

OCTOBER 2011

Community CPS Australia



COMMUNITY CONNECTION

**BUYING A CAR HAS
NEVER BEEN EASIER**

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VISA 'EASY PAY' FOR ITEMS UNDER \$35



VISA HAS INTRODUCED 'EASY PAY' IN AUSTRALIA TO MAKE IT FASTER AND EASIER FOR CARDHOLDERS TO PAY FOR SMALL VALUE PURCHASES.

Under this initiative, if you use your Visa Debit card at participating retailers and select the 'credit' option, you will no longer need to provide a PIN or signature for purchases of \$35 or less.

This service is now available in a growing number of stores including Coles, McDonald's and Kmart.

Is this safe?

Small transactions are rarely targeted for fraud because of their low value and the face-to-face environment in which they are conducted. Should any fraudulent activity occur on your card, you will need to contact us immediately on 13 25 85 to have your card cancelled and the transaction investigated. If you need to cancel your card after hours, please contact the Visa Card Hotline on 1800 224 004.

Can I opt out of this service?

As this is a Visa initiative, our credit union and other financial institutions are unable to control or remove access to this service. We encourage you to ensure that your card always remains in your possession.

REMINDER

**LODGE YOUR TAX
RETURN BY
31 OCTOBER 2011**

To make an appointment with one of our tax accountants call our Member Contact Centre on 13 25 85.

COMING SOON A NEW COMMUNITY ACCOUNT

Helping charities and other not-for profit organisations raise badly needed funds is at the heart of a new savings account we will be introducing in late October 2011.

The Account is a high interest at call savings account with 24/7 access to funds via internet and telephone banking. But in addition to paying an attractive rate of interest on the savings to the account holder, they also get to nominate a participating charity or not for profit organisation and each year we will pay that group a 1% 'community bonus' (based on the average annual balance held in the account of all members who have nominated the same organisation).

By having your supporters open one of these accounts, you can be the recipient of an annual 'community bonus' payment helping you to raise additional funds without having to rely on cash donations. And account holders get to support their chosen community organisation without it costing them anything. As long as they have money in the account, their chosen organisation will receive an annual bonus from us.

So why not tell us where to put some of the dollars we contribute to community groups each year by becoming a participating charity or organisation. Or if you know of a group that could benefit, simply have them contact us to join.

It's part of our ongoing commitment to support and do our best for the communities which we operate in.

MESSAGE FROM OUR CEO

I am pleased to advise members that we have recorded strong financial results for the financial year ended June 2011. A profit of \$27.13 million, which represents an increase of 21.3%, will be reinvested back into the organisation to improve services and products for members.



This result reaffirms our strong position in the financial sector and is testament to our strategic direction, the commitment of our people and the support of our members in what has been a tough financial market.

Our growth continues to be driven by an intense commitment to deliver excellent value back to our members. The past twelve months have seen many changes in the financial sector, but our focus has remained firmly on finding the best solutions and services for those who trust us with their finances.

Our assets under management have grown by 12.9 per cent to \$3.52 billion across South Australia, the Australian Capital Territory, Western Australia, the Hunter Valley and Wagga Wagga.

Over the past year we have contributed more than \$1.9 million to the community including \$219,200 in grants from our Foundation to a range of non-profit groups. The grants enable these non-profit groups to deliver important services to the community which in turn positively benefit the communities in which we live and work. Since its inception in 2007, the Community CPS Foundation has provided

a total of \$911,398 in grants and donations to community organisations and our overall contribution to the community totals more than \$4.9 million.

We look forward to building on our financial and community successes this year and thank you for your continued support of our credit union.

Robert Keogh

2011 ANNUAL GENERAL MEETING

Members are reminded that the Annual General Meeting of the members of Community CPS Australia Ltd will be held at The Victoria Room, Hilton Adelaide, 233 Victoria Square, Adelaide, SA on 23 November 2011 commencing at 6.00pm (CST). Registration will open at 5:30pm.

ANNUAL REPORT

Our 2011 Annual Report is now available to download on our website.

BUYING A CAR HAS NEVER BEEN EASIER



We have partnered with Car Search Brokers to provide our members with a free car buying service that takes the hassle out of buying a car.

Here our members Cameron and Vicki Best tell us of their experience...

"Whilst we had an idea of what style of car we needed, and had set ourselves a budget, we were finding it confusing to determine what was the best value in terms of new or near new vehicles.

When establishing our car loan, our credit union enquired if we had a set vehicle in mind. When we said no, and that we were not looking forward to many hours scouring the internet and car yards, they suggested contacting Car Search Brokers to take the time and hassle out of the process for us.

They had Chris Haubrich from Car Search Brokers Australia contact us directly and straight away we were impressed with his friendliness and knowledge. That gave us confidence and once Chris knew what we were looking for in a vehicle he provided excellent insight into models that met our budget, retained good ongoing market value, had longer warranty periods, and lesser ongoing costs to run. After settling on a make and model we then test drove the vehicle with Chris to utilise his on-road experience.

In addition to finding the perfect car for our needs, Chris was able to secure a purchase price many thousands cheaper than we could have achieved ourselves directly in the market.

From the time that Car Search Brokers were recommended to us the whole process of purchasing our new car became so simple and easy. We were so impressed with how our credit union and Car Search Brokers worked seamlessly together to eliminate any time consuming or messy financial transactions.

We have already recommended Car Search Brokers to friends and family and will definitely contact them again in future when the time comes to look at our next car purchase."

WE CAN HELP WITH A CAR LOAN AND CAR INSURANCE

Call us on 13 25 85 or visit our website for our Car Loan calculator.

For more information about Car Search visit www.carsearchbrokers.com.au

FIVE THINGS TO REMEMBER ABOUT MOTOR VEHICLE INSURANCE

Everyone is well aware of the fact that car insurance is a necessary expense that must be included in every driver's budget.

There are basically three types of policies available. 'Comprehensive' insurance will cover you for the damage to your vehicle as well as the damage you may cause to other people's vehicles or property. 'Third Party Property Damage Fire and Theft' only insures your car if it is damaged by fire or as a result of theft as well as damage to other people's vehicles or property that you cause with your vehicle. 'Third Party Property Damage' only covers damage you cause to other people's vehicles or property.

When looking for an insurance policy to meet your needs and budget, here are five things to remember:

1. Think about who will drive the vehicle, even if only on occasions. Ask if there are any restrictions on who can drive the car, particularly young drivers.
2. Find out about the Excesses that apply. An Excess is the first part of the claim that you may need to pay depending on the circumstances of the accident. Ask about any additional excesses for young or inexperienced drivers, or if the policy provides the ability to select a voluntary excess allowing you to reduce your premiums.



3. Talk to your insurance consultant about the options available to tailor your insurance; for example, can you remove the excess for windscreen or other window glass breakage; is a hire car available should yours be off the road due to an accident?
4. Consider whether it is important to you to have a choice of repairer and see if the policy allows you to do so.
5. Resist the temptation not to have any insurance. You might be able to pay for damages to your own car, but can you also afford the repairs to someone else's car or other property? What if you hit a high-end BMW or damaged a set of traffic lights? At the very least you should have third party property damage cover to avoid paying for these repairs out of your own pocket.

Speak to us to find out more about car insurance which can be tailored to suit your needs.

Take out a new *PremierCare*[®] Comprehensive Car Insurance policy with us before 31 October 2011 and receive Free 24/7 Roadside Assist!* Call us on 13 25 85 or visit our website for a quote.

*Terms and conditions are available on our website.

We arrange this insurance as agent of the insurer Allianz Australia Insurance Limited (Allianz) ABN 15 000 122 850 AFSL 234708. Before making a decision about this insurance please consider the Product Disclosure Statement available from us or on our website. *PremierCare*[®] is a registered trademark of Community CPS.

Roadside Assist is provided by AGA Assistance Australia Pty Ltd ABN 52 097 227 177 AFSL 245631 trading as Allianz Global Assistance.

RENOVATE OR BUY?



If you've outgrown your existing home, or you're looking for a larger or more modern home, then you might want to weigh up whether to renovate your current home or buy a new one.

Here's a few things to consider before you make your decision.

It may make more sense to renovate than to move if your property is unique in its location, size or design qualities, or if you love your home but it's just not big enough.

Renovating is a great way to get the house you want. You have the freedom to add design features that suit you and your family whether it's for an addition to the family, the ensuite you've always wanted, or a games room for the kids.

The aspects of a house most likely to capture buyers' attention are bathrooms, the kitchen, entertaining areas and landscaped garden spaces.

Benefits of Renovating:

- You can stay in the house that you like and make improvements according to your individual choice and style
- Your renovated house may be worth a lot more in the real estate market
- You can avoid the costs associated with selling (such as stamp duty, legal and agency fees).

Benefits of Buying:

- Buying a new home is usually quicker and easier than undertaking a renovation
- When you buy you know exactly what you're willing to spend and can choose a house to meet your requirements

- You can avoid the risk of improving your current home beyond the increased value you might get from the sale of the home.

Before you make the final decision, look at the real estate market, get an appraisal on your house and look at prices of houses that you would consider buying instead. Ask a construction professional what your desired renovation is likely to cost. A small investment in good advice can really pay off when you decide to sell your home in the future.

Whether you decide to renovate or buy it is important to remain focused on your finances and more importantly, choose the right loan.

Decisions like these are both exciting and stressful – that's why we're here to help with the basics like getting the right loan for your renovation, new home or investment loan that may save you money, whilst achieving the desired result.

Call us on 13 25 85 or visit our website for more information.

WHAT IS TRAUMA INSURANCE?



Trauma Insurance is about protecting you and your family's lifestyle, whilst also providing you with choice when it matters most - choice to receive the best treatment available, choice to allow your spouse to take some time off work to help you rehabilitate and choice to use the money however you want.

No one thinks it is ever going to happen to them – but what if one day, you unexpectedly had a heart attack like one of our members, Jan. Jan was 50 years old and fit and healthy, but one day after suffering from stress, Jan had a heart attack. Jan was told she was 'half a centimetre away from death' that day.

Luckily Jan had taken out trauma insurance as there was a history of breast cancer in her family. She received payment six weeks later and was able to choose what she wanted to do with the funds, such as pay off debt, or set aside the money for retirement as she may need to retire earlier.

"I now see why it is so important to be adequately insured to protect against unforeseen events in life, particularly where health is involved, because it has a major impact on your life," says Jan.

Some people are aware that they are at higher than normal risk due to family history. Sadly the majority of people who are diagnosed with cancer, cardiovascular disease or serious illness did not know they were at risk.

Dealing with the emotional consequences of suffering a serious illness can be hard enough, but adding financial stress on top of this can be devastating. Trauma Insurance eases the financial burden allowing you to focus on getting well.

Trauma insurance pays a cash lump sum payment in the event of contracting a specified disease or trauma and covers up to 58 defined events such as cancer, heart attack and stroke.

Trauma insurance gives you a lump sum payment to ease the financial pressures of not working and could be used to cover things such as:

- To pay for a specialist or possibly receive international medical attention
- The cost of modifications made to the home or relocating to more suitable accommodation
- Financial obligations whilst recovering (living expenses, debts)
- Rehabilitation and recovery costs
- Paying off outstanding debts or providing an ongoing income
- A professional carer
- Enabling your partner or family member to reduce their working hours to look after you.

Trauma insurance is the one type of protection that we offer that is never included with insurance held inside any super funds.

You are never too young to obtain this type of cover – in fact, the earlier you take up this protection and put plans in place, the cheaper the premiums will be and the easier it will be to obtain.

Our Financial Planners can tailor a package to suit your needs providing you with the most comprehensive cover for the least financial burden. To make an obligation free appointment with one of our wealth protection specialists, please call our Member Contact Centre on 13 25 85.

Eastwoods Wealth Management Pty. Ltd ABN 17 008 167 002 AFSL 237853, is a subsidiary of Eastwoods Group Ltd ABN 94 008 618 193, which is a subsidiary of Community CPS Australia Ltd ABN 15 087 651 143. This information is of a general nature only and has been provided without taking account of your objectives, financial situation or needs. Because of this, we recommend you consider, with or without the assistance of a financial adviser, whether the information is appropriate in light of your particular needs and circumstances

COMMUNITY NOTICE BOARD



Supporting the Royal District Nursing Service

The Community CPS Foundation has recently approved a Foundation Grant of \$25,000 to support the re-launch of a community partnership with Community CPS and the Royal District Nursing Service (RDNS) of SA. Our grant has provided RDNS with a brand new Toyota Corolla vehicle for the nurses to visit and care for patients in the northern suburbs. This vehicle will display both organisations logos and promote the partnership within the communities in which we operate.



Vicky Roberts, Community CPS Community Development Coordinator and Gianna Ferrara from RDNS with the car.

Lifeline's Willy Wonka Gala Ball

Community CPS recently entered into a community partnership with Lifeline Canberra, who are currently celebrating their 40th anniversary.

For 40 years, Lifeline Canberra has been part of a national network offering telephone counselling to the people of Canberra and the surrounding region. Counselling is possible because of the dedication of some 200 trained volunteer telephone counsellors who fill shifts to ensure that the phone will be answered 24 hours a day, 7 days a week.

As part of our fundraising activities with Lifeline, we became the major sponsor of their recent Willy Wonka Gala Ball held at the Hotel Realm on Saturday 13 August with over 400 guests in attendance. The ball was themed entirely around the movie classic "Willy Wonka and the Chocolate Factory".

A highlight of the night was the guests opening their Community CPS chocolate bars in the hope of finding the 'Golden Ticket', with the prize being a \$500 hamper.

The event was a great success with over \$60,000 being raised on the night!



Kate DeAraugo and Willy Wonka at the Gala Ball