



Chairman's New Year Message



Today our two **Community Bank**® branches are contributing enormously to our Manningham community and local economy. It is clear a banking model, which is strongly connected and contributes to the wellbeing of its customers and local community, is generally afforded greater customer support and strong advocacy. This approach is also helping us to secure our own ongoing and sustainable future – and therefore more reliable growth in shareholder value. Good for business... good for community.

With the effects of the Global Financial Crisis still with us and governments around the world struggling with sovereign debt impacting the financial markets - it is expected trading conditions will continue to be very competitive and unpredictable. The only reaction we can have to this scenario is to continue doing what we have done to date, work harder at growing the business volumes and diligently managing the expense base.

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 support has contributed to the success of the business and enabled us to return funds to community programs and projects.

May I express my thanks to you all for your support and efforts over the past 12 months and trust you and your family enjoyed a very happy Christmas. Best wishes for a wonderful 2012. I look forward to working again with you in 2012 and continuing the 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

Shareholders update

In our last newsletter, we said how our shareholders have made a valuable investment to help grow our community; and we trust that our shareholders are delighted with their valuable investment as a shareholder.

We showed a graph of how a shareholder who invested \$5,000 in the original capital raising in December 2002 have since received dividends totaling \$2,625. Well following our most recent announcement of a fully franked eight cent dividend, that total now becomes \$3,625.



▲ Above: Michelle and Justyna from Templestowe Village **Community Bank**® Branch are outreached by Kate.

DAAB in the big time

In the last 12 months, Doncaster East and Templestowe Village **Community Bank**® branches have forged a wonderful partnership with Doncaster All Abilities Basketball [DAAB].

Just recently our two **Community Bank**® branches were thrilled to be able to present six sets of basketball singlets to the conveners of DAAB Gail Dick and Max Chapman and DAAB team members.

MCEL Board and staff members have regularly attended games throughout the season and have been inspired by the enthusiasm and sportsmanship shown by the spirited and passionate young basketballers.

Certainly one of the highlights for the DAAB was to play during the half time break of the WNBL game between the reigning champions Bulleen Boomers and Dandenong Rangers. The enthusiastic young basketballers even attracted Boomers star Liz Cambage to come out and applaud the players. The DAAB players were given a standing ovation for their highly competitive and committed game.

The pictures (top left) tell the story, as Max Chapman said, "The photos are just fantastic - the look of determination on some of the faces is wonderful."



▲ Top: Ben says well done to Jack. Above: Chairman Geoff Roberts shows Kate the new singlet.

BEN joins banking's 'A' team

Your Board is pleased to announce that our parent, Bendigo and Adelaide Bank, recently joined the ranks of Australia's 'A-rated' banks.

This is great news for our **Community Bank**[®] branch. It will provide Bendigo with wider access to funding to help grow all its businesses, including ours, because some entities are not allowed to invest in banks rated below 'A'.

Standard & Poor's in early December upgraded Bendigo and Adelaide Bank's credit rating from BBB+ to A-.

That means Bendigo is now rated 'A' by all three of the world's big credit agencies. Moody's rating predates the merger between Bendigo and Adelaide, and Fitch upgraded the bank in May 2011.

In announcing the upgrade, Bendigo paid tribute to its **Community Bank**[®] partners, noting that S&P had commented: "The bank's stability has benefitted from it becoming more nationally focused, and from its unique **Community Bank**[®] network that sees it partnering with communities to ensure its local presence, particularly throughout regional parts of Australia. This strategy has helped embed widespread customer support for the bank."

Bendigo has assured us that even though it can now access new funding markets, it will not change its fundamental approach. The bank said: "Retail funding remains our key focus because of the strong relationships it brings with our customers, partners and communities. Their support and advocacy is a key to our continued success."

Bendigo also sounded a note of caution about the trading environment in which we all find ourselves. Although Australia's economy is broadly growing well (in mining States at least) and unemployment is low, the international environment means banks are chasing less available funding at higher prices.

That is putting pressure on bank margins and this flows through to the earnings of your **Community Bank**[®] branches. Your Board continues to work closely with Bendigo on ways to grow our business and earnings.

Ben's Banter

"Customer service these days is worth its weight in gold, and we pride ourselves on being one of the best."



Well Christmas is now over and we are into a new year. Where has the last 12 months gone?

In a challenging financial year, where share markets have been turbulent, the property market has declined and everyone is cashing in on the strong Aussie dollar, our **Community Bank**[®] branches continue to show positive growth and a continued focus on you, our community members. We do

encourage you to talk to us about your banking needs as I'm sure you will find the great staff in the branch will provide you with a second to none customer service experience. Customer service these days is worth its weight in gold, and we pride ourselves on being one of the best.

We do hope you all had a very Merry Christmas and we hope your New Year will be prosperous. I say, bring on the sun and heat of summer and let's enjoy the holiday season!

Ben Leigh
Branch Manager, Templestowe Village

**STOP
PRESS**

Ben and his lovely wife, Catherine, are now the very proud parents of a bouncing baby boy, Gryphon, destined to become a Bulleen Boomer basketballer!

Paul's piece...



Your **Community Bank**[®] branches at Doncaster East and Templestowe Village have now been open for just over eight and a half and two years respectively. In that time, the branches have consistently met proposed business expansion levels with the total business over the two sites over \$225 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.

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.

On behalf of all our staff best wishes for a very happy, healthy and safe 2012.

Paul Thompson
Senior Manager

Donvale Bowls Club

A pièce de résistance in the enchanting Mullum Mullum Reserve.

The Donvale Bowls club is located on the site of the White family orchard. The White home was used as the original clubhouse.

After many months of hard work by a dedicated group of foundation members, the grass green was officially opened on Saturday 27 August 1988 by the then Doncaster-Templestowe Mayor Cr. Bill Larkin.



However, going back about seven years ago, membership of the Donvale Bowls Club had fallen below 70 and the artificial rink was not in good condition. They had problems getting the grass green up to expected standard and they were not financially sound and their future was extremely uncertain

Mr Graham Howard said the 'writing was on the wall', but the club management initiated sound business management practices and processes including reviewing everything at the club.

A strategy and a way forward for the club and its members was established, and they kept their members and Manningham Council informed and ensured they were kept up to date and involved in the processes of developing the club.

They created new sub committees to 'recruit' new members, developed a sponsorship committee to create an awareness of the club and sought partnerships with the local community.

Graham said, "We focused on both social and pennant bowls and worked so as to not segregate the club but to be one club. Our aim is to develop more bowlers and officials so they have the opportunity to go to whatever level they want to."

"We have now tripled our membership," he said.

Graham was rewarded for his significant contribution to grow the club in 2011 by being awarded the "Bowl's Australia Volunteer Administrator of the Year".

Doncaster East and Templestowe Village **Community Bank**[®] branches Bendigo Bank are proud partners with the Donvale Bowls Club.

www.donvalebowls.com.au

Our local traders

Vets on Parker

“...even helped a sick baby calf in Mongolia!



After graduating from the University of Melbourne with Honours and having worked in veterinary practices and animal emergency hospitals in Sydney and Melbourne, Dr Kevin Foster started at Vets on Parker in March 2011.

Dr Foster said “I’ve loved becoming a part of the local community and getting to know my wonderful clients and to care for their pets! I’m absolutely committed to providing the best possible veterinary care and services like grooming, cat boarding and doggy day care and quality pet nutrition in a friendly, welcoming environment.”

Dr Foster always wanted to be a vet because of his heartfelt concern for animals and his love of interacting with people; he says his job is perfect because he gets to do these things every day! He has a six month old Airedale Terrier called Macy who comes to work with him every day. He did spend 10 months backpacking around the world and was lucky to volunteer in an animal shelter in India and even helped a sick baby calf in Mongolia!

Vets on Parker have been looking after the pets in the Manningham area since the practice opened in its current position on the corner of Parker Street and High Street in the early 1980’s. A lot has changed since then when it was a horse clinic too! Today its main focus is on dogs and cats and has all the latest equipment like digital x-ray and in-house pathology.

Some of the unusual happenings in the practice include successfully treating a chicken attacked by a fox, surgically removing a pair of women’s tights from a dog’s intestine and treating a bearded dragon with a sore tooth!

The practice has a large luxury cattery for up to 40 cats. There’s a nice outdoor garden enclosure where cats can play and sunbake! They also have some double story houses where cats from the same family can stay together. They look after cats of all ages and often care for geriatrics and diabetics.

They have a great friendly team of experienced vets, nurses and groomers at Vets on Parker, including Dr Rebecca Wilcox, who is very interested in wildlife medicine/research and conservation, and also involved in various research projects/rescue and rehabilitation. Tracey is the receptionist, Joanne, Sarah B. and Sarah P. are the veterinary nurses and Irina is the expert dog groomer.

Vets on Parker, 9850 1355 is opened Monday – Friday 8am – 7pm and Saturday 9am – 2pm.

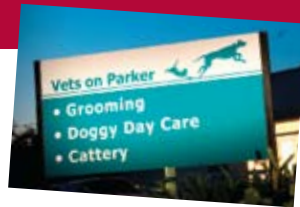
MCEL Ninth Annual AGM

Chairman Geoff Roberts opened the AGM on Thursday 17 November and said, “Banking is our business... the community is our focus.”

“Bendigo and Adelaide Bank’s **Community Bank**® model is a unique banking model that forges long term relationships and partnerships with all sectors on our community and adds value to all our stakeholders. This is our point of difference.”

“The 2010/11 financial year has been an outstanding year for Manningham Community Enterprises Limited [MCEL] with continued growth in our business volumes at both Doncaster East and Templestowe Village **Community Bank**® branches and increased profitability and significant contributions to the Bank’s Community Enterprise FoundationTM [CEF].”

Geoff expressed a special thank you to our shareholders, customers and the local community for supporting our **Community Bank**® branches over the past year, he added, “There is no doubt your support has contributed to the success of the business and enabled us to return funds to community programs and projects.”



“She’s apples.....” at Pippin Motor Repairs

There is an old saying, ‘she’s apples’, but have you thought about what it really means? Well, it is an old Australian term meaning that something is OK and is said to tell someone that they do not need to worry. The literal meaning is that “it’s all sweet”.

The expression ‘She’s apples’ is very appropriate at a prominent Manningham establishment, Pippin Motor Repairs at 42 Jackson Court.

The name ‘Pippin’ comes from the old apple orchard which used to be around that area. The apple grown on the orchard was actually called the ‘Pippin’ apple, so there is some interesting local trivia.

Pippin Motor Repairs owner, Joe Giardina, has been servicing cars from the location for more than 23 years. Well supported by his offside, Ross Mulcock, they form a great team and have grown the business to be one of the most successful in Manningham. Joe is also a strong advocate to give young people a go and at the moment has two young international students doing an apprenticeship placement.

Joe and Ross are great supporters of the local Doncaster East **Community Bank**® Branch and enjoy having local **Community Bank**® branches that supports the community in Jackson Court.

Pippin Motor Repairs specialise in all types of mechanical repairs and servicing and are also a ‘Licensed Roadworthy Tester’. Give Joe or Ross a call on 9848 1511.



Where are our shareholders?

While the majority of our shareholders are domiciled in Manningham we have had an occasional relocation of a shareholder.

One of those original shareholders who signed up because he wanted to support the **Community Bank**® model didn’t just move a suburb away, he and his wife moved ocean’s away.

Ken and Mirielle relocated a couple of years ago to a delightful little village about 225km south of Paris, but still remain staunch supporters of the Doncaster East and Templestowe Village **Community Bank**® branches. They live on a picturesque property with a delightful home in Central France and a couple of the most charismatic old barns.

Ken maintains his interest in the development of the **Community Bank**® branches by regular phone contact, reading the newsletters and logging into the BSX website to get updates on announcements and the share price.

Ken and Mirielle may be thousands of kilometres away, but the Doncaster East and Templestowe Village **Community Bank**® branches are still a major part of their life.



▲ Above: Ken Curtin ready to mow the lawns on the lovely property.

Car racing in Manningham.....!!

One of Manningham's best kept secrets is car racing, yes car racing. On the last weekend in November, Templestowe Flat Track Racers [TFTR] conducted the inaugural Templestowe Village **Community Bank**® Masters which were a great success. Sadly, the first day was washed out due to the torrential rain we received in Manningham on that day, but Sunday's weather was great and participants enjoyed a wonderful day of racing.

Templestowe Flat Track Racers is a Radio Control [RC] racing car club for on road Electric Powered (EP) 1:10 scale vehicles. They meet on the second and fourth Sunday of every month to race and talk about RC cars. The location is Templestowe Reserve in Porter Street. It is a family friendly atmosphere with many father/son teams racing. Visitors are welcome to race or just watch. Their website is tftr.org.au



TFTR President, Dave Stevens, acknowledged the positive support of Templestowe Village **Community Bank**® Branch during the presentations.

◀ Left: TFTR President Dave Stevens with Ray Lord, MCEL Director.



A very successful Community Enterprise Foundation™ project:

Skills to apply for work – Pines Learning



▲ Above: Bernadette [centre] presents Pam [left] with her Certificate assisted by Pines Learning Business Coordinator Jenny Carson [right].

The second Skills to apply for work program concluded at the end of Term 3 with excellent student feedback.

Pines Learning is supported in delivering this course free of charge through the generosity of Bendigo Bank's Community Enterprise Foundation™ grant. Designed to assist people who have been out of the workforce to apply for suitable employment, enrolments came from a variety of backgrounds including students who are currently up-skilling at Pines Learning and referrals from other organisations. Topics included identifying skills, resume writing, letter writing, where to look for work and interview and presentation skills. Priority was given to the long term unemployed, priority learners and financially disadvantaged people.

Successful completion of the course was marked with an informal presentation of participation certificates to students by representatives of Templestowe Village **Community Bank**® Branch.

Piggy in with the Dragons

Piggy was a special guest for the Doncaster Dragons Baseball game versus Essendon at the Dragons home base, Deep Creek Reserve on 29 November.

Sadly, the Dragons went down by just the one run in a thriller. Losing one-run games has become an artform for the Doncaster Dragons this season. So far this season the Dragons have played in five games decided by one run - and have lost them all. All of those games have been against teams in the top four, an indication that the Dragons are very close to the powerhouse teams of the competition.

MCEL Director Ray Lord was also a special guest and with Bendigo Bank's Piggy had the honour of throwing the first two pitches for the night. Ray actually had two as his first bounced before the catcher. He said it was a perfect off break!

Dragons Vice President Lachlan Craven said, "As part of Bendigo Bank's increased involvement this year we have been able to make



some facility upgrades to make Deep Creek more spectator friendly. New seating along the batting tunnel is a prime example of this. Soon we will announce details about a competition where members will have a chance to name this area and win some great prizes!"

Doncaster East **Community Bank**® Branch are delighted with their involvement with the Doncaster Dragons.

www.doncaster.baseball.com.au

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: Ben Leigh

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