



Queensland
COUNTRY
CREDIT UNION



**annual
report** 2016/17

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2016/17 Annual Report

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11 AUGUST 2016
MOUNT ISA BRANCH WON BEST
DRESSED PREMISES FOR THE
MOUNT ISA RODEO

GROUP FINANCIAL

Highlights

Net Assets 11.38% GROWTH	Total Assets 27.94% GROWTH
2017 \$199.6M	2017 \$1.74B
2016 \$179.2M	2016 \$1.36B
Gross Loan Balances 32.69% GROWTH	Capital Adequacy
2017 \$1.38B	2017 14.31%
2016 \$1.04B	2016 14.00%
Total Deposits 23.89% GROWTH	Net Profit Before Tax 37.35% DECREASE
2017 \$1.4B	2017 \$5.2M
2016 \$1.13B	2016 \$8.3M

7 SEPTEMBER 2016
QUEENSLAND COUNTRY
CREDIT UNION FACEBOOK
PAGE HIT 10,000 FANS

13 SEPTEMBER 2016
QUEENSLAND COUNTRY HEALTH FUND RECEIVED
CANSTAR AWARD FOR OUTSTANDING VALUE -
HEALTH INSURANCE - EXTRAS QLD

CHAIR AND CEO REPORT

The 2016/17 Financial Year

The 2016/17 financial year has been a milestone year for Queensland Country, with the completion of a number of large projects and significant progress made on others. These projects clearly support our strategic goals and position the organisation for strong growth and enhanced Member focused products and services, well into the future.

The most significant project this year has been the conversion to a new Core Banking platform. This also enabled us to launch a new digital app and new websites, with enhanced online functionality. This project was the largest that our organisation has ever undertaken and was completed on time and on budget. Importantly, we now have a platform that will allow us to continue to improve our products and services and respond to emerging trends more quickly and economically than we have been able to in the past. Any project of this size is likely to experience some unexpected outcomes, and we would like to thank our Members for their patience and understanding through any impacts that affected them. Thanks also to Staff across Queensland Country, who rose to the occasion, working long hours to complete the project and to support Members following the conversion.

As noted in last year's report, we had requested regulatory approval to proceed with a merger with Cairns based credit union, ECU Australia Ltd. That approval was granted, and was followed by ECU Members voting overwhelmingly in support of the merger at their AGM in December 2016. The transfer of business took place in April 2017, with the two organisations merging at that time, with rebranding and systems integration being completed recently in the 2017/18 financial year.

The merger with ECU has assisted in growing the

Balance Sheet of the Credit Union to \$1.65billion. The Board has clear goals to achieve improved cost to income ratios and greater scale will assist with achieving those goals. As a result, we were very pleased, early in 2017, to enter into discussions with Brisbane based Queenslanders Credit Union regarding a potential merger. It was clear that both Queensland Country and Queenslanders Credit Unions, as with ECU, have similar foundational values, with focus on Member outcomes within a mutual (customer-owned) structure.

While the merger with ECU strengthens our presence particularly in North Queensland, Queenslanders Credit Union are predominantly focused in the Brisbane and Ipswich regions, with one branch in Townsville. At this time, we have completed due diligence processes and have requested regulatory approval to proceed. If approved by the regulators, Queenslanders intend to seek Member approval for the merger at their AGM in November 2017. Queensland Country will seek Member input to the merger proposal, but are not required to seek formal Member approval. If the merger proceeds, our Balance Sheet will exceed \$2billion on completion.

During the year, we have continued to invest in our branch network, with a new flagship Brisbane branch and a fully refurbished branch in Ayr with both using our latest 'retail' concept branch design which is being progressively rolled out across our network.

Our commitment to our communities was clearly demonstrated during the year in the aftermath of Tropical Cyclone Debbie. Responding to the needs of the affected areas, we directed the budgetary allocation of community grants to assist those communities, with practical assistance that made a difference to many families. We were very pleased

with the response of our Insurance partner, CGU, who had staff in key impacted areas as soon as access was allowed. Our own staff in these areas were also affected, and with our Bowen branch unable to open as a result of flooding damage, we were thrilled to see staff establish a 'pop-up' branch at a local florist, to be able to provide access to cash when the town remained without power.

The financial report provides details of the financial position of the Credit Union and also of the Queensland Country group, which includes Queensland Country Health Fund. Profit before income tax for the Credit Union increased from \$5.0million to \$6.5million. This result was supported by a dividend payment from the Health Fund with a number of one off expenses relating to systems conversion, merger projects and an increase in impairment costs on loans, predominantly relating to losses flowing from some mining communities where property values have been impacted over recent times, impacting on the overall result.

The main component of our Assets are Loans to our Members. During the year, the Credit Union grew Gross Loans by 33%. Excluding Loans transferred as a result of the merger with ECU, Gross Loans grew by 4.3%, which was a pleasing result, given the economic conditions across much of regional Queensland.

The capital ratio for the Credit Union improved during the year from 14.00% to 14.31%, well in excess of the minimum capital regulatory requirement of 8%.

During the year, we have also undertaken significant Board renewal, with Brad Webb, Mike Steindl and Paul White stepping down during the year. As a result of the merger with ECU Australia Ltd, we welcomed Greg Nucifora, John Gilbert and Tony

Williamson onto an expanded Board of 9 positions, with Deirdre Comerford also being appointed to the Board at the 2016 AGM, and Richard Kennerley being appointed to a casual vacancy in April 2017. The new Board has worked well together to ensure that your Credit Union continues to deliver on the strategic plans of the organisation, and we thank them all for their extensive contributions during a very busy period.

Queensland Country Health Fund has continued to perform extremely well, with 9.3% growth of policy holders over the financial year in a very competitive environment. During the year, we created a new brand, Territory Health Fund, to establish a small presence in the Northern Territory marketplace. Along with the Northern Territory, we will look to continue the strong growth of the Health Fund in the year ahead through expanding our presence in the Cairns region.

With significant change this year, it was appropriate to review the organisational structure to ensure that we are well positioned for future challenges. This process has now been completed and the Board is confident that the new structure places the organisation in a very strong position for the future. Queensland Country is very fortunate to have quality Staff at all levels who take great pride in the role they play. The past year has been a challenging one, with many changes as outlined in this report. The contributions of our Staff through this period have been outstanding and we take this opportunity to acknowledge and thank each staff member for their continued support over this period.

Bruno Cullen, Chair

Aileen Cull, Chief Executive Officer

1 OCTOBER 2016

NEW INTERNET
BANKING PLATFORM
LAUNCHED

1 OCTOBER 2016

CORE BANKING
CONVERSION.
PHEW! WE MADE IT

2 OCTOBER 2016

NEW QUEENSLAND
COUNTRY CREDIT UNION
MOBILE APP WENT LIVE

14 NOVEMBER 2016

BRISBANE BRANCH RELOCATION
COMPLETED AND NEW POST OFFICE
SQUARE LOCATION OPENED

21-25 NOVEMBER 2016

TOURED LAURA GEITZ THROUGH REGIONAL
QUEENSLAND SHARING THE HEALTH FUND
MESSAGE OF 'STAY HEALTHY. BE CONFIDENT'

PROFIT AND LOSS

The 2016/17 Financial Year

	Group		Credit Union	
	2017 \$'000	2016 \$'000	2017 \$'000	2016 \$'000
Interest Income	60,919	58,866	59,272	57,068
Interest expense	-26,578	25,808	-26,794	-25,986
Net interest income	34,341	33,058	32,478	31,082
Other income	115,342	104,369	32,674	27,037
Impairment loss	-1,883	1,178	-1,883	-1,178
Operating expenses	-142,582	-127,932	-56,702	-51,879
Profit before income tax	5,218	8,317	6,567	5,062
Income tax expense	-3,323	376	-1,924	-1,316
Profit for the year	1,895	8,693	4,643	3,746

	2016/17	2015/16	2014/15	2013/14	Group 2012/13
Net interest income	\$34.3m	\$33.1m	\$32.8m	\$33.1m	\$33.3m
Profit (after tax)	\$1.9m	\$8.7m	\$11.4m	\$13.3m	\$11.2m

PROFIT AND LOSS

Commentary

Operating Profit

The Credit Union saw an increase to Profit Before Income Tax from \$5,062,000 to \$6,567,000. A number of one off expenditure items were included in 2016/17, supported by a dividend received from the Health Fund. Major expenditure items included the new Core Banking System implemented this financial year, investment in a range of other IT projects, and costs associated with the merger with ECU Australia. Although these key projects of the business will bring operational efficiencies in future years, operating expenditure is expected to continue to be above trend in 2017/18 with the ECU rebranding and completion of the systems integration, continued investment in IT projects and the proposed merger with Queenslanders Credit Union.

Non-Interest Income

Non-interest income for the Credit Union increased to \$32,674,000 from \$27,037,000. Much of this increase was a result of a dividend payment from the Health Fund. Non-interest income for the Group reflected the trend of recent years, with an increase of \$11,096,000 in contribution Income for the Health Fund. This was offset by a corresponding increase in Benefits Paid to policy holders included in operating expenses.

Impairment Cost of Loans

The 2016/17 year again saw a significant increase in Impairment costs, from \$1,178,000 in 2015/16 to \$1,883,000. This cost continues to reflect the negative impact on property values in some mining communities.

Operating Expenses

Operating Expenses for the Credit Union, excluding impairment costs, increased from \$51,879,000 to \$56,702,000. This included additional staffing and other operating expenses of ECU Australia, following merger on 1 April 2017. Other increases resulted from project consulting costs (including the merger with ECU Australia), the relocation and refurbishment of branches and IT expenditure for the conversion of the Core Banking platform and other projects.

Operating Expenses for the Group increased in total by \$14,650,000, including an increase to Health Fund benefits paid of \$10,084,000, in addition to the aforementioned variances.

Interest Margin

During the year, the net interest margin was held steady at 2.22%. The Reserve Bank of Australia reduced the benchmark Cash Rate by 0.25% in August 2016 to an all-time low of 1.50%, where it remained since then. Funding from our lending continues to be sourced almost entirely from Members who have investment funds, rather than international or wholesale funding sources. We endeavor to offer market competitive rates for all Members, regardless of whether they are investing or borrowing.

Petrice Gould, Chief Financial Officer

2 DECEMBER 2016

ECU MEMBERS VOTED 'YES' TO MERGING WITH QUEENSLAND COUNTRY

12 DECEMBER 2016

NEW QUEENSLAND COUNTRY CREDIT UNION WEBSITE WENT LIVE

14 DECEMBER 2016

QUEENSLAND COUNTRY AWARDED WGEA EMPLOYER OF CHOICE FOR GENDER EQUALITY FOR 3RD CONSECUTIVE YEAR

BALANCE SHEET

The 2016/17 Financial Year

	Group		Credit Union	
	2017 \$'000	2016 \$'000	2017 \$'000	2016 \$'000
Cash and investments	302,303	259,960	246,088	211,281
Property, plant and equipment	39,064	36,561	9,653	5,616
Loans to Members (net of provision)	1,379,490	1,037,818	1,379,490	1,037,818
Other assets	19,502	23,735	14,400	14,417
Total Assets	1,740,359	1,358,074	1,649,631	1,269,132
Deposits from Members	1,482,771	1,125,545	1,493,855	1,137,198
Payable and Provisions	58,015	53,367	34,306	33,623
Total Liabilities	1,540,786	1,178,912	1,528,161	1,170,821
Net Assets	199,573	179,162	121,470	98,311

	Group				
	2016/17	2015/16	2014/15	2013/14	2012/13
Gross Loans to Members	\$1382.5m	\$1,039.7m	\$979.0m	\$1,001.5m	\$1,002.3m
Deposits from Members	\$1482.8m	\$1,125.5m	\$1,066.2m	\$1,075.9m	\$1,068.8m
Total Assets	\$1740.4m	\$1,358.1m	\$1,289.2m	\$1,287.2m	\$1,269.9m
Net Assets	\$199.6m	\$179.2m	\$170.5m	\$159.1m	\$145.8m
Capital Adequacy	14.31%	14.00%	14.25%	13.82%	13.06%

BALANCE SHEET

Commentary

Total Assets of the Credit Union increased by 30% to \$1.65billion and by 28% to \$1.74billion for the Group.

Loan balances grew by 33% to \$1.38billion. Much of this growth is attributable to the merger with ECU Australia, which took place on 1 April, 2017. Excluding the Assets and Liabilities acquired through the merger, Total Assets of the Credit Union increased by 3% and the Total Assets of the Group also increased by 3%. Gross Loans excluding ECU increased by 4%, which was a pleasing result given economic conditions in our region.

Loans funded during the year increased from \$196.8million in the prior year to \$202.5million.

Total Equity for the Group increased from \$179million to almost \$200million, an increase of 11.4%.

Liquidity levels closed at 30 June at 14.74% having been managed within Board appetite during the year, with an average level of 16.13% and a minimum level of 14.18% of adjusted liabilities. Funding has again been sourced primarily from Member deposits made up of fixed term deposits (43%); at-call deposits (53%); and Retirement Savings Accounts (4%). Capital Adequacy finished the year at 14.18% (2016 14.00%), following solid growth achieved again during the year.

Petrice Gould, Chief Financial Officer

17 JANUARY 2017
FIRST LEARN EARN LEGEND TRAINEE COMMENCED THROUGH PARTNERSHIP WITH NORTH QUEENSLAND COWBOYS

23 JANUARY 2017
BECAME MAJOR SPONSOR OF INSPIRE - NEWS LIMITED'S NEWS IN EDUCATION PROGRAM

DOUG CANNON
MEMBER

"I really enjoy being with the Credit Union. They've done a lot for people. It's good service, they look after you. I'm in the Health Fund now; I've been in there for 41 years. The Health Fund is very good. I think they play an important role for Townsville and people all over Queensland, I really do. They've helped a lot of people out."



BUILDING A BETTER QUEENSLAND

For over four decades, Queensland Country has been working with you as an independent, customer owned organisation to provide better and fairer financial and health insurance services.

We like to make every year count and are always proud to reflect on the achievements we've had over the last twelve months. And what a time it has been – from embarking on a project to upgrade technologies to give you the best banking experience now and into the future to celebrating Queensland Country Health Fund's fortieth birthday and supporting many of you through some of the worst natural disasters in recent memory, 2016/17 has been one of the biggest years we've had.

We're proud to share some of the years' biggest achievements with you.

GROWING YOUR BUSINESS

Queensland Country Credit Union and Queensland Country Health Fund's continual growth over almost five decades shows that there has always been – and continues to be – a genuine need and demand for an alternative to the big banks and health funds.

You've always appreciated our commitment and focus on providing you with a better experience and ensuring that your interests are protected remains the heart of what we do at Queensland Country.

BUILDING A BETTER CREDIT UNION

We have continued to grow your banking business by merging with other credit unions who share our Member focus and fairer banking ethos. We know that we're better together and the strength of a larger credit union in Queensland will help ensure that there is a strong alternative to the big four banks for all Queenslanders.

This strategy has resulted in Queensland Country growing to be the second largest credit union in Queensland and achieving our strategic growth targets sooner than projected in the strategic plan.

But it's not just about our assets. We carefully consider mergers to make sure that we are protecting your personal interests too. Not only do you benefit from an expanded branch network but the more we grow, the better rates and range of products we can deliver to you.

1 FEBRUARY 2017

NEW QUEENSLAND
COUNTRY HEALTH FUND
WEBSITE WENT LIVE

17 FEBRUARY 2017

QUEENSLAND COUNTRY
HEALTH FUND TURNED 40

Welcoming ECU to the Queensland Country Family

ECU shares Queensland Country's heritage as a credit union whose foundation was built on being an employee's branch in the 1970's. After almost twelve months of Member and regulatory consultations, we officially welcomed ECU's 11,000 Members to Queensland Country in April 2017 with the final stage of the transition completed in September.

Proposed Merger with Queenslanders' Credit Union

In early 2017, we announced plans to merge with Queenslanders' Credit Union. They share our community focused, customer owned philosophy and will enable us to expand our local footprint in to more regions of Queensland, particularly regional areas in the south of the state.

CREATING A BETTER BRANCH EXPERIENCE

We've continued to roll out our concept branches across the state, with a refurbishment in Ayr and relocation in Brisbane.

Burdekin Branch Upgrade

Our Ayr branch opened on Queen Street in 1979 and we've been proud Members of the local community for the past 38 years. That's why we didn't just give you a better branch experience in the Burdekin when we completed the refurbishments in April, we gave back to the local community too.

We engaged local businesses to complete the work where possible and ran a competition for a lucky Member and their chosen charity or community group to each receive \$2500 to celebrate.

Brisbane Branch Relocation

Queensland Country is now in the heart of Brisbane CBD. Our Brisbane branch moved to its new home in Post Office Square in late 2016. Whether you live in the south-east corner or like to visit the branch when passing through Brisbane, we're now within one block of the Queen Street Mall and Central Train station.

The branch doesn't just have a stylish look and feel, we've also fitted it out with thoughtful touches for you like wireless charging stations so you can stay connected while visiting.



BRISBANE'S NEW BRANCH LOCATION

BETTER RATES FOR YOU

It's not just service that sets us apart. It's also important that we bring you, our Members, the most competitive rates and products that genuinely improve your life and help you reach your goals.

#NewCarFeels

We don't just give you better rates – we also give you better inclusions. For example, you can get the same low interest rate, low fees and flexible repayment options on a “nearly” new car as you can on one you drive out of the dealer's show room on the same New Car Loan.

Ultimate Home Loan Package

Too often consumers have to choose between low interest rates or great inclusions on their mortgage. And given that there can be thousands of dollars in difference between how much you repay on any given home loan, we don't think that's a choice you should have to make. Our Ultimate Home Loan Package combines many of your favourite features in one flexible mortgage.

We Make Time for You

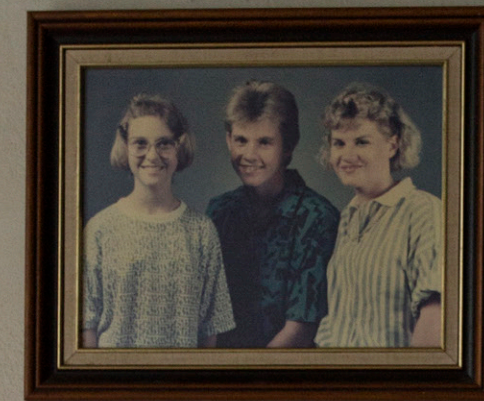
Our branches are built around providing a comfortable environment for you to chat with us about your banking needs. From balancing the budget, to buying a home, our friendly and knowledgeable branch, call centre and online teams can help to translate the jargon and make sure that your money is working for you. We work for the benefit of you, our Members, to help you achieve your financial goals.

18 FEBRUARY 2017

QUEENSLAND COUNTRY
HEALTH FUND MASCOT
'ROSIE' LAUNCHED!

27 FEBRUARY 2017

CAIRNS CQUNI STUDENT, TSHINTA
GRACE, AWARDED QUEENSLAND
COUNTRY SCHOLARSHIP



BILL CUMNER MEMBER

“We're so fortunate that we've come this far. If you'd asked me even the chances of having what we've got here today in 2017...unbelievable.

“And that doesn't just happen. It's not only having Johnathan Thurston on your window, it's the people in the organisation and the quality of them.”

RACHEL MOODIE MEMBER

"I find Queensland Country better than any banks because they know me, they know who I am - you walk in and people recognise your face. It has a community feeling.

"I can email the guy who set up my SmartBudget account and he replies that day. It's like having a personal banker."

13 MARCH 2017
TRAINEE COMMENCED
THROUGH PARTNERSHIP
WITH MACKAY CUTTERS

17 MARCH 2017
TERRITORY HEALTH
FUND LAUNCHED

GROWING YOUR TECHNOLOGY

We love to see you in our branches, but we also want to make sure you can manage your money your way. Whether you come in to see us, sit down at your desk or log on from your phone, we've invested in the future over the past year with upgrades to make it easy for you.

RECOGNISING YOUR PATIENCE

Some of the technological projects we've undertaken over the past twelve months have been significant, and while we made every effort to minimise any impact or inconvenience for you, we acknowledge some Members did experience difficulties at times. We wish to extend a heartfelt thank you for your patience and understanding and sharing our excitement for a new era for Queensland Country.

OUR NEW WEBSITES

In December 2016, we unveiled a new look Queensland Country website. The project team worked hard with the developers to make sure that not only is the content laid out in a way that's easy for you to find the information you're looking for but the whole website is responsive to work on any device from the largest computer screen to the most compact smart phone. The technology upgrades and security behind the scenes on the websites also allows us to continually provide you new features, services and capabilities online that we are excited to continue to work on for you into the future.

20 MARCH 2017

HEALTH FUND MOBILE
APP WENT LIVE

THERE'S AN APP FOR THAT

We know how much you want to be able to manage your banking and health fund needs on the go. Our new apps - for both Queensland Country Credit Union and Queensland Country Health Fund - give you all the functionalities of the website platforms from the convenience of your smart phone including the ability to make health fund claims. They're available for free download for both Apple and Android users.

A NEW WAY TO BANK ONLINE

We also unveiled an enhanced internet banking experience for you this year. While the new look was a refreshing change and provides a more streamlined, user friendly experience, the best part about the upgrade was the enhanced functionalities the service now provides.

SETTING UP TECHNOLOGY FOR THE FUTURE

Perhaps the biggest technological project we embarked on over the past twelve months was an upgrade of our Core Banking system. This software is the way that we manage your money and all our Member accounts and information. Embracing this new technology for the behind the scenes management of your banking means that we can continue to expand on the services we provide you both now and into the future.

I use the app to show my ten year old how much money is in her account. I think teaching kids money awareness and being responsible for their money is important and Queensland Country helps with that.

WENDY COLLINS
MEMBER





OUR NEW MASCOT ROSIE, THE RED DELICIOUS APPLE

It's the people.
You've got to bank
with Queensland
Country for the
people, the service
and the after
support you get
for everything. ”

PROTECTING YOUR HEALTH

Queensland Country Health Fund turned 40 in 2017 and we celebrated the milestone with a number of wins for our Members. Not only did we share in some of the technological upgrades of the Queensland Country group with a new look website, online Members area and app but we also welcomed a sister fund to our banner and more.

INTRODUCING TERRITORY HEALTH FUND

Queensland Country Health Fund's roots are deep in regional areas - we were founded in Mount Isa in 1977. We understand that the health needs of people in regional and remote areas can be different to their city counterparts and that people want genuine value. That's why Queensland Country Health Fund now offers private health insurance, under the brand Territory Health Fund, specifically for residents of the Northern Territory. To find out more about this service and how we're helping the top end, visit territoryhealth.com.au

FIVE STAR RECOGNITION

In 2016, Queensland Country Health Fund was awarded five stars by CANSTAR for having Queensland's most 'Outstanding Value for Health Insurance - Extras QLD'. CANSTAR are an independent body who reviewed 98 policies from 18 health funds to rank how private health insurance delivers value. We develop our policies for you not the accolades, but we're proud to be recognised for providing you with affordable value that delivers the benefits you need.

MEET OUR MASCOT ROSIE

Queensland Country Health Fund's motto is 'Stay Healthy. Be Confident' and who better to help us bring that message to the people than Rosie, our first mascot. This red delicious apple helps bring our motto and values to life and can be found representing your Health Fund at local events, expos and sporting game days around the state. Rosie is very friendly and loves to say hello so make sure you make her feel welcome as part of the Queensland Country Health Fund family when you see her out and about.

WENDY COLLINS MEMBER

"Because of the service I got for my children and being a Health Fund Member, I set up my business accounts with Queensland Country. Queensland Country supports local business."



22 MARCH 2017
TERRITORY HEALTH
FUND WEBSITE
WENT LIVE

23 MARCH 2017
BECAME MAJOR
SPONSORS OF
FNO FC HEAT

It's a local Queensland organisation that gets involved with local community things around Queensland.

MORRIS JOYCE
MEMBER

”

BUILDING YOUR COMMUNITIES

People are at the heart of what we do at Queensland Country. We live and work along side you in regional towns and centres across the state.

Community development and personal growth is at the core of what we do and to us, providing great service and value to you is only part of it. We proudly contribute to the communities we live in via our Community Grants Program and a number of strategic partnerships to better and support you.

COMING TOGETHER WHEN IT MATTERS

When TC Debbie hit the Whitsunday region in March this year, like so many of you, Queensland Country branches and staff were impacted too. Our Bowen branch was damaged during the storm and while we knew you'd understand why the branch was closed, local Area Manager Ross Meier also knew you needed us.

Our pop up branch opened in the days following the cyclone, operating out of Floral Notes florist, giving Members a way to access funds and insurance assistance.

PASSIONATE ABOUT SPORTS

Whether it's a grass roots community organisation or a national sporting team like the North Queensland Toyota Cowboys, we love sports as much as you do and are proud to support a number of local Queensland teams and events including but not limited to:

North Queensland Toyota Cowboys

As the official banking partner for the North Queensland Toyota Cowboys, we work closely with them throughout the year on initiatives that bring you opportunities to engage with the team such as home game ticket giveaways (including entry into our Corporate Box), cash prizes with our Bring Home the Bacon campaign and money can't buy experiences to get up close and personal with your favourite football players.

Our partnership also supports the Cowboys in delivering important community programs that they deliver in the community such as Learn Earn Legend!



MOUNT ISA BRANCH GOT IN TO THE FESTIVAL SPIRIT AND COMPETED IN THE TOWN'S BEST DRESSED BUSINESS COMPETITION.

Northern Pride

Based in far North Queensland, this is the feeder club for the North Queensland Toyota Cowboys and has achieved admirable success in state wide rugby league competitions like the Intrust Super Cup.

Mackay Cutters

The Cutters are central Queensland's expansion club and provide regional Queensland rugby league players the opportunity to play at a semi-professional level around the state.

Townsville Fire

Queensland Country Health Fund are a Major Sponsor of the Townsville Fire and the naming rights supporter of the Townsville Fire Academy, a pathway program that helps coach and develop the future star players of the Women's National Basketball League. Players come from all over Queensland to experience coaching from the Townsville Fire and other experiential match day experiences.

Townsville Running Festival

Queensland Country Health Fund's sponsorship of the 5k Corporate Challenge at the event means that entrant fees and fundraising are donated to local charity groups.

PASSIONATE ABOUT EVENTS

Mount Isa is our hometown and the annual Mount Isa Mines Rotary Rodeo has become one of the most iconic events on the Queensland calendar. Its heritage exceeds our own, founded in 1959, and it has become more than a rodeo, it's now a week-long festival and celebration of all things that matter to the west. Your Mount Isa Branch got in to the festival spirit and competed in the town's Best Dressed Business competition, taking out the top gong with a display that saw the entire Branch transformed in to a scene from the Outback with the theme of 'Love our Land'.

This year, we ran the Queensland Country Credit Union Fanzone, letting people get up close and personal with some of the rodeo's star competitors.

Did you catch our interview with our Tully born professional bull rider (and Queensland Country Member) Michael Smith on our website before this years' event?

On the subject of Best Dressed Business competitions, Charters Towers was not to be outdone, taking out the top honours in their town for the Charters Towers Country Music Festival later in the year.

COMMUNITY GRANTS

For over ten years, Queensland Country has given back to your local communities with grants of over \$2million being delivered to not for profit groups and associations. These groups are the lifeline of the community, particularly in some of our regional towns, and while the services and support they provide is invaluable, they are often strapped for resources and have limited fundraising opportunities.

This year, in the wake of the devastation left by TC Debbie and the storms and floods that followed a decision was made to distribute the grant funds to community groups in affected areas who could make a difference to the families and community groups of those communities who had been affected.

31 MARCH - 1 APRIL 2017

OPERATED TEMPORARY POP-UP
BRANCH FROM FLORIST IN BOWEN
AFTER TC DEBBIE HIT

EMMA GELLING MEMBER

“We went with Queensland Country because we wanted to be a part of a smaller bank, the rates were better and it’s more personal. When you walk into a bank, they don’t care. When you walk into Queensland Country they want to know how your day is and want to know about you.”

INVESTING IN PEOPLE

People are the profit of a Member owned organisation like Queensland Country. From supporting you and your goals to making sure you have the best team of staff to help you, people are what matter most to us.

FOSTERING THE LEADERS OF THE FUTURE

Queensland Country is a proud supporter and participant in Townsville Enterprise’s Emerging Leaders’ Program. This development and mentoring program is designed for the leaders of tomorrow and helps to ensure that North Queensland industry and workforce has a pool of experienced, confident talent to drive the region forward.

The exposure to the training and guidance that the program gives is difficult for regional employees to get without relocating to a major city. In addition to providing sponsorship to the program, we also proudly put our own developing leaders from Queensland Country through the fourteen-month development course.

CQUNI SCHOLARSHIP

We care about Queensland business and part of that – and our commitment to you – includes helping to ensure that there is a skilled and qualified workforce in regional Queensland. We’ve partnered with CQUni, a regional tertiary education provider with campuses across Central and North Queensland as well as a flexible distance education model, to provide a scholarship every year. This

years’ recipient Tshintia Grace from Cairns is currently undertaking a double degree Bachelor of Accounting and Business with our support.

INDIGENOUS TRAINEESHIP PROGRAM

Our support of the North Queensland Toyota Cowboys isn’t limited to their sporting prowess – we love that they share our commitment to a better Queensland through community based initiatives. The Cowboys’ Learn Earn Legend! Program aims to provide indigenous students enrolled in senior high school with support to finish their schooling and move onto additional training or employment. We have a Learn Earn Legend! trainee based in our Willows Queensland Country branch in Townsville.

GENDER EQUALITY AWARD FOR EMPLOYER OF CHOICE

Queensland Country is among 90 Australian workplaces to be recognised as a WGEA Employer of Choice for Gender Equality. This award shows our commitment to providing a flexible workplace that supports men and women in their family and work commitments.

“It’s like a big family more than a bank. I think it’s because we’re Member owned.”

1 APRIL 2017

ECU AUSTRALIA LTD MERGED WITH QUEENSLAND COUNTRY. REBRAND AND BANKING CONVERSION OF ECU WOULD HAPPEN AT A LATER DATE.

10 APRIL 2017

AYR BRANCH REFURBISHMENT COMPLETED AND NEW BRANCH OPENED

WITH THANKS TO OUR BOARD

Queensland Country is privileged to have some of Queensland's most astute and successful business people helping to guide our organisation through serving on our Board. Please join us in recognising the contribution that our Directors make to the governance, growth and direction of Queensland Country.

This year, we'd like to make mention of and formally welcome a number of new additions to the Board of Directors.

Deirdre Comerford is a former Mayor of the Mackay Regional Council, and brings over eighteen years of local government experience in addition to a long history serving as Chair, Company Secretary and Director for a number of organisations.

Greg Nucifora served as the Chairman of the ECU Australia Ltd Board until the merger and is a private client advisor with Bell Potter Securities in Cairns.

John Gilbert has a strong background in financial services spanning over 30 years including senior key management positions with MyState, CUSCAL and Members Australia Credit Union. John has extensive Board experience and he is currently a Director of QBE Australia and Macquarie Point Development.

Tony Williamson served as a Director of the ECU Australia Ltd Board until the merger and is the broker/owner of Remax Real Estate Services in Cairns. Previously an accountant with Price Waterhouse, Tony has been recognised both nationally and internationally for his achievements within the real estate industry.

Richard Kennerley brings with him extensive executive leadership and strategy experience gained in domestic and international banking and across a broad range of diverse industries. He is also on a number of other high profile Boards including Holy Cross Laundry, Brisbane Broncos Leagues Club and Australia China Business Council.

We look forward to working with Diedre, Greg, John, Tony and Richard in the new chapter of Queensland Country.

We sadly bid farewell to Paul White, Brad Webb and Mike Steindl throughout the year also. We thank them for their dedication to Queensland Country and wish them all the best for the future.

MORRIS JOYCE MEMBER

"I've been with Queensland Country for over twenty years and I find that it's a friendly organisation. People listen to you, you get to know people, you get to know the staff.

I find it's just a good organisation so I try to suggest to people that they should go along and join."



2 MAY 2017

CHARTERS TOWERS BRANCH WON BUSINESS DISPLAY FOR CHARTERS TOWERS COUNTRY MUSIC FESTIVAL AND TEN DAYS IN THE TOWERS

2 MAY 2017

ANNOUNCED PROPOSED MERGER WITH QUEENSLANDERS CREDIT UNION

26 MAY 2017

AWARDED HOST BUSINESS OF THE YEAR AT THE TORGAS 32ND APPRENTICES AND TRAINEES ANNUAL AWARDS

29 MAY 2017

COMMUNITY GRANTS CONFIRMED FOR AREAS AFFECTED BY TC DEBBIE AND STORMS THAT FOLLOWED



Queensland
COUNTRY
CREDIT UNION

Queensland Country Credit Union Limited ABN 77 087 651 027
AFSL/Australian Credit Licence 244 533
Queensland Country Health Fund Ltd. ABN 18 085 048 237