

Valley Visions September 2010

Hurstbridge & Districts and Diamond Creek **Community Bank®** branches
Kinglake branch and Eltham branch

Welcome to the spring edition of Valley Visions, the Hurstbridge & Districts and Diamond Creek **Community Bank®** branches' bulletin. We hope you find it entertaining and enlightening. We would be pleased to receive any feedback you may have for us, or any articles you might like to contribute.

Chairman's report

Welcome everyone. It has been a busy past six months and a lot has happened. As you are aware, at the recent Extraordinary General Meeting, the shareholders approved the issue of a prospectus for 2,100,000 shares.

A due diligence committee comprising of legal and accounting experts, has finalised the prospectus and is available now. If you would like to view a copy of the prospectus, you can visit our webpage www.valleyfinancial.com.au

Congratulations to Hurstbridge Branch Manager, Dion Shirley, who received the 2010 Pride in Workmanship award from the Diamond Creek Rotary Club.

The award gives Valley Community Financial Services Ltd (VCFS) an excellent opportunity to publicly acknowledge Dion's exemplary service since taking over the Hurstbridge **Community Bank®** Branch and Kinglake branch and in particular since the Black Saturday fires.

Dion was humble in accepting the award acknowledging his team for their performance during what has been a difficult year for everyone.

Congratulations to Dion for a well deserved award.

VCFS was inducted into the state's hall of fame at the Victorian and Tasmanian **Community Bank®** State Conference. This award is attributed to the terrific success of our business supported enormously by the community in particular the work of the Company through the bushfire relief and rebuilding programs. The award also acknowledges the tremendous work of our staff through that period. It's an important award for our Company.

Barry Henwood
Chairman

We're growing

The steering committee campaigning for a new **Community Bank®** branch in Eltham achieved sufficient pledges to support the opening of a branch. As a result a feasibility study was undertaken and we are pleased to say there was sufficient support to open a branch in that community.

Please tell all your friends and relatives in Eltham that we will be opening our new Eltham branch very soon. This will be the third **Community Bank®** branch to open since Valley Community Financial Services Limited was established in 2000.

A similar steering committee in Doreen/Mernda are working towards opening a branch there, which we hope will open in 2011. It seems the good news that accompanies a well-supported **Community Bank®** branch's generosity is spreading.

We've moved

The Diamond Creek branch has moved to the new retail development across the road from the original premises. The open plan design that is being used in all of the new Bendigo and Adelaide Bank branches is quite different but our lovely staff tell us it's working well and proving very popular with customers and staff.

The new home of VCFS, the Company that administers the **Community Bank®** branches on behalf of its shareholders, is located at the rear of the Diamond Creek premises.

VCFS now has its own administration team all of whom are extremely talented and capable women. General enquiries should be directed to Melissa Vickrage, our new Administration Assistant. Grants and sponsorships are handled by the wonderful Melinda De Bolfo and Colleen Wiegand, who formerly worked in the Bendigo Bank Head Office, is our administration guru. The VCFS office phone number is 9438 3194.

Board changes

The Board of VCFS has appointed a new Director, Daryl Brooke. Daryl owns One Tree Hill Consulting which is based in Hurstbridge and is the Chair of the Eltham Steering Committee. We are very pleased to welcome Daryl to the Board, and we are sure he will be a great asset.

Staff changes

Tina Elmer

Tina Elmer has been part of the **Community Bank**® branch team for nine months and has the impressive role of Branch Manager at Diamond Creek. Tina comes to our branch with more than 30 years banking experience with Westpac. She is an active member of the Rotary Club and is a member of the Local Traders in Diamond Creek. Her hobbies include attending the gym, walking and reading.

“Being part of a **Community Bank**® Company has shown me the importance of working with and in the community. By providing support to its members and building long and lasting relationships, our branches help create successful communities. I am proud to be an employee of a Company that truly cares.”

Heather Hayman

Heather is Diamond Creek **Community Bank**® Branch's Customer Services Officer and has been with the branch for over six months. Heather comes to us with over 35 years of banking experience. She enjoys spending time with her children and loves reading and listening to music.

“I love the **Community Bank**® branch and what it does for our community”.

Liam Jones

Liam Jones has commenced at the Hurstbridge branch as the new Customer Relationship Officer. Liam was born in Rockhampton, QLD and completed his Bachelor of Science in Mathematics at UQ, after which he travelled overseas. He holds a Graduate Diploma in Education at Melbourne Uni and after six years of teaching in high schools both here and in Japan, he was inspired to focus his attention towards finance. That led him to finishing the one module of the CFA Program and a new career with Bendigo and Adelaide Bank Ltd.

Liam and his partner Sharne will start building their first home together in Doreen at the end of the year. He enjoys playing tennis every week in the Diamond Valley Competition and is also known for occasionally picking up his didgeridoo and having a blow.

Michael Maloney

Michael is married to Jennifer and they have two teenage daughters, Georgia (17) and Lily (14). He has lived in Eltham for over 20 years. Michael is a keen golfer at Heidelberg Golf Club and a long time North Melbourne Football Club member. Michael has worked in the banking field for over 9 years at the Strathmore **Community Bank**® Branch. He also has 20 years banking experience with Westpac and 5 years operating his own mortgage origination business.

“I am very excited to have the opportunity to work in my own community and help build the **Community Bank**® branch network in both Eltham and Doreen. I am very pleased to be working with a vibrant, committed Board of Directors and an enthusiastic group of staff. I look forward to meeting as many shareholders as possible over the coming years and am always available to discuss banking issues and concerns.”

Cheryl Meikle

Cheryl Meikle has joined our team as the new Branch Manager for Eltham & District **Community Bank**® Branch. Cheryl will be based at Diamond Creek until the Eltham branch opens and because of her previous BBL experience, has been actively developing business from day one.

Before her recent management position with the State Trustees, she spent several years working with Bendigo Bank and earlier worked with ANZ. Cheryl worked with Dion when he was the Manager at Bendigo Bank in Greensborough. Cheryl comes to us with a wealth of banking experience and an impressive track record as a team leader and in executive roles.

Laura Moran

Laura is the Customer Relationship Manager at the Diamond Creek **Community Bank**® Branch. She has been a part of Bendigo and Adelaide Bank Ltd since November 2003 having started with no banking experience. She grew up in Broadford completing Year 12 VCE at Broadford Secondary College. She now lives in Kilmore with her husband and two “very spoilt puppies”. For the past two years she has been the local Broadford Football Netball Club's Treasurer which she enjoys as it involves her in the community that she lives in.

“Having worked for both Company owned branches and **Community Bank**® branches it is definitely a pleasure working for a **Community Bank**® branch as you can see all your hard work going back to the Community you work for”.

Jo Sandy

Jo Sandy has started at the Diamond Creek branch as the new Customer Services Officer. Jo comes to the branch with a background in banking, finance and insurance having worked previously at the NAB and GIO. Most recently, she has spent the past 18 months working for Customs at Tullamarine which was a “fantastic experience”. Jo thoroughly enjoys working at the Diamond Creek branch where she says “the staff have been very helpful and welcoming”.

Jo has three children who keep her on her toes. Her two eldest are at primary school and she still has her “kinder girl” at home. She currently resides in Montmorency and is moving shortly but will remain in the area.

In her spare time, she loves to get to the footy – she is a mad keen Essendon supporter convinced that their elusive 17th premiership is coming. Jo also enjoys cooking for family and friends, heading out to the movies and spending time with her kids.

Melinda Tonti

Melinda Tonti has worked for the Bendigo Bank since February 2005. She started off as a CSO at Coburg branch and was promoted to the supervisor position. After five years at Coburg, Melinda decided to apply, and was successful, for the Customer Relationship Officer at Diamond Creek.

Melinda and her husband have recently bought a franchise called Chem Dry carpet cleaning which is proving a successful move. In her spare time, Melinda enjoys catching up with friends, eating out, going to the movies and gardening.

“I really enjoy working for Bendigo and the **Community Bank**® branch in particular, as it is great to feel I'm an integral part of the local area”.

Jo and Lee

Jo Mills and Lee Reid moved from Diamond Creek branch to Hurstbridge branch and they have settled in well.

We're supporting the community

Community Bank® branches exist for two reasons: to provide a banking service to their community, and to give most of the profits from this service back to that community. We have returned more than \$3 million back to the community. The following is a list of the latest recipients to receive funds:

- Diamond Creek Football Club
- Kangaroo Ground Tower
- Nillumbik Mudbrick Association
- Nillumbik Shire Council
- North East Wanders Cricket Club
- Panton Hill Football Club
- Research Cricket Club
- Wattle Glen Tennis Club
- Conservation Volunteers Victoria
- Yarrambat District Cricket Club

Diamond Creek Women's Football Club recently applied for funding to assist with the cost of installation of lighting at the Plenty War Memorial Oval (they are currently undertaking a project to install a pavilion).

The total cost of the pavilion/lighting project is \$135,000. After meeting with council and the club, the shortfall in funding was \$40,000.

When we became involved, Nillumbik Shire Council found another \$20,000 to match the \$20,000 that we thought we could afford to contribute.

The installation of lighting now means the facility can be used for other clubs such as the Research Junior Football Club, Plenty Cricket Club and at least one soccer club next year.

As a result, our contribution has made a \$135,000 project a reality and helped several sporting clubs in our community. It has also created an opportunity for us to build on our relationship with the Shire of Nillumbik. We hope to be able to do this for other groups as well.

Diamond Creek Tennis Club is due to start resurfacing the courts with assistance from our sponsorship agreement.

The club originally asked for \$10,000 to upgrade retainer walls and improve disabled people's access. When we met on site to discuss the project, we asked why they do this before upgrading the courts, as the new work would have to be destroyed when the four en tous cas courts are reconstructed.

The club could not see the courts being upgraded for years and didn't consider it. With knowledge gained from a previous projects and our good working relationship with the local council we were able to help them source state and council funding, provide a loan and contribute \$25,000 to the project.

The club now has four new state of the art courts. This is a result beyond the club's wildest dreams.

The club now tells our story and grows our business from their membership and beyond. You cannot get better advertising than that. These works have now been completed and an opening ceremony was held on Sunday 20 June 2010.



Congratulations to...

Congratulations must go to our Chairman, Barry Henwood, who was a recipient of the Citizen of the Year award from the Nillumbik Shire Council.

Cr Ken King said in naming Barry Henwood the 2010 Nillumbik Citizen of the Year, the selection panel took into account the years of ongoing commitment to community fundraising and involvement in the establishment of the Diamond Creek and Hurstbridge **Community Bank®** branches.

"Barry's contributions to our community focuses on giving organisations the help they need to continue operating, or to make improvements possible so Nillumbik's children, parents and families; recreation and sports clubs and schools can continue providing their valuable services to our communities", Cr King said.

"Eight years ago, Barry contributed to the establishment of the **Community Bank®** branches in Diamond Creek and Hurstbridge. These branches have grown and delivered much-needed financial support to assist community groups and organisations make their dreams a reality."

Well done Barry.



We've got mail

Jim Usher and Mac Gudgeon, Authors of "Footsteps in the Ash" sent in the following letter to Phil Marendaz (Director of VCFS):

"We'd both like to thank you for all your efforts on Footsteps in the Ash, both in guiding the book through the Hurstbridge and Diamond Creek **Community Bank®** branches of Bendigo Bank, and for your role as MC on the launch day.

Your efforts on both occasions were exceptional and we trust the final outcome of the project justly rewarded your contribution.

We were extremely privileged to have been given the opportunity to write the book and to see it through to a very satisfactory conclusion."

For the kids

1. What do you call a gorilla with a banana in each ear?
2. What do you get when you cross a parrot with a tiger?
3. Why do sharks only swim in salt water?
4. Why is six afraid of seven?
5. What did the banana do when it heard the ice scream?



Healthy, wealthy and wise

Healthy

Medical doctors always recommend ingesting at the least eight glasses of water a day. It's believed that water can really heal a whole lot of diseases. In fact, water has been identified to assist in the remedy and prevention of frequent colds, dry cough, issues with cholesterol, hypertension, and many other ailments. Water also helps the physique get rid of toxins which will end in more power and lighter skin.

Wealthy

Top ten individual finance tips

1. It is not about how much you earn, but more about how much of it you keep, even a substantial income is not going to have you achieve your goals if you spend it all.
2. Know yourself financially; understand your own personal finance habits.
3. Create a budget for you and your family, make sure your whole family sticks to it.
4. Take advantage of the main long term wealth accumulation available- buy yourself and family a nice home to live in.
5. Make sure you have a grip on your income, expenses, assets, liabilities- you won't know where you are going unless you know where you are.

Bendigo and Adelaide Bank offers a wide range of banking products, but did you know we also offer insurance products, including car, home and travel insurance?

Our Financial Adviser can also offer life and income protection insurance. Why don't you come into the branch and ask us to provide you with a quote?

Wise

"What you are is what you have been, and what you will be is what you do now" (The Buddha)

Valley Community Financial Services Limited

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

ABN: 86 092 399 730

Chairman: Barry Henwood.

Directors: Malcolm Hackett (Deputy Chairman),
Stephen Bennett, Daryl Brooke, Ingrid Crichton, Phil Marendaz,
Ian Mason, Julie Reid, Hugh Stublely (Secretary),
David Wheeler (Treasurer).

www.valleyfinancial.com.au

FYI

Did you know that Valley Community Financial Services Limited (VCFS) is listed on the Bendigo Stock Exchange (BSX)? This is a secondary stock market for small to medium enterprises such as VCFS. Most **Community Bank®** Companies are listed on the BSX and our BSX code is VLY.

VCFS regularly makes announcements on the BSX website. If you are interested in the price of recent trades or announcements we've made to the market, visit www.bsx.com.au click on 'Markets' at the top of the page, then select 'Community Boards' in the left margin. Choose 'Valley Community Financial Ser' from the drop down box and then choose from a number of options (e.g. 'announcements').

Ask us

We would like to encourage you to email any questions you have to us. Please send them to newsletter@valleyfinancial.com.au.

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.

What's on

Our **Community Bank®** branches are supporting the following, upcoming events:

11 September 2010 – Diamond Creek Town Fair

10 October 2010 - On the Hill Festival

6 & 7 November 2010 – Whittlesea Show

Footsteps in the Ash

The story of St Andrews and Strathewen in the 2009 bushfires

The book launch of "Footsteps in the Ash" on 6 February 2010 was a huge success and was attended by Julia Gillard and John Brumby. Copies of the book are still available if you don't have one.

For the kids (answers): 1. Whatever you want – he cannot hear you. 2. I don't know but when it talks, you better listen carefully! 3. Because pepper water makes them sneeze! 4. Because seven eight nine. 5. It split!

Hurstbridge & Districts **Community Bank®** Branch,
808 Main Road, Hurstbridge VIC 3099
Phone: 9718 0431

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

Diamond Creek **Community Bank®**
Branch,
Shop 8, 75-77 Main Hurstbridge Road,
Diamond Creek VIC 3089
Phone: 9438 4133

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

Kinglake branch,
1 Glenburn Road, Kinglake VIC 3763
Phone: 5786 1656
Opening hours:
Monday, Wednesday and Friday
11.00am – 5.00pm