

# Newsletter

Community Bank · Elwood

## Hello and welcome to our new Autumn/Winter newsletter!

It certainly has been interesting times, for some of us it has been a time of heightened concern and anxiety. One of the most powerful things we can do is maintain a positive approach and mindset.

Set time aside to rest, recharge and just relax.

We have tried our best to keep a sense of normality through these difficult times, and despite the challenges of multiple lockdowns and restrictions, we are so proud to be a part of fantastic initiatives and partnerships within the Elwood community.

We have been committed to continuing our Sponsorship Program and extending our support to local organisations and clubs who are struggling with the ongoing challenges due to COVID-19.

On 25 April, we were grateful to be able to stand alongside the Elwood Community at the foreshore to commemorate and remember those who served our country. Unfortunately, due to COVID-19 we couldn't have our traditional breakfast gathering but we are hopeful to do so next year.

Although the nature of our work environment may have changed, we would like to recognise the resilience and adaptive nature of our Board and staff during the pandemic, to be able to still support each other and continue to provide the service the Elwood community have become accustomed to.

It is great to see an increased desire amongst the community to support local business, finally a positive we can take from the pandemic.

While our Community Bank Elwood with your support, has grown over the past two years, now is a great time to

enquire about our current campaigns, how we can help you, our insurance policies and our extensive range of products and services.

Don't forget you can also support us by following and sharing with your networks our Facebook page (Community Bank Elwood) for updates, events and interesting stories.

We always welcome your feedback.

Take care and stay safe.

### The Team at Community Bank Elwood

## Making good things happen

When you bank with us, profits pour into the community. Here's who we've supported lately:

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Powerhouse St Kilda Hockey Club

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East Brighton Vampires Junior Football Club

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Elwood Bowls Club

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Elwood Croquet Club

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Elwood Sailing Club

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King of Tonga

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Port Phillip Men's Shed

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## Chair's welcome



Hi and welcome to our Autumn/Winter newsletter.

We hope you find it informative and fun as we keep you up-to-date with what's been happening at Community Bank Elwood and with our Board of Directors.

Despite the setbacks, challenges and everchanging work conditions the year seems to be flying by very quickly!

The financial year is almost behind us and we are about to embrace the open fires, hot meats and cold winter nights.

Last year we celebrated our 21st Birthday during lockdown, it was and always will be a memorable milestone. It was also a great time to reflect on our efforts over the last two years and the incredible teamwork it has taken to reach this point. The determination, and hard work of our fantastic staff and dedicated Board has evidently paid off.

Our business is growing steadily and exceeding our initial expectations. It has been a time of growth, learning and most of all deserved success.

On behalf of the Board and myself, I would like to take the opportunity to thank you the community, our loyal shareholders and all the staff for making our journey so worthwhile and rewarding.

We look forward to contributing more to local community organisations and clubs through our Sponsorship and Grants programs.

We would love to see you in branch, our friendly team is always available for you!

Take care and stay safe.

**Carole Mackie**  
Chair

## Anzac Day – Elwood Sailing Club

On 25 April we commemorate ANZAC Day and acknowledge the service of men and women serving their country and pursuing peace.

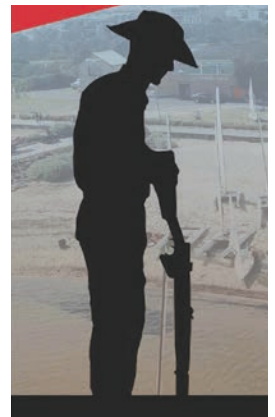
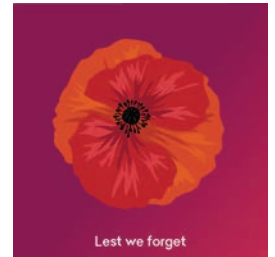
Even during challenging COVID-19 restrictions limiting services all over the country, the Elwood community came together at the Elwood Foreshore to stand in solidarity and pay their respect.

The sun came out for an amazing service at the Elwood Foreshore. Whilst birds were chirping in the background, we heard some amazing words shared by the students of many of the local schools.

Many beautiful wreaths were laid and the bagpipes played loudly when the flag was raised. Gary March (Board Director) did a fantastic job presenting on the day.

Thank you to Friends of Elwood RSL, Elwood Sailing Club, all the partners, supporters and the Elwood community.

We are so proud to be a part of this commemoration each year.



## Powerhouse St Kilda Juniors Hockey Club

We were delighted to sponsor and support the inclusive Powerhouse St Kilda Juniors Hockey Club. Contact Louisa Wallace (Juniors President) for information: [juniors@phskhockey.org.au](mailto:juniors@phskhockey.org.au)



## Meet Karan

We would love to introduce to you our newest team member **Karan Chawla**. He would love you to pop in to the branch and say hi if you are in the area.

**Welcome to our branch and community Karan!**

Hi! My name is Karan and I'm the newest member of Community Bank Elwood. I am so happy to be here and to serve the wonderful Elwood community.



I have more than 15 years of experience in customer service and management.

I have a five-year old son who keeps me busy and on my toes. In my free time, I like to hit the gym or go for a swim, usually with my son. I genuinely enjoy listening to music and I will be happy to share my collection with anyone who wants it.

Lastly, would like to thank my Manager, colleagues and the community for welcoming me with so much love and warmth.

## Congratulations Hiren

As you know, at Bendigo and Adelaide Bank we're committed to ensuring that our customers, and their best interests, are at the centre of everything we do.

That's why it's important we take the time to acknowledge if our customers tell us that we're not quite hitting the mark. And then act to make it right.

By the same token, it's equally important we take the time to acknowledge if our customers tell us that we are hitting the mark. Because if our customers are happy, then we know we're on the right track in taking care of their interests.

And that's what this note is about. We wanted to let you know that our customers Hardik and Hardibahen, have contacted us to compliment you on the customer service you've provided.

They wanted to sincerely thank you for your work in securing their mortgage. They indicated that it is a dream come true having their first home and your efforts were exemplary.

They went on to say that they could not fault your efficiency, and the speed of completions was due to your first-class service.

They have no hesitation in recommending your service to their family, friends and colleagues.

### Congratulations again Hiren!

We know that we have passionate and committed staff who do an amazing job right around the country, working with our customers and partners in so many different branches and communities.

You are one of those people, and it's so encouraging to hear that one of our customers has recognised you and taken the time to communicate their experience with you.

Keep up the great work!

Kind regards,

**Customer Feedback Team**

**Elwood Community Grants Program**

Applications open Monday 19 July

Talk to us and find out more

The Elwood Community Grants Program is a management account of the Community Enterprise Charitable Fund ABN 12 102 648 863 (the Fund). The Bendigo Centre, Bendigo VIC 3083. Bendigo Trustees Limited ABN 18 008 220 727 AFSL 237506, a subsidiary of Bendigo and Adelaide Bank Limited ABN 11 068 049 178, AFSL 237576, is the trustee of the Fund. © 2020 BCB - 01/11/2020

# We're here for you

Bendigo Bank has committed itself to the care and wellbeing of Australian communities for over 160 years.

Now, more than ever, we're here to help see you through COVID-19. Talk to us about how we can help.

**Find out more. Call 9525 6577 or search Bendigo Bank Elwood.**



**Bendigo Bank**

Community Bank Elwood

## Support your local community

Our model is simple. You bank with us and enjoy Bendigo Bank's great rates, products and services. Your community then shares in the bank's income. Funds are distributed to local community groups. Good things happen in your community. There's never been a better time to consider changing banks.

Our branches are local, provide exceptional customer service and offer Bendigo Bank's full range of competitive products.

**Make an appointment today with our Mobile Relationship Manager Hiren Vadaliya on 0468 822 355 or email Hiren.Vadaliya@bendigoadelaide.com.au**

He can meet with you at a time and place convenient to you, or drop into our branch at 142 Ormond Road, Elwood.

## Talk to us today

### Community Bank · Elwood

142 Ormond Road, Elwood

P 9525 6577

E [elwood.mailbox@bendigoadelaide.com.au](mailto:elwood.mailbox@bendigoadelaide.com.au)

[bendigobank.com.au/elwood](http://bendigobank.com.au/elwood)



/Elwood Community Bank Branch

### We're open:

9.30am - 5.00pm Monday to Friday

### Branch Manager: Raj Kumar

[Rajan.Kumar@bendigoadelaide.com.au](mailto:Rajan.Kumar@bendigoadelaide.com.au)

### Mobile Relationship Manager: Hiren Vadaliya

[Hiren.Vadaliya@bendigoadelaide.com.au](mailto:Hiren.Vadaliya@bendigoadelaide.com.au)

### Customer Relationship Officer: Misho Sukalo

**Customer Service Officer:** Leanne Harb

**Customer Service Officer:** Karan Chawla

### Directors

Carole Mackie (Chair), Chris Sargood,  
Liz Johnstone, Andrew Ashdown, Alastair  
Chisholm, Gary March

### Personal Assistant to The Board of Directors:

Mary Munafo

Elwood Community Financial Services Ltd

142 Ormond Rd Elwood VIC 3184

ABN 38 087 802 775

## Elwood Croquet Club - Community Wellbeing Day

Community Bank Elwood was happy to join with Star Health and Roth's Pharmacy to support the first Community Wellbeing Day at the Elwood Croquet Club on Sunday 21 March.

The club threw open its doors and greens, fired up the coffee machine and BBQ and invited the community in for a game of croquet, and a chance to ask questions and access advice about their own health and wellbeing. The Community Bank also provided an information stand with Directors and staff sharing the history of the branch and our decades of community support – between games of croquet.

In spite of the drizzle a steady stream of people visited throughout the day, keeping the greens in constant use. Many were first time visitors to the club and introduced to croquet for the first time.

This is Elwood's only Croquet Club and they have been playing croquet on the foreshore since 1927 when the St Kilda Council built two public lawns at the northern end of the Elwood foreshore. A clubhouse was built 10 years later, with the club's competitive heyday in the 1940s, when its Seniors A team won the Victorian Croquet Association's Metropolitan Pennant three years in a row.

The club moved to the southern end of Elwood foreshore in 1970 and, with Council, built the Clubhouse that stands on Head Street today.

Congratulations to the Elwood Croquet Club for this initiative. It was clear that the day was a success - with many people intending to join the croquet club and much greater awareness about the range of services and specialists on offer through Star Health.

Let's hope for better weather next time.

