

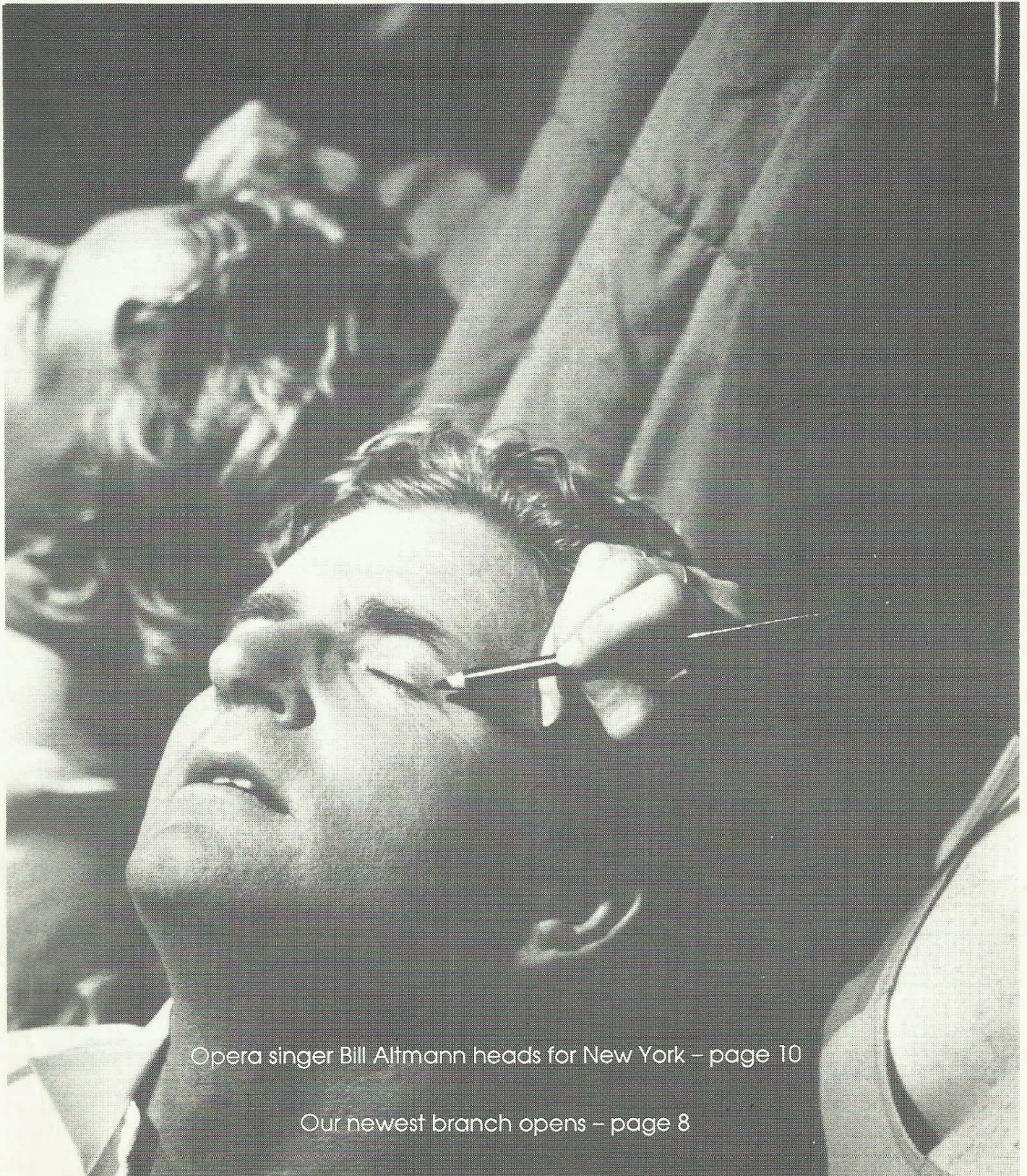
Bill Moneroff P.C.

State Bank  Victoria

Our Bank

Putting on a new face

March/April 1988



Opera singer Bill Altmann heads for New York – page 10

Our newest branch opens – page 8



North Central saves Bendigo 5000

State Bank Victoria has saved the Bendigo 5000 footrace with a \$15,000 sponsorship over the next three years.

The race was in jeopardy when TV8 withdrew its financial support last year and its organisers were finding it difficult to attract sponsors.

Peter Shepard, in his former position as head of North Central region, announced the Bank's sponsorship.



"We've taken the naming rights and the race will be known as the State Bank Victoria Bendigo 5000.

"We will commit \$5000 for each of the next three years.

"Our sponsorship is a continuation of our support of major country sport events."

Graham Watson, senior RM, hands the winner's cheque to Glenn Kendall and his trainer.

News Roundup

SBV taps new funding source

State Bank Victoria successfully launched a \$150 million domestic bond issue – the first of its kind by an Australian bank in Australia – in April.

The success of the issue confirmed the existence of an important new source of funds which will allow the Bank greater flexibility in the management of its domestic funding.

The Bank intends to make further issues and it is anticipated that support for the bonds will generate an active secondary market among major domestic and off-shore institutions.

SBV bonds have been issued in the form of inscribed stock, maturing in March 1993.

This initial issue was for \$100 million with the right to accept oversubscriptions of \$50 million.

Market reaction was intense, with more than \$400 million in bids received – almost half the issue was placed off-shore.

"This is an innovative way of tapping capital markets and State Bank Victoria is happy to have led the way," says CEO, Bill Moyle.

"SBV bonds represent a significant diversification of the Bank's funding base and will allow access to future swap-driven issues, if we wish."

Thank you, SBV Werribee

General Manager
State Bank Victoria
Melbourne

Dear Sir,

This letter is forwarded to acknowledge our thanks to the State Bank personnel who voluntarily offered their time once again to carry out the counting and banking of the proceeds of our collections on behalf of the Royal Childrens' Hospital appeal on Good Friday.

It is most gratifying to have their assistance, particularly as some of them no longer work at Werribee branch 729, but they return each year to participate in the appeal.

May I ask you to pass on to Werribee 729, the Brigade's appreciation to the staff and their friends for their contribution to the appeal.

Yours faithfully

L. Pengelly

Secretary
Werribee Fire Brigade
PO Box 240
Werribee 3030

New salary structure evaluation team

The new salary structure based on job evaluation is now being introduced and the Job Evaluation Committee – a group comprising Bank and union representatives – has the massive job of evaluating 10,000 jobs.

The committee was formed last October to evaluate hundreds of jobs as the basis for questionnaires to be sent out to staff.

The panel was expanded in February because of the heavy workload of assessing and grading GCO positions during April and May.

A separate committee, headed by Max Langham, Senior Manager Personnel, will assess the L grade positions.

The committee from left: (back) Alan Russell (ISD), Denis Feeney (Personnel), Kevin Lloyd (RM Parkville West), Don Beale (Service Improvement), Martin Hodgson (Employee Benefits). Mat Dillon (Cranbourne), John Redenbach (Branch Banking), Esard Malkic (Hay Management consultant), Tony McPherson (Branch Reconciliation).



Our Bank is the monthly magazine of State Bank Victoria,
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These people are saving us money



From left, Christine Thomas, Don Beale, Michael Gavin, Sharyn Higgins, Rex Hall, Frank Pilinga, Peter Kincade, Max Carr, Glen Goldsmith, John Feltrin, Wayne Kerr, Kerry Small, Craig Tipping, Janine Owen. Seated, Wendy Tucker, Agatha Kost, Lidia Worona.

Staff ideas developed under a Resources Management Programme have helped our Bank save more than \$6 million in the last three years.

The programme aims to boost productivity, cut costs and save our resources.

Since it started in February 1985, 30 labour and cost saving projects have been put into action.

Some successful projects include:

- elimination of duplicate indexing, that is combining a customer's accounts into one register
- control for switching off branch air conditioning on public holidays
- elimination of sorting and calling of debit/credit transactions for statements accounts

- automatic debiting and reporting of branch collected bank accounts debits tax

- direct crediting of branch staff salaries
- use of General Ledger computer package system to record suspense account entries
- review of electricity tariffs at branches
- staff records changes - new method of advice and input

In addition to the dollar savings, the scheme has spin-off advantages such as enhanced work skills, elimination of many tedious, time consuming tasks, greater job satisfaction and improved delivery of services to customers.

Peter Kincade, 29, of the recently restructured and newly-named Strategy, Organisation

and Planning department controls the programme.

"Our aim is to help people work smarter and not harder.

"Some of Australia's leading companies, such as BHP, Alcan, Namco and David Syme are successfully using the programme

"We expect to see results within 12 weeks of starting a project and our success shows we have a considerable number of people with initiative and creativity who can contribute to making our Bank a more efficient and effective organisation.

"The challenge is ours and so too are the rewards of personal satisfaction."

Strategy, Organisation and Planning is raising

the programme's profile within the Bank through a series of information sessions at regional offices and administrative departments.

Three groups are involved in resources management programmes.

Participants who present ideas for projects.

Reinforcement officers to whom participants report.

Support people from departments or branches with special knowledge of a service or particular area of the Bank.

Up to 25 people work on various projects within the programme.

There are usually 10 to 12 participants and reinforcement officers and a handful of support personnel.

continued over...

News Roundup

Money savers

from previous page

Peter manages Resources Management by training personnel, visiting branches and promoting the programme.

"Training consists of three one-day sessions over three weeks and helps staff to identify opportunities, suggest changes to improve methods and increase productivity and make us generally more efficient."

About 55 people, including managers, accountants and GCO's have been trained and participated in the programme.

Profile

Peter Kincade joined the Bank in 1977.

He worked in branches for eight years before joining O and M in 1985, where he worked in the branch establishment section.

He then became the contingency planning officer in March 1986, co-ordinating and reviewing the Bank's departmental disaster recovery plans.

Peter is studying micro-computer technology Box Hill College of TAFE.

Small Farm Award shared again



Chris and Marie Lucas, tree farmers from Olinda, were joint winners of the 1988 State Bank Small Farm Entrepreneur Award run by Tullaroop Shire.

They shared the honour with Shirley Levy a cashmere goat farmer from Lismore.

Last year's inaugural award was also a tie.

The Bank contributed \$2000 as sponsorship and gave the competition statewide publicity by distributing posters and application forms through our branch network. Entries from all sorts of rural industries were received, ranging from cashmere and angora goats, trees

and lavender bushes to camel and ostrich breeders.

About 5,500 people attended the Small Farmers Field Day at Carisbrook on

March 6, where there were more than 80 exhibits, including our small field day caravan, and when the awards were formally presented.

Mike Hockley, relieving manager based in Maryborough, and Greg Rodwell, BMS officer for North Central, were kept busy at the caravan with inquiries and worked on a \$4000 personal loan application for someone who had bought a horse during the morning's racing trials.

It's a miracle! Golfer scores a hole-in-one

Scoring a hole in one at golf, any keen golfer will know, is a dream come true.

It doesn't happen every day and when it does it's only to a selected few.

But it did happen to Max Langham, our senior manager, Personnel, Services and Administration.

It was a first for Max who has been playing golf for 30 years and he is sure it was a 'never-to-be-repeated lucky hit'.

He was playing in the Box Hill Open last January and was on his 14th hole when this phenomenal event occurred.

Max was so overcome with delight that he threw his golf club into the air.

Friends cheered and in the excitement one fellow-player gave him a hug.

There was no prize involved but Max will receive formal recognition on the honour board at the club to the envy of most of his friends.

Coincidentally, Box Hill Central manager, Bob Argall, won the B-grade trophy on that same day.

Perhaps someone above was looking after State Bankers on that day.

News Roundup

Bicentenary celebrated in style of the day

Castlemaine branch put in a special effort for the Bicentenary by dressing up in period costume borrowed from the Castlemaine Theatre Company during the week before Australia Day.

Irene Fitness, the branch's accountant, reports a favourable reaction from customers but says although everyone enjoyed dressing up for the four days, they were thankful the costumes are not regular uniforms because the heat was too much.



Watch for Elsternwick's ABC TV appearance next month

Our Elsternwick branch is set for TV stardom when it goes on air as star attraction of the Jerry Conolly Show.

Jerry, a comedian, has a 30 minute show on Channel 2, similar to the one-liner comedy routine of Max Gillies.

The skit has actor Geoff Payne, otherwise known as Clive, an ex-member of the Logie award winning Neighbours, as a bank teller with Jerry as manager, dealing with an irate woman customer.

SBV 'stars' are Mike Dwyer, relieving accountant at Elsternwick

who sits in the background during the scene and Paul James, Branch Security, who walks across the scene.

SBV was the most convenient bank to approach as the branch is

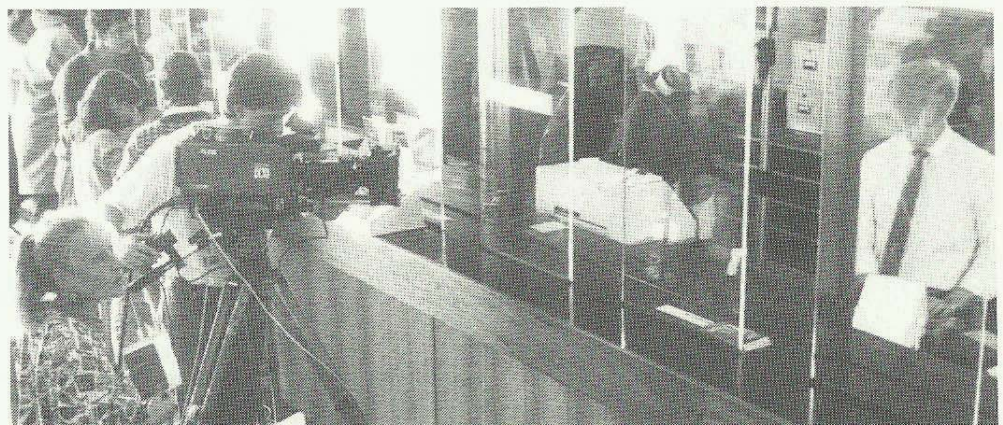
closest to the ABC.

"Most of the ABC staff bank here and have a good relationship with us" says Gil Riscalla, manager.

The 20-member production team began shooting

at 6.15am and after a lot of directions and 'takes' got it right and called it a day at 8.30am, in time for opening.

The 30-second skit is to be screened in June.



News Roundup

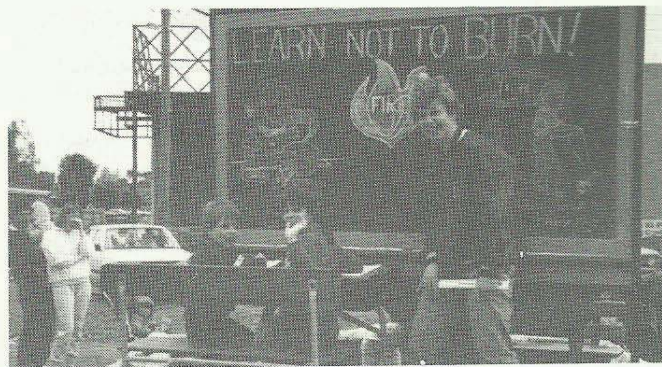
A champion by the nose



Bill Moncrieff, manager Berwick, leads a fine specimen of Hereford cow and calf down Berwick's main street during show time. His branch sponsored the beef and cattle section of the show.

Melton's part-timer spreads the anti-fire message at local festival

Melton's part time typist, Jan Zahra, seen on Melton Fire Brigade's float during the Djerriwarrh Festival.



Fast car loans drive fuelled by new Ford roadster

John Piccione, marketing support officer for Box Hill North region, reports Doncaster Shoppingtown branch used the new Falcon S sedan as the focus of a car loans 'drive' in March.



SHREDDING IS SUCH A DRAG FOR JAMES!

James Irving, at El-sternwick branch felt a dead weight on his shoulders.

It was a Friday afternoon and the shredder machine was jammed. James thought he would see what the problem was and try to fix it.

As he lifted the top of the shredder and conducted his investigation, he felt that he couldn't keep his head up and some kind of suction or perhaps magnetic force was pulling him down – fast. He looked down and to his horror saw his brand new silk tie, recently bought from Hong Kong, being happily chewed up by the material disposing shredder.

Staff burst into fits of laughter and customers in the branch at the time found the incident quite amusing but James did not.

Graham Marks gets 'roasted' after 39-years



Graham in characteristic pose mirrored by cartoonist's version

Graham Marks was subjected to a 'roast' by his department when he retired as Chief Manager Services.

The roast was held at our Clayton services centre on March 29.

About 100 friends and colleagues turned up for the bash which lasted well into the 'wee, small hours', we are told.

John Lindsay, AGM ISD, was master of ceremonies while Warren Gangell, Manager Strategy, Organisation and Planning, carried out the 'roast' and was eventually stopped after 45 minutes.

Max Carr, Deputy CEO,

presented Graham with the oil painting, Freedom, which had taken pride of place in Graham's office. Graham also received farewell gifts from his staff and Wang Australia.

Graham joined the Bank

at Beechworth in March 1949 and after working his way around a number of branches during the '50s, he joined the Chief Inspector's office (equivalent of Branch Banking) at the beginning of 1963.

He moved through several managerial grades before becoming a District Manager in September 1976. His switch to O and M came in January 1979 and in 1981 he became Chief Manager Services.



Graham, who was dressed as a devil for the occasion, is seen with his wife, Dot, John Lindsay, Max Carr and Warren Gangell

It took the biggest bank in Victoria to open the biggest bank in Croydon.

Croydon now has a huge new State Bank Victoria branch.

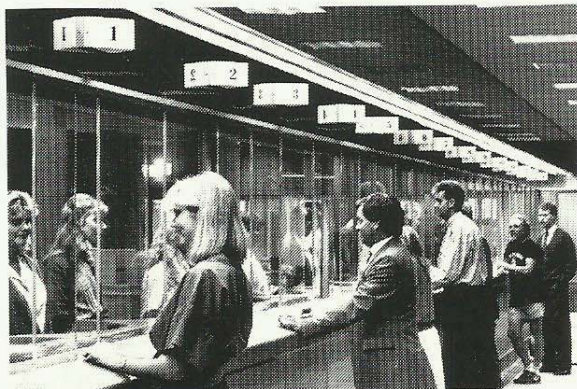
It's the biggest bank in the area.

And it's an indication of State Bank's commitment to the continual improvement of our services.

The branch has been designed to make banking a faster and more pleasant experience for all our customers.

14 teller positions.

As you can see, the branch has space



More tellers, less waiting.

for 14 tellers. This will enable us to greatly improve our customer service.

The staff all know the Croydon area well and are trained to the high standards of State Bank Victoria.

They'll be happy to help you in any way they can.



Manager: Ian McPherson.



Assistant Manager:
Colin Kinna.



Customer Service Manager:
David Long.

A new look with familiar faces.

Here are the three senior members of the Croydon team.

They each have many years of experience with State Bank Victoria.

The Croydon Branch Manager is Ian McPherson.



This is only some of the Croydon branch staff.

Previously he was the manager of our Main Street branch and so he will already be familiar to many of our customers.

The Assistant Manager is Colin Kinna who was the manager of the State Bank branch in Camberwell.

And the Croydon Customer Service Manager is David Long.

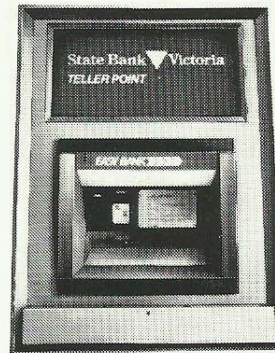
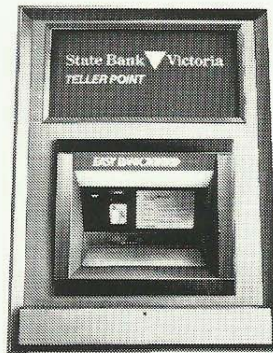
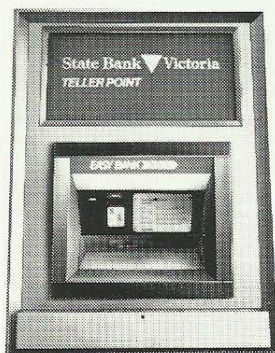
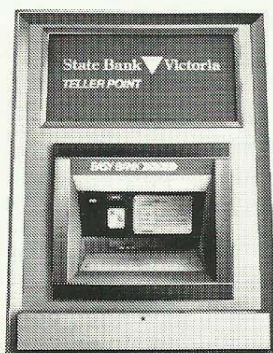
They will be delighted to help you with any questions you may have about banking.

provide the particular banking services that businesses require.

Better service even when we're closed.

The benefits of the new branch don't end when we close each day.

As well as a nightsafe, the new Croydon branch has four automatic teller machines, so depositing or withdrawing cash, day or night, will be quick and easy.



Four fast ways to get to your money.

Separate business section.

One of the features of the new branch is an entirely separate teller section which is for the exclusive use of our business customers.

Included in this area are individual cubicles which will allow you to conduct your business in privacy.

In addition, this section is manned by staff who are specially trained to

An invitation.

The staff of the new Croydon branch look forward to serving you soon.

Whatever your banking needs, from savings accounts to personal loans, we'll be delighted to help.

It's probably a good time to ask us about a home loan, after all we've just moved into a new one of our own.

State Bank  Victoria

From Fitzroy trattoria to centre stage at New York's Lincoln Centre

by Frances Modica

Bill Altmann remembers well the mixture of embarrassment and delight he experienced the first time he sang publicly.

"It was in a trattoria restaurant in Fitzroy North.

"The owner extended her arm, singled me out of the large lunch-time crowd and, to my horror, loudly announced, 'This man will sing.'

"There was a pregnant pause. Suddenly I realised everyone was focussed on me.

"I went hot, cold and then hot again.

"I had no choice but to stand up and do as I was told.

"My palms grew sweaty and my legs nearly gave way beneath me.

Any visions of sinking under the table and pulling table cloth and dish of spaghetti bolognese down on him didn't eventuate, luckily.

"As I opened my mouth to sing a few bars, I prayed for a voice.

"My prayer was answered but only for a few moments as my lips tightened and my throat dried until the only sound I could produce was a sort of squeak.

"I soon forgot the words and sat down in total embarrassment.

"To my surprise, everyone cheered and clapped for more, so I stood up once again and sang.

"It was the most moving experience in my life."



People

Bill, who has a B.A. in German, Maths and Philosophy, coupled with an economics degree from Adelaide university, has had jobs ranging from the Defence Department, to ABC production assistant to builder's labourer.

He was also a production accountant for the South Australian Film Corporation in 1975; his name appearing on the credits of such box office hits as *Picnic at Hanging Rock* and *Storm Boy*.

He joined our Bank in 1982 after moving to Melbourne.

At work Bill is manager of EFT & IATS Support (electronic funds transfers and integrated ATM), systems and programming section, Information Systems department at South Melbourne. He put the general ledger system on ICL (International Computers Limited) and wrote most of the software linking bank transactions to ATMs.

After hours he enjoys singing and has become an opera singer in spite of his first experience.

A year after he became a committee member of the local Russian Sadko Balalaika Orchestra in 1985, someone suggested he start singing because he had a reasonable tenor voice; three years of lessons followed.

Bill seems to have a natural link with Russians and Slavonic music, stemming from the early 1950s, when his family lived near a camp of immigrant workers, mostly Russians, Polish and Ukrainians, in South Australia.

He says his first official public appearance with the Orchestra ranks with the unforgettable incident in the trattoria – "It was frightening!"

In 1986, his singing teacher suggested an audition for a part in the amateur production of *The Pirates of Penzance* with the Loyola players.

Before he knew what was happening he was singing the principal tenor part of Fredric.

"It was a huge role and a successful production."

'Yeomen of the Guard' and 'The Sorcerer' soon followed, all of which have been Gilbert and Sullivans.

And now Bill has recently finished performing in his fifth production, 'The Merry Widow' with the Babirra players.

"Judging by my satisfied colleagues in ISD, it must have been a great show," he adds with a touch of pride.

Rehearsals come to a peak one week before a production begins and players usually meet four times a week and spend about 12 to 15 hours a week at home just practising on their own.

Two dress rehearsals are held before opening night.

This 1905 Viennese light operetta was directed by Allan Burrows, an idol of Bill's.

The last show Allan Burrows did was *Evita* with Cheltenham Light Opera.

"It was excellent. He is a great director – one of the best."

And the secret to a great performance?

"You have to look for a part that you enjoy singing. A part that is you."

"It is a wonderful feeling being on stage, performing with a full house."

"You have to learn to deal with the audience that you know is out there, watching every move you make."

"The challenge is simply to stand on stage with 30kw of light and 400 pairs of eyes focussed on you and relax."

"You have to feel every muscle in your body, let go and then sing with energy, serenity and above all enjoyment."

Balalaika does at least a dozen concerts a year.

They performed on Australia day at St Kilda town hall and on two occasions at the Adelaide Fringe Festival.

In June, the Orchestra heads for America for two performances at a San Francisco Russian club. Then it's off to the annual Balalaika convention in New York followed by a closing concert at New York's Lincoln Centre on June 25.

Bill has the honour of compering the English/Russian show and will 'sing a song or two'.

Ironically he'll sing the very song he sang at that Fitzroy bistro – the Russian gypsy classic, *Dark Eyes*.

It's a long way from a little Fitzroy bistro to centre stage at the Lincoln Centre, but that's how far Bill has come in just under eight years.

Bill plans to continue performing in future productions.

Footnote:

The Balalaika Orchestra will perform in a spectacular two hour razza-matazz filled with singing, dancing and lots of fun on Sunday, June 5 at Kew High School Theatre. Book through Bill on 695 5603.

Love at first sight

In 1968, **Gary Fox** first laid his eyes on the new model HK Monaro GTS in a car magazine.

He was only 13 but it was love at first sight.

From then on Gary haunted showrooms, admiring his dream car from afar.

The possibility of his ever owning such a car seemed remote. But he never gave up on the idea.

His dream finally came true in 1972, when he was 17. He bought the car for \$2,200.

For Gary, branch furnishing officer in premises, it has been a 16-year labour of love to modify and keep his pride-and-joy in immaculate condition.

Now his silver mink Monaro has entered its 20th year, putting it into the highly prized car collectors' vintage category.

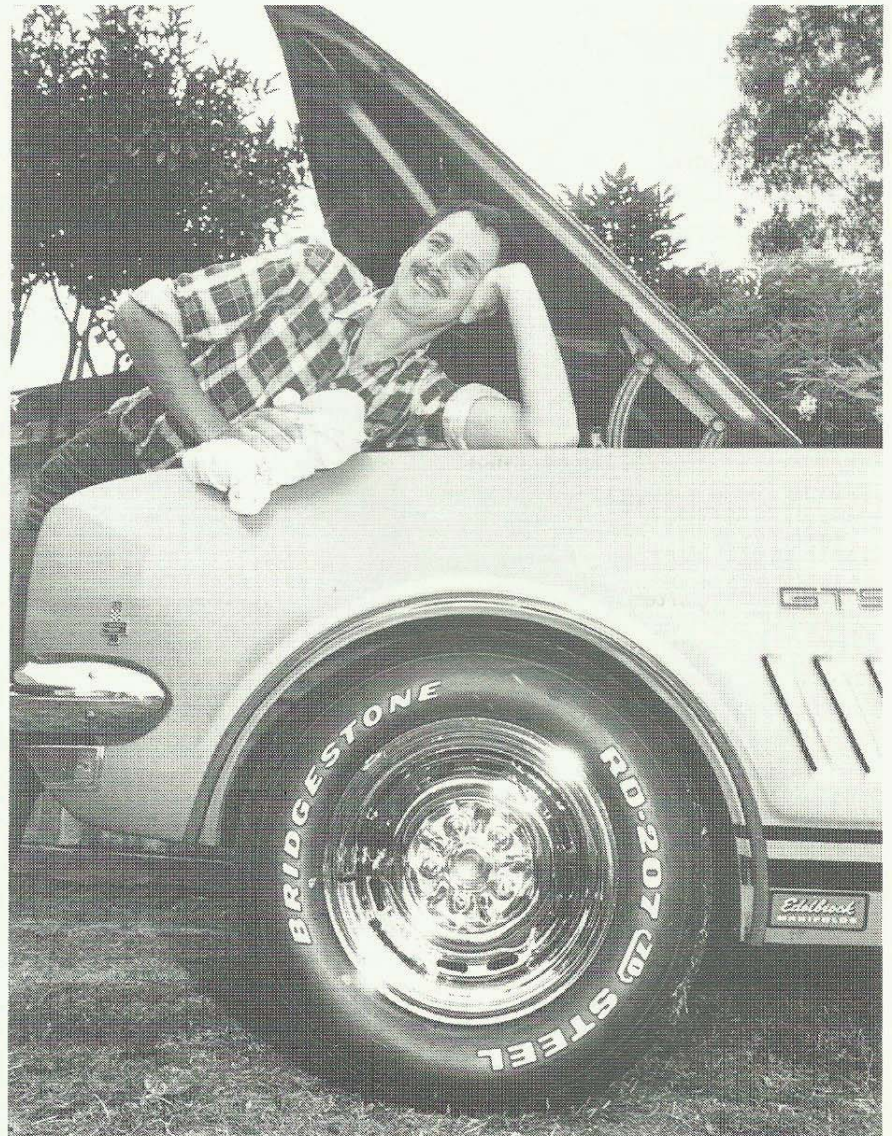
Gary learned to drive and got his licence in the Monaro.

Since then he has completely rebuilt the motor, doing all the work himself.

Gary reckons he has worked at least 1000 hours on the car over 12 years.

Access to spare parts has been a problem in the past, as they are now quite rare. Fortunately, Gary has managed to stock up on parts for the future.

"At the moment, the Monaro is in the garage at home. It is opera-



tional but de-registered."

His other car, a 1972 HQ Holden is also in A1 condition.

"Friends always drop around, wanting me to fix their cars."

The year 1972 a crucial time for Gary – it marks the year he bought the Monaro, the year of his Holden and the year he joined the Bank at Balcombe Road branch in Beaumaris.

"My wife loves the car.

"I owned it before I met her and when we were married she was driven to the church in it.

"We hired two other GTS Monaro's and used them as wedding cars."

Today, the Monaro is worth about \$9,000, nearly four times the purchase price. Gary has no intentions of selling.

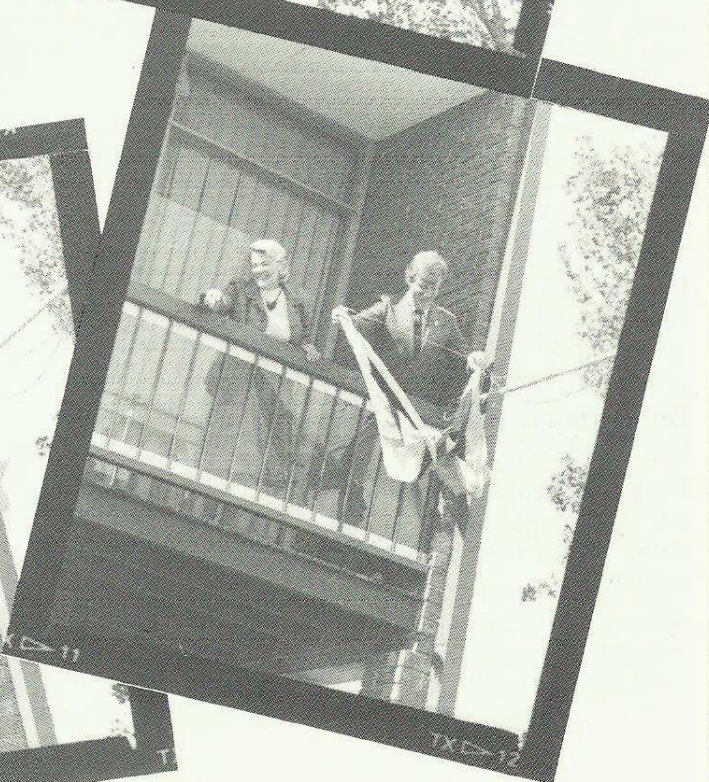
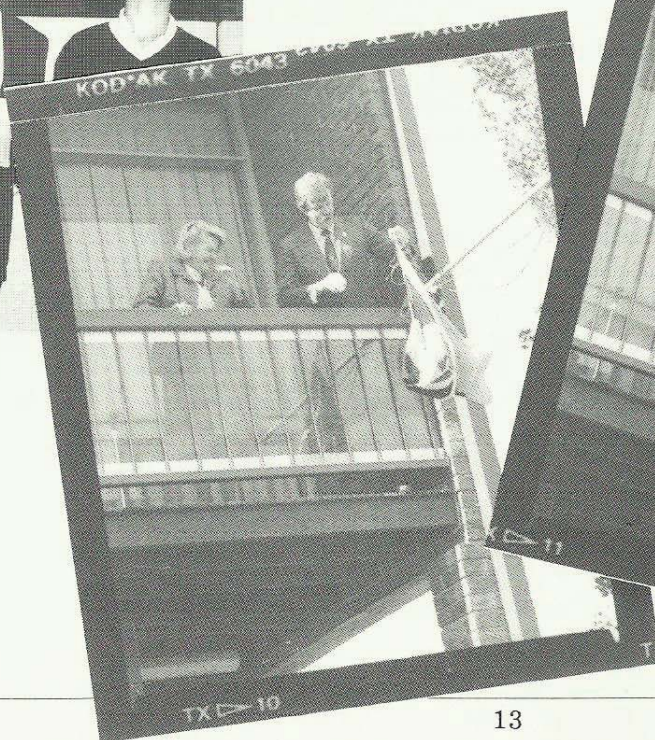
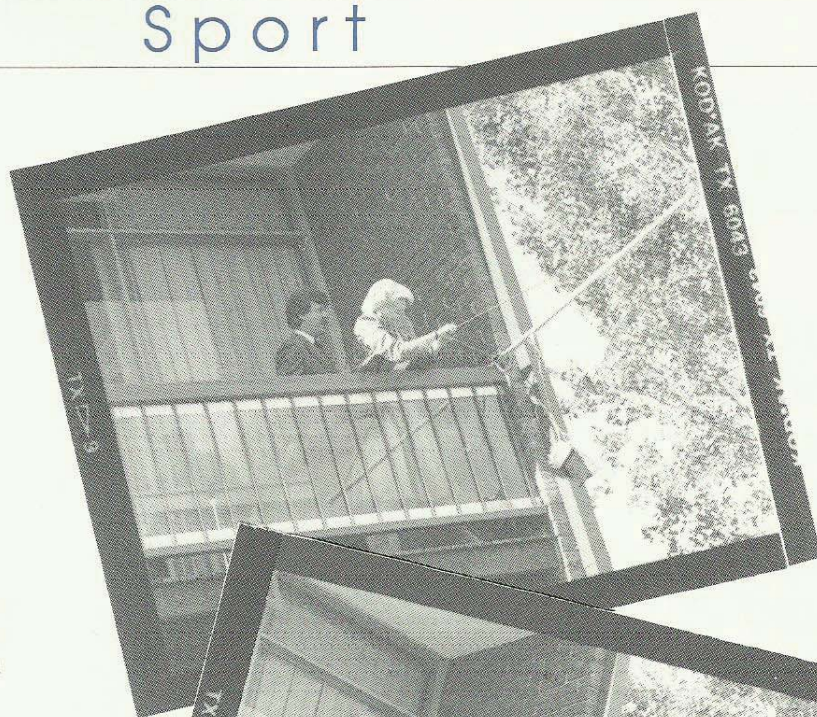
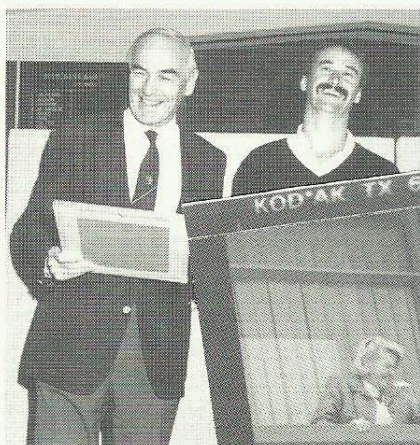
"I hope to pass it on to my son one day. He is five."

Oops! A snag with the flag

Mrs Moyle enjoys a lighter moment which struck the formality of our footy club's flag raising at their Albert Park sports pavilion on April 9.

Viv Francis, Tigers' VP, gallantly went to the aid of Mrs Moyle and we are told the flag was untangled eventually but the club is looking for another flag folder!

The occasion marked the launch of the Tigers' supporters group; the presentation of the VAFA (Victorian Amateur Football Association) Certificate of Merit to Steve Roberts, administration manager of North East region and the start of the footy season.



A new era for inter-bank swim carnival starts with just a tinge of nostalgia

A 36-year tradition ended last month, when the inter-bank swimming carnival moved from Richmond's humid, chlorine-permeated swimming pool to the hi-tech atmosphere of Melbourne's newest swimming centre in Batman Avenue.

"This new pool is better equipped with modern features like a bigger and better levelled swimming pool, a diving pool, an underwater viewing section, and water-level electronic timing pads which record your time as soon as you touch the end of the pool" says Ann O'Leary, our team's captain.

"The Richmond pool was not level. As you swam towards the deep end you would find yourself swimming uphill which was quite strenuous at times.

"It also lacked a PA system which made it difficult to announce races.

"But, I must admit some of us miss the intimacy of the old Richmond pool," she adds with a tinge of regret.

Nevertheless, 26-year-old Ann did a great job in her eighth Combined Bank's Swimming Carnival as captain.

Although Westpac won the carnival with 234 points, followed by NAB, ANZ, us, CBA and RBA, our



Ann O'Leary with the Joan Brady Memorial Shield.

14 swimmers put in strong individual efforts and won some major events.

Ann won the 50m backstroke in a time of 34.28 seconds, (only four tenths of a second short of beating the record) and women's 50m freestyle (equalling the race second for the freestyle record set in 1975).

Karen Buckle won the women's 50m breaststroke and the women's 4 x 50m freestyle relay while our women's team came a close second in the women's aggregate award.

SBV's freestyle relay victory was the 27th in the past 37 carnivals.

Ann and Karen joined forces with Joanne Gardiner and Samantha Pick to win the SSB Shield.

A good team effort by Virginia MacColl, Bernadette Hay, Stuart Talbot and Andrew Hicks saw third place in the mixed 4 X 50m freestyle.

Encouragement from the stands helped Andrew Hicks get third place in the 100m freestyle.

The wins continued to flow as our men came third in the 4 X 50m freestyle relay.

Danny Meisels came second in the 50m freestyle and Joanne Gardiner came second in the 100m freestyle.

Ann has the honour of having her name on the State Bank Victoria Shield which commemorates Joan Brady, former State Banker.

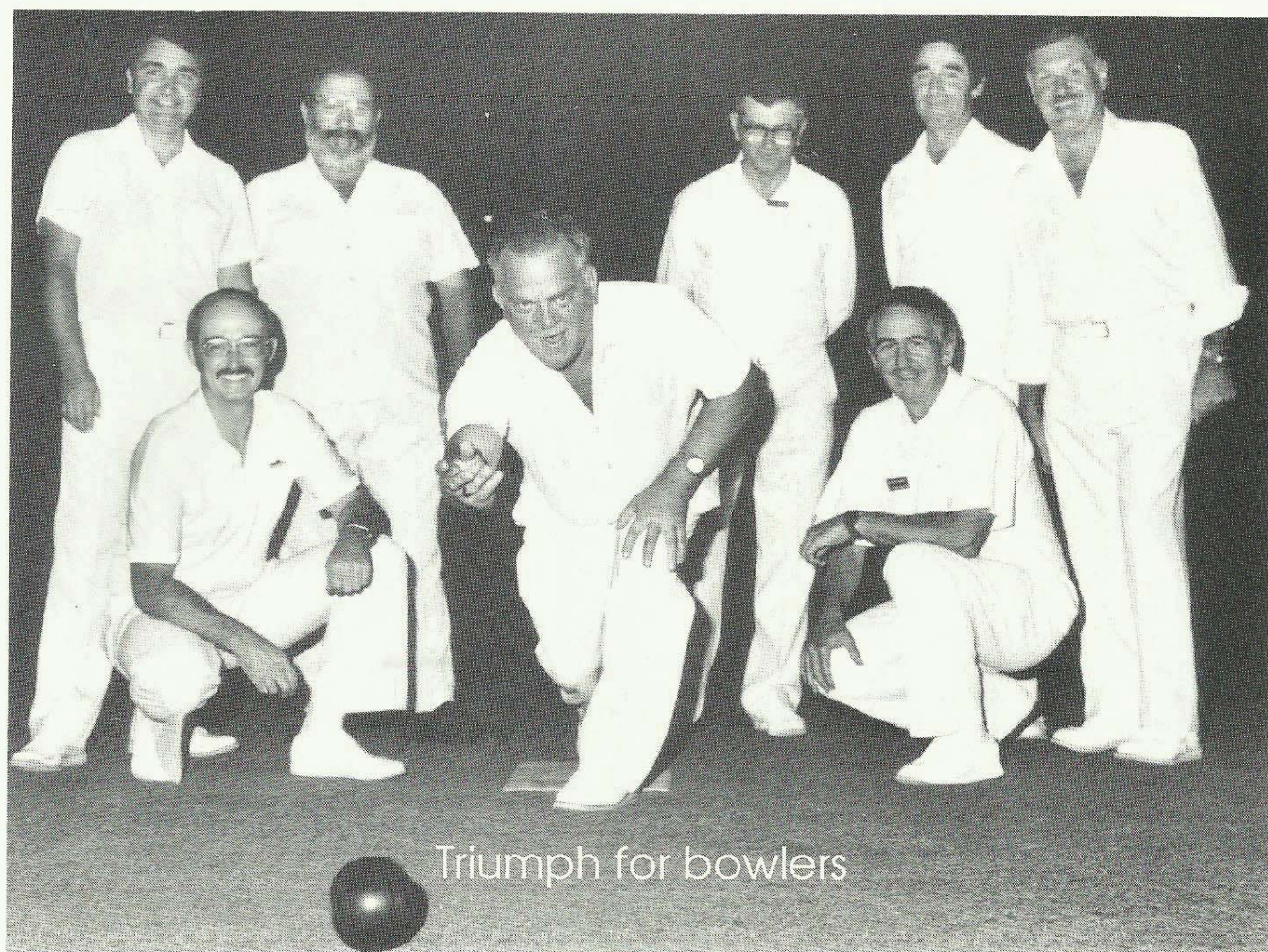
The Joan Brady Memorial Shield is awarded to the best individual points scorer for SBV.

Joan, the first female manager in the Bank, was Victorian backstroke champion in 1948.

She trained for the Commonwealth games in 1948 known then as the Empire games.

Ann was disappointed with the lack of support from our Bank's

Sport



Triumph for bowlers

Swimming

continued

men swimmers and she hopes next year will see more volunteers.

"Our girls did a good job but it was a pity we did not have more men to represent us - we might have been able to win the Aggregate Shield."

Competing for SBV were Anne O'Leary, Bank Cards; Virginia MacColl, Treasury Place; Darren McGrath, Ringwood East; Samantha Pick, St. Kilda Road; Joanne Gardiner, Kew; Andrew Hicks, loan accounts; Karen Buckle, Bentleigh; Stuart Talbot, Manifold; Bernadette Hay, accounting; Sarah Higham, Braybrook and Danny Meisels, marketing.

Bruce Wallace, secretary of the Bank's bowling club and manager of Dallas branch, reports:

'State Bank's No.2 side has won the Combined Banks Pennant with a 43-39 victory over the Commonwealth Bank at Brighton.

Last year, State Bank's No. 1 side defeated the Commonwealth Bank by four shots in the final. The No.2 side matched that performance this year.

The Commonwealth Bank who had gone through the season undefeated, knew it was going to be a hard fight in the final as they only beat the No.2 side by one shot in the last game with two top State Bank players unavailable for that game.

Playing for the winning State Bank side were Bruce Wallace, Peter Brown, Max Mannik, Lance

Wilkinson, Graham Emmett, Bernie Dickens, Brian Thompson and John May.

The No.1 side finished up third on the final ladder this year.

"Each of us enjoy the comradeship in teaming together and representing the State Bank to win against the other banks.

"Although the game is fiercely fought out to the end, the spirit in which it is played has produced a very friendly rivalry and many friendships have been made with officers from the other banks, providing a bond of respect which can only improve future relationships."

General Manager Personnel, John Williams, also a keen bowler, attended the final and once again accepted the premiership cup on behalf of the State Bank.'

Bicentenary Notes



Meeting the Royals

Mr and Mrs Moyle stand in line to be introduced to Queen Elizabeth and Prince Phillip on their arrival in Melbourne as part of the Bicentennial activities.

SBV sponsors Bicentenary heritage plaques

Max Carr presents a \$40,000 cheque to Lord Mayor, Lecki Ord. The money will go towards plaques to be placed in front of Melbourne's finest historic buildings.

