

Our Bank

LOOKING AT PEOPLE AND EVENTS IN THE STATE BANK OF VICTORIA

ISSUE 2/85

Talking Informally

District conferences are being restructured to promote business development and increased efficiency through idea and information sharing between branches and head office administration areas.

A new system of informal, fortnightly regional meetings of branch managers will begin next month.

While establishment of the new regions is still subject to executive review, the meetings have been devised within geographical boundaries and each meeting will comprise about 20 branch managers.

The meetings will alternate between city/suburban regions and country regions.

They are being coordinated by David McKenzie, Bill Moyle's Personal Assistant.

'The aim is to establish a communication link between branches and head office, with the emphasis on fast effective communications from branch level,' says David.

'By providing an informal atmosphere for the meetings, we

hope to stimulate worthwhile discussion and generate constructive ideas on improving our branch operations,' he says.

'Where necessary, people from head office departments will attend to provide input on specific matters on the agenda.

'Each meeting will be organised by a host manager who will prepare minutes and, together with another manager from the meeting, will report directly to Bill Moyle



David McKenzie

and other senior executives soon after the meeting,' David says. 'That way, suggestions can be quickly assessed and immediate action taken.'

- Are you
- ☐ keen to succeed in your bank?
 - ☐ interested in expanding the banking industry's knowledge of itself as well as furthering your own education?
 - ☐ prepared, if necessary, to travel overseas or interstate in pursuit of these goals?
 - ☐ a qualified member of the Australian Institute of Bankers (AIB) or beyond?

If you can say yes to these questions and will be under 35 years of age on January 31, 1986, then consider applying for the

1986 Australian Institute of Bankers' Centenary Scholarship

Aim of the centenary scholarship

The scholarship is designed to promote the acquisition of up-to-date information relevant to the banking and finance industry. This is consistent with the Institute's objectives which include 'the acquisition and dissemination of knowledge on the theory and practice of banking, finance and other subjects'.

Benefits offered to scholarship holders

The scholarship is not an award of a specific sum of money. Instead, it will sponsor a visitation programme for an agreed topic of study in Australia or overseas as approved by the Committee of Management.

Travel costs, an appropriate living allowance and essential out of pocket expenses (e.g. seminar fees) may be payable by the Institute. The scholarship holder is expected to take advantage of concessional air and other fares, fees and accommodation packages. By agreement with the Institute, the successful applicant's employer bank will pay normal salary entitlements for the duration of the scholarship.

Duration and terms of arrangement

The programme sponsored by the scholarship will be taken during 1986 and be of a period of approximately 8 to 10 weeks for overseas visitations and of 12 to 16 weeks for a domestic programme. In special circumstances, the Committee of Management may approve a longer period of sponsorship. The Committee expects to decide upon the successful applicant by February 1986.

Study report

The successful applicant will be required to prepare a programme report on his or her sponsored undertaking within two months of the cessation of its tenure. This report will be available to all banks and the Institute will have exclusive rights to publish all or part of the report in *The Australian Banker* or some other appropriate publication that the AIB may determine.

How to apply

For further general information, please contact the Executive Director at the Institute's national office.

Australian Institute of Bankers
State Bank Centre, 27th Level
385 Bourke Street, MELBOURNE, VIC. 3000
Phone: (03) 602 5811



New Look Circulars

Those familiar 'Head Office' circulars will have a new look from March 18.

In future, circulars will be easier to read, file and refer to.

The new style circulars follow a comprehensive study of our internal communications by communications expert, Dr T. J. Larkin of Warrnambool Institute.

On his recommendations, a team was set up to review the current system and improve it.

T. J., as he prefers to be called, found there had been a huge increase in the numbers of circulars sent out to staff in recent years.

The information contained in them was complex and often needed to be read several times before it was fully understood.

He also predicted that the 'paper war' had just begun and we could expect to be reading more and more circulars in the near future.

To rationalise the system, a Branch Communications Section has been established within Organisation and Methods Department to produce all circulars.

Greg Lawes heads the section.

He is supported by Stephanie Taylor, Debbie Colby and Gavan Laidlaw.

'Communication is a two way process,' says Greg.

'Our aim is to make all communications between head office, departments and branches easily understood.

'If people cannot understand what we write, it is our fault and not theirs.'

The first stage of their task has been to design circulars so that information is presented clearly and concisely, aided by the use of diagrams, and with the main points suitably highlighted.

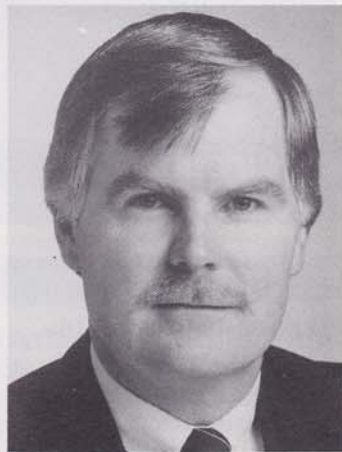
Each segment of information will include vital contact numbers so relevant people can be contacted for further information or explanations.

Regular 'feedback' sessions will be held with staff from selected branches to ensure the information is hitting the mark and being clearly understood.

UPWARDLY MOBILE

We report two new managers.

David Long, Manager Administration, Branch Mechanisation.



Terry Whitford, Assistant Manager, Young Street, Frankston.



RETIREMENTS

Peter Elliot, Manager, Relieving, December 7.
Geoff Walker, Manager Central, December 31.
John Barrett, Manager Bundoora, February 8.
John Hicks, Manager Frankston, February 8.

CONDOLENCES

With regret we report the death of Craig Sagasser of Toora branch, in a car crash near Foster, on January 26.

Send contributions to:
Clive Walters - Editor
Kim Minett - Ed. Assist.
Corporate Communications
Marketing Department
(03) 602 7841/7827



A Sound picture

Armed with tape recorder, microphone, and a long list of questions, Essie Marendy will spend the next year building up a 'sound picture' of our Bank's recent history.

Essie has been commissioned by Archivist, Barbara Robinson-Tan, to prepare an oral history as part of her preparations for a written corporate history timed for our 150th anniversary in 1992.

Essie will be interviewing some 40 former staff, from senior executive level down, in a bid to gain insights into policies, events and other influences which have shaped our Bank's corporate development and 'culture'.

'It is important to colour the Bank's history with individual opinions and observations and record them before they are lost,' says Essie.

The final product will be a series of edited tapes to help the yet-to-be-appointed author of our corporate history, and also for use by researchers and historians.

In the meantime, Barbara Robinson-Tan is busily transferring all the Bank's old records into the newly completed archives at our Records Centre in Dandenong.



Spreading the word

Nesson Horgan has been chosen as our Bank's representative on the Bank Education Service lecture team which promotes the banking industry to secondary schools and the community in general.

Nesson, who was with Relieving Staff, will spend the next nine months with BES.

BES is sponsored by our Bank, State Bank of South Australia and the major national banks.

Fay Wray?



'If I can survive this, the wedding will be easy!' quipped Bridget Zammit as she coped with the amorous attentions of a gorillagram messenger.

Bridget's friends in International arranged the surprise greeting a few days before Bridget was due to marry her fiancé, Tony Lunardi.



Shoulder to cry on

Life getting you down? Problems at home or work?

Monica Manton and her assistant, Karen Schier, are here to help you.

Monica is our new staff counsellor, and has taken over from Lindsay Oates who was counsellor for six years.

Monica has more than a decade of counselling experience at the University of Wollongong and Swinburne Institute of Technology.

If you want to talk anything over, in confidence, ring Monica or Karen on (03) 663 3740 or 663 4572.



GREMLINS

The first edition of Countertalk this year was incorrectly numbered as Issue 10.

It should have been Issue 9 - a printer's gremlin got in the works!

Please amend your file copy.

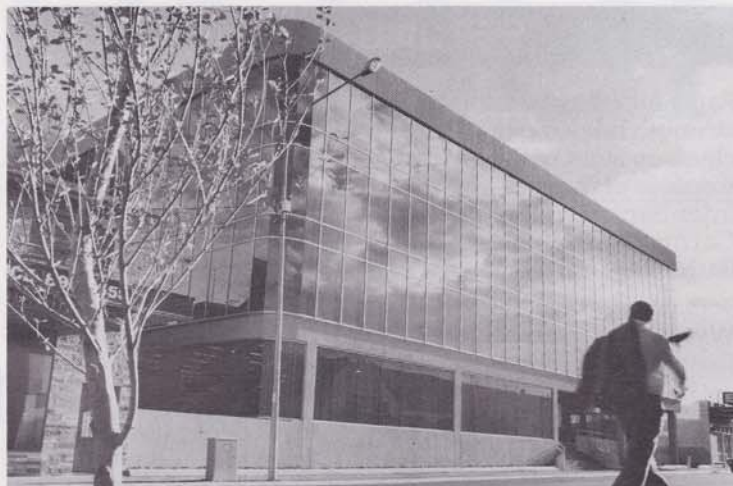
Ladies and Gentlemen...

The City Centre Toastmasters Club has been formed by a group of State Bankers and chartered accountants from Coopers & Lybrand, to help members develop and improve public speaking skills.

Effective public speaking is an essential part of banking life – many of our managers are called on to address audiences on our Bank and its operations.



The Club meets twice a month in State Bank Centre anyone wishing to join should contact, John Piccione (Microfilm Records) on 602 7281.



Provident Fund Invests

The State Bank Provident Fund has invested nearly \$6 million in a four storey office building at Box Hill.

The new building, in Carrington Road, was opened on March 20 by Chief Executive, Bill Moyle.

Some 70 people attended the opening ceremony during which Bill Moyle unveiled a plaque.

Graeme Walker, Fund Manager, says: 'The development is in line with the Fund's longterm investment strategy which aims to acquire investments that provide income and capital growth to further strengthen the position of the Fund and to provide security of retirement benefit payments to members.'

Tasty Treat

Customers of Cobram branch were treated to fresh fruit as the branch's contribution to the town's Peaches 'n Cream Festival. The colourful fruit barrow was made by Ivan Lowe

and Mick Vigilante of our Bank's Display Section at Clayton.

Cobram's manager, Peter Shepard, seen with customer Lorraine McDonald, says the

barrow is now being used by a local fruiterer who supplied the fruit during the promotion.

Peter has asked us to give special thanks to Ivan and Mick for their efforts.



Letters

'Next to excellence is the appreciation of it'
William Makepeace Thackeray.

We print the following letters praising customer service at Sale and Queenscliff branches.

Dear Sir

Over the years the Girl Guides Association has operated various accounts with your Bank.

We have always been treated with the utmost kindness and consideration by your staff, and as many of our pay-ins consist of ice-cream containers full of small change, I have been most gratified that our Association receives the same attention and courtesy as you extend to your larger clients.

This has not always been our experience with other banks.

Will you please thank your staff for the courtesy extended to myself and the leaders.

I have completed my five year term as District Commissioner for the Girl Guides Association, and I am sure they will continue to receive your excellent service.

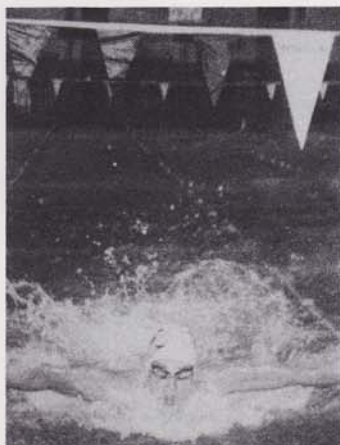
Yours sincerely,
Elizabeth Thomson
District Commissioner.

Dear Sir

On behalf of the auxiliary of the Cottage By The Sea, Queenscliff, I wish to thank the manager and staff of the State Bank, Queenscliff, for their assistance in helping us count the takings at the fete on January 26.

It was very much appreciated.

Yours sincerely,
Mrs E. Percy
President, Cottage By The Sea Auxiliary.



BIG HITTER

Gavin Hockey at Queenscliff branch is a talented young baseball pitcher who has been chosen for the training squad for the Australian under 18 baseball team.

Gavin, who'll be training with the squad in Canberra during May, is holding thumbs that he will be one of the 18 chosen from 38 players to represent Australia at the World Friendship Games in America during July.

STRONG FINISH

Paul Simms' swimming strength helped our team clean up eight of the 11 trophies at the recent Inter-Bank Swimming Carnival at Richmond Baths.

Social Secretary, Peter Wynd, says it was the State Bank's best performance at the annual competition for many a year.

Paul's champion style gave him the individual championship, the 200m freestyle, 100m freestyle, 50m backstroke, and second in the 50m butterfly.

Final points tally was: State Bank 257, Commonwealth 194, ANZ 167, Westpac 141, National 121, Reserve/Australia Bank 70.

We won the ANZ Shield for the aggregate for the first time in nine years!

Paul and his team mates, Ann O'Leary (Bank Cards), Chris Jacobson (Fawkner) and Joanne Gardiner (Ferntree Gully) were chosen to represent Victoria in the interstate carnival at Brisbane on March 16 and 17.



FAST DELIVERY

It was standing room only when West Indies opening batsman, Desmond Haynes, and fast bowler, Malcolm Marshall, turned up for a cricket display to promote the Galleria shopping centre in February.

Youngsters in the lunchtime crowd were invited to pitch their best at Haynes and Marshall, but it was clear Haynes was unfazed by the 'pace attack' provided by Australia's budding cricketing talent!



GOOD START

Our Bank co-sponsored the Moomba Jogorun which was officially started by Chief Executive, Bill Moyle, at 8.15 on Labour Day.

The 10 kilometre race was organised as a curtain-raiser to the Moomba parade and the Bank contributed four \$1000 accounts as prizes.

Some 100 State Bankers entered.

Proceeds went to the Royal Children's Hospital and DOXA Youth Welfare Foundation.



The agony of fun running!



Bill congratulates Sally Pierson, the first woman across the line.