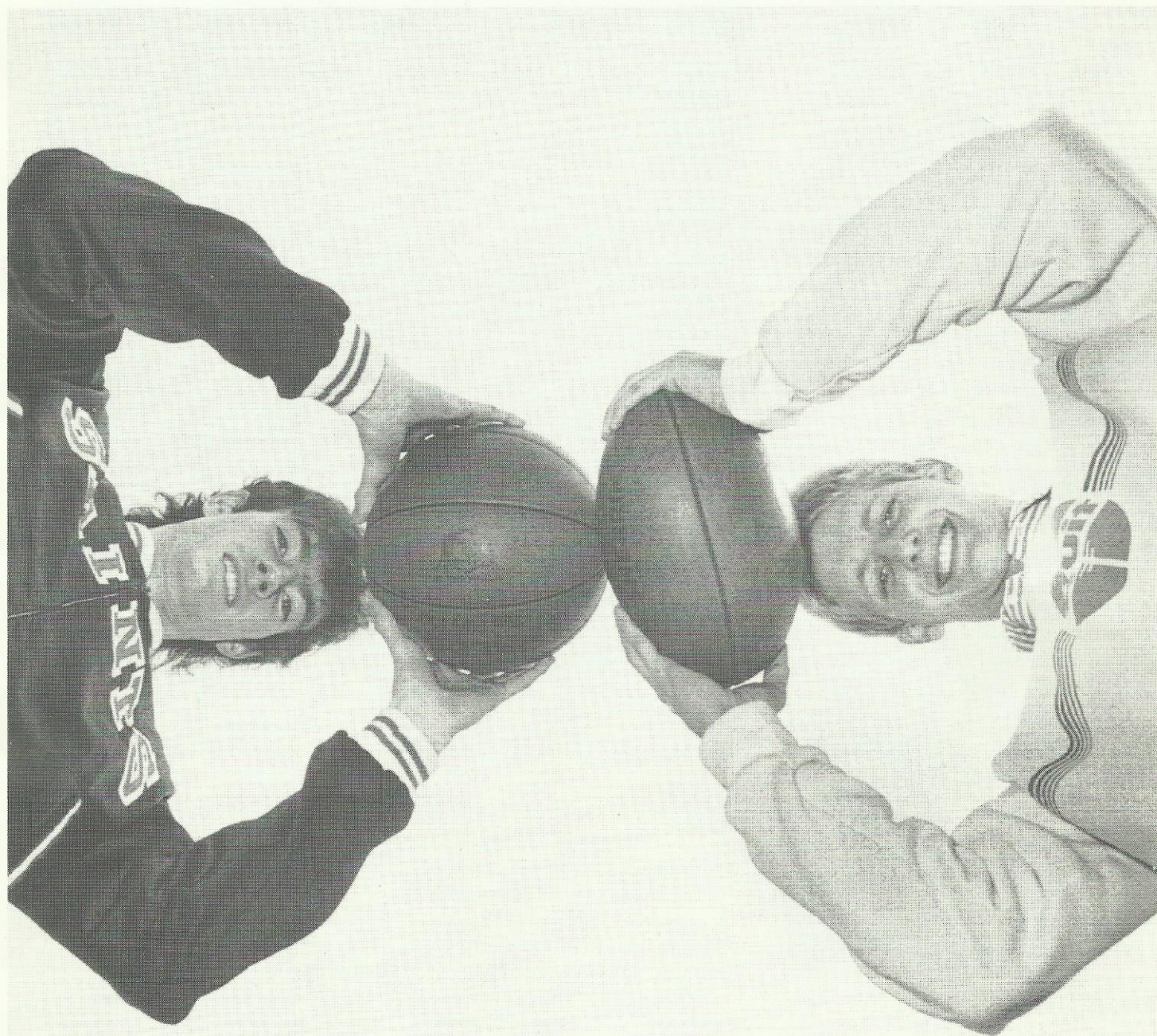


State Bank ▼ Victoria

Our Bank

Albert Park's tall timber

July – August 1988

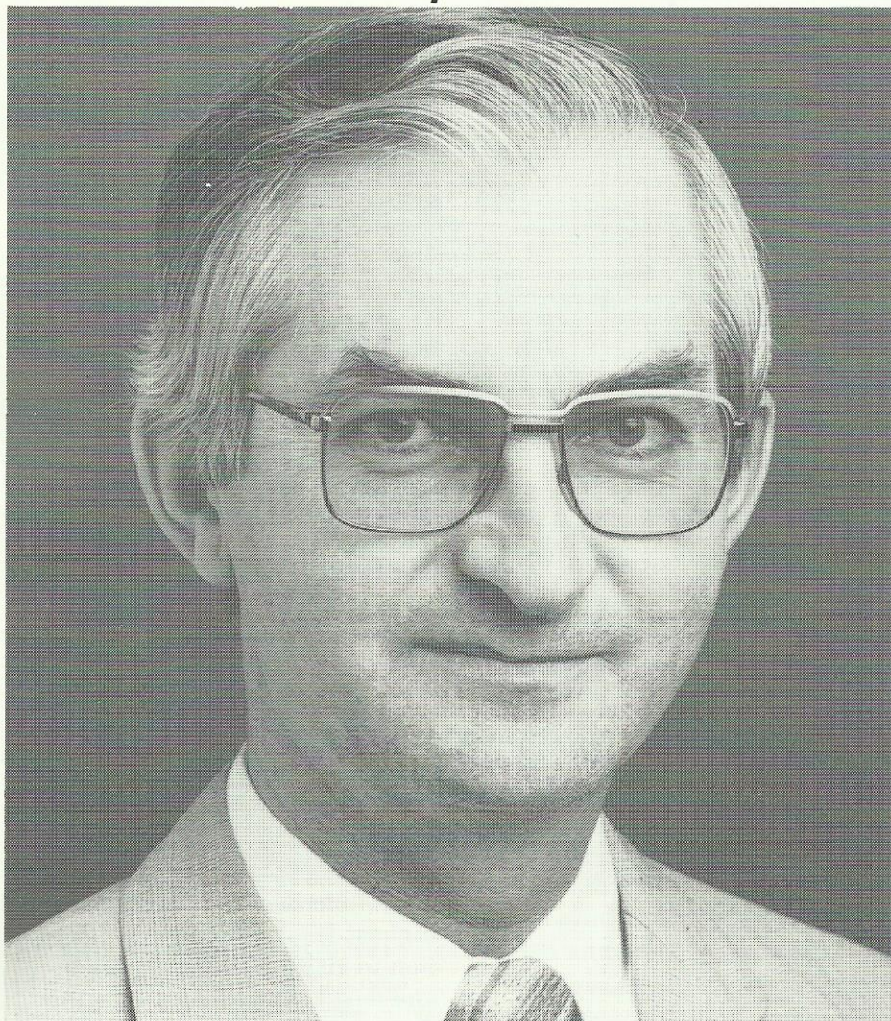


Behind the scenes at Clayton:
pages 6 and 7

A look at our staff college:
pages 10 and 11

The story behind
our cover picture
see page 12

Richard says farewell



Richard Gledhill

More than 150 friends and colleagues farewelled Richard Gledhill, 49, after a distinguished career which saw him rise from clerk to head of retail banking.

Ill-health forced a premature close to his career which began at Glenhuntly in December 1953.

Educated at Scotch College, Richard worked at Murrumbeena, Elwood, Ormond, Glenhuntly and Central branches from 1957 to 1961 before moving to the accountant's department where he held several jobs over 13 years.

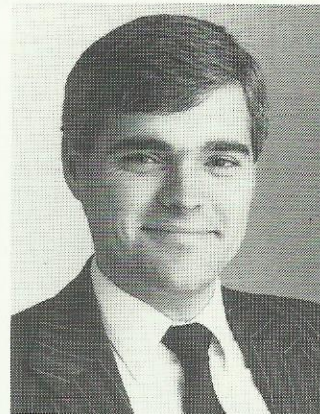
He was provident fund officer in the general manager's department in November 1975 and later

became chief officer in the chief accountant's department.

His next step up was district manager in branch banking in April 1979, followed by chief manager lending in August 1982, deputy general manager lending in February 1985 and deputy general manager retail banking in September 1985.

Chief executive Bill Moyle says: "Richard's career with the Bank has been a distinguished one. His drive, acumen and expertise have over the years made a valued contribution to the development of State Bank Victoria and we will miss him."

New faces



Adam Trumble, 30, has joined Marketing as public relations manager to handle our Bank's contact with media and other public relations activities.

He has worked in the merchant banking and insurance industries and was with a public relations consultancy before joining SBV.

Regional and branch management should contact Adam on all media matters.

Adam's number is: (03) 604 7840.



Geoff Vincent (above) is our new assistant general manager finance and accounting.

Before joining SBV, he was finance director of Black and Decker Australasia Ltd.

In another move, Christopher Hurn, previously Victorian manager of Challenge Bank, is now chief manager consumer banking products.

Santa Claus in July?



Picture: Ballarat Courier

Our Bank was the first bank in Ballarat to kick along the Outreach Centre's 'Christmas in July' charity appeal by displaying a collection tin on the counter.

Peter Smith, our former Sturt Street manager, was presented with the tin for the branch by Outreach co-ordinator Lyn Light.

Peter, now at Warrnambool, said he believed the appeal was worthy of support and hoped SBV customers would generously contribute to the cause.

The appeal helps Ballarat's welfare agencies cope with the heavy demand for food, clothing and blankets in winter.

From SBVski with loveski!



Soviet Deputy Prime Minister Vladimir Kamentsev shows off the Akubra given to him by chief executive Bill Moyle at the start of a top-level trade meeting with more than 100 Australian business and government leaders in Melbourne in July.

The function was co-hosted by our Bank and Austrade and held at State Bank Centre.

Mr Kamentsev was leading the highest-level Soviet trade delegation to visit Australia for trade and development talks with the Government.

Queen of Melbourne's Chinese community crowned in a night of glamour sponsored by State Bank Centre branch

Stephanie Chen, 19, has won the SBV-sponsored Miss Chinese Community Quest at the Sheraton Hotel.

Stephanie, who was born in Vietnam, was among 12 finalists. A La Trobe University student, she speaks English, Cantonese and Mandarin.

Stephanie now has a chance to represent Australia in the Miss Chinese International Pageant in Hong Kong later this year.



Opening of Frankston centre completes regional programme



Mr Carr opens Frankston centre

Frankston regional centre has opened – completing the Bank's decentralisation programme which started with Gippsland in May 1986.

More than 250 people attended the opening by deputy chief executive Max Carr.

They included Frankston's leading business people, SBV executives, MPs and civic leaders including Frankston Mayor Leonie Clark, Flinders shire president Rowland Brown and Mornington chief executive David Collings.

The region, which takes in 33 branches, is headed by Michael McMahon and Joe Moloney.

Michael says the centre means better communication all round – with his team, the branches in the

region and most important, with clients.

"It enables us to give our customers more comprehensive and efficient service by streamlining the decision-making process and cutting red tape to a minimum," says Michael.

Senior corporate banking manager Mike Palmer says the centre, in Nepean Highway, provides business development opportunities in an area which he predicts will experience tremendous growth. Councillor Clark says the centre underlines the commitment and confidence SBV has in the Frankston-Dandenong area which, she says, is well founded.

Says Mr Carr: "It allows us to do what we do best – provide the best service for the people of Victoria."

We're all new at Berwick

Our new Berwick branch has been opened by acting retail banking chief Peter Shepard.

The \$1.3 million branch, in High Street, is headed by manager Bill Moncrieff and assistant manager Mal Kewish.

SBV's first Berwick branch opened 31 years ago with Graham McMaster as manager.

As well, our new North Melbourne branch, headed by manager Bernie Sweeney, has officially opened after moving a few doors in Erroll Street.

Retirements from SBV

Harold Stafford, reserve staff; John Rigby, branch banking; Dermot Redmond, Ferntree Gully branch; Ian Black, legal; Donald Roberts, 499 St Kilda Road; Barrington McAliece, Parkville South; William Elliott, Mitcham and Peter Blennerhassett, legal.

Thank you very much!

Marketing department

I am writing this letter to thank you for your recent donation to our social service stall.

We raised \$160 which we have sent to the Salvation Army.

Thank you very much!

Kirsty

Grade 3B

PS 4718

Ferntree Gully North Primary School

Quiet missionary of change

Equal opportunity — a vital issue of the 1980s — will have greater significance for our Bank in the coming decade.

Our first equal opportunity manager, Helen O'Donoghue, is helping to realise the potential of men and women who can contribute to the Bank's success as well as their own careers.

It is not an easy course to steer, but Helen is quietly changing old attitudes on the issue.

For Helen, equal opportunity for all people is a matter of simple economics and the most efficient way to run a business.

She quickly points out that an equal opportunity programme works for women and men and that everyone, including the organisation, can benefit from it.

"The benefits to management are many," she says.

"By encouraging staff to be more career-minded, especially women, it means we have a resource of experienced staff on hand, full-time and part-time.

"That means we save the cost of hiring and training new people, which is more efficient."

Helen has a direct, commonsense manner. Her ready smile belies the extensive groundwork that she, with the Bank's equal opportunity consultative committee, has laid over the past three years since she became affirmative action officer.

"The process of affirmative action leads to equal opportunity, which is our current focus," she says.

She acknowledges SBV's commitment to equal opportunity practices "from chief executive through to senior management."

SBV was one of the first in the industry to appoint, in Helen, an affirmative action officer.

She says: "We were the first corporation in Australia to introduce up to 18 months' maternity leave, in January this year, and to date we are still the leader in this field."

"Equal opportunity means that all people start on equal footing from day one," she says.

"It means that the best person gets the job. It does not mean promoting women for the sake of it. Rather, we want to encourage people to think more about their careers. We are losing a huge resource when the majority of our staff, women, leave the Bank to have a baby.

"We are asking them to consider a longer-term career view. They have the choice of taking maternity leave, working part-time while their children are young and

“We want to encourage people to think more about their careers”



Helen: "It means that the best person gets the job"

returning to their careers full-time when the children are of school age."

Helen's role includes educating management and staff about how equal opportunity can work to their advantage.

She visits country regions, talking with staff and answering questions, and conducts staff training sessions at head office. She is also the Bank's contact point on the sensitive issues of discrimination and sexual harassment.

Helen says that changing people's attitudes can be a slow process, but results already show.

From September 1986 to September last year, the number of women in management more than doubled from 23 to 56, while the number of accountant level rose from 304 to 501. These figures compare well with other banks and major corporations, says Helen. She regularly meets with her counterparts within the industry through her involvement with the financial sector's Equal Opportunity Group.

Although she shrugs off the suggestion with modesty, Helen is a trail-blazer in her own career.

She is the first woman to achieve

managerial status in personnel.

Her appointment follows extensive branch and head office experience. This experience included the opportunity to take leave without pay some years ago and work in SBV's London office in between touring Europe.

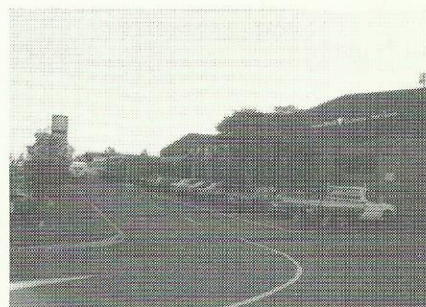
But she is not resting on her laurels and is doing a personnel management course at Victoria College.

Helen is keen to keep her open-door policy and encourages people to contact her on (03) 6046800 with any questions on training, career or other issues.

Behind the scenes at Clayton



1 Step inside our services complex at Clayton and you discover a whole new world



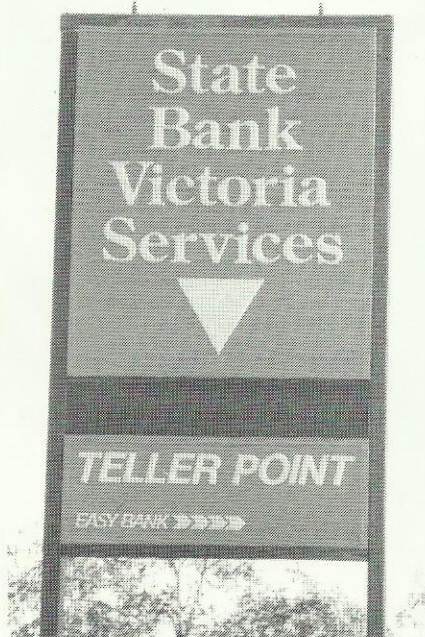
2 Here, in an area of more than 8000 metres, 130 people work behind the scenes to ensure the smooth daily running of our Bank



3 With acting complex manager Robin Collins (right) as guide, we enter the joinery workshop, busy with the sounds of buzzers, routers and saws



4 Manager Mick Earle (left previous pic) and his team are helping put on SBV's new face by fitting out up to 15 new branches a year, working on weekends not to disrupt branch life



5 The joinery team, with people such as carpenter Mark Smith, handles 2000 maintenance orders a year



6 Onto display department with Geoff Humphreys (left) and Len McGill at work on a display for a sponsorship

A quick tour of the area which helps keep our Bank running smoothly



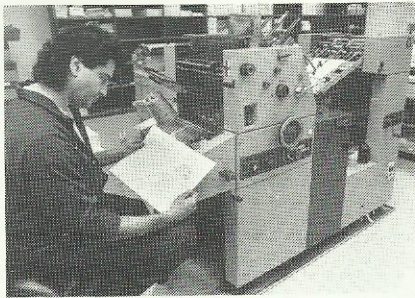
7 Ivan Lowe assembles a display. This area is part of marketing and handles many requests for branch displays and promotions



8 Storeman Jim Lowe fills stationery requisition orders



9 Manager stationery Kevin Wynd



10 Printer Bert Goldsworthy checks his work. Printing department produces a range of stationery from transaction slips to personal business cards



11 Storeman Barry Nangels in the furniture store where there are rows and rows of furniture and stationery



12 Stacked to the high ceiling, it is a maze for visitors to the furniture and stationery stores where branch and head office orders are filled



13 Alex Grant and Con De Losa in the security cage



14 Engineers manager Alan Rayment at the grinder



15 Drivers Henry Emile (left) and Ben Casey. Alan Rayment says his department has engineers on call day and night to fix a range of problems



16 With a fleet of 20 vehicles on call, his team also regularly visits branches to maintain alarms



17 Around the corner, the hum of machines signals the southern clearing section where cheques from 120 branches in the south east are MICR encoded by a team led by supervisor Peter James



18 Looking more like an upmarket dress boutique, the Fashion Collection area stocks items of our corporate wardrobe.

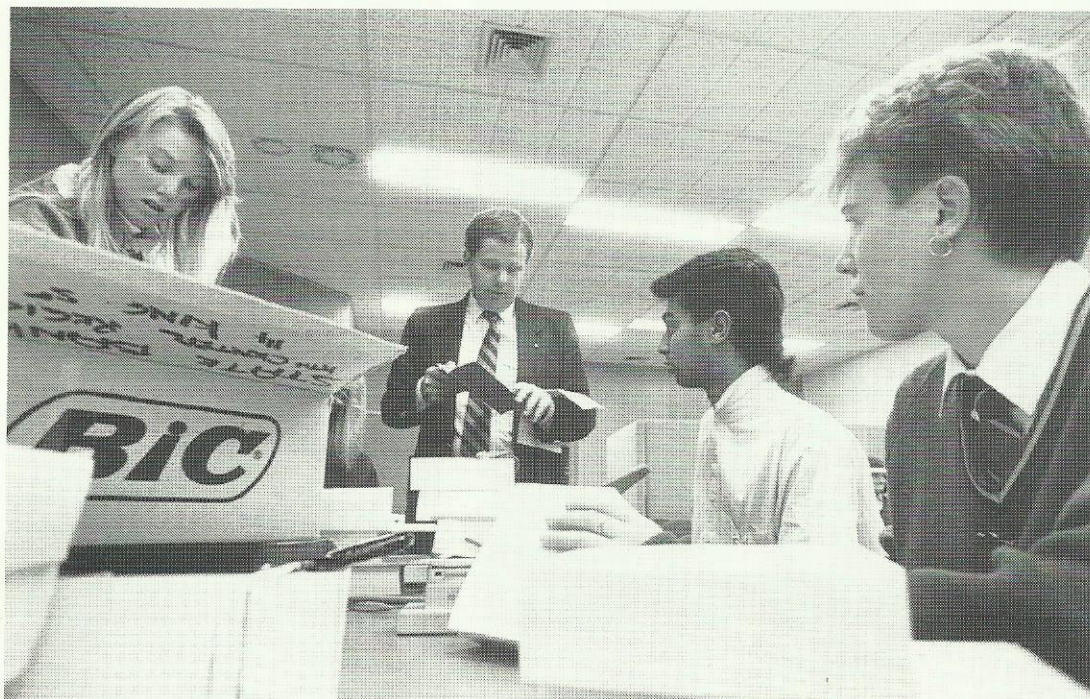


19 Audrey Aitken is kept busy with orders from all branches as people update their seasonal ranges



20 The tour ends with a smile and a wave from the guardhouse but work continues at one of our major resources centres

Gotya! Bendigo's Young Achievers



Arranging executive meeting: company secretary Amanda Webster; coordinating adviser Bob Emonson; managing-director Peter De Zilva; packaging officer Tonya Ince

A project to teach 21 Bendigo secondary school students how to start and run a business is being sponsored by our Bank's north central regional centre under the Young Achievement programme.

The students are being helped to establish a company, research and develop a product, then market and sell the product. They are also being taught the ins and outs of running a business, from board meetings to officially winding-up the company at the end of the 28-week project in late September.

The region is supplying advisers and a weekly 'boardroom' for the year-11 students from Girton College, Catholic College, White Hills and Kangaroo Flat technical schools.

Their company is called Gotya and the product is the Gotya Bloc, a telephone pad with 500 sheets, a pen and space for

writing emergency numbers.

One thousand Gotya Blocs have been produced and the company expects to break even after 830 have been sold.

Bob Emonson, regional administration manager, is coordinating the project with the help of Greg Rodwell, Garry Webster, and Peter McKerlie. Victoria Jackson, a school industry project worker with the Education Ministry, is also on the team.

Says Bob: "The students are tremendously keen and they're determined to make it a success. At the conclusion of the venture, the students will have received training and experience in registration and establishment of a business, product development and manufacture, marketing, personnel management, board meeting requirements, establishing goals and review, record keeping, liquidation requirements, election of directors and produc-

tion of an annual report.

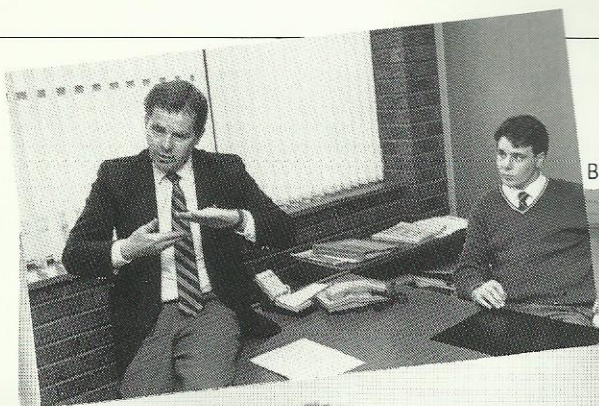
"The opportunity to be involved with the venture and the students has been rewarding for both myself and the other advisers. We hope this inaugural sponsorship will be expanded next year to other sections of the Bank."

Despite the success of the venture, the telephone pad was not the original idea of Gotya.

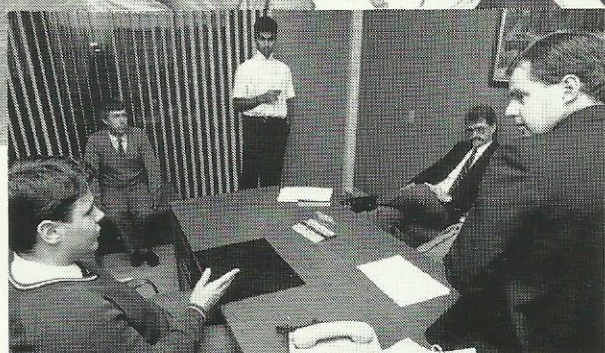
The product first considered was personalised toilet paper!

- Young Achievement was adapted from the 60-year-old US Junior Achievement programme in which more than 250,000 American high school students take part annually.

Similar programmes operate in Britain, France, Sweden, Mexico, Canada, New Zealand, South Africa and the Philippines. Australia's programme started in 1977 with five projects and has grown to 200.



Bob Emonson and production adviser Gordon Haswell



Gordon Haswell, Greg Rodwell, Peter De Silva, Garry Webster and Bob Emonson



Elissa Robinson; Tim Connolly; Marnie Mullane; Greg Rodwell

VSO hits a high note

SBV has continued its sponsorship the Victoria State Opera with \$60,000 towards the first performance of the opera, *Andrea Chenier*, in Australia for 40 years.

The opera, set during the French revolution, is being performed at the State Theatre.

Andrea Chenier is the fifth SBV-sponsored VSO production in four years.

The opera was first performed in Milan in March 1896.

SBV links with BITS

Our Bank and State Bank of New South Wales have joined the Bank Interchange and Transfer System (BITS), an advanced payment delivery system to transfer electronically high value payments between member banks.

BITS was launched by Australia's four largest trading banks in November.

No school daze at Baxter college

It is dusk at the Bank's staff training college at Baxter and a group of managers are relaxing after a long day of sessions in their management development course.

As the sun sets on the bushland terrain that surrounds the college, the group talks about the course and the benefits being at Baxter can bring, professionally and personally.

The feeling of camaraderie is high as they speak of the friendships cemented over the week-long course.

For Denise Matthews, newly-appointed manager customer services at Central branch, the course has come at a good time, giving her some guidelines for her new position.

"It's very rewarding," she says. "It gives you the confidence to have a go in your job."

Networking with fellow managers is important to Neil Robbins, of Western branch.

"You meet and get to know people from branches around the state," he says. "It helps knowing the face and person behind the voice on the phone."

Michael Dunn, of Fawkner's Bonwick Street branch, appreciates the isolated environment of the college.

"It gives you the opportunity to sit back and reflect at arm's length on your work and any problems," he says.

This group is from one of the two courses that run concurrently



Graeme Jones

at the college during the year under the guidance of college manager Graeme Jones.

A tall man with a ready smile and a quick wit, who also happens to be blind, Graeme heads the college staff of nine, including five conference leaders.

Looking more like a modern ski chalet, with open fires and comfortable pine furniture, the college has individual accommodation for 36 students, and four guest rooms.

It is surrounded by natural bushland, complete with its own dam, and offers a range of outdoor pursuits including bushwalking, tennis and swimming.

The college is fully booked during the year and closes only on what Graeme describes as the 'three holy days' in Victoria's calendar – Good Friday, Christmas Day and grand final day.

Since the college opened in 1977, Graeme and his team have worked hard to ensure the course format is relevant to the needs of banking people.

Many changes have taken place.

Nine years ago, courses catered only for classified officers and lasted three weeks.

Now the college has opened up more courses to more people with the emphasis on practical, intensive courses of five days, dealing with specific topics such as business lending, negotiating, supervisory skills and personal development.

A new feature is weekend



Staff college

'Future Directions' courses for entire departments and branches, again specifically designed for the groups to plan as a group away from the daily interruptions of the office.

"The groups leave the college highly motivated after the weekend," says Graeme. "And it is rewarding to see the positive changes that take place within a branch or department that has completed the course."

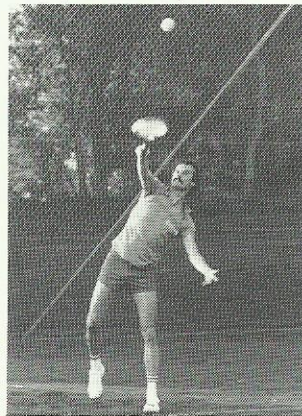
"Six weeks later, the groups hold a back-to-Baxter session at their workplace where they review the goals set during the course and then set new objectives. It's not the end of training or personal development when you leave this college. It's just the start."



Receptionist Sally Scott



Neil Robbins and Michael Dunn



Steve Roberts



Donna Miles



Part of the training team: Ray Hetherton, Graeme Jones, Dennis Higgins, Geoff Wood, Gary Sanford

Tall twosome aiming high — but in different sports



Matthew Bell and Matthew Stevens

Matthew Bell and Matthew Stevens, of Albert Park branch, are aiming high in their chosen sporting fields.

At 6 ft. 4 ins. and 6 ft. 3 ins. respectively (in the old measurements), they have a head start on most of their competitors.

Matthew Bell, 18, is one of the youngest team members of the Westside Melbourne Saints in the National Basketball League.

He has also represented the state as a member of the Victorian under-20s team which won the Australian basketball championships in Queensland this year.

Matthew's eyes are now firmly set

on representing Australia at the 1996 Olympics which he is confident will be held in Melbourne.

He joined Albert Park branch about six months ago.

Footballer Matthew Stevens, 20, is in his first year with Fitzroy in the Victorian Football League.

His goal is to have a successful career at Fitzroy and play in a winning premiership team.

Matthew joined SBV three months ago from Shepparton where he was a champion player with Shepparton United.

When not working, he swaps notes with fellow branch worker Brian Gray, a Footscray trainer.

Backing the man in white

SBV will have a high profile among football supporters in the eastern suburbs for at least the next three years.

Our Box Hill regions are sponsoring the Eastern Districts Football League Umpires' Association with \$6000 for the next three seasons.

Stuart Cooper, assistant branch marketing support officer at Box Hill North, says field and boundary umpires will wear the Bank's logo on their shirts, while goal umpires will display it on their coats.

A large boundary banner will be displayed at the ground of the main first division game every week and during finals.

"There will also be a SBV trophy for highest achiever among the umpires," says Stuart.

"That will be decided by the umpires.

"Importantly, the EDFL umpires' accounts will be transferred to SBV."

SBV helps young skiers

State Bank Victoria was the major sponsor of this month's 30th Victorian Alpine inter-school championships at Mount Buller.

About 500 children from 50 schools competed in the championships.

It was the second time the Bank sponsored the competition, considered the largest ski contest in Australia.