Australian Opals provided great entertainment for attendees.

We kicked off a school banking program with Templestowe Heights Primary School. School banking provides students from six to ten years an interactive and informative introduction to money and banking. You're never too young to learn how to save! We plan to grow this program to other local schools next year.

Once the dust settles on the festive season next year, we will be hosting a barefoot bowls community fundraiser at Templestowe Bowls Club, keep your eyes out for further information.

As we head towards Christmas and New Year's I'd like to take the opportunity to wish all our shareholders and customers a Merry Christmas and a happy, safe and prosperous 2013.

Chris Cahir
Templestowe Branch Manager



It is not just about soccer

Bernadette, Lauren and MCEL Director Ray Lord attended one of our very successful and uplifting grant program recipients recently.

Doncaster Rovers Soccer Club received a grant this year to conduct soccer clinics in conjunction with

Onemda (Onemda strives to enhance the quality of life of people with an intellectual disability by providing support, experiences and interactions to develop skills and enrich lives.)

The program is not just about soccer, it is hand and eye coordination, colour selection, motor skills and generally providing heaps of involvement, action, hands on with lots of animated responses – smiles, claps, laughter and relief at being able to achieve something. The 'coaches' are consistently saying 'well done' – this means a lot to the participants.

The coaches are Alfredo (A senior coach with the Rovers who also played in Europe), Nick and Linda and their enthusiasm with the group is infectious. They do a super job.

Another of our great community projects where it really doesn't matter about the money – the laughter and smiles of the participants involved is extremely satisfying.



Above: Daniela is the Goalkeeper as Mario kicks for goal.

Doncaster All Abilities Basketball finals – a great night of basketball

Staff and Directors attended the finals of the DAAB for season 2012. It was a great night with the endeavour and commitment of the participants outstanding. The satisfaction and delight of throwing a goal or making a good pass was infectious as all the Bendigo Bank team were enthralled by the participants' determination and happiness that they were playing basketball.



Top: Michelle & Kim prepare to hand out medallions to the winners and runners up. Above: The final is underway – note the Bendigo Bank singlets!

Local Traders

We will be featuring two businesses from our communities in each newsletter. Come in and talk to us about your business and how we can help you.

Jackson Court

Parkes Property Group - Specialising in Residential Sales, Property Management and Project Marketing



Licensed estate agent and principal of Parkes Property Group since 1982, Linda Linmeiers is passionate about her career in real estate.

Her constant aim has been to provide her clients with an exceptionally personalised level of care with a focus on professionalism and integrity.



For the majority of Parkes Property's 46-year lifespan, it has operated as an independent agency, allowing extra freedom to develop and expand its market and branding strategies. Linda successfully markets and sells homes in all price brackets, from apartments to multi-million dollar landmark properties. Her unblemished reputation and experience in the industry has resulted in Linda being elected to the REIV's Estate Agency Committee, which monitors the conduct of estate agents and the laws that govern it.

In asking Linda about the clients she enjoys working with most, she immediately mentions senior citizens looking to downsize. "These are the people who often require the most guidance and assistance as the moving process can be quite daunting. It's not just about selling the family home of 25-30 years or more – it's a whole lifestyle change, and it can be stressful if not managed correctly. Most people accept downsizing their home, but the real challenge is downsizing their possessions. Working with them through this process can be quite a challenge, but it can also be very rewarding. I had one delightful elderly lady who told me she wanted to move to a particular retirement village to be a teenager again and find true love!"

Linda cites honesty and transparency as the foundations of the Parkes Property brand as well as her own personal approach to real estate. Although she has a flexible attitude towards life, there are some things she will not compromise on, such as attention to detail, a high work ethic and nurturing a staff that shares these values.

Parkes Property is one of the longest serving agents in the City of Manningham, perfectly positioned in the heart of Doncaster East's business district and now totally refurbished for the 21st Century. Located at 906-908 Doncaster Road, Doncaster East 3019, phone 9840 1111. Website: parkesproperty.com.au



Templestowe Village

Little Flower Box – "...the shop is all about the flowers"

From the beautiful Loire region, recognised in France as chateaux country: with magnificent castles to the enchanting 'Little Flower Box' in the chic Templestowe Village shopping complex - that is the journey Melissa and Peter have taken to open up their charming shop of amazing floral creations and colourful florets in James Street.



The first impression when you enter the shop is 'wow'; as the presentation truly displays the 'Art of Floristry'.

"Floristry is the art of creating enchanting flower arrangements, using different styles to produce an outcome that astounds the viewer."

The flowers are fresh daily and Peter says, "The shop is all about the flowers and what you see is what you get when shopping on our soon to be launched website."

They have flowers from all around the world including Magnetic Island, Malaysia, Holland and orchids from Siberia to name a few. One of the most unusual flowers Melissa and Peter have in the shop is a very rare flower from the Northern Territory that only flowers once every seven years.

Because floristry is such a reflection of nature, each floral arrangement created is a one off, simply because the range of flowers they hand select from growers the world over, are in a constant state of flux. Paying homage to the Abstract through Ikebana and Post Modern, and taking in elements of Renaissance, Baroque and Minimal and Post-Minimal techniques, Melissa and Peter hope their pieces will engage, inspire and yet bring simple pure pleasure, at once.

If this appeals to you, then you must visit Melissa and Peter who are passionate about flowers and floral design.

Make sure you also check out the back wall – a talking point in itself.

Shop 1/112 James Street, Templestowe, phone 9846 6526.



Cooking up a 'storm' at Milfete

Milgate Primary School's fete – 'Milfete' – celebrated the school's 30th anniversary in October! The branch staff volunteered to cook the sausage sizzle and worked tirelessly all day! The weather turned out to be kind and there were masses of people throughout the day. The girls said they were situated near the stage so they got to see and hear some great music!



Above: Lauren, Elise and Michelle on duty for the sausage sizzle.

Staff join the Pied Pipers at the 'G'

Can you remember what you were doing on grand final day? If you are a Swan supporter then you will certainly remember, however this year's grand final day was also important for another reason.

Bernadette, Tina and Dianne volunteered to help sell the Mark Knight Grand Final premiership posters for the RCH Pied Pipers immediately following the final siren at the MCG on Saturday 29 September. They braved the 'cool' conditions on Grand Final day for a magnificent cause with all the money raised going to the Good Friday Appeal for the Royal Children's Hospital.



Left: Bernadette, Tina and Dianne 'rugged' up at the 'G' for wonderful cause.

Did you know that we have a Facebook page?

If you're on Facebook, please check it out and 'like' our page – Doncaster East and Templestowe Village **Community Bank®** branches!



Bendigo and Adelaide Bank wins franchisor award

Bendigo and Adelaide Bank has been named the most socially responsible franchisor in Australia at the Excellence in Franchising Awards.

Awarded by the Franchise Council of Australia in Canberra, the awards celebrate the achievements of a sector that employs 700,000 people in more than 70,000 Australian work places.

The award was recognition of the Bank's **Community Bank®** partners who operate more than 295 branches across Australia.

Our model provides communities with more than just quality banking services; it delivers employment opportunities for local people, retains local capital and an investment option for shareholders and provides a source of revenue for important community projects determined by the local community.

Community Bank® branches across Australia have supported a range of initiatives that have improved community outcomes from providing more than 500 automated defibrillators at community venues to establishing local sporting medical and aged care facilities.

Congratulations to all the staff, directors, customers and communities who support **Community Bank®** branches and are co-winners of this award.

Regards,

Russell Jenkins
Executive, Customer and Community

Celebrating 10 years of supporting the Manningham community

Doncaster East **Community Bank®** Branch will celebrate its 10th Birthday on 18 March 2013.

Stay tuned for more information on our upcoming celebrations!



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.

Senior Manager: Paul Thompson

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: Chris Cahir

