



Mooroolbark Community Bank® Branch newsletter.

2017 Community Grants.

Six most worthwhile local not-for-profit groups benefitted from the Board's 2017 round of Community Grants presented at our Annual General Meeting on 13 November at the Mooroolbark Bowls Club. It was smiles all round for all those receiving much needed support to help them with their plans for 2018. In total over \$26,000 was handed out, demonstrating our commitment and support to the local community.

The Babes Project Inc.

The Babes Project provide support to local expectant and new mothers. The demand on this group's services has grown considerably in recent times and they now care for approximately 150 women every year.

We are pleased to provide a grant of \$2,607 to purchase a new computer and work station for one of their offices.

Jim Fuller House.

Jim Fuller House provides long term affordable housing for low income elderly people who are homeless or at the risk of becoming homeless in Mooroolbark and surrounding area.

This group needs to centralise all their electronic records onto a new computer system. Our grant of \$2,714 will assist them to achieve this goal.

Caladenia Dementia Care.

The carpet at the Caladenia Dementia premise is 14 years old and much worse for wear. In parts it has become a tripping hazard. This is something that their Government funding does not cover.

We are pleased to provide a grant of \$7,750 to ensure their old carpet is replaced.

Mooroolbark and District Miniature Railway and Steam Club.

The club's volunteers recognise that with the vast number of visitors now going through their facility every year they now need to have a heart defibrillator on hand.

We are pleased to provide \$2,500 to enable the organisation to buy their Heart Defibrillator Unit along with it's accessories.

Spectrum Journeys Incorporated.

Spectrum Journeys provides much needed support to families dealing with autism. They recently opened a new hub in Lilydale from which they manage and undertake most of their activities.

We are providing a grant of \$2,500 to help them offset some of the costs involved with running a parent support group specifically for mothers of children who have newly received Autism diagnosis.

Continued over page.

Mooroolbark & District Financial Services Limited PO Box 360, Mooroolbark VIC 3138 ABN 45 098 234 354

Directors: Peter McGowan (Chair) Joan Drew (Sec/Treas), Richard Nicholas, Terence Avery, Peter Verhoef, Anthony Wright, David Wright.

2017 Community Grants (continued).

Lilydale West Primary School.

The school wishes to purchase a Heart Defibrillator unit for the safety of their students, staff, parents and visitors.

The school also has a project to install new playground equipment for the enjoyment, improvement, wellbeing and development of physical skills for their students.

We presented our grant for \$8,337 to assist with the purchase of the Heart Defibrillator and playground equipment. The school will fund the equipment installation costs.

Staff profile – Alison.



Meet Alison, our part-time Customer Service Officer. Alison has been with us for over five years after transferring from the Wandin-Seville **Community Bank**[®] Branch where she worked for three years.

Alison has worked in the industry for over 20 years. Prior to joining the Bendigo Bank network, she was employed by the ANZ Bank.

Alison is married to Marco. They live in Lilydale with two of their three adult children, Nicky and Jack. Their eldest daughter Melanie and her husband Ryan welcomed baby Murphy in July this year. Alison is revelling in her newest role of being a Nanna.

On weekends Alison and her family love spending time on their houseboat at Lake Eildon. This year will be the first full summer for them on the lake, having spent the last six months renovating the houseboat. Alison and Marco are also looking forward to a New Zealand cruise in March to celebrate their 30th Wedding Anniversary. They are members of St John's Anglican church Lilydale, where they often help out with church activities and community events.

Alison enjoys working for the **Community Bank**[®] branch and providing personalised service to our customers. Being able to connect with and understand their needs and offer appropriate solutions is something she finds very rewarding.

Alison also says she loves the way we give so much back to the local community by supporting many sporting groups, schools, and other worthy organisations around Mooroolbark.

From the Manager.



At Mooroolbark **Community Bank**[®] Branch we are very proud of what we do financially to assist our local not for profit groups. We are also humble in knowing we can only achieve what we do because of the banking support of our customers.

Obviously, we like to promote our community support at every given opportunity as it raises awareness and hopefully plays a role in growing the banking side of our business. The more we grow we can continue to do more for our local community groups.

I feel at times we can miss some other and possibly more individual personal reasons why people bank with us or why someone may consider moving their banking to our branch.

Bendigo Bank provides an extensive variety of banking products / services from transaction accounts, to investments, loan facilities, insurances, superannuation and financial advice etc.* We believe the quality of the products / services we offer is extremely high and our pricing is competitive within the markets we operate.

We believe we back up the products and services provided with a high level of customer service. We see our customer service continually endorsed through various customer feedback surveys which are run through our industry.

Many of our customers enjoy the fact they have access to a local traditional bank branch in Mooroolbark and not forced to do all their banking through on-line channels. With Bendigo Bank, the customer experience is very much about choice of how the customer prefers to do their banking with us. A good example of this choice is our customers are more than welcome to phone the branch direct with their enquiry or if they prefer they can call the Bendigo Bank's Australian Call Centre.

Other examples of choice are the ability to open accounts or apply for loans in the branch or to go on-line or to go through the Call Centre.

Many of our customers enjoy the fact we have minimal staff changes, as branch staff are employed by our local **Community Bank**[®] company that operates under a franchise agreement with Bendigo Bank. This enhances the ability for staff and customers to build up a rapport and confidence with each other.

If you are considering a move to Bendigo Bank I am confident when you review the total overall experience of price, service, product as well as how your banking can help the local community there will be a compelling argument to make the jump.

Rowan Alexander Branch Manager

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Have you seen the change?

The Mooroolbark **Community Bank**[®] Branch is extremely proud of the support it provides to the local community and the benefits that brings to so many. Over the 15 years we have been open we have poured back over \$2 million via Community Grants and Sponsorship payments. We have financially assisted support groups, welfare groups, schools, sporting clubs, local arts and much more.

Please check us out on our Mooroolbark **Community Bank**[®] Branch Facebook page and website for more details about what we do and who we have supported and see the 'Change' we have made to the community!

If you would like to bring about 'Change' then why not consider bringing your banking, insurance and/or financial business to us?

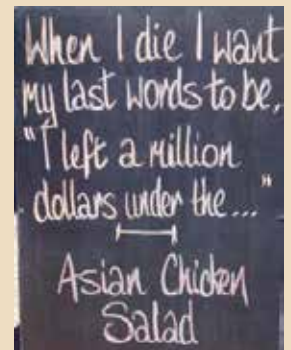
Three Beans café.

Caroline and Randall purchased Bricey's Deli Cafe in 2014. In September 2016 they significantly renovated and created a cafe with greater seating capacity for their customers, with more of an emphasis on the cafe. At this time, "Three Beans Cafe" was born.



As part of this change, the revamp included a new menu to incorporate their unique deli products and a change to an award winning locally sourced coffee, L'unico Coffee. Caroline and Randall are proud of the changes they have made, and are enjoying being busier with a larger client base.

Their footpath blackboard, with its weekly changing messages, is now a 'signature' piece in our shopping landscape. Often, people are seen stopping to photograph the boards with a smile on their face. A new message appears each week, and they are proud to say that in three and a half years a board has never been repeated.



Caroline and Randall live locally, three of their children playing for local football clubs, and they enjoy Mooroolbark's close knit community.

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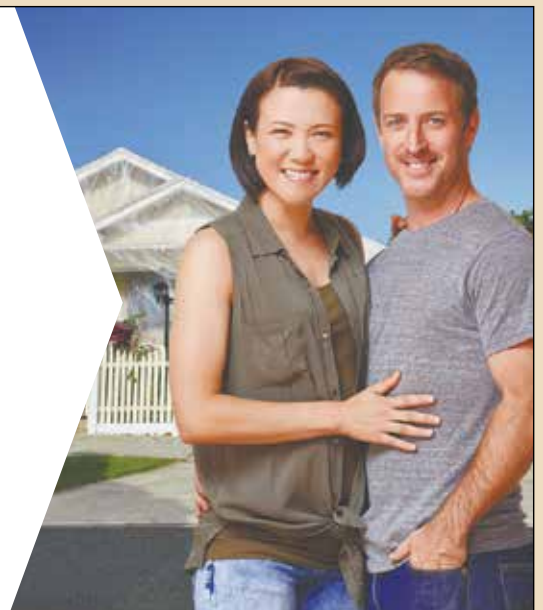
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Croydon & Districts Table Tennis Association.

The Croydon & Districts Table Tennis Association started in 1957 and was then played in garages and factories. About 25 years ago all table tennis moved to the Kilsyth Sports Centre in Liverpool Road Kilsyth.

There are 23 tables spread over two stadia with competition, coaching and practice happening every day of the week during day time and evenings. The youngest player is 6 years of age and the oldest 96 years of age meaning all age groups join in the fun and exercise.

Schools use the facilities regularly as well as a U3A group. There is also a Ladies only time slot with oversight

of a coach. All sessions have a great social and safe environment.

New players of any standard are always made welcome and can hire a table or join an activity. For more information visit our website www.insports.com.au/ttp/cdtt or call the Sports Centre on 0450 763 252.

The CDTTA is very happy with the support given by the Mooroolbark **Community Bank**® Branch which has resulted in improving equipment and sponsoring junior players.



A snapshot of some of the tables.

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Be the change.



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Mooroolbark Community Bank® Branch

Shop 19 Mooroolbark Terrace, 66-74 Brice Avenue Mooroolbark VIC 3138 Phone: 9726 5388

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

Website: www.bendigobank.com.au/mooroolbark facebook.com/MooroolbarkFinancialServices twitter.com/bendigobank

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