

Valley Visions

Summer 2013

Hurstbridge & Districts **Community Bank**[®] Branch
Diamond Creek **Community Bank**[®] Branch
Eltham & District **Community Bank**[®] Branch
Doreen & Mernda **Community Bank**[®] Branch
and Kinglake branch



Welcome to our edition of Valley Visions for 2013. Valley Community Financial Services Limited (VCFS) is the publicly listed company that owns the franchise for the Hurstbridge, Diamond Creek, Eltham and Doreen & Mernda **Community Bank**[®] branches and Kinglake branch. We hope you find this edition entertaining and informative.

"Our Community Bank[®] branches proudly supported by our customers"

Chairman's report

Welcome! I'm excited to announce that in September, we opened our new fully fledged branch at Kinglake employing one extra person and providing full time 5 and a half days a week banking services into Kinglake. The Kinglake branch has continued to be quite strong and it may take another couple of years for that business to return profits to the company but eventually it should be a good business for our community (or our company). The branch is a Bendigo Bank branch fully owned by Valley Community Financial Services Limited.

We have a commitment to the Community Bank Stadium and we've been making payments towards that - a \$750,000 10 year naming rights agreement for which payments will be finished by June 2013. That's been an exciting project, one that's generated huge interest in our business and I think put the **Community Bank**[®] concept in this region on everyone's lips. We've been able to provide a tremendous facility for the region and obtained great promotional opportunity as well for the next 10 years. Also in September we launched our own website. This can be found at www.valleyfinancial.com.au and will enable our community to access information, find out the latest news and see what our company is bringing to the community. There is also a specific access area for shareholders. Our website is continually evolving and it will eventually have an area where community groups can gain information on applying for funding. Lastly it will become a great place to record our history.

Finally I'd like to reiterate that we need your business too. The more people that become customers of our business, the more profit we are able to make to contribute to dividends and also of course dividends to the community.

Barry Henwood
Chairman

Right: Kinglake branch.



Board changes

The Board of VCFS was sad to receive the resignation of David Wheeler. David was one of our original Steering Committee members and has been on the Board of Directors since its inception. He has held the position of Treasurer from that time and he has done a sterling job. We wish David well in his future pursuits and thank him enormously for his time and effort.

We also welcome our two new Directors in Carol Jenkinson and John Bot. Carol is well known for her volunteer roles in groups like Nillumbik Tourism Association and Hurstbridge Wattle Festival to name a few.

John is currently the Philanthropy Manger for Yooralla but has previously worked for Conservation Volunteers Australia and Landcare, both in managerial roles. Both Carol and John bring a wealth of knowledge to the Board and they are a welcome addition to the Board.

Dividends

The Board of Valley Community Financial Services Limited is pleased to announce that it has declared a fully franked dividend of two (2) cents per share this year which was paid on 2 November 2012. This brings the total dividends paid to new shares allocated in 2010 to ten cents plus franking credits. For the original shares allocated in 2001, it represents an 8% return for 2012 plus franking credits. Given that we are carrying two new branches and building a fabulous business for all, I hope you agree that is a very good result for shareholders.

The Board remains committed to its strategy of developing and enhancing the returns from our existing four **Community Bank**[®] branches at Hurstbridge, Diamond Creek, Eltham, Doreen & Mernda and our Kinglake branch. Valley Community Financial Services Limited is proud of the returns it has been able to provide to its key stakeholders. With our community investments now totalling over \$3.5 million and over 30 people employed in the business, this dividend recognizes the valuable support of local people who own the company and help to grow the business and its community outcomes.

Our stadium open for business!



Above: Barry Henwood, Craig Ondarchie MP, Mayor Michael Young, Rob Mitchell MP and Danielle Green MP.

A milestone was reached on 10 February 2012 with the official opening of our Community Bank Stadium, a milestone that our community can be proud of and proves again what can be achieved when local people set their mind to making things happen for themselves. VCFS got involved as we are great believers in leveraging our funds to make possible larger grants from the three tiers of government to support our community in its needs. We are also keen to continue to nurture and build relationships with local Councillors and State and Federal Members. The Community Bank Stadium is a tremendous opportunity for our company to support a broad range of the entire community from Kinglake to Eltham, South Morang to Kangaroo Ground and it will service in excess of 6,000 people per week.

Barry Henwood said "I understand that this is the single biggest infrastructure project undertaken by the Nillumbik Shire Council and I expect would be one of the biggest project partnerships ever undertaken by the **Community Bank**[®] network nationwide. It really does demonstrate that the sky is the limit when a community decides to make things happen for themselves. I want to congratulate all those grass roots level people who started the project and are now seeing it come into fruition."

Bushfires in Tasmania

Our community is being urged to dig deep to help those affected by the Tasmanian bushfires. Bendigo Bank, through their philanthropic arm of Community Enterprise Foundation™, has launched three appeals to provide relief to those who have lost homes, businesses and income from the fires. The appeals are the South East Tasmania Bushfire Appeal (Sorrell), the Bicheno (Tasmania) Bushfire Appeal and the Carngham Bushfire Appeal and these appeals are designed for those who wish to give specifically to these communities.

As you are aware, the **Community Bank**[®] network and Bendigo Bank were instrumental in helping to raise funds of approximately \$8.4 million for our communities after the horrific fires of Black Saturday. This gives an opportunity to show our support to those who have been affected by the fires and our **Community Bank**[®] branches have donated to all three appeals.

You are able to drop into any of our branches and donate over the counter to one or all Tasmanian appeals or do it by credit card online.

Staff changes

Janice Hawkins has joined our team as the new CRO for our Eltham branch after spending time as a CSO in our Diamond Creek branch for which she was originally recruited. Janice was one of the first staff members that opened the Warrandyte **Community Bank**[®] Branch in 2003 where her position was that of a Customer Service Supervisor. Janice had a great rapport with customers and one in particular she still keeps in touch with today – in fact Janice attended the customer's 90th birthday in Mornington. Janice's hobbies include spending time with her family and taking her dog for a walk on the beach.

"I have been lucky once again in terms of being successful with my application to join the staff at Eltham & District **Community Bank**[®] Branch. Already I have met lovely people and feel very welcome and accepted by the community."

Justyna Echaust – After recently moving into the Nillumbik area, Justyna was pleased to be able to transfer from Bendigo Bank Templestowe to the Diamond Creek branch to work within her own community. She came from a Real Estate background last working at Morrison Kleeman in Eltham, and has been in banking for 18 months now. Justyna loves travelling and spent nearly five years away from home travelling the east coast of Australia and overseas.

Settled now, she has two Husky dogs and two horses on her property in Strathewen and lives with her partner Terry. In their spare time which is rare these days, they love going to the snow to ski, sailing, scuba diving and riding their dirt bikes.

Liane Dawson – Liane lives in Kinglake and has done for 17 years. She is married with four beautiful children 18, 12, 11, and 7 (two boys and two girls). She loves travelling and she has been lucky enough to travel most of her life due to her family's obsession with being employed by Qantas. Liane's favourite places would have to be Bali and Tioman Island in Malaysia. Her next trip will be to the west coast of Australia.

Liane's previous jobs have been 17 years with Qantas Airways and more recently running her own catering business. The past 18 months she was employed at the Kinglake Rebuilding Advisory Centre which she loved, helping her community to recover after Black Saturday.

"Now I have a new career in banking with the Bendigo Bank and I am very excited to join this wonderful banking family."

Mary Hughes – Mary comes to Bendigo Bank with many year's experience in banking. Single and living in Whittlesea for the past 13 years and involved with the local sporting clubs and schools, both Mary and her children 19, 17 and 12 are very well known and respected in the community. She has been school banking co-ordinator for years at the Whittlesea Primary School, previous treasurer of the Whittlesea Basketball Club and involved with the Whittlesea Junior and now Senior Football Club's through which she has some wonderful people.

Mary loves gardening, walking her dog, the local footy season and catching up with friends and socializing.

"I look forward to meeting new and existing customers, at Doreen & Mernda **Community Bank**[®] Branch, work colleagues and the Valley Group."

Sarah Griffiths – Sarah has come to inhabit south of the Mexican border from Sydney. In Sydney, she worked for the **Community Bank**[®] branch in North Epping for almost four years. On moving from Sydney, Sarah and her partner adopted a male border collie from the RSPCA – doing their bit for the bank's honoured charity. Connor has become a cherished family member and together with their previously adopted cat Claire, they are an incredibly loving "recycled" household.

Sarah loves (way too much) chocolate, walks with Connor and her partner and spending time with her two boys Lachlan (7) and Aidan (6). She is a big kid at heart whose aim in life is to never go a day without having fun.

"I love the ethos of Bendigo and Adelaide Bank in the way it embraces the community spirit and thus, I am incredibly excited to be working here once more."

We're supporting the community

The **Community Bank**® model is all about supporting our communities in every way we can. Apart from the convenient, old-fashioned friendly banking services, we grow our business by supporting our local communities with the profits that we earn. The more our business grows, the more funds we put back into the community. Currently, we have given over \$3.5 million back to the community. The following organisations were the successful beneficiaries for sponsorship in 2012 with more than \$196,000 being donated back into our local communities this year:

Panton Hill Junior Football Club

Eltham Football Club

Diamond Valley Basketball Association

Kinglake Ranges Radio "Live on the Lawn"

Laurimar Netball Club

St Andrews Community Bushfire Recovery Association (assisted through CEF funding)

Lower Plenty Football Club

Kinglake Football/Netball Club

Eltham North Jets Basketball Club

Eltham Rotary Town Festival

Panton Hill Kinder

Diamond Creek Women's Football Club

Arthurs Creek Rural Fire Brigade

Hurstbridge Wattle Festival Steam Train

Hurstbridge Hurricanes Basketball Club

Eltham Bowling Club

"On The Hill" Panton Hill Festival

Hurstbridge Pre School

Nillumbik Mudbrick Association

Greensborough Hockey Club

Panorama Heights Pre School

Austin Health - Diamond Creek Op Shop

Laurimar Kindergarten

Mernda Cricket Club

Research Pre School

Montmorency Cricket Club

Research Junior Football Club

North Eltham Wanderers Cricket Club

Diamond Valley Basketball Association

Research Eltham Collegians Cricket Club

Panton Hill CFA



Above: Lower Plenty Football Club.
Left: SACBRA St Andrews Community Centre.
Below: Arthurs Creek CFA - Smoke Machine.



For the kids

1. What do you call a bunch of Barbies standing in a row?
2. How do bees brush their hair?
3. What did the pencil say to the paper?
4. Why was the nose tired?
5. Have you heard the joke about the butter?



Board members

A huge thank you to all our volunteer Directors who commit their time and effort into making our **Community Bank**® branches a success:

Barry Henwood	Chairman	appointed 2001
Malcolm Hackett	Deputy Chairman	appointed 2008
Daryl Brooke	Director	appointed 2010
	Treasurer	appointed 2012
Ingrid Crichton	Director	appointed 2008
	Company Secretary	appointed 2011
Stephen Bennett	Director	appointed 2008
Philip Marendaz	Director	appointed 2009
Hugh Stublely	Director	appointed 2005
Carole Bury	Director	appointed 2011
Carol Jenkinson	Director	appointed 2012
John Bot	Director	appointed 2012

Introducing CommunityPOS

Helping your community raise money

Schools, clubs and not-for-profit groups that bank with Hurstbridge, Diamond Creek, Eltham, Doreen & Mernda **Community Bank**® branches and Kinglake branches, are able to apply for temporary access to our mobile EFTPOS machines, ideal for use at fundraising events, registration days, membership drives or school fetes. The facility is a quick, low cost solution for community groups to accept real-time card payments on the day of their event. For further information or to use the facility, please contact any of our branches.

For your information

Did you know that Valley Community Financial Services Limited (VCFS) is listed on the National Stock Exchange (NSX)? Many **Community Bank**® companies are listed on the NSX. VCFS regularly makes announcements on the NSX website. If you are interested in the price of recent trades or announcements we've made to the market, visit www.nsx.com.au click on "Market Data" at the top right of the page, then type in "VLY". You can then choose from a list of options (eg "announcements").

Healthy, wealthy and wise

Healthy

Laughing not only eases stress, promotes social bonding, and lowers blood pressure; it may also boost your immune system. So bring some humour into your life, whether it's through friends or even a new TV show.

Wealthy

Retirement seminar – Michael Parkes

Helping you live comfortably in retirement



Have you thought about how much you will need to set aside for your retirement? Have you thought about where these funds will come from?

The reality is: none of us knows exactly how much money we will need to retire on. The good news is: a little bit of preparation and some simple steps can place you in a much better position to live the lifestyle you would like for your retirement.

Recently, the Doreen & Mernda **Community Bank**[®] Branch got together with Financial Planner, Michael Parkes, to present a seminar on this exact topic to assist residents in getting to grips with funding their retirement. While the seminar was held on a wintry mid-June evening, it attracted an audience of over 50, with many staying back to ask Michael questions, have a cuppa, and chat with branch staff.



Above: Funding your Retirement Seminar, Laurimar Community Centre, 7 June 2012.

So what were Michael's key tips for pre-retirees and retirees?

Take stock – Write your goals down and track your expenses for a month to help you put a budget together.

Check your Centrelink entitlements – Did you know that 68.5% of retirees received either a full or part Age Pension?*

Seek professional advice – Did you know your first appointment with a Bendigo Financial Planner is complimentary?

For some useful free resources:

Bendigo Budget planner:

www.bendigobank.com.au/public/pdf/Budget_Planner.pdf

Government websites: www.centrelink.gov.au, www.moneysmart.gov.au

Retirement standard: a budget for Australians to estimate their living costs for a comfortable or modest standard of living in the post-work years – www.superannuation.asn.au/resources/retirement-standard

If you missed out on the seminar and some questions you'd like to ask Michael, why not book in for a chat with Michael at your local branch? You can book in a time with Michael by arranging a time at your local **Community Bank**[®] branch, calling 1300 BENDIGO (1300 236 344), or visiting our website: www.bendigobank.com.au

* Department of Families, Housing, Community Services and Indigenous Affairs, 2010 – 2011

Wise

"The road to success is dotted with many tempting parking places."
Anon

For the kids (answers): .1. A Barbie Q. 2. With a Honey Comb. 3. I've dot my I on you. 4. Because it kept running. 5. I won't tell. You might spread it.

Questions? Ask us

Do you have a suggestion that you would like to see in our next newsletter? We would like to encourage you to email any suggestions or queries you have to us at your **Community Bank**[®] branch. Please send them to administration@valleyfinancial.com.au or if you don't have email access, just drop us a line, or call in to your nearest branch. We will do our best to answer all of your questions.

Hurstbridge & Districts **Community Bank**[®] Branch

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Phone: 9718 0431

Manager: Dion Shirley

Diamond Creek **Community Bank**[®] Branch

Shop 8, 75-77 Main Hurstbridge Road, Diamond Creek VIC 3089

Phone: 9438 4133

Manager: Tina Elmer

Eltham & District **Community Bank**[®] Branch

1036 Main Road, Eltham VIC 3095

Phone: 9439 0188

Manager: Liam Jones

Doreen & Mernda **Community Bank**[®] Branch

Shop 3, 101 Hazel Glen Drive, Doreen VIC 3754

Phone: 9717 1433

Manager: Jennifer Pearson

Kinglake branch

Shop 4, 1 Victoria Road, Kinglake VIC 3763

Phone: 5786 1656

Manager: Dion Shirley

All branches opening hours:

Monday to Friday 9.00am – 5.00pm and

Saturday mornings 9.00am – 12 noon.

www.valleyfinancial.com.au

Valley Community Financial Services Limited

Shop 8B, 75-77 Main Hurstbridge Road, Diamond Creek VIC 3089

ABN: 86 092 399 730

Directors: Barry Henwood (Chairman), Malcolm Hackett (Deputy Chair), Ingrid Crichton (Company Secretary), Daryl Brooke (Treasurer), Hugh Stuble, Stephen Bennett, Philip Marendaz, Carole Bury, Carol Jenkinson, John Bot.