



# Member Matters.

Autumn Edition  
April 2023





# Director's message

It is with great pride that I write my first Director's Address for the much-loved Member Matters, since joining the BankVic Board in November 2022. In a time where the banking landscape continues to change and challenge, I am excited to be a part of BankVic's ongoing commitment to putting our members first.

Like our members, BankVic has always existed to strengthen the people and communities we serve.

Our purpose is to go further for our members so they can go further in life — letting them focus on the critical jobs they do by making banking simple, accessible, and competitive.

To further understand and connect with our members, we recently launched the BankVic Summer Speaker Series – an opportunity for our people to hear directly from those on the ground in the healthcare, emergency services and police force, sharing stories about what a “typical day” at work means to them, challenges they face and life lessons they’ve learned. This has been an incredibly humbling experience for our staff, and a valuable opportunity to add to the knowledge and understanding we already have for our members and the unique lives they lead.

As a member-owned bank, our support also extends to partnering with organisations that support the communities our members serve. One of the ways we do this is by investing in education and research in the health sector. We were thrilled to be able to host an event to celebrate and congratulate the 2022 and 2023 recipients of the BankVic Leadership Development Scholarship and the Research and Innovation Grants awarded through the Eastern Health Foundation. We are so proud to be supporting emerging leaders in the healthcare industry and seeing real long-term outcomes from research that is allowing specialists to understand diseases, discover treatments and improve medical practices.

BankVic has also renewed our longstanding partnership with Crime Stoppers Victoria has been renewed for the next two years and will now include naming rights for the weekly Crime Stoppers segments televised on Channel 9. When we collaborate with partners like Crime Stoppers Victoria, we help to create strong, safe, and healthy communities for our members and the wider community. It also means we're supporting a program that supports our members in their workplace.

To read more about our work in the community, reasons to celebrate and our wrap of a fantastic International Womens' Day event - please enjoy this issue of *Member Matters*.

**RHYLL GARDNER**  
**DIRECTOR**

## Stay in touch



/ 13 63 73



/ [info@bankvic.com.au](mailto:info@bankvic.com.au)



/ [bankvic.com.au](https://bankvic.com.au)

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## / BankVic in the community

### Summer Speaker Series BankVic goes “Behind the Bond”

Throughout the month of February we took our people “Behind the Bond” via a month-long series of workshops/presentations by guest speakers from across our member organisations.

We heard inspiring stories, incredible examples of resilience and strides taken in research and innovation - as well as what a “typical day” looks like in the world of our members.

Whether it was in the busy Emergency Department at a major hospital, or on the ground at a local Police station - each story reminded us why we do what we do at BankVic to go further for our members.

Speakers included Mark Putland, Director of Emergency Medicine at the The Royal Melbourne Hospital; recent recipient of the BankVic Leadership Development Scholarship at Eastern Health, Jess Counsel; Eloise Borello, the 2022 recipient of the Dame Elisabeth Murdoch Nursing Development Scholarship and Marianna (Maddy) Raccosta, Senior Police Constable in the Divisional Response Unit at Springvale Police Station.

A huge thank you for your work everyday and for taking the time to share your story with BankVic. We can't wait for the next round of the Speaker Series - we might not be able to wait until Summer!



Above: Mark Putland (Director of Emergency Medicine, The Royal Melbourne Hospital).



Left to right: Jess Counsel (2022 Recipient of the Dame Elisabeth Murdoch Nursing Development Scholarship), Marianna Raccosta (Senior Police Constable in the Divisional Response Unit at Springvale Police Station).





# International Women’s Day 2023

#EmbraceEquity was the theme for International Women’s Day this year, with the aim to start the conversation around gender inequality in the workplace and at large in the community. This year we engaged in meaningful conversation with a fantastic panel of women, moderated by BankVic Board Chair, Lucinda Nolan. Panellists included:

- **Rachel Morley**, BankVic’s newChief Growth & Experience Officer,
- **Professor Lee Boyd**, Chief Nursing and Midwifery Officer at Eastern Health, and.
- **Stella Smith**, CEO of Crime Stoppers Victoria.

We were also a principal sponsor of The Women’s International Women’s Day breakfast for 2023. The Royal Women’s Hospital works hard to improve the lives of women and babies through innovative research, specialist support programs and adoption of new technologies. Jamila Rizvi (Deputy Managing Director of Future Women), Cath Bowtell (Board Chair of the Women’s) and Prof Sue Mathews (Chief Executive Officer of the Women’s) were fantastic speakers who challenged and considered gender equity, women’s empowerment, and navigating the healthcare system.

The Womens’ IWD Event (L-R): The BankVic coffee stop. Shannon Barnes (BankVic CPMO), Michelle Arundel (BankVic CPO), Professor Sue Matthews (CEO, The Royal Womens’ Hospital) and Rachel Morley (BankVic CGMO).



Above: BankVic’s IWD Panel (L-R): Lucinda Nolan, Rachel Morley, Stella Smith and Professor Lee Boyd.



# Police and Emergency Services Games are go!

We were excited to take part in the launch of the 2023 Police and Emergency Services Games, with the combined emergency services family there to celebrate.

*“We all know that physical exercise and spending time with friends are great ways to maintain mental health and general wellbeing The Victoria Police and Emergency Services Games provide an invaluable opportunity for workers in the police and emergency services sectors to take time out from the day-to-day stresses of their jobs, connect with their colleagues and enjoy being part of an inclusive, friendly event.”*  
— Deputy Commissioner Rick Nugent

From the 27th of March to the 3rd of April, thousands of people representing 30 different Police & emergency service agencies are competing across more than 40 different sports, from angling to pétanque and from mountain biking to table tennis.



BankVic is a trusted partner of the games — proud to be able to invest in supporting the physical, psychological and community wellbeing of all everyone in the Police and emergency service sector.

# Angela Taylor Memorial Walk & Run, Sunday 23rd April

Taking place this year on Sunday 23rd April at Albert Park Lake Palms Lawn, BankVic continues to be a proud principal sponsor of the Angela Taylor Memorial Walk and Run. This event has been run by Blue Ribbon Foundation since 1989 in honour of Constable Angela Taylor and all Victoria Police members that have died serving and protecting our community.

Bring your children and your dogs for a casual 5km stroll or compete for the Angela Taylor Memorial Shield in the 10km run! Join a Police, Emergency Services or Healthcare team or register with your friends and family. We look forward to bringing our biggest BankVic team yet!

/ To register, visit:  
[remember.org.au/events/angela-taylor-memorial-walkrun/](https://remember.org.au/events/angela-taylor-memorial-walkrun/)



## BankVic x Eastern Health Scholarship Celebration Event

In February, we were delighted to be able to celebrate and congratulate the recipients of the BankVic Leadership Development Scholarship and Research and Innovation Grants at Eastern Health for 2022 and 2023.

Eastern Health is a leader in research and innovation, and it is a privilege to support the development of this program through our valued partnership.

We are so proud to see how our long-term partnership with Eastern Health provides real outcomes for real people, when they need it the most. Over the last five years we have committed over \$220,000 to the team at Eastern Health, and we look forward to continuing to support the work they do, improving the lives of those in our community.



2022/2023 Recipients with Veronica, Eastern Health Foundation Director (far left standing) and Anthony De Fazio, BankVic CEO (far right standing).

## B Corp Month

March was B Corp month, and BankVic took part in the month-long campaign to celebrate how “We Go Beyond” business as usual – going further for our members so they can go further in life.

Certified B Corporations, or B Corps, are companies that meet high standards of social and environmental performance, transparency, and accountability.

To become a B Corp, a company must go through the B Corp Certification process - a rigorous assessment of business impact in the areas of social and environmental performance, public transparency, and legal accountability.

B Corp month is an opportunity for the international B Corp community to collectively champion a better way of doing business.

As a mutual Bank, BankVic has always been purpose-driven. We offer a different way of banking, where 100% of our profits are reinvested to benefit our members and the community. This commitment to the community and our members has been recognised within the B Corp certification.



BankVic achieves 50/50 split on gender in Executive Committee.

## BankVic Director Elections 2023: Call For Nominations

The BankVic Board is seeking nominations from suitably qualified and experienced candidates for the Director Elections 2023.

Nominations for three Director positions are called from eligible Members. The Constitution requires that Directors elected by the Members retire from office at the conclusion of the third Annual General Meeting after the Director was last elected by the Members.

This year the retiring Directors who are re-nominating are:

- **Debra Robertson**, Deputy Chair of the Board, having served 6 years as a Director, will be nominating for re-election for a third and final term.
- **Tony Long**, having served 3 years as a Director, will be nominating for a second term.
- **David Cowan**, having served 3 years as a Director, will also be nominating for a second term.

The Board considers that the incumbent Directors who are nominating for re-election are all independent, given their current tenure. The Constitution provides for a maximum 9-year tenure (in total) for all Directors.

Nominees must be eligible members under clause 13.2 of the Constitution.

### Important Notice To Candidates

BankVic is an Authorised Deposit-taking Institution (ADI) regulated by the Australian Prudential Regulation Authority (APRA). As such, strict standards are in place to ensure the safety of members' deposits.

The supervision by APRA, combined with the provisions of the Corporations Act 2001 as administered by the Australian Securities and Investments Commission (ASIC), results in Directors assuming legal responsibilities relating to many aspects of the organisation.

APRA requires candidates for Director positions, incumbent Directors, and other responsible persons of ADIs to comply with rigorous standards relating to their fitness and propriety to undertake and/or remain in such roles.

All nominated candidates will be required to provide personal information that satisfies the criteria relating to such standards prior to being able to stand as a candidate for election. Such standards include, but are not limited to skill, knowledge and competence; character; diligence; honesty; integrity and judgement to perform the duties of a Director of an ADI. APRA's Prudential Standard CPS 520 dealing with Directors' fitness and propriety is available at [www.apra.gov.au](http://www.apra.gov.au).

The Board is committed to high standards of corporate governance – this includes a commitment to diversity, and to ensuring the Board collectively has the range of

Nomination Forms must be signed by two eligible members who comply with the requirements of clause 13.2. If you wish to nominate for this position, please contact the Returning Officer to obtain a copy of the Nomination Form:

**RETURNING OFFICER:**  
Mr Tim Jones  
Corpvote Pty Ltd, Po Box 2432  
Fitzroy Vic 3065  
Email: [nominations@corpvote.com.au](mailto:nominations@corpvote.com.au)  
Phone: 1300 428 082 or (03) 8060 5823

Nominations and candidate declarations must be lodged with the Returning Officer no later than: **12PM ON FRIDAY 30 JUNE 2023.**

Members nominating for the election are invited to submit a personal summary, with supporting information to the Returning Officer. The personal summary may contain: a personal statement of not more than 100 words, and a recent passport sized photograph.

In accordance with the Constitution, if more nominations are received than positions falling vacant, a vote will be conducted by online and postal ballot. The results will be declared at the Annual General Meeting on 14 November 2023.

appropriate skills and experience, including in finance, governance, strategy or risk.

Persons both nominated and elected may be required to provide further information or undertakings. Those persons elected will be required to actively participate in a continuous professional development program to a level that satisfies APRA requirements to remain a Director of the organisation.

Candidates are strongly encouraged to forward their nominations and complete the requisite information requests, at the earliest possible time. Unless an assessment of fitness and propriety in accordance with APRA standards has already been made by BankVic, nominees will be required to meet with the Nominations Panel to assess their fitness and propriety to be a Director. This will occur prior to the election process.

Candidates required to meet with the Nominations Panel must provide relevant information beforehand as requested by the Nominations Committee, including a CV with covering letter briefly addressing the criteria nominated in APRA's Prudential Standard CPS 520.

**BY ORDER OF THE BOARD  
APRIL 2023**



## Monthly winners of ‘Your chance to win back your insurance premium’

**Julia Vitacca**  
Drawn 15 November 2022

**Jason Bray**  
Drawn 13 December 2022



## Winners of the Little Copper Club ‘Savings Award’

11 lucky Little Copper Club members are the winners of our Little Copper Club Savings Award, drawn on Monday 12 December 2022:

- Imogen Sheridan
- Brodie Salau
- Anthony Slee
- Hamish O’Bree
- Bridgette Andrews
- Patrick Regan
- Theodore Garson
- Riley Swinden
- Campbell Moloney
- Zachary Zaga
- Lily Normington



# BankVic has taken out six WeMoney Banking Awards for 2022, with a finalist position in another five.

The WeMoney Banking Awards recognise and celebrate the best products and innovators in Australia — huge testament to the work the BankVic team does to go further for our members.



**Winner**  
Outstanding Customer Service  
Home Loans



**Winner**  
Outstanding Customer Service  
Everyday Accounts



**Winner**  
Best Frequent Flyer Credit Card



**Winner**  
Best Rewards Credit Card



**Winner**  
Best for Value — Credit Cards



**Winner**  
Best Term Deposit



**Finalist**  
Outstanding Customer Service  
Credit Cards



**Finalist**  
Best for Refinance  
Home Loans



**Finalist**  
Best for Value Home Loans



**Finalist**  
Best for Quality Home Loans



**Finalist**  
Best for Quality Credit Cards

## Automated shortcuts 13 63 73

**Automated telephone Banking**  
/ Option 1

**Salary Package Cards**  
/ Option 2

**Account, Product, Card and  
New Member Enquiries**  
/ Option 3

**Loans/Credit Cards**  
/ Option 4

**Insurance**  
/ Option 5

## Direct email

**Insurance**  
/ insurance@bankvic.com.au

**Loans**  
/ loans@bankvic.com.au

**Administration**  
/ info@bankvic.com.au

## Branches

Victoria Police Centre  
City West  
Glen Waverley  
Monash Medical Centre  
Sunshine Hospital

## Contact Centre

/ 8am – 7pm Monday to Friday  
/ 9am – 5pm Saturday

## Account disclosure information

We've made some changes to the following disclosure documents:

Financial Services Guide, Terms & Conditions, Fees & Charges and Privacy Policy.

We recommend you review these documents, which can be found on our website: **bankvic.com.au**



## Scam Note

There is scam currently targeting banking customers, asking them to complete a transfer of funds or provide personal details, such as their SMS 'One Time Password' (OTP) or other personal information over the phone.

BankVic will NEVER call and ask you for your account details, your credit/debit card number or passwords.

If you receive a call from someone claiming to be BankVic, who is requesting your personal information (for example your SMS one time code), do not provide any information and end the call.

Crime Stoppers and BankVic have joined forces to develop an Online Safety Series – a hub of great resources to help keep you and your family safe online.

/ **For more information, visit**

**<https://www.crimestoppersvic.com.au/current-focus/online-safety/>**

