

PROOF ONLY

community  
Snapshot



Made possible by the customers of

Rockingham and Port Kennedy **Community Bank®** branches



## “Hello” from your new Branch Manager

Hi my name is Bindi Gane and I am your new local Branch Manager here at Rockingham **Community Bank®** Branch.

My family and I have just moved here from Tasmania where we have spent the last four years. Prior to this my husband and I grew up in Cairns, far north Queensland. We have 2 children aged 14 and 5 and they are as excited about Rockingham as we are.

I am looking forward to meeting as many of you as I can over the next few months, so please feel free to sing out next time your in the branch.

I am a very passionate person about the **Community Bank®** concept and love to see the rewards the community can get simply by banking with us. So don't forget to help spread the word about the **Community Bank®** concept and let's make a difference.

We are always happy in branch to help with all of your business and personal accounts, home and personal loans, insurance for both assets and life. Anything you need we can help you out.

So remember by banking with your **Community Bank®** branch everyone benefits.

**Bindi Gane**  
Branch Manager



## Chairman's report



It is pleasing to report that the changes in the Port Kennedy and Rockingham **Community Bank®** branches have been very successful and our staff have been terrific in making sure the highest standard of customer service is maintained.

We have also seen an increase in business activity particularly at Port Kennedy which certainly makes the future results look promising.

A very warm welcome to our new Rockingham **Community Bank®** Branch Manager Bindi Gane. With the great track record Bindi brings in banking and customer experience we will see an increase in the banking activities at the branch. We invite all shareholders and their friends to call in and say hello to Bindi.

A number of promotional initiatives are currently underway with clubs and associations whereby rewards for business are available and the feedback is very positive.

To highlight the calibre and dedication shown by our staff we are proud to advise that both Claire Baxter of Rockingham **Community Bank®** Branch and Bernadette Piper of Port Kennedy **Community Bank®** Branch have been recognised by winning prestigious awards. Claire for 'Pride of Workmanship' by the Rotary Club of Rockingham and Bernadette being selected as the Bendigo Bank award winner. Well done ladies.

**Len Sheedy**  
Chairman

**Rockingham Community Financial Services Limited**

PO Box 5039, Rockingham WA 6969

ABN 69 102 349 655

**Directors:** Len Sheedy (Chairman), Brad Dean (Deputy Chairman), Alison Gibson, Rod Sergeant, Dave Cashman, Michael McCafferty, Barbara Holland, Gillian Dixon.



# Rockingham Community Bank® Branch turns 10!

June 2013 was a very exciting month for Rockingham **Community Bank**® Branch as we celebrated our 10th birthday with a morning tea at both Rockingham and Port Kennedy **Community Bank**® branches for our shareholders and customers as well as the general public. Piggy paid a visit and was seen dancing around.

A raffle was organised by the staff and we raised \$226 for charity. A great big thank you to local artist Christina Walsh who kindly donated a beautiful landscape painting for the first prize which was drawn by Mayor, Barry Sammels and won by Keith Allen, a volunteer at the Rockingham Community Men's shed.

Barry Sammels was the Mayor of the City of Rockingham 10 years ago and opened the branch, so it was very fitting that he and Len Sheedy cut the birthday cake.

Over the past 10 years our **Community Bank**® branch has provided sponsorship to the local Rockingham community in excess of \$360,000.

Thank you to all the staff for helping to make the morning so successful.



# 'You Like' Campaign sees Hillman Community Association project win \$5,000

The 'You Like' campaign saw three projects from every suburb or town in WA where a participating **Community Bank**<sup>®</sup> branch operates selected.

Throughout May, community members were asked to vote for their favourite project, to decide which should get the largest share of the funding.

Communities across WA enthusiastically embraced the campaign, with more than 55,000 votes submitted via the Bendigo Bank Facebook page and in branch.

Rockingham and Port Kennedy **Community Bank**<sup>®</sup> branches are pleased to announce the \$5,000 top prize in the 'You Like' campaign went to The Hillman Community Association.

The winning group came from behind in the last week of voting to take first position in front of the Rockingham Community Shed for Men.

The \$5,000 in prize money will be put towards outdoor gym equipment for the local Hillman community to utilise.

When asked how this will benefit the community, Lyn from the Hillman Community Association commented "...the fitness equipment will be along a major pathway giving everyone in the community access at no cost. This will contribute to the fitness and wellbeing of everyone within the Hillman community. We are looking to have a personal trainer come and demonstrate how to use the equipment."

Lyn went on further to say that "...the equipment will also allow parents to workout whilst waiting for their children at the local school."

Rockingham Community Shed for Men shared in the prize money by picking up \$1,500 in second place. This will be utilised in helping expand the floor space of the shed to incorporate new members.

Rockingham Volunteer Sea Rescue Group received \$500 in third place which will



aid in the purchasing of brand new safety equipment for their boat.

Final figures were Hillman Community Association winning with 709 votes; second place was Rockingham Community Shed for Men on 589 votes and Rockingham Volunteer Sea Rescue Group with 179 votes in third position.

The Hillman Community Association thanked Rockingham and Port Kennedy **Community Bank**<sup>®</sup> branches for their support and all those who voted throughout the campaign.

## Pride of Workmanship Award

In recognition of the outstanding contribution to Rockingham and Port Kennedy **Community Bank**<sup>®</sup> branches' success Claire Baxter was recently awarded a 'Pride of Workmanship' award by the Rotary Club of Palm Beach.



The Pride of Workmanship awards are designed to recognise employees who do an outstanding job in their daily work and are highly regarded awards presented by Rotary clubs throughout Australia, New Zealand, the South Pacific, Malaysia, Canada and the United States.

The Pride of Workmanship Awards recognise Claire's outstanding qualities in terms of approach, attitude, dedication and commitment, to her job. The Award is intended to cover all aspects of work performance and ethics, inclusive of quality and quantity of output, safety, initiative and sense of responsibility.

Awards were presented by the Hon Phil Edman MLC at a presentation dinner hosted by the Rotary Club of Palm Beach.

The Board of Rockingham Community Financial Services Limited congratulates Claire – a very worthy winner.

## Staff profile - <Name>

**Nickname:** Lizzie, Lizard.

**How long have you been working for Rockingham Community Bank<sup>®</sup> branch?** 15 months.

**What attracted you to your current position?** The community aspect of the whole organisation.

**Favourite TV show?** Dexter, Friends, The Block and Outrageous Fortune.

**Favourite movie?** Iron Eagle, Dumb & Dumber, Stand By Me.

**Favourite ice-cream?** Mango Sorbet.

**Last concert you went to?** Pink and Black Sabbath.

**Furthest place you've been from home?** Tasmania.

**Do you lead with your heart or your head?** Definitely my heart.

**Describe yourself in three words?** Introvert, organised, happy.

**What was your first job?** Working in a railway station café, which then progressed to the gift shop and then turned into a supervisory role of the entire station.

**What sporting team/s do you follow?** Australian Cricket Team, Carlton.

**Dead or alive, who would you most like to meet?** Nicole Ritchie.

**What one question would ask this person?** How do you come up with such gorgeous designs?

**If you weren't doing this job, what would you be doing?** Expanding my very small, not even off the ground yet Kimono business from home and swimming in my newly installed swimming pool!

**What dish would you cook if you were a contestant on master chef?** I make a mean meatloaf.

**What do you have a weakness for?** Black skinny jeans, and vanilla glass candles.

**What food can you not live without?** Movie popcorn, salt and pepper squid and pretzels.





## Board Profile –

<Name>

Nickname:

Barb.

How long have you been working for Rockingham Community Financial Services Limited? Six months.



What attracted you to your current position? To become more involved in the community.

Favourite TV show? The Voice.

Favourite movie? The Life of Pi.

Favourite ice-cream? Macadamia.

Last concert you went to? Jersey Boys

Furthest place you've been from home? London, New York.

Do you lead with your heart or your head? Mostly my heart.

Describe yourself in 3 three words? Compassionate, caring and loyal.

What was your first job? Secretary at the City of Rockingham.

What sporting team/s do you follow? West Coast Eagles.

Dead or alive, who would you most like to meet? Mother Teresa.

What 1 one question would ask this person? Being a Nun, how did you get involved in this work in India?

If you weren't doing this job, what would you be doing? Probably another voluntary job.

What dish would you cook if you were a contestant on master chef? Carrot cake with pineapple and sultanas.

What do you have a weakness for? My grandchildren.

## Rockingham RSL 'Sponsor's thank you day'

Rockingham and Port Kennedy **Community Bank**® branches received a certificate of appreciation for their continued support and assistance to the City of Rockingham RSL sub branch. A 'sponsor's thank you day' was held at the City of Rockingham RSL on Saturday 22 June with Board member Barbara Holland and Port Kennedy **Community Bank**® Branch Manager Keren Patrick attending.

## A 'Being the Bendigo' Moment



Congratulations to Bernadette Piper from Port Kennedy **Community Bank**® Branch who was awarded a 'Being the Bendigo' moment. Bernadette was recognised for taking that extra step to ensure her customer service exceeded clients' expectations and enhanced the overall Bendigo experience for the customer.

A morning tea was held at Port Kennedy **Community Bank**® Branch on Friday 31 May 2013 in recognition of Bernadette's achievement. In attendance from Bendigo Bank were the State Manager David Boromeo, Regional Manager Rachael Cronin and Regional Sales Lead Manager Michelle Brace. From Rockingham Community Financial Services Limited Board were President Len Sheedy and Director Barbara Holland.

With all our staff at both Rockingham and Port Kennedy **Community Bank**® branches striving to exceed our customer expectations, expect to see more 'Being the Bendigo' moments from our team. And of course if you experience exceptional service from our dedicated staff, why not acknowledge it. There is nothing more rewarding than receiving such feedback from our customers themselves.

## Fevola stars

On 26 May, hundreds of footy fans flocked from all over Perth to watch Major AFL star Brendan Fevola don the red, black and white to play a match for the Rockingham Ram's football Football Club at Anniversary Park. The star full forward kicked 10 goals in a must win match against reigning Premiers Waroona to steer the Ram's to a comfortable win 17.8 (110) to 10.6 (66). Rockingham Community Financial Services Limited Chairman Len Sheedy met Fevola after the match who kindly signed a Bendigo Bank football which will be raffled off at a later date.



Watch the **Community Bank**® story at [www.bendigobank.com.au/snapshots](http://www.bendigobank.com.au/snapshots)

**U can find our branches at...**

### Rockingham

Shop 1, 1-3 Kent Street, Rockingham WA 6168

Phone: 9528 6377

Website: [www.bendigobank.com.au/rockingham](http://www.bendigobank.com.au/rockingham)

Opening hours: Monday to Friday 9.00am – 5.00pm and Saturday mornings 9.00am – 12 noon.

### Port Kennedy

Shop 7, 397 Warnbro Sound Avenue, Port Kennedy WA 6172

Phone: 9524 5255

Website: [www.bendigobank.com.au/port\\_kennedy](http://www.bendigobank.com.au/port_kennedy)

Opening hours: Monday to Friday 9.00am – 5.00pm.

Bendigo and Adelaide Bank Limited, The Bendigo Centre, Bendigo VIC 3550. ABN 11 068 049 178. AFSL 237879. BMPNL0625 (07/13)

Rockingham and Port Kennedy **Community Bank**® branches

 **Bendigo Bank**

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