



January 2021



# Here's to fresh starts

Wishing you a happy new year

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

# Catch up with Michael Anastasi

**MICHAEL ANASTASI**  
**CEO**

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**On behalf of all of us at Qudos Bank, I would like to wish our customers a happy new year! We hope the year ahead brings positive health, wealth, and happiness.**

2020 was a year like no other, with the devastating bushfires that ravaged communities at the start of the year followed by a pandemic that was unpredictable and changed the outlook for the rest of the year. Our focus of supporting our local communities and the financial wellbeing of customers became even more important than ever. We launched a number of helpful resources available to customers during these uncertain times, including our 'Money Moments' video series, 'Fraud Hub' and helpful articles in the MyQ Newsletters throughout 2020, all of which are all still available on our website [qudosbank.com.au](https://qudosbank.com.au).

## Celebrating 100 years of Aviation

Aviation remains an important part of our history and we are proud to support Qantas as it celebrates its centenary year. We're also a proud sponsor of the Qantas Founder's Museum program of events in 2021. These events will recognise the journey of Qantas in becoming an iconic name in Australian history and we look forward to celebrating together in the coming year.

## Supporting a more sustainable future

After the devastating bushfires, we were proud to donate \$150,000 to three different charities toward the recovery and restoration of various regions across Australia. We were honoured to be able to give back to these charities as corporate social responsibility remains an important part of our ethos. We were humbled to have received a very special thank you video message from one of the charities, Reforest Now who focus on forest restoration, to view the video and more information on this donation, please head to our website [qudosbank.com.au/AboutUs/CSR/CharitiesWeSupport](https://qudosbank.com.au/AboutUs/CSR/CharitiesWeSupport).

## Providing award winning value

As we reflect on 2020, we are extremely proud to have been awarded Canstar's Customer-Owned Bank of the Year and MOZO's Australia's Best Large Mutual Bank for 2020 and more recently Product Review Award for 2021 in the banking sector thanks to the outstanding customer service provided by employees and ongoing support from our customers. Qudos Bank was also awarded the Voice Projects' Best Workplace award, recognising workplaces who have excellent management practices and highly

engaged workforce with a high level of employee satisfaction. We would like to thank our employees for this achievement, as they are the driving force behind our ability to deliver outstanding service and value to our customers.

## The year ahead

As we become more reliant on digital services to perform everyday tasks, we are continuously working on enhancements and solutions for improving customer service and ease of banking within our digital platforms. We will continue working towards integrating robotics and artificial intelligence within our business, to streamline internal processes and systems. Keep an eye out for improvements to our Mobile App and Online Banking, as well as a new public website which will be undergoing a digital makeover in quarter 2 of 2021, providing functionality and navigation improvements for customers.

## Thank-Q

I would like to thank all our customers for your ongoing support, we look forward to continuing to provide high quality banking and outstanding service to you in the year ahead.



We donated \$150,000 to three different charities towards the recovery and restoration of various regions across Australia



# Tech talk with Dave

**DAVID BRIDGES**  
**CHIEF INFORMATION OFFICER**

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**Since my last update in this publication, we have been working on several new features to improve your banking experience.**

New features and enhancements will be introduced in the app over the coming weeks.

Need a copy of your transaction history? You will be able to easily export your transaction history direct from the app, select your preferred from date and choose from 3, 6 or 12 months of transactions.

We have listened to recent feedback from customers relating to previous app changes and will be reintroducing the log out button to the top left hand corner of the app and will also include a “return back to dashboard” button to make it easier to navigate through the app.

Other features and enhancements include the ability to customise your app dashboard by selecting up to four frequently used shortcuts in the ‘settings’ tab and you can view your account interest paid, earned and tax withheld details in the ‘manage accounts’ section of the app.

## **Dave’s Tech Tip for the new year:**

When it comes to planning for the new year, budgeting apps can be very helpful to work towards your financial goals. There are now many apps available which enable you to budget easily using your smartphone with features including the ability to set spending limits, track expenses and set up alerts when you are close to reaching your limit.

There’s a wide range of budgeting apps on the market, so it’s worth doing some research to find one that’s right for you.

For FAQs and to find out more about our Mobile Banking App and Online Banking updates visit [qudosbank.com.au](https://qudosbank.com.au).

# Open letter

from our new Chair

**BARRY JACKSON**  
**CHAIR**



## Dear Qudos Bank Customer

Each year the Board of Qudos Bank reviews our leadership positions and committees, considering succession planning, Board renewal and the strategic needs of our organisation.

At our last Board meeting, Mark Boesen indicated his intention to step down from the Chair position after serving at various times as Deputy Chair and Chair totalling almost 20 years. Mark will continue to serve on the Board as a Director until the end of his term in 2021 and we would like to thank him for his leadership and continued contribution.

Following this decision, I was honoured to be named the Chair of Qudos Bank and Andrew Leithhead was appointed as Deputy Chair.

Having been a member for over 33 years I am humbled by this honour. I thank the Board for their support and will endeavour to continue the tremendous work that Mark has been able to achieve during his time at the helm.

From the creation of the Qantas Staff Cooperative Credit Union in 1959, when 14 Qantas Staff Members held the first meeting on the 16th of November of that year, to where we are today is a huge testament to the men and women who came before me. Ironically the 16th of November is significant in the Qantas Airways story as well as it celebrated its centenary this year. The events of 2020 are not exactly how everyone would have liked to have celebrated this



Having been a member for over 33 years I am humbled by this honour

milestone, but it must be acknowledged for the great achievement that it is. While both Qudos Bank and I have a long and proud history with Qantas, our bank has continued to grow and evolve so that we are now a Bank where all Australians can become part of the Qudos family.

I take up the role as we emerge from one of the most challenging times in living memory, but I am confident we will continue to contend with any challenge put to us because of the faith I have in our employees and management team, lead by our CEO Michael Anastasi.

I am a strong advocate of Customer-Owned Banks and the reasons that we exist. We are fortunate that we don't have to decide between customers and shareholders and we will always put the customer first. I am also very strongly aligned with our employees, who are the driving force behind our organisation. We will continue to empower them to go the extra mile to address your needs. Let me reassure you that I am genuine in this endeavour so that through your experiences with us you will be the best advocates for your Bank.

As we enter 2021, I am positive about the future and believe that there is nothing we can't achieve together.

# It pays to have a savings plan

A 7-step guide



2020 may have impacted even your best laid plans. A good way to prepare for a better 2021 is to consider your savings goals in advance. The right savings goals can help you pay off debt and provide security for any future 'rainy days'.

Start 2021 off on the right foot with this 7-step guide to creating effective savings goals:

## 1. Set your goals

It may sound obvious, but before you can plan your route, you need to know your destination. When it comes to savings goals, it's often a good idea to separate them out into short-term, medium-term and long-term goals.

Some examples of goals could include:

- Savings to pay off debt
- Saving for a holiday
- Buying a home or investment property
- Saving for retirement

It's a good idea to make your goals as specific as possible and do your best to figure out exactly how much they'll cost you down to the last dollar –precise goals can feel more tangible and mean you're more likely to work towards it successfully.



A 'rainy day', or emergency, fund can reduce feelings of angst around financial security by helping to ensure that any unexpected expenses can be covered

## 2. Build yourself a buffer

A 'rainy day', or emergency, fund can reduce feelings of angst around financial security by helping to ensure that any unexpected expenses can be covered. The Qudos Bank [Bonus Saver account](#) is perfect for helping you save your rainy day fund with no account fees and up to 1% interest paid on your balance (earn a 0.05% pa base rate on all balances, plus if you make no withdrawals in any calendar month you'll receive an additional 0.95% pa on your savings).

## 3. Set a workable plan

Now that you've set your goals and saved your rainy-day fund it's a good time to consider making a plan.

You can start by getting a good picture of your financial situation. Take a close look at your monthly expenses and figure out if you're doing any unnecessary spending. Seemingly small expenses can add up to surprising amounts over time. If you find that you're spending more than you thought, it's worth considering how you can reduce expenses in order to increase your savings.

Next, calculate how much you can realistically afford to put aside each month in savings. Compare that to the dollar amounts you've assigned each of your goals and you'll be able to figure out when you'll be able to reach each one.

## 4. Consider automating your savings

Saving is best when it's easy. Automatic payments that transfer to your savings account on payday can take all of the thinking out of it and ensure that you always remember to 'pay yourself first', rather than trying to save what's left at the end of your pay cycle.

You may notice the slight drop in income at first, but many people find that they quickly adjust to automated savings and enjoy seeing their savings balance grow.





The better your plan,  
the quicker you'll reach  
your goals

## 5. Reward yourself

One of the most satisfying parts of being a good saver is being able to reward yourself when you hit a significant milestone. Build in some savings to spend guilt-free on something you enjoy when you hit a savings target and you'll be more likely to stay disciplined and stay on track towards your goals.

## 6. Maybe you need some extra assistance?

The better your plan, the quicker you'll reach your goals. With that in mind, it might be helpful to get some expert advice. A good financial advisor can help you figure out:

- How you can cut costs
- Which tools will help you reach your goals
- What you should invest in
- Which insurance you need to protect yourself
- How much you'll need for retirement
- What to do with your super

[Qudos Bank's wealth management service](#) with Clearview Financial Advice offers expert advice and guidance to help you set, and then work towards, your financial goals.



## 7. Keep moving forward

Even with the most careful planning and the best intentions, it can be difficult to stick to a savings plan perfectly. Life can get in the way.

While you may not be perfect all the time, it's important to keep moving in the right direction, even if you slip slightly. Keep in mind what you want to achieve, stay disciplined with spending and putting money aside and keep rewarding yourself when you hit goals and you should end the year in a better place than you started.

# AGM Results 2020



The 61st Annual General Meeting of Members of Qudos Mutual Limited trading as Qudos Bank ABN 53 087 650 557 was held on Wednesday 25 November 2020



**We would like to thank everyone who tuned into the virtual event. The results of the business at the AGM are as follows:**

#### **Item 4: Election of Directors**

We would like to congratulate Andrew Leithhead and Joe Dicks on their re-election and thank Terry McGuirk for standing for election.

#### **Votes**

Terry McGuirk: **585**  
Andrew Leithhead: **851**  
Joe Dicks: **726**

**Item 5 Special Business:** (a) Resolution 1 - Amendments to Qudos Bank's Constitution to enable Qudos Bank to meet the definition of "mutual entity" under the Corporations Act.

*Special Resolution 1 was carried*

#### **% of Valid Votes**

Votes cast 'FOR' the motion: **90.56%**  
Votes cast 'AGAINST' the motion: **9.44%**

**Item 5 Special Business:** (b) Resolution 2 (Contingent Resolution) – Amendments to Qudos Bank's Constitution to permit issuance of mutual capital instruments (MCIs).

*Special Resolution 2 was carried*

#### **% of Valid Votes**

Votes cast 'FOR' the motion: **86.64%**  
Votes cast 'AGAINST' the motion: **13.36%**

# Win one of twenty \$500 gift card vouchers\*



WesternUnion WU

Business  
Solutions



“Thank you, Qudos Bank, our family is overwhelmed by the surprise win and look forward to buying an air conditioner with the money. This summer will be blissful, and my kids are so excited.”

Sandra, winner of the Western Union Christmas Comp.

Send or receive money overseas by a telegraphic transfer using our International Payment service, powered by Western Union Business Solutions, between 18 December 2020 and 25 January 2021 and you'll go into the draw to win a \$500 gift card voucher.

Visit [qudosbank.com.au/winwithwesternunion](https://qudosbank.com.au/winwithwesternunion)

\*Promotion starts 19 December 2020 9:00 AM AEDT and closes 25 January 2021 11:55 PM AEDT. Entry to the Promotion is open to Australian residents in all eligible states/territories who fulfil the method of entry requirements/eligibility requirements. Prize is one of twenty \$500 gift card vouchers. Entrants can win a maximum of one prize in the Promotion. Prize draw 10.00am 1 February 2021. Winners will be notified via Email or Phone by 3 February 2021 and published on <https://www.qudosbank.com.au/WinwithWesternUnion>.

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# Customer rewards

Giving back to our customers is an important part of the Qudos Way. This is demonstrated through our products, service and member competitions. During 2020 we were humbled by our customers ability to adapt and thrive during these unconventional circumstances. We celebrated the creativity of our customers entries in our 'Entertainment Begins at Home', 'DIY Dad' and 'Home is Everything' competitions demonstrating many of the joys that are available in our own backyard.

Congratulations again to everyone that shared how they are spending their time at home and to the winners. Here's what one of our winners had to say;

"Thanks to Qudos Bank and all who selected my video. A real treat for me as I never win anything and this I only did because I thought what the heck, I had fun doing this, submit it. During COVID, I have realised how resilient people in Australia are. I could not fly away overseas as I have been doing so instead have seen some beautiful sights here in my own state of Queensland. Things I thought I'd do at a later date which if one can dare say thanks to this virus, I have now done with more planned. Thank You Qudos Bank."  
Jerry P. 2nd Place Home is Everything Competition.

To stay up to date with our latest competitions follow our Facebook page [facebook.com/qudosbank](https://facebook.com/qudosbank)



## Time to try something new

Our lowest Fixed Rate Home Loan yet

**2.19%**<sup>^</sup> p.a | **2.68%**<sup>^</sup> p.a  
3 Year Fixed Rate | Comparison Rate



1300 747 747

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

<sup>^</sup>#Loans are subject to approval. Normal lending criteria, terms and conditions and fees and charges apply. Mortgage insurance is required for home loans over 80% and is subject to approval. <sup>^</sup>Rate based on new owner-occupied home loans for established homes fixed for 3 years, with a deposit of 20% or more received from 17/11/2020, with principal and interest repayments. Fixed rate may change prior to funding. On expiration of the fixed rate period, the interest rate reverts to a variable rate currently 2.84% for Owner Occupier and 3.14% for Investment home loans. #WARNING: Comparison rates apply only to the example or examples given. Different amounts and terms will result in different comparison rates. Costs such as redraw fees or early repayment fees and cost savings such as fee waivers are not included in the comparison rate but may influence the cost of the loan. Our comparison rate assumes a loan for an owner-occupied established home of \$150,000 with a 20% or more deposit, a term of 25 years and a monthly repayment frequency, with principal and interest repayments. Before opening this home loan with us, you should read our Financial Services Guide and to see our terms and conditions, call us on 1300 747 747. Rates current as at 17/11/2020. ABN 53 087 650 557 AFSL/Australian Credit Licence 238 305. | BSB 704 865.



# Meet the Branch

## Hunter Street Branch Team – Essential service/open during COVID.

Our Hunter Street branch sits in the heart of the Sydney CBD and has been serving customers for the past 13 years, from home loan assistance, professional advice or help with everyday accounts. As an essential service provider, our team at the Hunter Street Branch have continued to work in the branch throughout the pandemic to help customers with their financial needs.

We caught up with Branch Manager, Sashin, to share her experience over the last year and to welcome the new year ahead.

### How has working in the branch changed over the last year?

- In our Branch we are now more aware of each other's and our customers health and safety. Cleanliness and social distancing has become the norm, with limits in place for customers in branch and the branch now utilising sneeze guards to protect our teams. We are very grateful that our customers are very understanding and know the importance of the new measures.



**BACK ROW**  
DENIS BUYAKU, ANISH SINGH

**FRONT ROW**  
MARICEL DIONISIO, SASHIN NATH, MALIANA FELICE

### What technologies have been implemented to help work with and manage the needs of customers?

- > Being someone who has been in the banking industry serving customers face to face for over 20 years, COVID has really brought change to the way I work. We have started organising mortgage interviews over Zoom and Skype for customers who are working from home as now they have time to discuss banking during business hours. We have also moved to using Microsoft teams, Zoom and Skype to facilitate Branch meetings with our colleagues in head office and also interstate branches.

### What do you miss most about pre-pandemic life?

- > I have grandchildren and also my mum is residing in aged care. I do communicate regularly with them via FaceTime, however it's not the same as having my grandchildren sitting on my lap or reading them a bedtime story. I also miss not giving my mum a big hug and having tea with her in person.



It's important to stay positive and happy, and never give up to make things better

### What's one of your new year resolutions?

- > To spend more time with my family, one of the things I missed was not being around my loved ones. As well as this, I would love to take a trip interstate now that borders are open, I have missed the excitement of travelling in an aeroplane.

### What's the one piece of advice you would give customers going into the new year?

- > It's important to stay positive and happy, and never give up to make things better.

Visit our Hunter Street Team at Mezzanine Level 5 Hunter Street Sydney, from Monday to Friday, 8.30am – 4.30pm.



# Around the traps

ANTAR CHAHINE  
CHIEF RISK OFFICER

## Did you receive a suspicious email, text or call last year? Or perhaps you fell victim to a scam?

If you said yes, then you're not alone — hundreds of thousands of scams were reported in Australia in 2020. In fact, scam activity increased sharply last year, with scammers using the uncertainty created by the pandemic to ask for payment details and stealing identities by impersonating COVID-19 contact tracers, the ATO, Netflix, and more.

During the first 10 months of 2020, there were 173,726 scams reported which is almost 6,000 more cases than reported in 2019<sup>1</sup>.



## 2020's most common scams

Investment scams were the most widely reported scams in Australia in both 2019 and 2020, closely followed by dating and romance scams.

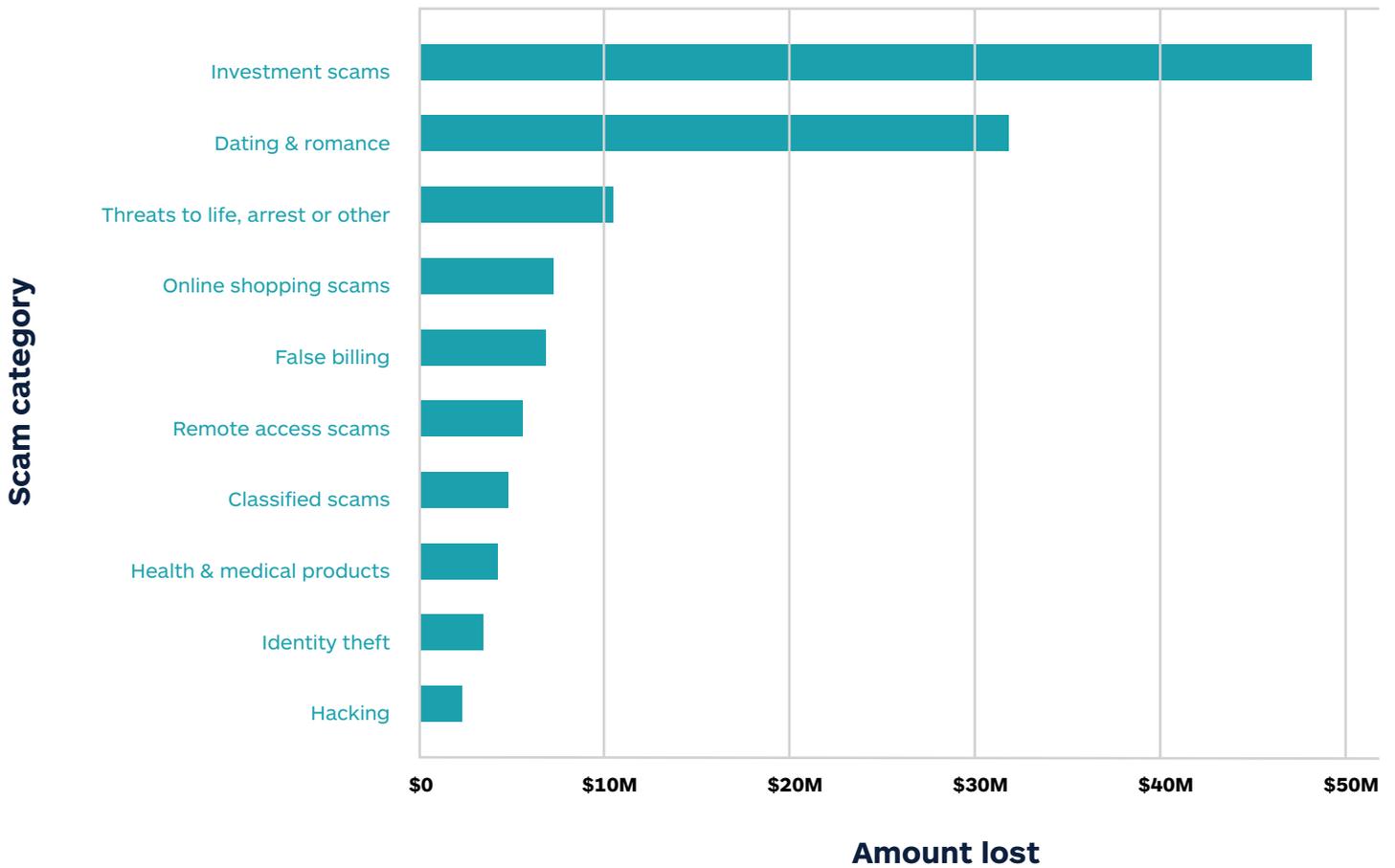
Investment scams usually involve scammers trying to get victims to part with their money on the promise of an enticing business or investment opportunity. Scammers may cold call, email, contact via a forum, or text and offer a money-making or money-saving solution.

They might suggest you withdraw super early, invest in shares, property or cryptocurrency, or take part in a new business venture. The pandemic brought about confusion and uncertainty in our society which led some Australian's to take risks and act out of fear or panic without conducting sufficient due diligence.

Romance scams are usually perpetrated by scammers with fake profiles on online dating apps or websites. The scammer may quickly strike up a relationship, sending frequent messages then eventually ask for money to pay for plane tickets, medical expenses or debt repayments. COVID-19 restrictions had left more Australians vulnerable and exposed, especially whilst in lockdown. This naturally resulted in more of us turning to online platforms to socialise and stay in touch.

While investment and dating and romance scams had the biggest impact on consumers, it's important to note that there has been a rise in other areas coinciding with the ambiguity of the pandemic.

### Losses by scam type 2020



Source: [Scamwatch.gov.au/scam-statistics2](https://scamwatch.gov.au/scam-statistics2)

#### Threat-to-life or arrest scams

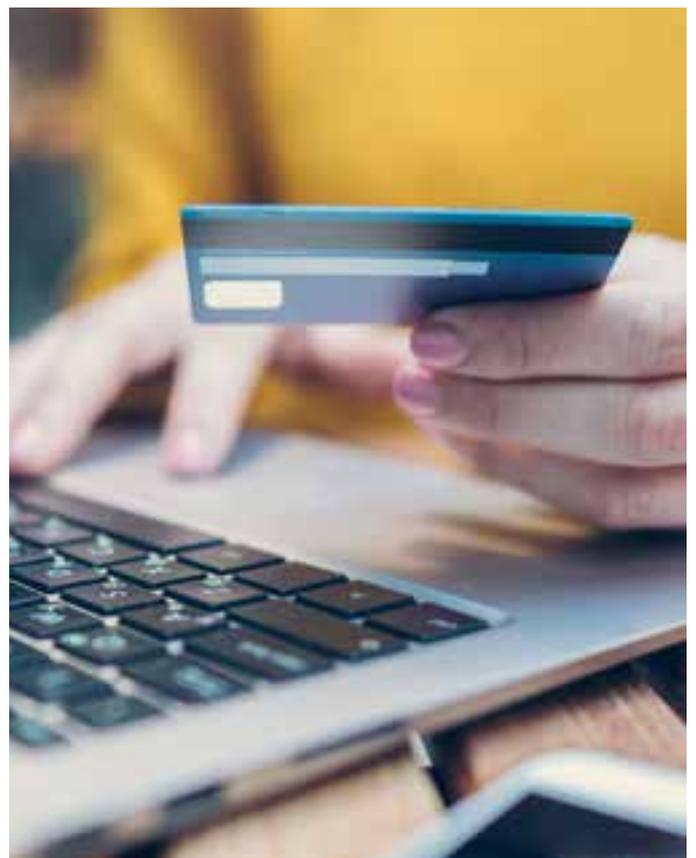
These are usually initiated with a call, email or text from someone claiming to be from a debt collection agency or government official. They may claim that the potential victim owes money and issue threats if payment isn't made.

#### Online shopping scams

There are many types of online shopping scams, but a common ruse is fake online stores set up to look like genuine stores from legitimate brands. They often offer expensive, luxury items at very low prices and ask for payment via money order, preloaded money card or wire transfer. Once the victim has paid, they may receive fake goods or nothing at all.

#### Health and medical product scams

This might involve grand claims about medical products or medicines that can cure or even grant immunity to coronavirus. With so many in Australians worried about their health during the pandemic, these scams have become increasingly common.

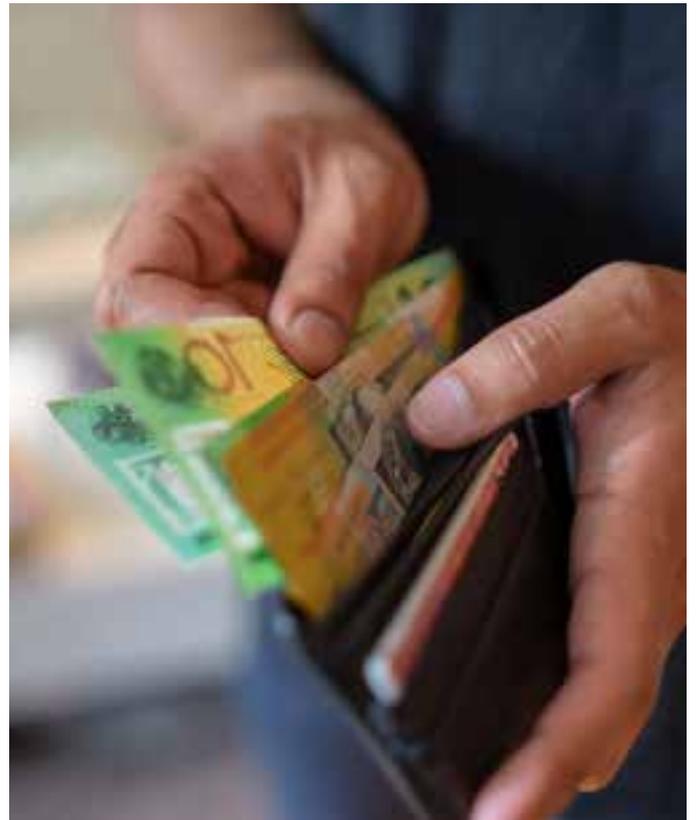


## Protecting yourself

Scammers take advantage of people in countless ways, but if you're well-informed and careful, you should be able to protect yourself. Scamwatch recommends that you:

- Always consider the possibility that any uninvited approach, especially from strangers, may be a scam.
- Always make sure you know who you're dealing with. If you feel unsure for any reason, take time to do more research.
- Don't open texts or emails from suspicious addresses. Never click on links or attachments in emails from strangers.
- Don't respond to phone calls, texts or emails asking for personal information.
- Always use updated security software and password protection with mobile devices and computers. Avoid accessing personal information via public networks.
- Choose passwords that are difficult to guess and don't use the same password for multiple portals.
- Be careful when shopping online and beware of unusual payment or identity requests.
- Never give anyone access to your computer or personal devices, especially if they have called you.
- Never give out your banking passwords or sms authorisation codes.

It's also important that you report scams to us when they happen so that changes can be made to protect you and others. For more information on scams, fraud and how Qudos protects you, visit our [fraud and security hub](#).



# Small choices, big impact

## Save money and the environment

Looking after our planet is one of the most important jobs any of us have, but making a difference doesn't always need to involve a huge change in behaviour - seemingly small choices we make every day can add up to a big impact.

The best thing about being smart with green choices is that they can often help save you money, as well as helping the planet.

## Reduce energy and water usage

Some small habits you can start doing around the house can lead to some big savings, such as:

- › Turning off computers and TVs overnight, rather than leaving them on standby.
- › Switching off lights, air con and fans when you aren't in a room.
- › Turning off the tap while you are brushing your teeth.
- › Reducing your shower times or having a bath instead.
- › Choosing appliances with good energy ratings.

Each of these small actions can add up to a big difference, both for the planet and your wallet.

## Use a reusable water bottle

To get the recommended 8 glasses of water a day, it would cost you approximately \$3,650 a year, that's a staggering amount of money to spend on something so easily available to us. As well as the cost to our back pockets, the cost to the environment is also significant — it's estimated that 373 million water bottles are thrown away each year<sup>1</sup>, each of which will take between 400 – 1,000 years to biodegrade.

A reusable water bottle is a cheap, convenient and earth-friendly way to ensure that you always have water on hand and reduce your impact on the environment.

## Use a reusable coffee cup

If you're a coffee drinker, the number of single-use coffee cups you consume can quickly add up — it's estimated that over 2.7 million coffee cups are thrown away in Australia each day<sup>2</sup>!

While some coffee cups are marketed as eco-friendly, in reality the process to separate out the compostable sections from the non-recyclable is complex and they are often simply discarded.

Like with a water bottle, a reusable coffee cup is an easy change to make that will quickly reduce your waste footprint.

Plus, some cafes offer a discount on coffee if you bring your own cup... Win-win! You can find a Responsible Cafe near you [here](#)

### If you can, opt to buy second-hand

Gumtree and Facebook marketplace can be a great source of lightly used items that are significantly less expensive than buying new. Online marketplaces are particularly good for items that are used for short periods of time e.g. baby equipment or toys. Children outgrow prams, cribs or playthings quickly, which means there are often bargains to be found online, reducing the need for new items to be made.

### Choose fewer, high quality clothes

According to the [World Resources Institute](#), consumers now purchase 60 percent more clothing than they did in 2000 and keep their items for half as long. 'Fast fashion' has meant that our wardrobes are turning over more quickly than ever before, with more energy needed to produce clothes that are often lower in quality and last less time.

Choosing fewer, but higher quality clothes, means that they are likely to last significantly longer, will reduce the impact on the environment and will likely work out less expensive in the long-run.

### Pack your lunches

Preparing your own lunch is almost always healthier, less expensive and more environmentally friendly than buying a takeaway meal served in plastic containers from a café or food court. Plus, it's usually tastier too!

The easiest way to ensure you have a tasty, homemade lunch is to cook a little extra each night and then pack leftovers into microwave-safe storage containers for the next day. You'll reduce food waste and single-use plastic consumption while ensuring you always have a delicious and healthy lunch to look forward to.

## Go paperless

While we've all got better at recycling paper and cardboard, it's estimated that over 5 million tonnes of paper still are sent to landfill each year by Australians<sup>3</sup> — the equivalent of around 20 million trees. By choosing to go paperless — only printing what's strictly necessary and requesting electronic versions of statements, bills, etc. — you'll be reducing the number of trees that are cut down and the energy required to create paper.

You can find out more about how to go paperless with Qudos Bank [here](#).



According to the World Resources Institute, consumers now purchase 60 percent more clothing than they did in 2000 and keep their items for half as long



## Four guiding principals to keep in mind

While 'recycling' may be the most commonly-used term when we think of planet-friendly actions, there are better ways of minimising our impact. The four behaviours to bear in mind, in order of importance are:

- > Refuse - Turn down anything that you don't really need or that aren't sustainable e.g. plastic straws, extra napkins in restaurants, etc.
- > Reduce – Cut down on things that you don't really need e.g. fast fashion clothing purchases.
- > Re-use – and where possible, use items that can be used multiple times e.g. aluminium water bottles, and look for opportunities to buy second hand rather than new.
- > Recycle – Whenever possible, ensure that you recycle properly, separating out materials as directed.

These are just some ways you can save money while also saving the planet, but there are many more. To come up with others, think about all of the different ways you consume products, energy and fuel and how you could reduce your usage. Any time you're consuming less, it's likely you will also be saving money.

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<sup>1</sup> <https://www.uow.edu.au/about/services/environment/campaigns-and-initiatives/water-bottle-refill/>

<sup>2</sup> <https://www.sustainability.vic.gov.au/You-and-your-home/Live-sustainably/Single-use-items/Coffee-cups>

<sup>3</sup> <https://www.abs.gov.au/statistics/environment/environmental-management/waste-account-australia-experimental-estimates/latest-release>



# In the community

2020 was a year like no other, but with great challenges also comes the unique ability to pull together as a community.

At the beginning of 2020 we saw bushfires that ravaged communities and left many families and wildlife stranded. With this heartbreaking devastation we were humbled to be able to provide much needed support on behalf of our customers to a few important charities. We donated \$150k to three charities SA Bushfire Appeal, Foundation for Rural and Regional Renewal and Reforest Now, with the aim to support immediate recovery initiatives but also those that would help in the longer term.

## SA Bushfire Appeal

The SA Bushfire Appeal [raised over \\$9 million dollars](#) and helped 1,062 families across the Adelaide Hills and Kangaroo Island communities. They gave money to people that had lost their homes, their live stock, vehicles and businesses to help the community move through this devastation.

## Foundation for Rural and Regional Renewal (FRRR)

The Foundation for Rural and Regional Renewal supported bushfire efforts by providing grants to community-led projects that addressed the pressing needs of the communities impacted by the bushfires in the 12-18 months after the disaster.



With great challenges, also comes the unique ability to pull together as a community

## Reforest Now

Reforest Now is a community led group focusing on the environmental needs of the future. Growing plans in sub-tropical parts of Australia and working with land owners to turn cleared land into rainforest.

In addition, we asked our customers and staff who they would like us to donate \$10k to on their behalf. Bush heritage Australia was selected as they protect and manage over 11.3 million hectares of land across Australia. Working with the local Aboriginal communities to plant natives and protect local wildlife. The money went toward regenerating Scottsdale a reserve that lost around 60% of the landscape to bushfires. The second was the Mayoral Relief Fund to support the Shoalhaven area where the Currowan fire burnt through around 499,000 ha of land.

[Click here](#) to hear a message from Reforest Now around the impact of this donation.



# Features & benefits

of the Qudos Bank Mobile App



In July 2018 we launched a new and improved Qudos Bank Mobile App developed on a more reliable platform than our previous release. Since then we have been able to provide helpful enhancements and new features to improve your mobile banking experience.

With the Qudos Bank Mobile App, you can bank on the go anywhere, anytime and its available for both iOS and Android mobile and tablet devices. Download the app today and perform everyday banking tasks such as:

## Simple and secure login

Securely login to the Qudos Bank Mobile App with a set 4-digit PIN or using fingerprint identity or Facial Recognition (available on compatible devices) for added authentication.

It's important to ensure you have the latest software update for your mobile device as well as the latest app updates for your banking and security apps as these could contain critical security updates.

**Feedback**

Your feedback is important to us and will help shape future updates, if you have any feedback or suggestions please feel free to send us a message about your app experience via the app feedback option.



With the Qudos Bank App, you can bank on the go anywhere, anytime

Download a better banking experience today



-  View your balance without logging in using the Quick Balance feature
-  Transfer money to another person or between your accounts and schedule payments
-  Pay bills using the BPAY service
-  Activate a new card, change your PIN and manage your cards
-  Set up alerts for cards and accounts, including how and when you receive them
-  View in-depth transaction information such as retailers name, location and phone number to help identify a purchase
-  View and download your most recent or past eStatements
-  Update your address and contact details easily within the app

And more! For the full list of features, please visit our website, [qudosbank.com.au/QudosBankingApp](http://qudosbank.com.au/QudosBankingApp)



# Wellbeing with Wendy

**WENDY HADENHAM**  
**EXECUTIVE MANAGER HUMAN RESOURCES**

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## New year goal setting tips

The start of a new year is when we usually reflect on the past and look to the future. For many people, the new year is considered a fresh start, a chance to try new things and recommit to goals.

### Why is it important to set goals?

Goal setting can be a great way to set positive intentions and a roadmap to achieve your aspirations. Achieving personal goals provides a sense of accomplishment and plays a role in protecting and improving mental health and wellbeing.

Effective goal setting involves assigning core-values behind your goals making them achievable, flexible, and meaningful. Asking yourself questions like, 'what does this goal mean to me?' and 'how will I feel once I achieve my goal?', also help you recognise how important these goals are to you and will help you stay on track.

A good goal setting template to use is SMART, an acronym for Specific, Measurable, Achievable, Relevant and Timed.

**Specific:** Why do you want to accomplish the goal?

**Measurable:** What will be the significant outcome of completing the goal? How will you measure it and with what tool?

**Achievable:** Do you have the right skills and resources to complete the goal? Is it more relevant to break the goal into more actionable mini-goals?

**Relevant:** What will be the benefit of achieving the goal? Do the results lead to a larger goal?

**Timed:** How long will it take you to achieve? Is the completion date within your means and can you foresee how much time will be needed?

Common reasons for why people don't reach their goals or give up include failing to keep track of their progress, making too many unrealistic goals or forgetting what they set out to achieve. Using the SMART template will help you stay on track and focused towards your goals.

### What to keep in mind?

It's important to avoid comparing your own journey and goals to others. When you compare yourself to others, you rob yourself of time you could be spending on your own self-improvement. It's also important to remember that everyone's journey is different, everyone has different paths and environments within their journey to their goal destination. Remember to follow your own path.

Remember to enjoy the process and celebrating your small wins along the way!



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