

Annual Report 2018

Ravenshoe-Gulf Country Community
Enterprises Limited

Ravenshoe-Gulf Country **Community Bank**[®] Branch

ABN 54 144 780 218

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RAVENSHOE GULF COUNTRY
COMMUNITY ENTERPRISE LTD

ABN 54 144 780 218

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Chair's report

For year ending 30 June 2018

I am honoured to present to you, on behalf of the Directors, the Annual Report for the year ended 30 June 2018. The past 12 months have again been a steady progression for the company. This build is important for cementing what the work is, and then building on prospects for the future for Ravenshoe-Gulf Country Community Enterprise Limited (RGCCCEL).

During the year we saw changes in the Directorships. Three Directors resigned in the first quarter of the financial year – shareholder Will Attwood, because of travel to and from Georgetown, Matthew Hyde because he moved interstate to snow country, and Ailsa Purcell because of the treasurer workload and illness. The Board publicly and sincerely gives thanks to these persons for the commitment made and work achieved, helping to steer and build the Company to where it is now.

For the balance of the year, four Directors continued the work looking after the Company for the best interests of shareholders. John Brisbin from Mt Molloy, with marketing; Cate Teece from Ravenshoe, with sponsorships; Stirling Tavener from Cairns, with treasurer services, and I, living partly on the Tablelands and partly in Cairns, with the Chairing and Company Secretary roles. The Board was supported with financial services by Leo Brunier and with secretariat services by Diana Pregl.

The **Community Bank**[®] model started in the 1990s and RGCCCEL is now one of 320 such branches nationally and one of six in Far North Queensland with Bendigo Bank. Bendigo Bank's Regional Community Manager Ross Growcott and the Regional Manager FNQ Judy Blackall provide support to RGCCCEL and our Ravenshoe-Gulf Branch Manager Steve Stewart and the team. During this year we have also seen the turnover of some staff. The Board wishes to acknowledge the Branch Manager work of Patrick Macarthur. Patrick left us on 13th October 2017, after a successful 2 ½ year tenure with the Ravenshoe Gulf Country Community Bank[®] branch.

RGCCCEL's team of 2017/18 Directors had listened closely to shareholders' and stakeholders' inputs at the 16/17 AGM. Ravenshoe-Gulf had been recognised as Branch of the Year 2016-2017 for the amount of business growth achieved across many products. The branch had moved into profit for the first time and this is a great achievement in the current economic climate. Key messages were increasing profitability and working towards paying dividends, reducing the overdraft, growing the business to deliver returns, providing valuable banking service to customers, investing and developing staff, supporting Ravenshoe and Gulf communities and communication with shareholders.

In 2016/17 the Directors were focused on managing the business to reduce the overdraft, growing the business to deliver returns to shareholders, growing the wealth of customers, investing in and developing staff and supporting the Ravenshoe and Gulf communities. This would be achieved by increasing relationship activity (Directors and bank staff) with existing and prospective clients, communications – telling the stories and adding to the **Community Bank**[®] brand and increasing footings. As Chairperson, I would certainly have like to have achieved more. To do so involves not just bank staff and partners. It takes the sense of community, both in terms of collegiality and in terms of doing what each of our roles can. It takes marketing and sponsorships, it takes referrals, it takes community having faith to invest in itself through Community Banking, it takes giving positive feedback and sharing good stories. A large part of the focus in the future is the agribusiness sector in the Gulf region with many new developments planned for the region. We are interested in growing the Company's business by leveraging more widely ranging sponsorships. If you would like to inquire about sponsorships, please email sponsorship@rgcccel.com.

And did you know that Bendigo Bank is identified by a Roy Morgan score as Australian's most trusted bank?

The Board's request at the last AGM for shareholders to assist with recruiting new Directors has not eventuated. We are still particularly mindful of community persons from Gulf Country, Georgetown and Ravenshoe who have interest in ensuring good banking services for our rural and regional families, communities, businesses and development community in this part of Northern Australia. If any shareholders would like to nominate potential Directors from these areas, please would you contact me, through chair@rgccel.com. Come and be part of the change.

I have been a Director on the RGCCEL Board since March 2016, some 30 months! While my core interest about partnering with and growing the wellbeing of our diverse community particularly in rural areas is strong, it continues to be some big learning for me about the provision of banking services and the potential of the **Community Bank**[®] model for the Ravenshoe-Gulf region. I pay deep respect to fellow Directors.

Joann Schmider
Chair

Manager's report

For year ending 30 June 2018

It is with pleasure I provide Ravenshoe-Gulf Country **Community Bank**[®] Branch Managers report for the year ending 30 June 2018.

The previous 12 months have been another strong year showing balance sheet growth from \$60.466 million to \$67.379 million – an increase of 11.43%. Pleasingly, this business growth came from all aspects of our branch product range resulting from an increase in customer numbers from 1,492 to 1,549. This can only be achieved with the support of our community and diligent effort of our staff who continue to build strong relationships with new and existing customers.

I offer many thanks to our present staff Lucy Neil – Currently on extended maternity leave -, Monica Bowman-Wass, Brett Atkinson, Jeanette Gegg and Narelle Curry for their contribution and dedication over the last 12 months. I would also like to acknowledge Olivia Bayne and Bethany Niven who have since departed for their personal contributions. Our agency in Georgetown continues to provide a sound profile in this catchment and thank you to Simon Croft who is the face of this.

The branch is proud of our community involvement over the last 12 months, with approximately \$6,000 allocated back to the community in the form of sponsorships and grants over this period. It's pleasing for our customers to know that when they choose to bank with us they really are part of something bigger.

Ravenshoe-Gulf Country **Community Bank**[®] Branch provides a full range of financial services and products to suit all requirements and has a range of specialists to assist customers. A special thank you to Yadranka Keeling from Business Banking and Grant Turner and Nathan Taylor from Rural Bank who have provided significant support to the business over the last financial year, with continued momentum into this period.

To the Board who work tirelessly promoting the branch and supporting the staff and myself, I thank you for this.

To the shareholders and customers, I thank you for your continued support. I sincerely hope our business continues to prosper as it has done over the last 3 financial years, and always be assured that recognition to our community, customers and shareholders remains our prime focus.

Steven Stewart
Senior Branch Manager

Bendigo and Adelaide Bank report

For year ending 30 June 2018

It's been 20 years since the doors to the first **Community Bank**[®] branch opened. And it has only been a few months since the latest, the 321st, **Community Bank**[®] branch opened its doors.

In the last 20 years, much has changed. A staggering 92 per cent of our customers do their banking online and we pay for goods and services on a range of mobile phones, our watches and even our fitness devices. Many are embracing this online world with a sense of excitement and confidence. Our model will be even more accessible to people right across Australia.

Despite the change many things have also remained constant through the last two decades. Commitment within communities remains as strong today as it has ever been; from our first **Community Bank**[®] branch to the most recent one, and the 319 in between.

This year, five of our Community Bank branches are celebrating 20 years in business. Bendigo Bank has celebrated 160 years in business. We farewelled Managing Director Mike Hirst and welcomed into the MD role long-time Bendigo employee Marnie Baker.

Our **Be the change** online marketing campaign has been the most successful online marketing campaign ever run by our organisation. The premise behind **Be the change** is simple – it thanks individual customers for banking with their **Community Bank**[®] branch.

But it's not the Bank thanking the customers. It's not the staff, volunteer directors or shareholders thanking the customers. It's the kids from the local little athletics and netball clubs, it's the man whose life was saved by a **Community Bank**[®] funded defib unit, it's members of the local community choir and the animal rescue shelter. These people whose clubs and organisations have received a share of over \$200 million in **Community Bank**[®] contributions, all because of people banking with their local **Community Bank**[®] branch.

Be the change has further highlighted the power of the model. For others, customers are important. For our **Community Bank**[®] network, customer support ensures our point of difference. It's the reason we can share in the revenue generated by their banking business. Without this point of difference, we would be just another bank.

But we're not, we're Bendigo Bank and we're Australia's only '*community bank*', recently named by Roy Morgan Research as Australia's third most trusted brand and most trusted bank. As one of 70,000-plus **Community Bank**[®] company shareholders across Australia, these are outcomes we hope you too are proud of.

I'd like to thank you for your decision to support your local **Community Bank**[®] company as a shareholder. Your support has been vitally important to enhancing the prospects and outcomes within your community.

Without you, there would be no **Community Bank**[®] branch network in Australia. We value your initial contribution and your ongoing support of your **Community Bank**[®] branch and your community. Thank you for continuing to play a role in helping your community **Be the change**.



Robert Musgrove
Bendigo and Adelaide Bank

Directors' report

For year ending 30 June 2018

The Directors present their report of the company for the financial year ended 30 June 2018.

Directors

The following persons were Directors of Ravenshoe Gulf Country Community Enterprise Ltd during or since the end of the financial year up to the date of this report:

Joann Schmider

Position	Chair
Professional qualifications	Occupation: Consultant / Post Graduate Student
Experience and expertise	Joann is an Australian Institute of Company Directors graduate (GAICD, 2016). She brings 30 years' experience since 1985 as a Board and Committee member in community and government appointed entries, particularly Indigenous advisory roles, and involving local, regional, state and national levels. For example, amongst a range of current roles - Joann is an appointed Committee Member of Regional Development Australia Far North Queensland and Torres Strait Inc (RDA FNQ&TS) to June 30 2018. Her experience includes policy, engagement, programming and services delivery, having been a senior officer in the Queensland and Australian Government public service for 30 years. Since 2006, she's been a small business owner and partner. She is also currently a PHD candidate with the School of Business and Law at Central Queensland University. She holds an Education Degree and variously relevant Cert IVs and Graduate Certificates.
Special responsibilities:	Chair, Marketing and Sponsorship Committee
Interest in shares:	Nil

John Brian Brisbin

Position	Director
Professional qualifications	Chair, Northern Gulf Resource Management Group
Experience and expertise	John is the current Chair of Northern Gulf Resource Management Group and serves on various community group committees both locally and nationally. His professional experience includes information systems engineering and entrepreneurial achievements in Australia, Japan, the USA and India. John convened the foundation committee for the Alice Springs Community Bank [®] Branch in 2005-2006 and still maintains the initial shareholding with that bank.
Special responsibilities:	Marketing and Business Development
Interest in shares:	Nil

Stirling Lyle Christian

Tavener

Position	Director (Appointed 19 December 2017)
Professional qualifications	Business Consultant
Experience and expertise	Stirling is employed as a management consultant for Business & Agribusiness since 2014. He has a Bachelor in Agricultural Science and Science, a Masters in Business Administration, is a Chartered Manager (IML) and is a AICD graduate. Stirling is also a Chair of two Body Corporate Committees since 2015, and is a Director of multiple private companies. His skills include accounting, finance, banking, business administration & management, agriculture and governance.
Special Responsibilities:	Treasurer
Interest in shares:	Nil

Cate Jayarlah Teece

Position	Director
Experience and expertise	Cate has also been a Social Worker for 16 years and served on numerous Boards and Management Committee's in a range of roles. She also has experience in business management and the creative industries.
Special responsibilities:	Sponsorships
Interest in Shares:	Nil

Anne Vasoba

Position	Director (Appointed 26 July 2018)
Professional qualifications	Software Developer, Primary Care Giver /Educator for two boys
Experience and expertise	Bachelor of Informatics, Extensive experience developing custom applications for business over the last 10 years. Also involved in various community groups including Sporting Shooters Association of Australia and FNQ Goat Club.
Special responsibilities	LVM
Interest in Shares:	Nil

Rebecca Henry

Position	Director (Appointed 26 July 2018)
Professional qualifications	Cattle station management
Experience and expertise	Bachelor of Business (Agribusiness). Showjumping Specialist Coach & Official with Equestrian Australia. Cattle Station Management, business development and feasibility reports. Travelled on TIQ Trade Missions to China (2015) and Indonesia (2016). Equestrian Showjumping Rider (Twice named on Qld Elite Squad); Official & Coach.
Special responsibilities:	Nil
Interest in Shares:	Nil

Matthew Edwin Hyde

Position	Director (Resigned 19 October 2017)
Professional qualifications	General Manager – Tablelands Regional Council
Experience and expertise	General Manager – Tablelands Regional Council
Special responsibilities:	Nil
Interest in Shares:	Nil

Ailsa Dawn Purcell

Position	Director (Resigned 29 September 2017)
Professional qualifications	Coordinator
Insert experience/expertise	Ailsa is employed as a Coordinator services of CHSP in the not for profit industry. She is also a Director of Magnetic Shoals Limited and DERM (NQ) Pty Ltd. Ailsa has a Certificate IV in Business Administration and a Bachelor of Commerce (Accounting and Information Systems) with CPA accreditation. She was appointed to a Justice of the Peace over 35 years ago and recently converted this appointment to a Commissioner for Declarations. Ailsa has been employed in finance positions in Local Government, private enterprise.
Special responsibilities:	Treasurer
Interest in shares:	Nil

William John Attwood

Position	Director (Resigned 10 August 2017)
Professional qualifications	Retired
Insert experience/expertise	Will is a serving Councilor at Etheridge Shire Council, where he served as Mayor for 4 years. William was a police officer for 40 years, during this time he held senior positions which involved managing a large number of people and large budgets. Qualifications include an Associate Diploma of Police of studies.
Special responsibilities:	Secretary
Interest in shares:	11,000

No directors have material interests in contracts or proposed contracts with the company

Directors' report *(continued)*

Directors were in office for the entire year unless otherwise stated.

No Directors have material interests in contracts or proposed contracts with the company.

Directors' meetings

Attendances by each Director during the year were as follows:

Director	Board meetings	
	Eligible	Attended
Joann Carmen Schmider	10	9
Stirling Lyle Christian Tavener	8	7
John Brian Brisbin	10	6
Cate Jayarlah Teece	10	8
Matthew Edwin Hyde (Resigned 19 October 2017)	3	3
Ailsa Dawn Purcell (Resigned 29 September 2017)	2	1
William John Attwood (Resigned August 2017)	1	1

Directors' report *(continued)*

Company Secretary

There were three company secretaries during the year, William Attwood, Matthew Hyde and Joann Schmider. William was appointed to the position of secretary on 30 June 2016, Matthew Hyde was then appointed on 10 August 2017. Joann then took over the role on 26 April 2018.

Joann has 30 years experience as a senior officer in the Queensland and Australian Government public service. She has been a Board and Committee member for various organisations since 1985 and became a Director in 2016.

Principal activities

The principal activities of the company during the course of the financial year were in providing Community Bank® branch services under management rights to operate a franchised branch of Bendigo and Adelaide Bank Limited. There has been no significant changes in the nature of these activities during the year.

Review of operations

Operations have continued to perform in line with expectations. The profit/(loss) of the company for the financial year after provision for income tax was:

Year ended		Year ended
30 June 2018		30 June 2017
\$		\$
290,179		(48,072)

Dividends

No dividends were declared or paid for the previous year and the directors recommend that no dividend be paid for the current year.

Significant changes in the state of affairs

In the opinion of the directors there were no significant changes in the state of affairs of the company that occurred during the financial year under review not otherwise disclosed in this report or the financial statements.

Events subsequent to the end of the reporting period

There are no matters or circumstances that have arisen since the end of the financial year that have significantly affected or may significantly affect the operations of the company the results of those operations or the state of affairs of the company, in future years.

Likely developments

The company will continue its policy of facilitating banking services to the community.

Environmental regulations

The company is not subject to any significant environmental regulation.

Directors' benefits

No director has received or become entitled to receive, during or since the financial year, a benefit because of a contract made by the company, controlled entity or related body corporate with a director, a firm which a director is a member or an entity in which a director has a substantial financial interest.

Indemnifying Officers or Auditor

The company has indemnified all directors and the manager in respect of liabilities to other persons (other than the company or related body corporate) that may arise from their position as directors or manager of the company except where the liability arises out of conduct involving the lack of good faith.

Disclosure of the nature of the liability and the amount of the premium is prohibited by the confidentiality clause of the contract of insurance. The company has not provided any insurance for an auditor of the company or a related body corporate.

Directors' report *(continued)*

Proceedings on behalf of company

No person has applied to the Court under section 237 of the Corporations Act 2001 for leave to bring proceedings on behalf of the company, or to intervene in any proceedings to which the company is a party, for the purpose of taking responsibility on behalf of the company for all or part of those proceedings.

No proceedings have been brought or intervened in on behalf of the company with leave of the Court under section 237 of the Corporations Act 2001.

Non audit services

The company may decide to employ the auditor on assignments additional to their statutory duties where the auditor's expertise and experience with the company are important. Details of the amounts paid or payable to the auditor (Andrew Frewin Stewart) for audit and non audit services provided during the year are set out in the notes to the accounts.

The board of directors has considered the position and is satisfied that the provision of the non-audit services is compatible with the general standard of independence for auditors imposed by the Corporations Act 2001.

The directors are satisfied that the provision of non-audit services by the auditor, as set out in the notes did not compromise the auditor independence requirements of the Corporations Act 2001 for the following reasons:

- all non-audit services have been reviewed by the board to ensure they do not impact on the impartiality and objectivity of the auditor
- none of the services undermine the general principles relating to auditor independence as set out in APES 110 Code of Ethics for Professional Accountants, including reviewing or auditing the auditor's own work, acting in a management or a decision-making capacity for the company, acting as advocate for the company or jointly sharing economic risk and rewards.

Auditor independence declaration

A copy of the Auditor's independence declaration as required under section 307C of the Corporations Act 2001 is set at page 13 of this financial report. No Officer of the company is or has been a partner of the Auditor of the company.

Signed in accordance with a resolution of the Board of Directors at Ravenshoe on 06 September 2018.



Stirling Tavener
Treasurer

Auditor's Independence Declaration



Lead auditor's independence declaration under section 307C of the *Corporations Act 2001* to the directors of Ravenshoe-Gulf Country Community Enterprises Limited

As lead auditor for the audit of Ravenshoe-Gulf Country Community Enterprises Limited for the year ended 30 June 2018, I declare that, to the best of my knowledge and belief, there have been:

- i) no contraventions of the auditor independence requirements of the *Corporations Act 2001* in relation to the audit; and
- ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Andrew Frewin Stewart
61 Bull Street, Bendigo Vic 3550
Dated: 6 September 2018

David Hutchings
Lead Auditor

