

# Our Bank

LOOKING AT PEOPLE AND EVENTS IN THE STATE BANK OF VICTORIA

JUNE 1986

## Launch Affirmative

OPENING THE DOOR TO OPPORTUNITY

**C**hief Executive Bill Moyle officially launched our Bank's Affirmative Action for women programme on June 10 at a gathering of executives and senior State Bankers.

A representative group of senior women from branches and head office departments were guests at the launch.

Affirmative Action is the planned approach to ensuring employment practices provide fair and equal treatment for all people.

Under the programme, selection of people for jobs will depend on ability, not gender.

The programme is aimed at providing an environment which encourages women to develop their careers in State Bank.



Helen O'Donoghue . . . launching a new era for State Bank women.

It will also identify policies and practices which discriminate against women.

The launch ceremony was opened by Helen O'Donoghue, Affirmative Action officer, who invited Mr Moyle to speak on the

Bank's Affirmative Action initiative.

The Bank, like many other organisations, had discriminated against women in various ways, but this attitude was a thing of the past and would no longer be

tolerable, Mr Moyle told the gathering.

He said the Affirmative Action process would be one of gradual change in which ideas and practices biased against women would be replaced with more positive approaches to realising the potential of women.

However, the change in the balance of women and men in key positions in the corporate structure would not happen overnight.

'Although I see no reason why a woman could not be chief of State

Bank in the future,' Mr Moyle commented.

'Most importantly, our Bank has begun the process of Affirmative Action on its own initiative without having to be forced into it by law,' Mr Moyle said.

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## Amanda gets a hand

Smoothing out any wrinkles, misunderstandings and hassles which crop up between us and our customers is an essential part of our increasing emphasis on customer service.

While many customer complaints are quickly and easily solved by branches and departments, some of the curlier and more delicate problems are passed on to customer relations officer Amanda Balderstone, in marketing department.

Taking care of complaints requires considerable knowledge about Bank products, services and operations, a great deal of tact, and in some cases, enormous self-restraint.

It can also take a lot of hard work and time to get to the bottom of things, so Amanda has been joined by Lisa Ryan, 25, (right) who will be sharing her workload.

Lisa has joined us from the publishing industry where she worked as a publisher's assistant.

"I wanted a change in career," says Lisa.

"I was used to dealing with all sorts of people in the publishing industry and it seemed natural to go for a job which involved customer relations.

"I am sure the next few months will be a challenging time while I get to know the ropes."

Amanda and Lisa can be contacted on (03) 604 7849 and 7842.

### STOP PRESS

More than 6200 orders have been received for State Bank Collection.

## feedback...

Send questions, comments and news to  
Corporate Communications, 080 Marketing.  
Phone: (03) 604 7841 604 7827 604 7042  
Clive Walters, Managing Editor  
Adam Hankin, Editor  
Kit Rae, Editorial Assistant

***Why aren't unclassified positions advertised in staff appointments so people planning to be married can apply for a transfer before they're married?***

General classification positions become vacant for various reasons – resignations, maternity leave, promotion to classified positions, increased business and so on – and the sheer volume precludes advertising on staff appointments lists.

In addition, it is often necessary to initiate transfers as a matter of urgency to maintain balanced staffing levels at individual branches.

People planning marriage or moving house should notify their manager and write to personnel department requesting a transfer at the appropriate time.

Scott Walters, DGM Personnel and Administration.





## State Bank is on line across the State

It's cheers all round from Mornington branch relieving manager Brian Jones, accountant Max Stephens, Vicki Marsden, Carolynne Horton and Julie Ellis as Mornington completes the project for the installation of the NCR 5000 branch accounting system.

The NCR 5000 system has now been installed in all our 526 branches and six sub-branches.

The project started with a pilot study at West Melbourne branch in February 1984.

Within 12 months, 70 branches had been converted and by June last year, the figure had reached 235.

## Peter's all smiles

Chief economist Peter Smith receives the bronze award for State Bank's 1985 annual report from the chairman of the New South Wales division of the Australian Institute of Management, Professor Rex Olsson.

The award, for excellence in corporate annual reporting, with emphasis on financial accountability, was presented in Sydney.







# Royal visit

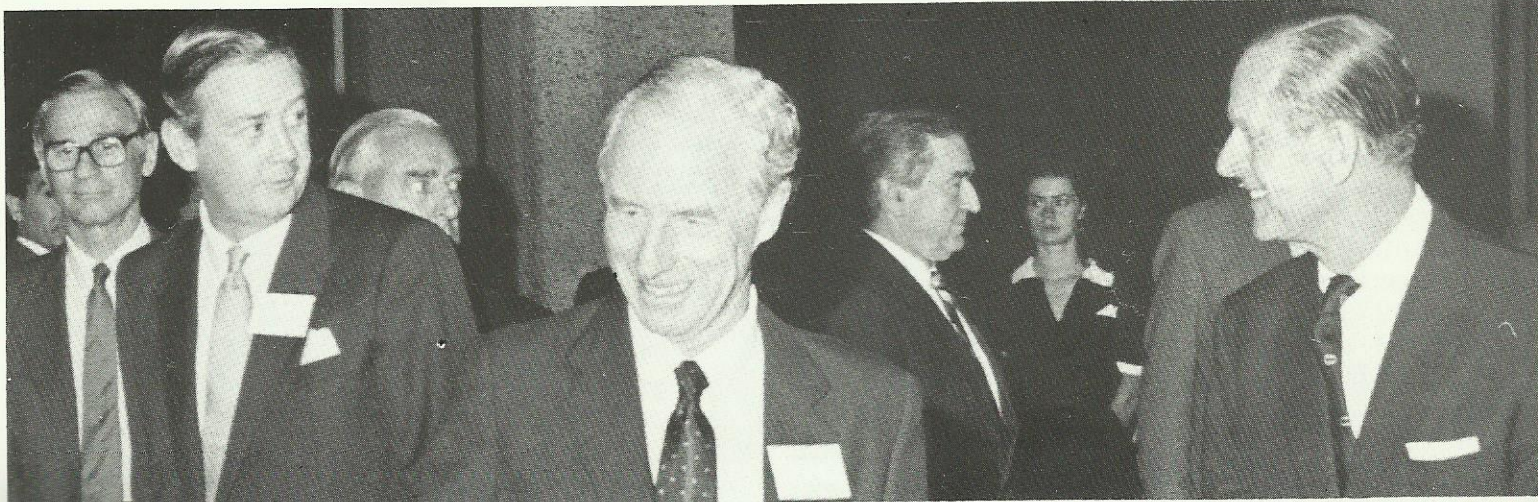
Nearly 400 people, including the Duke of Edinburgh, attended a dinner sponsored by our Bank in the Great Hall of the National Gallery of Victoria.

The dinner was part of the Duke of Edinburgh's Sixth Commonwealth Study Conference run by the Australian and Indian Governments.

The conference was opened by the Duke of Edinburgh at Monash University's Robert Blackwood Hall and was held at Monash, Canberra and Sydney.



Our Chairman, Mr J. Arnold Hancock, welcomes Prince Philip.



Illustrious company!





# State Bank sponsors Spoleto

State Bank is the founding sponsor of the first Spoleto Festival of Three Worlds to be held in Melbourne in September.

The annual arts festival started in the small town of Spoleto, north of Rome, in 1958.

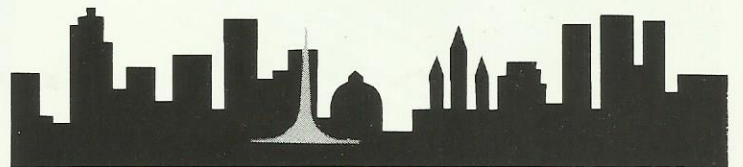
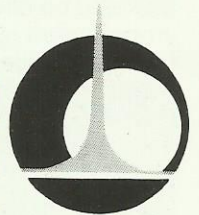
It was founded by Italian composer Gian Carlo Menotti who wanted the festival to be a recognition of the contribution of artists to everyday life and an event in which everyone could take part.

The three-week festival begins on September 15 and covers the full range of the performing arts, visual arts and exhibitions.

Highlights of Spoleto Melbourne include Ken Russell's production of Puccini's *Madam Butterfly* and the Royal National Ballet of Spain.

Circus Oz, Sydney Dance Company, Melbourne Theatre Company and Melbourne Symphony Orchestra and artists Sidney Nolan and Roger Kemp are part of the Australian input.

1986 SPOLETO  
MELBOURNE  
FESTIVAL OF THREE WORLDS



Nearly 30 years later, it is world famous and has fathered a similar festival in the United States.

Spoleto Italy and Spoleto Charleston, South Carolina, attract audiences from around the world.

Menotti says when it was first suggested that a third arm of the festival be extended to Melbourne, it was seen as a chance to project Melbourne interstate and internationally as a cultural focus and tourist attraction.

Senior manager marketing Peter Fitzhenry says: "Our sponsorship of Spoleto is part of our contribution to Victoria's cultural heritage."

"With such variety and talent in the festival, there are attractions for everyone in the community."

As part of our sponsorship, State Bank people are entitled to reduced prices at many of the attractions. Anyone interested in booking tickets should contact Jackie Meiers (03) 604 7076.





From page 1

# Affirmative era starts

A specially designed symbol to identify the Affirmative Action programme was revealed at the launch ceremony.

The symbol, a stylised impression of the female form, will be used by Helen O'Donoghue on correspondence, recruiting advertisements and in publications to highlight the Bank's commitment to equal employment opportunities.

A booklet explaining Affirmative Action will be sent to all staff in the near future.

'June 10 marks the beginning of an era of opportunity for State Bank women,' says Helen O'Donoghue.

'Affirmative Action is an even-handed approach to career opportunities for women and men in our Bank.'

'In taking this step, the Bank is ahead of new anti-discrimination laws which will be imposed on employers to create equal employment opportunities throughout the workforce.'



AFFIRMATIVE ACTION







John Williams, Helen O'Donoghue, Mary Wilson, Bill Moyle



Annabel Sutton  
of corporate  
finance puts a  
question to Mr Moyle





# Terry, knight gallant

Social club committee member Terry Dynes thanks actress Jennifer Geddes for her autograph after her performance in *Guys and Dolls*.

Terry was one of 200 people who attended the show with the social club.

Recent social club activities have been a winery tour to Mansfield, a night at *Dirty Dick's*, two trips to Sydney to see *Cats* and two Pleasant Wednesday Evenings.

The next PWE is on July 16.



Terry Dynes at *Guys and Dolls*



Debbie Thompson, Leanne Vass



At *Cats*: Paul Mills;  
Sharon Robinson;  
Tonia McKeown;  
Ros Douglas;  
Leanne Closter.



Revelry at *Dirty Dick's* (from left): Ranveig Oberg; Brenda Pearse; Lindsay Brown; Stuart Carboon; Nick Shaughnessy; Sandra McCarron. Standing: Vicki Potts; Max Brewer; Sue Guhl; Craig Criffett.



Pat McAskill; Jim McAskill





CATS

THEATRE ROYAL SYDNEY



Tasting the fruit of the vine  
(from left): Christine Dyer; Irene Newton;  
Judith Gilbert; Mick Martin; Ken Newton; Rhonda  
Matthews; Dave Davies; Keith Hall; Robert Chapman; Christine Chapman;  
Tom Parkinson; Chris Parkinson; Gerard Thyne; Nikki Diamond; Tom Lane; Mark Bates;  
Steve 'Kojak' The Coach Captain. Kneeling: Denis Hare; Wendy Everest; Gary Moore; Peter Wynd;  
Catherine Hall; Loretta Hall; Karen Sharp; Terry Dynes; Judy Darby; Maree Bailey-Courrier; Joanne Klytman.  
Sitting: Leanne Hare; Jenny Leith; Scott Walters; Sandy Longney; Michael Van Werkhoven; Robyn Lyons; Brett Peluso.



Wendy Everest; Shirley Mackenzie at Cats.

## Two more for Social Committee

Sharon Spokes, 22, of the personnel department, and Rex Anderson, 37, of Greythorn branch, have been appointed to the committee of the social club.

The expanded committee now has six members.

The reason for the expansion?

"Simply because we're getting busier," says secretary Peter Wynd.





## New branch for Burwood East

What do you do when you want your branch to offer more working room for staff and greater breathing space for customers?

Build another one!

That's just what is being done in Burwood East.

Work started in April this year, and the new branch should be ready to use by mid-July.

The new branch, at 44 Burwood Highway, will cost \$385,000 and will be at least twice the size of the old site next door.

"The branch shows great potential for expanding its volume of business, and this just wasn't possible with the conditions at the old site," says Sue Guhl of branch banking.

"The new branch will have more room for staff to work in, and there will be many more service points."

Ian Rogers will be manager of the new branch.

### RETIREMENTS

The following retirements have been announced:

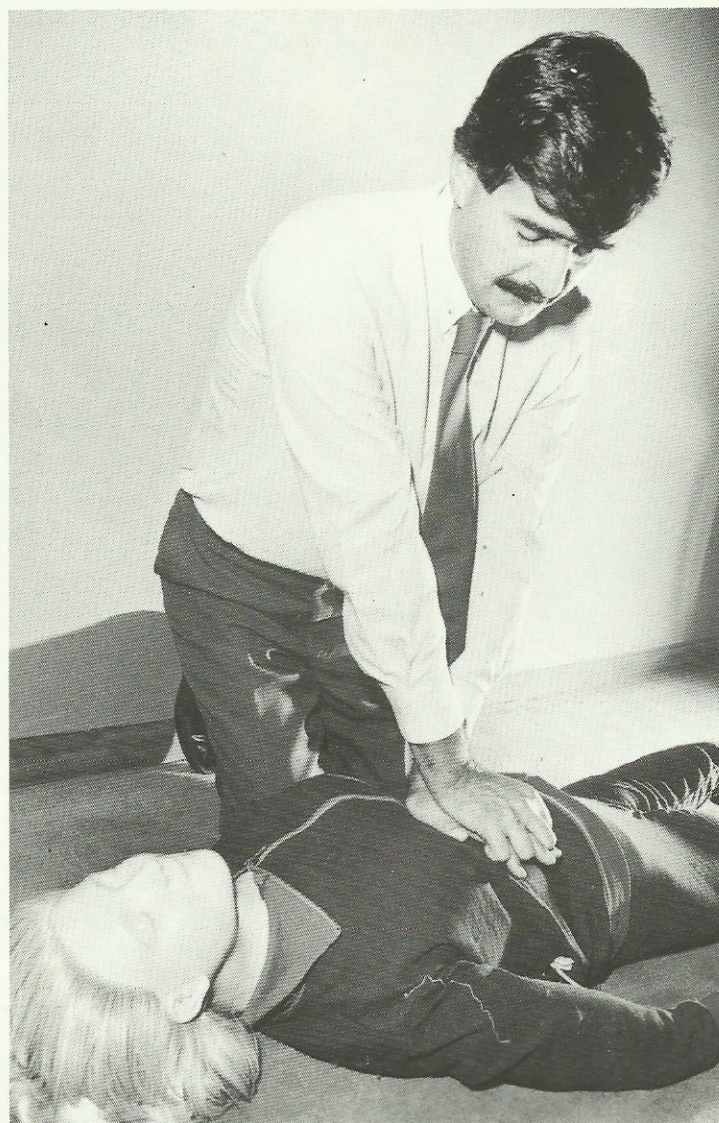
Bill Murdoch, Eric Spencer, Neil Rutherford, David McGowan, Ron Taylor, Bruce Stevens, Rex Sims, Don Ross, Bob Twentymen, John Dineen, David Petty, Peter Kelly, Allan Prentice, Lance Matheson.

## Training in first-aid

In large city buildings like State Bank Centre it is essential to have people trained in first-aid.

During the last four years

some 64 people in administrative departments have taken first-aid courses as part of our Bank's first-aid education policy.



Sam Portelli going through his paces.

The eight-week courses are run by Sister Chris Arnold and Sister Jan Meeking of the occupational health and safety team.

Their aim is to have at least one trained first-aider on each of the 18 floors occupied by the Bank.

There are three levels of training – first certificate, second certificate and medallion – which cover examination of an unconscious patient, resuscitation techniques, treatment of fractures, burns, shock, snake bite and poisoning, and the delivery of a child.

St John ambulance instructor Harry Larchin recently tested 15 people who received the following awards for completing the latest course:

Senior certificate: Sam Portelli, senior first-aider, in accounting department.

Medallion: Sister Chris Arnold.

First certificate: Deborah Baker, accounting; Marilyn Chaffey, MSS (security); Michael Gavin, organisation and methods; Leigh Lewis, State Bank Centre; Heather Maine, legal; Grace Ann Meyer, provident fund; Ian Nicholls, information systems; Stephen Sandri, overseas trade (international); Russell Dewaas, engineers; Yvonne Eloff, general manager's; and Marian Stephens, occupational health secretary.

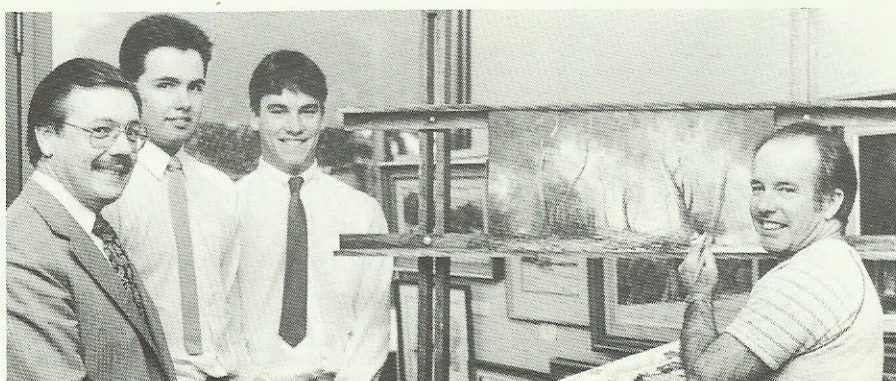
## Artistic touch at Edithvale

Edithvale manager Graham Sherwood and tellers Darren O'Neill and James Baxter admire the work of artist John Dollery who spent two weeks displaying his talents at the Bank.

John, a member of the Southern Fine Arts Group, was invited by Graham to use the banking chamber as his studio for promoting the Bank and the arts group.

"There was definitely a lot of interest," says Graham.

"He'd paint one picture a day. He did say to me he'd be happy to work in other branches."





# Donna is a champ!

Toastmasters International's City Centre Club has produced a champion spruiker – Donna Burnet, 20.

Donna, formerly of staff recruiting, came first in Toastmasters International's District 73 humorous speech contest, an event with contestants from Victoria, New South Wales, Tasmania, South Australia and West Australia.

City Centre Toastmasters, which started about 18 months ago, meets twice a month in State Bank Centre. Club president Robert Haines, of the economics department, says the club is open to people over 18 who would like to improve their public speaking.

Meetings last about two hours.

Toastmasters International was founded in America in 1930 and there are now more than 4500 Toastmasters clubs internationally.

Robert says: "Toastmasters will improve your ability to say what you are thinking, think about what you are hearing, listen to the ideas of others and evaluate them."

"If you are hesitant about coming by yourself, why not bring a friend?"

"Newcomers are most welcome and it is important for them to realise that everyone is nervous when speaking for the first time. "Toastmasters gives people the opportunity to gain confidence in public speaking before a supportive audience. An important part of the programme involves evaluation of speeches and members learn how to develop their public speaking experience."

Donna, who left our Bank on June 16, well remembers the first time she had to get up and speak at Toastmasters. It was in 1984.

She was not impressed with her performance. She could not speak.

"The first speech I did, I froze," she says.

"I froze in front of the people. I was terrible."

Less than two years later, Donna won the contest with a speech called Bird Brains, delivered to a large crowd at the Windsor Hotel.

She progressed through club, region and division levels to reach the district final and defeated three contestants, from New South Wales, South Australia and West Australia, to take the title.

"On the night of the final, I knew it had gone over well," she says.

"It's often very hard to know how a speech will go because you never know what the audience is going to be like.

"I put all my work on tape. I sit in front of the mirror and practise.

"And I always practise on the staff."

Anyone interested in learning more about Toastmasters can contact Robert on (03) 604 7382 or administrative vice-president Jan Goff on (03) 604 7603.



Donna Burnet



"I always practise on the staff..."

Jacqui Frencken, Paula Macri, Jill Polson and Carolyn Short "listen" as Donna gets into verbal gear.



City Centre Toastmasters president Robert Haines presents the award to Anne Mortimer, of ISD, for the best speech of the night at the club's last meeting.



## Award for Ad

State Bank's much discussed "Chicken and Fish" advertisement for State Banking System has won agency Chandler Hambleton and Mier the best 60-second TV commercial award at the Melbourne Art Directors' Club awards in Melbourne.



### SURPRISE FOR IAN

Life has been full of surprises for Ian Skiller, of Mount Eliza branch, these past few weeks. The self effacing accountant became the recipient of the Rotary Club's Pride of Workmanship Award . . . and he didn't even know!

"I found out when customers started congratulating me," says Ian.

"I must have been nominated by a club member without my knowing it."

The skills of Skiller which won him this recognition are famous throughout the area, from Mount Eliza to Mornington: He has exceptional knowledge of business lending, and has attracted new business to the Bank as a result.

"Mount Eliza is an expanding business area," says Ian.

"I've arranged loans for everything from shops to timber yards."

Ian's suspense may soon be over. He has been asked along to the next meeting of the Rotary Club. Could a presentation be in the air?

*Kit Rae*

## Pride of Australia in Ballarat



The \$250,000 Pride of Australia, the richest and biggest gold nugget in Australia, is on loan to Ballarat's Gold Museum until September as a special attraction.

The 7.9-kg Pride of Australia was found near Wedderburn, Victoria, in June, 1981, and was bought by our Bank as part of our contribution to Victoria's 150th anniversary celebrations and to stop it going overseas.

The Gold Museum is the first museum in Australia to exhibit the nugget.

Until now, it has been on display in the banking chamber of State Bank Centre branch.

Director of the Ballarat Historical Park at Sovereign Hill, Mr Peter Hiscock, says the museum is now blazing the trail for regional museums.

He says there is no other museum in the country which tells the story of Australian gold mining history like Sovereign Hill and the museum.

He says it is a unique experience to have the nugget and the museum is proud to show it to the public.

Jack Roach, our Bank's marketing chief, checks the display after officially handing over the nugget to the museum.

### WELL DONE PETER

Peter Bennetts, accountant at Footscray's Nicholson Street branch, had an eventful day on May 28, and showed he has what it takes to sense trouble and take quick action.

The events of that day followed a recent spate of fraud in the area. The crime involved a person opening an SBS account with only a small sum, and using the interim card to withdraw a larger sum from another branch.

Peter sensed something when a young man approached him with an interim card and a withdrawal slip for \$400.

Peter asked the man to go into the interview room.

Meanwhile, another staff member called the police. Well done!