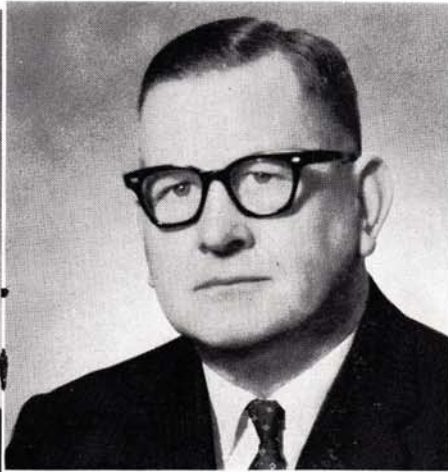
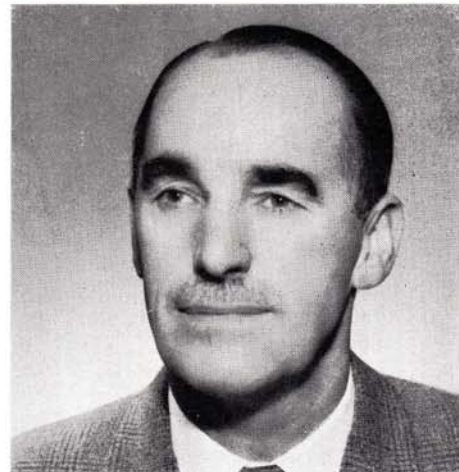
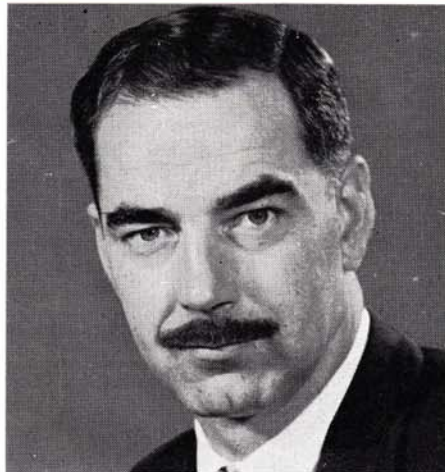


# PROGRESS



JUNE, 1965. NUMBER 9.



## SENIOR APPOINTMENTS

As a result of the retirement of Mr V. R. K. Looney, formerly Chief Accountant, and the pending retirement of the Chief Inspector, Mr R. G. Coxall, seven senior appointments have been made to executive positions in Head Office. Pictured here are from top left: Mr D. N. P. Kelly, Chief Inspector; Mr H. E. Torrens, Chief Accountant; Mr T. E. A. Paige, Assistant Chief Inspector; Mr R. G. Cummins, Assistant Chief Accountant; Mr R. W. Wade, Assistant Staff Superintendent; Mr G. E. Kemp, Manager, Printing and Stationery Department; Mr A. P. Atkinson, Secretary.

The Staff Magazine of The State Savings Bank of Victoria



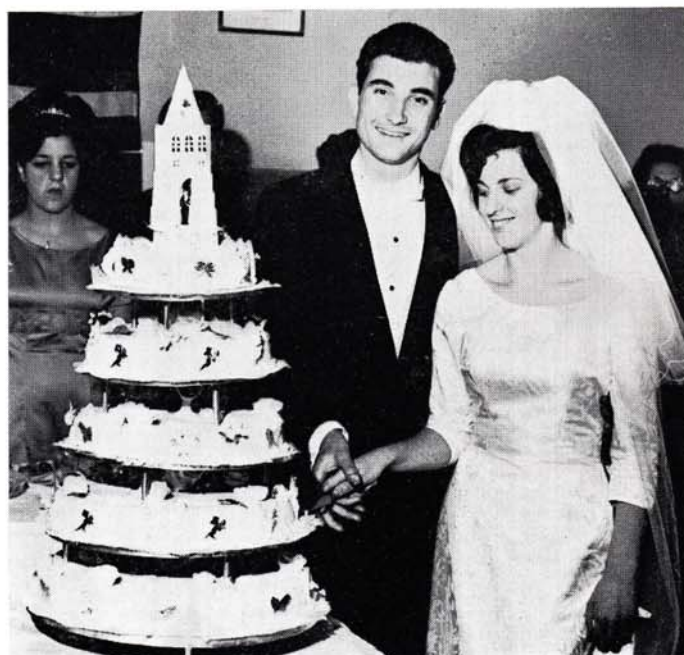


# WEDDING BELLES



↑ Newly married Mr and Mrs John Southorn drive away from St. Brigid's, Mordialloc. John is a well known member of the Relieving Staff and his bride was the former Margaret Cumming.

Mrs Kevin Gunn, formerly Lia Drapos of Altona branch, and her husband after their marriage at St. Mary's, Altona. ↓



↑ Cutting their beautiful wedding cake are Mr and Mrs Victor Polizzi, who were married at Blessed Oliver Plunkett Church, Pascoe Vale. Mrs Polizzi, the former Rita Tabone, is a member of H.O.C.S. staff, and her cake follows the Continental tradition where only the top layer is a fruit cake and it is kept to be cut on the first anniversary.

↓ Pictured leaving St. Mary's, Preston, are newlyweds Mr and Mrs Bob Walker, nee Carol Ward of Preston North branch. Carol's sister-in-law Jill Ward is on the Correspondence Department staff.





## In this Issue

**BUILDING FOR THE FUTURE:** A survey of the Building Department and its current "crash programme". (Pages 4/5.)

**LOTTERY WITH NO LOSERS:** In Thailand, the Government Savings Bank attracts depositors with a unique lottery. (Pages 6/7.)

**BRANCH NO. 50:** Does not keep its "depositors" for long, but that's to the Bank's advantage. (Page 8.)

**PROGRESS IN PREMISES:** A look at some new branches now on the drawing boards. (Page 9.)

**TALES FROM CURRENT LOANS:** Bill Gardiner recounts some stories, grave and gay, from the current loans files. (Pages 14/15.)

**SPORT:** Our recent survey showed that the staff could assemble a mighty football team. (Page 16.)

Wedding Belles (Page 2), The Men Behind The Names (Page 3), Camera Newsreel (Pages 10/11), The Grapevine (Pages 12/13).

Editor  
T. S. Craddock

Assistant Editor  
M. B. Cavanough

Associate Editor  
Joan Freeman

## THE MEN BEHIND THE NAMES

Mr R. COUSLAND  
Chief Architect

Mr Cousland (shown on the right of our photograph) is a Bachelor of Architecture and a Fellow of the Royal Australian Institute of Architecture, a distinction conferred on him by the Institute in 1955.

He began his career in 1926 as a cadet architect in the Victorian Railways. In 1947 he became head of the Department of Architecture at Swinburne Technical College, a position he resigned to take charge of the Commonwealth Government's reconstruction training scheme for the building trades. In 1951, at the suggestion of the then Chief Architect, Mr George BurrIDGE Leith, Mr Cousland applied for and obtained the position of Assistant Chief Architect with our Bank. He succeeded Mr BurrIDGE Leith two years later. Mr Cousland visited the United States and Canada in 1958 to study trends in banking architecture.

Since his undergraduate days when he captained the University Swimming Team, Mr Cousland has been a capable all-round sportsman. He played V.J.C.A. cricket, amateur football and water polo. His current sporting interests are bowls and the fortunes of the Melbourne football team.



Mr G. F. DANNE  
Assistant Chief Architect

Mr Danne interrupted his course in architecture, which he began in 1939, to enlist in the R.A.N. He saw active service in most theatres of the war in which our navy was engaged, and reached the rank of Lieutenant.

He graduated Bachelor of Architecture from Melbourne University in 1950. Mr Danne gained experience with several large firms and was senior architect on such well-known Melbourne buildings as the Southern Cross Hotel and the headquarters of the Shell Oil Co. He has also engaged in private practice, chiefly residential and industrial design, and his work in these fields won him the bronze medal for architecture in the Fine Arts exhibition held in association with the Melbourne Olympics. This exhibition was later shown abroad, and created a great deal of interest amongst overseas architects.

Mr Danne joined the bank as Assistant Chief Architect in 1961.

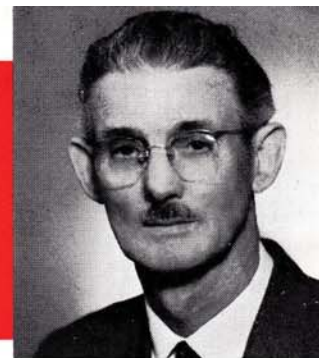
In pre-war days, Mr Danne had ideas of playing football for Collingwood, but a severe knock in a practice match ended that ambition. His present active sporting interests are tennis and golf.





Mr R. A. SPENCE  
Fittings and Materials  
Architect

# BUILDING FOR THE FUTURE



Mr T. C. SAYER  
Co-ordinating Architect

Not many of us know them all by name, but — to misquote the biblical passage — by their deeds they are very well known indeed.

"They" are the professional, technical and clerical members of the Building Department staff, led by the Chief Architect, Mr Robert Cousland. Altogether there are 44 of them; quite a large staff, but as we discovered on a visit to the department, they have a very big job to do.

Certainly their work in 1965 is far more extensive in scope and volume than in 1920 when the department was established for the sole purposes of designing and erecting homes for sale to the public.

Our architects no longer design homes for the public, nor do many loan applicants request them to supervise the building of their homes. As senior architect, Mr Norm Henry, explained to us, the advent of the display home has greatly reduced the call for bank supervision. Today's demand is for a house bought "off the hook" at a fixed price; so much so that 75% to 80% of purchasers choose their home from a display prototype.

Whether or not a loan applicant requests bank supervision, he must submit plans and specifications which are checked either by Mr Henry, or Mr Hector Bull who is architect for credit foncier and savings bank contracts.

Another and, as far as we are concerned, a very important part of Mr Henry's duties is to render a free advisory service to staff who are building or extending a home.

## EXPANSION

Articles in recent issues of *Progress* have drawn attention to the Bank's extraordinary programme of expansion over the past ten years or so. This programme has been three pronged:

- **Increase in branches** — we have doubled our number of branches in the past decade.
- **Mechanisation** — we have mechanised 147 and partly mechanised six branches since 1957.
- **Reconstruction** — along with a continuous programme of branch maintenance, the Bank is currently engaged on a crash plan to reconstruct or replace 94 existing branches.

All three prongs of this programme penetrate deeply into the Building Department. Under the direction of Mr Cousland and the Assistant Chief Architect, Mr Geoffrey Danne, the architects in the drawing office are engaged full time on the design of new premises, the adaption of new and old branches to mechanisation and the planning of major alterations.

We spoke at length on the work all this involves with Mr Tom Sayer, co-ordinating architect, and officer-in-charge of the drawing office. He explained that when the decision has been taken to build a new branch or reconstruct an existing one, conferences are held with the Chief Inspector's Department, the Premises Section and the Mechanisation Department.

## BRANCH DESIGN

From these discussions, our architects get a clear picture of what business the branch is expected to do immediately and of its potential growth.

To a certain extent, the nature of the site determines the appearance of a branch, but in every case our architects aim to design a building which is distinctively S.S.B., has a pleasant and inviting appearance, is efficient, and which caters for the needs and comfort of the staff.

A great deal of thought goes into this last factor — staff requirements. We were surprised — although perhaps we should not have been — at the depth of knowledge our architects possess of branch officers' duties. No drawer or cupboard or desk is included in a branch plan without thought of whether it is placed in the most convenient position for efficiency, comfort and the avoidance of unnecessary fatigue.

Mr Danne told us that research goes on continually into the improvement of branch design and building materials. The department has its own library of local and overseas building magazines and data sheets from technical agencies. It also has a room containing samples of bricks, tiles, roofing materials, floor coverings, in fact every type of material that might conceivably be used in a branch.

## CRASH PROGRAMME

Mention was made above of the current crash programme to renovate, reconstruct or replace 94 existing branches as quickly as possible. The Commissioners approved of this programme in October last year.

We discussed the progress of this crash programme with Mr Bob Spence, fittings and materials architect. He showed us the list of 94 branches concerned, pointing out that some had outlived their usefulness, others were too small to cope with present day business, and still others were never intended to be other than temporary premises; in



Mr N. R. SNELL  
Chief Clerical Officer





*The Drawing Office*

this latter category were branches opened in the feverish days that followed the entry of the trading banks into the savings field, when we had perforce to accept what we could get before our local business was eroded by our competitors.

If you are working in one of these outmoded or temporary branches, you are no doubt impatient for the day of reconstruction; but spare a thought for the difficulties involved.

Bob Spence explained to us that much of the work in the crash programme is "farmed out" to private firms of architects. This takes some, but by no means all the pressure off our own officers.

The Chief Architect must first determine what is required in the way of reconstruction or new premises. He then briefs his staff who prepare a rough sketch. "Rough" is actually a deceptive description. While the sketch given to outside architects is not detailed, it is nevertheless the product of much thought, work and "know-how".

Even after this is handed over, the work of our architects is not completed. To quote Bob Spence, the design of the alterations or the new building is batted back and forth like a tennis ball until a final set of drawings is ready for submission to the Commissioners. Bob recalls a firm of architects asking him 50 different questions about the construction of one strong room!

One of the reasons why it is necessary to give work to outside architects is the difficulty of recruiting sufficient skilled staff ourselves. Mr Danne explained that our need is for senior, thoroughly

experienced men capable of carrying a job through from inception to completion, and in these years of buoyant employment, there are just not enough trained architects available.

Our architects established an enviable reputation for skill and thoroughness in the formative years of the Building Department when an S.S.B. designed house was considered the best possible value for money. In the field in which they are now most actively engaged — building and reconstructing branches — they are maintaining that reputation admirably.

*In our next issue we will discuss the duties of the Clerks of Works, the technical officers of the Building Department.*



*Senior Architect, Mr N. E. HENRY, discusses plans for her future home with Mrs Margaret Stone, Drawing Office typiste.*





**M**<sup>R</sup> PHISIT VIRYASIRI, pictured above with Mr Trevor Craddock, manager, Public Relations and Advertising, is manager of the Central branch, Bangkok, of the Government Savings Bank of Thailand, and the most fascinating gentleman we have welcomed to the Bank in many a day. The Central branch occupies the ground floor of his bank's head office building, so that Mr Phisit's position is very similar to that of Mr Paul Costelloe, manager of our Elizabeth Street branch.

Recently he spent two weeks with our Bank as part of his study of savings bank procedure in Australia. We had the pleasure of his company for a couple of days in Publicity Department, and at the end of that time we came to the conclusion that in the exchange of information, we had learned more than we taught. Whether we can put our newly-acquired knowledge to practical use is another matter.

We are not sure, for example, what sort of reception we would get from the General Manager, if we suggested the establishment of Premium Savings Accounts as they are conducted in Thailand.

#### FIRST PRIZE £5,000

Every time the holder of one of these accounts deposits 20 Bahts (Australian equivalent 8/-) to his account, he receives a numbered ticket. At the end of each month, a draw takes place. The first prize is 250,000 Bahts, no less, or in our money a cool £5,000. There are, in addition, hundreds of consolation prizes ranging from the equivalent of £2 upwards.

The prize money to be distributed during the year is actually interest calculated at 4% on the total balances to the credit of all Premium Savings account holders. On individual accounts, the rate of interest is only 1%, but the majority of Thai

# LOTTERY

## with no losers



people prefer to accept this low rate and take their chance of winning a prize, rather than put their money into an ordinary savings account on which, in any case, the rate of interest is only 2%, or on fixed deposit at 5%.

The reason for this preference is not hard to find. In a country like Thailand, where the living standard and wages for the bulk of the population are far lower than in Australia, for example, only some extraordinary event like a lottery win can lift a wage-earner above the level of poverty. And a lottery in which, even if you do not win a prize you cannot lose your investment, makes very great appeal.

In telling us about these Premium Savings, Mr Phisit informed us that he, himself, had won five £2 prizes in one monthly drawing. When our raised eyebrows inferred some surprise at this, he blandly remarked "Why not? The draw is conducted electronically!"

#### SATURDAY RUSH

The Government Savings Bank of Thailand conducts another lottery for young depositors between the ages of seven and 19, and its popularity can be assessed from the accompanying picture showing the youngsters clamouring to make deposits on a Saturday morning. Mr Phisit assured us that this was not a staged shot, but is quite typical of the melee that occurs in his branch every Saturday.

There is only one draw each year in the young people's lottery, with a first prize of 800 Bahts (£16) and 800 consolation prizes. Although the first prize in this case is not particularly large, neither is the "entry fee". Each deposit of one Baht (about 4½d.) entitles the account holder to a ticket. The ticket is, in fact, a numbered card—like our popular swap cards—showing on its face a fish or bird or some other fauna, and on the back a brief description of the particular animal's habitat and appearance. Mr Phisit assured us that the cards are extremely popular and are regarded as a good educational medium.

To be eligible for the lottery draw, the young people must make at least 30 deposits a year, and not more than three withdrawals.

#### HIGH INTEREST

We asked Mr Phisit how it was possible to pay a total of 5% interest (1% to account holders and 4% in prizes) on Premium Savings Accounts. He told us that most of his bank's funds are invested



in ten year Government Bonds which carry interest at 8% if they are held to maturity.

While this yields a good rate of profit, the bank also invests a considerable amount of money, *at a loss*, in semi-government authorities, like the Government-owned electricity commission. To such bodies, the bank charges only 3% interest. As Mr Phisit explained, this form of lending at a loss is regarded as a community service to the people of Thailand.

#### **PUBLIC RELATIONS**

In a country of low wages, the Thai savings bank has to maintain a continuous publicity and public relations campaign to foster the savings habit. We were surprised to learn that there is a staff of 30 engaged full-time on publicity work, and that their efforts are supported in some unusual ways by the general staff.

The Thai savings bank is a consistent advertiser on the country's two television and 50 radio stations. Many of the programmes the bank sponsors are live presentations in which the entire cast of actors, singers, dancers and other entertainers are members of the bank staff who are clerks by day and entertainers at night. The bank pays them engagement fees, and as Mr Phisit told us, with the engaging smile that comes to him so readily, the fees are calculated at over-time rates. The bank also has its own orchestra composed of regular clerks and officers. This orchestra backs the entertainers in their television and radio shows, and also appears independently at concerts and dances.

#### **ROYAL PATRONAGE**

One other form of public relations which the Thai bank enjoys, and which caused us a pang of envy, is the patronage of royalty. The bank was actually established by King Rama VI on April 1st, 1913, at a time when the government of the country was a despotic monarchy. Today, Thailand has a democratic form of Government, but the royal family is still greatly revered, and the King and Queen and their children all have savings accounts with the Government bank to set an example of thrift to their people.

The members of Royalty do not attend in person to make their deposits — a mobile bank visits the Palace.

#### **COMPETITION**

A year or so ago, the private trading banks in Thailand obtained Government permission to open savings departments, but as yet they have had little or no effect on the business of the Government Savings Bank; and this despite the fact that they offer a higher rate of interest on savings. The two chief factors operating in the Government bank's favour are that the minimum deposit with the trading savings banks is 100 Baht (£2), while the Government bank will accept as little as one Baht (4½d.); and the

Thais' conviction that the Government guarantee of their savings is more important than a higher rate of interest. Incidentally, rates of interest on overdrafts with the trading banks range from 7% to 15%.

#### **ASSURANCE DEPARTMENT**

The Government Savings Bank also competes with privately owned assurance offices. Its assurance department underwrites a considerable amount of business, and this is a profitable appendage to its banking activities. The bank actually combines assurance and banking in another form of savings called Double Indemnity Accounts. Under this system, the bank pays to a deceased depositor's heir, double the amount which he had in his account 180 days before his death. The rate of interest on these accounts is only ½%, and the maximum pay-out is 20,000 Bahts (£400).

Although Thailand must be regarded as a country which by western standards of industrial development has still got a very long way to go, they are a most enterprising people. The Thai Government bank is, for example, highly mechanised. Mr Phisit, himself, on a previous overseas tour to most European countries, purchased more than 200 tellers' machines from Germany. Of the bank's more than 300 branches and agencies only 52 branches are not at present mechanised; and that is a rate which compares favourably with our own.

The Thai bank sends many of its officers overseas to study modern banking practices in most countries of the world. The cost of many of these visits is borne by Aid Programmes like the Colombo Plan or the United Nations organisation. In fact, before he came to visit us, Mr Phisit had spent some months in New Zealand with the aid of a Colombo Plan grant. His Australian tour, however, was paid for by his own bank.

We had heard before that the Thais were charming people. After meeting Mr Phisit, we are convinced of it.







## — BRANCH No. 50 —

When you recall that we now have 485 branches, many of which have more than one teller, you appreciate the importance of our staff training section which prepares our young men and girls to fill the "front line" positions as tellers.

Under the bank's present system, lads who have turned eighteen or who have completed three years' service, and selected girls with three or more years' service are eligible for teller training at branch No. 50, Staff Training. Located on the second floor in our head office building, Staff Training is a busy branch staffed by a manager, Mr Vic Dunin, an accountant, Frank Meyers, a grade H officer and two clerks. The basic training method is simple and effective. Each school consists of ten tellers, who work in groups of two at desks designed and fitted to duplicate conditions at a branch counter. Training is commenced with an introductory talk by Mr Dunin who welcomes the newcomers and with the aid of a blackboard expounds some of the mysteries of the rough cash book and column 1.

Although the trainees will not go on the cash full-time before they complete three years' service, training is usually given at the 2½ year mark, at which stage Mr Dunin explained, they are keen to take over a counter, and prove apt pupils. Moreover with their basic training to guide them they can take a more informed interest in the work of the tellers at their branch, and see how their training is translated into practice.

Business at Branch No. 50 begins at 9.30 when five tellers open and receive a steady flow of transactions fed to them by the "depositors"—the remaining five members of the school. The transactions, which are prepared by the staff at Branch 50, are designed to cover every known problem which might arise at a branch counter; indeed if a branch teller received a similar batch in his morning mail he would certainly be entitled to complain of "one lousy day at the office".

As an example, Gary Shaw from Romsey, who was a member of the class on the day we visited the school, was given for his first transaction a mis-sorted cheque on the c55c from H.O.C.S., a returned cheque direct from another bank; an IWN from a

reciprocating bank; and a stale cheque lodged for credit of a non-established account in a name differing from the payee on the cheque. A lovely assortment!

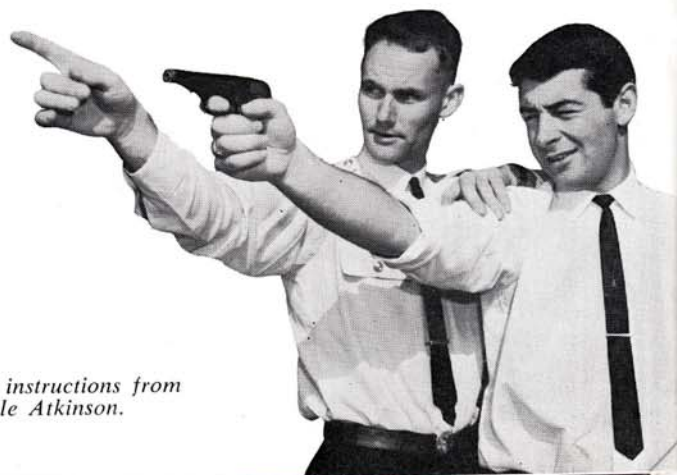
The end of each day at Staff Training sees a typical 3 o'clock branch scene as all of the tellers have to balance, prepare the cash books, and complete the section books.

Each day the course becomes stiffer as the transactions are increased and the standards raised. John McPherson who is the grade H officer at staff training said that by the end of the first week most of the lads "slicker" and the fogs are few and far between.

### "MARKSMEN"

In the course of their schooling, the trainee tellers visit the police barracks where they are instructed in the use of the pistol. Under the expert eye of Sergeant Bateman, and crack Olympic marksman Constable Atkinson, the lads are given a thorough run down on the cleaning, handling and maintenance of pistols. They are then given a 15 round shoot on the 25 yard range, and statistics reveal that the bank lads have a good eye. So far nobody from the bank has failed to qualify, and quite a number have recorded scores well into the marksman class.

In all, the tellers' school arms its graduates in more ways than one, and the twelve day course at Branch No. 50 is one which all juniors can look forward to with pleasant anticipation.



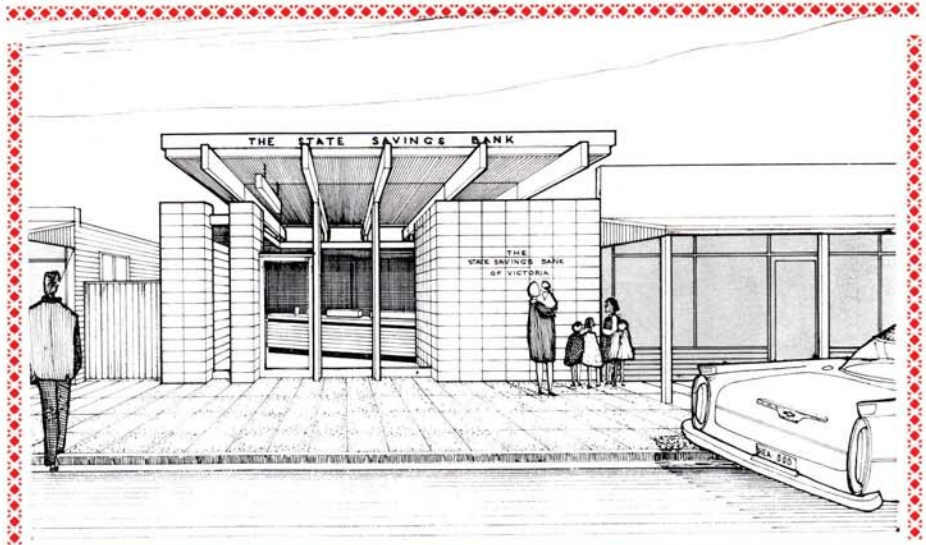
*Geoff. Cocksedge receives aiming instructions from Olympic marksman, Constable Atkinson.*



## Willaura, Skipton, Heyfield, Garfield

*Staff Architect: J. W. McCorriston*

It is proposed to erect premises similar to this sketch for the above named branches. These compact, attractively styled, steel framed buildings of grey concrete blocks are designed for an efficient one-teller branch in a small town. Natural finishes will be used throughout the interior of the buildings and the ceiling will be of two levels. The lower level will be of timber and the upper of stramit and they will have highlight windows between the two levels to provide ventilation and extra light to the banking chamber.



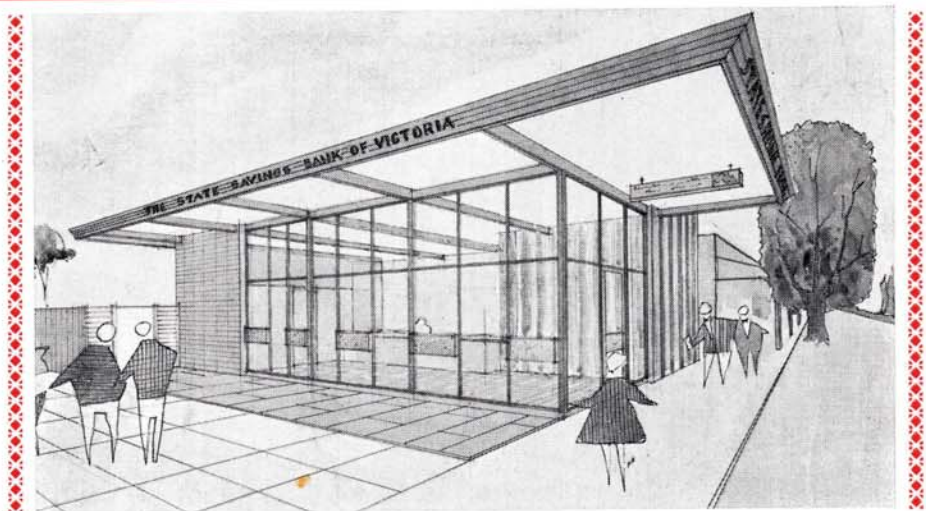
## Progress in Premises

ARCHITECTS: CHIEF ARCHITECT, THE STATE SAVINGS BANK OF VICTORIA

## Violet Town

*Staff Architect: A. Phillips*

It is proposed to erect new branch premises at Violet Town along the lines of the above sketch. The building has been designed to face on to a future open plaza which will house the Shire Office and the Civic Centre. Structural features of interest will be the strongroom in the front of the building facing the main street, charcoal rockfaced concrete masonry walls and a steel tray roof.



## Footscray North

*Staff Architect: A. Phillips*

Work is under way on the new branch to be opened in Rosamond Road, almost opposite Coles supermarket. The branch will be the Bank's seventh in the Footscray area and its contemporary appearance and coloured brick construction should be an acquisition to the area. A cantilever verandah will protect the entire facade of the building, which is set back 20' from the frontage to provide car parking space.





# CAMERA



On May 13th, the Governor of Victoria, His Excellency Sir Rohan Delacombe paid a visit to Head Office. Sir Rohan is shown arriving at the Bank accompanied by the Chairman of the Board, Sir Arthur Smithers, and the General Manager, Mr T. E. Hall.



The History Of Footwear exhibition held at Elizabeth Street last month had particular appeal for single girls between 17 and 25. Young ladies in this age group were invited to try on the "Cinderella shoe". The lucky girl whom the shoe fitted perfectly won a holiday at Hayman Island. In the picture above, Faye Shorthouse of Correspondence Department, has her foot measured by 3AK personality Lionel Yorke.



May 6th was Golden Jubilee Day for Brighton North branch. The ladies about to cut the cake are Mrs Alice Happerfield (left) and Miss Annie Campbell Allan, both of whom have had accounts at the branch since 1915. Looking on are: Councillor J. E. Bown, Mayor of Brighton; branch manager, Mr Jeff. Martin; and district inspector, Mr Bill Jones.



# NEWSREEL



Last month the General Manager, Mr T. E. Hall, entertained 18 managers from the Bendigo area at dinner. Chatting before the dinner are (from left) Mr T. S. Craddock, Manager Public Relations and Advertising; the General Manager, Mr Hall; the host Manager, Mr W. D'A. Dolan; Property Officer, Mr C. Burge; and Secretary, Mr A. Atkinson.

To mark the 50th anniversary of the landing at Gallipoli, we told The Story Of Anzac in a graphic display at Elizabeth Street. The two machine guns shown in the sandbag entrenchment have a special place in A.I.F. history. Private George Cartwright won the V.C. for the capture of one at Bouchavesnes Spur, and L/Cpl. B. S. Gordon also won the V.C. for the capture of the other at Bray-sur-somme.



Commercial students at Footscray High School were treated to a novel lesson when Eleanor McCarthy and Carol Fussel of School Banks section demonstrated the "do's" and "don'ts" of office etiquette. That is Eleanor whose desk looks like a jackdaw's nest, while Carol portrays the last word in efficiency.





### RANDOM ACCESS

The article, On-Line Accounting (Progress, February, 1965), described the functions of a disk unit which provides "random access" to information stored in a computer. In the picture above, planning officer Max Carr is lifting the cover from the random access disk pack recently connected to the Bank's 1401 computer. A pack looks like a set of phonograph records locked together. When in operation, the pack is whirled around a drive spindle at a rate of 1,200 r.p.m. A set of comb-like arms move back and forward between the disk surfaces to either "write" or "read" information at a rate of 77,000 characters per second. In all, a pack holds two million characters of information, and this can be increased to 2,980,000 with the aid of a special device. The disk packs will not replace the reels of magnetic tape which can hold up to 14 million characters, and cost only one-tenth as much as a disk pack. The advantage of a disk unit is known as "random access." In order to obtain information from magnetic tape it may be necessary to wind the tape almost to the end of the reel, taking up to 13 minutes. The read/write heads of the disk unit can shoot in between the disks to the relevant spot and read the exact information required in less than a quarter of a second. The disk unit is to be used to handle input transactions. Deposits and payments from centralized branches will be written on disk from punched paper tape in random order as it is received. The transactions will be sorted into numerical order still within the disk, and then posted on to the magnetic ledger tape. The programmes to do this work, which are at present stored as punched cards, will also be written on to the disk and fed into the computer as required. It could be said that the Data Processing Centre is automating itself, and some of the punched card machines used to prepare input will no longer be required. The skill and experience gained by our programmers to make the disk unit work will be invaluable in the study of real time systems. Ours is the first Australian bank to install a random access unit on its computer.

### GRADE 4 RESIDENCES

The Board has agreed to provide a residence for the manager of any country Grade 4 branch, not already equipped with a residence, where balances exceed £300,000 or yearly transactions exceed 25,000. If the manager of such a branch has bought a house for himself, and the property is considered a suitable residence, the Bank will offer to purchase the house from the manager at a price determined by an independent valuer, who is acceptable to both the manager and the Bank.



### SAVINGS FOR SCHOOL BOOKS

The Head Mistress of Canterbury Girls' High School recently sent a letter to the parents of her pupils which read in part: "The beginning of the school year, February, 1966, will mean the introduction of decimal currency which will complicate the purchase of school books. To meet that contingency, it has been suggested that a banking scheme be introduced to help the parents and the school. Girls may begin to bank for next year's books and fees through the student-operated bank. A small sum paid in each week will more than cover the amount required. The usual rate of interest will be allowed to the girl on her account. If she does not wish to use this money for books, it will be an amount saved. In February, 1966, the bank will change the balances to decimal currency. A girl will need to produce her passbook and a signed withdrawal form for the amount shown on her book list and the bank will transfer that amount from the girl's account to the school account. This will eliminate the need for handling of cash." As a result of this letter, 200 girls who did not have a school bank account, opened one of these save-for-books accounts. The scheme got under way a couple of weeks ago at the start of the second term. It has so much to recommend it that branch managers might like to suggest it to local schools.

### BANKERS WITH GREEN THUMBS

In an article on Beirut, written by George Kent and published in the January, 1965, issue of The Reader's Digest, the author says: "Beirut, capital of Lebanon and seaport to a vast sandy hinterland of Arab nations, is the world's most exciting city. . . . At any hour of the day or night you can buy a meal or a drink, bank your money, rent an apartment, buy a hat, see a lawyer, sell a house or go dancing. Per capita, Beirut has more banks than Bern, Switzerland. . . . As in Switzerland, bank accounts are secret, and Beirut has become a haven for tax dodgers and financial fiddlers of many nations. Beirut is one of those places where interest is paid on cheque accounts. It is paid because Lebanese bankers have green thumbs that can make five or six pounds grow where only one grew before. . . . The psychology of the Beirut is summed up in a story. A small Lebanese boy was asked by his teacher how much is two and two. He replied: 'Am I buying or selling?'"

### WELL DONE, BEVERLEY!

At the combined Victorian Banks 1965 swimming carnival, our team won the A.N.Z. aggregate shield, the National ladies' aggregate cup, the Wales female individual championship shield, the S.S.B. ladies' relay shield, and the Commonwealth mixed foursomes cup. Our brightest star was Beverley Lyall, winner of the female championship and a member of the ladies' relay team and mixed foursomes. Together with Heather Christensen (Syndal) and Marilyn Lyle (Correspondence), Beverley was selected to represent Victoria in the interstate carnival where she did amazingly well. Swimming against Olympic opponents in the 55 yard backstroke, she finished second, beaten by only 1/5th of a second by the winner who swam a record 35.7. In the 55 yards freestyle she was third. In both races, she finished ahead of Robyn Thorn, who swam for Australia at the Tokyo Games. Beverley, who is on the staff at Wattle Park, is captain of the girls' team at Surrey Park Swimming Club.



# The Grapevine

## DATE STAMP

In a letter to the Advisory Panel, reliever Kevin Slavin maintained that our date stamp is dreary and not in keeping with the Bank's progressive policy. He pointed out that the date stamp is used on many documents handed to our clients—e.g. Christmas Club and Credit Foncier receipts, home savings certificates and gas and electricity receipts. Kevin suggested that the map of Victoria is a perfect design for a distinctive and progressive date stamp. The Panel agreed that the idea has merit, and investigations are being made into the slight mechanical difficulties involved.

## CHEQUE ACCOUNT TRANSFERS

The Advisory Panel has also received a suggestion from Mr Don Rowe, manager Prahran Market, that the transfer of a cheque account be made by means of form 1237 to save the customer the cost of a cheque. This idea has been submitted on previous occasions. The Panel's reply is that the present method of requiring a cheque to be drawn accords with common banking practice and is a dutiable transaction. The Panel points out that the work involved in transferring an account is considerably greater than for a normal debit for which a fee of sixpence is charged, and that the fee of sixpence per cheque must always be regarded as the fee for servicing a cheque account rather than a fee to cover a specific transaction. The Panel considers that the cheque charge for transfers is, therefore, justified.

## MODEL RELIEVER

The one on the left of these two attractive girls is Annette Lavery of the relieving staff. The picture was taken at the Ballerina dance hall in Mildura, and the occasion was a "My Fair Lady" fashion parade organized by the women's auxiliary of the Mildura Base Hospital. Annette joined the Bank at Mildura in 1959, and was on a relief trip to her home town when she was asked to appear in the fashion parade which, incidentally, attracted an audience of 370 women from the Mildura district.



## STAFF HOBBIES DISPLAY

Our picture shows Titles Office accountant, Frank Mallett, at work on an embossed leather camera case. Leatherwork is one of Frank's hobbies and we are hoping to see some examples of his skill in the display of staff hobbies and crafts to be held in Elizabeth Street from August 9th-30th. Indeed we are hoping to receive entries from many of the staff. We know there are some skilful dressmakers, painters, photographers, and craftsmen of all kinds in the bank, and a presentation of their combined skills will make a most interesting exhibition. The prizes to be offered in the various sections (see Circular Memo. of 28th April) are valuable and well worth trying for. Closing date for entries is July 30th, but we would appreciate early advice of your intention to enter.



## HOSPITAL SCHOOL

We have quite a flourishing branch of the Student Operated Bank at Yooralla Hospital School for crippled children at Balwyn, where 80 of the students have operative accounts. Recently a group from Yooralla visited our School's Show branch in the R.A.S. grounds at Ascot Vale, which was established to give students practical banking experience in authentic surroundings. As our picture shows, the youngsters from Yooralla do not allow their handicaps to dampen their cheerful spirits.



"Just looking, thank you"



*Current Loans Manager, Bill Gardiner, takes us behind the scenes in these comic and tragic*

## Tales from Current Loans

The Current Loans Section and the Mortgage Loans Department are neighbours on the fourth floor of Head Office. From the time Mortgage Loans finishes with a successful application—that is when the borrower receives the money—the loan becomes the concern of Current Loans until it is repaid in full.

To cope with the variety of work involved, the Section, with its staff of 18 officers, is divided into four main groups—Arrears, Consents, Loan Renewals and Co-operative Housing Societies.

To help me in my job as manager, I have Tom Burton as supervisor, Geoff Marsh, senior arrears officer, John Dickson, consents officer, six other male officers, Miss Beryl Murray in charge of loan renewals, and seven other female officers.

It is inevitable that even in such a prosperous time as this when unemployment is at the lowest level ever recorded in Victoria, some borrowers fall into arrears with their instalments. They get into financial difficulties as a result of sickness, domestic strife or poor money management including overcommitments with hire purchase.

A borrower who obtains a credit foncier loan of £3,500, is obliged to repay £70 per quarter in principal reduction and interest. Obviously if he fails to pay one quarter's instalment, he will be committed to pay £140 in the next, and that is a lot of money for a person to find from wages.

We make every effort to help borrowers in arrears to restore their accounts to order. Interviews are arranged at Head Office, and, if necessary, borrowers are visited at their homes in the evening. Dealing with borrowers in difficulties can be distressing at times, but their wide experience in handling similar cases enables our interviewers to offer a sympathetic hearing and good advice to assist the borrower to

straighten out his financial tangles and sometimes his domestic troubles.

Going through our files, I have picked out a few cases that show what a cross-section of the community we deal with. Some of these tales have their amusing side, others come close to tragedy.

### ODD ECONOMICS

We have a very bulky file on a certain farmer who had his own ideas on economics. He wrote a strongly worded reply to our written requests for payment of arrears, stating that he was perfectly willing to pay interest on his loan, but he had no intention of making any reduction of the principal. After many interviews and letters, he expressed his opinion in terms that wrung a wry smile from us.

"After all," he wrote, "the wily Shylock of history differed only from his 20th century counterpart in that the latter is able to hide his identity within the obscurity of a corporation."

We appreciated the dilemma of the new borrower, a man in his early twenties, who could not pay his first instalment on the due date. He wrote: "I shall not be able to bring my account up to date until Friday week due to my becoming a father for the first time."

It is not always such a happy occasion that causes a borrower to fall into arrears. Take the case of one of the most unfortunate families whose lives are mirrored in our files. This was the family of Mr and Mrs G. and their only child.

### ACCIDENT PRONE

Over the past ten years, Mr G. has had a fractured skull, a hernia; a finger pierced by a drill; two car accidents, resulting in hospitalisation; a third accident when he was riding his bicycle; a broken wrist, a dislocated shoulder; a metal splinter in his hand; both hands infected by dermatitis; and he fell off a roof.

In the same period Mrs G. has had a serious operation, asthma, a stroke and partial paralysis. Their child has been ill on many occasions, has suffered a fractured ankle and a broken leg, and received other injuries in a car accident.

Whenever any of us is feeling sorry for himself, he browses through Mr G.'s file. It is a salutary lesson. The happy sequel is that the family has been accident free in the last year or so, and their account is now up to date.

### EASY-COME, EASY-GO

We had no reason to feel sorry for a gentleman we refer to as "Alfie". His account was continually in arrears and we had many interviews with him. One day Alfie and his teenage son came to visit us in a mood of uncontained exhilaration. In fact Alfie junior was as drunk as forty cats. He could neither

*Alfie Junior was so drunk we had to prop him against a wall.*







*Mr Z. became distraught and threatened to kill himself and his children.*

sit nor stand and we had to prop him against a wall for the duration of the interview. Alfie himself was just intelligible enough to inform us that he had won £10,000 in Tatts.

This, we thought, meant the end of our troubles with his account. In a way we were right, but it was not the way we expected. Six months after his triumphant visit to us, Alfie sold his house — not to buy a better one, but to pay his debts. In that brief period, Alfie and his son had “gone through” the £10,000 on rich living, a motor car each, expensive suites of furniture, and “loans” and gifts to friends, relatives and hangers-on.

#### NEAR TRAGEDY

One case that did threaten very real tragedy was that of Mr Z., a migrant from Poland. He was a chef by trade but because of illness and the language barrier, he was frequently out of work, and his loan account fell badly into arrears.

He came in to see us one day in a state of considerable distress, bringing his two children with him. He told us that his wife was in hospital awaiting the birth of their third child, that he was out of work, penniless, unable to buy food for the children and absolutely at his wits' end.

I asked Alan Renshaw, now manager at Jeparit, to interview Mr Z. Soon afterwards we all heard Mr Z. shouting loudly and threatening to kill himself and his children.

Geoff Marsh and I joined Alan Renshaw in an endeavour to quieten the distraught man. It was a pitiful scene. The children were crying with fright and their father was in such a state that he ripped his shirt across his chest, scattering buttons around the office.

Finally we pacified him, and while he was talking more calmly, Geoff Marsh slipped out to the cafeteria and brought back some pies and ice-cream for the children.

I made a 'phone call to the Commonwealth Employment Office and learned that the Hotel London had a vacancy for a chef. The next day

Mr Z. started work there, but he was so far behind with his instalments that he had no chance of catching up. Eventually he sold his house and paid off the loan.

#### THE FRUSTRATED SCIENTIST

It is true to say that Mr J., a farmer, got into financial difficulties through his own fault, but our feelings towards him were always sympathetic, and even friendly. For one thing, he wrote us such polite letters, as this extract from one of them indicates:—

“In conclusion, please pardon me for addressing you at so great a length. My desire is to place the various matters before you as fully and clearly as possible in order that you may have a full understanding of the position and future prospects.”

Furthermore, all Mr J.'s letters were neatly typed. He wrote us so many that he no doubt felt it was a perfectly reasonable request when he asked us to send him some used typewriter ribbons, as his financial position did not permit him to buy them new.

Mr J.'s heart was never in his 200 acres of wheat land in the Wedderburn district. He was a born scientist and neglected his property to go roaming all over the place. At various times he sent us specimens of opals he had found, specks of gold he had prospected, and samples of oil from Lakes Entrance. At other times we received lengthy treatises on geophysics and radio activity, two branches of science in which he was particularly interested.

Although Mr J. was eccentric in some ways, and he caused us an enormous amount of work, he was such a lovable character that we could never really get cross with him.

These are some of the cases, grave and gay, from our files. Perhaps in telling them, I have given you an idea of why I am so proud of the staff in Current Loans. The job is not everybody's cup of tea, but I believe the Bank has every reason to be satisfied with the way the staff handles the sometimes delicate, often difficult, cases that occur regularly.



According to advice received from metropolitan managers, 21 members of our staff made the final lists of league and association clubs. They would make a formidable combination to play against any other bank if a social game could be arranged. They might line up as shown in the diagram which also indicates their club. Here is a list of their branches or departments: Colin Bond (Heidelberg West), Bill Brown (Special Savings), Graham Casson (Clayton), Bert Chapman (Ivanhoe), Charlie Evans (Relieving), Daryl

George (Hampton Central), John Gill (Footscray), Brian Gray (Premises), Frank Guppy (Inspectors' Clerk), John Hindmarsh (Heidelberg West), Peter Julier (Moreland), Brian King (Regent West), Bob Kingston (Western), Neil Malcolm (Blackburn), Frank Melican (Footscray), John Murrie (Altona East), John Paterson (Brighton North), Alan Salmon (Blackburn), Barry Smart (Relieving), Bob Strachan (Joinery), Robert Taylor (Inspectors' Clerk).

