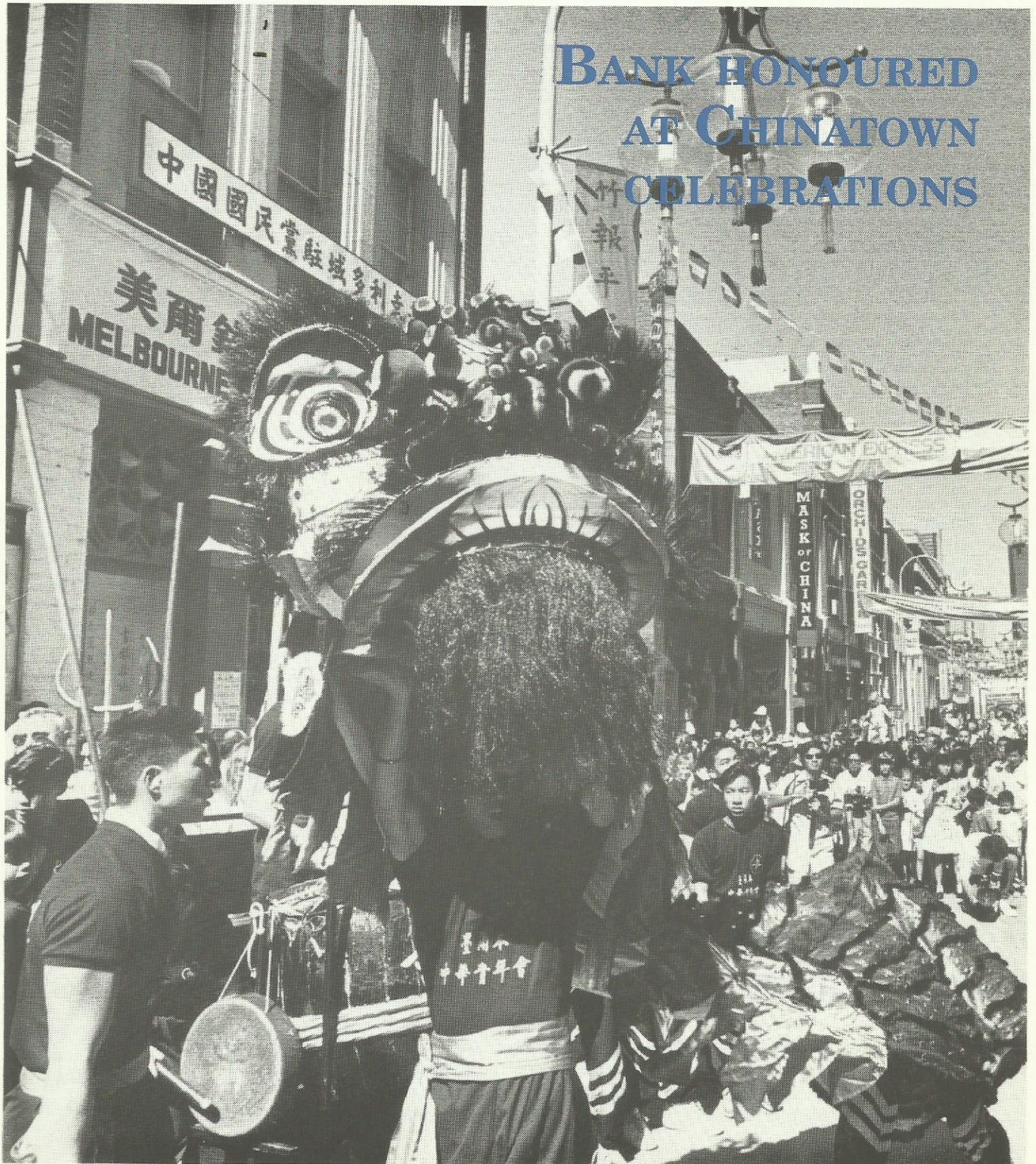


State Bank  Victoria

Our Bank

MARCH 89



Editorial

THERE'S MORE TO LABOUR DAY THAN JUST YOUR SUNNIES

When you think of the Labour Day holiday, what comes to mind? The luxury of spending a long weekend away from office demands? The idea of relaxing, spending more time on hobbies or sports? Or perhaps a drive to the country or the beach?

Most Australians consider Labour Day as just another holiday, with little thought of its origins which have established the working conditions we now enjoy. Celebrated every March in Victoria, Labour Day marks victory in some hard-won battles for improved working conditions for all Australians.

This year, Labour Day has a special meaning – commemoration of the 133-year history of the union movement in Australia which began in 1855 when a group of Sydney workers decided the 60-hour work week was excessive and could no longer be tolerated. During September of that year, stonemasons decided eight hours should be the maximum for a day's labour. The workers achieved their objective in February 1856. The following April, Melbourne stonemasons won a 48-hour week but two contractors refused to accept the agreement which had been amicably reached by all other employers. This sparked a stop-work meeting at the Melbourne University building site and a march to Parliament House under construction in Spring Street. As the workers marched toward their objective, workers from other building projects along the route laid down their tools and joined the rally. By evening the two contractors relented and a celebration banquet ensued. The event marked the first time a whole trade had won an overall reduction in working hours.

After the eight-hour victory in Melbourne, a committee was formed to arrange a celebration march on May 12, 1856. This event was the first of its kind in Australia and later developed into the Moomba festival.

It wasn't long until the other states followed Victoria and New South Wales in achieving the eight-hour work day. Queensland followed in 1858, South Australia in 1873, Tasmania in 1874 and finally Western Australia in 1896. ABEU official Tony Beck says the union is encouraging all bankers to join this year's Moomba march to help remind people of Labour Day's origins.

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Chinese honour Bank during their New Year celebrations

Spectacular colours and sounds from a traditional Chinese celebration seemed to transport Little Bourke Street back in time to ancient China as Mel Moorfield, head of State Bank Centre branch, was an honoured guest at the lion-enlightening New Year ceremony at Melbourne's Chinatown on February 12.

For 25 years, the Chinese Youth Society of Melbourne (CYSM) has been selecting respected people within the Chinese community to participate in the lion enlightening ceremony.

"Mel has been chosen because of our involvement with the Chinese community. The person chosen must be someone who has done something significant for the community and is held in esteem. It is an honour to be asked," says Jeff Moy, manager business development.

Jeff, a third generation Chinese Australian, was recruited last year to improve the Bank's involvement with the Chinese community.

According to Pauline Tchen, wife of CYSM president Tsebin Tchen, the lion represents "a powerful, lively symbol of strength and beauty."

The honoured person "enlightens" the lion's eyes, the tip of its tongue



Mel Moorfield and enlightened lion

and the back of its head with a brushstroke of paint. The lion "awakens" from its long sleep and "comes alive."

Three lions were annointed during the enlightening ceremony.

Afterwards, they made their appointed rounds dancing in an awesome flurry of frenetic movements.

Eyes fluttering, ears flopping, bearded jaws snapping, they rose and fell elegantly to the haunting tempo of the methodic beat of the lion drums as local businesses left offerings of food and "lucky" money along the route.

In turn, the business was granted good luck for the year.

The "lucky" money offerings are collected and channelled into several worthwhile charities.

Before the lion dance, Mel presenting a 21-year service award to Bill Lau, CYSM's vice-president, said: "I'm very pleased to hand Bill his award because of his status in the community and

his long association with the Bank."

Mel's participation represents our Bank's growing presence in the Chinese community.

"Our direct participation in such activities is one of the reasons why we have such a high profile in the Chinese community," says Mel.

"Our involvement began last June when the Bank was asked by the CYSM to sponsor the Miss Chi-

nese Community Quest.

"The cost to sponsor the Quest was justified, and at the time I believed it was a chance to improve our relationship with the Chinese community," says Mel.

"Our Bank was the only major sponsor at the Quest and the media coverage we received was substantial.

Marianne Tincknell, SBC's marketing officer, says: "In response to our involvement in the Quest, a significant number of accounts were opened by prominent businesses within the Chinese community."

Mel says: "We are now dealing with a local Chinese unit trust incorporating eight business and property development companies."

"When you create an atmosphere or relationship it's something you must keep working on. I believe we will get to the stage when the Bank will be in a very strong position with the Chinese community, not only because of business, but also what we do to nurture the relationship outside office hours."

New appointments follow Australian Bank treasury operations merger

The merging of Australian Bank's treasury operations with our Bank has resulted in the following senior treasury appointments:

Harvey Crapp – assistant general manager, accounting and administration. Previously, he was senior manager, research, information and planning with Australian Bank in Sydney.

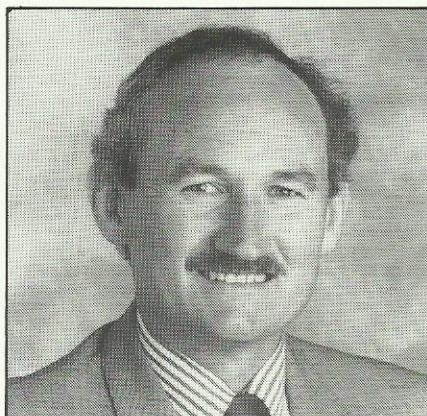
Richard Shields – chief manager, treasury, marketing and futures. Richard was previously general manager of Australian Bank's Financial Markets Group. He will continue to be based in Sydney.

David Manuel – senior manager, marketing and sales responsible for Victoria, South Australia, Western Australia and Tasmania. David brings with him expertise from his previous position as treasury manager for Australian Bank. He will be based in Melbourne.

Lionel Harch – senior manager, marketing and sales for New South Wales and Queensland. Lionel was formerly general manager, treasury at Australian Bank and will be based in Sydney. "Our 75 new staff from Australian Bank have brought a wealth of experience and have significantly broadened the Bank's treasury function," says treasury's chief general manager John Rawlins.

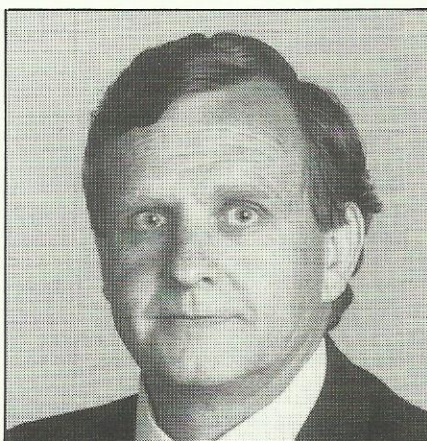
Corporate and international changes

John McGinniss has been appointed deputy chief manager, international lending.



John brings to his new position substantial expertise in the corporate and retail banking sectors following recent experience as financial consultant to a number of companies in Asia, Europe, Perth and Melbourne.

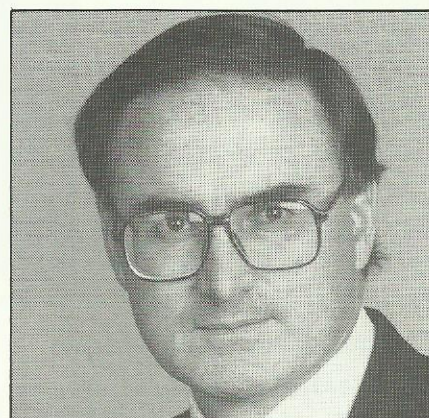
John O'Brien is our new assistant general manager New South Wales. John was previously



chief manager, corporate lending at the Commonwealth Bank in Sydney. He is responsible for corporate and international in New South Wales, Queensland, the ACT and the Northern Terri-

tory as well as general management of the Sydney branch operations. John has garnered extensive experience in the corporate, international and treasury sectors in Australia and overseas.

Craig McMorron has been appointed assistant general manager, corporate banking.



Craig was general manager for Australian Bank prior to his most recent experience as a management consultant.

Craig has extensive experience in the banking and merchant banking fields in Melbourne, Sydney, London and Singapore.

Peter Keating is assistant general manager, corporate and international. Peter was formerly associate director of corporate finance at McCaughan Dyson. Peter also has many years' experience with ANZ, including a secondment to Grindlay's Bank in London as divisional director, credit.

David Peebles is chief manager in London. David was formerly associate director, investment banking for Bank of America Australia. David has 18 years in capital markets, corporate and treasury in Melbourne, Sydney, London, Chicago and Singapore.

Sponsorships give us a high profile

Since January, our Bank has continued its efforts to enhance its profile within the community through the sponsorship of major events.

■ Our sponsorship of the Hobie Cat National sailing Titles at Portland in January provided world class competition as well as a strong visual presence for the south west region.

The event was covered by television station BTV Ballarat. All award presentations were made by State Bankers from the Hamilton region.

"It's a huge port with lots of activity, so it was the ideal venue for the national titles," says Ross Barnett, manager community affairs.

The event was advertised with promotional posters in all branches and a display featuring videos, posters, photographs and a Hobie Cat was set up inside the Galleria at State Bank Centre.

■ Our Bank was the first major sponsor of the Victorian Cricket League's Country Week in Melbourne which started on February 13.

The Victorian Cricket Association hailed our announcement of a \$25,000 sponsorship as 'historic' for Country Week which started in 1921 and involves 56 country cricket teams playing in 119 matches.

The sponsorship will cover the cost of prizemoney and trophies and help finance the event at selected Melbourne grounds.

■ More like partying on the run, the Sun-Puma Carnival Run on April 16 at 8 am will emphasise a relaxed and festive carnival



atmosphere which will attract runners of all kinds, from the serious to those just out for a fun time.

"Perhaps 60 per cent of the runners will be running to beat times. The rest will be walking, pushing prams, walking the dog and riding bicycles," says Ross. Our Bank will be providing a \$6000 sponsorship with \$1000 awarded to the winners of six separate categories.

The 14.5-kilometre route starts at Williamstown, crosses Westgate Bridge and ends at Olympic Park.

"This is the run's second year. It replaced the Puma-Moomba run which used to be run through the city before the procession," says Ross.

A considerable amount of exposure for the Bank is anticipated through advertisements in the Sun and through our branches where entry forms will be distributed.

"It's the sort of event that's going to create a lot of good publicity. It's well publicised because of the Sun and 3AW involvement." State Bankers can enter in teams

wearing singlets sporting the Bank's logo.

Last year, our team won the work-mates' team category.

■ We are sponsoring the State Bank Victoria Bendigo Madison 5000 footrace as part of our three-year sponsorship agreement.

"Two years ago it looked like it was going to fold for lack of a sponsor and we came to the rescue and put the money in," says Ross.

Last year the Bank awarded the event's organisers a \$15,000 sponsorship over three-years when it appeared the race was in jeopardy after the event's major sponsor withdrew.

The event, the second most important professional sprint race in Victoria, will be held on March 11-12.

The event provided north central region with wide publicity last year.

Attracting Victoria's top students

PERSONNEL DEPARTMENT has begun a dynamic campaign to attract top graduates from Victoria's tertiary campuses to meet our Bank's future needs for specialists.

Heading the campaign are Michael McKinley and Luise Huck, who are taking an innovative and dynamic approach to graduate recruitment and development.

Although the Bank has been recruiting top graduates for the last five years, it has not been as competitive as other financial institutions in attracting graduates.

"We can no longer afford a low profile, so we have to be as dynamic and aggressive as everyone else," says Michael, manager graduate programmes.

"We plan to 'sell' the Bank as a career choice through a strong public relations and marketing campaign on university campuses.

"The Bank is changing and we want to let everyone know about the sophisticated banking operations we now have and how progressive we are in nurturing talent."

Michael spent three years coordinating Victoria College's campus interview programme covering five campuses, and providing personal and vocational counselling for students and staff. He has also been responsible for setting up personnel, appraisal and recruitment systems with other organisations.

Michael and Luise, graduate recruitment adviser, are qualified in psychology, counselling and careers education. Luise, who joined us last month, was previously community liaison officer for Vic-



Huck and McKinley : changing the way we recruit graduates

"We plan to 'sell' the Bank as a career choice"

toria College and spent a year in Paris studying career counselling as part of an overseas study program.

"I was working in the counselling service of the American College in Paris dealing with careers counselling and the graduate interview programme," says Luise.

Having worked together at Victoria College they have a distinct advantage when it comes to establishing campus contacts.

"We know all the key people and they're very excited about the programmes we're producing," Michael says.

"What we're doing here is probably a little bit more innovative than the approach of other organisations."

Michael and Luise consider graduate development equally as important as recruiting.

"Our job is not only to recruit good graduates but also foster their development through career counselling and training," says Luise.

"It's very important people have a positive start with the Bank, so we'll be developing people from the outset, looking after their interests and their career paths because we can't afford to lose valuable talent."

"If companies quickly lose their graduates, because they don't develop their career paths or use their talents appropriately, it's a waste of time and money," says Michael.

Current employment trends in Australia suggest it is acceptable for people to change jobs every two to three years, but they are planning to make career paths challenging graduates will stay with the Bank.

"There is less chance of that hap-

to take us into the 21st Century

pening if we have a well-developed career path for graduates to follow," they say.

"Once graduates are recruited, their development becomes an important focus to ensure there are adequate career paths for them to pursue according to their particular area of expertise.

According to Michael, in addition to developing a positive image on campus, we need to build a strong on-campus reputation for being an employer that develops graduates to their full potential.

"Once graduates start reporting to their friends, families and lecturers, they will have an indirect impact on building State Bank Victoria's reputation for good careers."

As part of their campaign, Michael and Luise are putting in a lot of time to increase their involvement with graduate, career and university committees, such as the organising committee for the National Association of Graduate Careers Advisers Conference later this year.

"We're sponsoring a video on job search skills which will be distributed throughout Australia under the auspices of the Graduate Careers Counsel of Australia," says Michael.

A new video emphasising the Bank's up-market image is being produced for presentation to graduates on campus.

"We've invited 20 key Victorian careers advisers to a preview this month," says Michael.

"Each of them help at least 1000 students a year, so while we wine and dine them, we will talk to them about bank careers."

The Bank is a major sponsor of

the International Association of Students in Economics and Commerce (IASEC) conference.

IASEC, a student managed, non-profit and non-political organisation of more than 50,000 students from 570 university campuses around the world.

The IASEC's three main objectives are to build a bridge between student and business communities,

"If companies quickly lose their graduates, because they don't develop their career paths or use their talents appropriately, it's a waste of time and money"

promote international understanding and realise the full potential of students by complementing their theoretical learning with practical management experience.

"We'll get extensive exposure at the conference as well as in articles featured in the organisation's magazine," says Michael.

Other projects being planned by Michael and Luise are a mailout drive to target audiences such as accounting, banking and finance students, as well as talks throughout the year at university campuses.

Soon information on the Bank will

be easily accessible through a video text information network which will provide updated information to students on campus at the touch of a keyboard.

They are also taking part in this month's three-day Careers Show starting on March 16 at the World Trade Centre.

The Career Show is expected to attract some 10,000 people – about 75 per cent graduates and a 25 per cent school audience.

"We'll have one of the largest stands, and we'll be raffling 100 black and gold State Bank Victoria watches with the words *graduate specialist* written in gold," says Michael.

A graduate booklet is being produced to help introduce graduates to the career opportunities available at the Bank.

"Basically, the graduate booklet is saying that we're a dynamic organisation and we want dynamic people in it," says Michael.

"We can do as much marketing as possible to attract the right graduates, then it's up to us to ensure that the organisation uses their talents appropriately.

"Investing time and energy in building up our image on campus won't succeed in the long term if we fail to honour our commitment once they arrive in the Bank," says Michael.

"So we do look forward to honouring our commitment to make the Bank an interesting place to work for graduates we recruit," says Luise.

Catherine Reynolds

A NEW GUIDE TO HOLDUP TRAUMA FROM STAFF COUNSELLORS

Our Bank is the only bank in Victoria with a full-time internal staff counselling service to help people deal with the trauma of a holdup.

The counsellors respond immediately to a hold up – in most cases they are at the branch within an hour after a robbery occurs.

Monica Manton, Alison Talbot and Peter Dunn make up a team of professional counselling psychologists who are not only committed to providing the most effective and comprehensive service to State Bankers in times of crisis, but also helping staff and their families at other times as well.

At the scene, the counsellors give the people involved the opportunity to talk about the event and how it is affecting them as well as providing them information about the possible reactions they may experience later while coping with the trauma.

This information is contained in a new brochure, *What if...*, available from the service's Queen Street office.

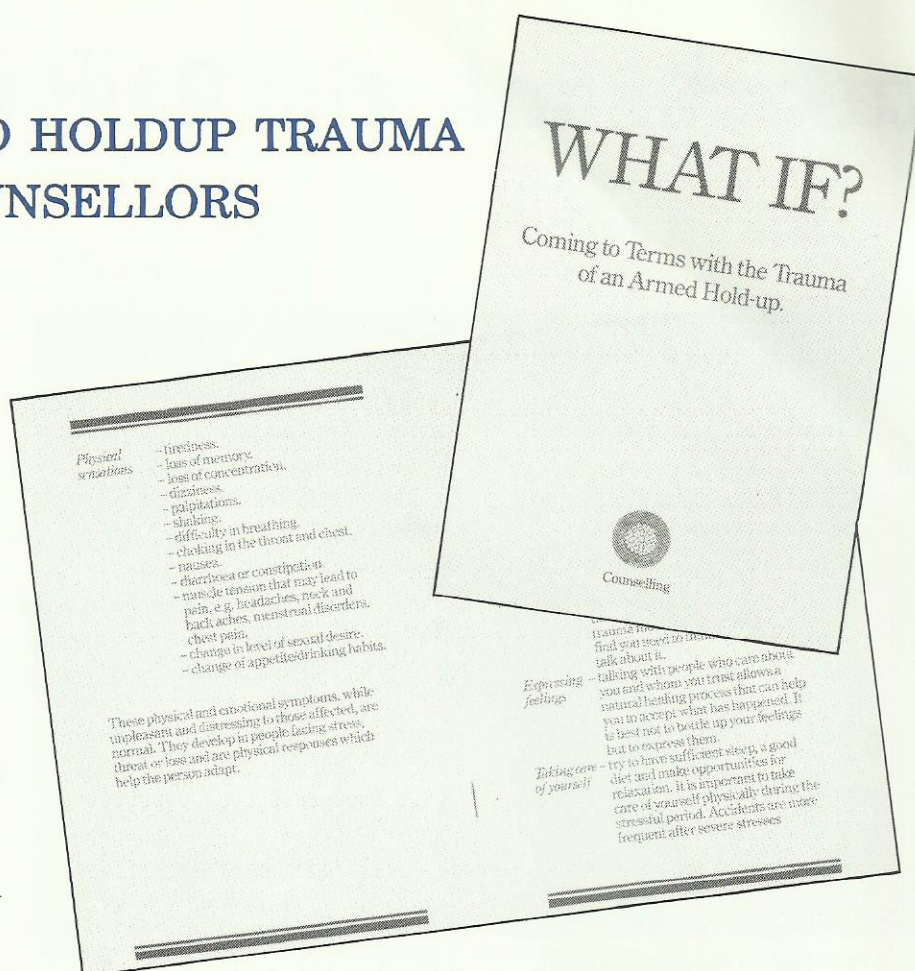
The essence of the counselling service is its immediacy. The focus is on welfare and professional help.

"We ensure that we are there for the staff, both immediately after the hold-up, the next morning, one week later and with follow-ups over two months," says Monica, the senior staff counsellor.

"We have found that being present at such times gives staff more opportunities to work through the trauma at their own pace."

The counsellors complete regular evaluations of their work methods and strive to keep up with current research and practices.

Our staff counsellors are committed to their professional development, completing regular evaluations of their methods and keeping up with current research



and practices.

Evidence of their concern is reflected in their involvement in many professional events.

They attended and presented a paper at the second International Conference on Stress and Trauma in Melbourne.

In conjunction with the international conference, the counsellors hosted a seminar for bank officials and professionals addressed by Dr Roger Soloman, a psychologist with the Colorado Springs Police Department.

Last September, Alison was the only Australian at the first European Conference on Traumatic Stress in Lincoln, England.

Country regions also have a consultant counselling service to ensure the best post-holdup care possible for all staff.

In addition to their crisis work, the counsellors run a counselling and consultancy service from 34 Queen Street. They can be contacted on (03) 6293746.

Health and fitness

A stress management course to help people reduce and cope with stress starts this month at the Fitness Centre, State Bank Centre.

Course leaders are personnel's David Marks, senior manager development programmes and Michael McKinley, manager graduate programmes.

The five-week course starts on March 14 and will help people identify the causes of stress and cover stress-reducing exercises such as breathing, muscle relaxation and meditation.

• Look for our feature on stress in next month's issue.

The philosophy of leisure

"A great deal of what we call leisure could also be called or denoted as work – we are still working for leisure. Leisure is a recreation of the self." (P & J Goodluck, 1981)

Searching for fulfillment in life is a universal goal.

Social progress, changing values and needs now lead to the evolution of a society which gives the term "leisure" a greater sense of reality than ever before.

Certainly, the work ethic still dominates our lives.

Our economic well-being, lifestyle, residential location, level of social interaction and choice leisure activities are all influenced by what we have chosen to do for a living.

Our present society is now undergoing a variety of changes.

We have an ageing population with a reduction in the retirement age and greater emphasis on a shorter working week.

Technology, with its infinite advantages, requires us to be continually updating our skills, with greater demand for specialisation.

In the early 1900s Australians worked a 48-hour week.

Now, the average is 38 or 36 hours.

This is quite a drop, but it must be remembered there are many factors such as increased mechanisation and technological advances that have contributed to the shorter working week.

However, work and monetary reward alone cannot always provide fulfillment.

We need leisure activities to enhance our lives with satisfaction and improved self-esteem – the

anticipation, participation and recollection of leisure activities enrich us.

With this in mind, a recreational and fitness service at work can offer the best of both worlds.

The Bank's Fitness Centre plays an important role in providing fitness activities for employees. Many people have a broad range of leisure desires.

We provide individuals with the opportunity to wind up or wind down during the working day.

The chance to meet new friends and colleagues while enjoying a workout is an added benefit, bringing together people who otherwise have little or no association with each other within the workplace.

Participating in such activities with fellow employees creates the opportunity to break down barriers and strengthen working relationships.

People take part in our activities for different reasons.

Yet, they unknowingly benefit from social stimulation brought about simply by their willingness to participate whether it be aerobics, swimming and self-defence, relaxing in the spa or taking part in a stress management course.

Developing a positive attitude towards health, fitness and recreation will not only make you fitter but make your life more rewarding.

Kelly Little
Fitness Centre

Obituary

DOUG 'LOFTY' ROBINSON, manager at Nyah West, died suddenly, after an asthma attack, on January 15, at the age 40.

Doug, who joined the Bank at Highton in January 1965, left a widow, Ann, and two children, Cristi, 9, and Paul, 8.

His funeral was held at Grovedale and the people of Murrayville, where he was previously manager, virtually closed the town to attend.

Geoff Harris, manager at Swan Hill, and long-time friend, remembers Doug as a well-liked and happy person.

"He was small in stature but big on personality," says Geoff.

"We started in the Bank at about the same time and we called him Lofty because of his size. Doug was always a bit of fun and always happy, he was well regarded and well liked."

Doug's career with the Bank included working at Belmont, Geelong Ryrie Street, Sunshine West, Laverton and Mildura branches. He was appointed manager at Murrayville in May 1987 where he contributed to its success in the level three SBS campaign last year.

He moved to Nyah West last October.

"Doug was very popular and he is a very sad loss to all who knew him," says Gary Whiteside, north-west's regional manager.

"He was so well regarded in Murrayville that the people hired a bus to go to his funeral service in Grovedale. In fact, they virtually closed the town.

Doug was a keen sportsman and was a senior umpire in cricket in the Mildura area and junior sport in Murrayville.

Gary says a perpetual sports trophy dedicated to him is being made in Murrayville.

Some handy hints, courtesy of Peter

Thanks for your response to our request last month for people to share their special hobby or expertise with our readers each month in Our Bank.

This month, Peter Parry, of legal department, has helpful hints for jobs around the home.

■ Most brand window cleaners always seem to leave streaks. An old fashioned but cheap and effective alternative is readily at hand. All you need is household vinegar, hot water and a chamois, and the following recipe: Mix three tablespoons of household vinegar to two litres of hot water. Soak chamois in solution, squeeze and clean windows. Repeat then wipe off. Rinse chamois in hot water after use.

■ Stain or paint all timber before building exterior framework such as a pergola. Then when timber is erected only joints need to be painted. It's easier, quicker and safer to paint the timber on the ground than when you're suspended or stretched out on a ladder.

■ When hammering nails into hardwood drill a small diameter hole to avoid splitting the timber. Also, use soap to lubricate the screwthread when screwing into any timber. Another tip is to invert each nail and hammer point so the nail is driven home and is less likely to be pulled out.

■ When repairing plaster holes in walls, one cheap and effective way is to cut cardboard into a shape three times larger than the hole. In the middle of the cardboard

make a hole with a pin, use some cotton and tie a knot behind the cardboard. Roll the cardboard thin enough to fit through the hole. Pull the cotton when you apply filler so it doesn't fall into the cavity. When plaster is dry snip off cotton, sand the area, smooth and paint over.

As a new appointee (joined October 1988) I look forward to the Our Bank publication each month. I hope these ideas prove helpful to our readers.

Peter says he has more helpful hints for future editions of Our Bank. Thanks Peter.

Football club preparing for season 89

State Bank Victoria's football club is gearing up for season 89 and is after players.

The club fields seniors and reserves teams in D-grade Victorian Amateur Football Association and a team in H-grade. The club won the E-grade premiership in 1987 and the reserves won the flag last year.

Ken Bremner is coach and Dave Jenkins is reserves coach. Any player interested in playing for State Bank Victoria should contact club secretary Peter Wabbis, of 186 Bourke Street branch (03) 6634601 or recruiting officer Jeff Inglis, of Swanston Street branch (03) 6543366.



Colin Wood, Rhonda Russell, manager Ray Walker, Rachel Stebbins, Michelle Landwehr

Donald branch has moved along the street to new, specially designed premises, ending 70 years' service at 83 Woods Street. The new branch is at 47 Woods Street. Branch manager Ray Walker says: "We found the old branch was inadequate for our needs, whereas the new branch is more modern and spacious and will enable us to provide a superior quality of service to both individuals and companies."

**We're
looking
for a few
good....**



**sports
enthusiasts**

gardeners



handy persons

***gourmet
cooks***



travel buffs

entertainment
devotees

**....to share
their special
hobby or ex-
pertise with
our readers.**

Requests have been made for articles covering a variety of subjects.

We want to provide a showcase for our readers with special talents or hobbies. You can submit your idea whether it may be an innovative way to solve repair jobs around the house, a great gardening technique, or the best-ever potato salad recipe.

Also, we appreciate your feedback, so please feel free to send along any comments you may have about Our Bank. Please continue to keep us informed about upcoming branch activities, and should you have any story ideas or photographs you think may be of interest to all State Bankers, please drop us a line or call.

Your contribution will help Our Bank continue to feature stories that are interesting to everyone. Thanks!

Send through internal mail to:

**Our Bank editorial team
080 marketing department
State Bank Centre**

(Please use the handy space below for your comments)

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. On the left side, there is a vertical margin line, creating a narrow left margin. The paper appears to be from a notebook or a standard sheet of stationery. There is no handwriting or other markings on the page.