

February 2014



Made possible by the customers of the South Burnett **Community Bank®** Group of Nanango, Yarraman and Blackbutt

Good for **U**
AND your
community

Yarraman come home winners

When you're nominated and make the top three "Professional and Business" category at the annual Heritage Bank Toowoomba Regional Council Business Excellence awards, it's a pretty big deal! On 12 October, the staff of Yarraman & District **Community Bank®** Branch excitedly donned their best frocks for the annual event and filled tables with supporters from sister branches Nanango and Blackbutt, as well as the Board of Directors.

Senior Branch Manager Anne Woodrow put in the hard yards that came with the application process by conducting research, collating figures and photos, contacting people for letters of support and even including a DVD about Bendigo Bank's **Community Bank®** network. This was all before driving it over to Toowoomba herself and submitting the application. This amount of dedication, totalling almost 40 hours of work, was more than worth it to Branch Manager Anne, who has an undying spark of passion to show the best of what the **Community Bank®** network can offer.

The staff walked the red carpet and posed for photos, then eagerly hung onto the edge of their chairs and waited for their category division to be presented. Shortly after two courses of the three-course meal were eaten, it was announced Yarraman had won their division for "Finance and Legal".

Guests and presenters were enveloped by a roaring applause from three tables of Bendigo Bank supporters as Senior Branch Manager Anne Woodrow and Chairman of the Board Noel Strohfeld made their way up to accept their framed award.

Anne commented on their win, saying she felt extremely honoured that someone had taken the time to nominate Yarraman & District **Community Bank®** Branch for the service it provided. She said being a part of the awards night was absolutely thrilling and delightful.



Above left: Chatting and laughing amongst their supporters from all three branches in the South Burnett region is Blackbutt Branch Manager Lorraine Wyvill and Senior Branch Manager Anne Woodrow.

Above: The girls of Yarraman & District **Community Bank®** Branch are all smiles after their category division win at the Business Excellence Awards. L-R: Cheryl Nix, Nerrida Roberts, Anne Woodrow, June Dugdell and Jo Collett.



Top: A night of nights brought out the best outfits for June and husband Rob Dugdell. June is our friendly Senior Customer Service Officer at Yarraman & District **Community Bank®** Branch.

For news on the go, here's a quick snapshot of what's been happening from Blackbutt to Nanango.



Blackbutt Swimming Pool renovated its steps with help from Blackbutt **Community Bank**® Branch.



Julie Taylor-Dixon from Wiikiri Retreat Blackbutt happily shows off the Blackbutt Show Society's new sign with Blackbutt Branch Manager Lorraine Wyvill and Senior Branch Manager Anne Woodrow. The sign was paid for with the help of a grant from Blackbutt **Community Bank**® Branch to support rural agriculture.



As part of the 2014 Australia Day Awards, Yarraman's own Margaret McNae received the honourable "Aileen Noble Memorial Shield", an award that acknowledges the work of volunteers in the Yarraman community. The South Burnett Community Enterprise Ltd minute taker has many tricks under her hat. Thanks for your hard work Margaret.

Coolabunia colours in their creativity

As supportive **Community Bank**® branches, we look forward to seeing firsthand the potential of our budding young bankers, so Anne decided to put them to the test in time for Christmas. We asked the students of Coolabunia State School to pull out their best colouring-in skills for the opportunity to kickstart their savings future with Piggy Bank accounts and bags of goodies.



Top right: Arriving beyond excited to hand out the prizes, Anne Woodrow presents the Piggy Bank account vouchers to the talented winners.

Above left and right: Anne hands winners their very own Piggy Bank accounts. Why not come in and open up accounts for your kids today? Our staff across the three branches would be more than happy to help out and kick-start your family's banking.

Another birthday? It's Blackbutt's fourth!

There's nothing South Burnett **Community Bank**® branches enjoy more than a good reason to cut into a cake and share it among good company. Celebrations for the fourth birthday of Blackbutt branch took place on Friday 14 December. The staff and attending guests were treated to a cake made by the local Blackbutt Woodfired Bakery.

South Burnett Community Enterprise Ltd Chairman Noel Strohfeld said the branch was growing thanks to the support of the local community. He also said how important it is that we as a community support the local branch so that we as a branch can in return show support back to the local township. Noel thanked Lorraine and her team for the work they do in providing outstanding customer service.

Among guests, shareholders and Directors, Frank Ballinger, one of the bank's more senior customers, joined Noel, Lorraine, Cindy and Carley in cutting the cake, which was enjoyed with a side of cold drinks and laughter.

Blackbutt envisages an exciting future as it continues to grow as a branch and grasp every opportunity to help the local community. Whether it's to do with banking services, sponsorships or grants, the staff here will welcome you with open arms.



Above: Branch Manager Lorraine Wyvill thinks it's pretty funny turning four... either that or Cindy and Carley were telling jokes as this photo was taken.



Above: Look at that cake! Chairman of South Burnett Community Enterprises Ltd Noel Strohfeld, Branch Manager Lorraine Wyvill and Customer Service Officers Cindy Rohlf and Carley Heit get ready to cut the cake with customer Frank Ballinger.

Trees get poked and prodded as they're dressed for a week

When you think of dressing a tree, it's understandable your first reaction is to ask "surely it's not that time of the year already?" Not so for the teams playing a different game. Initiated by the Toowoomba Regional Council, local businesses, banks and mining companies came together to dress 20 trees throughout Goombungee in early November.

The ladies from Yarraman & District **Community Bank**[®] Branch set off with a box full of hand made decorations courtesy of the branch's creative staff. The fun community engagement activity had participants twisting and turning to dress up their designated trees, which stayed decorated for a week.

Branch Manager Anne Woodrow and Senior Customer Service Officer June Dugdell thoroughly enjoyed the experience and can't wait to do it again.

Top right: The finished product swaying proudly in Goombungee dressed by Anne Woodrow and June Dugdell.

Far right: Dressing a tree doesn't have to just happen at Christmas time. Yarraman & District **Community Bank**[®] Branch's June Dugdell enjoyed getting creative.

Right: Proving she's still got her flexibility, Anne gets her hands dirty decorating the branch's tree.



Get to know us

Anne Woodrow

Role: Senior Branch Manager of South Burnett **Community Bank**[®] branches.

Number of years: 28.5 years – eight and half of those years are Branch Manager for Yarraman & District **Community Bank**[®] Branch.

What's the most rewarding part of your job?

Working and dealing with interesting people - both staff and members of the community.

If you weren't working for a bank, what would you be doing?

Running a very unsuccessful antique shop – "The Age of Elegance" – unsuccessful because I would not be able to sell anything, I would have to keep it.

If you could throw any kind of party, what would it be like and what would it be for?

A "classy" high tea using beautiful old fine china, crystal glasses and vintage linen, to raise money for cancer research.

If you were stuck in an elevator, who are three people you'd want to be stuck with and why?

This may sound very boring but my husband and two daughters. Why? Because I'd be able to have some great family time and not be interrupted by work, mind you we would've had to have just been shopping and so we would have something very nice to eat and drink.



Lorraine Wyll

Role: Branch Manager of Blackbutt branch.

Number of years: Eight-and-a-half with Bendigo plus 20 years with other financial institutions (including CBA, Westpac, Ipswich and West Moreton First Provincial, First Australian which became Bendigo Bank).

What gets you excited about community banking?

Seeing the difference we can make in our communities.

If you could sit down and have coffee with anyone, who would it be?

Given that my husband does not drink coffee, I would probably have to say Hugh Jackman.

If you were stuck in an elevator, who are three people you'd want to be stuck with and why?

Fireman – my husband happens to be one, I think he would do his best to save me. My best friend – always there for me in a crisis. And of course my youngest regular customer, she always makes me smile.



Cheryl Nix

Role: Customer Relationship Manager of Yarraman & District **Community Bank**[®] Branch.

Number of years: Six years with Bendigo Bank.

If your work colleagues had to sum you up in three words, what would they be?

Chatty (I have the ability to talk the leg off a dead chook), disorganised ("chaos" is my middle name) and a mixed bag-of-all-sorts.

You become a superhero, what are your super powers?

The ability to read people's minds – that way they wouldn't have to tell me what they think.

If you were stuck in an elevator, who are three people you'd want to be stuck with and why?

Tea lady – so we have some sandwiches to eat, winemaker – do I have to elaborate? And the elevator maintenance man – so we could get out of course.



Rob Chittack

Role: Regional Manager.

Number of years: He's brand new to the role but we've welcomed him warmly.

Fun facts about Rob:

- He's born and bred in Bendigo.
- Favourite thing about Bendigo Bank is that it doesn't feel like banking, he likes that we have a strong focus on the community.
- If he could live anywhere in the world it would be Ukutula, a lion park in South Africa.
- Teams that Rob supports: Carlton, Melbourne Storm, Melbourne Rebels, Barcelona and many more.
- And lastly Rob supports NSW in State of Origin now that he lives in QLD. He supported QLD when he lived in VIC.



Where to find your local **Community Bank®** branches

If you're a frequent customer of ours, you'll know where we're situated, but for those yet to meet us, check out our locations below and the services we offer:

Blackbutt branch

- ATM (with PIN-change capability)
- Business Banking
- Financial Advisor
- Insurance
- Credit Cards
- Home Loans & Personal Loans
- Great, friendly, local staff

Yarraman & District Community Bank® Branch

- ATM (with PIN-change capability)
- Business Banking
- Financial Advisor
- Insurance
- Credit Cards
- Home Loans & Personal Loans
- Great, friendly, local staff

Nanango Community Bank® Branch

- ATM (with PIN-change capability)
- Business Banking
- Financial Advisor
- Insurance
- Credit Cards
- Home Loans & Personal Loans
- Great, friendly, local staff

Bendigo Bank offers financial planning and advice through representatives of its subsidiary, Bendigo Financial Planning Limited, ABN 81 087 585 073 AFSL 237898, Level 5, 120 Harbour Esplanade, Docklands, VIC, 3008.

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South Burnett Community Enterprise Pty Ltd PO Box 42, Yarraman, QLD 4614 ABN 57 113 889 768

Directors: Noel Strohfeld (Chairman), Dave Robison (Secretary), Jim Beveridge (Treasurer), Brent McClennan, Ross Begent, Jeff Connor, Ross Towell, Lionel Kerr.

South Burnett **Community Bank®** Group

Nanango Community Bank® Branch

92 Drayton Street, Nanango QLD 4615

Phone: 4163 1075

Opening hours:

Monday to Friday 9.00am – 5.00pm

Website:

www.bendigobank.com.au/nanango

Yarraman & District Community Bank® Branch

23 Toomey Street, Yarraman QLD 4614

Phone: 4163 8162

Opening hours:

Monday to Friday 9.00am – 5.00pm

Website:

www.bendigobank.com.au/yarraman

Blackbutt branch

49a Coulson Street, Blackbutt QLD 4306

Phone: 4163 0734

Opening hours:

Monday to Friday 9.00am – 5.00pm

Website:

www.bendigobank.com.au/blackbutt

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