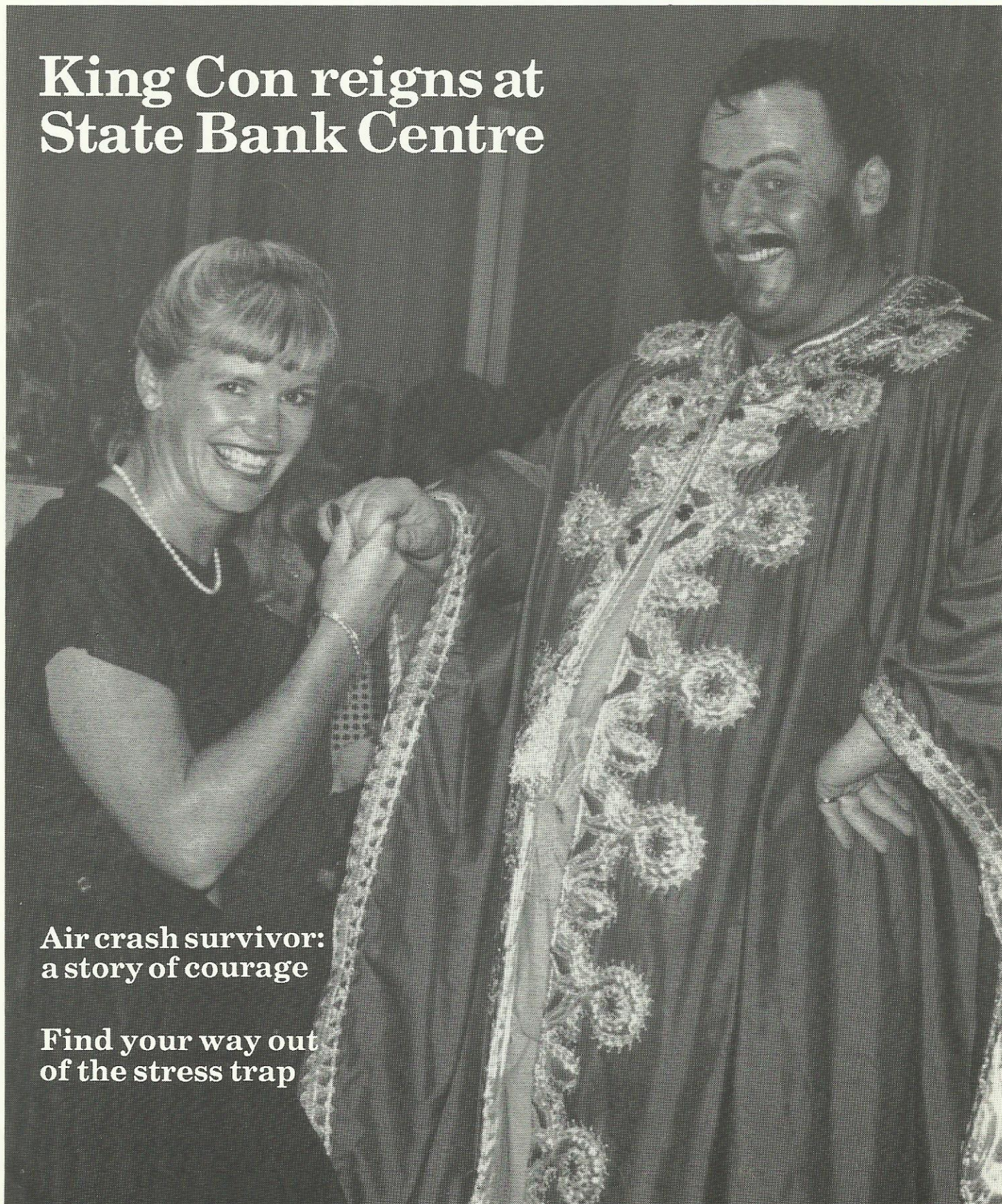


State Bank  Victoria

# Our Bank

APRIL 1989

## King Con reigns at State Bank Centre



**Air crash survivor:  
a story of courage**

**Find your way out  
of the stress trap**



## Viewpoint

**E**very now and then a person appears on the horizon who challenges us to rethink our attitudes and the way we choose to live our lives. Generally, that person does not go out of their way to challenge us.

Their presence and attitude are enough.

Sandra Sullivan is one of those special people.

Injured in an aircraft crash in January, Sandra is in the Austin Hospital's spinal unit recovering from a broken back.

While many of us complain about having to get up in the morning and go to work, Sandra is in a hospital bed, fighting to regain the use of her legs – but not complaining.

On the contrary, 29-year-old Sandra is cheerful and she is an admirable example of courage and determination.

Despite her devastating injuries, she talks to and cheers other people in the ward.

Sandra says the accident does not mean the end of her world, and with cheerful optimism, she plans to take life as it comes when she gets out of hospital. While it would be understandable for a person in Sandra's condition to seek sympathy for her life-shattering difficulties as a result of her injuries, Sandra says she does not want sympathy and wants only for people to know she is grateful for everything they have done for her.

Sandra has shown incredible strength of character – a quality that would make many of us feel that we take a great deal for granted in our day-to-day lives. The next time we tell ourselves we cannot be bothered getting out of bed to face another day, we should remember Sandra's fighting spirit and realise there are many people who would give anything just to be able to get out of bed to start another day.

State Bankers are cheering for you, Sandra.

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### Our Cover

*Moomba Monarch Con the Fruiterer accepts a regal greeting from Judy Kent, wife of CUB's promotion manager Wayne Kent.*

## Our Bank

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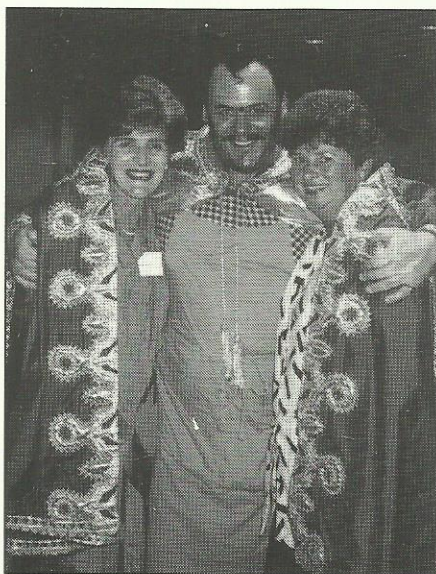
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## Friends of Moomba honoured at Bank sponsored dinner

Our Bank hosted the Friends of Moomba dinner held for Moomba supporters at the Bank's executive function suites on level 41 of State Bank Centre.

As a corporate supporter of Moomba, the Bank has contributed \$50,000 to the annual event. Among those guests invited to the function by chief executive Bill Moyle included guest of honour Moomba Monarch Con the Fruiterer, Lord Mayor Winsome McCaughey and representatives from other corporate supporters of Moomba which included National Australia Bank, CUB, A.V. Jennings, Myer, Linfox and the Gas and Fuel Corporation.



*King Con gets cosy with Barbara Harle, wife of John Harle, managing director of P.A. Superannuation Services Pty. Ltd., and Pam Fitzhenry, wife of Peter Fitzhenry, deputy chief manager, marketing department.*

## Profiles



**VIVIEN WILLIAMS** — INDUSTRIAL CHAPLAIN

Vivien succeeds Jan Wade and, with Marcia McMahon who joined us last year, is part of State Bank Victoria's concern for people.

A former secondary school teacher, she worked in parish ministry before joining Inter-Church Trade and Industry Mission.

ITIM has 70 full-time chaplains in 130 government departments, instrumentalities and private industry throughout Victoria.

Vivien says: "ITIM has been providing this service for 28 years, working with the individual staff members and the organisation as a whole.

"The service ITIM offers is completely confidential. Its motto is 'Caring for people at work.'"

Vivien, who has a theology degree, has a particular interest in how people negotiate crises and turning points in their lives and the questions arising at such times.

Contact her at the lower banking chamber, State Bank Centre on Mondays, 9-5. Phone: 6047488 or ITIM (03) 6421366.

Marcia can also be contacted through ITIM.



**JOHN CAIRD** — DEPUTY CHIEF MANAGER LENDING, LONDON

John, 37, who was born in Scotland, joined London office two years ago as senior manager lending.

He started his career with the Bank of Scotland in 1973 as a graduate trainee having graduated from the University of Stirling with a Bachelor of Arts (Hons Economics) degree.

In 1975, he joined that bank's international division where he was involved in developing the bank's eurocurrency lending activities, particularly in its North Sea oil operations.

In 1976, he was seconded to the international corporate finance division of Barclays Bank International in London.

John joined the Bank of Tokyo International in 1977, specialising in areas including eurocurrency lending and loan arrangement and eurobond trading.

He was promoted to manager credit, assistant general manager syndications, and then deputy general manager corporate in charge of the development of all corporate finance.

John and his wife, Sylvia, have two daughters, Helen, 10, and Julia, 6.



# Sandra Sullivan: a story of courage and determination

*Injured in a light aircraft crash at Moorooduc in January, Sandra, a 29-year-old mother of three young boys, is fighting the battle of her life: to walk again.*

*Doctors at Austin Hospital are helping her struggle against the crippling spinal injury which has shattered her life.*

*Whether she will walk again is not yet known but Sandra is determined to fight it out.*

*Her mates at Dromana branch have started an appeal to help her and so far more than \$16,000 have been raised.*

**O**n January 19, Sandra took off on a joyride with 38-year-old pilot, Dominic Burtucci of Mornington.

Moments into the flight the single-engine aircraft lost power and crashed into a paddock about 200 metres from the runway.

Her sons, aged five, six and seven, were at home watching television.

They are reported to have watched in disbelief as a news flash zoomed in on their mother's

face as she lay trapped in the wreckage.

Sandra and the pilot suffered spinal injuries.

Since then, Sandra has been in the Austin spinal unit hoping to regain the use of her legs and return to work at Dromana.

However, recovery is expected to be a long process and she is taking a courageous stand.

Despite her adversity and the possibility of being confined to a wheelchair, Sandra still has her sense of humour.

"It's not the end of the world," she jokes.

"If I don't recover fully I won't need as many shoes."

Sandra says the support she has received since the accident has restored her faith in human nature.

She does not want sympathy but wants everyone to know, particularly her colleagues at Dromana, that she is grateful for all the help and support she has been given and everything they have done and are doing for her.

Sandra says she didn't realise how she had taken some things for granted, like the effort needed

just to move a toe.

Dromana branch manager Bruce Joynes says Sandra joined our Bank last November.

Bruce says local people, service clubs and businesses have been wonderful with the help offered to Sandra.

One of the many people helping Sandra, our new staff chaplain Vivien Williams, says Sandra has remarkable courage and strength and she's cheering up everyone in the ward with her uncomplaining attitude.

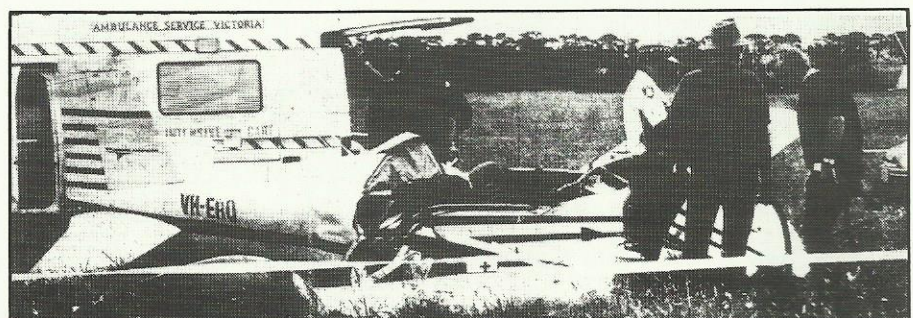
"She always cheerful, telling stories and talking to others.

"Her influence and attitude are certainly helping people in the ward."

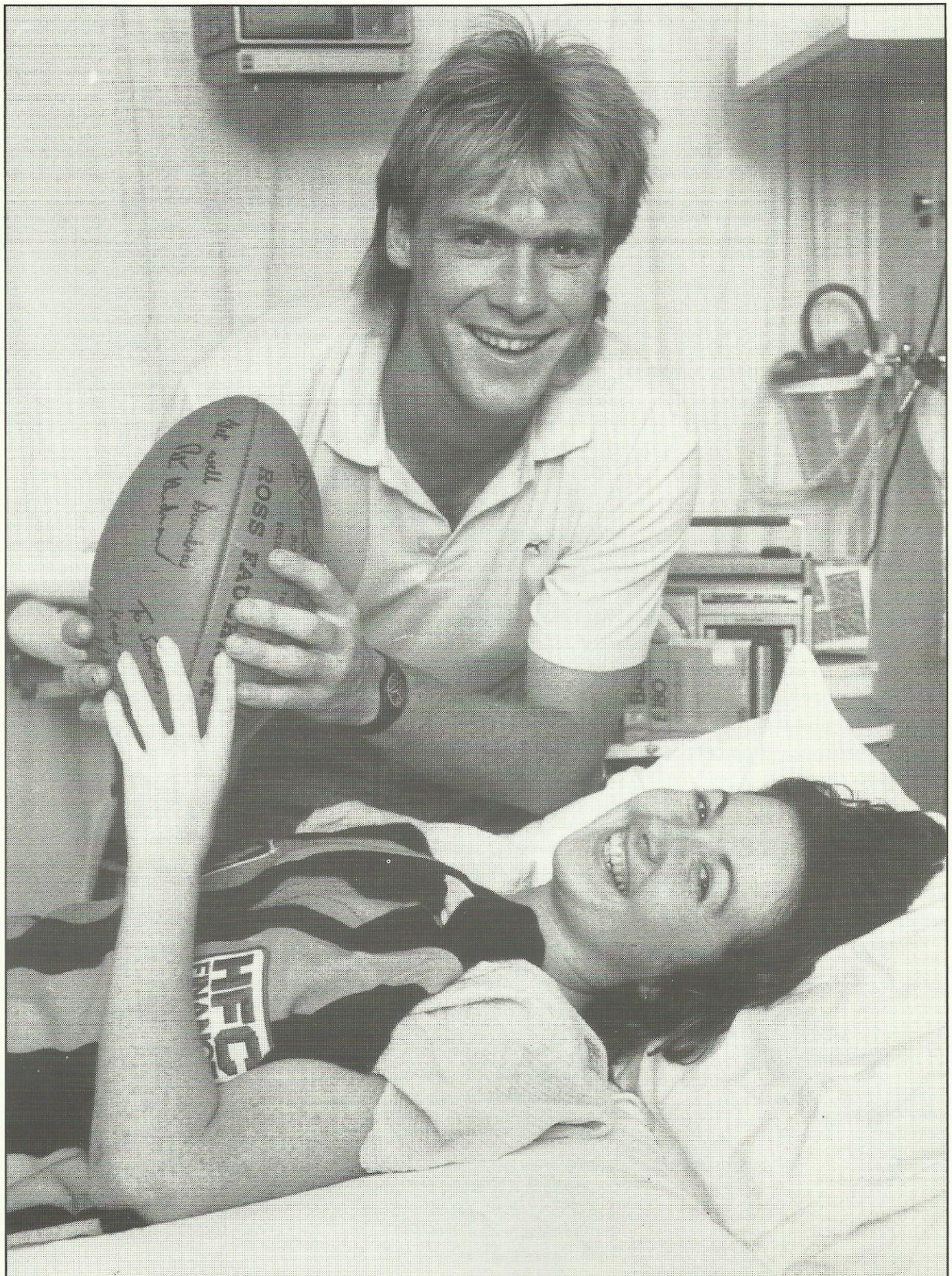
A loyal Hawthorn supporter, Sandra's visitors have included Hawk forward Peter Curran who gave her his 1987 grand final jumper and a football signed by him and former Hawk full-forward Peter Hudson.

Support for Sandra has included a band contacting Bruce and offering to play at a dance to raise money for her.

The appeal account for Sandra Sullivan is 751-70528292









## FIND YOUR WAY OUT OF THE STRESS TRAP:

### MANAGING STRESS HELPS US TO RECOGNISE THE CAUSES AND FIND SOLUTIONS

*The demands and challenges of everyday life on our physical, emotional and intellectual wellbeing affect our ability to maintain the mental clarity needed to perform at our best.*

*If demands exceed your ability to function, stress can result.*

*Stress can also lead to low morale among workers which eventually results in low productivity.*

Stress management increases your ability to deal with problems when they occur. Personnel's David Marks, senior manager development programmes and Michael McKinley, manager graduate programmes both have extensive experience on the subject of stress management and have offered their suggestions on how you can better manage your stress.

Stress management helps people recognise the causes of stress and find individual solutions. Stress-reducing exercises are also a feature in many stress management courses. Exercises such as breathing, muscle relaxation and meditation enable a person to alleviate the tension stress may cause. Introducing stress management into an organisation can help employees identify situations that cause stress.

"One person's stress can be another person's challenge, so stress can be a very individual thing," says Michael.

Stress management focuses on the benefits of exercise and diet, and time management in work as well as personal endeavours.

"The less quality of life you have in either your work or personal life, the more stress there is likely to be," he says.

Stress management is an efficient way to help people remain calm and relaxed in difficult circumstances, however, such techniques must be practised on a regular basis.

"Stress management in its broadest sense is a lifetime commitment to working on stress situations and dealing with them."

Techniques such as colour medita-

tion are often used which enables a person to reach a relaxed state where the reactions of their mind are no longer a source of stress.

"All the colours of the spectrum are used to help people reach deeper levels of relaxation," he says.

"Meditation helps you to deal calmly with the overactivity in your mind so that you're more in control.

Stress management techniques put you in touch with your stress rather than simply putting a lid on the problem.

"Stress is often seen as a negative thing, but people can learn to use the energy behind the stress positively."

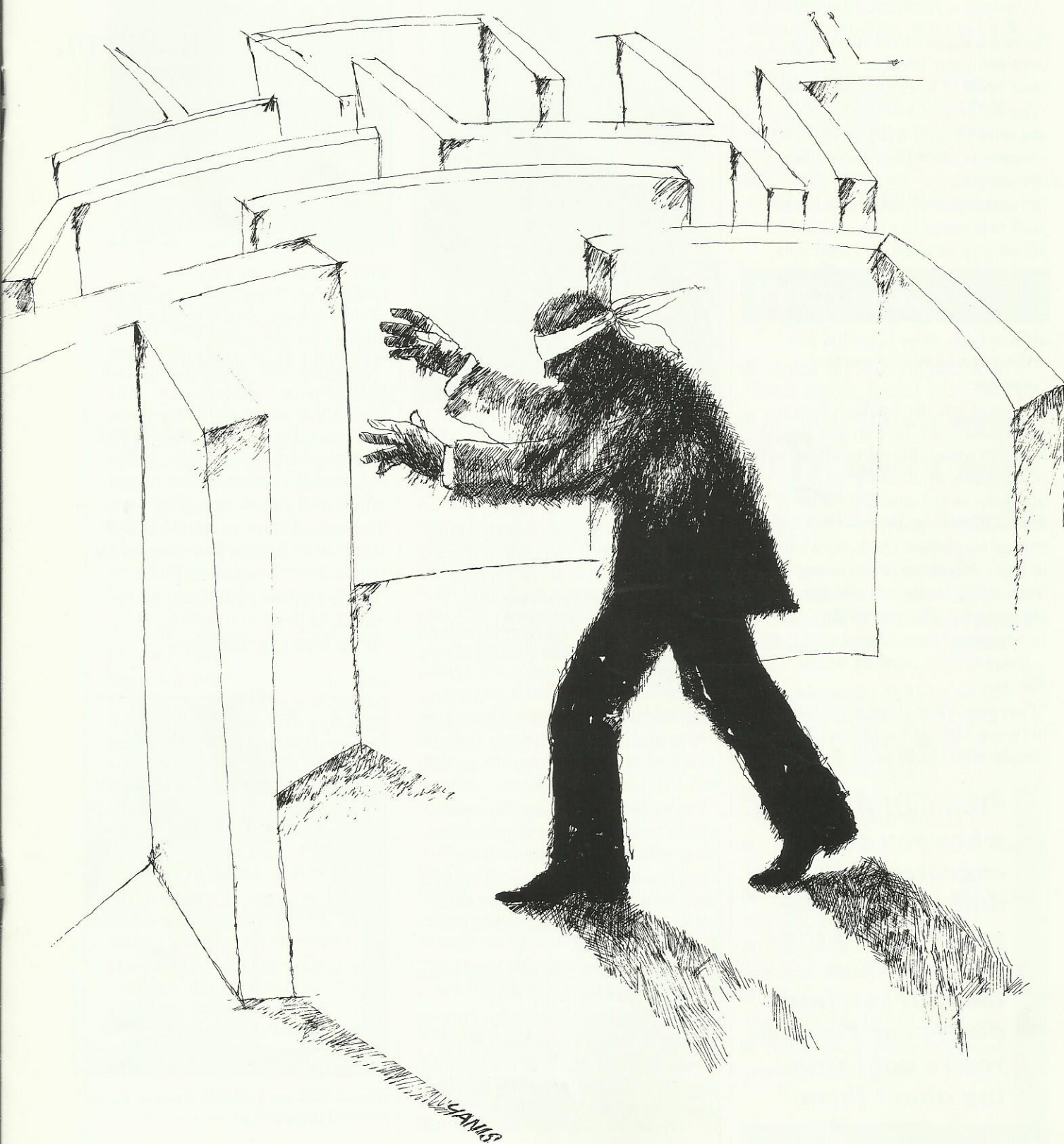
Stress is closely linked to the basic physiology that produces the *flight or fight* response. Stress management provides techniques to help control your body's natural responses.

David says, "The moment you perceive a stressful situation, you can either change the perception, in other words, thinking differently about what appears stressful to you now will help to make it appear less stressful. Or, you can

(Continued on page 6)

***"One person's stress can be another person's challenge, so stress can be a very individual thing"***







there's a distinct relationship between your level of fitness and your level of tolerance to stress. "The fitter you are the better you are able to cope with stressful situations once they have been recognised.

"Breathing exercises help build your tolerance to stress as well. When you become stressed you tend to breathe very shallowly, and by sitting down and consciously breathing more deeply, taking long, slow breaths, you start your body's relaxation response."

Stress, if left unchecked, has an accumulative effect on our health. If ways aren't found to effectively release stress, it can gradually build up over time and its long-term effects can be devastating. Stress can affect the body's ability to fight infection, weakening your immune system and making you prone to coughs and colds. In extreme cases, it can result in serious illness such as heart disease.

"There's a very close correlation between thought and health, and people who think negatively tend

***"You will find that when you get engrossed in doing something you enjoy all the problems you thought you had disappear because you're not thinking about them."***



to be less healthy than those who think positively," says David.

The cycle of negative thinking becomes stressful in itself.

"When you find yourself thinking negatively, stop yourself and start thinking about something that generates a positive response.

"One way to do this is indulging in pastimes like stamp collecting, embroidery or repairing old cars. You will find that when you get engrossed in doing something you enjoy all the problems you thought you had disappear because you're not thinking about them.

"You're thinking about the next stitch or the next bit of polish on your motorcar. It's rewarding."

One traumatic event generates its own stress and at the same time often triggers a whole variety of stress responses.

Recognise the warning signs when you need professional help.

"That's when your emotions are so strong or when there is so much stress in your life that it's debilitating. Our staff counselling service can help in such situations."

## FRIENDLY, CHEERFUL SERVICE HAS ITS REWARDS

SIMONE SMITTOU'S FRIENDLY ATTITUDE and cheerful customer service have put her in the running for an overseas trip.

Simone, of Lakes Entrance branch, received a hospitality and service award which makes her eligible for the prize.

"It caught me completely by surprise," she says.

Simone, 20, received the Lakes Entrance Hospitality and Service Award which was sponsored by the local Chamber of Commerce and travel agent.

The award is given monthly and the winner for the year receives a trip to New Zealand or Bali.

"I didn't know I had been nominated, or who nominated me.

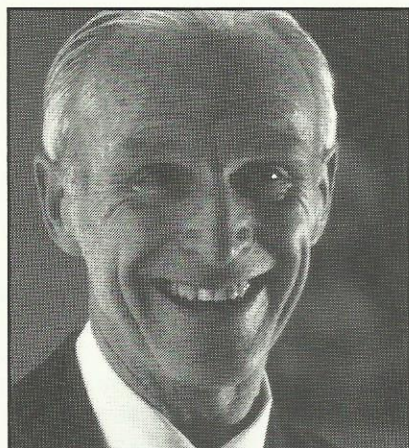
"It's a mystery," she says.



Simone with her award: Her passport overseas this year?



## Retirement Focus



STEPHEN JOHN MASON, 65, State Bank Victoria's longest-serving officer, has retired.

Steve, who started at Elizabeth Street branch on December 27, 1939, finished his career as AGM of the chief executive's division.

A combined retirement-birthday celebration, hosted by CEO Bill Moyle, complete with birthday cake and choristers was held for him.

Steve worked at Kew, Fitzroy and Elizabeth Street branches, before serving four years in World War 2. He rejoined at Swanston Street branch in October 1946.

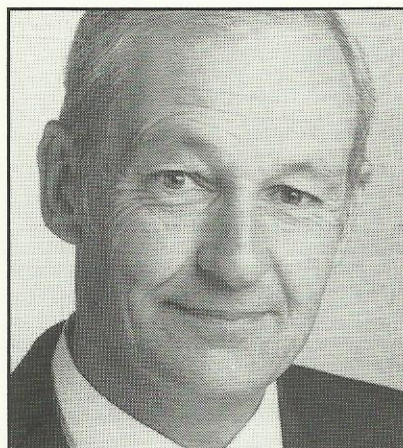
Between 1956 and 1964, he was at Springvale, Victoria Market, the chief inspector's department and mechanisation section, then was minutes officer in the general manager's department.

His was appointed a relieving staff manager in December 1965, and opened Treasury Place branch in December 1967.

After a time in premises he became the chief officer of the chief accountant's department.

His career included manager of overseas department in 1974, assistant chief accountant in 1977, chief accountant in 1981 and chief manager accounting three years later.

He was made AGM, chief executive's division last August.



STAN SCATES, who headed the new performance appraisal system, retired on March 31 after 39 years with the Bank.

Stan, 55, started at Oakleigh on March 14, 1950. He worked at Oakleigh, Dandenong, 45 Swanston Street, Dandenong Market and Springvale when it opened in July 1955.

As well, he was with mortgage loans from 1964-67, branch mechanisation from 1969-76 and internal audit from 1976-82.

Stan joined personnel in 1982 and was appointed performance appraisal manager in 1987. He was secretary of the committee which developed the appraisal system.

After committee's report in October 1985, Stan was put in charge of implementing the project.

He says the appraisal system is an effective way to manage careers and ensures staff get feedback on their progress.

"It helps people develop their careers and offers the chance to change career paths."

"All these things should fall into place in the next several years."

Stan is planning to spend more time with his grandchildren, as well as golfing and sailing.

"I might even change my lifestyle and look for a job or move to the country," he says.

## Appointments

- **Kevin Glenister** – senior regional manager, Box Hill North
- **Robert Thompson** – senior executive lending, private banking services
- **Allan Timmins** – senior regional manager, north-west
- **John Jeffrey** – regional manager, north central
- **Frank Melican** – regional manager, Box Hill North

## Retirements

- **John W. Fulton**, of Box Hill North region, joined 1951
- **John K. Wilson**, of personnel, joined 1948
- **Ian W. Wallace**, of Bayswater, joined 1949
- **John McLean**, of Huntingdale, joined 1950
- **Graeme H. Tindale**, of Ringwood North, joined 1951
- **Stephen J. Mason**, of general manager's department, joined 1939
- **Graham E. Jenkin**, of 45 Swanston Street, joined 1949
- **Colin C. McFarlane**, of Melton, joined 1950
- **Duncan R.L. Borrack**, of reserve staff, joined 1951
- **Yoon F. Lim**, of reserve staff, joined 1965
- **Francis A. Adams**, of Eltham branch, joined 1950
- **Terence A. Fothergill**, of Macleod branch
- **Matthew J. O'Brien**, of reserve staff, joined 1950
- **William J. Parkinson**, of provident fund, joined 1973



## ... sports news ... sports news ...

### Spiro off to Japan with Australian lacrosse team

Spiro Melissovas goes to Japan in June to play in Australia's under-23 lacrosse team.

Spiro, 18, of St Kilda South branch, has been playing lacrosse for nine years and will play for Australia against a US university team in Tokyo in an exhibition game to promote lacrosse. A goalkeeper, Spiro plays for Malvern. He reckons he has played about 180 club games, 20 games for Victoria and four for Australia after hearing about lacrosse at primary school.

His father, Nick, did not want Spiro to play Australian football because he thought it was too rough.

Says Spiro: "I came home from school one day and said 'I'm going to play lacrosse.' He didn't know what that was."

### In the swim at Black Rock

Black Rock branch sponsored the annual pier-to-pub swim from Half Moon Bay life saving club to Sandringham's Red Bluff Hotel for the first time this year.

Manager Peter Bristow reports that the 1.5-kilometre swim was an outstanding success with more than 220 competitors, compared with 65 last year. Peter says his branch, as the major sponsor, received excellent publicity and he presented the winners' trophies to Rowan Force, winner in the men's section in a time of 12:06, Tammy Van Wisse winner of the women's section in 12:30, Ted Gallagher for the masters' and veterans' class in 13:04.7 and Tony Bucci, the under-18 winner in 12:10.

### Box Hill supplies the whistle

Box Hill region has presented the first \$2000 of a \$6000 sponsorship to the Eastern Districts Football Association Umpires' Association. The cheque was given to Umpires' Association president Greg Bridgeman at a ceremony in Croydon.

The three-year sponsorship starts this season.

### Bowling along with SBV

More than 200 bowlers from around the state competed at Glen Waverley bowls club in the second of three tournaments sponsored by State Bank Victoria. Pinewood manager Len East reports that more than 44 teams took part in the tournament. The trophies to the winners and runners-up were presented by Wheelers Hill manager Raymond Webster.

## Curiosity Corner



Recognise any of the faces in this picture? Scan the row of young men sitting in the second row. The player second from the right is one Bill Moyle, vice-captain of the team. Second from the left in the third row is Glyn Barnsley, manager securities administration in corporate banking, who supplied the picture. The caption says: "Commonwealth Bank of Australia. First grade Junior Rugby Union football team. Runners-up Gordon-Northern Districts JRU." The year? 1950.



*gardeners*



***gourmet  
cooks***

entertainment  
devotees

*(Please use the handy space below for your comments)*