



Community Chat

Community Bank · Canberra and Regions

As we look back on the past six months, I'm filled with pride at everything our Community Bank network has achieved together. From refreshed branches and community events to the continued growth of our partnerships, this period has been all about connection, impact, and progress.

The reopening of our newly refurbished Curtin branch was a major highlight, a space designed to better serve our customers and reflect the warmth of our community. While we said farewell to our Deakin branch, we carry forward the relationships, stories, and shared history that make our work meaningful.



Across our regions, our teams have been *out and about* running banking safety sessions from Canberra to Newcastle, supporting grassroots sport through sponsorships like the Queanbeyan Tigers and Batemans Bay Boars, and celebrating local pride at events such as the Snowy Mountains MONOPOLY launch and the Camp Quality Classic Cruise. Every event reminds us that community banking is more than transactions, it's people helping people.

Together, we've contributed more than **\$300,000** back into our local communities this financial year, funding initiatives, programs, and organisations that make a real difference in everyday lives. That's the power of our *profits-for-purpose* model in action.

As we head into summer, I want to thank our staff, customers, and partners for their continued support. Your belief in community banking allows us to keep doing what we do.

Ivan Slavich, Managing Director
Service One Financial Services Ltd

MAJOR EVENTS

Curtin Refurbishment & Deakin Closure



We officially reopened our refreshed Curtin branch, welcoming customers back to a more spacious and inviting space in the heart of the shops.

At the same time, we farewelled our Deakin branch — a place filled with history, connection, and community spirit. While we've said goodbye to the space, our team remains here for you at Curtin and across our branch network.

Snowy Mountains MONOPOLY Launch



We were proud to sponsor and celebrate the launch of the Snowy Mountains MONOPOLY, a project that showcases the best of the region while raising funds for local charities.

You can even grab your own board from our Cooma and Curtin branches — we're an official stockist!

Skin Check Truck at Batemans Bay



Our Batemans Bay team recently hosted the Skin Check Truck at Clyde Street Foreshore, offering free skin checks, coffee, and a sausage sizzle.

It was great to see so many locals come down, chat with the team, and take a proactive step for their health.

StreetBeat 2025 Launch



We proudly supported the launch of the 2025 StreetBeat campaign, helping install publicly accessible defibrillators across the ACT, Snowy Mountains, South Coast, and Newcastle.

The launch took place at our Curtin branch alongside partners St John Ambulance ACT and Capital Chemist Group, with support from Minister Katy Gallagher. Every heartbeat matters.

Learn more at www.streetbeat.life.

Sponsorships 2025

Queanbeyan Tigers



There's something truly special about community sport and the Queanbeyan Tigers Junior Football Club captures it perfectly. The next generation of players are not just wearing the jumper; they're carrying on proud family traditions like Michael Niesen's number 20 legacy. Supporting clubs like the Tigers keeps community spirit alive, season after season.

Menslink



We were honoured to attend the annual Menslink Breakfast, featuring an inspiring talk from Barry Du Bois on resilience and personal growth. Community Bank Canberra and Regions is proud to be a major partner of Menslink, helping young men across our region access mentoring and support when they need it most.

Batemans Bay Boars



Indigenous Round was one to remember as the Boars proudly took the field in their new Indigenous-design jerseys. With strong community turnout, full canteen vibes, and fierce competition against the ADFA Lions, it was a fantastic day of sport and celebration. A big thanks to our Batemans Bay team for championing local culture and connection through their 2025 sponsorship.

Camp Quality Classic Cruise



From bright cars to brighter smiles, the Classic Cruise once again brought colour, fun, and generosity to Canberra's roads, raising vital funds for families affected by childhood cancer. We're proud to support events like this that show how powerful community can be when we come together.

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MEET YOUR MANAGERS

Matt Hollingsworth – Curtin



Born in Canberra but having lived all over Australia, Matt loves that in Canberra you're never too far from anything. He spends weekends mountain biking at Mount Stromlo with his wife and kids or playing cricket. The best part of his job? Helping his team grow and reach their career goals. Matt's proud of our profits-for-people model, every dollar earned helps the community thrive.

□ Top tip: "If you're uncertain about anything, reach out and ask. It's always better to be proactive than reactive."

Jess "Jibby" Ross – Calwell



Meet Jibby — born and raised in Goulburn, NSW, and a proud AFL and touch football player who's represented the ACT nationally.

She loves that her branch feels like family: "We're more than just workmates, and our customers feel that energy too."

Rhiannon – Cooma



Born and bred in Cooma, Rhiannon loves her small-town community (even if she could do without the cold!). A self-confessed bookworm, she finds her work deeply meaningful thanks to the difference her team makes every day.

□ Top tip: "If it's too good to be true, it probably is and remember, we're always here for you."

Shauna – Batemans Bay



Shauna's proud to call Batemans Bay home. A mum of three, she loves the beaches, the camping trips, and the easygoing lifestyle. At work, she finds joy in helping customers reach their goals, whether it's a first home or a fresh start. "Every customer plays a part in giving back to our community," she says.

□ Top tips: Ask questions, keep an eye on your accounts and plan ahead, small steps lead to big wins.

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Kristen Hill – Tuggeranong



Kristen grew up on a farm in Grenfell, left school in Year 11 to complete her chef's apprenticeship in Sydney, and eventually made Canberra home. A mum of four and dog mum to George (the beagle) and Ted (the staffy), Kristen is a lifelong Raiders fan and dedicated junior rugby league club secretary. After 10 years with Community Bank, her favourite part is the people, colleagues and customers who've become friends.

📌 Top tip: "If you're unsure... DON'T CLICK THE LINK!"

Jack Agland – Belconnen



Originally from Orange, Jack has lived in Sydney, Wollongong, and now Canberra.

A lifelong sports fan, especially basketball and rugby league, he loves working closely with his team and connecting with people across the community. For Jack, it's all about building relationships that last.

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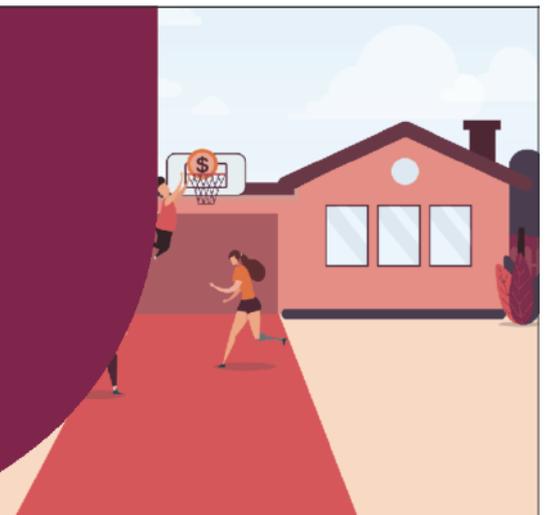
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Out and About

Our teams have been busy across our regions: from scam awareness sessions to local expos and community pop-ups, we've loved getting out and about to connect, chat, and share what community banking is all about.



Canberra Banking Safely

Our Belconnen Branch Manager, Jack Agland, and Business Development Manager, Tejas Sapate, recently visited the Hawker Men's Shed to talk all things banking safety. They shared practical tips on spotting scams, protecting personal information, and navigating online banking with confidence.

Cooma Banking Safely

Rhiannon and the Cooma team recently hosted an intimate banking safety chat, sharing a cuppa and practical advice on staying safe in a digital world. Whether it's a big group presentation or small table discussion, we're here to help our community stay scam-smart.

Newcastle Banking Safely

Our Business Development Manager, Phil, joined the Rotary Club of Maitland Sunrise Inc. to deliver a session on secure online banking. Community Bank Newcastle continues to champion scam awareness and financial literacy across the region because informed customers are empowered customers.

Pop-Up Events

Our teams have been out and about meeting customers where they are from the COTA ACT Seniors and Better Ageing Expo, to community pop-ups at Tuggeranong South.Point, Riverside Plaza in Queanbeyan, and Bridge Plaza Batemans Bay.



We've loved chatting with locals about everyday banking, community projects, and the ways our customers help give back simply by banking with us.

If you spot our pop-up at your local centre, come say hi! We're always up for a chat, a smile, and a conversation about how community banking makes a difference.

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Team Achievements

Our people are the heart of everything we do. Over the past few months, we've celebrated outstanding efforts and moments that remind us just how special this team is. Well done Jacob and Jude!



Celebrating Team Milestones



This year, we celebrated some amazing service milestones across our Service One and Community Bank Canberra & Regions family:

- Colleen McGrory – 30 years
- Shivani Gulati – 15 years
- Linda Hayward & Kristen Hill – 10 years
- Jess Ross, Cathie Morris, Matthew Cox, Ann Kennedy, Helen Haley & Divya Tumbahangphe – 5 years

Thank you all for your dedication, hard work, and the positivity you bring to our teams and customers every day!

2025 Outstanding Team Members:

- **Stacey Riley** - For her great attitude, adaptability and invaluable contribution and support to Batemans Bay branch
- **Jack Agland** - For his positive impact since joining the Curtin team and for going the extra mile to help colleagues and customers
- **Jacob Krog (Annual Award Winner)** - For always supporting colleagues with sound advice, expert knowledge and encouraging them to succeed
- **Akshata Giri** - For using her creativity and enthusiasm to lift the Monopoly and StreetBeat projects to a higher level
- **Holly Sain** - For her commitment to service excellence and exceptional customer-focused approach
- **Lauryn Munday** - For her positive attitude to change, forward-thinking approach and promotion of the business during seminars and campaigns

2025 Outstanding Ambassadors:

- **Calwell Branch** - For amazing community engagement during the Christmas Giving Tree campaign
- **Tejas Sapate** - For his dedication, energy and amazing work at events and shows, helping grow the business pipeline
- **Jude Butchers (Annual Award Winner)** - For his superb effort juggling a new role, supporting community events and excelling as the Region CX lead
- **Peter Grady** - For his great community work with Life Unleashed and for building positive relationships with Cooma customers
- **Ann Kennedy** - For sharing learnings from a pop-up event, her consistently good customer conversations and courage in seeking new business
- **Linda Hayward** - For her amazing support for group-wide activities and positive engagement with the local community

Talk to us today

Community Bank

Canberra Calwell

Calwell Shopping Centre, Webber Crescent
Calwell ACT 2905

P 6291 3385

E calwellmailbox@bendigoadelaide.com.au

bendigobank.com.au/calwell

Community Bank

Canberra Tuggeranong

Shop 1-788 South Point Shopping Centre, Crn
Anketell and Reed Street

Tuggeranong ACT 2900

P 6293 1273

E CanberraTuggeranong@bendigoadelaide.com.au

Community Bank

Canberra Belconnen

Shop 4, Lakeview Square, 21 Benjamin Way
Belconnen ACT 2617

P 6253 2098

E CanberraBelconnenMailbox

@bendigoadelaide.com.au

Community Bank

Canberra Curtin

20 Curtin Place

Curtin ACT 2605

P 6260 5140

E curtinmailbox@bendigoadelaide.com.au

bendigobank.com.au/curtin

We're open:

9.30am - 4.00pm Monday to Friday

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Service One Financial Services Pty Ltd - Trading as

Bendigo Community Bank Canberra and Regions

75 Denison Street, Deakin ACT 2600

ABN 65 662 398 272

Christmas Dinner Recap & Dates for Your Diary



We had a wonderful Christmas dinner at Wilma, bringing together all our staff to celebrate a year of great teamwork, achievements, and community spirit. It was fantastic to see everyone come together and enjoy the evening!

Looking ahead, mark your calendars for some key events in 2026:

- 20–22 Feb – Canberra Show
- 27 Feb–1 Mar – Newcastle Show
- 13–14 Mar – Cooma Show
- 14–15 Mar – Home and Lifestyle Show

We can't wait to see you all at these events and continue making a difference in our communities!

Talk to us today - NSW

Community Bank · Batemans Bay

Shop 1, Citi Centre Arcade, 10 Orient Street

Batemans Bay NSW 2536

P 4472 6500

E BatemansBayMailbox@bendigoadelaide.com.au

Community Bank · Cooma

Shop 8, Centennial Plaza, 114-128 Sharp Street

Cooma NSW 2630

P 6452 1244

E CoomaMailbox@bendigoadelaide.com.au

Community Bank · Newcastle

3/71 King Street

Newcastle NSW 2300

P 4926 1428

E NewcastleMailbox@bendigoadelaide.com.au