

Chairman's report

For year ending 30 June 2013

It is my pleasure to present to you our 2013 Annual Report. With the prevailing economic climate and political uncertainty being as it has been, Community Financial Services Victoria Ltd has managed to achieve solid loan and deposit activity together with strong profit. I feel extremely confident of our current financial position.

This has all been achieved in conjunction with paying shareholders a 24 cent fully franked share dividend.

We continue to invest in our communities and sponsor many groups throughout our district. Our communities once again reap benefit from the company's strong financial position through our Community Grants Program with \$212,000 being distributed to 85 organisations at a recently held gala Community Grants Night. These Community Grants make a significant difference to local organisations. We look forward to continuing to support these groups and others as more people bank with us and we become even more successful.

The community company's commitment to the youth of our community is outstanding. This year the company supported many areas of youth involvement including OzChild's Community VCAL program operated in Pakenham, Youth Foundations in Narre Warren South/Hampton Park, GreenLight Youth Driver Education and the Scholarship program. The Scholarship program assists young people in our district to attend university who otherwise may not have been able to attend. These are all significant programs which can make a real difference to a young person's life. The Directors and I are all very proud of this commitment to our local youth and we take pride in seeing our young people achieve their potential.

Much of the success of our **Community Bank®** branches belongs to our staff. It is a heartfelt thank you to our Managers and the respective branch teams for their dedicated performance. Having five **Community Bank®** branches throughout our region is certainly providing an economy of scale. From a staffing perspective, it is a company mandate to continue to provide our staff with training to further their opportunity for development and succession. Laura McBride who began with our company as an ASBA trainee working in the branch one day a week is one great testimony. Since having taken fulltime employment as a CRO in our Lang Lang **Community Bank®** Branch, Laura has developed her skills rapidly. Laura is currently also able to assist our Executive Officer with her extremely busy workload when required. Well done Laura.

At our last AGM Mr Michael Bushe was elected to the Board; a position he accepted with pleasure and we welcomed him accordingly thanking him for his commitment. Michael possesses an extensive arsenal of business acumen and community understanding. He has served the company well in his first year with a great amount of enthusiasm and passion.

As for my fellow Directors, they are a tremendous group of community minded people who have always given their time and support with a common objective; our company's success. With this mindset and direction, our shareholders and community will continue to benefit.

To our Executive Officer and Company Secretary Tania Hansen, a person of outstanding character, thank you for your drive, your resolve and your quality.

To our fellow shareholders, thank you. Your continued support is unequivocally respected by the Directors. Your committed hardworking Board are always mindful of their position and the faith and confidence you continue to instil in us.

All of this cannot be achieved without the support from our partners, Bendigo and Adelaide Bank Ltd. The professionalism and support from Regional Manager Rob Francis and his team is also very much appreciated. Our thanks go to the entire Bendigo and Adelaide Bank Ltd support network for their commitment throughout the past year.



Michael Duff
Chairman