

July  
2020

# Newsletter

Community Bank · Mt Eliza

## We're here for you

Bendigo Bank's Mt Eliza Community Bank has remained open throughout COVID-19. Our local team are juggling social distancing and hygiene protocols, while continuing to provide excellent customer service. We are so proud of how our staff are performing their roles as essential service workers.

Our local volunteer board are committed to supporting community groups, schools, clubs, businesses and our customers as we deal with the pandemic.

## Support for local students

In March we checked-in with Mt Eliza Secondary College. They reported some difficulty getting a handful of students established with home Internet access. So we engaged local IT company SolutionOne to source dongles (which were in high demand at the time), provide data plans and phone technical support to get the local students set-up quickly, with minimal disruption to their studies.



Getting local students the Internet access they needed for home learning



We're giving a local stimulus boost to Mt Eliza retailers

## Helping Mt Eliza retailers by thanking our customers

Over the next few months we'll be distributing local gift and shopping vouchers to some of our lucky Mt Eliza branch customers, thanking them for choosing Bendigo Bank. But the initiative is also a way for us to support many Mt Eliza retailers who are doing it tough during the pandemic.

Our local board decided to inject \$5,000 into our local retail economy with this voucher initiative. The aim is to stimulate the local retail economy, encourage people to shop locally, and keep money circulating here in our Mt Eliza community.

"Feeding into the prosperity of customers and communities, rather than off them, is what Bendigo Bank is all about," said Reagan Barry from Mt Eliza Community Enterprise Limited. "We're here to support Mt Eliza through the pandemic and the economic fall-out. This simple local stimulus measure is one practical way we can do that."



Our thanks to retiring Directors, Carolyn (right) and Peter (third from right)

## Thanks to our retiring Directors

We've had a few changes to our local board lately, and take this opportunity to thank two of our Directors who have recently retired.

Carolyn Parker retired as a Director and Company Secretary at the end of June 2020. She joined our board in 2013 and worked tirelessly to ensure the effective operation of our company, with a strong emphasis on governance and risk. She chaired both our Governance, and Audit & Risk committees. Carolyn generously shared her wisdom, experience and considerable business skills with all of us. Mt Eliza Community Enterprise Limited is a robust and profitable company thanks to her efforts.

Peter Hutchinson retired from our board at the end of May after serving for six years, including on our Business Growth and Engagement & Development committees. Pete helped us initiate the Mt Eliza Community Pitch and was a regular volunteer at all our local community events. He also helped Bendigo Bank establish a Directors' forum in Melbourne.

We wish both Peter and Carolyn all the very best. They've both made outstanding contributions.

## Half-yearly report 2019–20

Mt Eliza Community Enterprise Limited's Half-Yearly Report (to December 2019) was published in May. It reported that the company continued to perform well, posting a profit for the half-year of \$70,259. We had a positive March quarter and were in a solid position as the first round of COVID-19 restrictions were announced. Early indications are that business has remained steady through June and July – despite the disruptions of the pandemic. We'll keep our local shareholders abreast of the situation in our Annual Report and at our AGM, which is expected to be held in November.

Visit our website for shareholder information.



## Mt Eliza Community Pitch update

The Mt Eliza Community Pitch is the event by which we distribute our local grants. We invite other local businesses to join us for the event. They contribute their own funds and distribute them on the night as well.

The Mt Eliza Community Pitch is usually held in winter. But the COVID-19 pandemic has challenged our plans this year. Our local board have decided to move the event to March 2021 (pending a confirmation closer to the date).

As soon as the event date can be confirmed and locked into place on the calendar, we'll advise local not for profit groups and call for applications.

Local groups can prepare an application in advance. Forms are available from the Mt Eliza Community Bank branch or our website.



## Your community impact

If you're a customer of the Mt Eliza Community Bank your everyday banking has had a big local impact in the past couple of months. We've supported many local organisations and initiatives. We can't do this unless local people choose Bendigo Bank in Mt Eliza.

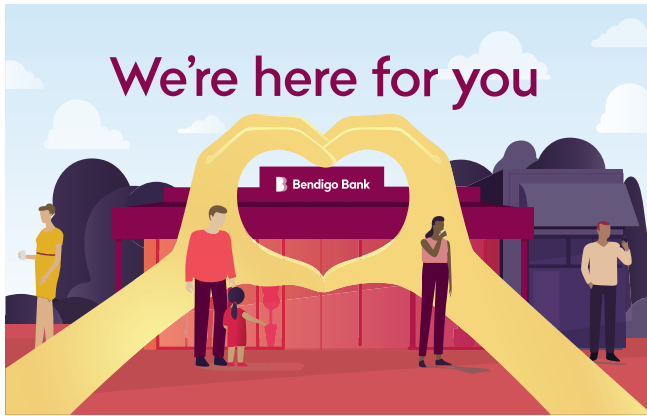
Here's what our customers have achieved lately:

- Mornington Peninsula Legacy were able to take their 18 disabled dependents on a five-day respite holiday to Caloola House at Port Arlington thanks to funding they received at the 2019 Mt Eliza Community Pitch.
- The Overport Park Development Foundation was able to open their new pavilion in March. It gives the players and teams who use Overport Park a well-equipped facility: with change rooms, kitchen, canteen, bathrooms and meeting areas. The foundation also received funds at our 2019 Mt Eliza Community Pitch (pictured below).



Our customers contributed to the new infrastructure at Overport Park





## When you need us, we're here for you

These past few months Bendigo Bank has helped thousands of customers who've reached out asking for financial assistance. It's not just COVID-19 that's brought them forward: so many Australians are still reeling from the devastating effects of recent drought and bushfires. So if you need help, or you just want to talk through your options, we're here for you.



Bendigo Bank CEO, Marnie Baker

## Meet Bendigo & Adelaide Bank's CEO, Marnie Baker

Based in Bendigo and married with three sons, Marnie Baker has been with the Bendigo and Adelaide Bank Group since 1989 and an executive of the bank since 2000. She was appointed Managing Director in 2018. She has 30 years' experience in financial services, specifically in retail banking.

She grew up on a dairy farm more than three hours' drive from Melbourne – an experience she credits with making her resourceful, resilient and able to sniff out a fake at 50 paces.

According to Marnie, the bank's customers are not shy about approaching her at the supermarket or a football game to give her feedback directly.

We're proud to have Marnie Baker at the helm of Bendigo Bank. She's one of corporate Australia's most authentic and inspirational leaders.

## Bushfire appeal: housing assistance

In partnership with the Victorian Government, Bendigo Bank has announced that \$10.1 million in housing assistance relief payments (which were raised through the Victorian Bushfire Appeal) has been distributed to more than 400 Victorian households destroyed or severely damaged by this summer's devastating bushfires.

Alex Gartmann from Bendigo Bank said the appeal funds donated by generous Australians will continue to be disbursed to those most in need – especially those that fall outside of government support or private insurance.

"With the COVID-19 pandemic dominating the national agenda, many have forgotten that just a few months ago bushfires were ravaging the nation."

"These bushfire-affected communities are also now facing the compounding impact of COVID-19, so it's more important than ever that we stand alongside them for the long term – something Bendigo Bank has done for more than 160 years," she said.



Housing relief payments to the tune of \$10.1 million have been made to bushfire-affected people in Victoria

## Calling community group leaders...

Together with the Mt Eliza Neighbourhood House, we invite anyone involved with a local community group, club, school or not for profit organisation to join us for informal Zoom sessions to share our experiences.

Our first community leaders' session will focus on COVID-19 experiences. It will be held on 29 July 2020 at 4pm, via Zoom. Our aim is simply to bring Mt Eliza community group leaders together regularly for conversations and networking.

If you'd like to participate in this or future sessions, email [alex@mece.com.au](mailto:alex@mece.com.au) and we'll send you an invitation.



## COVID-19 Needs Assessment Survey

Our volunteer directors were recently involved in a national survey of community groups, clubs and Local Government Authorities initiated by Bendigo Bank. During May–June, the bank's team had over 250 personal conversations in order to build a picture of how communities and local councils around the country were dealing with the pandemic, and its expected economic consequences.

The survey highlighted key areas where community groups and clubs were facing challenges:

- finances – reduced revenue and sponsorships
- structure and design – implementing health and hygiene and social distancing protocols, managing restrictions, possibly needing to change the organisation's structure to be more robust and agile
- people – keeping members and sponsors engaged
- health – prioritising the health and safety of staff and volunteers, managing mental health issues and ensuring a safe environment for all
- momentum and moral – disruptions in rhythm and habits, and rebuilding confidence
- administration – a lack of administrative, communications and governance skills on their volunteer committees and teams.

For local government authorities around the country, the main areas of focus were:

- supporting local businesses, economies and industries with a range of stimulus measures
- responding to acute social services needs
- community wellbeing, family violence, mental health and youth unemployment.

This survey highlighted for us that it has never been more important for Bendigo Bank's Community Bank branches to be supporting communities. Thank you to the many local people we spoke to as part of the process, your input was invaluable.



We're here to support our community groups, clubs, schools and initiatives through the COVID-19 pandemic



Take care of your health and wellbeing: stay active

Don't let your health and wellbeing take a backseat during stressful times. Stay active and enjoy Mt Eliza's many scenic walks. Canadian Bay beach is one of our favourites.

## Talk to us today



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### We're open:

9.30am – 5.00pm Monday to Friday

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### Directors

Reagan Barry (Chairman), James Batty (Deputy Chairman), Robert Gauci (Treasurer), Alex Godfrey, Jo Horton, Greg Russo, Matthew Wilson.