

**Hume** Building Society

Committed  
to excellence

Members' Report **2011**



## Our vision

To be the financial institution of choice to the people in, or aligned to, north eastern Victoria and southern New South Wales while providing national convenience.

## Our mission

**Hume**  
Building  
Society

To build and enhance relationships with members to enable them to make rewarding financial choices.

## Our values



### Compassion

We seek to understand and support the needs and goals of members, each other and the community.

### Respect

We are inclusive and will act fairly, honestly and with integrity with consideration for others.

### Aspiration

We empower and challenge each other to deliver operational excellence and will strive to improve everything we do.

### Commitment

We work together as a team with dedication and loyalty to our organisation and take responsibility for our actions.

### Responsive

We act with purpose, conviction and courage to deliver in a timely manner.

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# Key Statistics

87.2%  
Customer Satisfaction  
(Roy Morgan Research)

85.7%  
Employee Satisfaction  
(Hay Group)

Total Assets  
\$769m

Total Loans and Advances  
\$611m

Net Loan Approvals  
\$138m

\$6m  
Operating profit before tax

Total Deposits  
\$703m

53,804  
Customers



## CHAIRMAN AND CEO'S REPORT

Ulf Ericson Chairman / Andrew Saxby CEO

The success achieved by Hume this year has been many years in the making. Hume's strategy has stood the test of time and remains as appropriate now as when Hume was formed in 1955.

### Review of Operations

In 2011, Hume's success was recognised through winning national and state-wide awards. Hume was awarded *Money Magazine's* "Building Society of the Year" ahead of organisations many times its size. It was awarded NSW Chamber "Employer of Choice" and also the Abacus Australian Mutuals "Industry Award for Community" for its commitment to financial literacy.

As noted in previous Annual Reports, the Board of Directors gauges Hume's success by a range of measures; both financial and non-financial. Being recognised as Building Society of the Year justifies this approach and demonstrates that a commitment to customer service and convenience is a strategy worth pursuing.

The Board also recognises the need for financial strength and the results achieved in 2010/11 and highlighted within the financial reports are almost as impressive as the awards noted above.

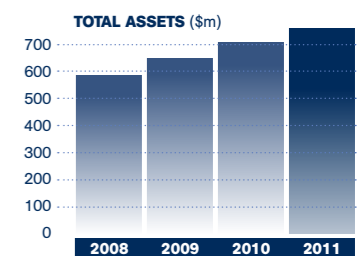
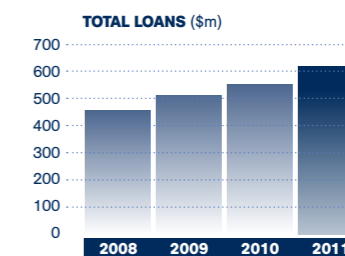
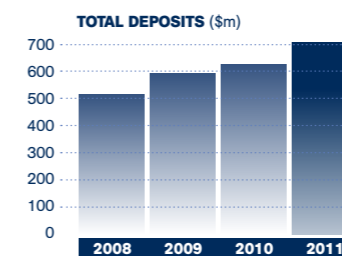
### Growth and Profitability

Hume was formed in 1955 with twin objectives, one of which was to provide a safe place for locals to save. The Board and Management have long recognised that Hume can only lend if it can attract and retain deposits. Hume has been successful at this – even during the depth of the global financial crisis - and 2010/11 was no exception. Deposits increased by over \$68 million or 10.8% to \$703 million during the period under review.

This allowed Hume to approve near record net loan volumes of \$138 million, only 2.2% lower than the previous year's record of \$141 million. Loans and advances outstanding at the end of the year were \$611 million, \$48 million (or 8.6%) higher than last year. Total assets increased by 9.1% or nearly \$64 million to \$769 million. Lending was the second objective when Hume was formed and the results in 2011 confirm that Hume continues to fulfill its purpose.

The 9.8% increase in operating expenses to \$16.8 million resulted from decisions to improve convenience, service to customers and attracting new customers. The decisions included opening the Thurgoona branch in June 2010 and three branches in Wagga in May and June 2011. This continuing investment was possible due to a 13.2% increase in net interest income to \$19.7 million. Non-interest income is the other major factor in profit. Hume has identified the two sources of non-interest income and has continued its focus on income from non-members. Fees and Commissions from non-members increased by \$203,000 or 11.0% as a result of increased commission from Visa, more customers choosing insurance products offered by Hume, increased use of even more Hume ATMs and a continued surge in the convenience of BPay. Fees and Commissions from members increased by a more modest 7.5% as a result of increased transaction numbers, not higher fees.

The net, or after tax, profit generated by Hume increased by 17.5% to \$4.2 million. This is a record result despite the investments in improved customer service.



Despite strong asset growth, the capital adequacy ratio improved by 0.2% to 14.17% at year end. Customers might recall that Hume's capital ratio declined in 2008/09 as Hume allowed profit to fall in preference to slowing or reducing investments for growth. With continuing uncertainty about the European and American economic outlook, it is prudent to gradually restore some of the buffer that was conceded in 2008/09 and the modest increase over the past 12 months shows just how gradual that process will be.

#### Improved Services

Hume's 13<sup>th</sup> Branch in Wangaratta reached the milestone of 1,000 customers during the year. This achievement was in-line with expectations and its success provided some of the impetus for Hume to open three branches in Wagga Wagga in May and June 2011.

Hume had a number of transaction and deposit raising agencies in the 1970s and 80's extending along the Murray Valley and from Shepparton in the south to Gundagai to the north. The network was extensive and included Holbrook, Finley and Wagga. Recent research confirmed that the Hume name was still known and trusted in Wagga so, when it was agreed that Hume needed another market to allow it to continue to grow, Wagga was an obvious choice. The decision to open three branches was equally obvious; Hume would have been just another banking provider if it had simply opened a branch in the banking precinct of Baylis Street. Opening branches simultaneously in Southcity and Koorngal Mall provided the people of Wagga with unrivalled banking convenience and, since their opening, all three branches have enjoyed steady and increasing traffic.

#### Increased Customers

The success in Wangaratta mentioned above, aided by growth from Thurgoona and the three branches in Wagga, meant that the number of people banking with Hume increased by more than 1,700, or 3.3% during the year (1,489 or 2.9% last year). This compares very favourably to population growth in the area that Hume operates in of between 1 and 2%.

Customers continue to access more of their financial products from Hume. Hume's relationships with insurance and wealth management providers give customers access to first class products and advice from the convenience of Hume's 18 branches. Insurance is also available online through Hume's internet site "humebuild.com.au".

#### Economic Uncertainty

Hume's budget and projections show a strong and robust future notwithstanding the current economic uncertainty. The 2011/12 budget included assumptions that the cash rate would increase twice – to 5.25% by June 2012. It is no longer clear that will happen; with many market commentators suggesting the Reserve Bank will actually cut rates to offset a clearly slowing economy.

The slowing economy is due, in part, to a lack of confidence; with both households and businesses reducing debt and deferring investment options. Hume's growth and success comes from more people choosing to do their banking at Hume, not from chasing lending in a flat or slowing economy; so Hume won't be relaxing its lending standards to maintain lending volumes but will continue to offer well priced and well featured loans and expect to get "it's share".

#### Satisfied customers and staff

The success achieved by Hume this year has been many years in the making. The way Hume's Vision and Mission are expressed may have changed in recent years, but the philosophy and values that underpin them are unchanged. Hume's strategy has stood the test of time and remains as appropriate now as when Hume was formed in 1955.

Customer Satisfaction, as measured by Roy Morgan Research, remains well above the banking sector and, at 87.2% confirms that Hume's owners, the people who choose to do their banking at Hume, agree with not only the strategy but the way it is delivered. The satisfaction of the people who deliver the service, the staff, was 85.7% according to survey results conducted by the global management consulting firm, the Hay Group. 90% of staff voluntarily undertook the survey and these results are consistent with previous years.

#### Board changes

In May 2011, Lou Lieberman resigned from the Board to allow him to focus on other interests. Lou's contribution to the Board spanned two periods of appointment for a combined 13 years. His oratory skills, legal insight and passion for his communities will be missed. On behalf of the Board and staff, we wish Lou and Marj best wishes in the next stage of their life.

Henrietta Cruddas (Henri) was appointed to fill the vacancy created by Lou's resignation. Henri brings 25 years of legal and compliance experience within the financial services industries in Australia and the UK to the Board.

#### Thanks

As noted earlier, the recognition and results achieved in 2010/11 were a long time coming. Their basis is in a strategy developed years ago and incrementally refined each year. The wisdom and courage required to hold to that strategy when others appear to be taking a different course is significant, but the Directors and Managers of Hume have that wisdom and courage. We thank them for the dedication required to make Hume the *Money Magazine* Building Society of the Year. We also thank the staff who deliver the results; the awards and recognition are a testament to the relationships they have with their customers – congratulations and thank you.

## Our Board



**Ulf Ericson**  
Chairman

Ulf has been a Board member since 1988 and Chairman since 1998. He is Chairman of the Remuneration and Succession Committee and a member of the Audit Committee and the Risk Committee. Ulf is a Chartered Accountant and Partner of Huon Group, Chartered Accountants, Chairman of Albury Wodonga Health, a member of several committees of Albury Wodonga Health and a Board member of the Community Advisory Board for the Albury Wodonga Campus of the University of NSW Rural Clinical School.



**Joy Stocker**  
Deputy Chairman

Joy has been a Board member since 1993 and was appointed as Deputy Chairman in 2008. She is Chairman of the Risk Committee and a member of the Remuneration and Succession Committee. Joy is the Director, Educational Planning and Development at TAFE NSW Riverina Institute and is a member of the Charles Sturt University Regional Consultative Committee.



**Henri Cruddas**

Henri has been a Board member and a member of the Risk Committee since 2011. Henri has been a legal and compliance specialist in the financial services industry for the last 25 years both in Australia and the UK.



**Stuart Gilchrist**

Stuart has been a Board member since 2007 and is a member of the Risk Committee and the Remuneration and Succession Committee. Stuart has been on the Boards of various Mitre 10 companies for 15 years and was Chairman of Mitre 10 South West Ltd for 4 years.



**Bill Hanrahan**

Bill is the former CEO of Hume for 20 years. He has been a Board member since 1985 and is Chairman of the Audit Committee and a member of the Risk Committee. Bill is the Chairperson of the Albury Wodonga Corporation and Chairman of AlburyCity Audit Committee.



**Leo O'Reilly**

Leo has been a Board member since 1998. He is a member of the Audit Committee and the Risk Committee. Leo is a Chartered Accountant and a former partner of an Accounting Firm. Leo is a member of the AlburyCity Audit Committee and a community representative Director of the Albury Wodonga Regional GP Network.



**Denise Osborne**

Denise has been a Board member since 2007. She is a member of the Audit Committee and the Risk Committee. Denise is the Mayor of the Greater Hume Shire Council and is on the Boards of the YES Youth & Family Services, Back to Reality, Murray Arts, Regional Development Australia – Murray and ATEL.

# Award winning service



Mobile banking launched  
**(August 2010)**

NSW Business Chamber of Commerce Employer of Choice Award 2010  
**(November 2010)**

Abacus Industry Award for Community 2010  
**(October 2010)**

First fully electric vehicle Mitsubishi i-MIEV arrives on the Border  
**(November 2010)**

Awarded 5 Stars CANSTAR CANNEX All Purpose account, Cash Management account, Visa Value credit card, Business LOC and Commercial loan.  
**(April 2011)**

Verified by Visa launched  
**(December 2010)**

87.2% Customer Satisfaction Roy Morgan Research Survey  
**(June 2011)**

Customer growth at 3.3% well above regional population growth rate  
**(June 2011)**

85.7% Staff Satisfaction Hay Group  
**(June 2011)**

eStatements launched  
**(January 2011)**

*Money Magazine's* Building Society of the Year  
**(June 2011)**

Opened 3 branches in Wagga - Southcity, Koorungal Mall and Baylis St  
**(June 2011)**

Recognised by Department of Immigration for humanitarian contribution  
**(June 2011)**

2011 Highlights

# Our people

**Jim Sewell**

Business Development  
Manager

**Louise Maxwell**  
Customer  
Service  
Supervisor

**Debra Sawyer**  
Administration  
Officer

**Lisa Johnston**

Branch Manager  
Lavington

**Bill Quinn**

Information Technology  
Manager



Left to right:  
**Melissa Sweetland**  
 General Manager  
 Customer Service,  
 Sales and Marketing  
**David Rowe**  
 General Manager  
 Information Technology  
**Cindy Mundy**  
 General Manager  
 Human Resources  
**Wayne Nagle**  
 General Manager  
 Finance and Administration  
**Andrew Saxby**  
 Chief Executive Officer

Hume is committed to providing a challenging, rewarding and supportive workplace helping with 135 employees are encouraged to achieve their best. Hume's staff satisfaction is at 85.7% (Hay Group), which is well above industry standards.

This year's achievements are a tribute to the hard work of staff across the organisation who ensure that not only do our customers get the best products but they also receive exceptional service.

**Justin Rynehart**

Regional Manager  
Wagga Wagga

**Mark O'Brien**  
Business Banking  
Manager

Abacus  
Industry Award  
for Community  
Service 2010  
(October 2010)

NSW  
Business Chamber  
of Commerce  
Employer of  
Choice Award  
(November 2010)

**Jess Rowe**  
Customer  
Service  
Supervisor

**Liesl Doorman**  
Customer  
Service  
Supervisor



**Senior  
Management**

# Best in Australia }

Our team work hard to ensure that not only do our customers get the best products but that they also receive exceptional service.



Hume is one of Australia's leading regional mutual financial institutions, offering people living in the region a real banking alternative with excellent products, exceptional service and unparalleled convenience. As a mutual organisation decisions are made on what is best for customers not shareholders.

Having operated for over 55 years, Hume continues to grow at a time when many financial institutions are shrinking and the major banks appear to be fighting for growth. Hume's customer base of 54,000 continues to out perform local population growth.

Hume has been recognised nationally for its products by being judged as 2011 Building Society of the Year by Money magazine. CANSTAR CANNEX and Money magazine evaluate Financial Institutions across Australia and this prestigious award recognises the excellent value Hume provides its customers through offering award winning products.

Hume offers a full range of banking products with many rated five star by CANSTAR CANNEX including Hume's all purpose account, cash

management account and the very popular low rate credit card. Hume's Business line of credit and Business commercial loan have also been awarded CANSTAR CANNEX five star ratings.

Hume has also been awarded Employer of Choice by the NSW Chamber of Commerce and has been recognised for its contribution to improving financial literacy in the region by industry body Abacus.



Images courtesy of The Border Mail

# More convenience than ever before



People still want to talk to their bank face to face. Over the last 5 years, we have increased the number of Hume branches by 50%.



Hume's extensive network includes 18 branches, 38 ATMs and Australia wide ATM access to over 2,700 Westpac Group ATMs - these include Westpac, St.George, BankSA and Bank of Melbourne ATMs. This means customers can access their money around Australia, while still banking with a local organisation.

residents to manage the branches and appointed a local Regional Manager. The expansion further consolidates Hume's footprint in southern NSW and follows the recent branch openings in Wangaratta, Rutherglen and Thurgoona.

Hume offers exceptional face to face banking and has over 75 branch staff across the region. In Albury, Hume has 5 branches and over 40% of the town banking with Hume. Hume's Customer Satisfaction rating is 87.2%, well above the average of the four major banks at 74.7% (Roy Morgan Research 30 June 2011).

This year, Hume expanded into Wagga Wagga opening branches in Baylis Street, Southcity and Koorringal Mall. Hume recruited 10 Wagga





# Technology advanced

Our online offering continues to expand to meet the needs of the ever changing technological market.



Our customers can manage their accounts from anywhere in the world through excellent phone, online and mobile banking. Hume's fee free banking facilities include internet banking, iBank, and mobile banking, mBank. Customers can also download the mBank web application directly to their phone.

Customers can help reduce their paper usage and access their Hume account statements online for free by registering for eStatements via iBank or at any branch.

Hume provides a high level of security to customers against fraud in internet banking through offering security devices (security tokens and mobile tokens).

Security devices are free of charge and can help protect accounts even if another person is in possession of your details. Security devices can be used wherever customers can log into iBank or mBank. This includes overseas and in remote areas.

Hume launched Verified by Visa, a free service designed to help make it safer to shop online using a Hume Visa credit or debit card at participating merchants. This allows customers to protect their

card from fraudulent use on the internet and offers similar protection to entering a PIN at an ATM.

Hume continues to provide a range of online applications to save customers time, including credit cards, as well as car, home and travel insurance. Hume's fee free, high interest and at call savings account, iSave, can also be opened online via iBank.



# Reducing our carbon footprint

We believe that we must live responsibly to preserve our environment in consideration of both our current and future generations.



Hume is committed to improving sustainability by developing green initiatives for the benefit of customers, staff and the environment. Hume currently participates in the Sustainability Advantage Program as part of the Department of Environment, Climate Change and Water NSW commitment in helping businesses to identify further initiatives to become more sustainable.

Hume's green initiatives include the installation of 90 solar panels as part of the Government's Green Building Fund which sees 1.47 million black balloons saved of green-house gases CO<sup>2</sup> each year, the leasing of one of the very few fully electric cars - Mitsubishi i-MiEV, a Toyota Hybrid Camry and using carbon-neutral products.

For the past 8 years, Hume staff have participated in an annual tree planting day in partnership with Parklands Albury-Wodonga. Each year approximately 800 trees are planted to offset the carbon emissions from Hume's company vehicles. Hume has also donated a water cart and pump to Parklands Albury-Wodonga to support the ongoing care of the trees.

In recent years, Hume has hosted a charity event to support environmental sustainability. In an effort to help save the endangered orang-utans and join the fight against global warming, Hume hosted an evening showcasing the documentary, the Burning Season. Guests learned about the devastating effects that deforestation in Indonesia has on not only the orang-utans but global warming.

The evening was a great success with \$1,060 raised and 1060m<sup>2</sup> of rainforest purchased through BOS Australia as part of the Samboja Lestari Project to help restore the rainforest, creating a safe haven for the orang-utans and other wildlife. As part of the charity evening Hume staff also adopted baby orang-utangs Ruthie and Nody, through BOS Australia.



# Securing our future



Joan Courtney  
Assistant Principal  
Thurgoona Public School

We understand the importance of promoting financial literacy and continually develop ways to engage people all ages to better understand money.



Financial life skills are essential to help children become confident, informed consumers in their work and personal lives. Hume has been recognised nationally by Abacus for its commitment to improving financial literacy in the region with the presentation of the 2010 Abacus Industry Award for Community.

As part of the financial literacy program, a school banking competition was launched to encourage children to make regular deposits. Currently there are over 2,500 students and 33 schools participating in the program.

Students received a Hume swap card each week by depositing money at school or at a Hume branch. The first 10 children to collect all 12 Hume swap cards won an iPod nano.

Following the success of the 2010 competition, which saw a 20% increase in regular savings, Hume plans to make the competition an annual event. In 2011, there will be five laptop computers to be won. Hume has also developed an interactive website for children where they can play games and learn about money.

Hume works closely with schools to provide essential financial education. Hume staff regularly present to classes, teaching hundreds of students

about the importance of budgeting and saving. Hume also regularly hosts seminars for adults on a variety of topics, including education bonds, investing, retirement and life insurance.

An information session 'Kids and Money Matters' provided parents with information on teaching their children about money, saving for their education and protecting their child's future.

Hume partnered with Border Business Chicks to arrange inspirational speaker and author of 4 best selling autobiographical books, Janine Shepherd, to present to over 150 women for a ladies luncheon in time for Mother's Day.





# Summarised Financial Report

for the year ended 30 June 2011

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## Statement of Comprehensive Income

for the year ended 30 June 2011

	2011 \$'000	2010 \$'000
<b>Interest income</b>		
Interest revenue	49,573	39,201
Interest expense	(29,864)	(21,797)
Net interest income	19,709	17,404
<b>Non-interest income</b>		
Fees and commissions from non-members	2,042	1,839
Fees and commissions from members	1,156	1,075
Other non-interest income	74	100
Total non-interest income	3,272	3,014
Total operating income	22,981	20,418
<b>Operating expenses</b>		
Personnel costs	(8,274)	(7,811)
Occupancy costs	(1,724)	(1,399)
ATM, Eftpos & electronic transaction processing costs	(1,319)	(1,098)
Depreciation and amortisation	(1,377)	(1,372)
Information technology expenses	(790)	(673)
Marketing expenses	(753)	(745)
Other operating expenses	(2,539)	(2,177)
Total operating expenses	(16,776)	(15,275)
Impairment of loans and advance	(168)	(130)
<b>Profit before income tax</b>	6,037	5,013
Income tax expense	(1,824)	(1,428)
<b>Profit for the year</b>	4,213	3,585
<b>Other comprehensive income</b>		
Revaluation of property	814	-
<b>Other comprehensive income, net of tax</b>	814	-
<b>Total comprehensive income for the year</b>	5,027	3,585

The statement of comprehensive income has been extracted from the annual statutory financial statements.

## Statement of Financial Position

as at 30 June 2011

	2011 \$'000	2010 \$'000
<b>Assets</b>		
Cash and cash equivalents	55,239	23,547
Receivables due from other financial institutions	13,259	95,693
Investment securities	79,106	13,936
Trade and other receivables	1,065	1,287
Loans and advances	611,016	562,887
Other investments	204	204
Property, plant and equipment	7,514	6,021
Intangible assets	312	310
Deferred tax assets	1,133	966
<b>Total assets</b>	768,848	704,851
<b>Liabilities</b>		
Deposits	703,227	634,832
Trade and other payables	12,180	21,860
Income tax payable	476	467
Deferred tax liabilities	149	18
Provision for employee benefits	1,752	1,637
<b>Total liabilities</b>	717,784	658,814
<b>Net assets</b>	51,064	46,037
<b>Members' funds</b>		
Reserves	2,463	1,566
Retained earnings	48,601	44,471
<b>Total members' funds</b>	51,064	46,037

The statement of financial position has been extracted from the annual statutory financial statements.

## Statement of Cash Flows

for the year ended 30 June 2011

	2011 \$'000	2010 \$'000
<b>Cash flows from operating activities</b>		
Interest received	49,749	38,794
Interest paid	(29,237)	(19,309)
Other non-interest revenue received	3,312	2,901
Cash paid to suppliers and employees	(25,541)	(2,211)
Fees and commissions paid	(29)	(26)
Income tax paid	(1,851)	(1,531)
	<u>(3,597)</u>	<u>18,618</u>
(Increase)/decrease in operating assets:		
Net (increase)/decrease in loans and advances	(48,297)	(51,299)
Net increase/(decrease) in deposits	<u>68,395</u>	<u>38,252</u>
<b>Net cash flows from operating activities</b>	<u>16,501</u>	<u>5,571</u>
<b>Cash flows from investing activities</b>		
Net (increase)/decrease in receivables due from other financial institutions	4,000	-
Net (increase)/decrease in investment securities	-	-
Payments for property, plant and equipment	(1,884)	(838)
Proceeds from sale of property, plant and equipment	22	81
Payments for intangible assets	(211)	(208)
<b>Net cash flows from investing activities</b>	<u>1,927</u>	<u>(965)</u>
<b>Cash flows from financing activities</b>		
Repayment of borrowings	-	-
<b>Net cash flows from financing activities</b>	<u>-</u>	<u>-</u>
<b>Net increase/(decrease) in cash held</b>	<u>18,428</u>	<u>4,606</u>
Cash at the beginning of the financial year	121,176	116,570
<b>Cash at the end of the financial year</b>	<u><u>139,604</u></u>	<u><u>121,176</u></u>

The statement of cash flows has been extracted from the annual statutory financial statements.



491 Smollett Street  
Albury NSW 2640

PO Box 500  
Albury NSW 2640

T 02 6021 1111  
F 02 6041 1892

[www.whk.com.au](http://www.whk.com.au)

WHK Audit & Risk Assessment  
ABN 16 673 023 918

### Independent Auditor's report to the members of Hume Building Society Ltd

#### Report on the summarised financial statements

We have audited the accompanying summarised financial statements of Hume Building Society Ltd (the Company), which comprises the statement of financial position as at 30 June 2011, and the statement of comprehensive income and statement of cash flows for the year ended on that date as set out on pages 22 to 24 which were derived from the financial statements of Hume Building Society Ltd for the year ended 30 June 2011. We expressed an unmodified Auditor's opinion on those financial statements in our auditor's report dated 25 August 2011.

#### Directors' responsibility for the summarised financial report

The Directors of the Company are responsible for the preparation and fair presentation of the summarised financial statements.

#### Auditor's responsibility

Our responsibility is to express an opinion on the summarised financial statements based on our procedures, which were conducted in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements.

#### Auditor's opinion

In our opinion, the information reported in the summarised financial statements is consistent, in all material respects, with the financial statements from which it was derived. For a better understanding of the scope of our audit, this auditor's report should be read in conjunction with our audit report on the financial statements.

WHK Audit & Risk Assessment

Bradley D Bohun, Partner  
Albury, 25 August 2011

better advice for a better life

Liability limited by a scheme approved under Professional Standards Legislation  
other than for the acts or omissions of financial services licensees



# Hume Building Society

## PAPER IMPACT STATEMENT

For period: 01/07/2010 to 30/06/2011

Specifying Australian Paper Matters

Your purchase of 3 tonnes of Australian Paper resulted in the following:

Environment	GRI Related Code
2 tonnes of CO <sub>2</sub> e	EN16
6 tonnes of scope 3 CO <sub>2</sub> e saved, through carbon neutral paper specification	EN18
66 kilolitres of water consumption	EN8
83% virgin fibre content use from certified sources	PR3
0 cubic metres of landfill	EN22
46.4% of energy used generated from renewable sources	N/A
Community	
\$0 contributed to Australian community development programs	EC1
Support for 1,419 Australian jobs	LA1
Support for 1,015 regionally located Australian jobs	LA1
Support for \$972 per employee-investment in development and well-being programs	LA10
A lost time injury frequency rate of 5.2 per million hours worked	LA7
Economics	
\$1,346 directly contributed to Australia's economy	EC1
\$1,019 contributed to Australia's regional communities	EC9

*James Hennebery*  
 Signed  
 Australian Paper CEO



\* Ernst & Young has provided independent limited assurance over the triple bottom line metrics used to prepare the above analysis. The metrics used in this analysis are based on Ernst & Young's full year Limited Assurance Report which can be found at [www.australianpaper.com.au](http://www.australianpaper.com.au). This analysis uses paper usage volumes provided by the organisation it relates to for the period shown and Australian Paper accepts no responsibility for the accuracy of this information.

By purchasing locally made paper, Hume has contributed to Australia's social, economic and environmental future and wellbeing.



# Thank you

To our dedicated team and customers we say a big thank you. Our team work hard to ensure that not only do our customers get the best products but that they also receive exceptional service.

It is because of this we are able to help customers make rewarding financial choices.

For Hume to be *Money Magazine's* Building Society of the Year, NSW Business Chamber of Commerce Employer of Choice and winner of Abacus Industry Award for Community at the same time is a wonderful testament to our collective hard work – and validation that our customers have made the right decision to choose Hume.

# Senior Managers

**Andrew Saxby**  
Chief Executive Officer

**Cindy Mundy**  
General Manager  
Human Resources

**Wayne Nagle**  
General Manager  
Finance and Administration

**David Rowe**  
General Manager  
Information Technology

**Melissa Sweetland**  
General Manager  
Customer Service,  
Sales and Marketing

# Management Team

**Olympia Andronicos**  
Branch Operations  
and Lending Manager

**Jessie Arney**  
Communications and  
Performance Manager

**Dyani Bonacci**  
Marketing Manager

**Carly Brown**  
Finance Manager

**Judy Clohesy**  
Support Services Manager

**Tyler Peachey**  
Credit Manager

**Kevin Phillips**  
Management Accountant

**Bill Quinn**  
Information Technology Manager

**Melissa Ralph**  
Compliance Manager

**Simon Reid**  
Third Party Relationship Manager

**Trish Reis**  
Branch Operations Manager

# Service Centres

## Albury

**Head Office**  
492 Olive Street,  
Albury NSW 2640  
Phone (02) 6051 3211  
Fax (02) 6051 3255

**Myer City Centre**  
David & Swift Streets,  
Albury NSW 2640  
Phone (02) 6051 3306  
Fax (02) 6041 3314

**Centro Albury Shopping Centre**  
487 Kiewa Street,  
Albury NSW 2640  
Phone (02) 6051 3308  
Fax (02) 6041 5697

**Centro Lavington Shopping Centre**  
Griffith Road,  
Lavington NSW 2641  
Phone (02) 6051 3302  
Fax (02) 6040 3508

**Thurgoona Plaza**  
Shuter Avenue,  
Thurgoona NSW 2640  
Phone (02) 6051 3325  
Fax (02) 6043 3140

## Wodonga

131 High Street,  
Wodonga VIC 3690  
Phone (02) 6051 3309  
Fax (02) 6022 9066

**Centro Wodonga Shopping Centre**  
Elgin Street,  
Wodonga VIC 3690  
Phone (02) 6051 3303  
Fax (02) 6022 9022

**Centro Birallee Shopping Centre**  
97 Melrose Drive,  
Wodonga VIC 3690  
Phone (02) 6051 3304  
Fax (02) 6043 4304

## Wagga Wagga

**Head Office**  
115 Baylis Street,  
Wagga Wagga NSW 2650  
Phone (02) 6939 7440  
Fax (02) 6971 8134

**Koorngal Mall**  
269 Lake Albert Road,  
Koorngal NSW 2650  
Phone (02) 6939 7442  
Fax (02) 6926 6936

**Southcity Shopping Centre**  
1 Tanda Place,  
Glenfield Park NSW 2650  
Phone (02) 6939 7441  
Fax (02) 6971 2897

## Wangaratta

56-58 Murphy Street,  
Wangaratta VIC 3677  
Phone (03) 5721 3322  
Fax (03) 5721 3977

## Regional

**Corowa**  
79 Sanger Street,  
Corowa NSW 2646  
Phone (02) 6051 3305  
Fax (02) 6033 4312

**Culcairn**  
50 Balfour Street,  
Culcairn NSW 2660  
Phone (02) 6051 3310  
Fax (02) 6029 8121

**Howlong**  
45 Hawkins Street,  
Howlong NSW 2643  
Phone (02) 6051 3317  
Fax (02) 6026 8322

**Jindera**  
8-9 Jindera Plaza,  
Jindera NSW 2642  
Phone (02) 6051 3323  
Fax (02) 6026 3718

**Rutherglen**  
128-130 Main Street,  
Rutherglen VIC 3685  
Phone (02) 6051 3321  
Fax (02) 6032 7017

**Yackandandah**  
10 High Street,  
Yackandandah VIC 3749  
Phone (02) 6051 3311  
Fax (02) 6027 1184



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The logo for Hume Building Society, featuring the word "Hume" in a large, bold, white sans-serif font, with "Building Society" in a smaller, white sans-serif font stacked to its right. The logo is set against a dark blue square background.

**Hume** Building  
Society

**HEAD OFFICE**

492 Olive Street

Albury NSW 2640

Phone (02) 6051 3211

Fax (02) 6051 3255

[www.humebuild.com.au](http://www.humebuild.com.au)