

# Newsletter

Issue 5, Winter 2006

## Chairman's report

### Profits grow strongly

On behalf of the Directors I am delighted to report that in the first six months of the current financial year business growth has once again exceeded expectations and profits have grown strongly. Before tax profit for the period was \$67,032. In the first half of the previous year the Company reported a loss of \$14,638.

Total revenue for the period was \$307,356 up 49% on the corresponding period last year while costs were contained at \$240,324, an increase of just 8% over the same period last year.

Full details of the half-year results are available through the Bendigo Stock Exchange web site [www.bsx.com.au](http://www.bsx.com.au) Our Company's BSX code is DCE.

Solid profit growth has continued since December and the Company is now well on track to significantly exceed its forecast profit of \$90,000 before tax for the full financial year.

Clearly, this is good news for shareholders and good news for the community overall. It takes us a step closer to a time when shareholders will receive their first dividend while at the same time enabling the Company to more strongly support local not for profit organisations through sponsorships aimed at developing long term mutually beneficial partnerships.

While being pleased with the profit performance and growth of the business to date Directors are very conscious of the need to plan for the future and in this regard are currently developing the Company's second three-year strategic plan. At this point we are in the

information-gathering phase. This has included:

- Reviewing and noting demographic, economic and social changes within Manningham
- Surveying groups of customers, non customers and shareholders seeking comments and suggestions on ways to even further improve our service delivery and meet broader community needs
- Engaging the services of a syndicate of MBA (Masters of Business Administration) students from the Melbourne Business School to research and assist with the development of certain specific marketing strategies
- A strategic planning session with our branch staff to gain their input to the process through a SWOT (Strengths, weaknesses, opportunities and threats) analysis.
- Comprehensive deliberations by the Board over several months.

There is no doubt that our business is performing strongly and as we work through the development of a strategy to guide us over the next three years we do so with great confidence that the business will continue to grow soundly and profitably to the benefit of all stakeholders.

**Jim Christie**  
Chairman



**Board of Directors, Doncaster East Community Financial Services Limited,  
900 Doncaster Road, Doncaster East, Vic 3109**

Jim Christie (Chairman), Ray Lord, Ray Barrington, Daryl Brown, Bill Larkin,  
Jim Kilsby, Erica Mounter, Trevor Waring, Linda Linmeiers.

## Manager's report

Welcome to our winter newsletter as we tick by our third year of operation.

Our business levels continue to grow with a total balance sheet of over \$80 million and over 3,700 accounts.

As I have mentioned in previous newsletters, it is pleasing to see our business grow from both the support of existing customers and those referred by them, all who now enjoy "The Bendigo Way" of banking.

For those of you who are still considering changing your banking, may I again point out that my staff and I are only too willing to assist with the move. We are able to make what many believe (incorrectly) to be a hard process to one that requires little effort on your part.

As part of our ongoing support to the community we have been able to partner many clubs, groups and organisations to assist them in providing various activities to all members of the community. As the branch continues to grow, we look forward to expanding this area of our business. However, I

would like to stress that our community support is not about handouts. We are interested in developing genuine partnerships with community groups to our mutual benefit.

I would like to welcome our new staff member Cathy Black, who many of you will have met by now. Cathy joined us last December as a full time Customer Service Officer. She is an experienced banker and brings a wealth of knowledge having worked with Bendigo Bank for over three years.

On behalf of the staff, I thank you for your support and we look forward to providing you with our personalised and often commented friendly service.

**Paul Thompson**  
Manager



## The power of a Community Bank® sponsorship?

Fitzroy Doncaster Cricket Club had a great 2005-06 season with its First XI Team finishing as minor premiers. As the Club's major sponsor for 2005-06, the Doncaster East **Community Bank®** congratulate the Club and its players on this great performance.

In contrast during the previous season, before our branch sponsored the club, they were at the bottom of the ladder!

"It's the Bendigo way"





# It's on the house.



## Let your home equity fund your retirement.

Thanks to Bendigo Bank, there's now an innovative new way for retirees to use their home equity to fund the lifestyle they want in retirement.

A Bendigo Retirement Lifestyle Income is a simple and safe way to improve your quality of life in retirement with:

- A guaranteed monthly supplement to your income
- The option of an initial lump sum payment
- A fixed five-year term and fixed interest rate with no repayments during this term
- Up to 50% saving in accrued interest when compared to some other home equity release options.

And you'll always know exactly what your total costs will be. There are no surprises irrespective of interest rate movements.

To find out how you can let your home equity fund your retirement, drop in and see us at 900 Doncaster Road, Doncaster East or call 9840 2008.

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**Doncaster East Community Bank Branch Bendigo Bank**

Subject to terms and conditions. Fees and charges apply. All loans subject to the bank's normal lending criteria. Rates subject to change. Bendigo Bank Limited, Fountain Court, Bendigo, VIC 3550, ABN 11 068 049 178. AFSL 237879. (11851) (05/08)

## Branch celebrates third birthday

On Saturday 18 March our branch celebrated its third Birthday with a free sausage sizzle, give-aways and lots interaction with traders, customers, shareholders and the general public.

The Company's Directors thoroughly enjoyed the opportunity to have a chat with a wide cross section of our community as they enjoyed their free sausages wrapped in a slice of bread and smothered in tomato sauce. Amongst the give-aways the environmentally friendly shopping bags, were a great hit with everyone.

Feedback from customers was very positive as they applauded the efficient and friendly service provided by our wonderful team at the branch. "They really go out of their way to help", declared one delighted customer.

A number of non-customers clearly had trouble coming to grips with the fact that they were getting something from a bank for nothing.

The Bank would like to sincerely thank the following for their contribution to a successful celebration:

- Doncaster Lions Club – which provided the BBQ facilities and whose members cooked hundreds of sausages
- Baker's Delight – who provided the bread



Bank Directors Ray Lord and Ray Barrington keeping up with the demand for balloons.

## The people behind our bank - Bill Larkin OAM

Bill Larkin enjoys involvement in community life, including his role as a councilor on the Manningham City council since 1997, and as Mayor in 2004-2005. Bill previously served for 10 years as a City of Doncaster and Templestowe councillor including two terms as Mayor.

When local Jackson Court trader Ray Barrington approached Bill for his support to establish a **Community Bank**® branch in Jackson Court, Bill joined the steering committee at the public meeting. Nevertheless he thought it would be a long shot to see a bank branch in Jackson Court when all the major banks had moved out.

Bill is married to Helen, who is also active in community life. They have five children - Leonie, Jennifer, David, Andrea and Peter, and eight grandchildren with the ninth on the way. Bill was employed as the Executive Officer of the Australian Radiation Laboratory prior to his retirement from the paid workforce.

Bill and Helen purchased land in Rosella Street Doncaster East in 1959 and moved into their three bedroom house in Easter 1960 – clay roads, no electricity, no telephone, no sewerage (other than a septic tank) and no car.

With five children by 1970, Bill and Helen built a six bedroom house to accommodate the growing family. As the children married, they downsized in

1991 to a 1950's three bedroom house in Morna Road – half as much house, half as much garden.

Bill is Chairman of the Manningham Centre Association (MCA). The centre offers low care and high care residential support for 150 older residents, plus other support services to assist older people to continue living in the community as independently as possible.

Bill's recent local government involvements include:

- Commitment to establishing Doncaster Hill
- Opposition to “inappropriate” housing through an improved planning approach
- Assisting with the establishment of the Manningham Interfaith Network
- Actively supporting the expansion of Manningham Promoting Character
- Constructing a community centre adjacent to the Pines Shopping Centre
- Recognising the changing demographics including development of policies to assist residents “Ageing well in Manningham”

Bill sees a complementary interest between the **Community Bank**® concept and community government and is delighted to be part of the establishment of a very successful Doncaster East **Community Bank**® Branch.



## Drive-in branch???

Branch Manager, Paul Thompson received an unwelcome telephone call at his home late one Friday night. A car had smashed through the front window of the branch after first demolishing a bench and small tree on the footpath.

Paul immediately drove to the branch and was amazed at the devastation. Thankfully no one was injured, but the damage was so extensive the branch was closed on Saturday and most of Monday for security and safety reasons. We apologise to all our customers who were inconvenienced as a result.



Smash at Branch.

**For more information please call into  
900 Doncaster Road,  
Doncaster East  
or phone (03) 9840 2028**

**We are open:  
Monday - Friday 9.00am - 5.00pm  
Saturday 9.00am - 12 noon**

Doncaster East **Community Bank**® Branch  **Bendigo Bank**