

progress

February 1968

Number 25



THE STAFF MAGAZINE
OF THE STATE SAVINGS
BANK OF VICTORIA



progress

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PROGRESS is published for the information of the staff of The State Savings Bank of Victoria. Comments from the staff on the contents of Progress are invited, and the editorial team will always welcome original manuscripts, suggestions for future articles and news of staff activities which are likely to interest fellow officers.

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OUR COVER

The striking, 11-storey building illustrated on our cover is to be the new home for our Titles Office branch.

Due for completion at the end of 1968 the fully air conditioned building, designed by Godfrey and Spowers, Hughes, Mewton and Lobb, under the direction of our Chief Architect, Mr. R. Cousland, is based on the use of steel sections from the new B.H.P. mills at Whyalla, South Australia. The frame using this metal is lighter and more economical than has previously been possible with Australian steel.

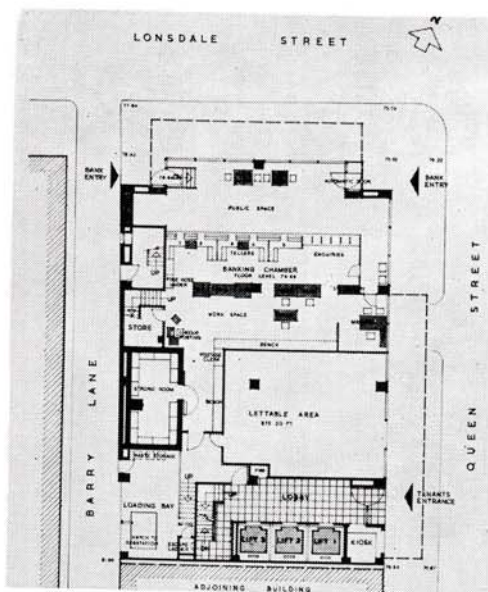
At present the Bank intends occupying part of the ground and first floors of the building and the remainder, which will be serviced by three fast lifts, will be available for letting.

An interesting commentary on our times is the fact that the major part of the building is to be carpeted.

It is significant that the second multi-storey building the Bank has erected since the Second World War (Central was the other) should be in Queen Street, which would surely reflect more than any other street in Melbourne the changes that have come to our City in the last decade.

Titles Office is an interesting link between the old and the new. The branch first opened on the site of the new building in August 1958 in a remodelled, century-old building which was once a livery stable and still had a hitching rail for horses against the back wall on the ground floor. It was the scene of one of the first off-street parking areas in Melbourne. As the story went, farmers coming to Melbourne for the day would call at the livery stable, hitch their horses at the rail and have their jinkers sent up by lift for off-street parking on the first floor.

Below:— Illustration of ground floor plan.



VARIATION ON A THEME

This is a story which could have been told in any one of 438 variations. The basic theme is the method by which Staff Department selects the recruits for our service. The 438 who were chosen this year were selected

from more than 1300 applicants, a figure which is the envy of many kindred organisations. On that same point, it is thought-provoking to learn that several of those applicants were sons and daughters of people work-

ing in other banks who apparently consider our conditions and opportunities superior to their own. One of the 438 successful applicants was a young man named John Lansdown. In choosing John as the central character in this picture story, we do not attribute to him any particular qualifications which are not shared by his fellow appointees; indeed, he was chosen more or less at random as a typical example of the 1968 recruit.



First step

The story began when the telephone on Anne Warr's desk rang one morning during the September school holidays.

Anne is 18 years old, and only two years ago she was, herself, an applicant for a position with the Bank. Despite her youth, she is a mentally mature, capable young lady with a very pleasant manner on the 'phone. These are ideal attributes for the important task of dealing with preliminary enquiries and arranging interviews for applicants who fulfil our educational requirements.

The map behind Anne's desk is dotted with colored pins. A yellow pin indicates a branch where we have a vacancy for a male junior; green, a position for a girl; blue shows that the vacancy has been filled, and red indicates that no new staff is required.

From John Lansdown's call, Anne learned that he was 16 years old and studying Leaving at Bonbeach High School. This is a background which fits our requirements nicely, and Anne had no hesitation in arranging for John to be interviewed at our staff training centre.

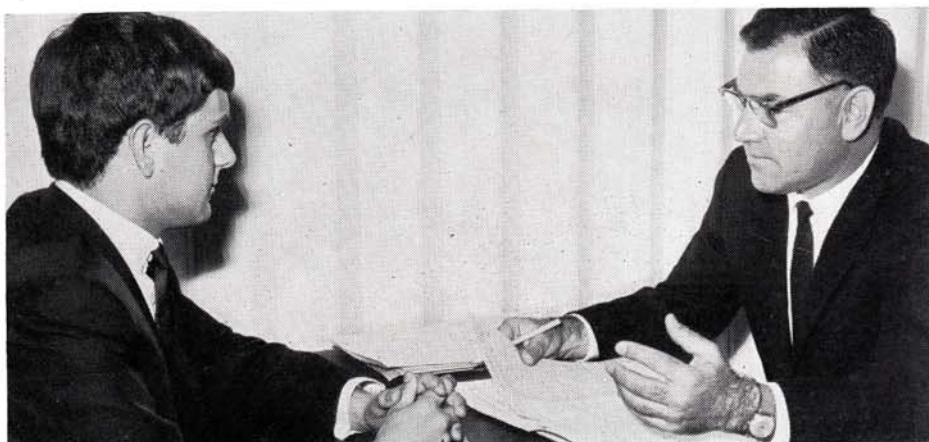


Aptitude test

Prior to the interview, John (seen here in the foreground) was asked, in company with several other applicants, to sit for an aptitude test. We know exactly how the youngsters feel during this test because we obtained permission to do it ourselves under field conditions. It lasts for exactly 46 minutes, timed by the stop-watch you may be able to see in John Jamieson's hand in the above picture. The test is a searching examination of general knowledge, vocabulary, powers of reasoning, concentration and arithmetical and clerical ability. Without drawing definite conclusions from it, Staff Department regards the test as a useful supplementary aid to the interviewers' personal assessments. John Lansdown completed the test to a satisfactory standard, after which he was interviewed by John Jamieson who has had several years' experience at this work. The interview revealed that John Lansdown's spare-time activities include basketball, swimming, reading and an interest in flying. His best subjects at school were English and History, and he finished third in his class at the mid-year exams. John Jamieson's assessment reads: "A good type of lad, pleasantly spoken and intelligent." The officers who conduct these preliminary interviews, including Dawn Maynard, Ray Bonner, Ian Purcell and Richard Poole, do not make a final recommendation for appointment, although they can inform unsuitable applicants that their qualifications are not up to standard. In such cases, they do everything possible to mitigate the disappointment of the rejected candidates. Under the direction of Mr. Paul Costelloe, Staff Department is continuing the policy that no unsuccessful applicant should be allowed to go away feeling hostile towards the Bank. Our staff officers, therefore, go to no end of trouble to suggest more suitable employment, arrange interviews and, quite often, Assistant Staff Superintendent Mr. Wade himself intervenes and gives an unsuccessful candidate his personal card to take to a possible employer.

When, however, as in John Lansdown's case, the preliminary interview is satisfactory, the applicant goes on to a second interview.

VARIATION ON A THEME



The second interview

This year the second interviews have been conducted by relieving manager Mr. Geoff Gates. From our observations, Geoff has the knack of putting even very nervous applicants at their ease. He communicates his own relaxed, friendly manner to them until gradually they begin to talk freely. This is important because, from their conversation, Geoff gets a more complete picture of the applicants than can be revealed by any written evidence. In some cases which have appeared to be on the borderline of rejection at the first interview, Geoff realises that nerves have prevented youngsters from doing themselves justice, whereas in fact they have the potential to be excellent officers.

At other times, an applicant who seems to be outstanding, unwittingly reveals in the course of conversation that he or she intends to use the Bank job as a stop-gap. To appoint such an applicant would be a waste of time and money.

Overall, Geoff is impressed with the quality of our recruits. The girls he describes as outstanding, and he regrets that we have had to reject many really fine girls because our quota was filled long before the number of applicants tapered away.

He also speaks highly of the young men we have appointed, adding, however, that we have not had as many male as female applicants to choose from. He attributes this to the wider choice of employment open to the lads.

John Lansdown made a favorable impression on Geoff, who passed on his assessment to the Assistant Staff Superintendent, Mr. Wade.

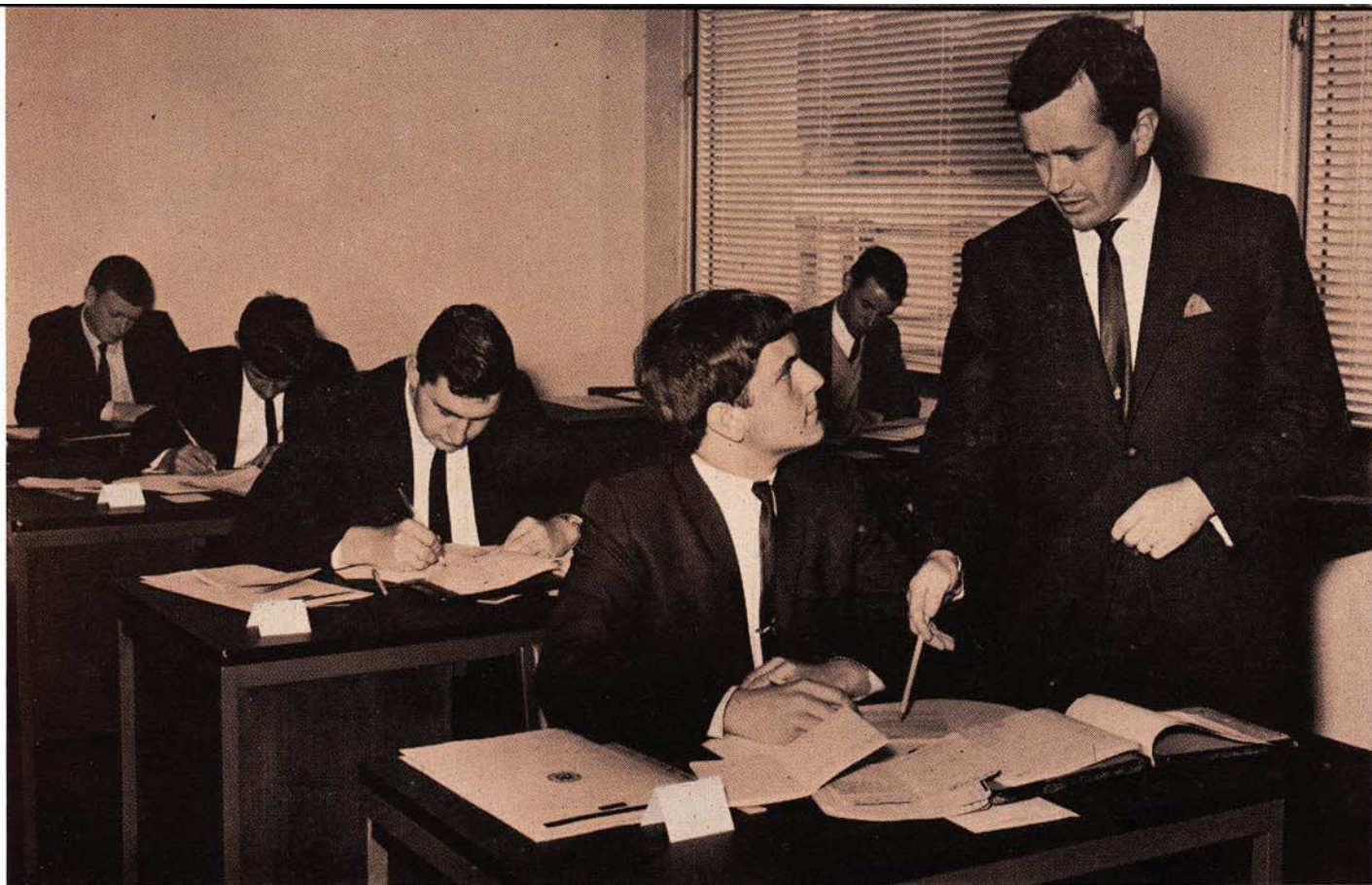
The appointment

Virtually the final step to John Lansdown's appointment was taken when Mr. Wade examined the file which, by now, contained John's application for a position, his aptitude test and the preliminary and second assessments of him made by John Jamieson and Geoff Gates. After reading these reports, Mr. Wade had no hesitation in stamping and initialling John's application: "Appointment Is Recommended."

At that stage, subject to official confirmation by the Board and a satisfactory medical examination, John Lansdown was an officer of the S.S.B.

The Bank's policy is to place juniors as close to home as possible if that is their preference. A check of the locality map (shown in the first picture) revealed a yellow pin at Aspendale branch, and it was to Aspendale that John was appointed.





First day

Before he took up his appointment, John attended a five-day school at staff training centre, where instructors, including Peter Murray, shown in this picture, gave him a grounding in a junior's duties.

Five-day school

Came finally that nerve-racking but exciting day in any young man or woman's life — the first day at work.

Looking back, do you remember how you felt as you gave a tentative knock on the door of your first branch?

By a happy coincidence, John Lansdown's first manager was Mr. Ken Gates, brother of Geoff who had recommended his appointment. Ken (right) is shown here introducing John to his new work mates, Geoff Thoroughgood, Gail Burton, John Lonergan and Elaine Jones, who gave him a friendly welcome.

Progress would like to join in that welcome, not only to John Lansdown, but to all the 438 young men and women who have joined us this year, and to wish them a rewarding and satisfying career.

The research we did for this story convinced us that the amount of thought, work and consideration that Staff Department puts into the selection of recruits should ensure that the future of the Bank is in good hands.



FINDING THE FACTS

Circular 48/67 announced, under the heading *Transactions and Staffing*, that a committee comprising Messrs. R. W. Wade, J. M. Hall, F. R. Veitch, M. Souter, A. M. McNaught, W. M. Bolton and K. Hayes had been appointed to investigate all aspects of the staffing at branches of all sizes.

Obviously it would be difficult to over-emphasise the importance of that paragraph, brief though it was.

The matter of *adequate* staffing of branches is plainly of fundamental concern. The question of what is "adequate" must be viewed from three viewpoints and it will not necessarily follow that the three scenes will look the same.

One view will be from the outside looking in — the way the public sees our staffing requirements.

Banking is, of course, a service industry. We are not manufacturers of products which sell on their merits. We are not retailers of goods with a choice of which brands we will stock on our shelves. We sell service and if the standard of our service is not at least as good as that of our competitors, we can expect to fall behind in the race for business.

Does that mean that we should have staff of sufficient quantity and quality to give all customers immediate attention at whatever time on whatever day they choose to call? Quite obviously if we staffed branches to give service of such excellence at peak periods on Thursdays and Fridays, we should have surplus staff on other days of the week.

The second viewpoint is that of branch staff themselves — the people on the inside looking out. Everybody accepts the theory of a fair day's work for a fair day's pay, but not everybody has the same idea of what constitutes one or the other. Of perhaps greater importance still is the obvious fact that everybody's ability and capacity for work is not the same.

It follows that it is difficult to fix a "norm" of the amount and quality of work which Officer X can be expected to do in a given time.



The third viewpoint is the one from the middle — looking both inwards and outwards. This is the view that the Bank, if it can be regarded as an entity apart from its constituent elements, is obliged to take. This is the view which sees that we must have customers in sufficient numbers to stay in business; we must strive for a contented staff; and we must operate, like every other business, on sound economical lines.

To repeat: the scene is not necessarily the same, viewed from these three vantage points.

The last assessment of staff requirements was carried out in 1961 by Messrs. Bill Duke, George Kemp and Nelson Warden.

Since then, branch operations have been affected by centralization and a very big increase in the number of mechanized branches; the introduction of the Christmas Club; processing of Education Department cheques; decimal currency; abolition of Saturday morning work; more junior staff with tellers on the cash earlier in their careers; and a high proportion of female officers.

With this background behind them, the fact finding committee is making an objective study of every aspect of branch operations.

It is important to stress that their investigations *are* objective. They have not set out with any preconceptions of what their ultimate conclusions will be.

They are, of course, particularly interested in the accuracy of the present method of weighting transactions, because this is the pivot on which is balanced our whole system of classifying branches. And the basic reason for a classification of branches is to determine the number of classified positions in the various grades within the service.

The existing formula provides, as the basis of allocating staff to the branch, an average of 12,500 to 13,000 transactions per annum for each officer.



The effectiveness of this formula obviously depends on the accuracy of the methods of weighting transactions, and it already appears that some transactions have been inflated in value; on the other hand some others have not been assessed at their true worth.

THE INTANGIBLES

Many important operations in branch life do not at present have any scale of measurement; for example the time spent on enquiries at the side counter and in the manager's office.

There is no consistency about managers' attitude to such enquiries. Manager A might spend 20 minutes talking to a customer about anything from drought conditions to family illnesses before actually answering the specific question that brought the customer to his office. And in the process the manager may be doing an excellent public relations job. Manager B might complete a similar interview in five minutes and satisfy *his* customer equally well.

These intangible aspects of branch operations are obviously more difficult to assess than a transaction which can be measured with a watch, but it is necessary that they be examined objectively.

In almost any field of business, it is always tempting to do a thing in a certain way, because that is the way it always has been done. But it does not necessarily follow that existing methods cannot be improved. Looking for ways of streamlining procedures and eliminating unnecessary tasks is another important aspect of the committee's responsibility.

The committee members are making their studies at branches of various sizes and types — manual, mechanized and centralized. The branches have been chosen at random, but the number in each category has been selected having regard to the total number of staff working in such branches.

SAMPLING TECHNIQUE

Before an investigation begins at a branch, the staff is briefed on the nature and purpose of the survey with a particular explanation of the activity sampling technique which the committee is using.

In essence this technique has something in common with a public opinion poll whereby a selected sample gives a reasonably accurate picture of the whole.

A mathematical formula is used to determine the size of the sample which is necessary to give the desired degree of accuracy.

In this case, the Bank wants a fine degree of accuracy and the investigations in each branch are being carried out over a long enough period to give a true picture of the total operations. This includes a measurement of what proportion of his time each member of the staff devotes to various aspects of his work.

The purpose of this assessment is to enable proper weight to be applied to the various transactions which are used as a measure of the volume of work carried out in a branch.

It is emphasised that the committee is looking for facts. Not until facts are obtained will the committee form any opinions and be in a position to report on its findings to the General Manager.

IN THE PICTURE: The fact finding committee in session. From left: Messrs. Max Bolton, Officer-in-Charge of branch mechanization; Fred Veitch, widely experienced in staff training and as a District Inspector; Alan McNaught, the General Manager's Personal Assistant who is the co-ordinating officer of the committee; Ron Wade, Assistant Staff Superintendent and chairman of the committee; Jim Hall, one of the senior managers in the service and President of the Manager's Club; Keith Hayes, a relieving manager with experience of a large number of branches. The vacant chair is normally occupied by Research Officer, Murray Souter, who was away ill on the day this photograph was taken.



CAMBERA

ON CHRISTMAS



If we ever run short of male applicants to join the staff, it might be a good idea to reproduce these two pictures of the Elizabeth Street party. The quintette are Cherry Dell Bradshaw, Jennifer Barley, Pat Davison, Lyn Roberts and Sue McDonald. The lively trio are Lorraine Brewster, Sue Jenkin and Diane Borelli.

At the relievers' function, managers Keith Bowen, Jim Walker, Lance O'Brien and Ted Wilson caught up with the man who gives them their movement orders all the year — relieving officer Pat O'Malley.



Western branch combined its Christmas party with a farewell function to retiring manager Mr. Jim Shimmen. Senior girl Eileen Cardillo presented Mrs. Shimmen with a bouquet on behalf of her fellow officers. Jim's successor, Mr. Geoff Kimberley is shown on the left.



Bendigo manager Mr. Roy Foster had a busy night greeting the 80 guests at the Bendigo and district dinner dance. Visitors came from branches as far away as Quambatook, Kerang, Echuca, Heathcote and Melbourne. In this picture Roy is welcoming Glenda Whitelaw (Kerang), Christine Malaine and Jeanette Thomson (Echuca), Mrs. Bob Argall and Mrs. John Foley whose husbands (both on Bendigo staff) are standing behind them. The other gentleman is John Walsh of Kerang.





OUR CHAIRMAN FOR 1968

The Chairman of the Board for 1968 is Mr. W. L. Moss, C.B.E. He is the longest serving Commissioner of the Bank, having been appointed in 1951, and he was previously Chairman in 1958 and 1963.

Mr. Moss was born at Kaarimba, near Numurkah, on the property which he now owns. His town residence is in Camberwell, but he remains very much a countryman at heart.

He has given a lifetime of service to country affairs at municipal, State and Federal levels. For many years he was on the council of Numurkah Shire, including a term as Shire President.

Mr. Moss was the foundation Chairman of the Goulburn Regional

Committee and has also been Chairman of the No. 2 Region Murray Valley Development League and Vice-President of the Victorian Wool and Wheatgrowers' Association.

He has been an active member of the Australian Country Party for many years, and is at present Federal Chairman of the Party, having succeeded Sir Earle Page to that position.

Mr. Moss is a strong advocate for obtaining additional powers for the Bank so that it can spread still further its ability to serve the people.

He asked us to pass on through Progress his New Year greetings to the whole staff, with a particular word of welcome to the hundreds of young men and women who are just beginning their careers in the Bank.

PEOPLE IN THE

AROUND THE WORLD IN

[HALF] 80 DAYS



Life, as Kay Fysh sees it, is for the living, especially while one is young and gay. Kay works in H.O.C.S.; has done so for eight years, ever since the first day she joined the Bank. Now the senior supervisor under manager Mr. Jack Crofts, she says: "There is a marvellous spirit of friendship amongst the girls in H.O.C.S. Considering there are 40 of us from many different backgrounds, it is surprising how well we all get on together."

If Kay is happy at work, she has a ball in her leisure hours. She whams a tennis ball as if she hates the sight of it, and is the reigning club champion at Strathmore. In the winter she skis, and in the summer she swims. Summer or winter,

DISTINGUISHED PATRONS

Treasury Place branch began business under distinguished patronage when the Premier of Victoria, Sir Henry Bolte, opened No. 1 cheque account, and Lady Bolte opened No. 1 savings account.

Manager Mr. Steve Mason presented them with special covers for their books, embossed with the Commissioners' seal.

After this auspicious start, Steve and his staff had a very busy day, opening a highly satisfactory number of accounts.

Treasury Place is, of course, in the handsome new State Government offices, and after the first day's work was cleared away Steve was host at a reception attended by several members of Parliament, including the Premier and Deputy Premier, senior officers of Government Departments, and members of our own executive.



NEWS!

though, her favorite recreation is dining out leisurely, *tete-et-tete* at the best places. She "adores" Eliza's at the John Batman — and that free ad. should earn us a free meal.

Obviously Kay enjoys herself all the year round, but at vacation time she really hits the high spots. In recent years she has spent her holidays at such romantic, far-away resorts as Fiji, Tonga, Noumea and Tahiti. Of Tahiti she says "It is enchanting — one place in the world that really lives up to its reputation."

Over the past six weeks, Kay has discovered a lot more about the world. While we thought we were really living, acquiring a sun-tan at Sorrento, Kay as a member of a charter party has been jetting around the world via Singapore, Kuala Lumpur, Bangkok, Athens, Vienna, Zurich, Geneva, Rome, Paris, London (a 10-day stop-over), Montreal, New York, Las Vegas, Los Angeles, San Francisco and Honolulu.

Such are the marvels of this jet age that the charter party had to fly only two and a half hours every three days, leaving ample time for taking in the sights, cultural and otherwise. What would Captain Cook have thought of it all?

Does Kay have a gold mine in her backyard? Not even an oil well. While admitting that Dad has helped with the round-the-world flight, Kay says she has paid for her other trips out of savings from her salary. Which makes her not only a good advertisement for H.O.C.S., but a living testimonial to the Bank and the virtues of thrift.



BENIGN DISCIPLINARIAN

These are the girls who won the basketball title in the D3 section of the Spring competition. In the back row are Lorraine McLaren (Legal) Margaret Rogerson (45 Swanston St.) Joan Murphy and Marilyn Bell (both Securities) and Pam Marks (Fitzroy). Front row: Wilma Wood (H.O.C.S.) captain Phyllis Henderson (Securities) coach Peter Harris (Chief Accountant's) vice-captain Lorraine Grills (Central) and Mary McGregor (Staff).

Peter is a benign coach at all times except when one of his beloved basketball teams is playing badly. Then, as one of the girls told us, "he goes right off". Not that they play badly very often. Peter has been coaching the Bank girls for the past nine seasons, two teams each season. Only one of those 18 sides has missed a place in the final four. And despite the occasional "blasts" he lets loose the girls love him and respect his coaching ability.

Asked how he came to accept the coaching post, Peter said it was because he lost a bet. One year when the girls were on top of the ladder and due to play the bottom team, Peter was inveigled into offering to coach them if they lost. They did lose and Peter is still wondering if they ran dead.

That bet cost him two to three nights a week, two full seasons a year ever since; but he regards it as a labour of love.

Love? Well, we did hear that he has been going steady with one of his pupils for the past 18 months.

A LONG AND HAPPY LIFE

The gentleman on the left of this picture is Mr. Richard Poysden, shown completing a banking transaction at our agency in Kellock's Pharmacy in South Road, Brighton Beach.

Mr. Poysden has been banking at the agency for 30 years. There's nothing so remarkable about that—except that Mr. Poysden was 70 when he opened his account!

This remarkable old gentleman will celebrate his 100th birthday on the ninth of next month. He is remarkable, because he is almost as fit as when he retired from the land in 1938. He walks the half-mile from his home at a pace brisk enough to leave his four grandchildren and three great-grandchildren toiling in his wake.

Although the temperature was in the high eighties on the day we spoke

to him, Mr. Poysden was preparing to spend the afternoon playing bowls. He can still give the "lads" at his club a run for their money at billiards, reads the paper without the aid of glasses, and has no trouble seeing or hearing his favourite television shows.

His advice to anyone who wants

to live a long and contented life is to contract a happy marriage, and to stay out of debt. He says, "Pay as you go and never owe."

We wish Mr. Poysden a happy 100th birthday and express the confident hope that he will be banking with us for many more years.



Successful bursars

Congratulations are due to Miss Rosamund Goldsmith, who has completed her degree of Bachelor of Science, and Mr. Frank Garlick, who has completed his Bachelor of Commerce course.

They have been studying at Melbourne University with the aid of a Bank bursary. Each is an unusual case. Rosamund is the only female to be granted a bursary. Frank, who joined the Bank in 1941, is much older than the average bursar, and has been a branch manager.

John Ewart and Victor Taylor were other bursars who did well in 1967. John achieved honours and has only one year to go to complete his honours degree in Commerce at Melbourne University.

Victor Taylor is doing his honours course in Economics at Monash. He achieved honours in all subjects, including first place in Economic History Part II.

That's team-work

This story is an echo of the British Government's decision to devalue sterling, which, as you recall, outdated our tables for converting overseas currency. Fresh tables were required at branches on the double, and here's how it was done.

Just before mid-day on the Tuesday, Overseas Section was acquainted with the new buying and selling rates for English currency. The information needed for the tables was prepared and 'phoned to Printing and Stationery Department, where the necessary art work was completed. This was proofed via a telephone call back to Overseas, and then the printing press began to roll. By 3.45 p.m. the new tables were delivered to Correspondence Department, where they were sorted and inserted in the same day's mail to the branches.

Exactly the same procedure was carried out on the following day when information about other currencies affected by devaluation was obtained.

This excellent display of teamwork by the three departments concerned entitles them to claim that the difficult is done straight away; the impossible takes just a little longer.

Humour in advertising

Even if we could not have thought of a reason for reproducing the cartoon below, we would have been tempted to go ahead and do so, anyway, just because we like it so much. But actually it does have a connection with our work in Publicity Department, because we came across it in a book called *Humour In Advertising*, which we started out reading as sort of extra-curriculum duty, and ended up enjoying more than a lot of books we have chosen for pleasure.

The copy that originally went with this cartoon said that Macy's department store in New York had such irresistible bargains that this wife could not help indulging in a little bit of larceny. But imagine how it could be adapted to the banking business. Something on the lines, perhaps, of suggesting that if the lady added regularly to her savings account she could take advantage of bargain sales without having to resort to nocturnal pocket picking.

The author of *Humour In Advertising* is a gentleman named Don

A nationwide survey shows I'd be happier with money



Herold, who apparently makes a good living advising all sorts of business enterprises how they can get their messages across to the public in a lively, amusing way — although, as it happens, the feminine touch cartoon is not one of his own.

Don Herold has quite a few banks and insurance companies amongst his clients and his own style is illustrated with the cartoon above. If there are any budding Don Herolds on the staff we would be happy to reproduce their work in *Progress*. We will pay a minimum fee of five dollars for any cartoons we publish.

Good security

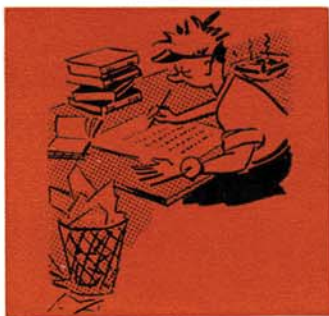
Burrough's magazine *Clearing House* reports that the wife of a man who lodged his life assurance policy as security for a loan was not at all happy about the idea. The loan officer endeavoured to placate her by explaining that he would place a separate life assurance policy on her husband for the amount of the loan. "That way," he pointed out, "if your husband dies, it doesn't really matter."



The Feminine Touch

Choice of a bank

We are indebted to Chequerboard, the staff magazine of the A.N.Z. Bank, for the following extracts from a thesis which earned its author a Master of Arts degree with Honours. It was submitted by Elaine M. Fleselles, a former member of the A.N.Z. staff, and was entitled "Location And Banking Potential In Outer Metropolitan Sydney".



The response to a questionnaire given to 180 householders living 10-14 miles from the Sydney G.P.O. gave some interesting reasons for choice of a particular bank.

The attitude of the staff was important to 91 per cent of the respondents and was one of the chief factors determining their choice. The range of services was considered important by 79 per cent. Half the respondents was influenced by a convenient location. Some 22 per cent was impressed by the "bigness" of the bank of their choice, and about 17 per cent were influenced by the physical size of the local branch.

First bank robbery

Insurance News and Views has published an article on the all-too-topical subject of bank robberies. Did you know that the first such Australian robbery occurred in 1828 when a group of men broke into the under-

ground strongroom of the Bank of Australia in George Street, Sydney?

So massive was this building that it was considered impregnable — but this opinion did not reckon on the ingenuity of criminals.

The identity of these resourceful gentlemen is lost in the past, but they were certainly not shirkers when it came to hard labour. For a week they worked in a large drain near the foundations of the bank. They burrowed under the foundations, so deeply that their pick strokes could

COLUMN OF FIGURES

not be heard, and broke into the strongroom.

Although there was a fortune in gold and silver in the strongroom, the robbers found shifting a ton of silver was too much even for their resources. So they went off content with about £12,000 worth of notes. They made a clean getaway and the money was never recovered.

The bank kept the robbery secret for several days, fearing that the news might cause a run on its resources.

Sobering thought

*Old Time, in whose bank we deposit
our notes,
Is a miser who always wants guineas
for groats;
He keeps all his customers still in
arrears
By lending them minutes and charg-
ing them years.*

O. W. Holmes, *Our Banker*.

Looking ahead

In a recent publication, Herald Research has projected likely population growths in Australia, using 1966 Census Figures as a springboard. First issuing a warning that unforeseen factors might invalidate the projection, Herald Research estimates that Australia's population will increase from the Census total of 11.5 million to 12.7 million in 1971 and 13.9 million in 1976.

The Victorian figure is expected to increase from 3.2 million in 1966 to 3.5 million in 1971 and 3.9 million in 1976. Melbourne is tipped to increase from 2.1 million to 2.5 in five years and to 2.8 in a decade, which means that virtually the entire rise in Victoria's population is expected to occur in the Melbourne metropolitan area.

Leaving the soothsayers' realm, this publication lists all the cities and towns in Australia with over 5,000 inhabitants. There were 30 such places in Victoria at 30th June, 1966:

Melbourne (2,108,499), Geelong (104,974), Ballarat (56,304), Bendigo (42,191), Moe - Yallourn (23,205), Shepparton (17,523), Warrnambool (17,497), Morwell (16,578), Wangaratta (15,167), Traralgon (14,080), Mildura (12,931), Horsham (10,557), Hamilton (10,052), Dromana-Sorrento (9,899), Colac (9,497), Sale (8,648), Wodonga (8,213), Bairnsdale (7,785), Maryborough (7,694), Swan Hill (7,376), Mornington-Balcombe (7,349), Castlemaine (7,082), Echuca (7,046), Warragul (6,843), Portland (6,674), Stawell (5,904), and Seymour (5,489).

In the Melbourne statistical division there was an increase of just on a quarter of a million people in the intercensal period 1961-66. Numerically the biggest increase was in the City of Waverley, where the population rose from 44,971 to 69,832. The biggest percentage increase was in Doncaster-Templestowe, where the population virtually doubled from 19,061 to 38,061. Knox had a 71.47% rise from 21,281 to 36,491 and Altona went up 58% from 15,811 to 24,984. The largest population of any suburb was the 103,716 at Moorabbin, with Camberwell next with 99,867.

RE-WRITING **THE** **INSTRUCTION** **BOOK**

There is no prize for guessing the name of the book in the accompanying picture, which is engrossing the attention of District Inspector, Mr. Ron Barclay (seated) and Mr. Stewart Woolford, a member of the Chief Inspector's Department.

It is, of course, that bulky grey-clad volume which occupies first place in the bookshelf of every branch — the set of Staff Instructions.

Our present book of instructions was issued in 1954. Since then there have been so many changes in procedures, and such expansion in our range of services that it is extremely difficult to find a single page uncluttered by alterations and additions.

Now Mr. Barclay and his assistant Mr. Woolford have been assigned the task of producing a set of instructions which will bring all relevant material into a consolidated form.

When we discussed this project with Mr. Barclay, he drew a parallel between the volume of the Bank's business and the size and nature of the book of instructions.

He showed us a slim book, measuring 5½ inches wide by 8½ inches deep, issued in 1899 and entitled "General Instructions for The Savings Banks in Victoria." At that time, there were only 19 metropolitan and 18 country branches with total balances of £8½ million, and 90 small pages were enough to encompass the necessary instructions.

"One might be pardoned," Mr. Barclay said, "for thinking that savings banking was a 'pushover' in those days.

"But", he added, "no doubt each generation has its own difficulties. The 1909 edition was a much bigger one with over 200 pages. The first loose-leaf volume of 1924 preceded our present 1954 volume which contains 323 pages."

It seemed an obvious question to ask Mr. Barclay what form the new work will take to provide instructions for a Bank whose balances now exceed \$1000 million.

He said that it is proposed to divide instructions into the following six volumes:

Volume 1 — Pass Book Accounts.

Volume 2 — Cheque Accounts.

Volume 3 — Other Accounts, Account Collections.

Volume 4 — Stopped Accounts, Custody, Safe Deposit.

Volume 5 — Transfers, Remittances, Overseas Currency.

Volume 6 — Office Procedures, General Items, Staff Matters.

In addition Mr. E. M. Beattie, Personal Loans Officer, is preparing new instructions on personal loans, which will be issued as Volume 7.

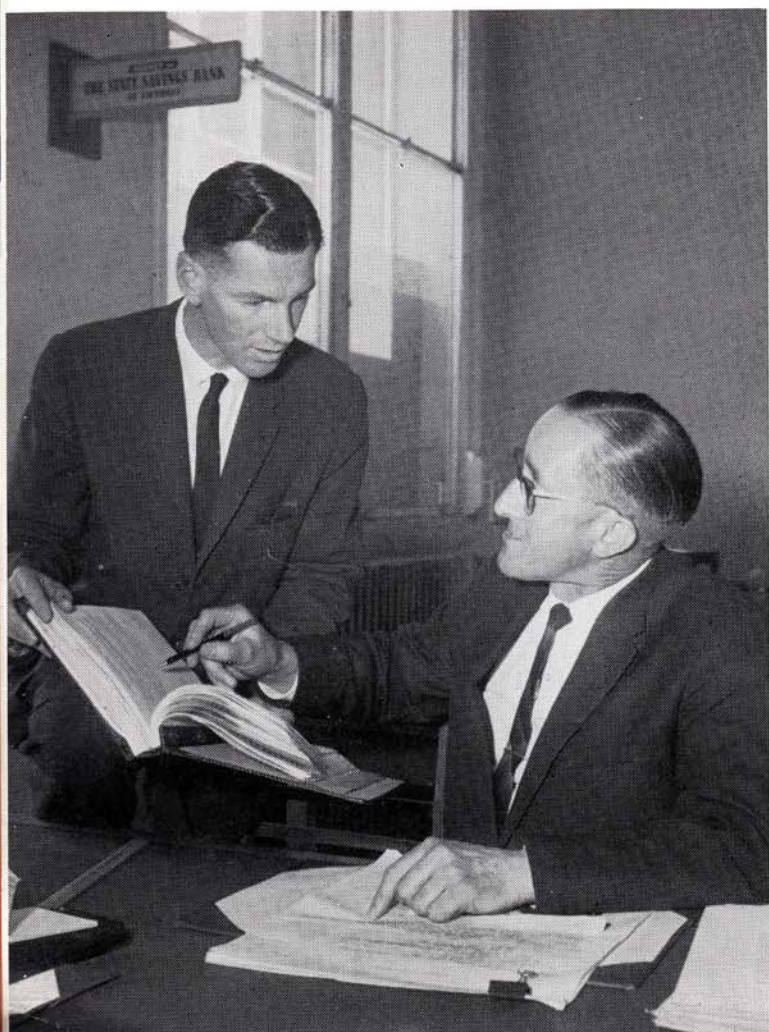
Mr. Barclay said that the objective is to present instructions in a style which will be easier for the younger members of the staff to read and remember.

Inevitably, of course, further changes in procedure and services will be made in future years, but amendments will not have to be recorded in the new instructions books by the present manual method as the Bank has obtained an additional magnetic tape typewriter which will facilitate the reprinting of pages requiring amendment.

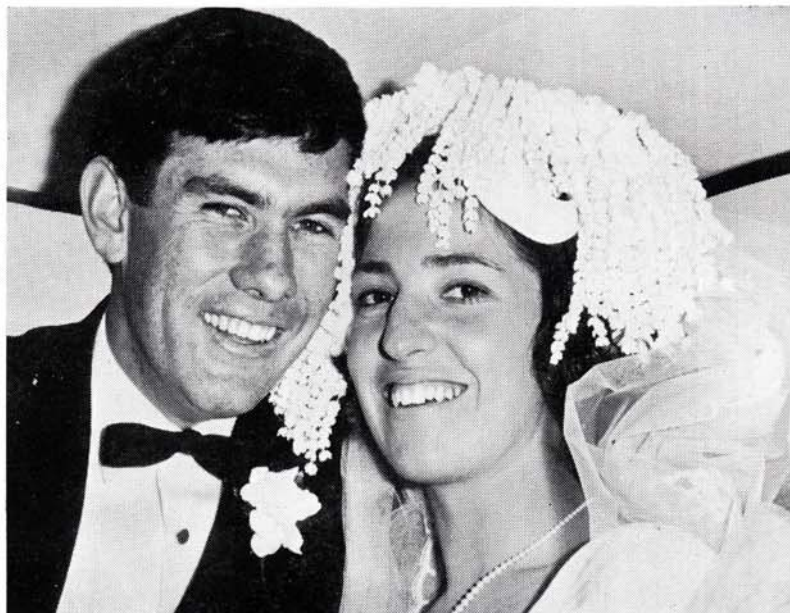
Mr. Barclay referred to the co-operation and interest which other members of the staff have taken in the preparation of the new edition.

"We have been fortunate," he said, "in obtaining advice from the district inspectors, the Staff Training Section and from managers and accountants."

The drafting of detailed banking instructions obviously calls for scrupulous accuracy, and the task ahead of the authors appears to be quite a lengthy one.



Wedding Belles



☆ No one could doubt it was a happy day seeing the smiling faces of Mr. and Mrs. D. F. (Brian) Furlong as they left the Sacred Heart Church, Morwell, for their wedding reception. Brian is a member of the Moe branch staff and his bride was the former Frances Waite. (Valley Photographic Services.)



☆ About to sign the register at St. Peter's Church of England, Murrumbidgee, Mr. and Mrs. David McQuie spare a smile for the photographer. Mrs. McQuie was formerly Rosemary Jeffreys of Mortgage Loans. (Peter Foeden photograph.)

FUNNY MONEY

The money the other fellow has is capital. Getting it away from him is labour.

★ ★ ★

Money can be lost in more ways than won.

★ ★ ★

Success is making more money to meet obligations you wouldn't have if you didn't make so much money.

★ ★ ★

To a married man, the biggest mystery is what a bachelor does with his money.

★ ★ ★

A small boy was sent to church by his father with a dollar note, a 20 cent coin and the advice:

"Listen to the sermon, son, and make your offering in accordance with the effect the sermon has on you." When the boy came home he said he had put the coin on the plate, because of the text of the minister's sermon: The Lord loveth a cheerful giver.

★ ★ ★

Baby sitter: One who accepts hush money.

Forger: One who gives a cheque a bad name.

★ ★ ★

Wife to husband: You say I'm overdrawn. I say you're underdeposited.

★ ★ ★

"I hope you're not afraid of microbes," apologised the teller as he cashed a customer's salary cheque with worn notes. "Don't worry," said the customer, "a microbe couldn't live on my salary."

★ ★ ★

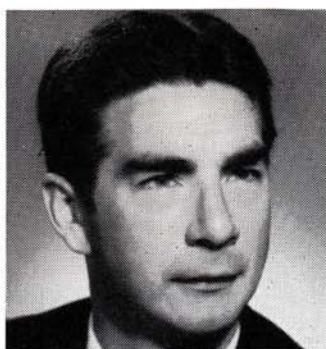
To a woman, money in her purse will never go out of fashion.

OUR NEWLY APPOINTED MANAGERS



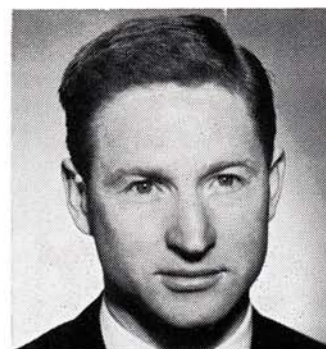
N. SEATON STEWART,
Relieving Manager.

Neil gets most of his exercise from his regular competition tennis with the Blackburn Presbyterian Church men's team. His wife combines the care of their two young sons with some very active work for her church and the school mothers' club.



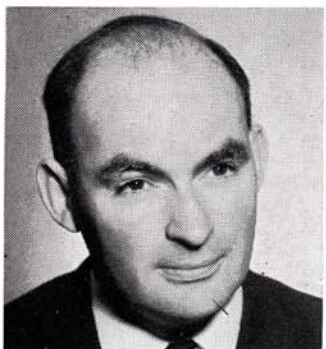
K. B. ROBINSON,
Chiltern.

Caravanning is very popular with Keith, his wife and their four young children. They got the bug during a long service trip to north Queensland and now most of their holidays are spent this way, which gives them a handy base for their favorite hobby of fossicking for gem stones.



J. D. DAVEY,
Toora.

John is a very active sportsman who plays squash and badminton regularly, and has run a boys' club and gymnasium for his church for some years. He and his wife have four children and as the family are all keen swimmers they are looking forward to many visits to Wilson's Promontory while at Toora.



J. G. H. HUNTER,
Lower Plenty.

Graeme and his wife are in the process of building a new house and they and their three young daughters are all very thrilled at the prospect of moving in. Both the Hunters are active workers for their church — Graeme as an Elder and his wife as a member of the kindergarten committee.



R. W. MCSWEENEY,
Yarra Glen.

Ron and his wife have been married only a few months and are looking forward to making their first home in Yarra Glen. He is a golfing enthusiast who intends trying his luck on the beautiful courses in the nearby hills and is also a regular squash player.



R. A. SCORGIE,
Relieving Manager.

Robin is a member of a savings bank family. His father, Frank, is assistant manager, Elizabeth Street, brother Michael is a former savings banker, and his wife, nee Margaret Lynch, was in Correspondence Department. Robin and Margaret have a family of five, and their spare time revolves around the children's activities.



C. L. GREEN,
Garfield.

Clive's home town of Bayles is only about 10 miles from Garfield and he has worked at both Koo Wee Rup and Wonthaggi, so is naturally pleased at returning to an area he knows so well. He played football with both the West and South Gippsland Leagues, but has now turned his energies to golf.



B. A. HILL,
Agency Examiner.

It was only last year that Byron gave up playing for the Bank Football Club after a unique record of 20 consecutive seasons. He was honored with a life membership for his services and is still a committee member. Photography and gardening are other interests. He and his wife have a family of three.



R. M. WARD,
Relieving Manager.

Max enjoys tennis and until recently played "A" grade with Essendon District Churches. He is a keen swimmer whose enthusiasm for this sport is shared by his four young sons. Both the Wards work actively for their church; Max is a church warden and his wife, a former teacher, takes a kindergarten class.