

Trafalgar & District Financial Services Ltd

ABN 86 102 573 222

Shareholder Newsletter

July 2012

NEW VISION AND MISSION

The board, as part of its annual strategic planning process (see more on this below), reviewed the aim and mission of Trafalgar & District Financial Services Ltd ('the company'). This is important as it requires the board and staff to continually focus on the company's outcome. The new vision is "We are the most respected and effective **Community Bank**® franchisee in Victoria", with our mission statement being "We operate a **Community Bank**® branch to provide our community with outstanding banking services and play a key role in building the prosperity and resilience of our community".



The company's values and behaviours have not changed. The updated vision and mission, together with our values and behaviours will soon be able to be accessed on our webpage with our new strategic plan.

YEARLY PROFIT

At the close of 2011-2012 financial year, the company has had another successful year. At this stage, I'm unable to give you the exact profit we made as our financial records are with our accountants and auditors for formal approval before they form part of our annual report.

GRANTS AND SPONSORSHIP

We continue to make significant contributions to many community groups in our catchment area, with more than \$79,000 provided in sponsorship during the 2011-12 financial year, making a total exceeding \$521,000 the company has given local community groups in sponsorship and grants since the **Community Bank**® branch opened.

Our 2012 Community Grants Program administered by Community Enterprise Foundation™ in partnership with us was oversubscribed as we had anticipated.



Trafalgar High School students undertaking their defensive driver training after receiving their Greenlight sponsorship from the Community Bank® Branch (from left) Zac Wallace, Taylor Schack, Saskia Heathcoat and Angus Wyatt with their trainer from DECA

**Board of Directors, Trafalgar & District Financial Services Limited,
P.O. Box 391, Trafalgar 3824**

Mick Bourke (chairman), Gary Smith (deputy chairman), Mel White(company secretary/treasurer),
Jane Coots, Chris Hardy, Di Harrison, Wayne McArdle, Peter Marx

Unfortunately we just don't have the funds available for all of the wonderful initiatives identified. We are currently going through the applications, and successful applicants will be notified by the Foundation

Whilst still on grants, the board has decided to continue with its student scholarship programme; this year providing support of \$2000 each for up to six students commencing or continuing higher education at tertiary level in 2013. This is seen as a significant way to help young people who otherwise would find it very difficult to continue their education.

Another initiative, called Greenlight Driver Education, provided sponsorship to four young people to enable them to undertake comprehensive defensive driver training, thus reducing young people's likelihood of being involved in a major vehicular collision.

iPADS

The company has taken out a two-year lease on iPads for directors to improve their access to our systems and to enable the long-term capture of information that flows between the directors. This is also the second phase in making the company more environmentally friendly regarding our board meetings. Initially, board members were provided with a paper-based agenda and supporting papers. As there are up to ten directors plus the branch manager, this was a tedious and paper-wasting exercise, with some board meetings having more than 100 pages of supporting papers to the agenda.

Our first initiative to do away with paper was to purchase a data projector for directors to view the board papers. Whilst this was a significant change to board meetings, it had the liability of individual directors not being able to go to particular parts of a document they wished to read.

This, together with the need to provide appropriate electronic communication facilities to directors, led to an investigation into portable tablets. The board decided upon Apple's iPad tablet. The iPads will be trialled during the period of the lease (two years) to determine whether they meet directors' needs.

STAFF UPDATE

Branch manager, Phil Drummond, and customer relationship manager Briony Schembri have both settled very well into their new roles at the branch, and have started implementing a number of changes in direction which will benefit customers and shareholders. These changes will centre on targeted products, such as business banking and agri-business, which are available to our customers. The branch believes it is very competitive in these areas compared to other banks.

STRATEGIC PLAN

The board recently undertook its annual strategic planning process. This resulted in two major changes. First, the areas of focus (previously called 'objectives') have changed, from being inward-looking (as we have substantially enhanced the governance structure of the company), to a plan that is more outward-looking as we tackle the many external issues that impact our business.

The other major change is that we are now looking further into the future, with this plan spanning five years, when previous plans had a three-year lifespan. This provides the board and staff with more flexibility to better prepare plans that lead to the identified outcomes being achieved. The plan, together with an updated vision and mission, provide clear direction to the board and bank personnel to further develop and expand the business. It also ensures that we will continually focus on enhancing the skills of those on the board and in the bank.

**For more information on our Community Bank® branch services,
please call into
103a Princes Highway, Trafalgar
or ☎ (03) 5633 2783**

WEBSITE

The company currently relies on Bendigo Bank's website for a webpage in which to provide information electronically to shareholders in particular and the community in general. The board has decided that this webpage doesn't fully meet its needs, and therefore, will develop its own website during the course of this new financial year.

We'll keep you informed on its progress, in particular, when it's completed. It should give us the ability to provide more relevant and up-to-date information to you.

INFORMAL SHAREHOLDER MEETING

The meeting of shareholders with board members and **Community Bank**[®] branch staff that shareholders had requested as an outcome of the survey we conducted last year was unfortunately cancelled due to a lack of response.

I still think it's a good idea for shareholders, the board and bank staff to get together to meet one another and to informally discuss any matters raised. The AGM is a formal process, with legislative requirements. However, the time immediately after that meeting is not formal, and provides an opportunity for shareholders to meet with directors and staff. The AGM process is, therefore, an excellent opportunity for us all to meet and have conversations in an informal environment.

I encourage all shareholders to attend our AGM, which this year is on Thursday, 1 November, for both the formal requirements and the informal gathering after it. Speaking of the AGM, enclosed with this newsletter is notification formally advising you of the meeting and the director nomination process.

Once again, I encourage you to attend this important event.



MICK BOURKE
CHAIRMAN

We are open:
Monday-Friday 9.00am – 5.00pm
Saturday 9.00am - 12.00noon
 **(03) 5633 2783**

Trafalgar & District **Community Bank®** Branch



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http://www.bendigobank.com.au/public/community_bank/community_bank_branches.asp
then scroll to 'Trafalgar & District'

Trafalgar & District **CommUnity Bank®** Branch

Supporting local communities

