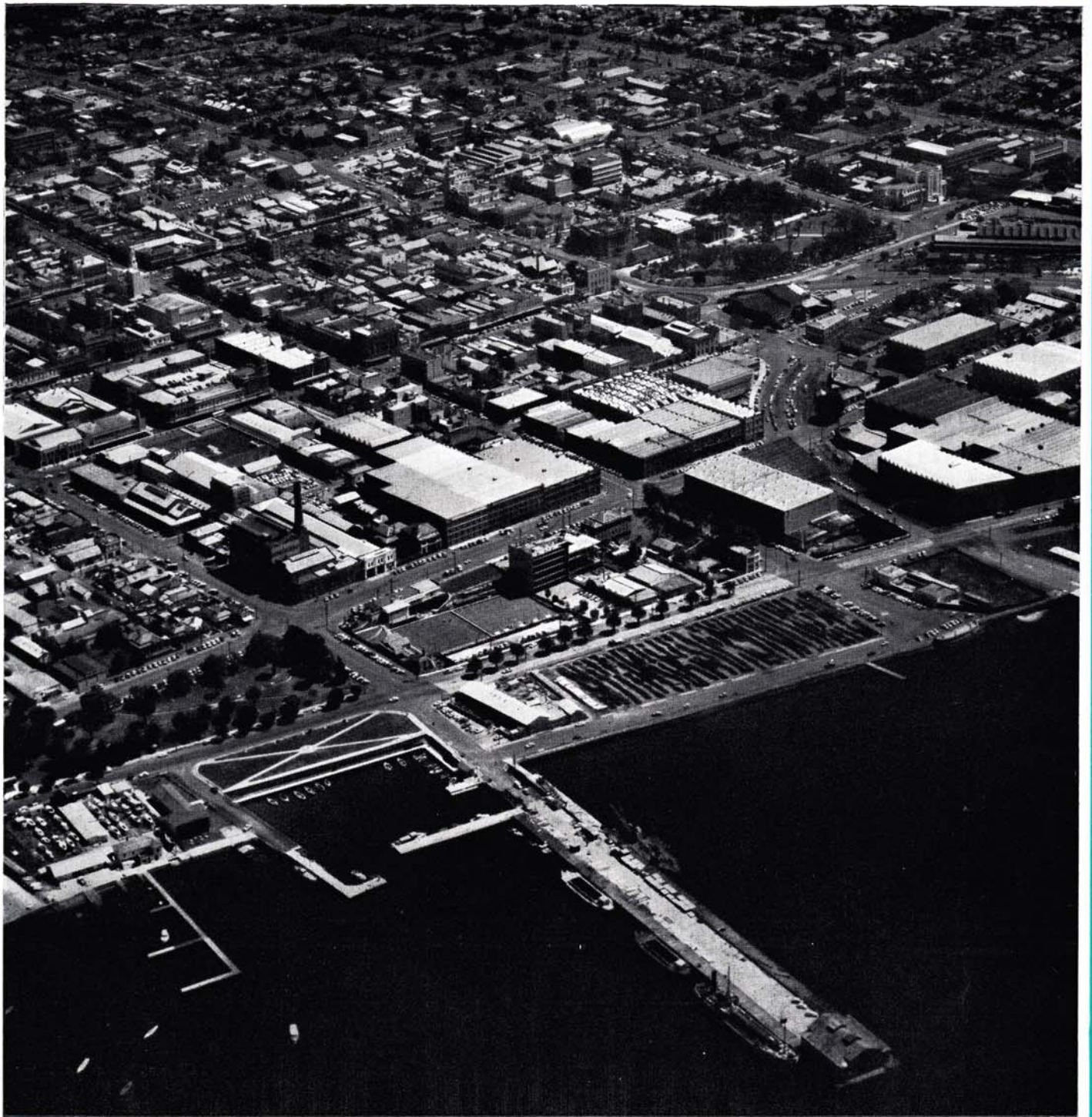


PROGRESS

APRIL 1965 NUMBER 8



The Staff Magazine of The State Savings Bank of Victoria



WEDDING BELLES



With over a thousand girls on the staff and two-thirds of our entire staff under the age of 30, wedding bells ring out pretty consistently. This issue we present four girls who have recently changed their names to "Mrs", and we hope that (space permitting) we can make this a regular feature. If you would like the staff to share your happy day, please give us a ring a couple of weeks before your wedding and we will do our best to feature you and your bride or groom in the following issue of *Progress*.



↑ Pictured leaving St. John's, East Melbourne, are newlyweds Mr and Mrs Joseph Grinberg (nee Patricia Edwards of Caulfield East branch).

← Mrs Laurie Guest (formerly Rosemary Leggatt, Salaries Section) and her husband after their marriage at Holy Name Church, East Preston.



↑ Cutting the cake are Mr and Mrs Dick Boekel who were married at St. Bernard's Church, Belmont. Mrs Boekel (nee Wendy Lowcock) is on the staff at Ryrie Street.



← Newly married Mr and Mrs Robert Shearwood drive away from St. John's, Bentleigh. The bride was the former Ann Stow, Correspondence Department.

Co-operation

Since we began publication of this series of *Progress* in January last year, several members of the staff have written for us what we consider outstanding articles; and we hope you share that opinion. Other officers have made suggestions and given us leads which have resulted in stories written by the editorial staff. This is exactly the way in which a staff magazine should work. The more co-operative the work of production, the more value it has and the more interest it stimulates. If there is an event due to occur in your district which you think would interest the rest of the staff, please let us know. From where we work, we cannot possibly know of all the happenings around Victoria which would provide interesting copy. If you plan to write an article for *Progress* or give us a lead to a story, please remember that we go to press a month before our publication dates, which are the 10th of February, April, June, August, October and December each year.

Editor
T. S. CRADDOCK

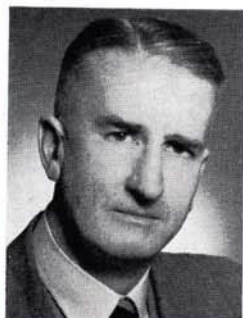
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COVER: Our picture gives an indication of the tremendous growth of Geelong in recent years. See Page Four.



Mr W. S. HOWDEN
Manager — Mortgage Loans

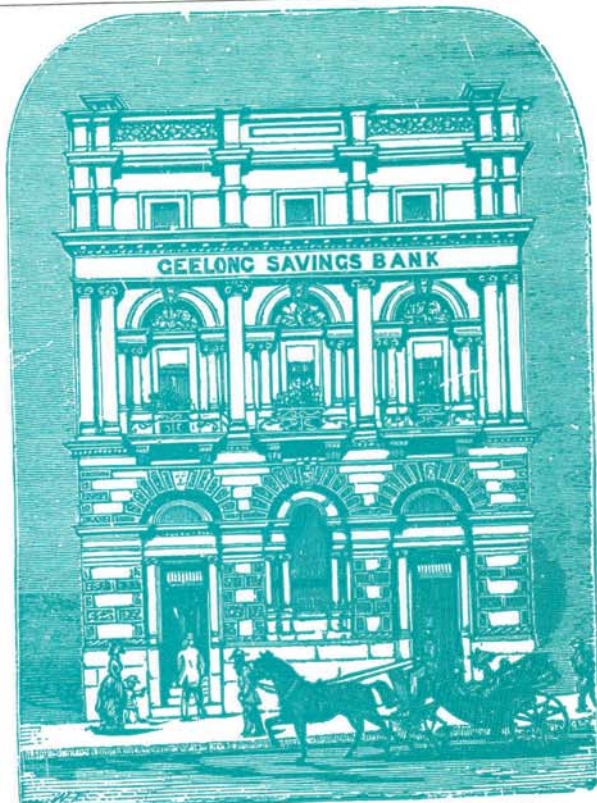
Mr Howden spent the first seven years (1924-31) of his Bank career in the Chief Accountant's Department. During the depression years of the 'thirties he was in Arrears Section. Mr Howden recalls that during these heart-breaking years the Bank won an enviable reputation as Victoria's most benevolent landlord. During the Second World War, Mr Howden, as Lieut.-Colonel, commanded the 2/8 Battalion in its Middle East and New Guinea campaigns. His close association with the Army, going back to his days as a school Cadet and continuing through the C.M.F., curtailed the amount of time he could devote to his favourite sports, swimming, surfing, tennis and boxing. After the war, Mr Howden returned to what is now termed Current Loans section. He subsequently worked for nine years in the Chief Inspector's Department, and was an Inspector before his present appointment last year. Nowadays his young family, and gardening occupy much of his leisure time.



Mr W. S. GARDINER
Manager — Current Loans

Mr Gardiner's appointment as manager Current Loans Section in 1964, was in the nature of a homecoming. He previously spent a record term of 36 years in the Current Loans, commencing as a valuer's clerk in 1923. In contrast, Mr Gardiner's branch life has been confined to one month and a day as manager, Balwyn, last year. From 1959 to 1964, he was manager, Joinery Works. Mr Gardiner's many spare-time interests include mechanics, radio construction and photography. He is justifiably proud of the fact that one particular issue of the Bank's annual report contained 13 photographs he had taken. He was for many years a successful contestant in motor cycle sports and he has assisted the sport as a Federal and State official since 1937. Mr Gardiner's community service includes 10 years on the organising committee of Carols by Candlelight. He is currently a member of the committee of the Bankers' Club.

THE
MEN
BEHIND
THE
NAMES



BEGINNING under our original name — the Port Phillip Savings Bank — we have been in business in Geelong since July 1st, 1848, only six years after the establishment of the parent bank in Melbourne.

As early as 1845, the Melbourne trustees had resolved to open their first branch office in Geelong. In that year, the settlement on Corio Bay consisted of five scattered villages, with a total population of 2,000, large enough, the Melbourne trustees considered, to warrant savings bank facilities, and negotiations proceeded as far as the appointment of local trustees.

Quite understandably, the Geelong trustees maintained that they should have authority to invest the savings of the local people in their own district, but this the Melbourne trustees refused to permit. For three years, the mail cart trundled the arguments back and forth until finally the Geelong trustees gave way.

In the meantime, Geelong lost the distinction of having the first branch of the Port Phillip Savings Bank, which opened in Portland on January 1st, 1848. It was six months later, on July 1st, that we began business in Geelong.

PASTORAL DISTRICT

The early pages of the first register of depositors at Geelong mirror the pastoral character of the district in the 1840's. Every third or fourth depositor was either a shepherd or a shearer and many of them were illiterate marksmen.

No doubt the establishment of a savings bank in their area was a boon to the shepherds and shearers who, for want of any safe place in which to keep money, had previously "knocked down" their cheques in the shanty bars along Corio Bay.

THE BANK IN GEELONG

For a long time after their establishment in the early years of the 18th century, savings banks were regarded by most well-to-do people as beneath their notice, useful only to the "labouring classes". Nonetheless, amongst the shepherds and shearers, stonemasons and coopers, lamplighters, servants and labourers inscribed in the first Geelong register, there are the names of an occasional "Settler" or "Gentleman" who put thrift before status.

In 1854, the Port Phillip Savings Bank was taken over by a corporation styled "The Commissioners of Savings Banks in the Colony of Victoria." The Victorian Government granted the Commissioners land in Moorabool Street which had previously been occupied by the town gaol.

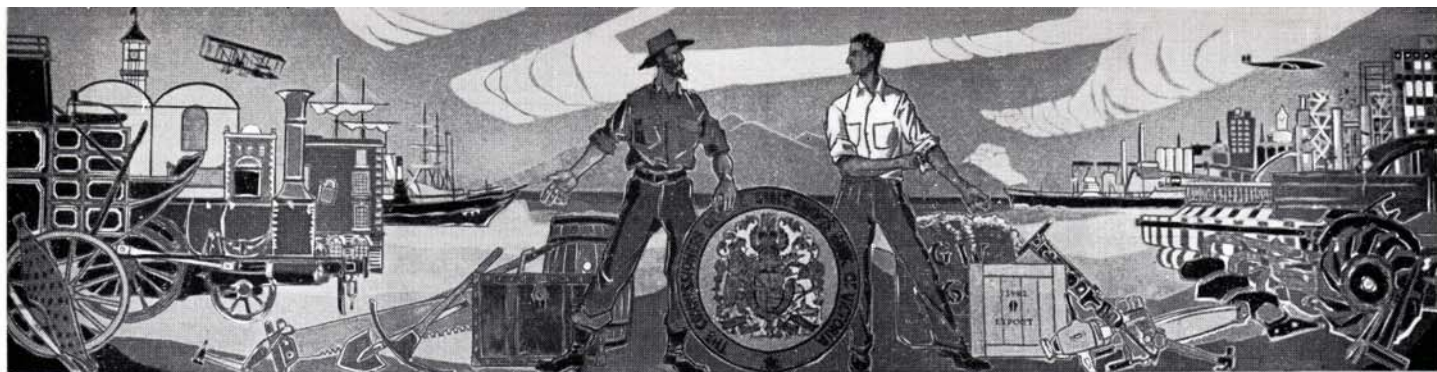
NEW PREMISES

Here in 1859, the Commissioners erected the substantial premises which are shown at the head of this article. This building served us well until 1903, when expansion of business induced the Commissioners to erect our present Moorabool Street premises adjoining the old building. As our picture shows, a very distinguished looking assembly of gentlemen attended the 1903 opening.

In that year, the population of Geelong was 21,000 and our balances were just short of half a million pounds. This was hardly up to the expectations of the first settlers at Corio Bay who had dreamed of building a city which would outstrip Melbourne in size and importance. Indeed by 1903, Geelong had not yet been created a City, and its population lagged behind the gold cities, Bendigo (30,000) and Ballarat (23,000).

By 1920, there had been a re-shuffle in the order of Victoria's provincial cities. Ballarat (35,000) had taken the lead, and Geelong (27,500) had forged past Bendigo (24,000). One savings bank branch was now inadequate for the needs of the Geelong people, and on October 28th, 1920, we opened at Geelong West.





TRANSFORMATION

It was many years after 1920, however, before Geelong shed its reputation and character as "a big market town." The transformation from a pastoral to an industrial city did not really gather pace until the post-war years.

Our cover picture gives some indication of the booming growth of the City which has sent the population soaring to 106,000. In all Australia, the only cities outside the States' Capitals, which now exceed Geelong, are Newcastle (216,000) and Greater Wollongong (143,000).

As a natural result, the suburbs have pushed out north, south, east and west, and we have taken our banking services to where the people work and live. We now have no less than ten branches in Geelong.

We opened in Belmont in 1954, and since then we have established Geelong East (1955), Norlane (1956), Ryrie Street (1957), Geelong North (1960), Malop Street (1961), and in the present financial year, Highton and Manifold. Our ten Geelong branches hold deposits well in excess of £12 million.

Our Bank is held in the highest respect by old and new residents of Geelong. Moorabool Street manager, Mr Laurie Le Get, attributes much of the goodwill we enjoy, to our housing loans policy. This, of course, goes back many years, but the rapid expansion of population has created a huge demand for housing finance, and the Geelong people are well aware of the great job the Bank is doing to help meet this need.

Talking to Geelong people, one also realises what a tremendous pride they take in their City. With its own lovely beaches, its easy access to the surf resorts along the southern coast, its handsome streets, lovely suburbs, outstanding schools and thriving industries, not forgetting its famous football team, Geelong is a city to engender pride. The local people appreciate any important additions to their city, and they are well aware of the unusual merits of our Ryrie Street

branch with its dramatic mural which is reproduced at the top of this page.

Everybody in Geelong knows that at Ryrie Street we pioneered a new era in savings bank accounting, and that the system installed at that branch became the prototype of our mechanization programme. Our gesture in making the upper floor at Ryrie Street available to the C.W.A. as a rest and refreshment lounge has also won us much goodwill.

HIGH STANDARD

We asked Mr Le Get about the standard of recruits joining the staff at Geelong. He told us that competition for jobs in the Bank is very keen, and that the selected recruits are of the highest quality.

Quite obviously this has always been the case. Our present A.G.M., Mr D. Ross, went through the ranks in Geelong branches from junior clerk to manager. Several of the men now in charge of our Geelong branches are "home town boys", very happy to be living in their own City.

Ex-inspector Mr Eric Potter, manager at Ryrie Street, joined the staff at Geelong West; Mr Alec Nimon, Malop Street, has spent his complete service, going back to 1939, at Geelong branches; Mr Cliff Harris, Norlane, was previously manager at Geelong North, and before that spent 14 years at Geelong West; Manifold manager, Mr Errol Wood, was one of the six foundation officers at Ryrie Street; Mr Sid. Pittman, Geelong West, was at Moorabool Street from 1939 to 1946, and Mr Keith Guthrie, assistant manager at Moorabool Street, is on a return visit to that branch.

Our other Geelong Managers are Mr Craig Macaulay at Belmont, Mr Gordon Marshall at Geelong East, Mr Alec Baetge at Geelong North, and Mr Gerry Lynch at Highton.

We came away from our visit to Corio Bay with the conviction that the Bank is well equipped to handle the continued expansion of Geelong which is expected to have a population of 125,000 by 1973.

The Staff at Moorabool Street.





Lindsay Collyer, Research Officer, Chief Inspector's Department, who has been engaged on this work for six years, writes about the factors that determine whether or not we open a branch at a given location.

SELECTING BRANCH LOCATIONS

In April 1955, we had 240 branches of which 122 were in the metropolitan area and 118 in the country. Since then we have doubled our representation to 482, with 261 branches and 16 sub-branches in the metropolitan area and 195 branches and 10 sub-branches in the country.

Our growth rate is being maintained — 15 branches and six sub-branches have been opened already in this financial year — and there is not likely to be any slackening in the foreseeable future.

Melbourne is Australia's fastest growing city, and research indicates that it will increase its lead in population growth and economic expansion. Metropolitan Melbourne embraces an area of 812 square miles and, at 30th June 1963, had 2,003,000 citizens housed in 572,000 dwellings. This was 65% of the total dwellings in the State. By 30th June 1964, the population had increased to an estimated 2,050,000, and is expected to reach 2,500,000 by 1970.

In the nine-year period 1954/63, the population of Melbourne rose by 479,000, and in other areas by 124,000. Over the same period, 192,000 new dwellings were constructed in Victoria of which 140,000, or 73%, were erected in Melbourne.

As a result of the Bank's progressive policy, new branches have been established in the areas where there is need for them. How is this need ascertained? Why might one particular place be preferred to another?

FACTORS CONSIDERED

The following factors are considered before a decision is made:

- ★ The size and drawing power of the local shopping centre. This should have a potential development of at least 15 to 20 shops.
- ★ The extent of the area to be served by the branch and the resident population. This is estimated by multiplying the number of homes by the average number of persons per house in that municipality.
- ★ Possible future growth.
- ★ The economic status of the local residents. We receive a guide to this from the business trends at our nearby branches.
- ★ Location in relation to neighbouring branches — usually a distance of at least one mile is desirable.

- ★ Existing banking facilities, and the amount of business transacted at our local agency.
- ★ Transport habits.

We follow the people, and every effort is made to ensure that we will be the first bank into an area. In this way we consolidate and obtain as much business as possible before rival banks move in.

We prefer to buy a vacant site, preferably on a prominent corner, and to erect branch premises as soon as development of the area warrants it. However, this is not always possible, and sometimes we are obliged to purchase or lease shop premises.

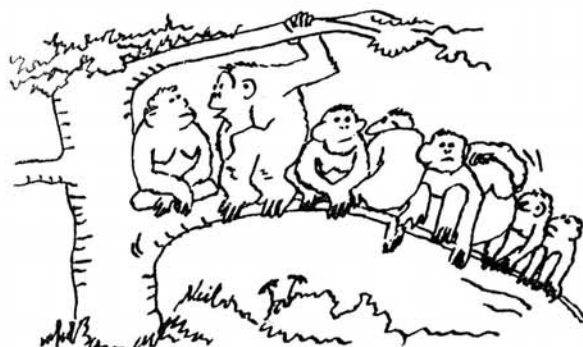
HELP FROM STAFF

All members of the Staff can assist in the selection of new branch locations, by noting the progress of shopping centres in the districts where they live or work. The more people on the look-out the better!

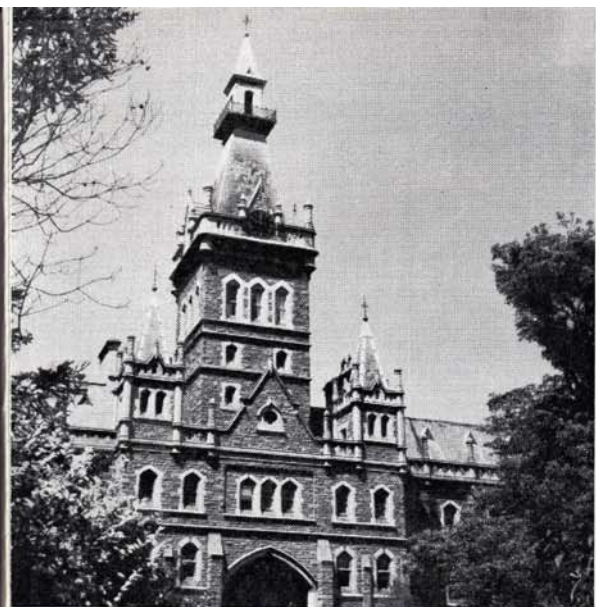
The most rapid development has been in the outer eastern and south-eastern suburbs where two-thirds of Melbourne's expansion has occurred; but the population growth is now stretching to the north.

You can help by making a sketch plan of the various types of businesses in your local shopping areas. This information, plus a note of any new shops under construction and press cuttings from local newspapers regarding development of the centre, or the surrounding area, are always gladly received by the Chief Inspector.

It will not be possible to name the new branch after you, but you will have the satisfaction of knowing you have helped to provide convenient banking facilities where they are needed. The selection of new branches during the next 10 years will have an important bearing on the future development of the Bank, which in turn will create more opportunities for the staff.



"If we go on at this rate we'll have to open another branch."



Expert speakers, warm friendships and memorable social occasions ensured the success of the

INTERNATIONAL BANKING SUMMER SCHOOL

From February 7th to the 19th of this year, the 18th International Banking Summer School was held at Ormond College, University of Melbourne. This was the first time the School had been convened in the Southern hemisphere. It was attended by 170 bankers from 40 countries.

To the satisfaction and justifiable pride of Australian bankers, the school was a success from every viewpoint. At the farewell dinner Mr Henry Eason, Secretary General of the Institute of Bankers in Britain said:

"We will remember this School not only with gratitude for the wonderful hospitality extended to us by our Australian hosts, but for the superb organisation, the result of detailed staff planning."

The essence of the school was the exchange of knowledge in banking finance and allied fields. The speakers included the Federal Treasurer, the Rt Hon. H. E. Holt, Dr H. C. Coombs, Governor of the Reserve Bank, and several other men prominent in academic and business life. The speakers were closely questioned, and the results analysed in discussion periods.

SOCIAL LIFE

Social occasions included luncheon as guests of the Australian Administrative Staff College at Mount Eliza, and a visit to Chateau Tahbilk to see the vineyards, the winery, sheep dog trials and shearing demonstrations. The overseas members, particularly, were fascinated by this very Australian day.

Dinner parties hosted by national groups were a memorable part of the School's social life. On one night, not easily forgotten, the Japanese contingent provided sake and exotic appetisers as a preliminary to a dinner hosted by the British bankers to which pipe major Robert Clark of Ringwood provided a swirling bagpipes accompaniment.

The lasting impression of the School which members took away with them was the absence of national barriers and the firm friendships quickly formed, but likely to endure for many years.

Of this aspect of the School, our representatives, Assistant Chief Accountant Mr Harry Torrens, who was a discussion leader, and Mr Jack Crofts, Officer in charge of H.O.C.S., who was a school member, speak feelingly.

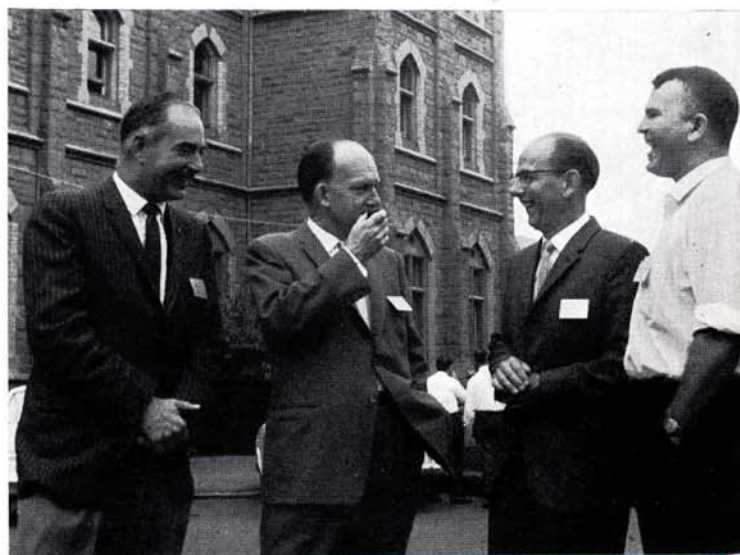
DEVELOPING NATIONS

They particularly welcomed the opportunity to meet bankers from unfamiliar countries like Ghana, Nigeria, Kenya and Zambia, and to learn of their experiences of banking in these developing areas. From the Persian representative, they heard of the problems besetting a country wedged between the East and the West, where the path to a better standard of living is hazardous. The Israeli banker spoke of the herculean efforts being made in his country to achieve great progress rapidly, and the consequent wave of inflation which is in the region of 7% per annum.

Perhaps the biggest surprise was the knowledge imparted by the four Russian bankers that banking problems are much the same in the U.S.S.R. as in capitalistic countries. The Russians took home full details of our Christmas Club with the hope that they can start a similar scheme to enable Russian workers to pre-pay their holiday expenses.

Our representatives summed up the School as of special benefit to bankers, but perhaps more important, as a valuable contribution to greater understanding between the world's nations.

The happy atmosphere of the School is well captured in this picture of Mr H. E. Torrens, Mr B. McSharry, discussion leaders, and Mr J. M. Crofts and Mr A. Engelbrecht (South Africa), members of the School.



CAMERA N



Our cricket team, which plays in the V.J.C.A., had a good season, reaching the semi-finals. Shown here before their last home-and-home match are (from left, back row), Peter Hall, Laurie Kyle, John McLean, Bob Fowler, John Lonergan, Dick Hayes, (from left, front row), Alan Guy, Tony Bull, Ken Gellatly, Ken Brook. The other player, Terry Martin, was absent temporarily.

Ken Lindsay (Springvale) measures a shot during the final of the Inter-Banks competition between the C.B.A. and ourselves at Victoria. Looking on are Harry Barradell (Port Melbourne) No. 3 and Lionel Lawrence (Syndal) leader. This four skipped by Frank Lawn (Boronia) won 23-13, but overall our team finished six down. The other four was skipped by Bill Roach (Dandenong) who had Greg Anderson (Montmorency) as his No. 2, Dick Russell (Securities) No. 3 and Geoff Gates (Bentleigh East, Centre Road) leader.



This year's Bank bursary winners were entertained in Head Office cafeteria. Our picture shows (from left) Mr McDonell, the Director of Education, Emeritus Professor G. S. Browne, whose television programme is so popular, and Bank Commissioner, Mr W. L. Moss, Chairman of the Bursaries Board of Trustees, who is about to award a cheque to Sale Technical student, Allan Barker. John Dixon, secretary to the Trustees, is in the background.

NEWSREEL



Thornbury branch celebrated its Golden Jubilee on March 1st. The result was a hectic 600 transactions day for the staff, but the obvious interest and enjoyment the public derived from the celebrations were adequate compensation. Here, assistant P.R.O. Maurie Cavanough gives young David Hoy a handsome slice of the jubilee cake, while Mrs Hoy looks on happily.



In this happy picture, Miss Zoja Lokowski of Footscray branch, presents a sheaf of flowers to Mrs Jack Ellis. The occasion was the retirement function held in Mr Ellis' honour at the Association rooms. The very large attendance was a reflection of the great esteem and admiration in which Mr Ellis was held throughout his long period of service with the Bank.



Informality was the keynote of the dinner at Morwell when the General Manager, Mr T. E. Hall, entertained 25 managers from the Gippsland area. The host manager, Mr W. A. Simpson (Morwell) is seated on Mr Hall's left. Others in the picture are Mr W. T. Murdoch (Rosedale), Mr V. D. Campion (Traralgon), Mr B. T. Coxhell (Neerim South), and in the foreground, Mr J. S. Collins (Lang Lang) and Mr C. St. H. Glass (Leongatha.)

*This article, condensed from **Clearing House**, the international magazine published by Burroughs, was written by Louis C. Fink, assistant vice-president of the Trust Company of Georgia, U.S.A.*

COMMUNICATING IDEAS

Ask the average banker to make a public address and he will find all sorts of reasons for not doing it. You can check this claim right now by telling a man in your bank that the Rotary Club wants him to speak at lunch next week about his own work, something that he does every day and knows intimately. Nine out of ten will tell you they are busy, or that somebody else would be better. The truth is that they are afraid to talk to a group audience.

In the same way, the average banker will delay writing a magazine article, or even a report for his own board of directors. His research may be complete and the facts all in, but he'll postpone the writing. Not because he is afraid, but because he doesn't know where to begin.

This business of communicating ideas—in writing or by voice—is one of the biggest problems facing bankers. We must communicate—to our stockholders, directors, employees, customers, prospects, even our competition—but we find it hard, even embarrassing sometimes.

When we do force ourselves to the task, much of our communicating is wasted. Our message doesn't get across. It has been said that in this busy world of today, people listen but do not hear. They read but do not understand.



THE FIRST RULE

Which leads directly to the first rule for successful communicating—repeat what you have to say. If you have a new rule for your employees, tell it to them in a meeting and then repeat it in a memo. Put it on the bulletin board for the benefit of those who did not get the message the first two times.

If you have a new savings rate for customers or anything else to tell them, run your ad several times

—the same ad. (Experience with my own bank has taught me forcibly that any ad is more effective when repeated.) Also, run the same ad in all media you can—newspaper, radio, T.V., direct mail, posters, billboards, car cards. The impact will be demonstrably greater.

THE WAY TO UNDERSTANDING

To understand the difficulty we have in writing or speaking, you have to understand a few things about the techniques of communicating. In the first place, man can be reached only through his five senses. With the first three—touch, taste and smell—we don't have much trouble. A carpet feels good to the feet; a meal or a drink tastes good; your air-conditioned bank has a clean fresh smell. Those things do communicate an image of our bank and we have to watch them, but we don't seem to have much trouble with them.

However, a smell, a taste or a touch cannot communicate an abstract idea like three per cent on savings, or a million dollars on deposit. For those things we need the other two senses—sight and hearing. We can hear the words or we can see them—and that's all.

This is where bankers find their trouble. Some bankers are afraid of words, often because they are not sure of the exact meaning of the words they want to use. The answer—if you want to be a speaker or a writer—is to fall in love with words. Read the way good writers use them. Look up words in the dictionary. Solve crossword puzzles to add words to your vocabulary.

Make no mistake; words are tricky. A simple word like "dog" means one thing to you, and something quite different to an Eskimo. It is interesting to read that Cubans had to receive certain military instructions in Russian, because the Spanish language was not yet equipped with all the technical terms used in modern warfare.

Even when you have selected precisely the word you want you cannot be certain that the listener will understand your meaning. Try explaining to a child why the deposits of your bank are liabilities, when you obviously have them in your vault in the form of cash.

Whether you are going to present a written report or a verbal speech, you will probably make a draft first. Take your time. Abraham Lincoln said that he needed two days for a ten-minute speech. "However, I can make you a two-hour speech right now," said Abe.

The United States Army recommends a ten-for-one ratio for classroom instructors. If your speech or report takes one hour to read, give ten hours to its preparation. Of course, you shouldn't make one hour speeches very often. "The mind cannot absorb more than the seat can endure," somebody said, and a twenty-minute talk is enough for most of us.



CARD SYSTEM

The big problem with the first draft seems to be to get going. The "filing card method" is widely used. You get some 3 x 5 inch cards. On each card, you write down — without plan — any idea which seems pertinent: figures to be cited, quotes to be used, arguments to be included.

Then you spread all the cards out on a table and put them in place. The "place" for most of us can be very easy to find. Don't worry about fancy writing; just organize your work in a simple way:

1. The beginning — which gives your subject and states what you hope to prove.
2. The middle — which includes all the arguments you can muster, the figures and the quotations, the jokes to lighten your subject.
3. The end — which is where you stop. Period. Sum up what you have said, and quit.

It is most effective to speak from these cards. They are flexible and can be adjusted to the situation. Think of a last-minute point, and you can scribble it down. Find you are running over your time, and you can eliminate a couple of cards.

If the talk or report is a particularly difficult one, write a draft and set it aside. Leave it alone for a day or two while your subconscious stews about it. Then pick up the draft and read it coldly and at a distance, as though for the first time. Remember that your words will be more readable if you use:

Short words — "now" instead of "forthwith".

Short sentences — break up your material ruthlessly. Cut out the long sentences and long paragraphs.

Personal pronouns — "We hope" instead of "The bank hopes" or "It is to be hoped."

Use descriptive adjectives when you can. The word "good" is not descriptive. It means little to say an employee is "good." Do you mean hard-working, nice-tempered, clean-cut, industrious, imaginative, studious, or what?

The rules are the same for speaking — whether you are going to address the board of directors or the garden club; an irate customer or a subdued employee. Bankers who have no trouble speaking privately in their office freeze at the thought of getting up for a public speech.

PLATFORM TECHNIQUE

One of the causes is found in "getting up" and it helps to understand why. We are used to speaking to one another at eye-level, which is the normal method. When we stand up (or worse, climb up higher on a dais), then we have to look down at our audience.

Two things happen. First, we have put ourselves in the position of leader, and something primeval in the audience makes them resent a leader. Just remember that you were asked to speak because the host thought you had something to say.

Second, speaking on this raised level makes us look down, which does something to the balance mechanism in our inner ear. We are dizzy, ever so slightly. To prove it, place a plank on the floor and walk along it, unafraid.

Place the same plank between two tall buildings, where you have to look down a hundred feet, and you'd be panicky.

There are a couple of final points about public speaking which may make it less of a chore. Keep your eyes on the audience as much as you can — for one thing, you can measure their interest in your talk. Move your head, so that you don't seem to stare at the same person constantly. Staring directly at the eyes embarrasses some people; you can have the same effect by looking at the bridge of the nose. It gives the effect of "looking straight in the eye" without the embarrassment.

These are some of the steps taken by experienced practitioners to make writing and speaking easier.

Nobody learns all the rules in one session. Hardly anybody learns without practice. The thing to do is to begin writing, begin speaking, and keep it up until you have mastered the techniques of transmitting ideas with the only weapon we have — words.



"The mind cannot absorb more than the seat can endure."

DECIMAL NOTES

Although it is still very doubtful whether they will be issued in time for C-Day, February 14th, 1966, the Reserve Bank has approved of the size and design of decimal currency notes. The denominations will be \$1, \$2, \$10 and \$20, basically in the colours brown, green, blue and red as with the present 10/-, £1, £5 and £10 notes. A panel of seven leading Australian designers, under the chairmanship of Russell Drysdale, advised the Reserve Bank on the appearance of the new notes, and on the recommendation of the panel and the technical officers of the Bank's Note Printing Branch, the designs of Gordon Andrews have been adopted. As yet no details of Mr Andrews' designs have been released, but the Bank has announced the sizes proposed for the new notes. Our illustration shows how they will compare with the existing notes of equivalent value.

BAGS OF CENTS

FROM CALIFORNIA VENDING MACHINES

Over 80,000 daily, straight from OUR OWN MACHINES located throughout Calif. Guaranteed untouched. We are not in numismatic business. Electric counted (1250 per minute) Lead sealed in canvas bags. Repeat customers indicate satisfaction.

1 Bag 5,000 Cents (35 lbs.) \$ 55.00
1 Bag 500 Dimes (3 lbs.) \$ 54.00
1 Bag 200 Quarters (3 lbs.) \$ 54.00

IMMEDIATE DELIVERY

Shipped cheapest way collect. Order 3 or more bags and include \$9.00 extra for prepaid shipment up to 140 lbs.

Mail Check or Drive in With Cash
Est. 1918

COIN SHORTAGE

With everybody from toddlers to grandfathers trying to assemble a collection of Australian pennies before the transfer to decimals, our mint masters have had a few problems; but their worries are trifling compared with the headaches currently being suffered by the Treasury Department and the banks in the United States, where millions of coins are disappearing from circulation almost as quickly as they are minted. In a special report on the subject, The Chase Manhattan Bank puts the blame on the current craze for coin collecting. This hobby, the report states, is probably as old as money itself, but has only recently developed a virtually universal appeal. "As late as 1850, less than 300 collectors resided in the entire United States. Coin collecting today, however, claims over eight million American devotees. This great growth has built a large commercial organisation devoted to filling collectors' needs. It has created a fast moving market in which one can invest or speculate. And it has contributed to a severe coin shortage—coins needed to pacify parking meters, patronize vending machines, and generally provide change."

Banks are taking desperate measures to overcome their coin problems. The First National Bank of Monroe, Wisconsin, minted its own wooden nickels (five cent pieces). It issued 20,000 and then stopped abruptly. None were circulating. The bank found that the nickels were being hoarded, and some collectors were offering \$11 per token. The Security Trust and Savings Bank, Shenandoah, Iowa, ordered 1,000 dollars in nickels from a vending machine company, paying \$1,065, plus 20 dollars transportation charges. To defeat the coin collecting mania, the U.S. Treasury is considering "freezing" the date on coins to the one year.

\$1 will be approx. $\frac{1}{8}$ "
longer & $\frac{1}{4}$ " narrower

\$ 1

\$2 will be almost $\frac{1}{2}$ "
shorter & $\frac{3}{4}$ " narrower

\$ 2

\$10 will be $\frac{1}{2}$ " shorter
& a fraction narrower

\$ 10

\$20 will be approx. $\frac{3}{4}$ "
shorter and a shade narrower

\$ 20

ADVISORY PANEL

In a letter to the Advisory Panel, Mr Jack O'Donnell, manager at Emerald, suggested that Head Office issue an annual list of managers and their branches. He pointed out that a good impression is created when an officer, arranging the transfer of an account or forwarding a signature, is able to give the depositor the name of the manager at the receiving branch. The Advisory Panel favoured the suggestion, and subsequently the General Manager gave authority for the idea to be implemented. The Advisory Panel has also considered a recent suggestion from Mr Ian Leeder, of Ryrie Street branch, that Christmas Club books be issued with 25 coupons to those depositors who require them. He made the point that many depositors are paid fortnightly, and regularly use two coupons at a time. The Panel replied that this idea was considered when the Club was being planned, but was not adopted, mainly because of processing difficulties in the computer centre. A further problem would be the keeping of double stocks of coupon books at all branches.



The Grapevine

GLAMOROUS TELLERS

Our female tellers, who have already proved themselves to be as charming as they are efficient, are now to be provided with the distinctive and attractive two-piece suit modelled here by Margaret Horner of Publicity Department. The cloth is a terylene and wool mixture, and the colour a pleasant shade of teal blue. All female members of the staff are to be issued with a lapel badge in the shape of our familiar map of Victoria symbol, with the letters inscribed within the map.



DECIMAL CURRENCY KIT

The Decimal Currency Board will shortly issue a kit for speakers who have to give talks on Australia's changeover to decimal currency. Lately, members of our Public Relations Department have been kept very busy speaking on this subject to business groups, clubs and associations of all kinds, and no doubt our branch managers will also receive many similar requests to address local groups. The Publicity Department is always willing to help managers prepare a talk on this or on any other subject related to their work. On the decimal theme — and what a recurring melody it will be over the next year or so! — the Inter-Banks' decimal currency committee has recommended that notes of all denominations should be assembled in bundles of ten, and all banks are expected to adopt this procedure towards the end of this year.

A NOTABLE ACCOUNT

Last month Ballarat branch, which began business on November 15th, 1856, opened its 250,000th account, to the accompaniment of what Mr Charlie Fricker, assistant manager, advises us was "a notable and most satisfactory little ceremony". Manager Mr Ern Nette was on leave at the time, but he had previously alerted the Ballarat "Courier" and B.T.V. Channel 6 that the 250,000th account would probably be opened on Wednesday, 10th March. The staff resolved not to fake the account, but to give it to the genuine 250,000th caller. This could not have worked out better. The account went to 10-day-old Grant Pollock, whose five brothers and sisters already had accounts at the branch. The Bank started young Grant's account with a gift of £5, and the young fellow clutched the book fiercely to the whirr of television and newspaper cameras. The ceremony was given a full minute on Channel 6, which covers the whole of the western district, and a large photograph and article in the "Courier". Our picture shows teller Graeme Vendy handing the very special passbook to Mrs. Pollock.

THAT BUILDING

This is the building whose fate occupied so much attention in the council chambers of Melbourne's city fathers, and the columns of our newspapers, before we were granted a permit to use the property for a branch. It has a frontage of 29 feet 4½ inches on the northern side of Bourke Street, two doors west of Russell Street. Under new council regulations, half the frontage must be used as a shop. The upper floors of the building will become the new home of a greatly expanded staff training centre. The decision to expand our training centre had been taken quite some time ago, before the Bourke Street property was purchased.



NEGATIVE RESULT

A bank in Toronto, Canada, installed a camera to photograph anyone attempting a hold-up. The staff magazine of the Royal Bank of Canada tells us that the camera recently had a chance to prove its worth. There was a hold-up, and as the bank magazine says: "With understandable excitement and anticipation, police and bank officials rushed the development of the film. But no sinister gunman appeared. Just shot after shot of the branch staff having a whale of a good time. Someone had forgotten to change the film after the Christmas party."

QUEST ENTRANT

This is Dianne Christey of our Darling branch who is an entrant in this year's Miss Teenage Quest. Dianne, who is 18 years old, is pardonably excited by all activities associated with the quest, the winner of which will be announced on June 18th. The winner's prize is a trip around the world, £600 spending money and a glamorous wardrobe.



ΠΡΟΣ ΤΟΥΣ ΕΛΛΗΝΑΣ ΜΕΛΒΟΥΡΝΗΣ

THE **STATE SAVINGS BANK** OF VICTORIA



ΠΑΡΑΚΑΛΟΥΝΤΑΙ
ΟΙ ΕΛΛΗΝΕΣ
ΠΕΛΑΤΑΙ ΟΙ
ΟΠΟΙΟΙ ΔΕΝ
ΟΜΙΛΟΥΝ ΤΗΝ



ΤΟ ΤΡΑΠΕΖΙΤΙΚΟΝ ΑΥΤΟ
ΥΠΟΚΑΤΙΣΤΗΜΑ ΔΙΑΘΕΤΕΙ
ΙΔΙΟΙΤΕΡΑΝ ΥΠΗΡΕΣΙΑΝ
ΠΡΟΣ ΕΞΥΠΡΕΤΗΣΙΝ
ΤΗΣ ΕΛΛΗΝΙΚΗΣ ΠΑΡΟΙΚΙΑΣ

ΕΠΙΘΕΛΟΝΤΕ ΤΟΝ ΕΥΧΟΜΟΝ
ΣΥΝ ΤΑΙΣ ΠΑΡΕΧΕΙ
ΤΟ ΥΠΟΚΑΤΙΣΤΗΜΑ

- ΑΝΤΙΜΕΤΩΠΙΣΤΙΚΟΝ ΛΟΓΑΡΙΑΣΜΟΝ
- ΤΡΕΣΙΣΜΟΝ ΛΟΓΑΡΙΑΣΜΟΝ
- ΣΥΝΟΡΟΝ ΔΙΑ ΔΑΜΕΙΑ ΣΤΕΡΕΣΕ
- ΕΞΩΝΑΙΣ ΛΟΓΑΡΙΑΣΜΟΝ
- ΣΥΝΟΡΟΝ ΔΙΑ ΔΑΜΕΙΑ ΣΤΕΡΕΣΕ
- ΣΥΝΟΡΟΝ ΔΙΑ ΔΑΜΕΙΑ ΣΤΕΡΕΣΕ

If you turn East from Swanston Street up the Lonsdale Street hill you walk into a Mediterranean market place. This is the Greek shopping and club quarter of Melbourne where the food shops sell goods with exotic names like sesame, lakeda and molokhia, and the restaurants serve cakes of an incredible stickiness, and little cups of thick, black coffee. The magazines in the book shops look familiar because of the bikini-clad young ladies on the covers, but the titles are all in Greek script.

The only hotel in the area is Greek-owned, and the display window features, not Fosters or Vic., but Metaxa "distilled from the legendary golden grapes of Attica."

Early in 1962, the late Sir George Holland, then a Commissioner of the Bank, suggested that our branch at 115 Lonsdale Street should be equipped to help the Greek community, not only with their banking business, but in any matters where lack of familiarity with the English language might prove a handicap.

Accordingly, Miss Effie Mousia, who came to Australia from Greece in 1951 when she was nine years old, was transferred from Fairfield branch to Lonsdale Street, and the tableau that appears at the top of this page was constructed and placed in the window of the branch. Advertisements were published in the local Greek language newspapers with a picture of Effie and the message that she could help Greek people with their banking affairs and language difficulties.

It was soon apparent that our advertisements in the Greek papers had been widely read. One gentleman came in from Newport, clutching a tear-out of the ad. He was unable to speak a word of English and was most anxious to have the mysteries of Australian banking explained to him. Effie opened a savings account for him which has developed into a very good account indeed. He was so pleased that he has since brought several relatives and friends to do business with us.

Effie and John at a Greek social function.



Many other Greek people read and acted on the advertisement including one young gentleman whose knowledge of English was excellent. He, as it happened, was an officer in the Commonwealth Bank. It was not any professional curiosity, however, that aroused his interest. He was anxious to know whether Effie was really as attractive as her photograph indicated.

Personal investigation revealed that she certainly was, with the happy sequel that Effie has been Mrs Dean Melidonis since October, 1963. She is a firm believer in the power of the press.

Soon after Effie began work at Lonsdale Street, she was asked by Mr McDonald, who was then Staff Superintendent, if she knew of a Greek-speaking young man who was interested in joining the bank.

Effie suggested her friend John Dimtsis who was not happy with his position in another bank. Mr McDonald accepted her suggestion, and John joined our service in June, 1962.

He is the teller at Lonsdale Street, and he and Effie make an excellent team when it comes to helping the Greek-speaking depositors. They get some unusual requests. As an example, they helped a depositor compose a letter of sympathy to Mrs Jacqueline Kennedy when her husband was assassinated.

Mr Max Hillier, now manager at Ringwood East, was in charge of Lonsdale Street from October 1961, until January 1964. He attributes much of the growth at Lonsdale Street in that period to the friendly service given by Effie and John.

Max made many friends amongst the Greek community and attended several of their social functions.

He was a guest at Effie's engagement party and wedding, and was most impressed by the religious service at which the couple exchange engagement rings.

The present manager at Lonsdale Street is Mr Spence Edwards, who is greatly attached to his cosmopolitan staff, and they in turn look on him as a friend as well as their manager. The result is a branch with a particularly happy atmosphere.



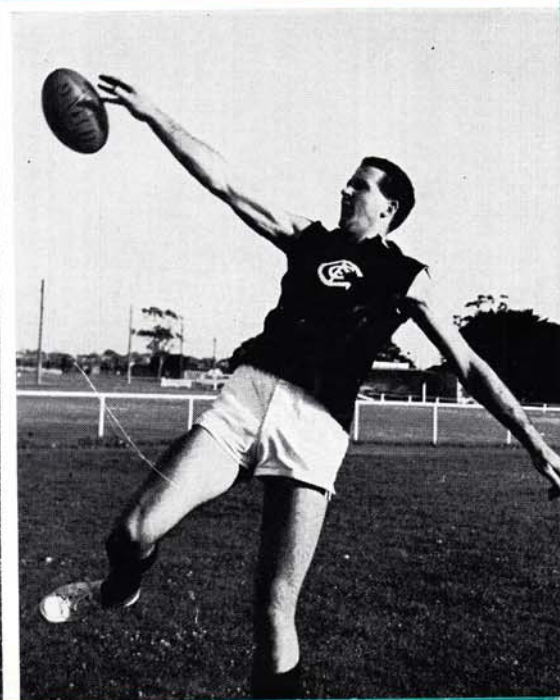
OUR TEAM AT TRAINING

On the afternoon these pictures were taken, the temperature was in the nineties and a searing wind was blowing from the north; but coach Tony Bull, who is an excellent example of physical fitness himself, kept the players working at full pressure. In the top picture, Tony is giving advice to young recruits Ray Whitworth and Peter Willis. That's determined half-back flanker, Ken Castanelli, leaping into a chest mark. Regular full-back Bob Douglas puts his considerable strength into a drop kick, and big ruckman, Barry Coghlan palms the ball to a rover out of camera range. The enthusiasm the boys have been putting into their training is a hopeful sign for the first game which is an away match against West Brunswick on April 24. The Reserves will play the curtain raiser at noon, and the senior match begins at 2.15 p.m. The lads would be glad of your support.



DRAW FOR 1965

April 24	West Brunswick (A)
May 1	Hampton Rovers (H)
8	Monash Blues (A)
15	Parkside (A)
22	Old Haileyburnians (H)
June 5	St. Kevin's O.B. (H)
12	Old Brighton Grammar (A)
19	St. Bernard's O.C. (H)
26	St. Kilda C.B.C. O.B. (A)
July 3	Hampton Rovers (A)
10	Monash Blues (H)
17	Parkside (H)
24	Old Haileyburnians (A)
31	West Brunswick (H)
Aug. 7	St. Kevin's O.B. (A)
14	Old Brighton Grammar (H)
21	St. Bernard's O.C. (A)
28	St. Kilda C.B.C. O.B. (H)



Our newly-appointed Managers



Mr R. E. OAKLEY
Relieving Staff

After three years spent discovering London while in charge of our London Agency, Reg will now have an opportunity of rediscovering his own State during his relieving trips. He and his wife, the former Jill Leigh, have been house hunting since their return, and have just bought a new home at Kerrimuir.



Mr J. M. MILLS
Relieving Staff

The life of a Reliever must appeal to Jack as he has had two previous terms as a member of the Stirabouts—eight years in all. He and his wife have two daughters, one eleven and the other a teenager. Likes to relax with an occasional game of tennis.



Mr E. WALKER
Inglewood

Eric joined the bank at Yarrowonga and remained there until his appointment to Shepparton four years ago. Now he is venturing a little further south to Inglewood. A keen sportsman who has played most sports, he now concentrates on bowls, with an occasional day's fishing. Has six children whose ages range from 20 to 7.



Mr F. T. REARDON
Relieving Staff

Already a well-known member of the staff Frank is hoping to extend his circle of friends while a reliever. A keen sportsman, his current interests are tennis and swimming but he is a former Bank footballer and won that Club's best and fairest award. He and his wife have a family of four.



Mr R. S. TENNY
Relieving Staff

Although he has served in Head Office and several suburban branches, Bob has never been bush, so is quite looking forward to an occasional relieving trip. A keen bowler, he plays "A" pennant for Burwood and has recently won that Club's handicap event. Is a gardener and general handy man.