

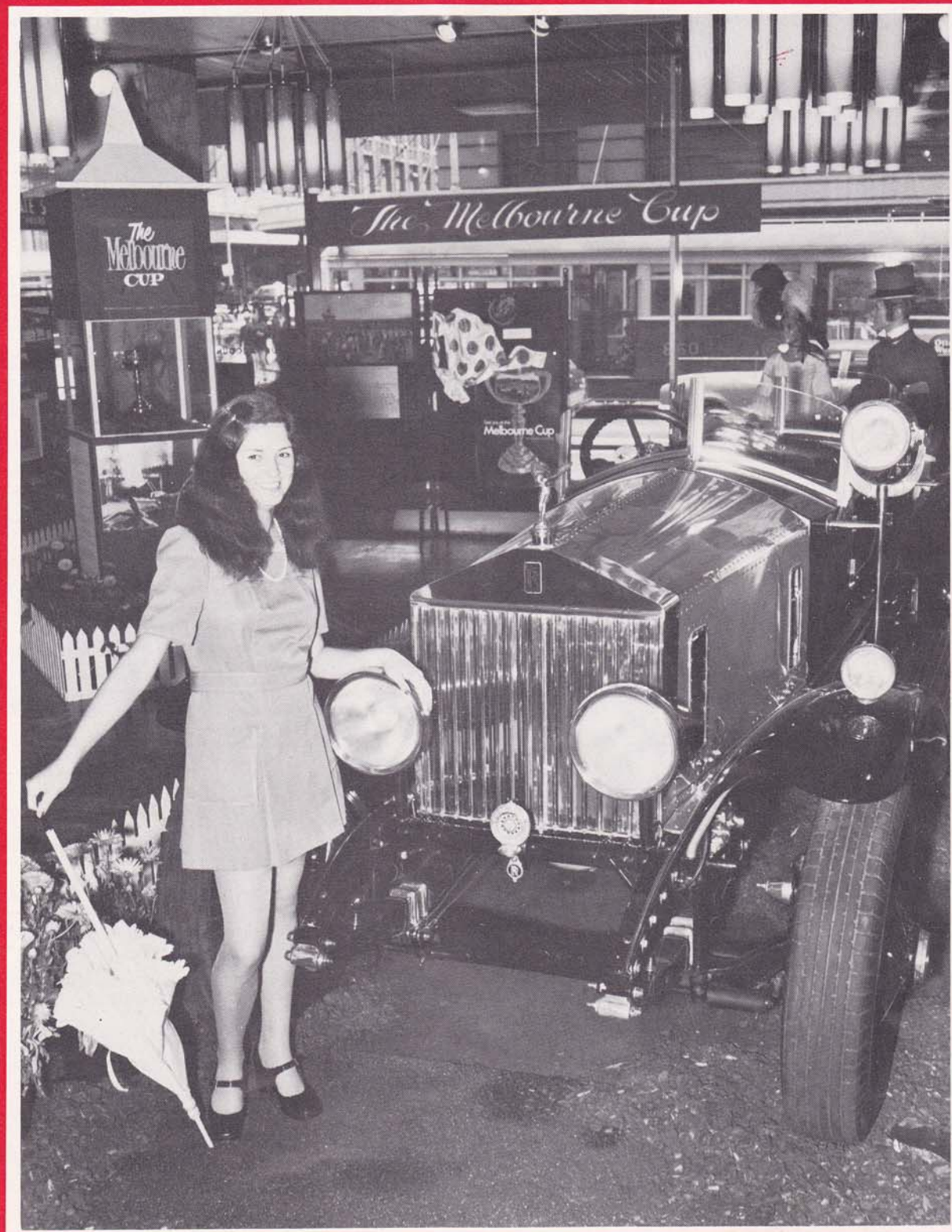
Statesman

December, 1972

No. 54

THE STAFF MAGAZINE OF THE STATE SAVINGS BANK OF VICTORIA

THE
STATE SAVINGS BANK
OF VICTORIA



Managing Editor
TREVOR S. CRADDOCK

Editor
BILL PATEY

Associate Editor
JOAN FREEMAN

FRONT COVER

A splendid, silvery Rolls-Royce roadster was the scene-stealer in our recent Elizabeth Street display based on the Melbourne Cup. Only four of these experimental models were made in 1925. This one, immaculately restored by owner Don Shiel, is said to be worth at least \$30,000. Posing with the magnificent beast is Ellen George, of H.O. Salaries Section.

STATESMAN is produced at two-monthly intervals by the Public Relations section of the State Savings Bank of Victoria. Comments from staff on the contents of the magazine are invited. The editorial team welcomes suggestions for future articles and pictures, nominations for Girl of the Month and Man of the Month, and letters for publication.

All correspondence and contributions should be addressed to The Editor, Statesman, State Savings Bank of Victoria, Box 267D, G.P.O., Melbourne. (Phone: 60 0531. Ext. 28 or 119.)

An accolade for the Hall decade

"Mr. Tom Hall's ten-year term as General Manager of the S.S.B. will be remembered with admiration as the Hall Decade."

This prediction was made by the then Assistant GM, Mr. Don Ross, when he proposed a toast to Mr. Hall at a farewell dinner on October 21. Staged at the Hotel Windsor, the function was attended by 275 officers and annuitants, and was generally agreed to have been "a very good night."

"The past ten years have been notable for great expansion of the Bank's operations," Mr. Ross said.

"There were major innovations, including Personal Loans — possibly our most significant development of the century — coupon clubs and computerisation.

"And there were special problems including decimal conversion and an upsurge of armed robberies in the banking industry. Also, there was an unprecedented level of industrial militancy, in which Mr. Hall encountered union tactics quite foreign to his nature and his background. These experiences imposed much strain and weighed heavily upon him."

Praising Mr. Hall's personal qualities as a leader, Mr. Ross said: "Tom Hall would be surprised to be called a man of great benevolence and humanity, but many people in the Bank testify personally to this. Mr. Hall was most generous and compassionate when forced to sit in judgment. He showed the greatest respect for the human dignity of the individual.

"Despite the special difficulties which had characterised the 'Hall Decade', the Bank had gone from strength to strength," Mr. Ross said.

"The S.S.B. is now — in my considered opinion — the greatest single force contributing to the financial wellbeing of Victorians," he said.

"And the proud position the Bank holds is undeniably a reflection of Mr. Tom Hall's leadership of the past ten years."

G.M. salutes youth

Mr. T. E. Hall, responding to his farewell toast, paid a tribute to the young officers of the Bank. He said:

"During my recent visits to our branches I was greatly impressed by the alert, industrious and self-possessed band of young men and women I was privileged to meet.

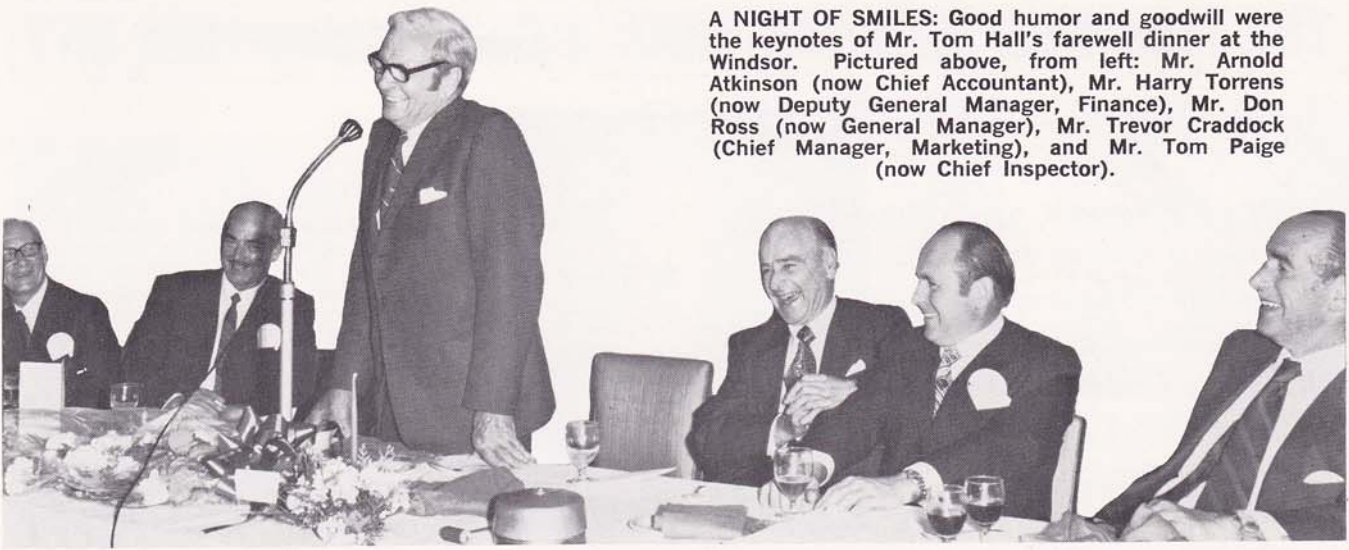
"I am confident that the Bank is in good hands and that its brightest period of service to Victoria lies ahead.

"We all, of course, owe a great debt to those who preceded us in the job. I remember particularly the old brigade in the Accounts Department. I look back to the father of our institution, George Emery, also Alex Cooch, N. R. Williams — and Norman White, who for some unfathomable reason transferred me across the passage as Norm. McDonald's sidekick.

"I make special mention of Mr. H. E. Williams. He had a profound effect on the careers of most of today's senior officers, including myself, and on the Bank as a whole. He made an outstanding contribution."

In conclusion, Mr. Hall praised the Bank's new executive officers, and predicted that all would improve on the performance of their predecessors. "I have no doubt that you will build the Bank bigger and better in every way," he said.

A NIGHT OF SMILES: Good humor and goodwill were the keynotes of Mr. Tom Hall's farewell dinner at the Windsor. Pictured above, from left: Mr. Arnold Atkinson (now Chief Accountant), Mr. Harry Torrens (now Deputy General Manager, Finance), Mr. Don Ross (now General Manager), Mr. Trevor Craddock (Chief Manager, Marketing), and Mr. Tom Paige (now Chief Inspector).



TIMELY TRIBUTE was made by Mr. Don Ross when presenting an antique clock (a relic of Sale branch in the 1880s) to retiring GM, Mr. Tom Hall. Said Mr. Ross: "This fine old clock and Tom have much in common. Both served the Bank for a very long time. The casing is getting on in years, but is still in good condition. The works are still ticking over nicely. The hands continue to do their job — and the dial still tells the truth." Also pictured at the head table, from left: Mr. Neil Kelly (now Deputy General Manager, Administration), Mr. Tom Paige (now Chief Inspector), Mr. Ron Wade (Staff Superintendent), and (holding clock) Mr. Trevor Craddock (Chief Manager, Marketing), who MC'd the dinner.



CAPACITY CROWD of 275 officers and annuitants crammed the Banquet Hall of the Hotel Windsor to farewell retiring General Manager, Mr. Tom Hall, on October 21.

THE MEN WHO RUN THE BANK — Commissioners

The S.S.B. is not a government department. It is an independent corporation, guaranteed by the Government of Victoria, and run by a government-appointed Board of Commissioners. The seven Commissioners meet fortnightly to make Bank policy and carry out other duties prescribed by the Savings Bank Act (No. 6379).



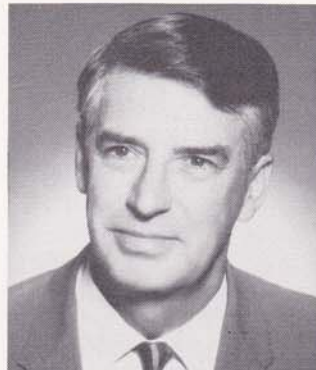
CHAIRMAN

Mr. William Kirkhope, O.B.E., F.C.A., is the senior partner in Melbourne of firm of chartered accountants Hungerford, Spooner and Kirkhope. He is chairman of Mayne Nickless Ltd. and a director of several other companies. Mr. Kirkhope was described in the book "Practising Accountants in Australia" as "among those who have made outstanding contributions to Australian business and have their origins in the discipline of Accountancy." A keen golfer, he is a member of Green Acres and also of Cowes, where he has a beach home.



DEPUTY CHAIRMAN

Mr. Reginald Hoban, LL.B., is a solicitor practising at Kilmore, was a member of Kilmore Shire Council for 31 years and was twice shire president. He has been an S.S.B. Commissioner since 1953. Mr. Hoban was born at Alexandra, and was educated at St. Kevin's C.B.C., Melbourne. Racing is one of his favorite recreations. He is president of the Kilmore Turf Club and vice-president of the Kilmore Trotting Club. He is an avid supporter of Richmond V.F.L. side.



Professor Donald Coclaine, Ph.D., B.Com., is one of Australia's best-known economists. After leaving Melbourne High School he took the Bachelor of Commerce degree at the University of Melbourne — and subsequently attended Clare College, Cambridge, where he was awarded the degree of Doctor of Philosophy. During World War II he was a Flight Lieutenant navigator in the R.A.A.F. Since 1961 he has been Professor of Economics, and Dean of the Faculty of Economics and Politics at Monash University.



Sir John Anderson, C.M.G., is the proprietor of a Melbourne company of importers and agents, managing director of King Oscar Fine Foods Pty. Ltd., and a director of Bly's (Aust.) Pty. Ltd. In World War II he served in the A.I.F. with the 2/6 Commando Company and the 1 Australian Paratroop Battalion, and saw active service in the south-east Pacific area. He was knighted in 1969. In 1972 he was appointed a Harbor Trust Commissioner.



Mr. Ernest Coates, C.M.G., B.Com., has been the Director of Finance, Victoria, and Permanent Head of the Treasury since 1959. He has been a member of the National Debt Commission since 1953 and a member of the Australian Universities Commission since 1968. Born at Ballarat, he was educated at Ballarat High School and the University of Melbourne. He has been a Commissioner of the Bank since 1960. Mr. Coates is a Trustee of the Shrine of Remembrance and a member of the committee of the Melbourne Cricket Club.



Mr. Ian Morton, B.Com., has been chairman of the Rural Finance and Settlement Commission of Victoria since 1963, and is a member of the Victorian Inland Meat Authority.

Born in Kerang, he worked on his father's property there, and later on properties in the Riverina. Mr. Morton served in the Second A.I.F. as a sergeant in 7th Division Signals.

He is chairman of the council of Penleigh Presbyterian Ladies' College. He is a keen fisherman and duck shooter.

● When this edition went to press no appointment had been announced of a seventh Commissioner to replace the late Sir Arthur Smithers.

Six of the seven S.S.B. Commissioners are appointed by the Governor in Council for renewable seven-year terms. The Director of State Finance (currently Mr. Ernest Coates) is a permanent Commissioner. The Chairman is appointed annually by the Governor in Council on the nomination of a majority of the Commissioners. For several years it has been customary for the Commissioners to be nominated for Chairman in rotation. The Deputy Chairman becomes Chairman in the following year.

THE MEN WHO RUN THE BANK — Top Executives

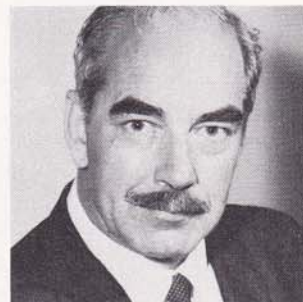


GENERAL MANAGER

Mr. Don Ross joined the Bank in 1928 as a junior clerk at Geelong. He studied savings banking in USA and Canada in 1959, became our first Mechanisation Manager in 1960 and was appointed AGM in 1962. He became General Manager in October, 1972.



DEPUTY GENERAL MANAGER (Administration): Mr. Neil Kelly joined the Bank in 1927 at Surrey Hills. After various head office appointments he became a District Inspector in 1959, and Assistant Chief Inspector in 1963. He was appointed Chief Inspector in 1965, and Deputy General Manager (Administration) in October, 1972.



DEPUTY GENERAL MANAGER (Finance): Mr. Harry Torrens joined at Northcote in 1939, was appointed secretary to the GM in 1955, and re-opened London Agency in 1959. Returning to Australia he became a District Inspector, then Secretary, and CA in 1965. He was appointed Deputy General Manager (Finance) in October, 1972.



CHIEF INSPECTOR: Mr. Tom Paige joined the Bank as a junior clerk at Balacava in 1928. He became Secretary to the GM in 1960, Secretary to the Commissioners in 1963, Assistant Chief Inspector in 1965, and Chief Inspector in October, 1972.



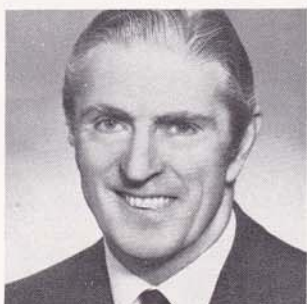
CHIEF ACCOUNTANT: Mr. Arnold Atkinson joined the Bank as a junior clerk at Kilmore in 1932. He was appointed to the Chief Accountant's Department in 1939, became a District Inspector in 1963, Secretary to the Commissioners in 1965, and Chief Accountant in October, 1972.



STAFF SUPERINTENDENT: Mr. Ron Wade joined the Bank as a junior clerk at Warrnambool in 1929. He became an Inspector in 1958, was appointed Assistant Staff Superintendent in 1965, and Staff Superintendent in March, 1972.



CHIEF MANAGER, MARKETING: Mr. Trevor Craddock came from the "Wales" to this Bank as our first public relations officer in 1957 — later incorporated the advertising function and became Chief Manager, Marketing in 1970.



ASSISTANT CHIEF INSPECTOR: Mr. Bill Jones joined the Bank at St. Kilda in 1929. In 1959 he went with Mr. Don Ross to America to study E.D.P. systems. He was appointed a District Inspector in 1963 and Property Officer in December, 1971. He became Assistant Chief Inspector in October, 1972.



ASSISTANT CHIEF ACCOUNTANT: Mr. Ron Cummins joined the Bank as a junior clerk at Prahran East in 1924. He became Manager of Printing and Stationery in 1960 and was appointed Assistant Chief Accountant in 1965.



ASSISTANT STAFF SUPERINTENDENT: Mr. Ron Barclay joined the Bank at Moreland branch in 1929. For the duration of World War II he was seconded to the finance section of the Defence Department. Appointed a District Inspector in 1962, he became Assistant Staff Superintendent in March, 1972.



SECRETARY TO THE COMMISSIONERS: Mr. Murray Souter joined the Bank in 1934 as a junior clerk at Essendon North branch. In 1945 he entered the Chief Accountant's Department where he became Chief Officer in 1970. He was appointed Secretary to the Commissioners in October, 1972.



OUR YOUNG MOTORISTS

Jeff Thomas, a teller at Preston branch, pictured here with his Torana, is one of several S.S.B. staffers who belong to the YOUNG MOTORISTS' (R.A.C.V.) CLUB. Formed a year ago, the Club now has some 750 members, and is the first of its kind in the world. Its activities include Motorkhanas, safety drive contests, speed trials and annual safaris (next April, members drive "back of beyond" to Birdsville). Facilities available include insurance, technical library, special finance, legal advice and skilled driving tuition. Other S.S.B. members of the Club include: Bob Hall and Jan Doyle (Doncaster branch), John Arts and Margaret Lowe (Relievers), Colin Ely (204 Victoria Street), Gary Doyle (Greythorne) and Graeme Anderson (E.D.P. Operations). Intending joiners should contact R.A.C.V. DRIVING SCHOOL, 100 Elgin Street, Carlton. Phone 34 8161.

A MEDAL FOR 'MISS MAC'

Miss Stella McDonald, of Overseas Section, recently went to Government House for a presentation by Lady Delacombe of the Red Cross Long Service Medal. This was awarded in recognition of "20 years' continuous, loyal and devoted service" to the Red Cross Service Corps. Stella has been helping to run monthly dances at Bundoora Repatriation Hospital for war neurosis cases since 1952. Once a fortnight she provides "Meals on Wheels" service to pensioners in Richmond district. Every fourth Sunday finds her at the Red Cross Blood Bank, taking blood from donors. And during bushfire emergencies Stella joins a weekend team giving first aid to victims.

Any staff members prepared to become blood donors, or assist with Meals on Wheels, should contact Stella McDonald at Overseas Section — or ring the Red Cross headquarters at 122 Flinders Street, Melbourne.



1. Change **MORE** to **LESS** in four moves, changing one letter and making a new word each time, and retaining the order of the letters.
2. A hunter left his camp and walked a mile south looking for game. Finding none, he turned and walked a mile east, where he saw a bear. He shot the animal and carried it back to his camp, a distance of a mile. What was the color of the bear?
3. What is the next letter in the following sequence: **SMTWTFS**.
4. Change **ROBE** to **GOWN** in six moves, changing one letter and making a new word each time, and retaining the order of the letters.

ANSWERS on page 14

FIND YOUR SECRET SELF

Here is a simple test in story form to reveal your secret self — your basic attitudes to life.

Read the story which follows. As you come to each break, record your personal reaction by ticking one of the alternatives listed.

Answer spontaneously, without long or deep thought. And when you have completed the story — and not until then — look for the key to your character on Page 14.



1. You are walking alone through a great forest. Suddenly you hear voices calling in the distance. You cannot tell whether the voices are friendly or hostile — or whether or not they are calling for help. **WHAT DO YOU DO?**
 - (a) Head in the direction of the voices?
 - (b) Continue in your original direction?
 - (c) Veer off on a course to avoid meeting the people who are calling?
2. You wander deeper into the forest, and suddenly come to the edge of a clearing. In the middle of the open space, unaware of your presence, is a bear. **DESCRIBE THE BEAR:**
 - (a) Big, black and menacing?
 - (b) Big but friendly looking?
 - (c) Small and harmless looking?
3. **WHAT DO YOU DO NEXT?**
 - (a) Walk straight across the clearing, keeping an eye on the bear?
 - (b) Grab a fallen tree branch, rush out and attack the bear?
 - (c) Climb the nearest tree?
 - (d) Creep stealthily around the edge of the clearing in the hope that the bear will not notice you?
4. You pass through the forest, down a wooded hillside into a valley. Here you come upon a running stream. **WHAT DO YOU DO?**
 - (a) Walk straight into the stream and wade or swim across?
 - (b) Test the water with your bare foot before stepping in and wading across?
 - (c) Plunge straight in and have a swim?
 - (d) Walk some distance along the bank to see if the stream narrows sufficiently for you to jump across?
5. Moving on, you climb the opposite hillside to the top and find yourself looking out across a wide open landscape. **WHAT DO YOU SEE?**
 - (a) A wasteland?
 - (b) Cultivated fields of crops and pastures?
 - (c) A mixture of cultivated and natural country?
6. You proceed along the ridge of the hill, down into another valley. Here you discover a key on the ground. **DESCRIBE THE KEY:**
 - (a) It is an ordinary house key.
 - (b) It is a silver or golden key.
 - (c) It is old, ornate and beautiful.
7. You climb another slope to a high peak, from which you look down on an ocean. Not far off-shore is a small island, in the centre of which is a dwelling. **DESCRIBE THE DWELLING:**
 - (a) A mansion among gracious gardens and gravelled walks.
 - (b) An ordinary suburban-type home.
 - (c) A shack or log cabin.
8. You wander down to the seashore and sit on the beach. Suddenly, out of nowhere, a dense fog descends and envelopes you — completely blotting out visibility. **WHAT DO YOU DO?**
 - (a) Grope around cautiously in the fog in search of a thinner patch?
 - (b) Sit down and wait?
 - (c) Rush around in panic, yelling for help?

Now that you have marked all the a, b, c, or d alternatives you can read your character.

TURN TO PAGE 14 

Around The Branches

— with Joan Freeman

SHEPPARTON

Luxurious New Branch

Seventy-five years ago when we first opened a modest office in Shepparton, the manager, Mr. Dawson, and his clerk, Mr. Caldwell, were proud of their new floor coverings — linoleum overlaid with strips of coir matting — purchased at a total cost of £3.13.11.

Today, in this more sophisticated age, the staff and customers at our new, luxurious, air-conditioned office tread quietly over a \$6000 carpet with a richly coloured design based on the Commissioners seal. But then balances are a bit different, too. At the end of its first year's business, the Shepparton Savings Bank had accumulated deposits of nearly £50,000. At the 30th June this year balances totalled almost \$8½ million.

★

GLADSTONE PARK

Where Is It?

Until the new branch at Gladstone Park was advertised, I bet most of the staff never knew it existed. However, this shopping centre, situated between the never-never of Essendon and Tullamarine airports, is a very busy and growing complex, as newly appointed manager, Maurice Brennan, found when he opened about 400 accounts in his first week.

★

WILLIAMSTOWN

Ode from a Happy Customer

Williamstown branch staff felt they must have been doing something right when they received this tribute in verse from one of their lady depositors:

I always bank with the S.S.B.
I admire the staff and their courtesy.
Should your account be large or small,
Their help is there for one and all.
So if you want some sound advice,
And it's absolutely free,
Put your money in the safest Bank,
And that's the S.S.B.

See what kind things were said about our London Office in a recent issue of "Australian Outlook", a paper which circulates widely in England and Europe. The writer, Mrs. Binnie Logan, and her family settled in Croydon in late 1969.

Real friendly at the bank—and patient too

BEFORE LEAVING England we studied every available pamphlet and newsheet published on life in Australia, made many visits to Australia House and read recommended books. However, we found that our greatest source of information came from the manager and staff of the State Savings Bank of Victoria, London.

They were absolutely marvellous to us and we came to think of them as real friends. Besides providing facts and figures on finance and housing loans, they patiently answered the many questions which we, like every other migrant family, had. They also put us in touch with an Australian estate agent who not only arranged initial accommodation for us but also met us at Melbourne Airport. We all felt apprehensive the day we left England. Leaving a secure home, family and friends is not easy but

BINNIE LOGAN
writes for a local paper in Melbourne and here she tells of her wonderful life in Australia.

suburb nestling at the bottom of the Dandenong Ranges



ON THE SUNNY SIDE OF THE GREEK. . . . Snapped on the Greek Island of Hydra by Mr. Trevor Craddock, Chief Manager, Marketing, when returning from a Rome conference, this picture shows an odd but interesting scene outside the Commercial Bank of Greece: a lady sitting on a chair, a boy pointing a toy gun, and a man selling clothes.

NEWLYWEDS

With about forty girls on the staff it's not surprising that marriages are pretty frequent occurrences in the Correspondence Department. This month both our brides hail from there.



Supervisor Patricia McGrath recently became Mrs. John Schulties. Here she and John, still with the confetti in their hair, leave St. Gabriel's, Reservoir, for their reception.



Signing the register at St. Benedict's, Burwood, are Mr. and Mrs. Ron Draeger. The bride is the former Sharlene Barry, who has been nearly four years in Correspondence.



● **How many ways** can you change a dollar, using any combination of Australian coins (50c, 20c, 10c, 5c, 2c and 1c)? When you think you have figured this out you'll find the answer on page 15.

★

● **People love** to hear their own names — even names like Hector Snurd or Gaylene Froggett . . . So it pays to memorise the monikers of regular customers, and to check newcomers' names in their passbooks. Then it's a question of using the names as much as possible. "Good morning, Mr. Smith." "How would you like it, Miss Jones?" "Thank you, Mr. Collins."

★

● **Incidentally**, there have been some strange (but genuine) names in the voluminous ledgers of Elizabeth Street branch over the years. For example: Rose Bowl, Neva Start, Decima Point . . . and a fruiterer named Jesus Christ Socrates My Lord.

★

● **Tell them why:** I've found that when unable to comply with a customer's request it's most important to give a REASON. And if you don't know the reason, ask a "higher-up". Never give the customer the bald answer: "We cannot do that . . . it's not allowed."

★

● **Don't worry** about a transaction once it is completed. Forget it. If you keep thinking about whether you gave Mrs. Collins a dollar too much you'll be sure to finish the day "out" in your cash.

★

● **Smile** and conserve your energy — it takes about 36 muscles to smile, and 97 to frown. So smile and shorten your day — and sweeten your customers. A smile is one of the simplest things we can give to people — but one of the most rewarding returns. It's part of a whole contagious attitude that says "Nice to see you." And there is no better way to start and end a transaction.

★

● **CALLING ALL TELLERS:** Have you any tips for other tellers? Any comments about your job — or about items in this column? Or maybe you can share a funny anecdote. Please write to "Sue", Teller Talk, c/o STATESMAN. For all published contributions we will pay \$2.

MEET OUR NEW MANAGERS



M. F. BRENNAN

Gladstone Park (Tullamarine)

Maurie and his wife met when they were both on the staff at Footscray. She was formerly Lorraine Brooker. Now they have a family of two boys and two girls with ages ranging from nine to three. Between church work and ferrying the children to their various sporting activities, Laurie finds his spare time pretty occupied.



I. S. SLATER

Wedderburn

As Ian and Barbara are both interested in Australian History and antiques, they're enjoying exploring the old, gold-mining Wedderburn district. Ian, who's been a C.M.F. member for 18 years — the last eight as a major — hopes now to have more time for golf and tennis. The Slaters have a boy, nine, and a 7½-year-old daughter.



K. E. WAYTH

Geelong North

Keith lives at Queenscliff and all his bank service has been in the Geelong area. A keen sportsman he's played football, cricket and tennis and now plays pennant bowls with Queenscliff Club. He's the current president of Queenscliff Football Club and has held every club office. He and his wife have two children.



K. J. MALLOY

Boort

Both Ken and his wife are Bendigonians and their families still live there, so they expect to be taking the 120-mile return trip fairly regularly. The Malloys have three children, aged between 12 and three, and the older two play a lot of sport, which involves much chauffeuring from mum and dad.



B. L. GANSTON

Beechworth

Touring Victoria in a '60 mph home' is the weekend recreation of Brian, his wife Mary-Lynne and their four young children. They have a self-contained motor caravan, and use it for sightseeing, camping, gemstone hunts and visits to the snow country. Both Brian and Mary-Lynne are actively interested in Australian history, so they expect to find Beechworth district fascinating.

P. A. KENNEDY

Senior Arrears Officer, Current Loans.

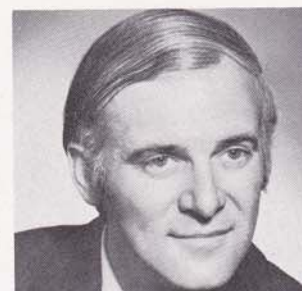
A family of eight, whose ages range from 13 to 20 months, weigh lightly on Peter and his wife. Peter is the president of the men's auxiliary of the school committee and the secretary of the school building fund. Golf — he's a member of Croydon — is Peter's main sporting interest and he and his wife enjoy gardening.



J. R. McPHERSON

Relieving Staff Off. Staff Dept.

John, an ex-reliever himself, was formerly the assistant to this job, and finds it a fascinating one as he likes dealing with people. He and Barbara, a West Australian girl he met on an overseas trip, have two young boys and a baby daughter who's the apple of John's eye. A dedicated golfer, he's a member of Amstel.



R. J. WILSON

Lancefield

Ron has been on the committee of the Association for 10 years. Another claim to fame is that he was the first life member of the S.S.B. Basketball Club, playing 234 games over a period of 12 years. Married with four young children, Ron is an occasional golfer, and recently resumed tennis playing.



R. C. KNIGHT

Relieving Manager

Rex obviously likes the relieving life, and this is his third term as a stir-about. The Knights live at Nunawading with their five young children and are kept busy with the family's divergent interests. Sport and music play a large part in their lives.



C. I. V. CAMPBELL

O/C, Cheque Accounts, Elizabeth Street

Ian's garden is his pride and joy and favourite means of relaxation. He's vice-president of his local pre-school committee and a delegate to the pre-school council. The Railway Historical Society is another interest. In addition to their three children the Campbells act as foster parents to children in need and have two at present.





Our busy switch girls manage to keep smiling while they keep the calls flowing in and out — and they seldom get their lines crossed.

BUSY, BUSY, BUSY LINES

How many times a day do you say "STATE SAVINGS BANK"?

Our head office switchboard girls (from left, above, Betty Fraser, Kathleen Alexander and Maureen Silverwood) each says those words about 2000 TIMES A DAY. Betty, the senior operator, has been maintaining this rate for about 20 years, so she has said "State Savings Bank" about 10 MILLION TIMES. And, Betty tells us, a surprising number of people answer her by asking, "IS THAT THE STATE SAVINGS BANK?" So you can appreciate that switch girls must be very placid and patient.

Our head office switchboard, hidden away in a small room on the second floor, is one of Melbourne's busiest. The girls have to provide "lines" for "outward" calls at about the same rate as they handle "inward" calls. Last year PMG technicians tried to count the incoming and outgoing calls by attaching red and yellow colored clothes

pegs to the cords which the girls were plugging in. But the calls came so thick and fast that the board soon looked like a clothes line after a hurricane. Subsequently the system was enlarged to provide nine new lines. It now has 39 exchange lines for inward and outward calls, and 170 internal extensions.

The operators must know all the extensions by heart, because there is no time to refer to lists. Busiest departments, phone-wise, are Mortgage Loans, Insurance Department and Overseas Section. Busiest day is Friday, when all the District Inspectors are in head office.

Some callers are delightfully vague. For example: "Can I speak to June? I don't know her surname, or what department she works in, but she's a blonde."

In these situations the switch girls usually contact Staff Department for help, and the caller is soon "put through".

GIRL OF THE MONTH



Sun and surf are "the favorite things" of Jenny Bradsworth, 17-year-old clerical assistant at Mordialloc branch. But Jenny is a girl for all seasons — she lists her second favorite recreation as "driving in the rain".

Other interests include football, music, wild parties, jazz ballet and "an occasional quiet evening". Jenny has a regular boy friend and her blueprint for the ideal husband is one who "has a sense of humor . . . is loving and understanding . . . about 5ft. 10ins., with long, dark hair, blue eyes and ability to put up with me." Her ambition: "to save madly for a home, and become a good wife and mother."

Jenny is a Sagittarian. Star-wise, that means she is "an optimist and a lover of outdoor life . . . She prefers men's companionship to women's. As a wife she is wonderful while building her family . . . but as soon as the children are grown she tends to look elsewhere for interest. Her most likely soulmates are Leo and Aries people."

MAN OF THE MONTH

Bruce Jones, 18-year-old clerk at Newborough branch, sets his sights on the heights; his main hobbies are aviation and mountaineering.

Bruce started flying lessons last year while studying for his Higher School Certificate. This year, after joining the Bank, he obtained his Unrestricted Private Pilot's Licence. Now he is permitted to fly various light aircraft and perform "aerobatics". He has winged his way as far afield as Merimbula and Devonport — and his ambition is to fly around Australia in his own aircraft. Also he hopes to gain a place at next year's Australian Light Aircraft Championships — and eventually to "become a pilot for the Bank". Bruce has no regular girl friend. Astrologically he is a Gemini who "likes to travel and see the world . . . would be unwise to settle down too early . . . may marry more than once . . . is most compatible with Aquarius and Libra subjects."



STATE SECRETS by the teller

REPORT on a branch clerk included the following: "A tireless worker, who carries out cuties most efficiently."

★

WHO was the girl reliever who had two weeks off work with broken toes after the voucher drill dropped on her foot?

★

CHEQUE received at Hadfield branch in the exchanges from head office was found by accountant Ron Holloway to lack the depositor's signature. The person who had forgotten to sign it had made the cheque out to TRENT MIND AND MEMORY DEVELOPMENT.

★

AMERICAN man reported to his bank the theft of his wife's credit card. But when asked if he wanted a new card to be issued, he emphatically said: "No. Whoever has that card now is buying a lot less with it than Bessie ever did."

★

DEPOSITOR wrote to ask about the background music to our recent TV commercials. He said he believed it to be "something by Johann Sebastian Bach, played on a harpsichord". We had to inform him that it was "The Sunnyside of the Street", played on a Moog electronic synthesiser.

★

LADY wrote apologising for lapse in loan repayments: "I am sending only \$100 this quarter, due to expenses caused by my husband's recent death; I will send you the remains next quarter."

★

FARMER'S wife took a passbook and a shoebox full of coins to a country branch and told teller, "This is the aid money". Thinking she had said "the egg money", he replied, "The old chooks are doing well, aren't they?" Then he noticed the name of the account: "Elderly Ladies' Aid Society".

Why we will spend \$25 million on State Bank Centre . . .



By **JACK HORSLEY,**
S.S.B. Project Manager

Since plans for State Bank Centre were announced in July, the question has sometimes been asked, "How did the experts reach the point where they could confidently recommend a \$25 million, 43-storey design concept — in preference to a more modest, less costly plan?"

Well, much time, talk and study were involved before we arrived at the State Bank Centre concept. My files and computer sheets on the subject, if stacked side by side, would be about nine feet thick.

The consultant team started three years ago with a very open brief: "To investigate approaches to redevelopment or reconstruction of the Bank's head office properties—and the effect of incorporating several adjoining properties."

In initial studies, 17 different combinations of redevelopment, reconstruction and broad building concepts were studied intensively — and each was ranked according to eight main criteria:

- Stimulation of banking business
- Improvement of environment
- Letting potential
- Planning flexibility
- Projection of image
- Capital cost
- Bank's economic returns
- Construction time.

Studies showed that a redevelopment of all the properties in the 1½-acre site bounded by Elizabeth, Bourke and Little

Collins Streets would produce the most favorable economics as an investment for the Bank. This approach also ranked first on each of the judgment factors when weighed up against the other alternatives.

The next stage was to evolve a design concept to meet the criteria established in feasibility studies. Again, a large range of approaches were studied and measured against the Bank's objectives. Costs and income potential were analysed, and various concepts were rejected or modified until the final judgment could be made.

Evaluations by computers played an important part in economic appraisals, and in some of the basic design decisions — such as the number and placement of lifts required.

After almost three years of investigation, and more than 40 meetings of the consultant team, two very divergent proposals were submitted to the Commissioners:

- State Bank Centre concept, and
- an open plaza concept which had the advantages of shorter construction time and fewer "staging" problems (i.e., problems associated with phasing out the old building and phasing in the new). There were, however, three basic disadvantages which ruled out this scheme: higher cost, a lower economic return, and a lesser contribution to the city.

In the coming two years our approved State Bank Centre plan will be worked out in detail.

THE FIRST HOLE

There used to be a traditional ceremony at the commencement of new building projects called "turning the first sod".

In the case of State Bank Centre we have achieved, without ceremony, a rough equivalent, which could be called **THE FIRST HOLE**.

The hole, less than one foot in diameter, recently appeared in the wall of the main passage on the second floor of head office. It will carry telephone wires from the Bank's switchboard into our adjoining building, "Elizabeth House" — which will house some departments during the building of State Bank Centre.

Posed with the historic hole is Michelle Stark of Overseas Section.



Your Secret Self REVEALED

Your walk through the forest represents your travel through life and your basic attitudes to — Making Friends, Trouble, Sex, Your Future, Knowledge, Material Values, Death.



- 1.
- (a) You are a friendly, outgoing type who enjoys company and welcomes new contacts.
 - (b) You don't go out of your way to form friendships, or "keep old ones up".
 - (c) You tend to be a withdrawn, "self-sufficient" type who is not fully adjusted to the everyday world.

- 2.
- (a) You tend to be pessimistic, and to magnify troubles when they confront you.
 - (b) You recognise troubles, but tend to wish them away.
 - (c) You never go looking for trouble, and have a generally optimistic outlook.

- 3.
- (a) You take life as it comes, making the best of everything.
 - (b) You have an aggressive and rather suspicious nature.
 - (c) You tend to run away from all troubles.
 - (d) You are conservative and cautious about all new happenings and ideas.

- 4.
- (a) You have a normal, natural attitude to sex relationships.
 - (b) You are unsure of yourself in sex matters, and slightly inhibited.
 - (c) You revel in sex.
 - (d) You basically fear sex, and would prefer not to indulge in it.

- 5.
- (a) You have given up hope of a bright and rewarding future.
 - (b) You see the future as happy, orderly and under your control.
 - (c) You foresee your future as a normal mixture of good and bad.

- 6.
- (a) You do not greatly value knowledge and learning.
 - (b) You believe education to be of prime importance.
 - (c) You revere knowledge and scholarship, and have a leaning to classical knowledge.

- 7.
- (a) You aspire to luxury living with all the trimmings.
 - (b) You do not expect more than an average share of the luxuries of life.
 - (c) You have very modest aspirations, and crave the simple life.

- 8.
- (a) You cannot accept the idea of death.
 - (b) You are adjusted to the inevitability of death, and the thought of it does not worry you.
 - (c) You are terrified by the prospect of your death.

An editor's headache

Getting out a magazine is no picnic.

If we print jokes, people say we are silly.

If we don't they say we are too serious.

If we don't print contributions, we don't appreciate genius; and if we do print them, the magazine is filled with junk.

If we clip things from other magazines, we are too lazy to write them ourselves.

If we don't we are stuck with our own stuff.

Now, like as not, some guy will say we swiped this from some magazine.

That's right, we did.*

* From a well-known journal which did not mention the source, either.

PUZZLE ANSWERS

FROM PAGE 6

1. LORE, LOSE, LOSS, LESS.
2. White. Because that journey could only have started at the North Pole.
3. S. The sequence represents the first letters of the days of the week.
4. LOBE, LORE, MORE, MORN, MOWN, GOWN.

THOUSANDS PAY 'TOO MUCH' FOR HOME LOANS

REPRINTED
FROM
'THE SUN'
8/11/72

THE Commonwealth Bank Officers' Association last night called for a royal commission into home finance.

Thousands of Australians had to pay unnecessarily high prices for land and housing finance, it said in a report.

The operations of all banks, finance companies, permanent building societies, land developers and speculators should be investigated, it said.

The report said permanent building societies forced low-to-middle-income earners into high cost loans.

The societies had become a "fringe banking system" that was growing into a big force in home finance while operating

outside the government controls on banks.

The report recommended the immediate removal of the \$9000 maximum low-cost loan restriction on the Commonwealth Savings Bank.

This would help borrowers from other banks, as the rule guided these banks, it said.

The \$9000 restriction took no account of the variation between states in land and building costs.

It was arbitrary, completely inadequate and inflationary, because more money was needed from paypackets to service loan repayments on second mortgage borrowings.

The report said a royal

commission should examine the basis for a co-ordinated system of urban development, including whether a land bank or land commission could be set up to finance development.

It said permanent building societies exploited the ignorance of investors with misleading advertising.

Hidden costs resulted in an investor paying up to \$7.50 a week more for a loan from a society than he would if he borrowed from a bank.

These costs included mandatory life and fire insurance cover, loan insurance and penalty interest charges.

**WAYS TO
CHANGE
A DOLLAR**

**4562 (a computer
worked this out
in less than 30
seconds).**

NEW STAFF CAR SCHEME CLICKS

More than 100 cars were bought by S.S.B. managers in the first nine weeks of the Bank's new scheme offering fleet-owner discounts and concession-rate personal loans.

So far loans totalling more than \$320,000 have been granted under the scheme.

Special S.S.B. car stickers have been produced in the Bank's colors of black and yellow. An actual size reproduction is shown at right.

These stickers are available to all S.S.B. staff members — for use on their own or family members' cars. They are free on application to head office Marketing Department.

Bank in the 'State'



O.W.D. hits \$1 million mark

HAVE WE GOT YOU COVERED?



RICHARD GLEDHILL,
Honorary Treasurer,
is in H.O. Branch
Returns.



NOEL WOOD, Honorary
Secretary, is in
H.O. Overseas Section.

Did you know that the Bank has its own life assurance and endowment schemes — superior to outside policies because they have lower contribution rates and can be taken for shorter periods?

The State Savings Bank Officers, Widows and Dependants Society, formed in 1937, now has assets exceeding \$1 million. It is administered by an honorary committee of management comprising 11 members. Revenue exceeds \$200,000 a year, and management expenses are approximately 1% of revenue. Assets are invested in first mortgages and semi-government loans. Current earning rate of these investments is about 7% p.a.

There are two main benefits offered to S.S.B. staff:

1. **ENDOWMENT/LIFE ASSURANCE:** This is available to all staff members under 60 years. It pays out at a specified date, or upon earlier death of the member. Maximum benefit is \$6000 plus bonuses. Short-term policies are issued. Contributions (competitive with outside rates) are payable fortnightly (may be deducted from salary), half-yearly or yearly.

EXAMPLE OF BENEFITS

An accountant who will be 30 on his next birthday takes out an endowment policy for \$1000 maturing at age 40.

Fortnightly contribution	\$	3.42	
Total contributions in 10 years	\$	889	
Pay-out on due date	\$1000	(face value)	
	\$ 160	bonuses	
	<hr/>		
	\$1160		
Tax deductions 10 years save	\$	267	
These savings, if invested at 5% progressively would earn	\$	50	
SO TOTAL VALUE OF POLICY	\$1477		

Apart from having a life assurance cover of \$1000 plus bonuses over the term of the policy, the accountant has earned an extra \$588 for an outlay of \$889 — about 66% profit.

2. **PENSION FOR NEXT-OF-KIN:** The second benefit available is a pension for nominated beneficiaries of male officers who die before age 50 — or to officers who retire before 50 due to ill-health. The pension can be up to \$900 a year, paid monthly. Additionally, there is an endowment benefit payable to the member at age 50.

Eligibility is restricted to male officers under 35, and there are two contribution rates: \$2 per fortnight for a pension of \$900 a year; \$1 per fortnight for a pension of \$450 a year.

EXAMPLE OF BENEFITS

A male officer aged 25 contributes \$2 fortnightly for a pension entitlement of \$900 per annum. He dies at 35. His nominee (usually wife) is entitled to pension of \$900 for 15 years (until what would have been the husband's 50th birthday). This amount can be supplemented by grants from surplus funds at the discretion of the committee of management.

The member contributes \$520 over a period of 10 years, and derives benefits from tax deductions. His nominee receives a total of \$13,500. If the member lives until 50 he receives an endowment benefit of \$538.

If you would like more information about any of the benefits outlined above, contact the O.W.D. Honorary Secretary, Noel Wood, at H.O. Overseas Section; Richard Gledhill, Honorary Treasurer, at H.O. Branch Returns, or Michael McMahon, Assistant Treasurer, at H.O. Clearing Section.