

community connection

ISSUE 13 OCTOBER 2010



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A very healthy Home Loan

At Community CPS we are striving for a sustainable future and as such, we are committed to reducing our impact on the environment.

We are also committed to encouraging all our staff, members, suppliers and other key stakeholders to follow our lead by adopting sustainable practices.

As a result, we are pleased to provide all members who have a home loan approved with us during September, October or November, with a **free CSIRO Home Energy Saving Handbook[#]** offering practical ideas that every household can use to reduce their energy costs and greenhouse gas emissions.

Simple everyday actions such as switching appliances off at the wall and washing clothes in cold water can reduce your energy bills and your impact on the environment.

Some tips on how to save the environment in your home:

- > Install a dual flush toilet - single flush toilets use up to 11 litres of water, while dual flush toilets use 6 or 3 litres. Newer dual flush models use only 4.5 and 3 litres.
- > Install energy saving globes - save money and energy by switching to compact fluorescent light globes, they are 80 % more efficient and last eight times as long as regular light globes.
- > Install a water-efficient showerhead and keep your showers to under 4 minutes.

> Install a solar hot water system - not only will it reduce greenhouse gas emissions, it can save up to 75% on your hot water bill.

If you are considering buying a new home, renovating or refinancing, then we can help you choose the home loan that's right for you by providing expert advice and a home loan package* that offers the support and flexibility you need with:

- > Discounts on Variable and Fixed rates*
- > No monthly or annual package fees*
- > No Establishment Fee*

Our Mobile Lenders are available to meet you at a time and place that is convenient for you.

To find out more call us on 13 25 85, visit our website or drop into your local Personal Financial Centre.

[#] Applies only to each home or investment loan approved from 6/9/10 to 30/11/10.

* Eligibility criteria, terms, conditions, Settlement fees and other fees and charges apply. Details are available on request.

Tell us what you think and you could score a \$25 Caltex Voucher

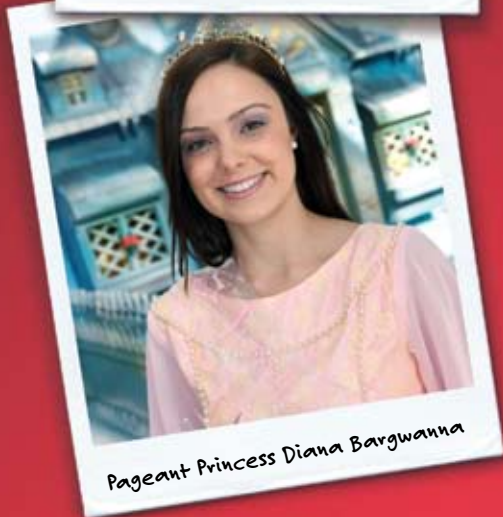
We want your thoughts and opinions about our Community Connection newsletter to help ensure we're delivering information and articles relevant to you.

Complete the survey by visiting <https://www.surveymonkey.com/s/communityconnection> before **30 November 2010** and the **first 100 members** to complete our online survey will receive a \$25 Caltex Voucher.

Competition Terms and Conditions are available on our website www.communitycps.com.au



Pageant King Luke Carlino



Pageant Princess Diana Bargwanna

Spreading the Pageant Magic

Congratulations to our Pageant Prince, Luke Carlino from our Change Support Department, who was recently crowned Pageant King of the 2010 Credit Union Christmas Pageant!

The Pageant Queen role was introduced in 1940 to assist with wartime fundraising and by the late 1940s became a permanent role in response to the need to spread the magic of Christmas to the community, particularly the underprivileged.

Since 1996 the Pageant Royal family members have been proud ambassadors of the Pageant who demonstrate the community values of credit unions by bringing the magic of the Credit Union Christmas Pageant to regionally and metro based children and others who need magic in their lives.

On 3 September 2010, Luke and our Pageant Princess Diana visited a group of autistic children at Modbury Special School. Luke and Diana answered questions about the Pageant, told stories, sung Christmas carols, posed for photos, and participated in activities such as colouring-in with the children.

During September and October the Royals are undertaking three regional tours to the Riverland, Mount Gambier and Port Augusta and Port Pirie to visit schools and special needs centres as well as visits in the metro area.

On Pageant Day the Royals will pay a special visit to the Women's and Children's Hospital with some of the other Pageant characters to spread the magic to those children who were too sick to come along.

Look out for King Luke and Princess Diana on the Royal Family float on Pageant Day – Saturday 13 November and visit www.cupageant.com.au for more information about the Pageant.

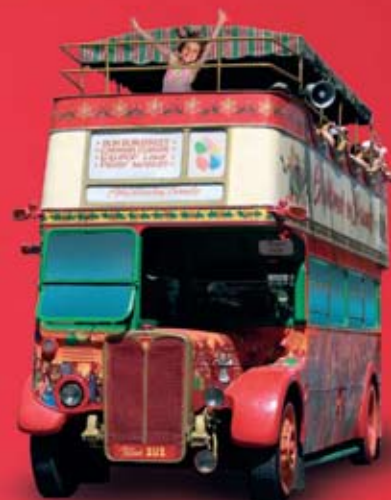
Win the ride of a lifetime!

If you're a member of Community CPS and located in South Australia, your child has the chance to be one of 45 lucky kids to ride in one of the special

Pageant Buses at the Credit Union Christmas Pageant on Saturday 13 November from 9am-11am.

To enter visit our website www.communitycps.com.au and download the entry form which has to be submitted before 5pm on 20 October 2010.

Winners will be notified by mail or email by Wednesday 3 November 2010. The prize is for one child accompanied by an adult. Competition Terms and Conditions are available at www.cupageant.com.au



Our Community Involvement 09-10

Community CPS seeks to actively participate and make a positive difference to the communities in which we live and work.

Our ongoing contribution to the community is focused in three core areas: helping to create a healthy society, building people's financial wellbeing and protecting the environment. We contribute with programs designed to positively impact on our community through implementation of community engagement activities.

In the community we focus our support in three ways:

- > Providing financial support to organisations through our Foundation

- > Creating engaging partnerships through sponsorships
- > Providing financial and in-kind support for locally-based organisations through our Social Responsibility Events Committee

Over the past financial year the Community CPS Foundation grants and public fundraising appeals have enabled us to raise money to purchase a \$180,000 humidcrib for the Newborn Intensive Care Foundation, \$50,000 for the purchase of a Jet Ventilator for the Womens and Infants Research Foundation and so far we have raised \$22,000 to fund junior camps across Australia for Camp Quality.

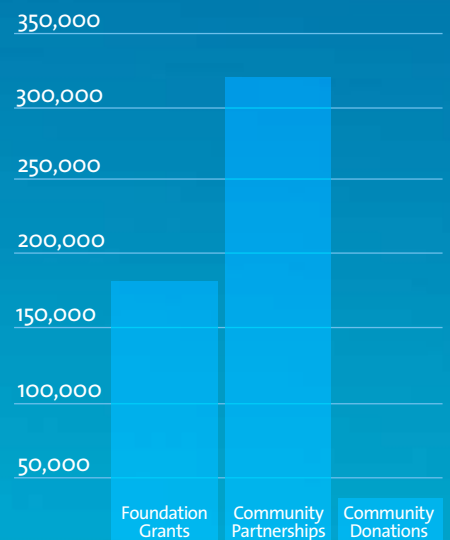
All permanent staff members are provided with one paid leave day per year to volunteer for a charity of their choice and make a positive impact on the community. This year over 200 staff have volunteered in the community, donating more than 1480 hours to worthy causes.

Highlights and Key Indicators for 09-10

Total invested in community programs	\$572,945
Foundation Grants	\$181,100 supporting five charities
Community Partnerships	\$321,816 supporting 51 charities and events
Community Donations	\$20,862 supporting 19 charities and events
Money raised through Staff Casual Days	\$23,306
Total raised through Workplace Giving	\$7,821 by 87 staff
Number of members who used Advocacy Card	902
Total Advocacy Donation	\$18,040

Some of the charities and community groups we supported this year include

Acquired Brain Injury	Hunter Valley Research Foundation	salvation Army
Arthritis Foundation	Hutt Street Centre	salvation Army Bushfire Appeal, WA
Australian Red Cross	Independent Disabled Tenpin Bowlers of the ACT	scouts Gangshow
Australian Rugby Choir	Juvenile Diabetes Research Foundation	sids for Kids
Autism Association	Kmart Wishing Tree	smith Family
Bateman's Bay Hospital Auxilliary	Leukaemia Foundation	st John Ambulance
Bosom Buddies	Lifeline Australia	st Vinnies
Camp Quality	Meals on Wheels	starlight Children's Foundation
Canberra Times Family Fun Run	Mental Health Foundation	steve Walter Foundation
Cancer Council	Motor Neurone Disease	Teletthon Speech and Hearing
Cockburn Wetland Education Centre	MS Society	The Spastic Centre
Country Fire Service	National Stroke Foundation	Variety the Children's Charity
Credit Union Christmas Pageant	Newborn Intensive Care Foundation	Victim Support
CUFA Cambodia Challenge	Newcastle Youth Accommodation Services Limited	Vision Australia
Dads In Distress Support Services	our House	Volunteer Coastal Patrol - Bateman's Bay
Dunmunkle Health Services	ovarian Cancer Foundation	Western Australian Institute for Medical Research
Encounter Centre Inc	Pilbara Wildlife Carers Association	Wheelchair Sports
Fred Hollows Foundation	riding for the Disabled	With Compassion and Soul
Friends of Palliative Care	Royal District Nursing Service SA	Wollombi Valley Arts Council
Habitat for Humanity	Royal Flying Doctors Service	Womens and Infants Research Foundation
Hills Community Options	RSPCA	World Vision



Lauren Elliott with some children from the Children's Financial Literacy Program during the CUFA Cambodia Challenge

Upgrade your rediCARD to a Visa Debit Card

Just like your rediCARD, Visa Debit gives you the control and convenience of shopping with your own money.

But with Visa Debit, you also have the freedom to shop securely online, over the phone and when you travel overseas - Visa Debit is accepted at more than 30 million locations in 150 countries.

All new Visa Debit Cards feature a smart chip – the new global standard in card security.

This microchip is virtually impossible to copy, giving you maximum protection against counterfeiting, card skimming and other fraud.

Along with convenience and cash control, a Visa Debit Card provides extra security features that are exclusive to Visa (see article below).

Simply press the 'Credit' or CR button when making a transaction using your Visa Debit Card to access these additional security measures.

An additional benefit of using the 'Credit' option when paying with Visa Debit is that the fee is significantly cheaper than using the 'Savings' option when paying with a rediCARD.

Upgrading to a Visa Debit Card is simple - just enquire at your local Personal Financial Centre or call us on 13 25 85.



Verified by Visa

On 25 August 2010 we introduced a new security service called Verified by Visa for all of our members with Visa Debit Cards.

All existing and new Visa Debit Cards were automatically registered, joining more than 355 million Visa cardholders, for this free service.

How does it work?

Each time you make an online purchase with a participating merchant, the Verified by Visa program assesses the risk level of the transaction. Certain activity may seem out of the ordinary - maybe because it's a high dollar value transaction, or a retailer you've never bought with before.

In these instances you may be asked to confirm some simple personal details so we can be sure the card isn't being used without your permission. Your privacy is our priority - this information is used only to verify your identity.

So unless Verified by Visa detects a certain degree of risk with your transaction, you won't even notice it working behind the scenes to protect your card while shopping online and you won't be interrupted on your way to the 'checkout'.

If you have any questions about Verified by Visa, call us on 13 25 85 or visit our website for Frequently Asked Questions.



Community CPS records a strong profit rebound

We are pleased to report that following a challenging 18 months in the financial services industry generally, Community CPS Australia has posted strong results for the 09/10 financial year.

Underlying earnings of \$20.01 million were achieved before a number of accounting adjustments relating to the recent merger and fixed interest rate hedging impacts.

After these entries we reported a net profit after tax of \$22.353 million, which has exceeded forecasts and positions us well for the 10/11 financial year.

Our results are attributable to an increase in new lending, continued low delinquency levels on loans, and a recovery in the equities market, resulting in stronger wealth management income.

We have provided \$704 million in new lending and have increased deposits by 16.8%. Capital adequacy, a measure of financial strength, is 16.4% up from 15.9% in 2009. These positive outcomes are a result of adherence to strategy, focus on members and a commitment to sustained, long term profit growth.

Our disciplined approach to lending resulted in very low levels of delinquency and minimal write off of debts. Our net loss for the year was \$0.536 million on a total loan portfolio of \$2.63 billion.

We are in a very strong position to service our member needs and grow our business nationally whilst ensuring we maintain our local relationships and personal service.

As a mutually owned organisation we work hard to deliver maximum value to our members, and our strong performance during this financial year will enable us to continue delivering excellent outcomes for our 178,000 members.



Important notice to all Community CPS Australia members

2010 Community CPS Directors' Election

In accordance with the Community CPS Australia Limited ('Community CPS') Constitution, notice is given that at the close of nominations on 26 July 2010 there were three candidates, these being Community CPS Directors seeking re-election.

All three candidates have demonstrated an ability to be a director and are fit and proper.

As the number of candidates is equal to the number of positions to be filled members are advised that:

1. The election process has been discontinued; and
2. Christopher Doogan, Catherine Nance and Heather Webster shall be declared elected with effect from the end of the 2010 Community CPS AGM and their term ends at the end of the 2013 Community CPS AGM.

Gianni Milani
Company Secretary

Annual Report

Our 2010 Annual Report is now available to download on our website.



Extra protection with a Telephone Banking Passcode

In order to protect your personal information, we must confirm your identity by requesting a Telephone Banking Passcode prior to disclosing any information relating to your accounts over the phone.

Once you have obtained a Telephone Banking Passcode, you can call our Member Contact Centre on 13 25 85 and we'll be able to help with the following:

- > Changing your membership details (e.g. change of address or other contact details)

- > Registration for Internet Banking, e-statements, Secure SMS and Mobile Banking
- > Transferring funds between accounts
- > Altering payroll deductions, periodic payments and loan payments
- > Ordering and activating rediCARD and Visa Debit Cards
- > Checking your account balances
- > Applying for a loan, or setting up a redraw facility on your loan
- > Obtaining insurance quotes including home, car and travel
- > Ordering foreign currency and sending and receiving money overseas
- > And much, much more!

You'll also be able to access our 24 hour, 7 day automated Account Information Line (on 13 14 02) by using the same passcode. Our Member Contact Centre is open from 8am to 8pm (CST) on weekdays and 9am to 3pm (CST) on

Saturdays so you will be able to contact us outside of normal Personal Financial Centre trading hours.

If you do not currently have a Telephone Banking Passcode, you will need to fill in an application form. Forms are available on our website, at your local Personal Financial Centre or call us on 13 25 85 and we will mail or email one to you.



Alternatives to paying by Cheque



For the last ten years, the use of cheques in Australia has been declining steadily as consumers have access to a greater range of more convenient payment options.

Cheques can be handy for making payments, but if you're looking for a faster, cheaper and easier way you should consider trying these other payment methods:

- > BPAY® – a bill payment service available via Internet or Phone Banking. You will find BPAY® details on the back of your bill - 20 cents per transaction.
- > External Funds Transfer via Internet Banking – create one off and recurring transfers from your account - \$1.00 per transaction (or free from the monEsaver Internet Savings Account).
- > Periodic Payments via Internet Banking – set up a funds transfer to

make payments on a regular basis (e.g. weekly) to a particular account - \$1.00 per transaction (or free from the monEsaver Internet Savings Account).

- > Direct Debits – provide a merchant with authorisation to directly debit your nominated account for payment of goods or services e.g. health insurance payments - 50 cents per transaction.*
- > Visa Debit Card – provide a merchant with the authority to debit your card for goods or services on a one-off or regular basis - 50 cents per transaction (included in your monthly Fee Allowance).

And while cheques can take up to five business days to clear, the abovementioned payment methods take a maximum of two business days (apart from Visa Debit which is deemed to have been paid when funds are requested by the merchant) providing you with much faster payment options.

If you would like to know more about these alternative payment methods, please call us on 13 25 85 for more information.

*Members on a relationship level 3 or above are exempt from the 50 cent direct debit charge.

Protecting your greatest asset – your income

For John Maher, his wife Ange and their four daughters, Sunday 4 April 1993 seemed like just any other day. John was on his way to a local cricket function. But he would never reach his destination. John was involved in a horrific car accident.

Emma, the driver of the other car, was killed instantly and John suffered serious head and neck injuries that would leave him in pain and with short-term memory loss for the rest of his life. Not just emotionally but financially too, John's family now faced an uphill battle.

Previously, John was a senior manager and earned more than \$100,000 a year. He and his wife had a substantial mortgage, other loans and children at university and private school. Due to his condition John found himself unemployable and stopped working.

Fortunately, 10 years prior to the accident, John had taken out Income Protection insurance. Over the period of his cover he'd paid around \$9,800 in insurance premiums.

Income Protection insurance has proven to be the Maher family's financial lifeline.

Over the last 14 years, John has received more than \$1.1 million and he will likely continue to claim his monthly benefit until age 65. His projected Income Protection insurance benefit is approximately \$1.8 million.

As John says, "Insurance was my greatest ever investment. I remember thinking at the time that nothing was likely going to happen to me – but you never know what lies around the corner."

Have you thought about how your life would change if you became sick or injured and couldn't continue to earn your current income? If you answered 'no', you're not alone.

Most Australians insure their home and car, but less than a third of us insure our greatest asset, our income.

Maybe you think nothing bad will happen to you. Perhaps you think insurance is too expensive. You might consider the insurance in your super fund to be enough. Maybe the Government will look after you?

Your ability to earn an income throughout your life is worth far more than your car or your house, yet most people don't even consider the need to insure themselves.

As a guide, a 35 year old male on a salary of \$52,800 (indexed by 3% each year), would earn approximately \$2.5m by the time he is 65. A 45 year old male earning a salary of \$66,960 (indexed), would earn about \$1.8m.

There's a long list of questions and excuses, but here's a fact: if you make an appointment to see an Eastwoods Financial Planner we'll answer all of them for you, and as a member of our credit union, the cost of your initial appointment is covered.

To make an obligation free appointment with one of our financial planners please call:

ACT/NSW office - (02) 6286 0564

Hunter Valley office - (02) 4990 0619

SA office - (08) 8132 9288

WA office - (08) 9382 0457

"John's Story" was sourced from www.lifewise.org.au – a website dedicated to informing Australians about the value of personal insurance.





Redraw Facility now available on Interest Only Loans

We are pleased to advise that members now have the opportunity to add a redraw facility to their existing Interest Only Loan.

By making additional repayments to reduce the principle of your Interest Only Loan you can access the 'in advance' funds by redraw.

If you would like to add the redraw facility to your existing Interest Only Loan, please call the Member Contact Centre on 13 25 85 or visit your local Personal Financial Centre.

Have you moved recently or are you about to move?

Please let us know by completing the form below and returning it to us. Alternatively, you can advise us of your new details via Internet Banking (under the Service Options menu) or by calling 13 25 85 (with your Telephone Banking Passcode).



Membership number(s):.....

Member name(s):.....

New residential address:

New postal address:

New telephone number(s): H: W: Mob:

Email address:

Signature(s):..... Effective date:/...../.....

Yes, please update my address on my Insurance policies.

Send to: Community CPS Australia, Reply Paid, GPO Box 1430, Adelaide SA 5001 (no postage stamp required)

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