



Winter/
Spring
2023

Newsletter

Community Bank · Pinewood



Welcome to our Winter/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 July to October 2023.

A message from our Chairman



We are very happy to have such an experienced and professional team who under the fantastic guidance of our Branch Manager - Indu, provide excellent service to all of our customers and community groups.

To Our Valued Community,
Welcome to our latest newsletter which covers July to October 2023.

It's been a very busy time of the year with Community Bank Pinewood continuing to serve our new and existing customers and providing support to our local community groups and sporting clubs.

I'd like to say a fond farewell and thank you to two of our Directors, who have stepped away from the Board over the past few months. Firstly, Peter Pan who was our Executive Director, Business Development, who worked tirelessly on improving brand awareness and relationships with new community groups working closely with our Chinatown Office. I would like to thank Peter for his commitment and dedication to developing business relationships with new communities that we will continue to build upon into the future. Secondly, Stephen Pewtress who was on the Board with us from 2020 and is a truly remarkable person who sets the standard for his commitment to, and success with his family, his community, and his business. It's been a privilege to have Steve on our board for the past three challenging years! Thank you Steve!

We have since welcomed Thomas Pewtress to the Board, Tom works and lives locally and is Chair of the Monash Business Awards. In addition, Philip Le Liu was appointed to the Board, Philip is a City of Melbourne Councillor in his second term and will further strengthen our engagement with the Chinese community, his experience will be invaluable for our Chinatown Office. I know both appointments will serve to enhance our Board of Directors and the work we do.

We also said farewell to staff members Suraj Ranaraja, Marina Kapotas and Amit Narayan and we thank them for all of their hard work whilst they were here. It has been great to welcome the new members of our team in Angela Zhang as Customer Service Officer, Shirley Xue - our new Mobile Relationship Manager concentrating on our Chinatown appointment Only Office and Lou Qian who is also a Mobile Relationship Manager focussing on our Pinewood branch and community. We are very happy to have such an experienced and professional team who under the fantastic guidance of our Branch Manager - Indu, provide excellent service to all of our

A message from our Chairman (continued)

customers and community groups. A huge congratulations goes to Paul Tyson who celebrated his 20th anniversary working with Community Bank Pinewood in August - what a terrific achievement, well done Paul!

Over the last few months, we have proudly supported many community groups and clubs, notably our continued support of the Monash Business Awards and we congratulate all of the winners in particular The Roe Australia for their Business of the Year Award. Speaking of Awards, we also received an award of our own at the Regional Bendigo Bank Awards for Community Engagement which we were absolutely thrilled about! As well as our sponsorships and donations we attended many local events and are always grateful to be able to interact with the community.

In the meantime I hope you enjoy this newsletter and I encourage you to tell your friends and colleagues about our local bank, as the more you bank with Community Bank Pinewood, the more we are able to give back and support our wonderful community!

Regards,



Robert Davies
Chairman



Community Engagement Award Winners!

Shortly after we celebrated our 21st birthday in the community in August we were then so excited to receive the news that Community Bank Pinewood were winners at the Bendigo Bank Regional Awards - coming away with the 'Community Engagement Award' for the Outer Eastern Region!

Giving back to the community and engaging with all our wonderful customers and shareholders, local sporting clubs, schools, not for profit groups and all other members of the community in which we live and work is an absolute privilege. To be recognised for it is the icing on the cake!

Congratulations to everyone on the team at the branch, our Marketing & Sponsorship Coordinator - Louise and all members of the Board - this is reflective of all our work and we look forward to continuing to give back going forward!

Pictured at the awards night left to right are: Rhiannon Clay - Customer Service Officer, Robert Davies - Chairman, Indu Dehipola - Branch Manager, Amit Narayan - Customer Service Officer, Bronson Justus - Director and Chair of Community Engagement Committee and Eraj Rajapakse - Customer Relationship Officer.

A message from our Community Bank

To all our valued customers and supporters,

We hope you enjoy reading our Winter/Spring Newsletter looking back over the months of July to October 2023.

Here at the branch we are continuing to work extremely hard to deliver excellent service to our new and existing customers. I want to take this opportunity to say congratulations to Paul Tyson who celebrated his 20th work anniversary with us in August! we don't know what we would do without him and were so glad to have the opportunity to celebrate this milestone with him.

There have been a few staff changes in the last few months and we said a fond farewell to Suraj Ranaraja, Business Development Manager and also Marina and Amit who both worked as Customer Service Officers. I wish all of them the very best of luck with their future careers and aspirations and thank them for their work here at the branch. I am delighted to have been able to welcome Angela Zhang as our new full-time Customer Service Officer, Angela is a delight and she has fit into her role seamlessly. We have also welcomed two new Mobile Relationship Managers in Shirley Xue and Lou Qian - I have no doubt they will enhance our team and give our customers the flexibility, knowledge and professionalism they require going forward. I want to say a huge thank you to the team for helping us gain the Community Engagement Award at the recent Bendigo Bank Regional Awards - the work we do with our local community is something we are extremely proud of here at Community Bank Pinewood

We have, as always continued to attend events and provide sponsorship to local sporting clubs and groups, and we really value the relationships we are continually building throughout the community. These last few months saw us prepare for our Pitch It 2023 Finalist Event and we will bring you all the results in our next newsletter. We also continued our sponsorship of Monash Business Awards and my personal favourite is the support we offered 'Freud' a therapy dog in training with his handler to be an accredited therapy dog for Wavecare Counselling Inc. We can't wait to meet him.

We hope you enjoy this newsletter and please don't hesitate to pop into the branch or arrange an appointment for all of your banking needs - we are here for you!



Indu Dehipola
Branch Manager



Pitch It 2023 Community Bank Pinewood Grants Program Finalists!



We are very excited to share with you the twelve finalist community groups for our Pitch It 2023 Community Bank Pinewood Grants Program and their results! More details about the event and the project funding can be found in our next newsletter.

We want to thank all of our Pitch Partners for their contribution and hope you can support them in return: Mulgrave Country Club, Glen Waverley McDonald's, Rogerson Kenny Business Accountants, Garry and Warren Smith Mazda, Garry and Warren Smith Kia, Garry & Warren Smith Honda.

Congratulations to you all and for your community changing projects!

Rotary Club of Glen Waverley - Community Food Pantry: \$5,700

Ronald McDonald House Charities Victoria & Tasmania - Upgrade Room 7 Bathroom at Ronald McDonald House Monash: \$6,550

Radio Lollipop Australia with Rotary Club of Monash - Radio Lollipop Monash - Post Covid Christmas Volunteer rebuild project: \$8,250

Soundfair Australia Ltd - Hear & Share: Rating Hearing-Friendly Hangouts: \$4,800

Hudson Institute of Medical Research - Young Women in Science - Careers Mentoring program: \$6,350

Waverley Music Eisteddfod Inc - Monash Youth Music Festival: \$4,950

Rotary Club of Mount Waverley - Shelter Bags for the homeless: \$5,250

Monash/Waverley Community & Information & Support - Christmas Support 2023: \$4,100

Wavecare Counselling Inc - Move it Move it, you've got to Move it Move it: \$4,300

Rotary Club of Waverley - Homes for the Homeless: \$6,000

Clayton Church of Christ - Love Loud - Meal Delivery: \$4,950

St John Ambulance Victoria - St John Community Transport volunteer training and equipment: \$4,800

Ashwood High School - Community Bank Pinewood Scholarship 2023/24

This year we offered Year 11 students from Ashwood High School the opportunity to apply for a Community Bank Pinewood Scholarship. The Scholarship, in the amount of \$1,500 aims to encourage and support a Year 11 community-focussed student with their studies and school-related expenses.

The applications we received were of an extremely high standard and it was very difficult to make a final decision. We are very happy to pass on our warm congratulations to William Lee, an incredibly motivated and community-minded student who is the recipient of the full scholarship this year. William has his heart set on making a difference in the future, intending to study Marine Biology at the University of Tasmania. He gives back in so many ways already by coaching 3 cricket teams and managing 2 basketball teams and these are only a couple of his achievements - all whilst juggling his studies! Congratulations also go to Callum Tran who was awarded a highly commended award of \$500 for his outstanding application.

Our thanks go to the leadership cohort at Ashwood High School who worked with us on this scholarship in



particular Steph Poland (pictured) - Senior School Student Leadership Coordinator. Many thanks to the Principal Dr. Brett Moore for attending the certificate presentation at the school last week with our Director Stephen Pewtress. We are once again so glad to have been able to make an impact in our community and have no doubt these two students will make us proud with their future endeavours!

Sponsorships & Donations - July to October 2023

As always, we have continued our great work giving back to the community in the form of sponsorships, grants and donations. From July to October we were able to support many clubs and community groups, here are a few we'd like to tell you about. We are thrilled to introduce you to the cutest ever recipient of a grant from Community Bank Pinewood - Freud! Freud is now in training with his handler and 'pawrent', Poly, to become a certified therapy dog with Wavecare Counselling Inc in Glen Waverley. Community Bank Pinewood have covered the cost of all training for both Poly who is a qualified Psychologist and for Freud.



We would like to extend a warm welcome to the Committee and members of Mulgrave Cricket Club - another sporting club we are now proudly sponsoring in our community. Sponsorship Coordinator and Treasurer; Anthony Leach is pictured here with our Branch Manager; Indu Dehipola. We thank the Club for hosting our AGM in October and for their engagement with us so far!

Two more staff members donated their staff grants during this period. Our Customer Relationship Officer, Paul Tyson had no hesitation in giving his staff grant to The Angels - Official St Kilda Football Club Group. Since their inception in 1986, the Angels have donated thousands of dollars to sponsor players and to buy memberships for those who would not otherwise be able to. Eraj Rajapakse, Customer Relationship Officer chose to donate his grant to Health Assist Limited a local organisation in Mount Waverley dedicated to helping sick Aussies and their families. Eraj's grant went towards their 'Between the Gaps' program to assist the parents of a 3 year old boy, Leo, who was recently diagnosed with type 1 diabetes. The money was used to purchase an insulin pump for Leo as the cost was beyond the families current means and this donation is already making a huge difference to his life.

We provided so much more support during these months which included sponsorship of and attendance at Friends of the Children Association Annual Dinner, Essex Heights Primary School Carnival (taking place next month), major sponsorship of Monash Carols by Candlelight to be held on 2nd December, Mulgrave Football Club Golf Day, Pinewood Primary School Trivia Night, Rotary Clubs combined Annual Conference 2024, major sponsorship of Rotary Clubs Mayor of Monash Golf Day and Mazenod Football Club Oblates Cup. We also made donations to Agapi Care, R U Ok Day and Daffodil Day raising funds for Cancer Research.

If your club or community group would benefit from sponsorship contact Louise our Marketing & Sponsorship coordinator by email: marketing@pinewoodcb.com.au



Paul, Mary Summers and Andrea Owen from The Angels - Official St Kilda Football Club Group.



Eraj (left), David Niewand - Director Health Assist Ltd and Shelley Bossert-Pawsey - Payroll Health Assist Ltd.

Chinatown News - July to October 2023



L-R: Paul Lai (Lai) - Customer Relationship Manager, Shirley Xue - Mobile Relationship Manager, Jeremy Zhang - Customer Service Officer and Rose Yang - Marketing Coordinator (not pictured).

Did you know that Community Bank Pinewood have a Chinatown Office in Melbourne's CBD who support many different organisations and community groups? This arm of our business enables us to do even more good in the community and the team work tirelessly to strengthen these connections and promote inclusiveness and diversity.

In July, the team took the initiative to organize an informative session for the Victoria Hongkongers



Association about Victorian Homebuyer Fund. A few weeks later, Lai retired from the presidency of the Lions Club of Melbourne Chinese, transitioning to a new role as the Global Engagement Team Coordinator in District V1-4. We want to congratulate him on receiving the Melvin Jones Fellowship Award, the highest distinction in the Lions Club!

In September the team sponsored a captivating traditional Chinese costume fashion show at the Chinese Museum. The event aimed to



not only entertain but also to showcase costumes spanning different dynasties, providing a cultural feast for attendees. We also celebrate the Moon Festival in September, a significant event in Chinese culture. As part of those festivities we sponsored the Lions Club of Melbourne Ausina Moon Festival Gala Dinner, contributing to fundraising efforts for the Australia Lions Childhood Cancer Research Foundation. We also co-hosted a free property seminar with JT Oliver Real Estate in Springvale providing information and advice to potential buyers.

Pictured on the left are Jenny Chua and Paul Lai celebrating the Moon Festival.

Congratulations to all of the team on all your work and success in our Chinatown Office we know you will continue to be very successful going forward.

Events - July to October 2023

There were many events to attend during the months of July to October and we want to thank all of the sporting clubs, community groups and local businesses for extending invitations to us. Among the events we attended was the Monash Business Awards Gala Night. We are huge supporters and proud sponsors of the Monash Business Awards and it was wonderful to be in a room of representatives from all businesses nominated for Awards this year. Congratulations go to Business of the Year The Roe Australia. It was also very exciting to see our neighbour here at Pinewood Shopping Village-Pinewood Shops - Marketa & Co receive their award as winners in the food services category! Congratulations also to Monash Rotary Op Shop who received a highly commended award in the not-for-profit category. Our Chairman - Robert Davies presented the award on the night and it was lovely to see all the volunteers recognised for their hard work and dedication in making this business what it is today.



Pictured left to right in the first picture are: Andrew Vu, Robert Davies - Chairman, Debby Chiang - Director, Indu Dehipola - Branch Manager, Bronson Justus - Director, Grace Justus, Nalindra Wijetunga, Khatereh Borj and Ali Sheikhbaehi.

We also had the pleasure of being major sponsors of the Mayor of Monash Charity Golf Day organised by the combined Rotary Clubs of Monash, District 9810: Rotary Club of Monash, Mount Waverley Rotary, Rotary Club of Glen Waverley and Rotary Club of Waverley. The event was a sell out and included a beautiful day of golf and a dinner at the Riversdale Golf Club. The Mayor of Monash Charity Golf Day has been going for over 40 years and this year raised much needed funds for Cerebral Palsy Education Centre -CPEC. Congratulations to everyone involved in organising the event particularly our very own Director Debby Chiang who also sits on the Committee for Rotary Club of Monash. Congratulations to the the winning team from APS Benefits Group!



Photo L to R: Juliette Davies, Mayor Tina Samardzija, Branch Manager - Indu Dehipola, Chairman - Robert Davies, Directors, Bronson Justus, Debby Chiang, Sharyn Cowley and Councillor Cr. Theo Zographos, City of Monash.



Among other events we attended included our very own 21st birthday on 16th August - can you believe we have been in the community for 21 years! We also had representatives at the Bendigo Bank State Conference held in Bendigo to celebrate 25 years of community banking and a total of \$300 million contribution to local communities and climbing! What an incredible achievement and here at Pinewood we are thrilled to contribute to that grand total and to keep giving back to our local community in the City of Monash. Our CEO, Marlie Baker, is pictured here in the centre with (left to right) Indu Dehipola - Branch Manager, Anna Lane - Director, Bronson Justus - Director, Robert Davies - Chairman and Paul Lai - Customer Relationship Manager.

We also attended Nottinghill Neighbourhood House Dumping Festival, Waverley Woodworkers Toy donation (Angela pictured in the workroom here), Glen Waverley Bowls Club Prestige Pairs Tournament, Monash Community Arts Centre (MONCAS) gallery opening, Monash Youth Music Festival Celebration, Clayton Church of Christ Community Trivia Night, Mazenod Oblates Cup, Mulgrave Cricket Club free cricket day and Friends of the Children Foundation Gala Dinner.



This photo was taken at MONCAS where Indu our Branch Manager was asked to open their Art Connect exhibition, she is here with Felicity and Pratibha from the gallery with our very own Customer Relationship Manager - Lai.

Staff News

Our branch staff continue to give professional, informative and fantastic service to our customers and we encourage you to come into the branch Monday to Thursday 9.30am - 4pm or Friday 9.30am - 5pm to meet with them and discuss all of your banking needs - we know you'll be in very good hands!



We want to say congratulations to Paul Tyson who has now worked with us for a huge twenty years! Paul is loved by staff and customers alike and we don't know what we would do without him - well done on this huge achievement Paul!

We also congratulate Louise, our Marketing & sponsorship Coordinator for 11 years of service and Rhiannon for 3 years of

service with the bank. Rhiannon is now taking extended leave as she travels and works in Italy - lucky girl!

We'd like to say a warm welcome to new staff member Angela Zhang who is our new full-time Customer Service Officer and is proving to be invaluable already! Welcome onboard as well to Shirley Xue and Lou Qian our new Mobile Relationship Managers. Both bring with them terrific experience as lenders and we know they will be an asset to the team. Shirley will be focussed on our Chinatown Office and Lou on the Pinewood branch - we wish you the very best of luck with your roles.

Board News

Our Board of Directors continue to meet monthly where an extensive agenda is followed to ensure all business is attended to. The Board aims to compliment the work our incredible management and staff do within the branch. Behind the scenes of Community Bank Pinewood we have a very professional and highly skilled Board of Directors.

Congratulations to those Directors elected at our recent Annual General Meeting held on 25th October at Mulgrave Cricket Club: Robert Davies, Chairman - re-elected, Thomas Pewtress and Cr. Philip Le Liu both elected since the 2022 Annual General Meeting. Thomas is a local who is passionate about community and also Chair of the Monash Business Awards, Philip is a City of Melbourne Councilor in his second term and will help to enhance and strengthen our relationships within the Chinese community working closely with our Chinatown Office. We welcome them both to the Board!

We would like to say a huge thank you and a fond farewell to two very valued Directors who stepped away from the Board during this period. Executive Director, Business Development Peter Pan was with us for four years and in that time worked tirelessly to create and strengthen business connections in our community particularly with our Chinatown Office.

Stephen Pewtress was appointed in 2020 and his enthusiasm, connections and dedication to the community and to Community Bank Pinewood was apparent from day one of his appointment - he will be sorely missed.

You can find our Annual Reports online at our website, please visit www.bendigobank.com.au/pinewood for more information.



Thomas Pewtress



Cr. Philip Le Liu



Peter Pan



Robert Davies with Stephen Pewtress

Talk to us today



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We're open:

9.30am - 4.00pm Monday to Thursday

9.30am - 5.00pm Friday

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