

Giving back to the community

CASE STUDY: Samantha Chandler, CUA Cairns Branch Manager

May 2016

Samantha Chandler always dreamed of being a member of the fire service like her dad. Growing up, she also loved the beach and animals and wanted to care for them when they were sick. These days, Samantha is an auxiliary fire fighter for Queensland Fire and Emergency Services and volunteers at the Turtle Rehabilitation Centre in Cairns during her spare time.



As manager of CUA's Cairns branch, Samantha oversees the day-to-day operations of the branch, helping members with their banking needs and managing a team of staff. Samantha says her career has given her a number of skills that have been useful in both her community work and professional life.

“Communication, organisation and the ability to prioritise are skills that I use in community activities and at work. The skills I have formed through the business in leadership and working with others have also assisted me to be the best I can be in my work as a volunteer,” she says.

CUA is Australia's largest member-owned financial services provider and has a Volunteering Policy that enables its employees to actively assist communities through volunteering for charity or similar work. All CUA staff are encouraged to take one day each year of 'sustainability leave' to help CUA's charity partner SIDS and Kids, or a

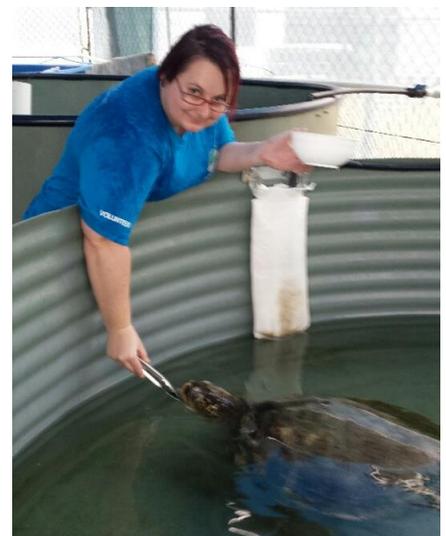
charity or local initiative of their choice.

Samantha feels that CUA's values of 'care' and 'contribute' are aligned with the work she does as a volunteer as they involve looking after people and contributing to the community.

“Being exposed to humans and animals in different emotional states at different points in time have shaped the person I am now,” she says.

“I believe anything can happen to anyone at any time and it is so important that we protect ourselves and our families and be prepared for all circumstances - bush fire season, cyclones, accidents.”

And what advice would she give to others wanting to get involved in a community activity?





“Every person has a different passion and no matter what that passion is, you will always find some sort of activity that you will fit in to. Taking the first few steps may feel very scary, but you will always come out the other side with a sense of pride and a number of new friendships.”

- ENDS -

About CUA

As Australia’s largest member-owned financial services provider, CUA provides banking and health insurance products to more than 435,000 Australians. CUA is 100% owned by its members. All profits are reinvested into growing the business, delivering competitively priced products with better rates and lower fees, and supporting local communities and charity partners. For more information, please visit www.cua.com.au

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