



September -
November
2021

Spring season

Community Bank · Pinewood



Welcome to our Spring newsletter for Community Bank Pinewood! We hope you find it informative as we keep you up to date with what's been happening here at the branch and with our Board Directors from September to November 2021.

A message from our Chairman



To our valued community,

I hope you all had a marvellous holiday season and Summer break! At Community Bank Pinewood, we have continued working to support our community and provide financial services in this difficult operating environment.

In November, Community Bank Pinewood and our Pitch Partners donated \$55,000 to twelve deserving local community groups for their projects. This year's event was again held online due to

COVID-19 restrictions. The evening featured many heart-warming initiatives to motivate us to continue working hard to deliver this grants program into the future! I encourage you to follow us on Facebook @communitybankpinewood where the livestream of the event is still available for you to watch.

Also in November, Community Bank Pinewood opened a sales office on Lonsdale Street in Melbourne's Chinatown. This is part of our continued efforts to support the ethnic Chinese community's needs for banking and financial services. We have been working on this initiative for many years now and it's great to see the next stage of development come to fruition. Special thanks go to our Executive Director Peter Pan for all of his efforts. As a result of this growth, we have promoted Paul Lai from the Pinewood branch to the Chinatown office and have welcomed a new member of staff, Amit Narayan who has fitted in seamlessly to our Pinewood branch.

Bendigo Bank's Eastern Region held an awards night for the 2020/21 year. In December and Community Bank Pinewood won three awards, including 'Branch of the Year', 'Community Engagement' and 'Sales Growth'. An all-around stellar performance by our branch management, staff, and marketing team! Well done team!

Finally, I have to mention that Community Bank Pinewood's 20th anniversary is coming up later this year in August. Over the course of the last 20 years, we have contributed over \$1.3 million to our local community. We are looking forward to an awesome celebration!

Regards,

Robert Davies
Chairman

Branch news

We are very excited to be turning 20 this year on 19 August and are planning lots of exciting celebrations along the way, culminating in our birthday party. We want to thank all of our supporters and encourage you to tell everyone about the service we offer here at Community Bank Pinewood. The more you bank with us the more support we can offer your local community!



You can find us at
65 Centreway, Mount
Waverley 3149, Monday to
Friday 9.30am - 5.00pm
or call us on 9886 6477.
Alternatively scan the QR
code which will take you
directly to our web page.

A message from our Community Bank



To all our valued customers and supporters,

We want to wish you a very Happy New Year as we reflect on the last three months of Spring 2021. We continue to remain open and dedicated to our community and thank you for adhering to our COVID-19 policies and procedures, wearing your masks, socially distancing, checking in with our QR code and being respectful and patient with our staff.

We are very proud of our achievements and in particular our contribution to our local community in the form of sponsorships, grants and donations. In November we held our Pitch It 2021 Finalist Event online where we were able to give \$55,000 in funds to twelve community groups and their worthy projects. We want to say a special thank you to our 'Pitch Partner' businesses who contributed 50% of these funds enriching the program with their participation.

Community Bank Pinewood were proudly named 'Branch of the Year' at the recent Regional Awards! We also earned the top award in 'Community Engagement' and 'Sales Growth'.

We couldn't be more delighted to have achieved these accolades during such a challenging time and our success is a testament to the hard work of our incredible branch staff - thank you to Paul, Cathy, Lai, Emily, Rhiannon and Amit. We also extend our gratitude to our Marketing & Sponsorship Coordinator Louise and to our Board of Directors.

We would like to mention that Lai has now moved to our new Chinatown Office in Lonsdale Street as Customer Relationship Manager - we already miss him around the branch as he was such an integral part of the team here, we wish him the greatest success in this new venture and know that the new office is in great hands. We would like to warmly welcome Amit to our team at the branch, Amit is learning quickly and is great with our customers!

We are looking forward to continuing to deliver exceptional customer service as we move forward and are particularly excited about our upcoming 20th birthday in August this year! To date we have contributed over \$1.3 million to our local community and we think that is a huge cause for a celebration - watch this space!

Please don't hesitate to pop into the branch or give us a call for all of your banking needs, we're here for you.

Indu Angammana
Branch Manager

Suraj Ranaraja
Senior Business Development
Manager

Board news

Behind the scenes our Board of Directors continue to work hard to ensure Community Bank Pinewood is compliant and running as smoothly and efficiently as possible. In October Pinewood Community Financial Services Ltd Board and Community Bank Pinewood held our Annual General Meeting and we're happy to announce the following resolutions were passed unanimously. Jason Dong was officially elected as a Director of the Board, Sue Cornelissen, Robert Davies and Peter Pan were also officially re-elected as Directors of the Board. We extend our congratulations to them all! If you would like to view our Annual Reports please head over to our webpage by clicking here.

We warmly welcome Stephen Pewtress to the position of Chair of the Community Engagement Committee - this committee meets on a monthly basis to discuss and assess any current sponsorship requests and to ensure we are fully engaged with our local community. Steve takes over from Bronson Justus and we thank Bronson for all of his great work in this role over the past twelve months. Lets hear from Steve:

"Since joining the Community Bank Pinewood Board I have gained great insight into the wonderful work our team of people provide for our community in the City of Monash. Not only do we provide first class banking services covering the full suite of banking needs, the charity and organisational/sporting club support with the funding model is exceptional. Of course, all of this requires a strong collaborative approach from a team of highly committed people. The branch staff led by Branch



Left to right: Jason was officially elected to the Board, with Robert, Sue and Peter re-elected. We also welcome Stephen to the role of Chair of Community Engagement Committee.

Manager Indu Angammana are professional, personal, and well trained to support the banking needs of our community.

I was therefore honoured to be asked by our Chairman Robert Davies to take on the Chair role of our Community Engagement Committee. Our Board entrust this committee to facilitate the communication and key relationships across our community. I look forward with great anticipation at the prospect of meeting many of our community leaders across our sporting clubs, local organisations and community groups. These activities will include a face-to-face celebration with our Pitch It 2021 finalists and our Pitch Partners, the Ericson Community Service Award 2022 which we will launch in March, along with our 20th birthday celebrations which will be mid-year and we hope, many other events as they present over the course of the year.

I'd also take this opportunity to thank outgoing Community Engagement Chair Bronson Justus for his wonderful contribution over the past twelve months. Bronson remains an active Board member ensuring he will still be able to support the magnificent work that all the Community Bank Pinewood team provide our community within the City of Monash."

We wish Steve all the very best in his new role!

Sponsorships and Donations - September to November

We have continued our good work giving back to the community in the form of sponsorships, grants and donations - please read on for details of our Pitch It 2021 Grants Program which saw us give \$55,000 to twelve finalist groups.

Community Bank Pinewood donated to the Monash Men's Shed as we were so sad to hear of their break-in when thieves took more than \$20,000 worth of tools and electrical equipment.



The Monash Men's Shed officially opened in 2010 and since that time has enjoyed over 35,000 visits from its members who range in ages. This community group provide a much-needed communal space for men to demonstrate their skills, contribute to their communities, make new friends and get information on health and other community programs. Pictured above left to right are Pinewood Community Financial Services Ltd Chairman Robert Davies, Monash Men's Shed President Gregory Male and Welfare Leader Phil Terry.

We turned pink in the branch to support 'Shades of Pink' who are raising funds to go towards lifesaving medical equipment at the Eastern Health Breast and Cancer Centre located at Maroondah Hospital. To learn more visit: www.shadesofpink.com.au



We're very happy to be proud supporters of many local community sporting groups and recently re-committed to Waverley Tennis (WDTA). Community Bank Pinewood have a long history with WDTA and we were delighted to meet with them in person on a beautiful sunny day at the local Notting Hill Pinewood Tennis Club. Pictured below left to right in the sunny glare are WDTA President Mark Collins, Pinewood Community Financial Services Ltd Chairman Robert Davies, and WDTA Sponsorship Coordinator Lindsay Coster.



Pitch It 2021! It's a Wrap!

The Results are in:

We want to congratulate our twelve finalists for their creative, innovative and informative 'Pitch It 2021' videos which were viewed at our Pitch It 2021 Finalist Event. We want to also extend our thanks once more to our generous Pitch Partners, on behalf of the branch staff, Board of Directors and our finalists we want you to know how very grateful we are that you were able to contribute and make this such a success!

Thank you to our MC Charles Kovess for keeping the night running smoothly with his passion for our community. Charles recently stepped down from his role as Director with Community Bank Pinewood Board and we would like to sincerely thank him for his years of dedication and hardwork, we wish him well with all his endeavours, particularly the Monash Community Podcast which we proudly sponsor.

Many thanks to Gladys Lui who spoke during the event and to inaugural Branch Manager Merv Ericson who was there to celebrate the winner of his namesake Award the "Ericson Community Service Award". The 2021 winner John Jarvis spoke of the impact the win had made for his chosen community group History of Monash.

Here is a list of the groups:

Rotary Club of Monash and Radio Lollipop - Christmas Project and lockdown support - \$7,750

Encore Theatre Inc - The Show Must Go On (rebirth and re-engagement) - \$4,350

Rotary Club of Glen Waverley - Vulnerable Care Packages - \$4,500

Clayton Church of Christ - Love Loud - Free Meal Delivery - \$2,800

Wavecare Counselling - Mindfulness Meditation in Monash - \$3,500

ROBWC Inc - Fresh Food for those in need - \$4,950

Rotary Club of Oakleigh, Clayton and Huntingdale - Monash Emergency Patients - New Clothing - \$5,000

Monash Men's Shed - Tool Replacement - \$6,600

Rotary Club of Oakleigh, Clayton and Huntingdale - South Oakleigh Bowling Club - Moving Forward - \$2,150

Waverley Woodworkers Inc - Flattening the Curve - \$5,050

Waverley Music Eisteddfod Inc - Monash Youth Music Festival - \$3,250

Waverley Industries Ltd - Community Learning Hub - \$5,100

Thank you to all of you who attended the event or watched live on Facebook - we value your support! Let's hope 2022 means we can have an in-person event and celebrate together.

Proud supporter and stockist of 'Escabags'

We are now proud supporters and official stockists of free Escabags - Escape Bags. Escabags are a not-for-profit organisation providing Escape Bags which are filled with the necessities that a victim of abuse and his/her children may need when escaping an abusive or dangerous situation.

To learn more about this incredible organisation helping so many in under such difficult circumstances please head to their Facebook Page or go to: www.escabags.org

Pictured here is Emily holding a parenting bag and singles bag in the branch.



Events - September to November

We're so proud of the work we're able to do in our community by giving back and we really believe we're 'Better Together'. Our Marketing and Sponsorship Coordinator, - Louise, paid the Glen Waverley Bowls Club a visit in Spring when they were having a game with the Mount Waverley Bowls Club. Community Bank Pinewood sponsors both clubs and it was just wonderful to see the impact our sponsorship can make, bringing these teams together, creating friendships, engagement, activity and social interaction and improving physical and mental health for their members.

We were so very pleased to be able to make an in-person presentation to the very worthy winners of the Monash Business Awards 'Resilience Award' - Abbays Auctions. Congratulations to CEO - Amanda Brook and her incredible team for their perseverance and resilience during such a challenging time for business. We are proud sponsors of the Monash Business Awards and you can find out more at www.monashbusinessawards.com.au



Talk to us today

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 /communitybankpinewood

 /communitybankpinewood

We're open:

9.30am - 5.00pm Monday to Friday

Directors

Robert Davies, Sharyn Cowley, Dwayne Wathen,
Anna Lane, Bronson Justus, Peter Pan, Sue Cornelissen,
Jason Dong, Jamie Bedelis, Stephen Pewtress.

Pinewood Community Financial Services Limited
65 Centreway, Mt Waverley VIC 3149
ABN 26 099 420 050



Staff news

We've had a few milestones in the months of Spring and would like to say congratulations to Paul Tyson for his 18 years of service and to Cathy Torpy for her 14 years of service - incredible achievements! We also wished happy birthday to Cathy, Suraj and Emily during this time.

In other news Lai was recently promoted to Customer Relationship Manager! Lai has been here at the branch since early 2017 and in that time has been integral to the success of the branch. We wish Lai all the very best in his new role as he ventures into the city to our new Chinatown Sales Office. This new space will focus on our city-based customers and community groups and with Lai at the helm we know it is in very good hands.



We'd like to warmly welcome and introduce you to our newest team member Amit, who has taken on the Customer Service Officer role with us here at the branch. Amit has a Bachelor of Business specialising in Banking and Finance and has had various roles since graduating from University more than five years ago. He is really happy to be joining the team here and feels the Bendigo Bank community banking model aligns with his own visions and values of community.

