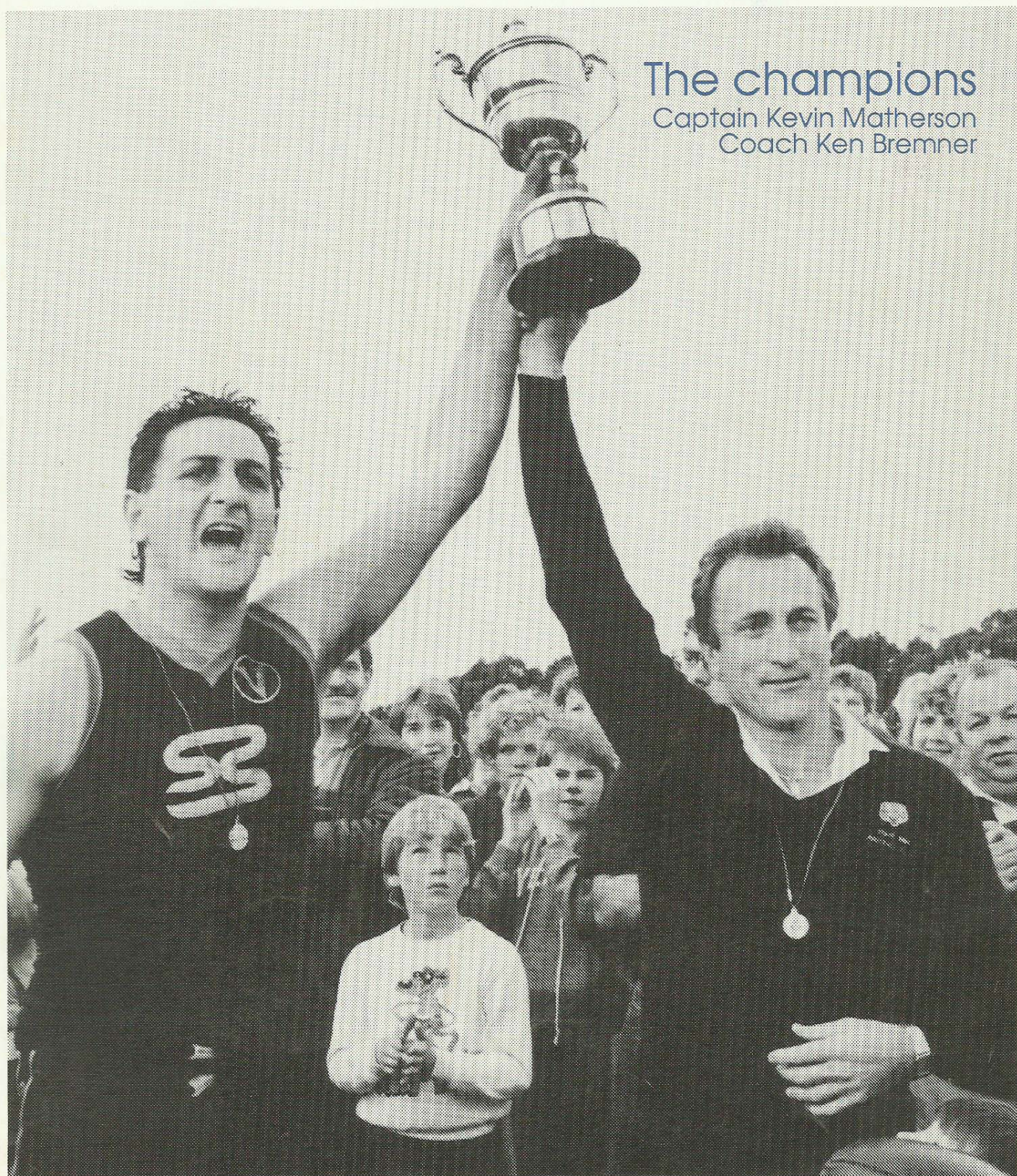


State Bank  Victoria

Our Bank

TIGERS CLAW BACK LEADERSHIP

Sept - Oct 1987



The champions

Captain Kevin Matherson
Coach Ken Bremner

Contents

News Roundup 2

Training for the future
Serving up excellence
CORP upgraded
World economics meeting 7

People 8

Top planner joins Bank
Bill Amor retires
Jolimont supports Demons
John Johnson says farewell
All aboard for Penshurst
SBV show-time
Year of the Tigers

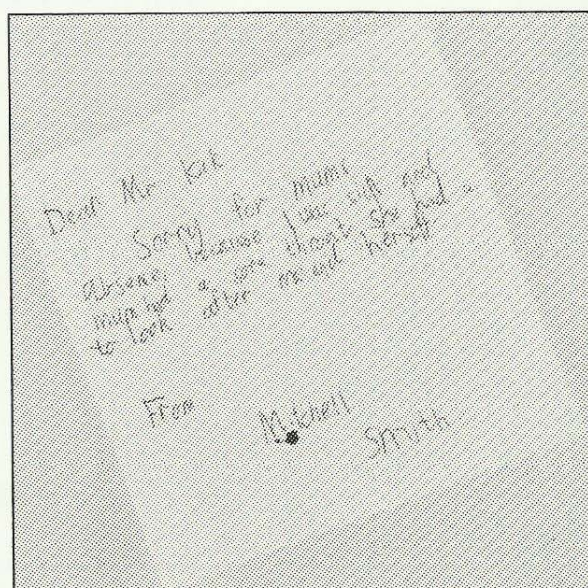
Your Page 12

Please excuse Mum!
Where are they?

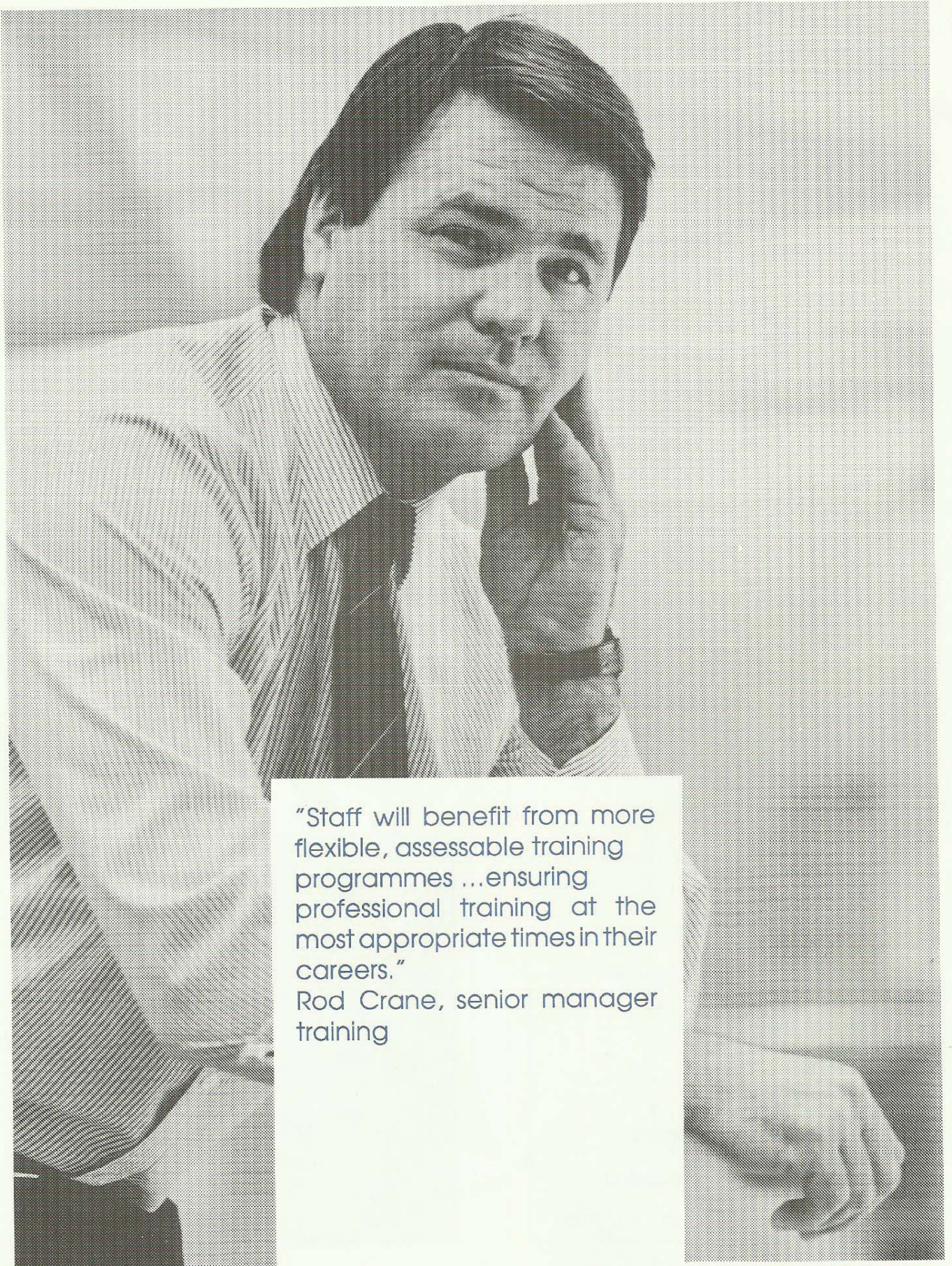
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PO Box 267D
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Managing editor - Clive Walters
Editor - Adam Hankin
Editorial assistant - Frances Modica

Telephone: 604 7841, 604 7827, 604 7042



News Roundup



"Staff will benefit from more flexible, assessable training programmes ...ensuring professional training at the most appropriate times in their careers."

Rod Crane, senior manager training

TRAINING FOR THE FUTURE

A new era in staff training has begun following a major review of retail banking training methods and courses.

"We are aiming for better trained bankers to meet the increasingly sophisticated demands of banking and to suit the new directions of our Bank," says **Rod Crane**, newly appointed chief of training. (picture left) "The benefits for Bank staff will include more flexible and assessable training programmes which will ensure that professional training is received at the most appropriate time in terms of current and future job tasks."

The new approach to training was developed by personnel department and management consultants Arthur Andersen and Company as an integrated, cost-effective training system to maximise the Bank's corporate objectives.

The major changes

- administration of training is being centrally designed and co-ordinated under personnel department
- four teams will design training courses
- decentralisation of training delivery with a bigger proportion of in-branch and regionally based training

The new training programme is being phased in and will be completed by mid-1990, covering all staff levels, from recruits to management. Use of the staff college at Baxter is being extended with the introduction of weekend live-in courses.

The team and its role

Training is now headed by Rod who was recently appointed senior manager training. He was formerly director of education with the Australian Institute of Bankers; before that, he spent 12 years lecturing in economics at Swinburne Institute of Technology. Rod's team includes **Alan Beardsley**, manager training administration, **Gary Doyle**, manager training design and **Alan Clark**, co-ordinator retail bank training. Rod and Alan are visiting regional centres to discuss the changes with staff and management.

The training team will be responsible for designing and developing instructional materials, keeping records and coordinating the Bank's training effort.

Training materials and courses will be designed and written by four teams allocated specific areas of responsibility including lending products, management and personal development, customer service and training of new staff. ▼



Rod Crane and Alan Beardsley

Serving up excellence pays off – top customer service people rewarded

The Bank has identified 30 of its 'top servers' and rewarded them with a special night out at the opening of Melbourne's Spoleto Festival as the start of a programme to recognise and reward staff for excellence in customer service.

Initiated by the Customer Action Task Force, the search for people giving consistently superior customer service covered all branches and head office departments which deal with the public.

They were nominated by branch managers, departmental chiefs and regional executives.

It is the forerunner to a number of planned initiatives to recognise and reward top performers in customer service areas.

Those judged as our 'top servers' were treated to a special dinner hosted by Deputy Chief Executive, Max Carr, and taken to the preview of the Gershwin opera, *Porgy and Bess*, which opened the Spoleto Festival in September.

At dinner, Mr Carr stressed the need for top customer service in an increasingly competitive banking environment and challenged all State Bankers to strive for excellence.

"You've been rewarded because you have been identified as having striven for excellence with customers and as you have set an example, I would like to challenge you all to try to teach your skills to others," Mr Carr said. ▼



Kevin and Sue McNamara

Anastassia Divitaris,
Wendy Scott

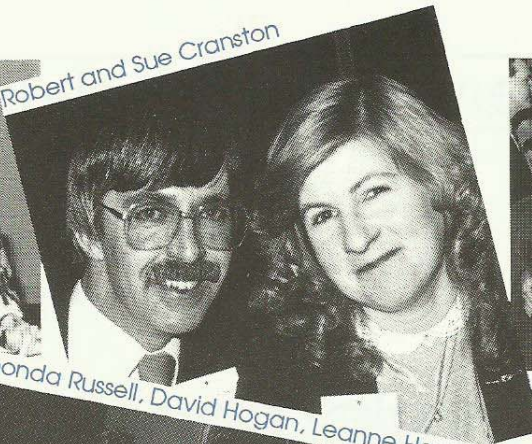


Barbara & John Matthews, Lindsay & Lynne Oates, Peter Woods

Bob and Bev Bruton



Robert and Sue Cranston



Pam & Graeme Cathcart, Barbara & Peter Carter

Terry Russell, Rhonda Russell, David Hogan, Leanne Hogan



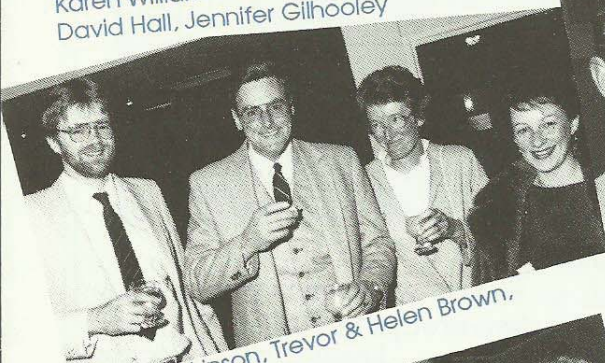
Jocelyn and Geoff Owen



Karen Williams, Ann Douglas, Max Carr, David Hall, Jennifer Gilhoolley



Gary Wheeldon, Barbara Osborne, Ann and Ron Wilson



Harold Parkinson, Trevor & Helen Brown, Frances Parkinson



Faye and Grahame Wilkie, Yvonne and Adrian Costello



Kath Williams, John Williams, Marion Marshallsea



Angel Martin, Andrea Wanke, Norman Wanke, Russell Martin



Graeme and Vivian Jones

Personal development course added to Career Officers' Recognition Programme



Neale Percy with Joanne Craig, John Spina, Michael Answerth, Chris McGowan, Ashley Chester and Julie Lewis

A personal development course designed to prepare people for senior management roles has been added to the Career Officers' Recognition Programme, CORP, now in its third year.

John Wilson, head of training development, says the addition of the new course is a significant upgrade of CORP which provides accelerated promotional progress and planned personal career development for GCOs with outstanding capabilities and performance.

"This programme has been added to help CORP people

prepare for senior management roles early in their careers," says John.

"It will give CORP people essential management skills by developing their self confidence, self-motivation, decision-making and problem-solving abilities.

"In fact, all the necessary qualities to make them successful managers."

There are 80 people currently taking part in CORP – 20 have started the programme run by management consultant **Neale Percy**, of Conceptual Management Development.

They have been divided into two groups of 10, and will have a weekly two-hour session over five weeks, followed by one session a fortnight for 10 weeks – the course ending in January. John Wilson says early feedback from those participating is that it's an excellent programme.

- *If you're a GCO between 22 and 26-years-old, with two years' service, you can apply to Personnel department for CORP – selections are made by a committee and judged on your performance and development appraisals. ▼*

SBV plays host to world's economic gurus



More than 65 of the world's leading economists met in Melbourne recently to discuss the international economy at a Project LINK conference.

The September meeting, held at State Bank Centre, was sponsored by our Bank and co-ordinated by Economics department and Melbourne's National Institute of Economic and Industry Research.

Project LINK, funded mainly by the United Nations, is a co-operative research venture of international economists who meet twice a year to compare and co-ordinate forecasts for virtually every part of the world. It is headed by Prof. **Lawrence Klein**, the Benjamin Franklin Professor of Economics at the University of Pennsylvania.

It was set up in 1968 for international economic forecasting based on the linking of economic in-

formation, or models, of participating countries, including Australia.

It began with 13 countries of the Organisation for Economic Cooperation and Development and has been extended to the remaining OECD countries and developing countries to achieve global representation. Models for developing countries were set up by staff at the UN and more recently by the Asian Development Bank. The national models are sent to LINK Central at the University of Pennsylvania where world economies are simulated. About 20,000 economic equations can be used for the world, regions or individual countries.

Two LINK conferences are held each year – one in New York and the other rotates among participating countries. They are attended by representatives of research institutions, government bodies,

universities and colleges, banking and the UN.

Topics at the Melbourne conference included world and regional economic outlooks, commodity markets, financial deregulation, unemployment and exchange rates.

The issue of a possible repeat of the 1929 crash and resulting depression was discussed, somewhat prophetically as it turned out!

Prof. Klein said there was concern, and even some anxiety, that share prices had risen too

much and he posed the question: 'Could there be another 1929?' His conclusion that this was unlikely will hopefully prove to be the case in view of the current crisis.

The LINK forecasts prepared for the Melbourne meeting, suggest the world economy will grow moderately during the next few years; a recessionary correction was forecast for the United States in 1989, but was predicted to be offset by higher growth elsewhere in the world. ▼



From left: Dr Peter Smith, SBV Chief Economist, Dr Duncan Ironmonger, SBV Commissioner, Professor Lawrence Klein, Professor Bert Hickman, Stanford University.

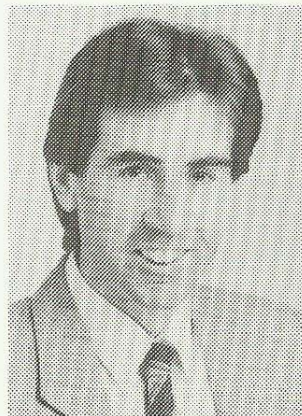
People

Leading urban planner joins Economics' team

Tim Patton, one of Australia's leading urban and transport planners, has joined our Bank to develop the branch network in line with the rapidly changing face of banking and the Bank's personal and corporate banking strategy.

Tim, 39, has extensive overseas experience and heads the newly-formed branch location unit in economics department. Formerly the assistant director-general of the State Transport Ministry, Tim has worked on key transport and urban development research projects in the United States and Canada and was project manager of the Caracas metropolitan transport study in Venezuela.

Chief executive **Bill Moyle** says: "The siting of branches is no longer as simple as it was. "Our network of 527 branches, the largest in Victoria, has developed over the years to cater for the needs of a different era in banking. "Some of our branches may be no longer suitable sited because of population shifts, new growth areas in industry and business, changes in employment patterns and social factors.



Tim Patton

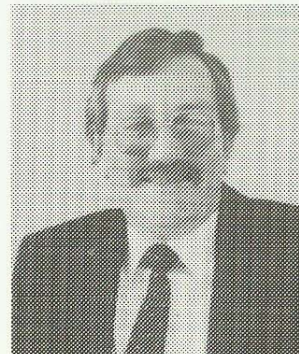
"These changes, combined with the Bank's new regional administration, development of electronic banking systems and the introduction of corporate and international banking services at regional centres have altered the emphasis on where we locate branches.

"Through market research and analysis of urban and regional development, the Bank will be able to ensure more effective representation in the community, tailored to the banking needs of our customers and the Bank's overall expansion strategies." Tim, who has also lectured in transport and town planning at Melbourne University, has a Bachelor of Civil Engineering, Master of Engineering Science and Doctor of Philosophy.

New education chief for AIB

Don Lyell has joined the Australian Institute of Bankers as director of education.

Don has joined the AIB from Chisholm Institute of Technology where he was senior lecturer and course director for the degree of banking and



finance. Don, who was at Chisholm for 22 years, has also worked with Capel Court, National Australia Bank and Reserve Bank. He succeeds **Rod Crane** now with SBV.

Bill Amor – local figure of Melton – retiring soon

Bill Amor, 56, manager of Melton branch since January 1972, retires on October 30 and a farewell function for him is being held in the branch the day before.

Bill was born in Murtoa and started with the Bank at Nhill in March 1948 and his time has included stints at Caulfield East, Cheltenham, Ormond, Parkdale, Bentleigh, Armadale and Rupanyip.

"This has always been a busy branch, a top lending branch," says Bill. "When I came here Melton's population was 4500. Now it's about 34,000."

Bill and his wife, **Lorraine**, plan to go to England next year and as for his retirement, he says: "I like gardening."

Demon of a supporter!



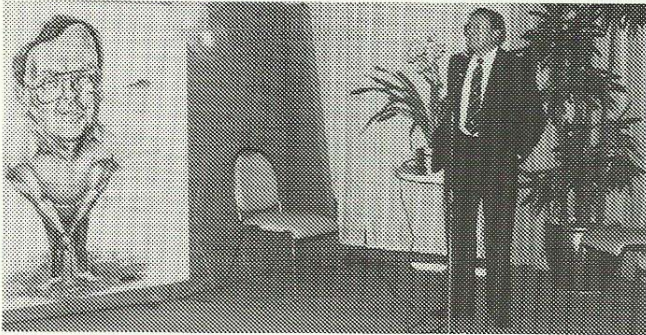
Tony Taccone

Staff at Jolimont, which is banker to Melbourne Football Club, showed their support for the Demons before the

preliminary final by dressing in Melbourne jumpers and got into the finals spirit with a few pies.

People

Farewell to John Johnson



John Johnson, a former district manager who helped set up our system of regional management, said goodbye to colleagues and friends at his retirement function in Frankston after a career spanning 40 years. John, who was Frankston's senior regional manager, joined at Bentleigh in April, 1947. He worked in various suburban branches and Elizabeth Street before

joining Frankston in 1960. John's first appointment as manager was in 1970 and further manager appointments were to Frankston Foot Street, Edithvale, Carrum, Frankston Young Street and Noble Park. In 1983, John was made a district manager and later headed the regional management task force. John, a keen golfer, and his wife, **Lois**, have built a home at Baxter.

SBV on show at Show



State Bank Victoria's branch at the Royal Melbourne Show was a busy place again this year. Headed by **Bob Healey**, Stratford branch manager, our staff were kept busy in the two-storey building in Plummer Avenue with a record

number of show visitors using the branch. This year's team (from left) were: **Peter Collins, Debbie Thompson, Linda Hughson, Bob Healey, Geraldine O'Grady, Steve Crisp, Sandi Costa and Janet Chapman.**

All aboard for Penshurst

To commuters, trains can be a nuisance rather than an interest. For people who rely on trains to get to and from work, the idea of enjoying a train is to catch one as quickly as possible and arrive with a minimum of fuss. But for model train enthusiasts such as Penshurst manager **Laurie Jarman**, it's a different matter.

Laurie has been fascinated with model trains for more than 20 years. He was inspired by a friend who had a model train collection, and bought his first train set when he joined the Bank in 1965; making the purchase with his first tax return cheque. After Laurie bought the track, he built a base from four large boards. The next step in the construction was a big task.

"You've got to be an odd-job man to set up a network like mine," he says. "You need a knowledge of carpentry and electrical wiring – there are miles of wiring for

the electrical circuitry, transformers, controllers, and three lines of tracks."

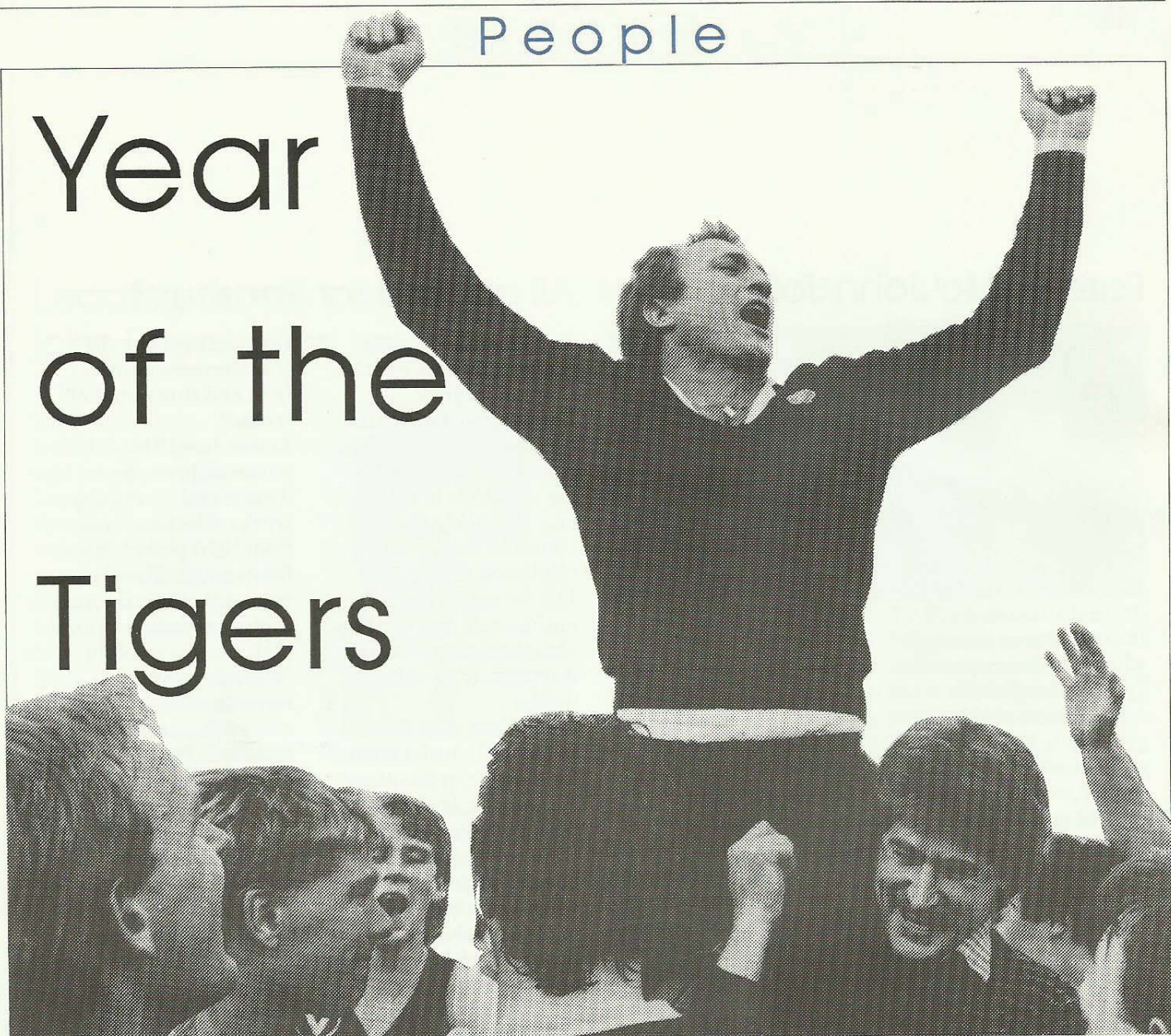
Laurie has 12 model steam engines, three diesels and 24 railway trucks. Most are made from light plastic, a few from metal. The sleepers are just like the real thing, only made of plastic.

"With three trains running at once, with quite a few carriages attached, I've had the odd derailment, but no collisions yet," he says. As Laurie stands in the centre of his model railway, operating the trains and the large turntable with a handheld signal box, he plans future improvements. "I'd like to have stations, trees, boom gates and some attractive scenery," he says.

"Right now, it's taking up a large part of the dining room floor. Since moving to Penshurst in March, I've not had much chance to work on it, but I'm looking forward to making modifications." ▼



Year of the Tigers



Triumphant SBV coach, **Ken Bremner**, is chaired off the field after the Tigers win the 87 amateur league premiership and fly the victory flag again after 15 years. The team, who were defeated in last year's grand final, won the premiership with a 94-point victory against West Brunswick and will be promoted. The Tigers, in VAFA's E-grade, defeated Old Essendon in the second semi-final to go into the grand final.

They were in front all day defeating the Magpies 21.12 to 6.8. At quarter time, the Tigers led the Magpies 4.3 to 2.3 and virtually put the result beyond doubt in the second quarter with eight goals to West Brunswick's one point, to lead 12.5 to 2.4 at half time. SBV kicked 3.4 to West Brunswick's two points in the third quarter to lead 15.9 to 2.6. The premiership, in Ken's second year as coach, means SBV will

play in D-grade next year. Full-forward **David Jenkins** finished the season with 85 goals. The Tigers' reserves nearly made it a double for SBV when they narrowly lost the grand final against Old Essendon 7.9:51 to 7.16:58 after trailing by two points at quarter time, six points at half time and 10 points at three-quarter time. SBV's third team in the newly-formed H-grade finished sixth.

In the club's best-and-fairest awards, **Stuart Cloke** won the seniors' award, ahead of **Ron Gniel** and **Kevin Matherson**. **John Curtin** won the reserves' award and **Greg Smith** and **Chris Papadopoulos** tied for second place. In the H-grade team, the award was won by **Alan Pitts** with **Derek Thurgood** second and **Jeff Inglis** third.

• *The Club's annual general meeting is on November 10.* ▼

People

Pictures: Andrew Chapman



Please
excuse Mum,
she's sick
today and
won't be in!

All parents have written notes to their children's teachers when the children have been unable to go to school because of illness. But how many parents have had a note written by their children excusing them from work?

Chelsea branch manager **Ken Kick** was at his desk when a note landed on it. The note asked Ken to excuse staff member **Margaret Smith** for being absent the day before.

Written by Margaret's son, Mitchell, 7, the note said: "Dear Mr Kick, Sorry for mums absence, because I was sick and mum had a sore throat she had a to look after me and herself. From Mitchell Smith."

Says Ken: "I was at my desk when the note landed on it. "Marg hadn't been well herself.

"The note certainly excused her."

Where are they ?



Are any of these grand finalists of the 60s still with the Bank?

Cheryl Ryan, of Emerald branch, who sent us the photograph, has recently returned to the Bank as a part timer after 15 years' absence, and would like to hear from her old friends in the 1967 State Bank netball teams, including their coach, the lone man in the middle. She was then Cheryl Calder (third from right in the photograph), worked at Pascoe Vale West branch, and played centre position for the team.

"I started playing netball when I was 10," she says.

"All in all, I've been involved in it for 30 years. Playing for the Bank was great fun, and certainly kept you fit.

"I now umpire in Ferntree Gully and Boronia."

Perhaps all these energetic folk could arrange a get-together, and rekindle some of the old team spirit.

In the picture are - first team, C-grade, from left: **Glynis, Dennis, Cheryl, Pat, Glynis, Jenny, Lorraine** and **Marg**. Centre, coach, **Peter**, second team, E-grade 1, on right: **Pat Digby, Lorraine, Cheryl Ryan (Calder), Sharne, Judy, Phyllis, Pauline** and **Margaret**. ▼