

### Branch Manager's report



Our branch has continued to grow strongly this year, with lending well ahead of deposits. I believe this trend will continue into the foreseeable future.

Our branch continues to offer a great range of diverse products other than loans and savings accounts. We have had a very strong period in regards to insurance and financial planning advice. This has largely been to the efforts of our financial

planner, Daniel Weeks, who has been incredibly committed to servicing our customers and branch from his Launceston base.

Bendigo and Adelaide Bank's recent acquisition of a 100 per cent share of Rural Bank will see the products that we can offer and tailor to our customers further enhanced. Along with the Rural Bank acquisition has also seen the appointment of James Cameron as a specialist Agri-lender. James has many years experience in the industry and has already made every endeavour to benefit our branch and community.

I believe our branch offers quality service and a great selection of products. We also have fantastic staff, who truly understand what great customer service is all about.

Deloraine & Districts **Community Bank**<sup>®</sup> Branch came first in the state in a recent mystery shopper customer service exercise, and 7th in the nation for the entire Bendigo and Adelaide Bank branch network. This is an accomplishment we are very proud of.

I believe that we are only on the cusp of delivering on a many of the things we have set out to achieve as a branch and Board. I believe the hard work we have put in is coming to fruition and that our customers, shareholders, and community will all benefit.

Please continue to supports us so that we can support you.

**Darren Rumble**  
Branch Manager

### Welcome back to staff member, Susan Drake

It was with great pleasure that we welcomed back Susan Drake from maternity leave in late 2010. It is wonderful to have her back on our team, so come in and say hi to Susan and all our friendly staff.

### MVFS Ltd. Chairman's report



The value a **Community Bank**<sup>®</sup> branch brings to its community cannot be underestimated. A **Community Bank**<sup>®</sup> branch not only provides excellent personal and accessible banking services to the community and local employment. It also generates funds for community projects on an on-going basis at a time when funds for worthwhile community projects, clubs, events and organisations are getting harder to come by. A locally owned and run **Community Bank**<sup>®</sup> Company helps to keep branch profits local.

By May 2010, 12 years after the first **Community Bank**<sup>®</sup> branches opened in the wheat-belt towns of Rupanyup and Minyip in Victoria, the rapidly growing Bendigo **Community Bank**<sup>®</sup> network had contributed a total of \$40 million to local communities around Australia. This figure represented thousands of examples of funds going back into communities for many different kinds of reasons.

This total has now risen to more than \$50 million, a 25 per cent increase in less than one year. I am delighted that our partners, Bendigo and Adelaide Bank, have chosen to recognise Deloraine's contribution, in the latest national community contributions brochure.

Our **Community Bank**<sup>®</sup> Company has made substantial contributions to a number of different projects and initiatives, as you will see in this newsletter. We have also announced our first major community grant round through the bank's philanthropic arm, Community Enterprise Foundation™. You may have seen the notices in the local press. In addition we are very proud to have paid our shareholders their second dividend.

Our branch staff work hard to provide our customers with the very best service and banking, insurance and wealth management advice. I would like to thank our Branch Manager, Darren Rumble, Supervisor, Kym Hansen and branch staff, Susan Drake, Judy Hawkes, Cindy Smith and Kym Walters for the great work they do for us all.

For the past three months, the Board has been conducting its meetings throughout the community at local community halls in Meander, Chudleigh, Birralee, and Wegeena. It has been very interesting to meet local hall committees and talk to them about the great job they are doing in keeping our local halls operating.

On behalf of the MVFS Board I would like to express our thanks for your continuing support. Our ability to provide funding for community projects depends directly on the community's support of the branch and our Board of volunteers.

**Lynn Hayward**  
Chair MVFS Ltd

## MVFS Ltd. welcomes two new Directors

The Board of Meander Valley Financial Services Ltd. Has welcomed two new Directors to its Board, David Cameron and Graeme Pennicott

The two new Directors are no doubt well known to local residents.

### David Cameron



David was born in Chudleigh, and has lived there all his life. He was educated at Mole Creek Primary School and Deloraine High School. He has trained and worked as a butcher in Deloraine for 14 years, owning the local Butchers for 11 years. For the past eight years he has run a mixed farming enterprise in Chudleigh. David has been a member of Rotary for 10 years. He is married to Wendy, and between them they have six children.

### Graeme Pennicott



Graeme came to live in the Meander Valley in September 1982. He and his wife, Geraldine, are fifth generation Tasmanians. They have lived in their hand-built house in Reedy Marsh since the beginning of 1983.

The Pennicotts are well known in the education industry in the Meander Valley. Graeme was a teacher at Deloraine Primary School, as well as Meander

Primary School and then Principal at Meander Primary from 1993 until his retirement from the Department of Education in February 2010. He has also been a relief teacher at most schools in the Northern Midlands and Meander Valley regions.

At present he is a casual ecotourism guide/driver for three prominent Tasmanian companies.

## Donations and sponsorships

More than \$12,000 made since October 2010

Donations and sponsorship include:	
Westbury Combined Churches Advent Pageant	Chudleigh Agricultural and Horticulture Society
Deloraine Golf Club Inc. Farmers Day	Meander Valley Emergency Relief Hamper Appeal
QLD Flood Appeal	Meander Hall Committee
Meander Primary School P&F	Meander Valley Online Inc
Relay For Life – Remembering Sandra Team	Meander Primary School Canberra Trip
Deloraine Sheep Dog Club	Meandering Art Award
Deloraine High School Excellence Award	Mole Creek Swimming Centre
Deloraine Bowls Club	Oxfam

All of these projects were assisted by grants made possible through funds generated by community support of Deloraine & Districts **Community Bank**<sup>®</sup> Branch.

Spread the word on how your banking is changing your local community in big ways!



▲ Meander Primary School 125 yr Celebration.

## Staff Member Susan Richardson in Relay For Life

On 26 and 27 March, the 2011 Relay for Life was held at the St Leonards athletic centre.

Our team, "Remembering Sandra", consisted of 15 people ranging in age from 19 months to 68 years. We each took turns in walking around the track over a 24-hours period.

Thanks to Deloraine & Districts **Community Bank**<sup>®</sup> Branch for their \$250 donation, permission to place donation tins in the branch and the use of the branch's tent.

Our team went on to raise close to \$2,500 for the Cancer Council of Tasmania.



## MVFSL Shareholders receive a 2nd Dividend Payment

On 28 March 2011, MVFSL paid a six cent unfranked dividend to shareholders.

While most payments were paid without a hitch, there are some cheques that have been returned and some EFT transfers that were unable to be complete. If you haven't received yours, please let us know. Please be vigilant in notifying our Share Registry (RSD) of any changes to your contact details or bank account details.

It costs the Company less to pay EFT dividends as opposed to cheques, and in keeping costs down we are able to put more back into your community. If you would like to opt for an EFT transfer of your next dividend payment, or update your address details, forms are on the website at:

<http://www.rsdadvisors.com.au/shareregistry.htm> or call RSD: (03) 5443 or email RSD: [shareregistry@rsdadvisors.com.au](mailto:shareregistry@rsdadvisors.com.au)

## Community Grant Round of \$20,000

We are excited to announce our first community grant round through the Community Enterprise Foundation™.

We have a whopping \$20,000 to donate to community organisations in the Meander Valley, on top of the donations and sponsorship already made this year.

It's wonderful to see that by supporting your **Community Bank®** branch you can make a big difference to our community.

## We are now on Facebook!

Find Deloraine & Districts **Community Bank®** Branch on Facebook, and keep up to date with the goings on of our branch and Board.

## Shares available

There are currently interested parties looking to sell shares in Meander Valley Financial Services Limited through the Company's low volume market.

To register your interest in purchasing shares please contact Laura Richardson (Company Secretary) on 0437 624 152 or visit [www.bendigobank.com.au/deloraine](http://www.bendigobank.com.au/deloraine) for further details.

## Emails keep you up to date

For more than a year, our shareholders have been able to receive Company information, such as newsletters and annual reports, via email. If you wish to use this format, please return the form on the back page of this newsletter or send an email request to the Company mailbox at [meandervalleyfsl@gmail.com](mailto:meandervalleyfsl@gmail.com)

Deloraine & Districts  
**Community Bank®** Branch

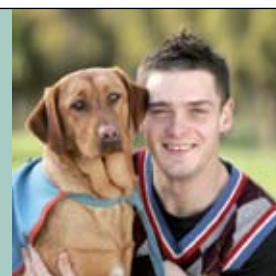
## Grants Program Apply Now

A Deloraine & Districts Community Grant may be just what your community organisation needs to make a great idea happen

**Applications close Tuesday 24 May 2011**

For more information

- Call into the Deloraine & Districts **Community Bank®** Branch
- Phone 1300 304 541 between 8.30am and 5.00pm Monday to Friday
- Visit our website [www.bendigobank.com.au/foundation](http://www.bendigobank.com.au/foundation)



The Deloraine & Districts Community Grants Program is a management account of Community Enterprise™ Charitable Fund. Community Enterprise Foundation™ ABN 69 694 230 518. Community Enterprise™ Charitable Fund ABN 12 102 649 968. The Bendigo Centre, Bendigo, VIC, 3550. (S33761) (03/11)

Community Enterprise Foundation™



## MVFSL Board members receive volunteer awards

The efforts of four retired Directors of the Deloraine & Districts **Community Bank**<sup>®</sup> Branch were acknowledged on Australia Day through the Meander Valley Council's volunteer recognition program.

Barb Harvey and Grant Ward were working on Australia Day, so Director Ken Philpott accepted their awards on their behalf.

Barb and Grant have volunteered their time to the Deloraine & Districts **Community Bank**<sup>®</sup> project since 2000. Since that time, Barb and Grant have given an average of 7.5 hours of their time each week, sometimes much more, which over their 10 years of service totals more than 4,000 hours each.

They served on the original steering committee, which developed the project and then joined the Board of Directors when the Company was established in December 2004.

They have been responsible to the Board for the development and fit-out of the premises and its on-going management, including OHS and cleaning contracts as well as the continuous displays of local artists' works in the branch. They have also served on the Board's business development, sponsorship and governance and audit committees, contributing their wealth of knowledge and experience to the branch's business development and new promotional themes.

Barb and Grant retired from the Board in August 2010 but continue to support the **Community Bank**<sup>®</sup> branch in many ways.

Jan and Steve Blakeney's voluntary efforts to get the Deloraine & Districts **Community Bank**<sup>®</sup> Branch up and running were also recognised at the Meander Valley Council's Australia Day Awards 2011.

Inspired by the early success of **Community Bank**<sup>®</sup> concept in Victoria, Jan and Steve Blakeney were among the first in the community to see the potential of the **Community Bank**<sup>®</sup> model.



▲ Left to right: Barb H, Grant W, Jan and Steve.

Joining the original steering committee in 2000, they played a central role in establishing its structure and formation and in the subsequent success of the project. Their 10 years of voluntary service, averaging more than 7.5 hours per week, has provided the project with more than 8,000 hours of this couple's time.

During this time, Jan managed media, public relations and communications on behalf of the Company, contributing a wealth of experience to this important and demanding role. Steve convened the business development and sponsorship committee of the Board, handling sponsorships and donations, promotions, advertising, communication with businesses, and the development of the business.

Steve and Jan were often the faces most people saw at our district's community events, where they and other Board members operated Deloraine & Districts **Community Bank**<sup>®</sup> Branch's shade tent, offering fun activities, prizes and games and providing information about the **Community Bank**<sup>®</sup> concept to community members.

Meander Valley Financial Services Ltd.

### Shareholder newsletter request

Mail to: PO Box 423, Deloraine Tas 7304

Please send my shareholder newsletter by email:

Name (please print):

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Email address (please print):

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## Deloraine & Districts **Community Bank**<sup>®</sup> Branch

47 Emu Bay Road, Deloraine TAS 7304

Phone: 6362 4801

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

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

Manager: Darren Rumble



Board of Directors: Meander Valley Financial Services Ltd  
PO Box 423, Deloraine TAS 7304