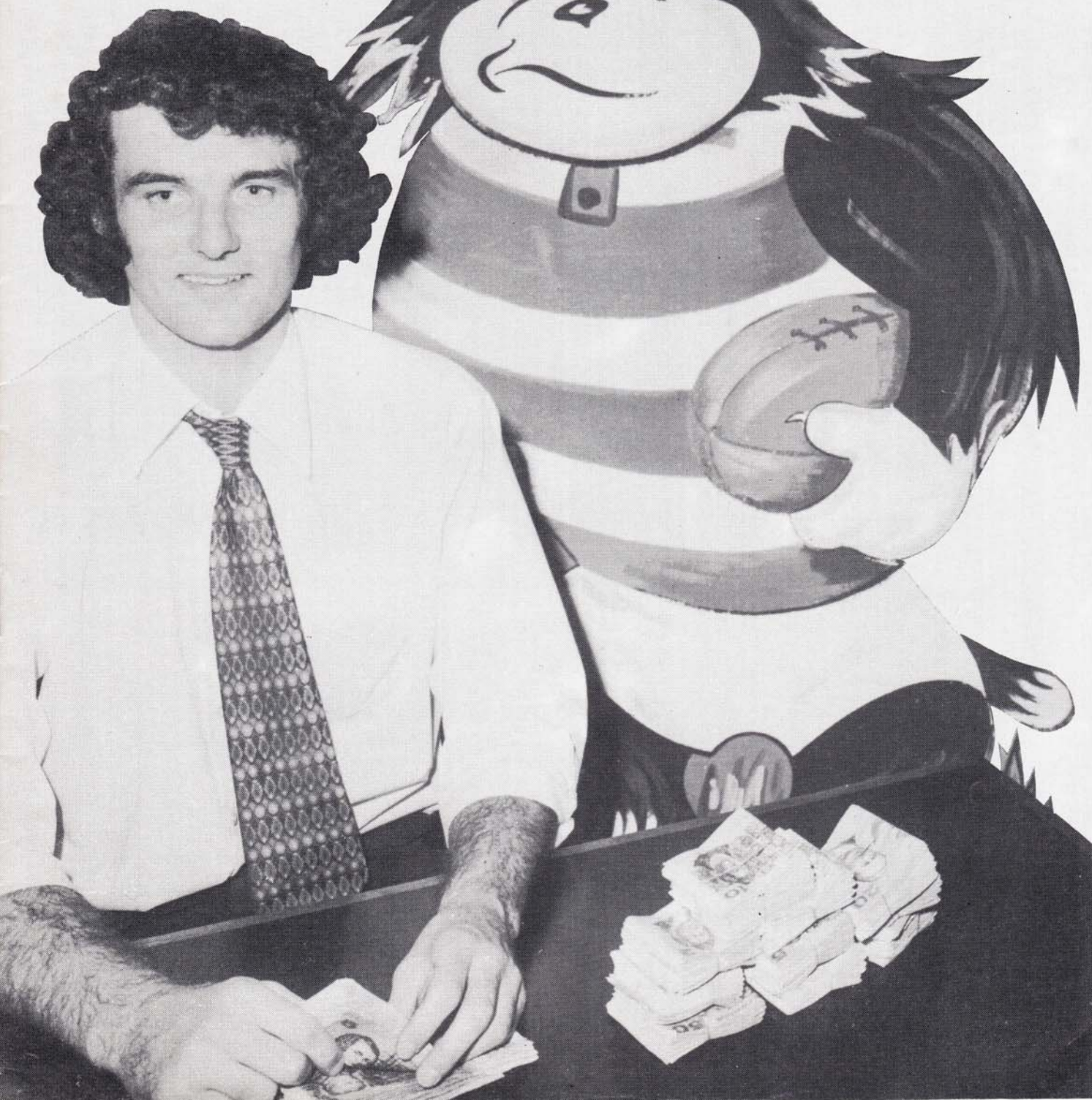




Statesman

STATE BANK STAFF MAGAZINE

June, 1977 — No. 81



Statesman

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FRONT COVER: Larry Donohue, a teller at our Geelong (Ryrie Street) branch, and full forward for 'The Cats' topped the VFL goalkickers last season and hopes to finish high on the list this year.

(Photo by courtesy of
Geelong Advertiser)

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.)

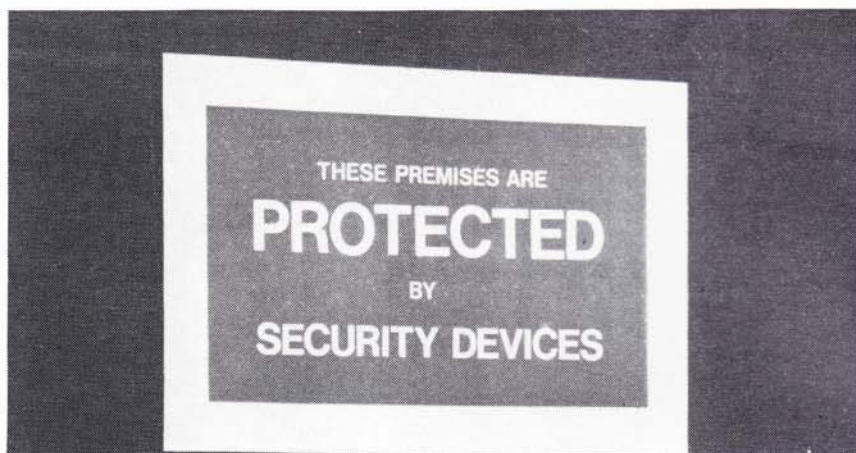
Million-Dollar Drive Against Bandits

The State Bank, as a further step in its continuing programme to thwart hold-up attempts, recently approved additional expenditure of \$200,000 on new anti-bandit devices. The money will be spent mainly on new security cameras and hundreds of dye-bomb capsules and brings our total outlay on security installations during recent years to more than \$1,000,000. An additional expenditure of \$250,000 has also been recently authorized to improve cash security installations. Nearly all 300 metropolitan branches of the State Bank are already equipped with cameras, dye-bombs, silent computer

alarms and counter bars.

Certain branches are now being fitted with behind-the-counter cameras, and plans are well advanced for widespread installation of a new device to deter bandits from tackling safes and strong-rooms.

In the four months to the end of April, Victorian banks were raided 15 times, a rate which, if maintained during 1977, would exceed the record 35 holdups in 1972. The Bank is most concerned at this trend but feels that the provision of these additional security measures will improve the deterrent factor at our branches.



Bank Hold-up Probabilities!

Statesman recently analysed statistics of 225 bank holdups staged in Victoria since May 1967.

We found that the most likely situation (based on past experience) is this:

A ONE-MAN RAID ON A SOUTH SUBURBAN BRANCH BETWEEN 2 PM AND 3 PM ON A FRIDAY IN FEBRUARY.

Here is a summary of the statistics:

- In more than 50% of the 225 raids, only one bandit actually entered the banks. Next most common were 2-bandit raids (36%).
- 32% of robberies were in southern suburbs. Next most hit were northern suburbs (25%).
- February, November and December were the worst holdup months (11 to 12%). August had the least robberies (4%).
- Friday was the main holdup day, followed in order by Thursday, Monday, Wednesday and Tuesday.
- 28% of holdups happened between 2 pm and 3 pm. Next busiest time (17%) was 10 am to 11 am.

Best Branch Bankcard Boosters

'CONGRATULATIONS, CROYDON' said Bankcard manager Jim Greed when he visited the top-scoring suburban branch in our recent State Bankcard drive. During the two-week promotion the Croydon crew collected 51 new applications — almost double the next-best suburban branch total, and only 8 fewer than that of our largest city branch, Elizabeth Street.

Photo (right) shows Croydon staff with Bankcard manager Jim Greed (eighth from right in back row) and branch manager Bert Siddle (eleventh from left in back row).



CUSTOMER section of new Flinders Street office is spacious, bright and set back to minimise traffic noise.



STAFF (left to right): Julie Brooks (teller), Margaret Newington (clerk), Robert Pearce (clerk/teller), Wendy Grimes (clerk/teller), Barry McGregor (clerk), Kevin McDonald (manager), Bernie Dickens (accountant), Jenny Newbegin (teller), Barry Morgan (accountant), at rear, Ian Morrison (teller), Kathy Ernest (clerk), Raelene Kerr (teller).

New City Branch

Our first new city branch for ten years opened in April at 270 Flinders Street, on the ground floor of a new Bank-owned building. Set back from the street, with a Thomas Cook-State Bank travel bureau in the foreground the bright, spacious office has eight teller stations. Pictured (lower left) are the thirteen foundation staff members:



TRAVEL GIRL: Karin Pietz, on the staff of the Thomas Cook-State Bank travel bureau adjoining our new Flinders Street branch, is an entrant in the Miss Travel Industry Quest, associated with the Miss Australia Quest.

GM's P.A. in U.S.A.



Max Watts, who has been acting as the General Manager's personal assistant since 1975, is one of twenty world-wide delegates attending a 2-month seminar at the First National Bank of Chicago, one of America's largest finance institutions. Seminar topics cover all major areas of modern banking practice. After the seminar Max will take a month's leave with his family and return to Melbourne via Europe.

Max was appointed a District Manager some time ago and will take up that appointment on his return from overseas.

Warning in the Stars

The following warnings and predictions are issued for the month of June:

ARIES (March 21 to April 20): Do not wash a hippopotamus with a metal scrubbing brush during lightning storms this month.

TAURUS (April 21 to May 22): If your 85-year-old toothless grannie has a birthday due, think twice before giving her a box of peanut toffee.

GEMINI (May 23 to June 21): This is not a good month in which to attempt an operation on your best friend's head after reading the paperback edition of **BRAIN SURGERY FOR BEGINNERS**.

CANCER (June 22 to July 22): If a big, beefy man in the street is accidentally sprayed by a street-cleaning truck, and you are nearby, do not laugh and say: 'Rather damp for this time of year'.

LEO (July 23 to August 22): Do not open invitations to 'come as you are' parties while taking showers this month.

VIRGO (August 23 to September 22): It will not be safe for you to drink three bottles of whisky on any night in the second half of this month.

LIBRA (September 23 to October 22): Some female Librans will have great difficulty in threading needles while wearing boxing gloves.

SCORPIO (October 23 to November 21): Color TV reception will be poor for Scorpions between 4am and 5am on Tuesdays this month.

SAGITTARIUS (November 22 to December 22): You could experience some discomfort around the 26th if a doctor orders you to drink 10 gallons of water and stay in bed for 15 hours.

CAPRICORN (December 23 to January 20): Not a good month in which to prod an enraged bull between the eyes with a billiard cue.

AQUARIUS (January 21 to February 19): Take special care this month while using an electric drill to unclog the underwater filter in your swimming pool.

PISCES (February 20 to March 20): Do not milk cows during electrical storms this month, or you might be left holding the bag.

GIRL-TALK



Fifth and final article on personal grooming, by former professional model Trish Cranage.

Fine feathers do make fine birds. Smart dressing contributes immensely to appearance, and does not have to be expensive. The secret is to "mix and match". In this way you can have a whole series of different outfits at moderate cost. For a start you need three basic garments, blazer, slacks, skirt, all in plain colours, styles and fabrics. Then add matching blouses, jumpers and tops.

Plan your wardrobe in a basic colour scheme which suits your complexion, eyes and hair. (If you have every colour in the rainbow, it will be impossible to mix and match outfits.)

Beware of fads . . . styles that you are likely to meet all over town, and will be outmoded next year. Buy clothes that are likely to last you several seasons.

You can vary the effect of outfits by

- adding the gold or silver look in jewellery (but use jewellery sparingly, and preferably on plain garments).
- achieving the total colour look comprising stockings (without holes or ladders), shoes and bag.
- belt changes.
- adding scarves (either predominant colour of your outfit, or a contrasting colour).

The Bank is judged by us, so we must dress as people expect bank officers to do. And by dressing well we increase our self-confidence.

PUZZLE CORNER

1. **WHATSIT?** You are the sales assistant in a hardware store, and are involved in the following discussion with a customer:

Customer: How much is one?

Salesperson: 15c.

Customer: What will twelve cost me?

Salesperson: 30c.

Customer: I'll take one hundred and twelve.

Salesperson: That will be 45c.

How can the above pricing make sense?

2. **EYE SEE:** In the first puzzle above, what is the colour of the salesperson's eyes?
3. **UPDATE:** Change JUNE to JULY in seven moves, changing one letter and making a new word each time, but not rearranging the letters.

Answers on page 13.



Staff thirst Supports Bali Baby

How did a battered Servex fridge come to support a six-year-old Balinese child called I Nengah Potag?

Late last year Don Ross, manager of Personal Loans, saw the department's need for cold liquid refreshment in its never-ending fight against soaring temperatures on the top floor of the Century Building.

The 75 staff members 'bought' a fridge for 75c from Muirs Discount Stores, and became one-cent shareholders in the 'Personal Loans Refreshment Co. Pty. Ltd.' The fridge was stocked with Half-Case Warehouse drinks which the staff buys at 25c a can, making the department a profit of between six and ten cents a can.

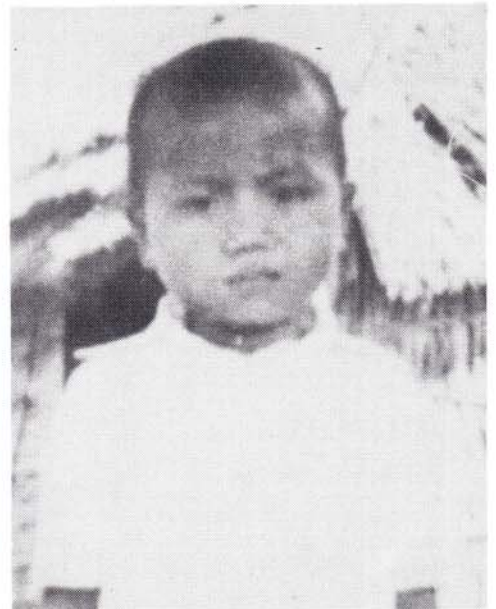
With business thriving, clerk Peter Barber suggested that \$16 a month be used to sponsor a child from the Foster Parents Plan. The department was assisted by Chaplain Colin Johnston in the adoption of Potag (nicknamed Bali Charlie).

Jill Monette, who defrosts the fridge and handles necessary paperwork, says that Charlie has generated intense interest from his 75 proud foster-parents, all eager to see his photo and read about him.

One foster father will return mid-June from a trip to Bali with fresh news and snapshots of Charlie.

Personal Loans staff grouped around their frozen asset. The bashful girl on the right of the fridge is Jill Monette, chief defroster and charity fund organiser. Behind her is the originator of the 'baby adoption' idea, Peter Barber, and beside him is Don Ross, acting manager of the department.

'Bali Charlie' the baby boy who is being supported in Bali by 75 thirsty Melbourne personal loaners.



FIJI FROM \$500

Go Away!



*Statesman Travel Notes by
Gordon Northcott,
Manager, Thomas Cook - State Bank
Travel Service*

'The good life is an idyllic island setting . . . a relaxing, timeless dream of fresh fascinating places and warm friendly faces.'

That's how the latest Thomas Cook brochure introduces you to PACIFIC HARBOUR — a new holiday resort in FIJI.

PACIFIC HARBOUR is set among fragrant tropical shrubs and trees,



Interior of a Villa unit set in the tropical gardens of 'Pacific Harbour' resort in Fiji.

accommodation can be in the main Beachcomber Hotel with its gourmet restaurant, relaxing bars and huge swimming pool, or in one of the many independent Villas each containing own air-conditioned bedroom, a lounge, kitchen, bathroom, and in some cases, even a swimming pool. These Villas are equipped with full cooking facilities, and are serviced by a maid daily.

Sailing, Fishing, Tennis, Horse-riding and Golf are just a few of the sports facilities available, or you can be entertained by local Fijian customs like firewalking.

As a State Bank Staff member or annuitant you and your immediate dependent family members can go on a Thomas Cook/State Bank holiday to this area from around \$500 each for 8 days and \$650 for 15 days using group departures, or about \$20 each person extra if you wish to travel independently.

This cost includes Economy return air travel from Melbourne to Fiji, all accommodation, transport to and from the Hotel and Airport, and an Avis Rent-a-Car (for one day on the 8 day holiday or 2 days on the 15 day holiday). It does not include your meals, wines, drinks, document charges, Airport Taxes or other items of personal nature.

If you are tempted, give our Travel Service a ring on 67 6481 and ask Gordon Northcott or his staff for further details. They'll help you gladly.

EAST KEW CLERKS WHO KICKED ON

Thirty years ago, in June 1947, three young clerks were working side by side at Kew East branch. They were Bill Jones (Senior Clerk), Lionel Cooper (Deposit Poster) and Jack Crofts (Payment Poster). Today they are still working near one another (floors 3 and 4 of the Hothlyn House section of head office) but they have become the Bank's three most senior departmental heads; Mr. W. A. Jones, Chief Manager, Branch Banking, Mr. L. Cooper, Chief Manager, Personnel, Mr. J. M. Crofts, Chief Accountant.



W. A. JONES



L. COOPER



J. M. CROFTS

State Secrets by the Teller



TWO shopping-laden ladies paused for a rest in a city coffee shop, where one was heard to say "We'll stay here for a while to give our Bank-cards a chance to cool off".

★

RETIREMENT is when the toast pops up in the morning and you don't.

★

HEARD about a borrower who has such a big housing loan that if he ever misses a repayment the bank will bounce.

★

REPORT from branch accountant serving on charity committee commenced: "Lady secretaries of various local organisations were invited to place views of their bodies before the meeting".

★

SAME report concluded: "Proceedings closed with a toast to the new President, drunk as usual with champagne".

★

EXTRACT from wage award determination: "Part-time employees will be paid for such attendance as they would normally have given but for the holiday. They will not be paid or given any additional holiday in lieu if they would not have been in attendance had there been no holiday on the day in question.

★

TRUE remark made by Provident Fund Officer Ewan Ritchie when addressing our Managers' Club on the subject of Commutation of Annuities: "THE OLDER YOUR ARE, THE LESS YOU GET".

★

OPTIMISTIC pupil at St. Ignatius primary school, Richmond, tried to open a school bank account through Richmond South Branch with three pennies and a ring from one of those novelty vending machines outside milkbars.

★

EAST suburban branch manager was called to the phone by a new clerk who told him: "Boss, there's some chap on the line who says his name is Mortgage Jones".

Girl & Guy of the month

Mr. Fitness



Peter Wabbis, a 21-year-old teller on the Relieving Staff, is an easy-going person except when it comes to football and fitness . . .

Peter, who has played with the State Bank Football Club for four years, says that he and the team take their footy seriously: "It's not a Sunday social club — we play in a fair dinkum competition and our aim is to win the premiership".

As a backman, he has played most of his games with the Reserves team, but hopes to establish himself as a regular Senior player. It is his second year as a club committee member and he is also on the club's social committee.

Peter trains for footy two nights a week, and another two nights he spends as a part-time instructor at a Bentleigh gym, taking people through their courses. He says that keeping fit has become a normal part of his daily routine.

Motor racing and travelling are two of Peter's other interests. He often goes to Sandown car rallies, and last year took a 19-day cruise to Fiji and Tonga with several other football team members.

Peter's Leo star-sign says he puts 'courage and personal honesty above all else'. A Leo has 'strength of will, energy and vigour'. Astrologically speaking, a very fit Sagittarian or Aries female should prove compatible.

Throws herself into sport!



Janelle Mayer, an 18-year-old teller from Burwood branch, has been a discus and javelin thrower ever since she threw her first discus at the age of nine, and won a Little Athletics event.

In March this year, she came fourth in the Victorian Championships with a 38-metre discus throw, and although she only takes part in javelin events for fun Janelle says she can throw a javelin about 32 metres, "if there's a good wind".

She has been a member of the Box Hill Women's Athletic Club for several years and was the team's vice-captain last season.

Driving is her latest interest. She claims that her '66 Volkswagen is the "best car in the world" and she gives it plenty of use on the weekends.

Janelle enjoys buying clothes and sewing, and her pet hates are "going to the city" and "people who drink too much".

Her main ambition in life is to have children, and she sees her future husband as someone who would enjoy being a father, "gets on with people", and is "at least six feet tall". An Aquarian or Gemini man would suit Janelle's Libran characteristics.



Around the Branches

by Tom Sedunary

Avondale Heights

From Check-outs to Check-ins



The Bank has converted a local supermarket into a superbranch equipped with six teller stations, private interviewing facilities and lots of elbow room for customers and staff. Besides being functional the new air-conditioned and carpeted premises offer comfort. A suspended ceiling, designed to reduce noise levels, features recessed light fittings which minimise glare. All-up cost of the redevelopment was approximately \$205,000.



Long jump champ Brendan Clark (right) is congratulated by manager Norm Smith (left) and teller Russell West (centre).

Stanhope

Junior Jumping Champ

No wonder teller Brendan Clark is up in the air — he is the current Australian junior long jump champion. Brendan, 18, won the title during recent national athletic championships in Hobart with a mighty leap of 7.30 metres (24 ft). His jump was a mere 10 centimetres short of the winning 'open' section distance, and almost gained him selection in an Australian athletics team which competed in New Zealand. Brendan doesn't just specialise in long jumps . . . he is a high-flying wingman with Stanhope Football Club.



Sailor Slater

Orbost

Slater sails by night

Manager Ian Slater won a class trophy in Australia's top trailer-sailer event, the 80 kilometre Marlay Point Yacht Race on the Gippsland Lakes. Ian, who took up sailing at the beginning of this year, recruited his two-man crew from the Snowy River Yacht Club, and joined some 370 boats in various classes for the race. The competitors started from Marlay Point on Lake Wellington between 7 pm and 11 pm and sailed continuously through the night, reaching Paynesville after day-break.

Ian's boat, a 4.9 metre 'TS 500' which he bought second-hand for \$3200, was the first of 11 contenders in its class to cross the finish line. Time: 13½ hours.

Two other State Bankers fared well in the race: Sale branch manager John Berry came ninth in his division of 95 boats, and district manager Jack Roach, crewing for his brother, finished well up in his class.



Julie Clay receives her Duke of Edinburgh's Award from Prince Philip aboard the royal yacht Britannia.

Rangeview

Julie meets Duke

Clerk Julie Clay, 19, was one of 38 Victorians who, during the royal visit, received the Duke of Edinburgh's Award for reaching 'gold' standard in an extended program of recreational activities. Prince Philip presented Julie with a certificate and gold brooch in a ceremony aboard the royal yacht Britannia. The Award scheme, run in Australia by the National Fitness Council, provides a challenge to young people aged from 14 to 21 years to succeed in a rigorous series of outdoor activities and hobbies, and in service to the community. Julie took nearly four years to complete her course which included hiking, embroidery, astronomy, first-aid and a study of police work.

Staff members interested in learning more about the Duke of Edinburgh's Award could contact Mr. Ken Norris at the National Fitness Council, 570 Bourke Street, Melbourne. Telephone: 67 6391.



Double Scotch — both sides of the St. Kilda cheque coaster.

St. Kilda Liquor Assets!

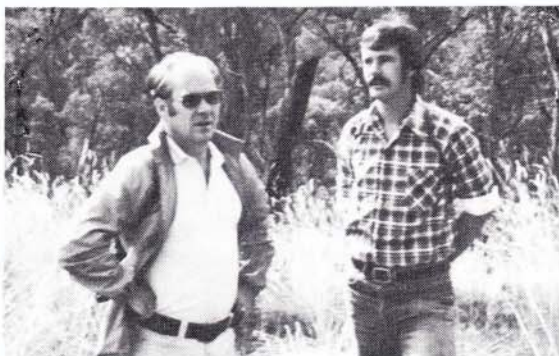
The staff were surprised recently when a customer tendered a cheque written on a drink coaster. The ninety-two dollar order, drawn on an A.N.Z. branch, bore the same details and crossings as a conventional cheque, and carried a Victorian duty stamp. It was processed normally. Manager John O'Riley reports: "We didn't like to ask the customer about the origins of the cheque, but our guess is that it was written to settle a bar bet".

Shepparton 'Oldtimer'



Accountant Ian McKenzie has played cricket in ten Shepparton Cricket Club Grand Finals — all wins. After this year's effort he was acclaimed by the 'Shepparton News' as 'an oldtimer who still shows the ways'. Batsman Ian played for the Bank's cricket side back in 1960, topped the runs average for the season, and in one game scored 152 not out, which is still a Bank Club record.

Mount Beauty Mountain 'Lions'



Gordon Jones (left) and Carl Weaver survey Bogong's slopes prior to the big climb.

Manager Gordon Jones, accountant Carl Weaver and fellow members of the local Lions Club recently organised a mass climb of Victoria's highest mountain. The event was the third annual 'Mt. Bogong Conquestathon' which attracted more than 500 starters from all over the State. The bankers helped map out the course and set up check points for the 19-kilometre return trek to Bogong's 1986-metre summit. Most climbers took about six hours to complete the journey, although one cross-country runner did it in two. Gordon and Carl invite State Bank staffers to take part in next year's Conquestathon, to be held on March 12. They describe the excursion as "bushwalking under strict control... quite within the capabilities of both young and old".

HIMALAYAN HIKE

Roy Sudholz, our Deepdene manager, recently spent his annual leave, with his wife Joan, in a group of 12 Australians on a walking tour of Nepal between India and Tibet.
Roy came back to work fit, relaxed and almost a stone lighter.

Here are some of his trip diary notes:

"Our holiday was arranged by the Melbourne Walking Club and cost \$1500 per person. This covered the return flight to Nepal and all food and (camping) accommodation during a 30-day guided itinerary.

"The journey started at Pokhara and traversed 240 miles of rhododendron forests, mountains and desert, visiting the Annapurna Sanctuary and the sacred city of Muktinath only 20 miles from the Tibetan border. We travelled through the deepest gorge in the world.

"Our party comprised eight men and four women, ranging in ages from 33 to 72 years. We were supported by 40 Nepalese porters and 12 Sherpa guides. These people looked after us completely; carried all the luggage and stores, set up camp every night, and cooked all the meals.

"We averaged 10 miles a day, entirely on foot, of course, and it took us a few days to get used to this slow rate of travel. Temperatures ranged from about 6 degrees below freezing point to around 25 degrees Celsius.

Back into History

"The trip was incredible, like wandering back 2000 years into ancient history. We roamed the Himalayan foothills at an average altitude of about 7000 feet. Often the only sounds were the tinkling of bells on the necks of mules and yaks. At times we climbed to the top of 12,000 ft. mountains but were still surrounded by peaks towering another 15,000 ft. above us.

"Nepal, which is roughly the size of Victoria, was completely closed to the outside world until 25 years ago. Our trek followed the path of what used to be the main trade route into Tibet in ancient times.

Balloons for Natives

"The region is still very sparsely inhabited, with small villages every five or six miles. The people are friendly, simple and fun-loving. Some of them played for hours with some simple party balloons we gave them.

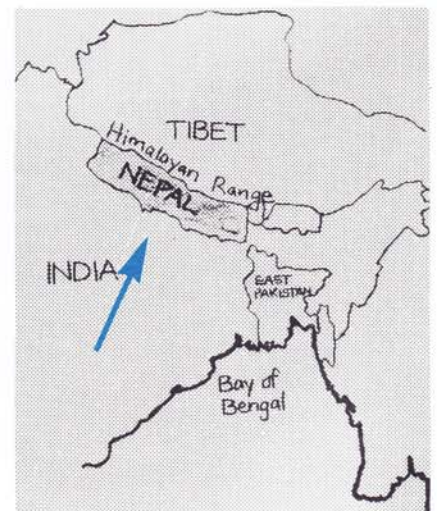
"Our porters carried loads of up to 60 pounds supported from their heads, and were paid only about \$1.20 per day, out of which they had to feed and clothe themselves. Even in minus-6 degree temperatures, most of the porters walked barefoot through snow with no apparent ill effects.

"Our daily food was largely 'Westernised' and included ample amounts of omelets, pancakes and pappadoms, as well as fresh vegetables.

"We came home in very good shape, and full of enthusiasm for the Nepalese. Now we are re-living our unique experience through hundreds of colour slides."



ROY SUDHOLZ and his wife Joan pictured at Annapurna Sanctuary, Nepal (altitude 12,000 ft.).



TYPISTS? NOT ANY MORE NOW THEY'RE WORD PROCESSORS!

"Would you get your little girl to type this up?"

DON'T use that approach when placing a job with Mac Spring, our Correspondence Department manager. Mac is very keen to upgrade the 'image' of his 42 staff officers. Instead of 'typists' he thinks of them as WORD PROCESSING PROFESSIONALS and TYPE REPRODUCTION TECHNICIANS.

He has a point, because there has been a quiet revolution in our old Correspondence Department. Today it has only three manual typewriters; all other machines are electrified or computerised, and these are operated by the same 'typists' who run complex copying,

sorting and franking machines, in addition to a small printing press which churns out 7000 sheets per hour. All girls have to take monthly typing tests, and their average speed is 50 wpm.

Some of our new word processing machines (called IBM Magcard 82's) can produce 40 perfect letters per hour. They can type an address on the top of a letter and simultaneously (as an original typing) on the envelope. They have a special key which 'whites' out a wrong letter and does not advance the carriage — so you can strike the right letter without backtracking. Other machines have a range of 20 different types, obtained by simply snapping on various type-ball attachments.

'Correspondence Department' still handles masses of mail, of course (\$12,000 postage monthly) but otherwise its name is no longer appropriate. It was referred to in a recent issue of the national newspaper 'DATASCOPE' as the State Bank's 'word processing establishment'. 'Word processing' was defined as 'Highly productive automatic typewriters run by professional operators in a cost-effective system'.

And DATASCOPE summed up its report by saying:

'IN THE WORD PROCESSING FIELD THE VICTORIAN STATE BANK IS THE BEST-EQUIPPED BANK IN AUSTRALIA'.

Our 'word processing technicians' of Correspondence Department (Century Building). Manager Mac Spring is in centre background.





Another fraud foiled

Relieving accountant John Findley (right) and branch accountant Alan Downs who physically caught the passbook thief, pictured with teller Julie Cloke who acted as 'decoy'.

Staff swoop on thief

A young man who tried to make an \$800 withdrawal from a stolen passbook was caught by staff teamwork at our Western Branch, city, recently.

The man first presented the book, with a forged withdrawal order, at Central Branch, Swanston Street, late on a Monday afternoon. When reminded that this transaction was on a joint account requiring signatures of both parties, he claimed that his wife was seriously injured in a Sydney hospital. He said he needed cash urgently to take him to her and pay her expenses.

He was re-directed to Western Branch, where the joint account was actually based.

Meanwhile, Western Branch accountant Alan Downs was alerted by phone from Central that the 'depositor' was on his way. At this stage there was no suspicion about the affair.

Alan decided as a routine precaution to check the account register. He found that the husband partner to the account worked at the Railways Department opposite the branch, so phoned him there. The husband denied all know-

ledge of the \$800 transaction, and said that he had last seen his passbook in a wardrobe at his flat. Obviously it had been stolen.

Western Branch staff were now primed for a visit from the thief. When he arrived he was smilingly directed by teller Julie Cloke to the side counter where relieving accountant John Findley obligingly invited him into an interview room.

Held in headlock

Police were contacted while the man was delayed by formalities. Then he asked directions to the toilet — and made a dash for a street door. He was grabbed in the passageway by John Findley, who gripped him by the shirt collar. Alan Downs ran out and applied a headlock, while District Manager Errol Wood pinioned the thief's feet.

Police arrived and took the man into custody. He tried to escape from the police car on the way to the watchhouse, but was held. Later, he was charged in court with housebreaking and stealing, forging and uttering. The magistrate released him on \$500 bail, but he absconded. In mid-April he was recaptured

at Benalla. He appeared in Hawthorn Court on April 14, and was again released on \$500 bail!

All staff involved in the Western capture were highly commended by our General Manager.

BOOMERANG!

Kerrimuir branch manager Russell Clark recently received notification of an account (balance \$9300) lost to the Commonwealth Savings Bank branch in Swanston Street, City.

Russell wrote to the depositor — a migrant — asking the reason for the account switch. Several days later there was a frantic knocking on the branch door, and there was the depositor, waving the letter excitedly.

He explained that he had not intended to close his account, but decided to deposit some cash while in the city. When he saw a sign saying SAVINGS BANK he assumed it must be the STATE BANK, so went in and made his deposit. The account is now 'back home' at Kerrimuir.

Teller Talk by Sue



OVERHEARD in queue: First man: "There are a lot of things in life more important than money". Second man: "I'll buy that".

★
CUSTOMER complained this week that he received a bill from a solicitor saying "For waking up at night and thinking about your case: \$15".

★
ANOTHER chap reported that his doctor gave him 6 months to live. But when he failed to pay his bill, the doctor gave him another 6 months.

★
ENQUIRY clerk's lament: "The more patience I have, the more customers use it up".

★
DON'T be distracted by other customers or other staff. Give 100% attention to the person at the window.

★
WHO needs a mate like this? The Boss asked a clerk what time the junior had arrived at work. "Didn't really notice" was the reply. "I was too busy getting the morning tea".

★
ONE of our girls who has a weight problem complained this week "Everything I eat turns into ME".

★
LEARN from mistakes, not only your own, but other people's.



"Tell me something"

CAR-TALK

— by TS



● Mazda's new 323 will provide unfair competition to other makers' similarly priced, but lesser equipped, offerings. The 323 comes as either a three or five door hatchback, and will inevitably draw some comparison with VW's Golf — which it undercuts by \$2300.

● Surrey Motors, a Datsun dealer, adds new meaning to the cliché 'after sales service'. A customer relations adviser contacts all new car buyers three days after delivery to see if they are happy with their purchases. If there are any problems, the adviser makes sure these are rectified. Buyers are again contacted after cars have 1000 km and 10,000 km services.

● Heathcote branch manager John Lenten claims to be the original unhandyman, with little knowledge of cars. When asked recently by a service station attendant what he kept in his tyres, he replied: "Air, I think!"

● Buyers unable to settle warranty complaints with dealers should write to the Consumer Affairs Bureau which can advise on the best method of obtaining redress. Another approach can be made through the Small Claims Tribunal, which is almost a court of law. The SCT has the power to order traders to compensate consumers (to a maximum of \$1000) and its decisions are binding. Finally, the Motor Car Traders' Committee, which administers government Acts relating to dealer licensing, vehicle sales and warranties, can hear disputes and use its influence to bring about settlement.

● **In Memoriam:** Australia's Volkswagen Beetle. Born 1954, passed away mid-1977, choked by stringent engine emission controls of Australian Design Rules. Total Australian sales: 260,000.

Cult-car Beetle you have run your course
They couldn't purify your exhaust.
Tears and cheers come since sales abated —
you were, indeed, either loved or hated.

● The Renault 16, granddaddy of hatchback sedans, was another local casualty of the new emission controls. Nearly 20,000 16's were produced over eight years in Australia. As with the VW Beetle, production continues overseas.

● **Tip of The Month:** Lindsay Dunne (Industrial Officer, Personnel Dept.) claims his way of removing registration labels is easier than the method described in our last issue: "Simply soak two folded sheets of newspaper in water and place them over the label for about five minutes. When you remove them, the label peels off."

Gone Fishin'

The following April-May retirements were reported to STATESMAN:
CAM. STEWART (Relieving Staff)

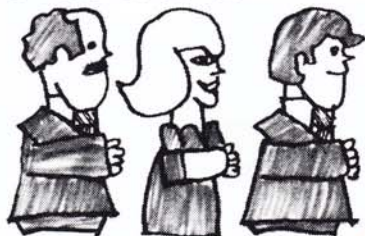
BILL LOVE (Chadstone Centre)
ALAN HODGE (Upwey)



PUZZLE ANSWERS

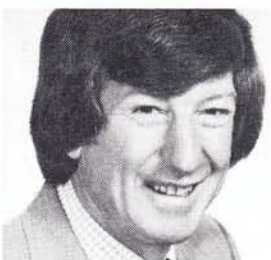
1. **WHATSIT:** The conversation makes sense if you realise that the hardware customer is buying numerals to attach to the front gate of his home.
2. **EYE SEE:** The colour of **your** eyes (the puzzle said "You are a sales assistant", etc.).
3. **UPDATE:** DUNE, DONE, DOLE, DOLL, DULL, DULY, JULY.

Meet Our new Managers



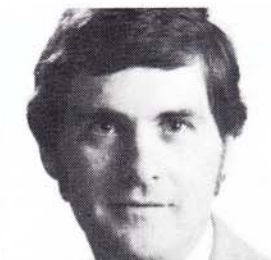
G. H. KITTO, Relieving Staff

George is looking forward to his second stint on the relieving staff. Earlier in his career he spent five years as a roving accountant. George recently returned from three months' long service leave spent cruising on the Murray and the Gippsland Lakes. He owns a 4.5 metre fibreglass half-cabin boat.



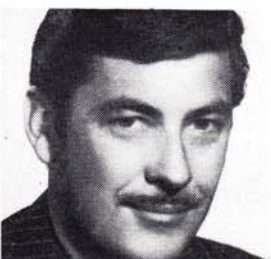
B. R. SMART, Assistant Manager, Ballarat

Barry is a sports enthusiast. He plays competition cricket and tennis, and formerly coached and played with a number of country and suburban football teams. His latest sporting venture is bowling, which he calls (tongue in cheek) 'the old gentleman's sport'. Barry is married with a nine-year-old son and daughter aged seven.



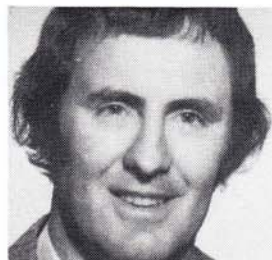
G. A. BECHAZ, Toora

As an ex 'Gippslander', Geoff is looking forward to returning to familiar territory and to the community involvement that a small country town offers. Geoff, who is married with two young daughters and a son, says that his family enjoy swimming and are eager to explore Wilsons Promontory and try their hands at the many fishing spots.



G. J. BECKETT, Pyramid Hill

For 20 years, Garry has been involved with a West Brunswick church cricket team, as a player and administrator. He has won several batting and bowling trophies, but last season was possibly his best — he scored two centuries, took a hat-trick and was captain of the team. He is married with 3 young daughters.



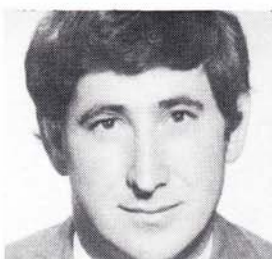
B. J. GUST, Garfield

Barry, who is married with two sons aged 14 and 11, keeps fit by jogging and playing a weekly game of squash. He also takes a keen interest in junior recreational activities. He is manager of a Nottingham Under 15's football team, and a member and former president of a scouts' committee. In younger days, Barry competed with the Collingwood Harriers and the Yallourn Amateur Athletic Club.



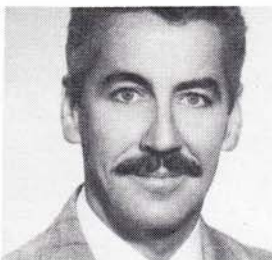
P. J. BROWN, Relieving Staff

Most of Peter's spare time activities revolve around sport. Besides weekly squash games with his wife and children, he plays cricket and golf and is a keen Carlton football follower. His two children keep him busy with their interests and he is treasurer of a school parents' committee.



K. M. HALL, Relieving Staff

Keith will be remembered as a member of the Bank's premiership football and cricket teams in the early sixties. He has continued his interest in cricket, as treasurer of the Blackburn Cricket Club. He plays tennis, and swims, and his nine-year-old daughter keeps him running around with her sporting activities.



B. L. B. BADDELEY, Sea Lake

Berwyn and his wife are looking forward to trips around the Sea Lake area with their newly acquired caravan, which they recently took on its maiden voyage to Lakes Entrance. A keen gardener, Berwyn tended 50 different species of azaleas at his Melbourne home prior to moving to Sea Lake.



A. R. PALMER, Relieving Staff Officer, Personnel Dept.

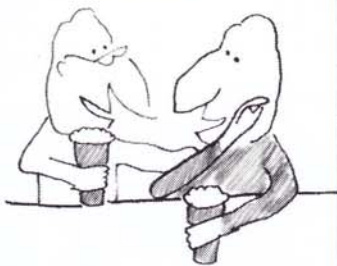
For two years Ross has provided a foster-home and basic training for guide dog puppies during their first 12 months. Not all prove suitable for guide work once they leave their foster-home and begin intensive training. Ross's last puppy revealed a very real fear — other dogs! He (Ross) is married with a four-year-old son.



A. D. CLISSOLD, Supervisor, Accounts, Legal Dept.

A keen surfer, Alan is on active reserve with the Lorne Surf Life Saving Club. In younger days he won silver medals in Victorian Surf Championships. His other spare time interests include carpentry and cultivating a vegetable garden. He is married with two daughters aged six and nine.

On the Grapevine



News, from near and afar, of our retired officers Bowls Tourney

GEORGE ASPINALL, honorary secretary of the Retired Officers' Club, reports: Five rinks competed in our 1977 Bowls Tournament at Bennettswood Bowling Club. This tournament originated in 1964 when the daughter of a former manager, the late C. P. DAVIS, donated the first trophy in memory of her father. Once again, although the green was not at its best, an enjoyable time was had by all — the winning rink being BILL BARKER, RAY JENNINGS, RON TAYLES and DOUG BURKITT.

The trophies, donated by the Bank, were presented to the winners by Mr. H. E. Torrens, General Manager.

27 Years In One Branch

Following the claim in last issue by serving officer John Dyer (Manager, Bunyip) that he had served a record 24 years in two branches, annuitant Brian Noltinius told STATESMAN that he served more than 27 years in only one branch.

Brian said he was posted to Ballarat branch in 1925 and remained there until 1953, with only one interruption — an 8-month term at Ballarat East office.

Brian recalls: "I served under six managers: A. DRURY, O. WERE, C. WARD, W. FRASER, E. CUTLER and M. ABSON. The various Ballarat accountants during the period were: JACK NUGENT, HENRY YEO, CHARLEY NICHOLLS, NORM DUNN and HARRY BLACK.

"In those days the position of Accountant was equivalent to today's Assistant Manager."

ANNUITANTS: Send your news, messages and photos for 'ON THE GRAPEVINE' to STATESMAN, P.O. Box 267D, Melbourne, 3001.

BANK BOWLERS BAG 10th CUP

— by Ralph Rowan (Moorabbin East Branch)
Hon. Secretary, State Bank Bowls Club.

The State Bank recently won, for the 10th time, the cup annually played for in the Combined Banks Pennant competition, narrowly defeating the C.B.A.

The Bank team for the final comprised of two rinks: made up as follows: —

Bob Grisold (Skipper)	Geoff Gates (Skipper)
Jim Yates (Third)	Lloyd Wood (Third)
Lionel Lawrence (Second)	Greg Doyle (Second)
Bill Pamphilon (Leader)	Ralph Rowan (Leader)

Bob Grisold has won the Victorian Singles Championship and played interstate for Victoria, Jim Yates has played interstate for Victoria and finished in the last four of the Champion of Champions twice. Geoff Gates has played interstate for Victoria and been Top Metropolitan Skipper in recent years, Bill Pamphilon has finished well up in a R.V.B.A. pairs championship and Lloyd Wood is an "A" pennant skipper for Mentone, and former club champion. Lionel Lawrence has been an "A" pennant player for many years and has been in the finals many times for his club championship.

The standard of bowls in the Inter-Bank games is very high as a number of interstate and "A" pennant players compete in this friendly but serious competition. To name a few: John Snell (B/NSW), Bob Fullarton (NBA), Gordon Andrew (CBA), Dave



SUCCESSFUL SKIPPERS Bob Grisold (left) and Geoff Gates.

Dobbie (CBA), Bill Ponsford (State), Geoff Tamblin (CBA), Peter Phyland (CBC).

The Bank Bowls Club has approximately 50 members, made up of both current staff and retired officers. We play about nine games a year at various clubs and have one "All-Bank Night" of our own members. We are always keen to enrol new members, and invite interested officers of any age to attend our annual meeting at the Amateur Sports Club, City, in August.

BENDIGO ON-LINE

Our Melbourne-based computerised banking network last month extended to Bendigo, where the main branch and sub-branch in Hargreaves Street went 'on line' with a total of eight teller terminals. A 90-mile landline connects these terminals to our Spencer Street computers. The next longest on-line linkups are to Frankston (26 miles) and Lilydale (24 miles).

There are now 270 State Bank branches on line, and the system is serving more than 750 teller terminal machines.

Murphy's Law

NOTHING IS AS EASY AS IT LOOKS.
EVERYTHING TAKES LONGER THAN YOU EXPECT
AND IF ANYTHING CAN GO WRONG, IT WILL,
AT THE WORST POSSIBLE MOMENT.

Clip Quiz

A survey has been conducted on glider clips.

Ten thousand of these wire clips were received from the stationery division. Of these, 9500 were placed in a storage cupboard under a strong guard of three messengers and two clerks. The remaining clips were used as follows:

- 144 were used as toothpicks
- 103 were broken during lengthy phone conversations
- 98 were used for cleaning out nails
- 87 were used for scratching out ears
- 1 was used for a small repair to an official car
- 67 were used for original purposes — i.e. clipping together papers.

STATE BANK ORGANISATION CHART

