



## Message from the Chairman.

### Organisation.

Since writing to you in December 2016 several significant staff changes have occurred in our organisation. Notably, Charmaine Jeffery who was our Belgrave **Community Bank**<sup>®</sup> Branch Manager and who had been with us since we opened our first branch in Upwey in 1998, moved onto another role with another **Community Bank**<sup>®</sup> branch. We have been very fortunate to appoint Nadim Saad as Branch Manager of our Belgrave **Community Bank**<sup>®</sup> Branch. He hit the ground running in April and is already providing exceptional results with the assistance of the team at Belgrave. Also leaving us recently was Tracey Pollard. Tracey who was our most senior Lending Officer retired from the Upwey **Community Bank**<sup>®</sup> Branch after 18 ½ years' service. Charmaine and Tracey were significant people in our organisation for a long time and contributed immensely to our success and although we were sad to see them leave, we congratulate them for their outstanding service and wish them all the very best for the future.

Another significant staffing change was our Upwey **Community Bank**<sup>®</sup> Branch Manager, Luan Hanlen, who decided to retire at the end of June. Luan's contribution to the Group cannot be overstated and as manager of our 'flagship' branch she had done a fantastic job. We thank Luan for her efforts and we wish her a long and enjoyable retirement.

Luan had the foresight to advise the Board early and we have already appointed a new Branch Manager to this important role. Abigail Jamieson who was previously the Branch Manager at Bendigo Bank Lilydale (a Corporate site) brings a wealth of experience with her and commenced on 19 June, a couple of weeks prior to Luan's retirement to enable a smooth transition.



Charmaine Jeffery – previous Belgrave **Community Bank**<sup>®</sup> Branch Manager



Tracey Pollard and Chairman, John Waters



Luan Hanlen – previous Upwey **Community Bank**<sup>®</sup> Branch Manager



The new management team, from left: Nadim Saad (Belgrave Branch), Bruce McConnell (Cockatoo/Grembrook **Community Bank**<sup>®</sup> Branch), Abigail Jamieson (Upwey **Community Bank**<sup>®</sup> Branch) and Senior Group Manager, Mike Fleming.

As is the case with people leaving, it gives us the opportunity to allow others to join us and bring new skills and it also allows existing staff to step up and progress their careers. Melodie Hawkins, who was the Customer Relationship Officer at our Cockatoo/Grembrook **Community Bank**<sup>®</sup> Branch, has been appointed as Customer Relationship Manager at our Upwey **Community Bank**<sup>®</sup> Branch. Melodie is enjoying the challenges of the new role.

The Board and I would like to thank all the staff for their continued great work, especially during the times when staff numbers have been stretched due to annual leave and sick leave. We continue to receive customer compliments via the **Community Bank**<sup>®</sup> network and our Facebook page for our staff and this is most encouraging. Our customers do appreciate having real people who go the extra mile to assist them with their banking business. Well done everyone.

Dandenong Ranges Community Finance Limited 30 Main Street, Upwey VIC 3158 ABN 28 084 480 035 **Directors:** John Waters (Chair), Narandra Popat (Secretary), Karel Coxhill, John Faull, Shane Miller, Les Stevenson, Deborah Weber, Peter Marke.

## Message from the Chairman (continued).

### Major projects update.

Our major project contributions continue to progress and we are pleased that earlier this year the Emerald Sporting Club officially opened their new facility. From all reports so far, the new facilities are being enjoyed by all users and it is a fantastic example of the hard work of a dedicated committee seeing the dream become a reality.



Construction underway at Upwey and Belgrave South recreation reserves.

The Upwey Tecoma Community Recreation and Sporting Hub (UT CRASH) has also commenced construction. The official turning of the sod was held on 1 August with all the major funding sources being represented, i.e. Jason Wood for the Federal Government, Deputy Premier, James Merlino for the State Government and Mayor, Noel Cliff for Yarra Range Council. I was proud to represent our company at this ceremony, as we were first to commit to this important community asset. As James Merlino mentioned on the day, this was the most advanced “turning of the sod” he had attended, as construction is now well underway. Our \$250,000 commitment to the Upwey project and the \$100,000 commitment to the South Belgrave project are great examples of what your banking and shareholding can achieve for your local communities.

### Collaborative Marketing Fund.

Since June last year, our three branches have been included in the Bendigo Bank's Collaborative Marketing Fund for the Yarra Ranges branches. In addition to the sponsorships and grants provided by our company individually, the Yarra Ranges Collaborative Marketing Fund has provided funds to organisations such as the AFL Yarra Ranges, the Eastern Football League, Inner Wheel, the Babes Project and Spectrum Journey. Each of these sponsorships have helped promote the **Community Bank**<sup>®</sup> concept throughout the Yarra Ranges.

### Current financial state.

Due to the hard work of all staff and the Board's continued focus on increasing our footings (total loans and deposits) whilst reducing expenses where possible, our financial position has improved significantly over the first eight months of the 2016/17 financial year.

### Franchise agreement.

Hopefully our ongoing negotiations with Bendigo and Adelaide Bank regarding the renewal of our Franchise Agreement are close to a satisfactory conclusion for our company. We are endeavouring to retain the same terms as our existing agreement and feel that we are close to achieving this outcome.

Finally, I would like to thank our customers and shareholders who together, enable us to provide essential support to our communities.

**John Waters**  
Chairman

## Company finance performance.

Deposits	\$243.631 million
Loans	\$143.939 million
Other Business	\$12.759 million
Total portfolio	\$400.339 million
Number of accounts	18,176
Community Contributions	\$4.3 Million

## Shares.

Our Company maintains a list of people who are interested in purchasing Dandenong Ranges Community Finance Limited shares. The sale of our company shares is by private negotiation. If you are interested in purchasing more shares in the future, please email our Executive Officer, melisa@drcbg.com.au or phone 9754 6540 to obtain the relevant permission form. This form gives our company permission to provide your personal details e.g. name and contact details to existing shareholders who wish to sell shares. Your friends and family may be interested in becoming a shareholder and invest in their locally owned **Community Bank**<sup>®</sup> company. Let them know that they can enquire about being added to this list. New shareholders will need to comply with the company's Share Trading Policy, a copy of which may be obtained from the Executive Officer.

## Annual calendar.

As we are approaching our 20th year in business in 2018 we have decided to showcase the winners of the past years in a special edition celebratory calendar and therefore will not be running a competition this year.

## Dandenong Ranges Community Bank<sup>®</sup> Group

<b>Upwey</b> 30 Main Street, Upwey VIC 3158 Phone: 9754 1200 www.bendigobank.com.au/upwey	<b>Belgrave</b> 1656 Burwood Highway, Belgrave VIC 3160 Phone: 9752 6606 www.bendigobank.com.au/belgrave	<b>Cockatoo/Gembrook</b> Shop 3, 50 McBride Street, Cockatoo VIC 3781 Phone: 5968 8831 www.bendigobank.com.au/cockatoo-gembrook
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All branches opening hours: Monday to Friday 9.00am – 5.00pm and Saturday mornings 9.00am – 12 noon

**Emerald agency** – 315-317 Main Road, Emerald VIC 3782 Phone: 5968 4222  
Opening hours: Monday to Friday 9.00am – 5.00pm and Saturday mornings 9.00am – 12 noon

**Marysville agency** – 2/20 Murchison Street, Marysville VIC 3777 Phone: 5963 4491  
Opening hours: Monday to Friday 10.00am – 4.00pm and Saturday mornings 10.00am – 12 noon

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