

member news

SOUTHERN HIGHLANDS & TABLELANDS



A Message from Tanya

Welcome to Spring News 2023. In this edition I am delighted to showcase our ongoing commitment to the wellbeing of members and the communities we serve.

A Legacy of Purpose and Service

BDCU brings to the Highlands and Tablelands a unique combination of commercial and social activities that have enhanced the lives of our members and communities for over 60 years.

Our business structures and operating model may have evolved during that time, but together, BDCU The Collective Impact and Community Bank BDCU delivers on the guiding principles laid out in BDCU's Constitution, being:

- The improvement of the financial and social wellbeing of members and their communities; and

- The championing of financial services as a social enterprise.

As a member-owned mutual social enterprise, BDCU is uniquely positioned to serve our members and communities through the ethical provision of financial advice and solutions to meet member needs, and the investment of surplus capital into services and projects designed to improve the long-term sustainability and social wellbeing of our communities.

While significant change has been introduced to our operations during the past 12 months, we are ever mindful and led by our guiding principles, purpose, vision and legacy.

We remain committed, as we always have been, to serving our members and communities.

Evolution

BDCU has always adapted to meet the needs of members and our community, and this year has seen some significant developments in our business model and structures.

In March 2023, we commenced a new Community Banking Franchise Agreement with Bendigo and Adelaide Bank Limited (Bendigo Bank) through our wholly-owned subsidiary BDCU Financial Services Pty Limited.

This transformation of our banking presence continues our commitment to the local delivery of quality banking services and technology, and our focus on purpose-driven economic and social outcomes.

Our ongoing relationship with Bendigo Bank is not a merger or takeover of BDCU.

It is leveraging the strength and security of our franchise partner Bendigo Bank, Australia's better big bank.

It is remaining locally owned by our community, for our community.

Celebration

During September 2023, BDCU achieved a significant milestone, one we are very proud of – 60 years as a member-owned organisation.

Our 60th anniversary has given us the opportunity to pause and reflect on BDCU's heritage, acknowledge and celebrate the role BDCU plays in our community, and share our vision for the future.

And so, we celebrate.

We celebrate the foresight of our founding members and the longevity of our organisation.

We celebrate our unwavering commitment to excellence, growth, service and positive economic and social outcomes.

And 60 years from now, we are certain that our members and community will look back over the achievements of BDCU with as much gratitude and pride as we do today.

Future Aspirations

We are a strong, vibrant organisation, with a purposeful reason for being.

And we will continue to embrace the ongoing challenges of change. We will continue to adapt, innovate and be at the forefront of local sustainability and progress. We will continue to respond to the evolving needs of our members and community. And we will continue to make a positive economic and social impact.

But we know we cannot stand alone in our pursuit of greater wellbeing and prosperity for our community.

Thank you for choosing BDCU. We know, that we can do more for our members and community when we do it together.

Kind Regards
Tanya

BDCU's Purpose and Vision

Our Purpose

BDCU exists to create local opportunity and choice.

Our Vision

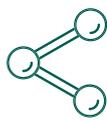
To be the driver of economic and social growth in our region so that we can foster greater wellbeing and prosperity in the community, and collectively deliver more social impact.

Our Values



Caring

We care for and respect our members, customers, employees and community.



Integrity

We are consistently open, honest, ethical and fair.



Professional

We hold ourselves to high standards of quality.



Local First

We use our resources to connect community, business and people.

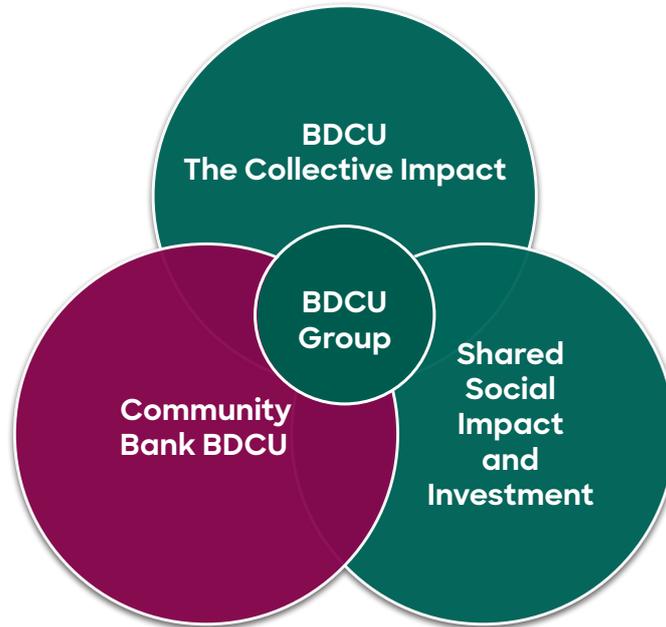


Creative Thinking

We are focused on solutions.

The BDCU Group Structure

BDCU delivers on our purpose and vision through a unique combination of commercial and social activities that comprise the BDCU Group.



**BDCU
The Collective Impact**

- The trading name of BDCU Limited
- 100% Member Owned Mutual
Owned by the Community for the Community
- Ownership of a purpose-driven, face-to-face banking presence
- Delivery of non-banking commercial and social enterprise activities to improve the economic and social prospects of our community

Community Bank BDCU

- The trading name of BDCU Financial Services Pty Limited
- Subsidiary, 100% owned by BDCU Limited
- Delivery of purpose-driven banking services.
Provides a vehicle for the day-to-day operation and management of the Community Banking Franchise Agreement

Social Impact

The efforts of BDCU The Collective Impact and Community Bank BDCU combine to provide community contributions to deliver social investments and impact

BDCU The Collective Impact

BDCU The Collective Impact

BDCU is one of the Highlands and Tablelands largest mutual social enterprises, and as such BDCU members play an important role in fostering greater wellbeing and prosperity in the communities we live, work and play.

The trading name of BDCU's mutual social enterprise is BDCU The Collective Impact.

BDCU The Collective Impact Membership

As a member of BDCU The Collective Impact:

- ▶ You actively support and champion BDCU's purpose and vision.
- ▶ You play an important role in fostering greater wellbeing and prosperity in the communities that BDCU serves.
- ▶ You are a custodian of BDCU's legacy and a contributor to BDCU's success.

If you know anyone that would like to become a member please ask them to contact our membership team on info@bdcu.com.au.

Membership provides members with a voice in the direction of our mutual, and the capacity to contribute to better economic and social outcomes for all.

BDCU Community member organisations are also eligible for support through our BDCU The Collective Impact Community Grant Program. You can read more about the impact this program has already had across the Highlands and Tablelands later in this newsletter.

What is a Social Enterprise?

"Social enterprises are businesses like any other, but they exist specifically to make the world a better place"

~ Social Traders



Member Value Proposition

We can do more to help our community when we do it together.



Why

We exist to foster greater wellbeing and prosperity in the community and collectively deliver more social impact.

- By supporting the social and economic wellbeing of our regions we can create a community that provides a place for our 'neighbours' to live, work and play.



How

We bring together the community and support actions that create opportunity and choice.

- We advocate for the economic and social growth of our regions.
- We return profits to our local communities.
- We facilitate sustainable local banking in our regional communities.
- We support initiatives that have broad reaching, positive and enduring impact on our community.
- We provide connection and support for future local communities and business.



What

We help locals through face-to-face support and connection.

- Sustainable face-to-face local banking.
- Community grant programs.
- Corporate volunteering programs.
- Create spaces for business and community.
- Thought leadership and advice.
- Other community support programs.

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Staying Informed

Each month BDCU The Collective Impact distributes a newsletter from the BDCU Financial Knowledge Centre.

This newsletter is a complimentary service to members, and provides information to help you prepare for your next life stage, research financial decisions, or satisfy your economic curiosity. Simply register your interest by emailing

info@bdcu.com.au and we will include you on the distribution list.

You are also eligible to receive enhanced Premium Access to the Knowledge Centre, a hub of insightful resources.

Find out more by visiting
bdcu.financialknowledgecentre.com.au

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Getting super fit: What to do if your super balance is lagging

Written and accurate as at: Oct 13, 2023 [Current Stats & Facts](#)

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During your working years, your superannuation works in the background to grow your nest egg and (hopefully) put you on track for a comfortable retirement.

While it's easy to assume it's all being managed just fine without you, there are plenty of ways to be proactive.

Check your super balance

To start, it's a good idea to check your balance to see if you're on track to achieve your retirement goals.

You may also be interested in...

 **6 questions to ask when you receive your super statement**

[< back to Articles](#)

Community Bank BDCU

Purpose-Driven, Locally Owned Banking

BDCU The Collective Impact understands the economic and social value that access to face-to-face financial services provides to our regional communities.

BDCU The Collective Impact's greatest economic and social impact in our community is the facilitation of ongoing access to locally owned, purpose-driven banking services through our wholly owned subsidiary, BDCU Financial Services Pty Limited. BDCU Financial Services brings this economic and social impact to life through Community Bank BDCU.

We appreciate that your local bank branches represent so much more than 'bricks and mortar'. Community Bank BDCU ensures that valuable, human connection remains local and accessible.

We know that opportunity and choice is important to our members, customers and community. The financial products and services delivered by Community Bank BDCU support the financial and social wellbeing of our members, customers and community through the ethical and appropriate provision of financial advice and solutions.

And to ensure purpose remains at the core of everything we do, profits generated by Community Bank BDCU are used to support valuable economic and social impacts across the communities we serve.

What is Community Banking?

Community Bank BDCU is part of Bendigo and Adelaide Bank Limited's (BEN) Community Bank model, enabled through a Community Banking Franchise Agreement between BDCU Financial Services Pty Limited and BEN.

Community Banking is based on a 'profit-with-purpose' model, and over the last 25 years Community Bank companies have collectively reinvested more than \$320 million of profits back into Australian communities, across a wide range of social impact, infrastructure and community projects.

The Community Bank model enhances the capacity for Community Bank BDCU to deliver economic and social benefits to the Highlands and Tablelands.

Scam Awareness and Banking Safely Online

Together BDCU The Collective Impact and Community Bank BDCU are driven to support the digital literacy of our community by ensuring our community has the confidence to navigate the internet and safely use everyday technology.

According to Scamwatch, Australians lost over \$3 billion to scammers in 2022. During 2023, reported losses year to date are over \$367 million.

Scam Losses 2022

\$3+ billion

Total combined losses reported to Scamwatch, ReportCyber, IDCARE, Australian Financial Crimes Exchange (AFCX) and government agencies.

\$569 million ▲76%

Amount reported lost to Scamwatch

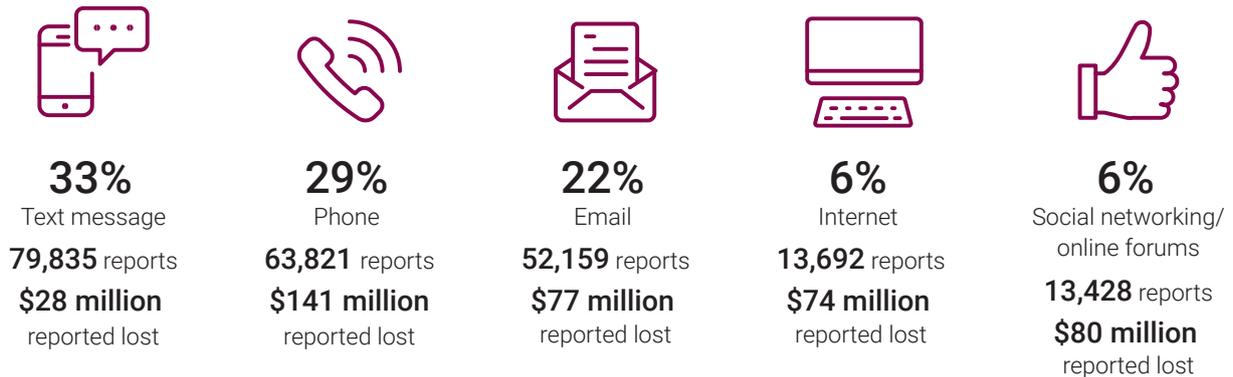


239,237 ▼16.5%

reports to Scamwatch
268,622 reports in 2021

▲224% since 2020
Average loss: \$19,654

Top contact methods



Source: Scamwatch.gov.au <https://www.scamwatch.gov.au/research-and-resources/targeting-scams-report>

To combat these significant losses across the Highlands and Tablelands, Community Bank BDCU has sponsored a series of digital awareness seminars that will provide our community with the tools and information they need to bank safely online and be scam aware.

If you would like to attend a seminar, or recommend we contact any organisations you are affiliated with, please do not hesitate to

contact the team at Community Bank BDCU on 4860 4000, or BDCU The Collective Impact on 4860 4600.

For any other information regarding banking safely online, please contact the Community Bank BDCU team on 4860 4000 or visit any of the Community Bank BDCU branches at Bowral, Moss Vale or Goulburn.

The Community Bank BDCU Team

The branches may look a little different but your same trusted Community Bank BDCU team remains in place; a team committed to working with you in pursuit of your financial and lifestyle goals.

Economic Challenges

Increases in interest rates and the cost of living continue to impact the wellbeing of our members, customers and community.

If you are experiencing financial difficulty please reach out to the teams at BDCU The Collective Impact or Community Bank BDCU. There is never a need to go it alone. We are here to help.

Community Bank BDCU Mobile Lenders



Erin Mills and **Christine Boucher**,
Mobile Relationship Managers

“We care deeply... and [have] more than 35 years combined retail lending experience... our ultimate goal is to make banking more accessible and convenient for you by bringing Community Bank BDCU to your doorstep.”

BDCU The Collective Impact
Telephone: 4860 4600

Community Bank BDCU
Telephone: 4860 4000

BDCU Delivering Social Impact

Creating Social Impact

During the financial year ended 30 June 2023, over \$57,000 in grants and donations have been reinvested back into our communities as a result of the combined efforts of the BDCU Group.

In addition, significant in-kind donations of goods and time have been contributed through our Corporate Volunteering Program, Winter Warmers Appeal, Meals on Wheels Pie Time Drive, Do Good This Christmas Appeal, Community Christmas Dinner, Frontline Thank You Gifts and Kids Comfort Gifts.

Over the coming year we will continue to focus our efforts on supporting local groups, organisations and projects that create enhanced and enduring impacts for economic, social, health and wellbeing outcomes for our members and the communities that the BDCU Group serves.

BDCU The Collective Impact Community Grants Program

The grants program was established in 2021 and seeks to support enduring, high impact projects focused on health, education and social outcomes. Since program inception over \$100,000 in grants and donations have been allocated across our communities.

Recipients during 2023 include

Bundanoon Community Garden

Stage One Community Garden Development, Sustainability and Education Program

Moss Vale High P&C

School Locker Social Enterprise Program

Moss Vale Amateur Swim Club

Historical club trophy display cabinet

CWA Moss Vale

Public address system to support CWA, community and social connection events

St Judes Music Association

Organ renovation and enhancement to support music recitals and local tourism

Southern Highlands Off-Road Remote-Control Car Club

Purchase of radio-controlled cars to support club inclusion and mental health programs

Goulburn Hospital Fundraising Inc

AcuVein Handheld device project to enhance patient care

Robertson Public School P&C

Purchase and installation of playground equipment



Social Good Projects and Activities

BDCU Community Grants Program

Allocated

\$48,600 

in grants FY 22 / 23



Partnered to install defibrillators in all BDCU centres and to maximise awareness of the Heart of the Nation program and app.

BDCU Winter Warmer Appeal

613 blankets, coats and jumpers shared with **Mission Australia, C3, Anglicare, and Uniting Church Pantry.**



The Great Pie Drive 2023

in-centre activity raised sales of

\$1600 

for Meals on Wheels

Do Good this Christmas

Shared donations of more than

500 PRESENTS



for children wrapped by the BDCU team. BDCU team provided support at Bowral Family Carols and Highlands Community Christmas Dinner.



STAFF VOLUNTEERING

303 Staff Volunteering Hours FY 22/23



100 locally sourced gifts

locally sourced gifts in appreciation for frontline staff at Bowral and Goulburn Base hospitals.