

Statesman



Oh What a Beautiful Bank!

Our century-old branch in Hargreaves Street Bendigo has been restored to all its Victorian-age glory At the same time it has been enlarged, and equipped with the most modern banking facilities.

The decision to reconstruct, rather than replace, the original building was made after the National Trust, in 1971, gave a 'C' classification to "the splendid front facade".

A major part of the \$410,000 project was re-opening of the groundfloor colonnade, which had been absorbed into the building to provide more customer accommodation at the turn of the century.

More than 100 invited guests attended the formal opening ceremony on February 22 by Bendigo Mayor Roy Turner. The official party arrived in horse-drawn coaches and were greeted by the branch staff — dressed in colourful colonial costumes — and Mulga Bill's Jumbuck Bush Band.

The event was extensively covered by local and metropolitan press and TV, and was widely acclaimed as a rollicking success.

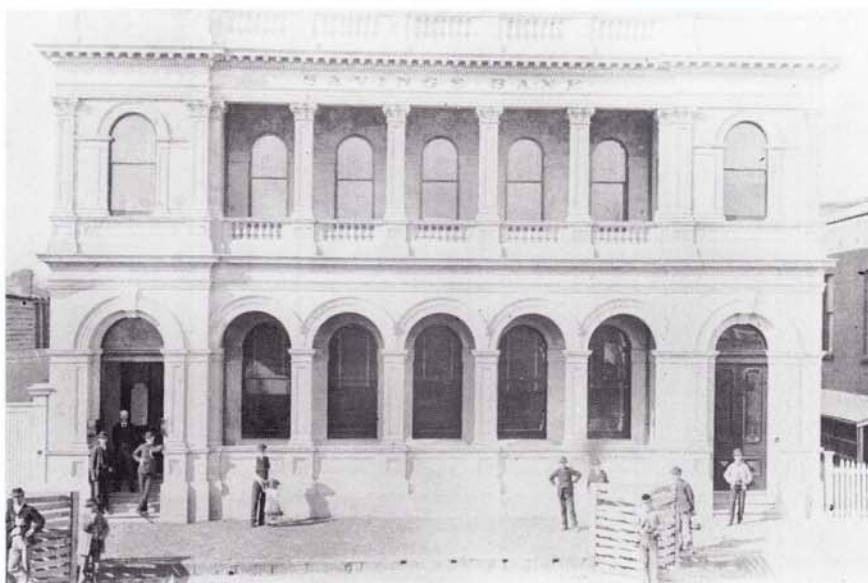


Mayor Roy Turner, in full regalia, arrived by open coach to perform the official opening ceremony.

(Photo by courtesy of THE AGE)



● The fully-restored Bendigo facade, complete even to ornamental urns on the parapet. The only modern reminders are our new name and symbol . . . and parking meters.



● The original 1872 bank, built at the height of the Gold Rush. In those times it was known as the Sandhurst Savings Bank.

Statesman

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FRONT COVER: Local National Trust representatives Willi Carney and Jill Honey arrived by open coach in full Victorian finery for the official opening of our restored Bendigo branch on February 22.

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STATESMAN is produced at two-monthly intervals by the Public Relations section of the State Bank.

STAFF COMMENTS on the magazine are invited. The editorial team welcomes suggestions for articles and pictures, nominations for Girl,

Man and Smiling Teller of the Month, wedding photographs and contributions to Around the Branches, State Secrets and Teller Talk. Column paragraphs published earn \$3 for contributors.

All correspondence and contributions should be addressed to The Editor, Statesman, Box 267D, Melbourne. (Phone 60 0531, Ext. 312 or 444).



● The greatly enlarged Bendigo banking chamber has 'Victorian' decor combined with 1970's style comfort and convenience.

Features include mahogany counters, 'gasolier' lights, ornate ceiling roses, delicate wrought-iron grilles.

1878 Elegance . . . 1978 Efficiency

Our General Manager, Mr. Harry Torrens told more than 100 guests at the Bendigo branch opening "We are proud to have added to this city's long list of tourist attractions. The restored building now offers the best of both worlds — the elegance of the past, together with the efficiency of present-day banking methods.

Father J.P. Stockdale, representing the National Trust, said "This restoration of beauty is something that we and those who come after us will appreciate and continue to love, because our heritage is something which can so easily be lost." Branch Manager Harry Higginbotham told the gathering: "This project has turned out excellently. Conditions for staff and customers have improved

immensely, and our recent changeover to electronic teller machines linked directly to Melbourne computers means even better service.

Mr. Higginbotham made a special point of thanking the branch staff for having cheerfully endured working conditions 'far from ideal' during more than a year of rebuilding operations.



● Branch staffers wore period costumes on opening day, and after the speechmaking served guests beer and other refreshments through the tellers' grilles.

(AGE photo)



● Our General Manager, Mr. Harry Torrens (right) pictured with branch manager Harry Higginbotham, top-hatted and morning-suited for the auspicious occasion.

(AGE photo)

New Group Will Study Systems

A new Organisation and Methods Department, based at Elizabeth House, was launched last month by Mr. Murray Souter, Deputy General Manager (Administration). Its objective: to review and improve all systems and procedures, thereby increasing staff job satisfaction, and improving customer service. Mr. Souter told assembled members of Personal Loans Department — the first O & M project: "This Bank's systems have grown like Topsy. They have been added to and altered, so now we are commencing a complete review of them. One of our problems is the overlapping of departmental functions, so there is need of an overall assessment that can best be done by a new group.

"Our O & M team will be assisted initially by outside management consultants. They will not be examining individual work performance, but total systems, and the job will take many years.

"We have chosen Personal Loans Department for the first area of study not because it is



The New Seekers. The initial O & M Department; (Left to Right): Lesley Jones (formerly Internal Audit Dept.), Bob Douglas (formerly leader of O & M section), seated: Don Ross, manager, Russell Hastings (from Branch Banking Dept.) and Michael Hills (formerly with O & M Section).

considered inefficient but because it is so very extensively involved with branches and other head office operations.

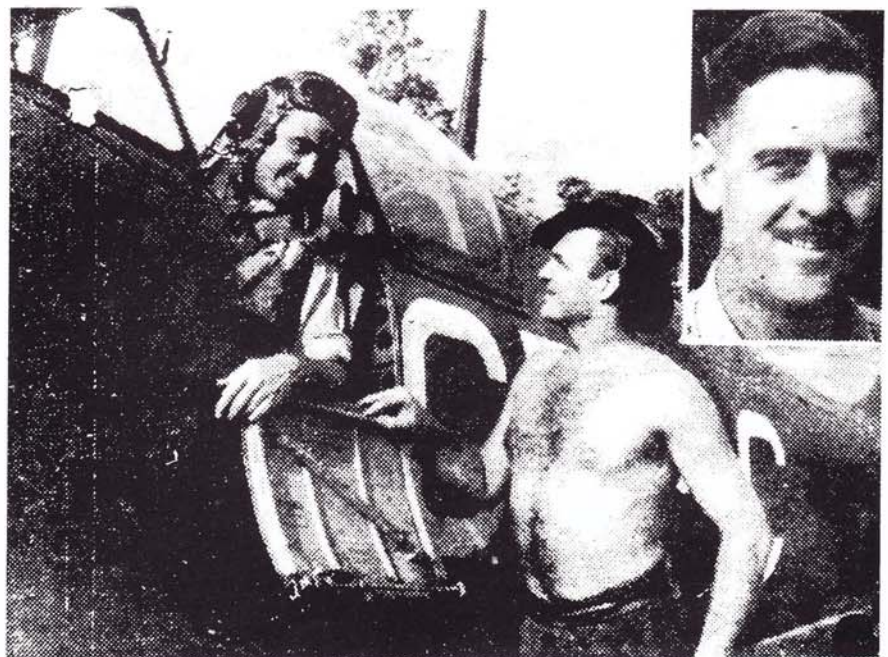
"Don Ross and his O & M team aim to make everyone's job more rewarding and productive."

Flashback to our 'Spitfire Jack'

This photo which appeared in the Melbourne SUN in 1942 showed our present Chief Manager, Branch Banking, Jack Pretty as a World War Two R.A.A.F. Spitfire fighter pilot. At this stage Jack was a Flying Officer and his squadron was operating in the Halmahera Islands, north west of New Guinea.

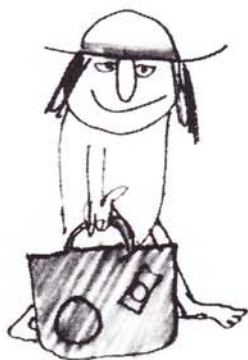
Also flying in the area at that time was famous Group Captain Clive (Killer) Caldwell, D.S.O., D.S.C. (inset).

Jack Pretty was subsequently honoured by the award of a D.F.C. (Distinguished Flying Cross). His wartime service tours included the Battle of Britain, and India, as well as Malaysia.



FROM THE COCKPIT OF HIS SPITFIRE, operating in the Halmaheras, Flying-Officer J. A. Pretty, of West Brunswick, has a word with his armorer, L.A.C. C. R. Horan, of Mackay, Queensland, who keeps his guns right. Inset: Group-Captain Clive (Killer) Caldwell, D.S.O., D.F.C. and Bar, Polish Cross of Valor, photographed in the Halmaheras, from which R.A.A.F. Spitfires are now operating.

Go Away!



*Travel Notes by Ernie Simpson,
Manager, Thomas Cook-State Bank Travel,
McEwans annexe, Melbourne.*

Three fascinating new package tours through the People's Republic of China, one extending into Russia, can now be booked through Thomas Cook — State Bank Travel offices. Discounts on the 'land' sections of these trips are available to State Bank staff, annuitants and immediate families (as explained in the previous STATESMAN). Tour dates, durations and discounted costs are:

CHINA APPRECIATION TOUR NO. 4
22 days from December 2, 1978 to December 23, inclusive.

Cost, from Melbourne, per person, sharing twin rooms: \$1,679.

HERALD TRAILBLAZER

39 days, October 2, 1978 to November 11 inclusive.

Cost, from Melbourne, per person sharing twin rooms: \$3,315.

TRANS-ASIAN EXPRESS

48 days, September 4, 1978 to October 21, inclusive.

Cost, from Melbourne, per person sharing twin room: \$3,350.

OUTLINES OF ITINERARIES

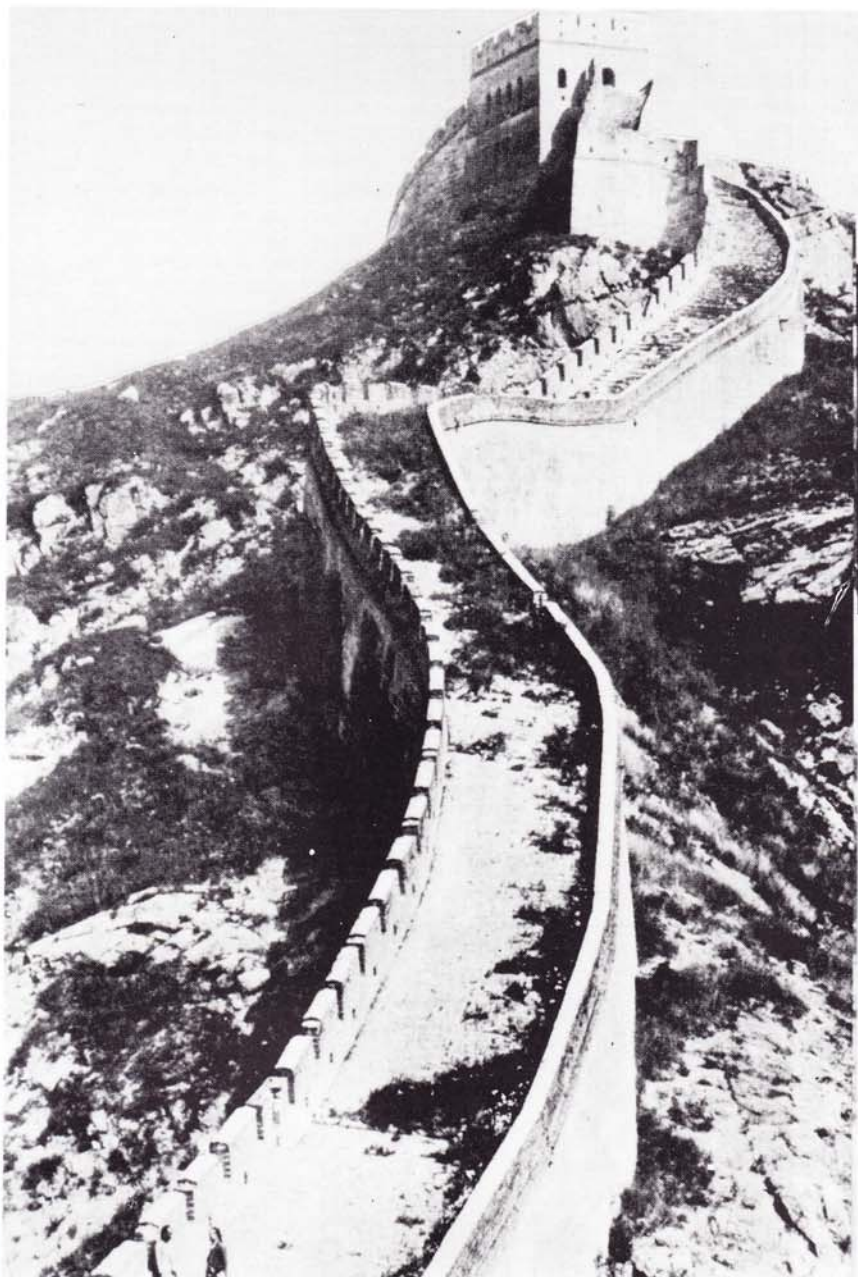
China Appreciation Tour No. 4.

Travel beyond the 'Bamboo Curtain' into an enigmatic country of 800 million people working hard together to achieve startling developments in horticulture, medicine, education and handicrafts. See communes, factories, student activities, acupuncture, museums, acrobat shows. Visit Forbidden City and climb the Great Wall. The tour starts from Hong Kong and proceeds to Kwangchow (formerly Canton) then Hangchow, Shanghai, Lake Tai, Nanking, returning via Hong Kong to Sydney. (Fuller details available in 'China '78' brochure).

Herald Trailblazer

Tour departs from Melbourne, with first stop Hong Kong for 2 days, then on to Kwangchow (Canton), Hangchow, Shanghai, Nanking, Peking thence into Soviet Russia to

SEE RED CHINA AND BEYOND



Irkutsk, Novosibirsk (capital of Siberia), Moscow for four days, then Frankfurt, Western Germany and on to London for a week (no arranged accommodation) returning via Frankfurt to Sydney and Melbourne. (Fuller details available in 'Herald Handpicked Holidays 1978 brochure'.)

Trans-Asian Express

Late morning departure by Cathay Pacific flight from Sydney to Hong Kong (for two full

days) then train into Red China to Shumchun, Kwangchow, Hangchow, Shanghai, Nanking, Peking then into Russia by train via Manchuria to Irkutsk (2 days) and Novosibirsk (capital of Siberia) Moscow (4 days) then by Lufthansa flight to Frankfurt in Western Germany, on to London for seven days (accommodation and tours included) returning via Frankfurt to Sydney and Melbourne. (Fuller details in 'China '78' brochure'.)

CAR-TALK — by TS



• **BUYER BEWARE.** Despite new laws to protect buyers of used cars, strange things still happen. A Head Office accountant was recently contacted by the prospective buyer of a VW Passat he had sold some 18 months previously. The VW, traded to a Renault dealer, was now being offered by an east suburban G.M.H. outlet, but the accountant was still recorded as 'previous owner'. The prospective buyer's description revealed a general deterioration in the car's condition, including evidence of recent panel beating, yet the speedo reading was unchanged from its September 1976 figure.

• **FWD COUNTRY.** Noticed the growing numbers of four wheel drive (FWD) vehicles now being used for commuter travel? It's certainly the age of the recreational vehicle, but we wonder how often these FWD's actually go 'off road'. Seems that they're the current suburban status symbol. Still, those railway station carparks can be pretty rough.

• **ULTIMATE GIMMICK** to sell unpopular cars must be Chrysler's recent 'competition' offering week long holidays for two in Hong Kong. To enter, you just had to go to a dealer and test drive a Valiant. No doubt on your arrival at the showroom you passed lengthy queues for the enormously popular Sigma range, designed by Mitsubishi, the company's Japanese affiliate.

• **VINTAGE HOLDENS?** Who'd have thought that the humble FJ Holden, the car that helped motorise Australia and for which the expression 'rust bucket' was probably invented, would become one of the most prized vehicles on the vintage car market? Gone are the days when one could pick up a really good FJ for a few hundred bucks. The starting price for a one owner vehicle in good nick is now around \$1,500, and the sky's the limit for the few really 'mint' examples still around. Recent newspaper ads had three topline FJ's price-tagged from \$3,600 to \$10,000.

• **'BIG THREE' COMPARISON.** Lindsay Dunne (Personnel Department) and John Arts (Premises Department) recently took part in a GMH-organised test comparison between the handling of current Holdens (with radial tuned suspension) and comparable Falcons and Valiants. After thumping many cars around the Calder racetrack, the boys agreed that the GM cars were clear winners in the corners, ahead of the Falcons, and with the Valiants coming a rather poor third.

Get the Message?

Here is a description of a proposed Degree course in Communication, as issued by a college of advanced education:

"The need for communication is an inevitable consequence of a growing society where new institutions are being developed or are expanding, where its composition is within a trend of increasing cultural heterogeneity and where industrial and commercial activities imply equally expanding circuits; all this, evidently, leads to a growingly complex network of social interrelations that are already requiring the improvement or development of more communicative links that can contribute to the maximization of integration, efficiency and controllable change."

(We think that the writer of this 78-word sentence is trying to say: 'In our present-day complex and changing society the importance of communication has increased very greatly'.)



International Banker Calls

Our bank, as a member of the International Savings Bank Institute headquartered in Switzerland, was visited in February by Dr. Grover W. Ensley, President of the Institute, in the course of a world tour. Pictured with Dr. Ensley (centre) in the General Manager's office were Mr. Harry Torrens, General Manager (left) and Mr. Murray Souter (Deputy General Manager, Administration.)



STATESMAN SPECIAL OFFER

With this issue we provide readers with a useful gift — the ROUND TUIT shown below. It can be cut out and kept in wallet or purse, or mounted in a frame for display on a desk.

Take care of it and be sure not to lose it. These TUITs are in great demand and hard to acquire — especially the round ones.

Your manager will be especially glad to know you have a TUIT. Now that you and other officers have your own

ROUND TUITs he can expect a marked increase in your efficiency.

As you know, many times you have said "Yes, Boss, I'll do that job just as soon as I can get a round tuit."

At other times you have said "I know there's a lot of filing to be done in the records room, but I never seem to get a round tuit."

Now all that is past. You have finally got a round tuit, and everything will be done on time.



Everybody needs this. It is indispensable. It is not a rectangular tuit. It is not a triangular tuit. It is not an oblong tuit. It is a round tuit.

PUZZLE CORNER

1. COLOUR CYCLE: Sisters Sue, Carol and Kim each own three dresses — one green, one white and one orange. Each girl wears her dresses in rotation, from Monday to Saturday — thus wearing each colour twice weekly. (On Sundays the girls sunbake in the nude.) On Tuesdays and Fridays, Sue and Carol wear the same colour dress as Kim wears on Monday. On both the days when Carol and Kim wear white dresses, Sue wears orange. Only on Mondays and Thursdays do all three girls wear different coloured frocks. What colour does Kim choose for Tuesday?
2. BACKPEDAL: Change JULY to JUNE in seven moves, altering one letter and making a new word each time, without rearranging letters. (Ignore the capital letters).

Answers: Page 15.

State Secrets by the Teller



HEAD office man is in the doghouse at home. During his early days of marriage his wife would leave love notes under his pillow. Now she sends him memos through the letter box, addressed to OCCUPANT.

★

NOTE from country manager: "The grapes delivered in error to the branch were found to be unfit for human consumption, so were divided among the staff."

★

ANNUITANT reports that one of the joys of retirement is to use his ties to tie up tomato plants.

★

WHEN some American banks offered personalised cheque forms with depositors' photos imprinted on them a man took an unflattering portrait of his wife in a bikini, and had it reproduced on her book of cheques. She was so upset by seeing the photo that she refused to use any of the cheques.

★

INSOMNIA remedy: Sleep near the edge of the bed, and you'll soon drop off.

★

RETIRING branch manager was allowed to take his own desk home with him, because this was cheaper than having him clean it out in bank time.

★

BRANCH report on municipal loan application said "The new road will pass through a corner of the old cemetery, provided permission is obtained from the various bodies concerned".

★

NEVER lend money to friends; it tends to damage their memories.

★

HEAD office manager says he and his wife spent Easter at their usual place — at Loggerheads.



Around the Branches

by Tom Sedunary



Pictured standing (left to right): Chris Horton, Jack Haslam, Bill Waldron, Greg Harris, Mick Wright, Nick Vavallo, Garry Summerfield.

Seated: Paul Bordonaro, John Ownes, Geoff Stow, Geoff Emmett.

Front (holding lacrosse helmet) Kevin Quinn.

Frankston:

State Stumps National

Here is the jubilant branch cricket team which recently defeated the local National Bank side in convincing style. Though they mightn't look like cricketers, in their motley collection of jeans, creams and T-shirts, manager Jack Haslam says: "Our energies were directed solely toward winning the match. There was no room for 'fashions on the field'".

Carlton:

Teamwork

It may be footy season, but basketball fever has really hit the branch. The guys got together recently and, with help from staffers of neighbouring branches, entered **two** teams in the same grade of the Business Houses competition at Albert Park. Led by teller Mal Edwards, the fellas are hoping that one of their teams will pull off a premiership in its first season. (It would be some match if both teams were to contest the Grand Final!) Mal and friends plan to enter more teams — both male and female — from local branches.

If you're interested in playing, phone Mal on 347 2950.

Maffra:

Superstaff!



Teller Joanne Hibbins and accountant Ron Rawlins (pictured) were recently judged to be among the six most helpful and courteous staff members of the town's 72 businesses. When the competition was announced by the local Rotary Club, manager Peter Elliot had no hesitation in nominating his whole staff because, he claims, courtesy and helpfulness are 'specialities of the house'. But he says that as judging was done secretly by people posing as customers, front-line staff were more readily noticed.

"We were all delighted when Joanne and Ron were finalists, because about 1,000 shop and office staff members were nominated," Peter said.

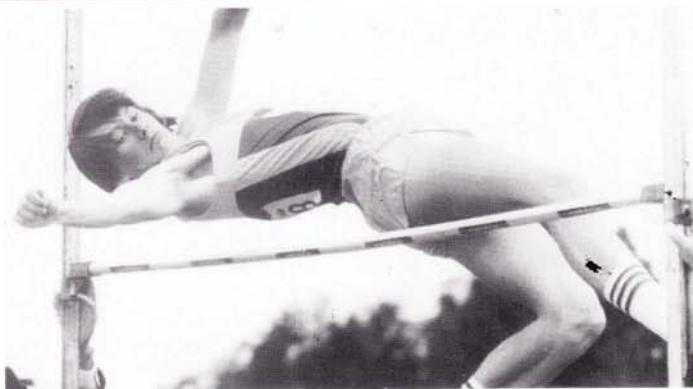
"In a town like Maffra, where business can sometimes become a little static, emphasis on customer relations helps to keep you on the right side of the ledger."

Corio Village:

Junior Jump Champ

Up-and-coming highjumper Gary Chamberlain, 18, last month represented Victoria in the Australian Athletic Championships held in Brisbane.

Gary gained selection in the team after winning a gold medal in the Under 19 high jump in country championships and, later, coming second in Victorian titles. In the State event, he cleared a personal best of 1.93 metres — that's 6'4" in the old measures. No wonder Gary thinks his future is rather up in the air.



Gary Chamberlain shows his gold medal-winning high jump style.
(Picture by courtesy of 'Weekly Times'.)

Elizabeth and 45 Swanston Streets: 45 Wins Grudge Match

The annual cricket battle between the branches was waged recently at the Bank's Albert Park oval, and won by Swanston Street. Our '45' correspondent, Robin Crawley, filed this one-sided report:

"Lizzy Street captain, Jeff 'I'll Get The Car Fridge' Tucker, won the toss and put 45 in to bat. Opener Julian Moylan was subjected to a series of unwarranted bumpers from Lizzy's David 'Tiger' Cloke, and was struck by a vicious delivery. The incident stirred 45, and insult-slashing between players charged the already electric atmosphere. 45 made an action-packed 97 runs . . . Ken 'Bat' Batrouney top-scored with 28 and David Jenkin 'wagged the tail' with 22. Steve Gandri, who took 6 for 15 from six overs, proved to be the best Lizzy Street bowler.

When 45 took the field, skipper Noel McLeod used his bowlers to great advantage with Rod Byrnes cleaning up ace batsman John 'Jessie' James for 2. Then Noel made the match winning move; into the bowling came the portly Robin 'Creepy' Crawley, who destroyed the tatty Lizzy Street line-up, taking 7 for 14 from five overs. Barry 'Fishbones' Fry bowled with pace beyond belief and took two wickets to give 45 the match by 36 runs."

Frankston, Young Street Demon Specialist

Melbourne Football Club has appointed manager Tony Bull as its specialist coach for season 1978. Tony played with the Demons from 1953 to 1957.

Moorabbin: 'Old Soldier' helps



Manager Ross Ketels heads one of Victoria's most exclusive organisations — and he hopes it stays that way! He is president of the Limbless Soldiers' Association which assists 400 members, from World War 1 veterans to ex-Vietnam servicemen, with physical, financial and other problems. Ross lost his right hand during the Second World War.

Footscray: Past meets Present

When the branch moved to new premises, seven former managers attended the official opening and met current boss Ken Moncrieff. Between them, the eight-man group — which included four retired officers — have a total 364 years' banking experience, with a combined 11 years at the helm of the Barkly Street branch.

Pictured, back row (left to right): Jack Parkin (retired 1971), Ken Moncrieff, Barney Collins (retired 1974), Kevin 'Okka' O'Brien (manager, Sunshine), Frank Scorgie (retired 1971). Front: Jack Ellis (retired 1965), Col Morgan (manager, Western), Harry Pocock (manager, Niddrie).



Girl & Guy of the month

Winter Sports for Wendy

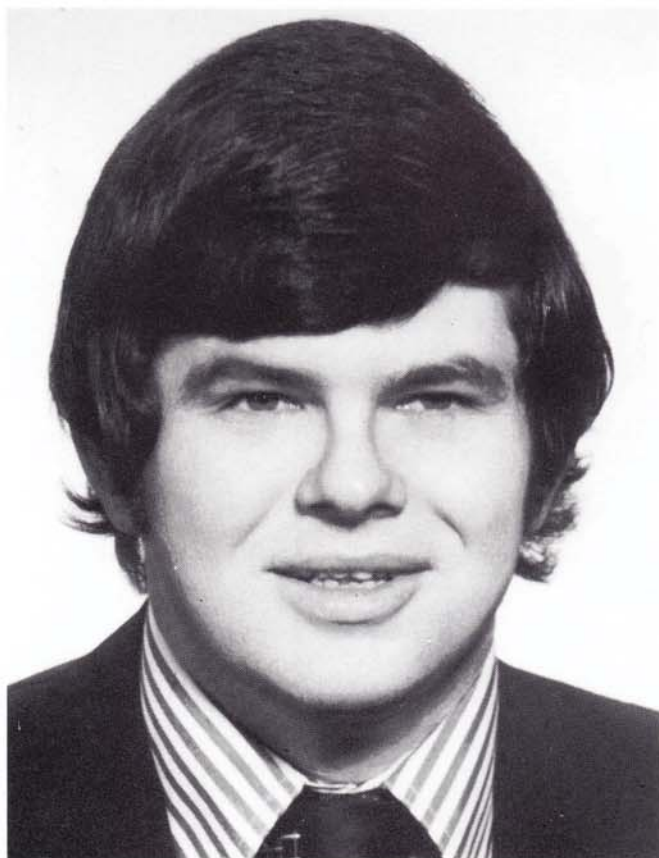
Wendy McEwan, 18 year-old teller from Western branch, thrives on the strenuous sport of snow-skiing, which seems a little unusual for a girl who professes to 'hate exercise.'

Wendy discovered she was a natural skier three years ago, and has since spent many holidays and weekends soaring down the slopes of Buffalo, Falls Creek and Mt. Hotham.

For Wendy, the only drawback with this winter sport is that it conflicts with her other main interest of football. Wendy is a faithful 'North' supporter and an active member of North Melbourne social club. She was an entrant in the Miss Football VFL Quest two years ago.

Wendy says she's not a typical Virgoean when it comes to being neat and tidy. Her philosophy is that she might as well take a holiday from housework while she can. She expects to be keeping house for a husband and children one day, and although there's nobody special at the moment, Wendy hopes her future will include its share of 'domestic bliss'.

Wendy caught the 'travel-bug' last November during a cruise of the Fiji Islands, and she is planning another trip overseas for later this year. With Mercury as her guiding planet it is probable that her next trip won't be her last.



Shoots Pool and Pistols

Bill Saunders, senior clerk from Auburn South branch, likes calling the shots. In his spare time he shoots pool and pistols, and organises a junior boys' club.

Bill joined the Burwood Heights Uniting Boys' Club at age seven and later became a group leader. He has since done a YMCA leadership course and now, at age 23, is in charge of the club's junior section. Bill says he survives the boy's exuberance on club nights and during camping trips, by 'keep them on the run' tactics. "You have to wear them out or else you're history," he says.

Pistol-shooting is Bill's latest interest. He joined the Beaconsfield Amateur Pistol Club six months ago, and now spends Saturday afternoons aiming at targets and "usually hitting them."

Bill enjoys a hectic social life with his girlfriend, as well as regular get-togethers with friends, who very often congregate around the billiard table at his parents' home.

Easygoing Bill says he has no definite plans for the future. He enjoys his work and is content "to take life as it comes". He says he's a typical Gemini, who receives "stimulation from the world around him."



● CUPTIME: State Bank Bowls skippers Bob Grisold and Geoff Gates (eyes modestly closed) display Inter Bank Cup, watched by Reserve Bank skippers Sid Wright (left) and Jim Oswin.

BANK BOWLERS WIN AGAIN

State Bank bowlers have won the Combined Banks Pennant competition, for the eleventh time.

Ralph Rowan (Moorabbin East branch) honorary secretary of the State Bank Bowls Club, reports:

'Another very successful season has just been concluded. One evening game was cancelled due to bad weather, but others were well attended, especially the All-Bank night, held annually at Bentleigh, where this year Mr. Murray Souter, DGM (Admin.) presented trophies generously donated by the Bank.

In the Inter-Bank Pennant, our teams of Bob Grisold (skipper) Jim Yates, Lionel Lawrence, Col Morgan ... and Geoff Gates (skipper) Lloyd Wood, Ralph Rowan and John May defeated the National Bank in the semi-final and the Reserve Bank at Brighton in the final.

It was very pleasing to have General Manager, Mr. Harry Torrens, attend this final and join in celebrations which followed.

Next season we expect to again enjoy electric light bowling. A cordial welcome is extended to all members and prospective members to our annual meeting which probably will be held in August.'

This space held for You!

You can help us to make Statesman more branch-oriented by giving us news and photo tips about your branch and its staff.

Items on branch happenings (funny incidents, displays, etc.) and the spare-time interests, activities and achievements of staff members will be welcomed. Our recent stories have included:

- sculpture display
- cheque written on a brick
- branch cheque that took a world trip.

Stories concerning staffers have included:

- a cricketer who scored his 10,000th run
- a manager's vintage car
- Miss Australia Quest entrants
- branch netball team.

Send your contributions (brief notes will suffice) to Tom Sedunary, Associate Editor, STATESMAN, Box 267D, GPO, Melbourne — or telephone 60 0531, ext. 444.

Teller Talk by Sue



BRANCH accountant in hospital was visited by junior clerk who told him, reassuringly 'We're all sharing your work. Wayne's making the coffee, Jenny's doing the crosswords and I stare out of the window'.

★
WHO was the Ballarat accountant who downed a full bottle of what he thought was non-alcoholic cider, and then found it was actually potent Spumante left over from a Christmas party?

★
A laugh is a smile with a hole in it.

★
CUSTOMER quip: Nags cause frisky husbands to horse around with other fillies.

★
LATE-ARRIVING clerk told manager "I had back trouble this morning ... couldn't get it off the mattress".

★
SOME contributions to this column are so bad that I have to re-write them before throwing them into the wastepaper basket.

★
THOUGHT for today: If I cease to be better I cease to be good.

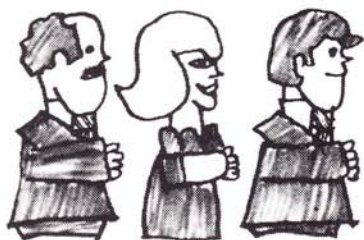
★
IF there were no such thing as "the last minute", a great deal of work would never be done.

SMILER OF THE MONTH:



Teller Toni Dunn of 45 Swanston Street never has to force her smiles ... they start naturally when she opens her window, and keep coming all day and every day.

Meet our new Managers



A.J. McFARLANE, Relieving Staff

Tony is married to Wendy (Thompson) a former Elizabeth Street branch staffer, and they have two teenage daughters. He is presently renovating their North Balwyn home, a project to which he has devoted much of his spare time during the past six months. A keen musician, Tony is studying classical guitar.



K.J. SKENE, Murtoa

Ken has been leader of the Horsham City Band for four years. Under his guidance the band has competed very successfully in interstate competitions. It participated in national championships held in Melbourne during Easter. Ken, who plays cornet and trumpet, teaches music in his spare time. He is married with two children.



R.E. MOORE, Woomelang

Ron competes twice a week in competitions organised by the Men's Tenpin Bowling Organisation of Victoria. A committee member for four years, Ron also takes part in monthly tournaments. He is married to a former staff member, Carol (Billingham) and they have a seven year-old daughter and son aged five.



J.D. STORY, Camberwell East

John often returns to his home town of Warburton where he enjoys his favourite pastime of troutfishing. He is also a keen cricketer, and serves on the committee of the Box Hill South Cricket Club. John's other sporting activities include competitive tennis and social golf. He is married with a daughter 18, and sons aged 15 and 13.



A.H. HANNAH, Skipton

Arthur is married with an eight year-old son and a daughter aged six. Golf and junior athletics are his main sporting interests. He plays competition golf at the Bacchus Marsh West Club, and is a timekeeper and delegate with the Oak Park Little Athletics Centre.



D.K. JONES, Relieving Staff

Derek has an active sparetime — pursuing a variety of sports, maintaining three aquariums, and being his own car mechanic and home handyman. He is honorary treasurer and a Life Governor of a Royal Childrens' Hospital auxiliary, and a committee-member of a high school parents' club. Derek is married with two children.



B. FREE, Relieving Staff

Bachelor Barry lives in Mornington and has a ten-acre property at Bittern where he breeds horses and Poll-Hereford cattle as a hobby. In addition to horse-riding and maintaining his property, Barry enjoys playing tennis or squash.



R. CLARKE, Schedules Officer, Mortgage Loans

Reg, who is married with five children aged from five to 15, is kept 'on the go' attending various school concerts, sportsdays and meetings. In his quieter moments he enjoys playing golf or tennis, or cultivating his vegetable garden.

MANAGERS SAIL TO VICTORY

Managers John Berry of Sale and Ian Slater of Orbost scored wins in the 10th Annual Marlay Point overnight yacht race on the Labour Day weekend. A mammoth field of 549 Victorian and interstate yachts sailed the 50 mile course through the Gippsland Lakes. Light winds made the event a marathon in time spent on the water, some yachts taking 23 hours to complete what is reputed to be the world's longest trailer-sailer race.

John in his 24' RL24 sailed into first place by 17 seconds in his class of 28 boats. Ian was placed first in his class of 16'6" TS 500s for the second year in succession. His winning margin was 24 seconds.

Cyclone Sharon . . .

Our Sharon Tredrea, 23, of Elizabeth Street branch, is claimed to be the fastest woman bowler in the world; she hurtles the ball down the pitch at nearly 70 miles per hour (117 kmh). Sharon starred in the Australian Womens Cricket World Cup win in India during January, taking 6 for 42. She has been playing cricket for 10 years. Photo by courtesy of THE AGE.



Hindsight

The objective of all dedicated employees should be to analyse thoroughly all situations, anticipate all problems prior to their occurrence, have answers ready, and move quickly to remedy matters when called upon.

However, when you are up to the backside in crocodiles it is difficult to remind yourself that your initial objective was to drain the swamp.

Our \$4.2m Tatts Win

Last year, State Bank branches collectively collected \$4.2 million in deposits and investments from Tatts and Tattslooto winners. This brought our Tatts collections of the past five years to a total of almost \$14M.

HOW WELL DO YOU WRITE?

Test your ability as a written word communicator by answering the following quiz.

Each of the ten questions consist of three different ways of expressing a thought. Tick the versions which you consider best, either A, B or C. Then check your answers with those on Page 15.

1. (a) It was decided that the item should be purchased.
(b) I decided to buy the item.
(c) Purchase of the item was decided upon.
2. (a) The Manager approved of the plan. So did the Supervisor. And the Teller, because she was concerned about long queues, approved it, too.
(b) The Manager approved of the plan. So did the Supervisor, and the Teller, because she was concerned about long queues, approved it, too.
(c) The Manager approved of the plan. So did the Supervisor. The Teller, because she was concerned about long queues approved it, too.
3. (a) The workings were inaccurate.
(b) It would appear that there was a lack of accuracy in the performance of the task.
4. (a) The typewriter needs a light machine oil. In all such units, correct lubrication is vital.
(b) The typewriter needs a light machine oil. In all such typewriters, correct lubrication is vital.
5. (a) She was the only person we knew anything about.
(b) She was the only person about whom we knew anything.
6. (a) There is limited market potential for these moneyboxes.
(b) The market for these moneyboxes is small.
7. (a) In the writer's opinion the profit margin is too small.
(b) I think the profit margin is too small.
8. (a) The Red Carpet feeder-queue system provides faster service and greater privacy at the counter.
(b) The Red Carpet feeder-queue system, which provides faster service, also gives greater privacy at the counter.
9. (a) He stopped too soon.
(b) He ceased prematurely.
10. (a) Past history proves the fundamental principle that we must produce the goods at top capacity.
(b) History proves that we must produce the goods at capacity.
(c) History proves the principle that we must produce the goods at capacity.

(Now see Page 15).

Branch Staff of the month

Collingwood:

STAFF LINEUP —

With sparetime interests and languages spoken):

Back row (left to right): Alex Tsakmakis (karate, photography ... Macedonian, Yugoslav, Greek) Jim Zafiropoulos (soccer ... Greek) Ian Stimpson, A3 (snooker, golf, football, gardening) Ken Taylor, A2 (buying and bottling wine, setting up new home) Kevin Williams, manager (fly-fishing, golf).

Front row (left to right): Joe Vincitorio (football, squash, films, popmusic ... Italian) Maria Georgiou (cooking, sewing, basketball ... Greek) Merran Adams (tennis, 10-pin bowling, reading); Mehmet Altiparmak (volleyball, soccer ... Turkish).



THE MIGRANT SPECIALISTS

The staff of our Collingwood branch could be regarded as banking diplomats. Many of their customers and potential customers speak no English and have had little experience with banks.

"We have to win their trust before we can attempt to win their custom," says manager Kevin Williams, who heads a staff that speaks five foreign languages.

Though located in one of Melbourne's oldest suburbs, the branch was established less than eight years ago. Business has come largely from the predominantly Greek, Turkish, Yugoslav and Italian residents of the neighbourhood.

Kevin says that customer contact for the staff often involves extra service in the form of interpreting, translations, explanations of documents and answering of 'non-bank' queries. The staff are assisted by Jim Zafiropoulos, a migrant promotion officer based at the branch.

"This kind of service is not only essential in this area, but it also pays dividends in the form of strong customer loyalty, especially as depositors prepare to qualify for housing loans. There are many subsequent word-of-mouth recommendations to family and friends," says Kevin.



KEY PERSONNEL: Foreground (seated at mini-computer) Sharon Wheeler. Seated (left to right): Liz Deveson, Dawn Maloney. Standing (left to right): Maxine Pereira, Darija Franin, Mary-Lou Clarke, Rosanne Schembri. (Absent: Michele Haslam).

Know Your Bank 'Key-To-Disc Section'

How would you like to spend your working day at keyboards, making discs and tapes?

That's the job of a small band of girls tucked away in a corner of the second floor at Hothlyn House, but they are not a pop group ... they are the 'Key to Disc' section — an offshoot of our E.D.P. Department.

Sharon Wheeler and her seven assistants use keyboard display terminals to transfer masses of accounting information from vouchers and other Bank documents to electronic discs in their own mini-computer.

This 'brain' then records the data on plastic tape which in turn is processed at Spencer Street Computer Centre — emerging usually in the form of ledger print-outs.

Most key-to-disc work is done for centralised branches. The girls also handle data for personal loans, salaries, club accounts, custody lodgements, etc.

HOW WELL DO YOU WRITE?

(From Page 13)

Here are the versions which best communicate the various thoughts:

- 1.(b) Where possible use active verb ("I decided") rather than the more roundabout passive form ("it was decided").
- 2.(a) In expressing this thought it is desirable to use three short sentences, for easy understanding. A smooth flow of meaning is achieved by commencing the third sentence with "And".
- 3.(a) Be direct, and use the minimum necessary words. If you write reticently you will get a reputation for being afraid to express yourself.
- 4.(b) Don't hesitate to repeat words, especially where it is necessary to be precise. Don't call things "units". In the example quoted, "units" could wrongly be taken to mean all machines similar to typewriters.
- 5.(a) It is better to end a sentence with a preposition than to write a clumsy sentence with a vital verb almost at the end.
- 6.(b) A is typical business jargon, using phrases and long words in preference to single, short words.
- 7.(b) Never call yourself "the writer" or "the undersigned". If writing in the first person say "I".
8. A is preferred to B, though neither is very good. It would be preferable to use two sentences. ("It also provides" etc.)
- 9.(a) Answer B is another example of trying to impress by using long words . . . which are not needed to convey the meaning.
- 10.(b) Version A contains four redundancies (unnecessary doubling up of meaning). Version C gets rid of three of them (past history, fundamental principles and top capacity) but retains "proves the principle" — which should simply read "proves".

MARK yourself one for each correct answer. The average score for potential executives is seven. Above that is very good. Below seven indicates a need to start studying books like "Better English" or "Plain Words".



"Headlioner" Eric



"President's Medal"

Lion Honours for Eric

Eric Black, Staff Manager, Industrial, a top Australian executive of Lions International, recently received the International President's medal for continuing outstanding service in the Lions tradition of 'people caring for people.'

The award, made personally by the Lions global president during a visit to Australia from America, has been made to fewer than 10 Victorian Lions out of a total State membership of about 9,000. Eric's service in Lionism has included 14 years of unbroken fortnightly attendance at meetings, and chairmanship of the Australia Council of Governors. He has been secretary, treasurer of Licola Boystown and the Save-the-Sight Foundation, and a board member of Lionsville Elderly People's Homes.

Gone Fishin'

The following February-March retirements have been reported to STATESMAN: CHARLIE SHELTON (Valuer); TED IRONS (Maintenance Staff); LEO HOULIHAN (Emergency Staff); TOM ARNOLD (Services Division).



PUZZLE ANSWERS

1. COLOUR CYCLE: Orange. We know that on two days, Carol, Kim and Sue wear WHITE, WHITE, ORANGE respectively. You can identify these days by a process of elimination. Then work out the three-day colour cycle for each girl. (SUE: WGOWGO, CAROL: OGWOGW, KIM: GOWGOW)
2. BACKPEDAL: DULY, DULL, DOLL, DOLE, DONE, DUNE, JUNE.

Bank Footy Pool 1978



More than 40 husky hopefuls turned up at last month's practice sessions of the State Bank Football Club at Albert Park oval:

BACK ROW (left to right): Bernie Cooney (Bentleigh), Geoff Owen (Relieving Staff), Rob O'Neill (Middle Brighton), Phil Holmes (Prahran Market), Alan Eacott (Non-Bank), Julian Lenehan (Relieving Staff), Bill Clayton (Non-Bank), Jeff Inglis (Prahran), Alan Pitts (Relieving Staff), Tony Glennan (Non-Bank), David Jenkins (Mount Waverley).

2ND ROW (left to right): John Murrie, Coach (Camberwell Junction), Murray Guy (Relieving Staff), Peter Mitchell (Mortgage Loans Dept.), Alan Webster (Non-Bank), Wally Wabbis (Non-Bank), Leigh Dent (Non-Bank), Neville Evans (Relieving Staff), John Jeffrey (Premises Dept.), Fred Wright (Brunswick East), Noel

Thane (Non-Bank), Paul Ross (Pascoe Vale, Cumberland Road), Gary McSwain (Non-Bank), Peter Wabbis (Mortgage Loans Dept.).

3RD ROW (left to right): Stuart Cloke (Valuers Dept.), Tony Favier (Non-Bank), Steve Roberts (Branch Mechanization Dept.), Rick Ausierberry (Relieving Staff), Alan Truscott (Personal Loans Dept.), Peter Wynd (Bankcard), Ray Gibson (Non-Bank), Peter Maher (Croydon), Howard Forster (Sandringham), Ted Woodlard (Elizabeth Street), (Trainer).

FRONT ROW (left to right): Glen Snell (Non-Bank), Ashley Merrett (Non-Bank), Peter Keady (Relieving Staff), Bruno Gleder (Glen Iris), Phil Brennan (Kew East), Danny Hayes (Relieving Staff), Reno Novello (Elizabeth Street), Mal Vines (Non-Bank), Chris Kincaid (Elizabeth Street).