

## Mount Barker **Community Bank**<sup>®</sup> Branch Newsletter November 2009

### Chairman's report

Welcome to this edition of our newsletter in which I would like to elaborate a little on our sponsorships. Apart from assistance provided to the new Plantagenet Community Medical Centre, during the past year we have sponsored over 40 different organisations across a wide range of interest groups.

#### Youth and education

Contributions were made to the newly formed Porongurup Scout Group, which commenced with a full membership and the Mount Barker Girl Guides to assist with their ongoing operation.

We provided funding to the Kendenup Primary School for a set of encyclopaedias and science equipment and the Mount Barker Community College (Primary) for a set of garden beds to grow vegetables so students can learn how and where their food comes from. In addition to our annual scholarships, funding was also provided for senior students to represent the College at the Royal Show with their cattle and we also sponsored the school Chaplain.

#### Sporting

Numerous junior sporting groups were assisted including the Mount Barker Junior Bulls Football Club, under 16 Country Week cricket team, balls and hats for Kendenup Cricket juniors, the Mount Barker Speedway Club juniors and the Southern high and primary school netball competitions, as well as equipment for the junior hockey players.

At a senior club level, several golf competitions were sponsored at Mount Barker and Kendenup in addition

to the Pioneer Cup in Walpole and the ladies and men's Great Southern championships. The Mount Barker Amateur Swimming and Basketball Clubs were assisted as well as funding for the Mount Barker Bowls and Sporting Club for painting their clubrooms. The Plantagenet Archery club received funding to replace equipment lost in the Mount Barker fire earlier this year.

#### Community

The CWA was assisted in funding their extensions and the Childcare Centre was provided assistance for their garden. Funding was provided to the First Response Group in Kendenup for their new shed, the Rotary club for their annual Christmas Dinner and to the Plantagenet Historical Society museum for shelving. Riding for the Disabled was assisted once again and contributions made to the wild life carers in our community, as well as to the Friends of the Porongurup Range and the Wildflower Photo Competition.

In Walpole we sponsored their Family Centre, the Telecentre and the St Johns Ambulance for purchase of new equipment.

As you can see, many and varied community organisations benefit from your support of The Mount Barker **Community Bank**<sup>®</sup> Branch, helping to keep our community vibrant.

**John Howard**  
Chairman

## Manager's update

As reported in our Annual Report, despite difficult economic conditions our local **Community Bank**<sup>®</sup> branch continues to grow.

Accumulated business managed by Mount Barker **Community Bank**<sup>®</sup> Branch as at 30 June 2009 amounted to \$90 million, up from \$86 million at the same time last year. Business was split between lending of \$37 million and deposits of \$53 million spread across approximately 4,650 individual accounts.

This ongoing success can be attributed to local people seeing and understanding the benefits of supporting their **Community Bank**<sup>®</sup> branch with assistance provided to the new Plantagenet Medical Centre being a fine example of such community benefits. Our community involvement was recognised at the 2009 **Community Bank**<sup>®</sup> State Conference with Plantagenet Community Financial Services Limited receiving two major awards as judged by our peers.

Our stable and dedicated branch staff members continue to provide high level customer service, working as a close knit team. At the start of the year we welcomed back Jenni Barlow to the role of Customer Relationship Manager as well as fitting in an Asian Cruise. Rachell Clarke continues her role as Customer Relationship Officer and along with Customer Service Supervisor.

Vicki Baker and Customer Service Officers Alana Fish and Carla Fulcher were tempted by Bali holidays during

the year. Customer Service Officer Sharon Ansell has recently completed her 12 months service and Denise Poett is currently on Maternity Leave, having recently given birth to a third beautiful daughter. During the year we farewelled Kelly Staff to a life of leisure and enjoying her new passion of speedway. As for me, a couple of Bibbulmun Track treks during the year.

An important Bendigo Bank staff member worthy of mention is Steve Simms, our Agribusiness Manager. With Agribusiness forming a large part of our overall lending and deposit base, we welcome Steve's expertise in the area to assist Agribusiness customers with their financial needs and in turn, generate profits back into their local community.

As your local **Community Bank**<sup>®</sup> branch, we are confident that the 3 original promises made some 8 years ago when we opened have been delivered and will continue to be delivered with the ongoing support of the community:

- Provide a long term customer service focussed banking facility to the community.
- Return dividends to local shareholders.
- Provide local sponsorships and funding for community based projects.

**Leigh Wallace**  
**Branch Manager**

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## Staff profiles



**Vicki Baker, Customer Service Supervisor**

Hi, I was born in Mt Barker and have loved raising our boys here. Watching them grow up and being part of all their junior sports was a wonderful time.

I love being a Nan and as the "Grandies" have just moved back here from Queensland, it's even better.

I am a Bali Addict and get to holiday there most years with my girlfriends. You can't beat a week or two of gorgeous food, great weather, being pampered daily and maybe just throw a little shopping in as well!

I thoroughly enjoy working at the bank and feel proud to be involved in a business that puts so much back into our community.



**Jenni Barlow, Customer Relationship Officer**

I returned to Mount Barker **Community Bank**<sup>®</sup> Branch in April this year after carrying out a similar role at the Albany branch for 12 months.

My husband and I moved from the city in January 2006 and bought a few acres where we live with our pets. We have been developing the property, moving an old house down from Pickering Brook, renovating it, carving out a vegetable garden, a chicken run and satisfying what seems to be a never ending need for fencing.

I enjoy being a part of the Mount Barker **Community Bank**<sup>®</sup> Branch again immensely. We are a close knit team and work extremely well together to always deliver exceptional customer service.

## Director profile



### John Fathers

John has been on the Board for two years. He is currently Deputy CEO at the Shire of Plantagenet, having come to Mount Barker three years ago.

John was educated at Scotch College and has spent most of his working

life in local government. He has qualifications in local government and commerce. He spent seven years in the UK in the 1990's working in IT and running a pub with his wife in his spare time.

John has been pleased to be a Board member of the Mount Barker **Community Bank**<sup>®</sup> Branch and to have an involvement in a Company which makes a huge contribution back into the community through grants and sponsorships and provision of a locally focused banking service.

John and his family love living in this beautiful region and experiencing all it has to offer.

## Growing WA's communities

When Plantagenet Medical Centre in Mount Barker, 50 kilometres north of Albany, opens later in the year it will be a significant occasion – for two very important reasons.

Firstly, the region will have easy access to up-to-date medical facilities, general practitioners, nursing staff, visiting specialists, pathology services and other health providers, such as physiotherapists.

And second, because the 5,000 - strong community has been able to raise the necessary capital to make the centre a reality.

In 2006, local doctors approached the Shire because they were operating out of an old building with no room for expansion so the Shire, with the community's support, decided to build a new medical centre and lease it to the Plantagenet Medical Group. The Shire contributed \$500,000 and received a number of Federal and State Government grants for the \$1.6 million project.


A \$200,000 interest free loan from Mount Barker **Community Bank**<sup>®</sup> Branch helped the Shire finalise the funding and will provide considerable savings for the Shire.

Stories like this one, from communities where **Community Bank**<sup>®</sup> branches operate, show what can be achieved and are a powerful incentive for community members to bank locally.

"The great thing about the **Community Bank**<sup>®</sup> model is that the community is in control," says Vicki Pearce, Bendigo Bank's WA State Manager. "They use the profits from their banking services, which are provided by Bendigo Bank, to develop and grow their community."

"There are now 37 **Community Bank**<sup>®</sup> branches in West Australia and they have returned \$3 million to their communities and \$2.2 million in dividends to shareholders. This represents a massive injection of cash into their local economy."

The Mount Barker community then, has every right to be proud of their achievement.



### Let's talk agribusiness.

At Bendigo Bank we know that people running an agribusiness want more than just banking services that suit their needs.

That's why your local Agribusiness Manager, Stephen Sims, combines a comprehensive range of products with the unique brand of friendly service you only get from the Bendigo.

In fact, Stephen makes it his business to understand local conditions, and the challenges and rewards of running an agribusiness. Only then will he suggest the Bendigo Agribusiness solution to suit you.

So if you haven't already, introduce yourself to Stephen, at Mount Barker **Community Bank**<sup>®</sup> Branch or phone him directly on 0409 939 171.

Bendigo and Adelaide Bank Limited, The Bendigo Centre, Bendigo, VIC 3550.  
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Mount Barker **Community Bank**<sup>®</sup> Branch



## New Medical Centre



Construction is well advanced on the Shire of Plantagenet's new Medical Centre, which the Board of the **Community Bank**<sup>®</sup> branch has been pleased to have made a financial contribution to. It is understood that the centre will be open for business in November 2009, with the official opening on 2 December 2009.

In line with the philosophy of the Bendigo Bank Branch model, sponsorship of local community groups has been a priority from early on. However the Board was keen to find an iconic local project which it could sponsor which unlike others could demonstrate the benefits of this model. Right from the start of discussions with the Shire back in 2006, the **Community Bank**<sup>®</sup> branch saw the medical centre project as an important community facility which could benefit from the Bank's support.

The **Community Bank**<sup>®</sup> branch assisted the Shire with an interest free loan of \$200,000 to be paid back over 10 years.

A purpose built Medical Centre was designed encompassing six doctor and visiting specialist offices, two nurses' offices, allied health rooms and comfortable space for staff and patients.

There is no doubt that the \$200,000 interest free loan from the **Community Bank**<sup>®</sup> branch was vital in enabling the project to precede. Not only did the project require that degree of financial support, it has demonstrated the value of such partnerships to the community and other funding providers and we hope that that this will not be the last example in our region.

The involvement of the Mount Barker **Community Bank**<sup>®</sup> Branch in this project reinforces our commitment to improving the prospects of the local community, which is a most important component of our charter. This initiative creates great awareness to the general public, the majority of who will seek medical services at some time, of the benefits of supporting the local **Community Bank**<sup>®</sup> branch.

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Mount Barker **Community Bank**<sup>®</sup> Branch,  
4 Short Street, Mount Barker, WA 6324  
Phone: 9851 2633  
Website: [www.bendigobank.com.au/mount\\_barker](http://www.bendigobank.com.au/mount_barker)  
Opening hours: Monday to Friday 9.00am – 5.00pm  
and Saturday mornings 9.00am – 12 noon

### **Plantagenet Community Financial Services Limited**

4 Short Street, Mount Barker WA 6324

**ABN:** 89 096 387 816

**Chairman:** John Howard.

**Directors:** Geoffrey Jones (Secretary/Treasurer),  
John Fathers (Deputy Chairman), Liz Van Zeyl,  
Grant Cooper, Sue Etherington, Lesley Righto,  
Bill Bentley.