

Statesman

STATE BANK STAFF MAGAZINE
October 1978 — No. 89





FIRST BIRTHDAY GATHERING AT OUR STAFF COLLEGE: Professor Donald Cochrane, Chairman of Commissioners, displays the bronze medal awarded by the Royal Australian Institute of Architects to 'an outstanding 1978 building'. Others in the picture are (right) Alan McNaught, founding Principal of the College (now Secretary to the Commissioners) and (from left) Catering Manager/Chef Graham Bawden, Vice Principal John McPherson and present Principal, Jack Roach.

Birthday Honour For "Baxter Hilton"

Our popular residential Staff College — sometimes known as the Baxter Hilton — recently celebrated its first anniversary. Soon afterwards, it received a worthy present: Victoria's highest architectural award. This took the form of a large, bronze medal, the inscription on which described our College as 'An Outstanding Building'.

A spokesman for the Royal Australian Institute of Architects praised the College for its 'sensitive integration in the natural landscape', and called it 'a logically planned facility for living and learning'.

More than 500 Bank executives, district managers, agency examiners, managers and accountants attended courses at the Staff College during its first year.

It is envisaged that by December 1980 all of the Bank's 800-plus managers will have had the opportunity to take at least one course.

On the same basis, all 1,100-plus accountants in the service are likely to have attended a Supervisor's course by December 1982.

Statesman

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FRONT COVER: Susan Cuffe, a clerk at Elizabeth Street branch, hopes to become (at least part-time) a model, and we are delighted to make her this month's Cover Girl.

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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).



We Sponsor GTV-9 Helicopter

Now 'The State Bank Eye In The Sky'

These days, we are going up in the world and getting our name into the news in a dramatic way, by sponsoring GTV-9's new helicopter.

The Channel Nine 'chopper', known as the State Bank Eye In The Sky, criss-crosses the metropolitan area to provide birds-eye coverage of major news events. It will also be used for beach patrols and similar promotions in coming months.

Trevor Craddock, Chief Manager, Marketing, who negotiated our helicopter sponsorship, said last week:

"We believe that the Eye will sharpen public awareness of the Bank and boost our image as a community-oriented organisation."

The Bell Jet Ranger whirlybird is based at a reserve near Hawthorn Bridge.

From time to time it will be used in Bank promotions, such as openings of new branches.

Acting General Manager, Mr. Murray Souter (right) and Chief Manager, Marketing, Trevor Craddock pictured at Essendon airport before taking a familiarisation flight in the Channel Nine helicopter to be known as The State Bank Eye In The Sky.

New Ads. Highlight Our Home Loan Advantages and 'No Risk' Deposits

The Bank's latest advertising campaigns, appearing mainly in television, develop last year's theme: that our home loans at 9¾% interest are thousands of dollars cheaper than equivalent advances through building societies at around 12%.

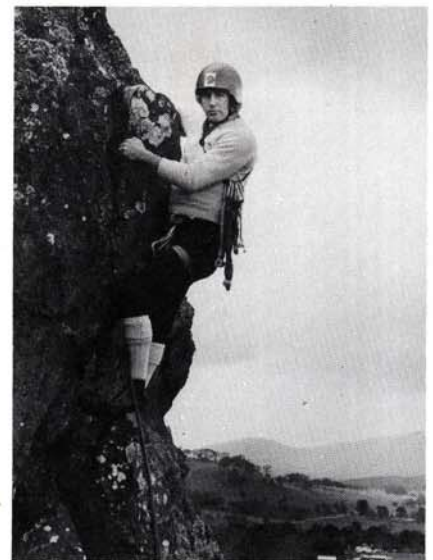
Other new State Bank ads. stress the government-guaranteed security of our Term Deposits, and the benefits of our Bankcard and Personal Loan facilities. This year we have Stewart Faichney, a fresh face and voice, to present our commercials. (He stars in the ABC series 'Breakaway').

'NO RISK' is the sign-off slogan for all the new campaigns — which are extending to country TV channels and Victoria-wide newspapers and radio stations.



'Sold' To State Customers . . .

- "Breakaway" star Stewart Faichney is the Auctioneer in our latest TV commercial, filmed at Middle Park. The storyline involves a bidding battle between State Bank and building society customers. Our customers can afford to bid higher and buy the property, knowing that their repayments at 9¾% interest will be lower than those of 'society' depositors obliged to pay around 12%.



No Picnic At 'The Rock'.

- Stewart Faichney climbed Hanging Rock near Woodend, for one of our new TV commercials — and it was no picnic! Fortunately Stewart had gained rock-climbing experiences while filming an episode of 'Breakaway' for the ABC. In our commercial, Stewart talks about his occupational risks as an actor, then stresses his insistence on 'no-risk' State Bank investments for his money.

A Statesman Service Feature

'Beat the Budget' Beer Scheme



Mr. Bank Officer! If you are not prepared to cease or reduce your beer drinking — and you resent the recent Budget increases in prices of bottles and glasses of beer served in pubs — WHY NOT START A PUB AT HOME, WITH YOUR WIFE AS BARMAID?

You won't need a liquor licence, because you will be the only customer.

Your total capital outlay will be about \$10, and your future drinking costs will be just 30 cents a glass — the OLD price. Here's how to operate the scheme:

Give your wife \$10.08 to buy a dozen bottles of beer at the new price.

These bottles will supply 44½ 7-oz. glasses of beer. (Say 44 glasses, to allow for 'spillage').

You buy these 44 drinks **from your wife** at the **old** pub price of 30 cents a glass.

Allow yourself 6 beers a day on weekdays and 7 beers on Saturdays and Sundays (Total 44). At the end of the first week your wife's takings across the household bar will have reached \$13.20.

Out of this she spends \$10.08 to buy next week's dozen of beer. She banks the remaining \$3.12

After 20 years her savings will build to at least \$3,000—enough to buy her a decent overseas trip, during which she can forget she ever knew a drunken ocker chauvinist like you!

P.S. There is only one disadvantage in this scheme. While drinking at home you will not be able to discuss with the bartender your wife's marital shortcomings.

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.



Birthday twins Chris (left) and Tony Blair join in the fun as manager Bill Larsen asks Mrs. Oates to cut her cake.

Staff Turn It On For Ruth, 103

The staff at Balaclava branch recently helped their oldest depositor to celebrate her 103rd birthday.

Manager Bill Larsen arranged the party for September 18, after Mrs. Ruth Oates and teller Tony Blair, 21, discovered that their birthdays coincided. Then, by chance, Tony's twin brother Chris, a Relieving Staff teller, was temporarily posted to the branch in time to join in the celebrations.

Bill had a cake made and decorated for Mrs. Oates, and presented her with a huge sheaf of flowers.

Mrs. Oates, who still walks nearly a kilometre from her flat to cash her fortnightly pension cheque, thanked the staff for the party, and treated them to a lively song and dance routine.

PUZZLE CORNER

1. TRANSMOGRIFY: Change CAIN to ABEL by altering one letter and making a new word each time, but without re-arranging letters.
2. RELATIVES: A doctor in Sydney has a brother in Melbourne who is a solicitor, but the solicitor does not have a brother in Sydney who is a doctor. How come?
3. LOGIC: Complete the following sentence by inserting words in the blank spaces:
NO POOR MAN IS A KING, AND SOME MISERS ARE POOR MEN, THEREFORE SOMEARE NOT

Answers: Page 15



TELLERS IN TRAINING: Mr. Lionel Cooper (Chief Manager, Personnel) was pictured (back row, centre) with a recent Tellers' Course group at Staff Training Centre. On his right is John Kennedy (Manager, Staff Training). The tellers are (left to right) **BACK ROW:** Peter Whittington (Gardenvale), Robert Berude (Heathmont), Lee-Anne Golding (Hawthorn Station). **MIDDLE ROW:** Kathy Hay (Hawthorn), Jennifer Brinkkotter (Watsonia), Elizabeth Schuliga (Sunshine West), Adele White (45 Swanston Street), Lisa O'Grady (Doncaster East, Tunstall Square), Susan Daly (Lalor). **FRONT:** Michelle Sheridan (Merlynston), Helen Stefanou (Northcote), Marie Perabo (Chadstone Centre), Cindy Barnett (South Melbourne), Krystyna Boczkowski (Coburg), Eleftheria Nicolaou (Footscray, Barkly Street).

Staff Training: Another Boom Year

Record attendances were again reported by our Staff Training Centre in Melbourne during the financial year — despite diversion of hundreds of managers and accountants to the new Staff College at Baxter.

'Bourke Street Beehive' courses were attended by 1,872 officers, an increase of 22% on the 1977 total. Person-days of training increased to 8,337.

All but four of our metropolitan branches supplied at least one staff member for some kind of training.

Instruction during 1977-78 concentrated most heavily on tellers, of whom 685 attended courses totalling 2,800 person-days.

Next largest group to receive instruction were 373 newcomers to the Bank. Successful efforts were made to overtake a backlog of newly-appointed accountants awaiting training in the skills needed to take over supervisory work. Courses for senior unclassified officers with 6-to-9½ years' service proved most valuable to many tellers in need of a brush-up on general office and enquiry counter procedures.

By December 1978, most metropolitan branch staff who joined between January 1969 and June 1972 will have attended a Senior Officers' course at the Centre.

A new course in Inter-Personal Relations was attended by 106 officers — mainly grade 3 accountants — from branches and head office departments.

This significant course trains staff to be:

1. far more aware of their role as supervisors,
2. aware of the basic individual needs of customers and fellow officers,
3. aware of the symptoms of frustration,
4. aware of the principles of interpersonal relations which provide the guidelines to improve as supervisors,
5. aware of the importance of preventing problems rather than having to solve problems,
6. able to conduct a satisfactory discipline interview,
7. able to apply a five step method for making decisions concerning people.

Says Staff Training Manager John Kennedy:

"It is considered vital for the future development of our staff, and the Bank as a whole, that **all** of our accountants should receive training in interpersonal relations".

State Secrets by the Teller



RELIEVING manager's astrology prediction was "up-front activities during the weekend." It proved right! On Sunday, a mouse ran up his leg.

★

WHICH head office manager has developed rheumatism in his hands, from picking up wet change?

★

HORSE SENSE: Reading the form guide over your breakfast oats, to avoid a running commentary from a nagging mare.

★

BRANCH manager complains that a few years ago he used to help his son make model airplanes. These days, the son just sniffs the glue.

★

WHO was the mean branch clerk who had a tattoo of MOTHER done across the centre of his stomach, so he could save the cost of the letter O?

★

AGENCY examiner who believes in reincarnation wants to come back next time as a flea — and start from scratch.

★

SMALL boy was standing at the bottom of the escalator in our 45 Swanston Street branch and watching the moving hand rail. "Is there something wrong?" asked a nearby Messenger. "No," said the boy, "I'm just waiting for my chewing gum to come back."

★

ACCOUNTANT recently in Honolulu says that Hawaiian hula girls have finally discovered the 'mini' look. Nowadays they dance in skirts made from lawn clippings.

★

OUR time locks and other security safeguards have increased to such an extent that all a bandit can expect to get from a raid on a State Bank branch now is PRACTICE.

Girl & Guy of the month

OUTDOOR GIRL

Cubs, canoeing and cross-country skiing are all part of Maryanne Curry's spare time activities.

A 20 year-old refer clerk at St. Kilda West branch, Maryanne is an accomplished Nordic skier. In Winter's ideal snow conditions she made frequent trips with the Catholic Walking Club of Victoria to Mt. Hotham and Falls Creek.

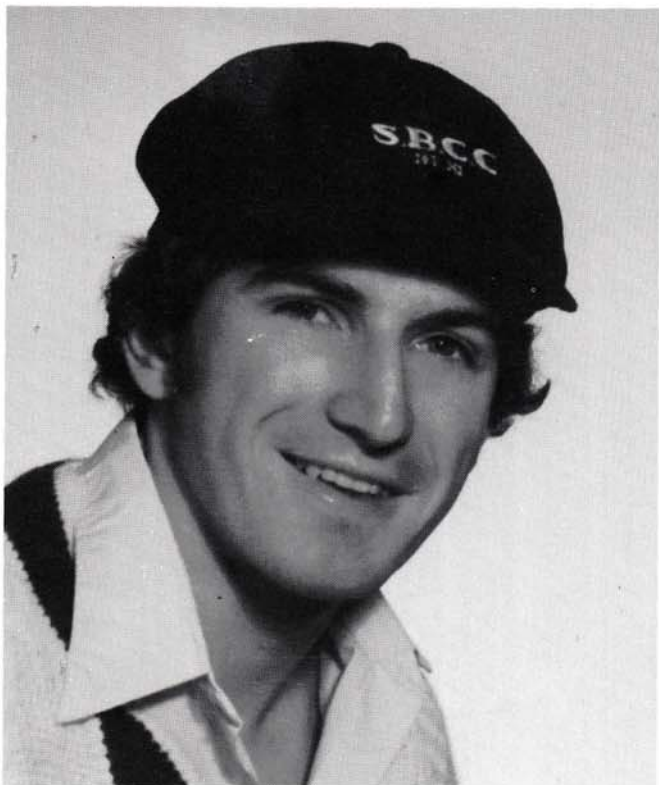
During weekends at the snow the group made daily cross-country ski excursions, often lasting as long as six hours, and occasionally spent nights camped on the snow. Maryanne says that they kept warm in sleeping bags, but had to watch for heavy falls during the night.

During Summer, she enjoys weekend canoeing trips on the Mitchell River. Although the fibre-glass canoes often come off second best, turbulent waters do not deter Maryanne.

"It's an exciting and challenging sport, and definitely the best way to cool off on a hot summer's day", she says.

Maryanne is assistant leader of a Hampton cub pack, and arranges activities such as 'sausage sizzles' (early morning barbecues on the beach) and 'billy-cart derbys', for the 26 cubs under her care.

Although she has no definite plans for the future, Maryanne would like a home in the country. Her Aquarian star-scope suggests that she would be suited to a Libra or Gemini partner.



OUR CRICKETING CHAMP

Although the footy season is barely over, Relieving Staff teller Dale Bennett, 23, a half forward flanker with the Bank's team, has been anxiously exercising his bowling arm for several weeks.

As reigning 'Champion' of the State Bank Cricket Club, Dale is keen to match his performances of last year when he topped the bowling with 30 wickets for an average nine runs per wicket, finished high up in the batting averages and proved a valuable fieldsman with many handy catches.

Dale's performances capped off a hatrick of successful seasons — he had previously been runner-up in the Club Champion award and, the year before, winner of the bowling trophy.

Dale's other sparetime interests are very much centred around the Bank and fellow staffers. He shares an Albert Park flat with three bankers and, together, they attend most social functions staged by the Football and Cricket Clubs, go to parties put on by their many staff friends and play occasional games of tennis.

Though Dale (star sign: Gemini) doesn't have any special romantic attachments, he feels that he will be able to "increase his options" when he achieves his current ambition of obtaining his driver's licence! (Librian and Aquarian female hitchhikers please note).



Go Away!

*Travel notes by Ernie Simpson,
manager of Thomas Cook-State Bank Travel,
McEwan's annexe.*

BALI BECKONS!

Two weeks in Bali for \$805 is an attractive Thomas Cook-State Bank staff discount deal.

Bali, in the heart of Indonesia, has been called 'The Island of 1,000 Temples'. You travel by Qantas jet to Denpasar, (Bali) where you are booked into the Intercontinental Hotel (share twin-bedded room).

From this base you are taken on several sightseeing tours as part of your package holiday.

These cover the Museum and Art Shop in Denpasar, the Monkey forest at Sangeh and an ancient temple at Mengwi.

Another all-day tour takes you to the largest temple in Bali, on the slopes of Mt. Agung ("the navel of the world") and the active volcano of Mt. Batur.

A trip, to Mas, Ubud and Tampaksiring covers silver workshops, wood carving and modern Balinese art displays, a monastery, the King's Tomb and Holy Springs.

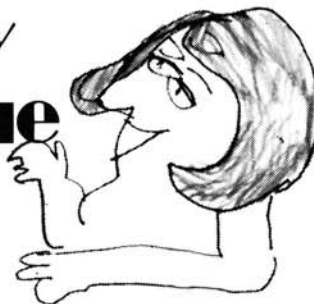
A highlight of your holiday will be the spectacular Monkey Dance by more than 100 performers (usually staged at dusk by torchlight).

Note: Meals are not included in your package holiday, discounted price of which from Melbourne is \$805.



● Right: A Charlie From Bali

Teller Talk by Sue



LITTLE boy reluctantly handed over a 20c coin the other day, saying "I found this on the steps outside the door. Your bank is leaking".

★

TELLER at Bourke Street East accepted an ANZ Christmas Club coupon from a depositor, and charged a 40-cent transfer fee.

★

WELL done is better than well said.

★

OUR branch girls have formed a dieting club called 'The Wishful Shrinkers'.

★

WHICH Irish accountant took his girl to a drive-in on his motorbike, to see CLOSED FOR REPAIRS?

★

BRANCH accountant went into an antique shop displaying a sign: "Come in and buy what your grandma threw out". He found his grandpa there.

★

FLINDERS Street branch manager Kevin McDonald tried to 'bite' his young daughter for a loan of \$2, and she immediately asked "Do you qualify?".

★

LADY studying a Pacific cruise itinerary at one of our travel offices asked clerk "What comes after Haiti?" The reply: "Heighty One".

★

ELDERLY man presented a crossed cheque and requested cash. When I told him "Sorry, this is not payable over the counter" he said "That's all right. I'll come around the back".

★

MANAGER'S wife who is a bit of a gossip had an answer-phone installed at the residence, with her recorded voice saying "Mrs . . . is out at present, but your message will be recorded. Start your rumour now . . .

★

SOMEBODY should cross-breed ball point pens with coat hangers. Then they might multiply instead of disappearing.



Around the Branches

by Tom Sedunary



Elizabeth Street: Shorty and Stretch

Little wonder these Elizabeth Street branch tellers are nicknamed Stretch and Shorty by fellow workers. At 6' 5", Mark Kelly certainly stretches well above Neryl Wilkie, just 4' 9", in this picture taken recently at Lizzy Street. Neryl actually stands on a 4-inch platform to bring her up to a convenient working height. She is rarely short, however, when she balances at night, and Mark, despite his height, never looks down on his customers. Can any other branches report extremes of staff stature?

(Editor's Footnote: We were very pleased **not** to head the above story 'The Long and Short of It'.)



Bundoora: Growing The Green Stuff

The Bank recently landscaped gardens surrounding the new \$160,000 premises which were completed late last year.

In contrast to the starkness of an adjoining shopping centre carpark, native trees and shrubs are beginning to appear around the homely branch in an attractive setting of lawn and brick paving.

Cathedral ceilings, a verandah and a rear second storey enhance the residential character of the branch, established seven years ago in a converted project home (above). Prior to construction of the new building the Bank sold the original house for removal to a residential area in Greensborough. Following reconstruction, the property was advertised for sale as a 'charming ranch style home.' (The ad could have added 'Hundreds of thousands of dollars have been poured into this building'.)



Karingal: Premier Opens Centre

The Premier, Mr. Hamer (centre) was photographed while unveiling a plaque outside the Bank's newest branch to officially open Karingal Hub Shopping Centre. With Mr. Hamer was Sir Albert Jennings (right) and Mr. W.J. Sharp, Managing Director of Jennings Industries Ltd., developers of the Frankston complex.

The new air-conditioned branch, the Bank's 531st, has four teller stations and a customer interview room.

Aspendale: Ode to Andrew

A satisfied, but disappointed customer wrote this touching tribute to teller Andrew Goode before his transfer to the Relieving Staff:



'Life's not meant to be easy',
Is what they always say.
They're making that saying true:
Andrew's going away.

When you're at the counter
you get a splendid view
Of Aspendale's famous, handsome fellow
named Andrew.

He takes your cash and gives you a smile
Perhaps they'll send him back in a while?

If we begged him to stay,
He would not — or would he?
The State Bank will not be the same
without Goodie.

He counts all that money,
his total's not wrong,
And on Wednesday nights
he's the king of Ping Pong.

We ask God to bless and protect Mr. Goodie.
Send him back soon,
Make our bank as it should be!

— A Sad Customer



Children and Kids. Ray Hetherton's daughter Kathie, 3, and son Michael, 4, play with triplet kids.

(Photo by courtesy of 'Lilydale Express-News')

Healesville:

Kids Galore!

Accountant Ray Hetherton probably has more kids than anybody else in the Bank. And recent arrivals of two sets of triplets and two sets of twins have really boosted the number of baby angora goats on his 10-acre property at Seville.

At last count, Ray's goat-herd numbered 55, with several more on the way.

Ray established his stud 18 months ago as a family interest, and in response to the rapidly-growing worldwide demand for the angora's mohair fleece. He bought his first buck for \$2,000.

"At present, the local mohair industry is largely geared to stock production because people are anxious to build up numbers," says Ray. "We plan to sell most of our kids, and later concentrate on fleece production."

Maryborough:

Students Use Common Cents To Raise \$4,000



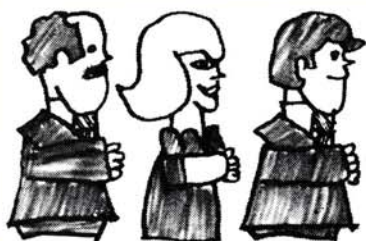
Eric Halden (left), Jenny Bucknall and Alan Pell hand over bags of one cent coins to students from Maryborough Technical School.

The staff recently handled vast amounts of small change to help the local Tech. School break a record and buy a mini-bus.

As a means of raising funds to purchase the vehicle, students collected donations from townsfolk and converted them into one cent pieces at the branch. After stockpiling many thousands of coins, the students made an onslaught on the Guinness Book of Records world coin-laying record, under the scrutiny of branch accountant Eric Halden, the Mayor of Maryborough and the local Commonwealth Bank manager (who also supplied some coins).

Eric reports that it took 12 students five hours to place 65,050 coins in snaking circuits of the school assembly hall. They smashed the previous record set in England some years ago.

The coin-laying exercise — which raised \$4,000 — and the branch's involvement were given wide coverage by the local newspaper and regional TV news.



Meet our new Managers



R.L. BALDRY, Relieving Staff

Bachelor Ray joined the Bank at Drouin, and has since held accountants' appointments at Glenroy, Niddrie and Essendon North. He often returns to his home town, Warragul, on weekends to visit family and friends. He has been a member of the local golf club for 15 years, and until recently played cricket for the Warragul and District Cricket Association.



A.T. RUSSELL, E.D.P.

Alan enjoys listening to music during spare-time and, with a collection of 90 self-recorded, reel-to-reel tapes, he certainly has many hours of listening time ahead. During annual leave and long weekends Alan and family (wife and three year-old son) usually hitch-up the caravan and head for one of the Peninsula resorts.



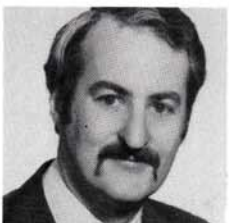
G.J. DUFFY, Relieving Staff

At present Graeme and his wife, former Legal Department staffer, Lorraine (Schilling), are busy establishing a native garden at their recently purchased home in Eltham. They enjoy picnics during leisure time with their family (daughter 8, and son 4). Graeme is currently treasurer of the Greensborough R.S.L.



E.S. SHORT, Staff College

Eddie has been a member of the Greenacres Golf Club for the past 14 years. Although not a regular player at present, he is a past club and State Bank champion. Married with two daughters and a son (aged from two to nine years) Eddie now devotes most of his spare time to family and local church activities.



W.J. GRANT, Insurance Department

Bill joined the Bank at Heathcote, his home town, in 1957 and has since maintained close ties with the township. He has become well-known in the area through his long association with the local tennis and golf clubs. Bachelor Bill says that one day he would like to return to country life on a permanent basis.



P.J. TAYLOR, Garfield

Cricket is Peter's spare time preoccupation during summer. This year he will be lining up for his 21st consecutive season with St. Brigid's, Mordialloc, and he hopes to open the batting once again. In the 1976/77 season Peter won a Federal Districts Association batting award to add to the many club trophies already gracing his mantelpiece. Peter also enjoys social games of golf and squash.



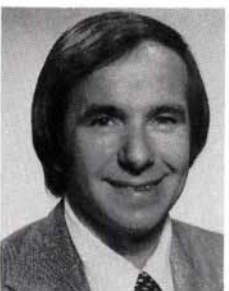
V.B. GROSE, Relieving Staff

As a member of the Kyneton Golf Bowling Club, Barry plays pennant golf each Saturday during Winter, and bowls during Summer. He was the club's 1977 bowling champion. Barry is also a very successful fisherman. Last year he caught a 12 lb. trout — a Kyneton district record. He is married with two teenage daughters and a son, 10.



P.L. JENKE, Recruiting Officer, Personnel Department

Peter is a tennis enthusiast, an interest he shares with his wife, Joy. After 10 years of L.T.A.V. pennant playing with the East Camberwell club, he decided to take his first rest last winter to spend more time with his family (they have a 17 month-old son). However, Peter says he'll be back for the summer competitions.



W.F. GEYER, Relieving Staff

Bill and his family usually head for distant horizons during annual leave. Over the past five years they have visited Singapore, New Zealand and Fiji, and toured Australia by caravan. This year they took a trip to the United States. When at home, Bill enjoys social games of tennis and squash. He has three teenage children.



K.M. DANES, Rosedale

Local church activities keep Ken busy during spare-time. Whilst posted at Hamilton he was treasurer and Deacon of the local baptist church, and an active youth-worker. A father of seven (four girls and three boys aged from six to 17 years) Ken enjoys bushwalking and mountain climbing with the family.

Branch Managers Initiate Novel Schemes

Training On The Job

QUIZKIDS!

In recent times, many branch managers have innovated practical on-the-job instruction, as an extension of the Bank's more formal methods of staff training. Two such schemes — one geared to increasing general banking knowledge, and the other designed to create awareness of fellow officers' jobs, operate at Mount Waverley and Flinders Street branches.

Mount Waverley manager Keith Rodwell recently devised a staff quiz. He enlisted his accountants Wally Packer and Bob Grieve to help him compose and type 150 questions and answers covering a wide range of finance and State Bank-oriented topics. They made up a board with 150 numbered squares, each corresponding to a specific question, and launched 'SUPERQUIZ'.

For the initial rounds, fourteen unclassified officers were matched in pairs according to similarities of age and length of service, and every day one pair was selected to contest a round. Each contestant chose five numbers from the board and was asked correspondingly-numbered questions. Any answers missed or incorrect were thrown open to the whole staff to try. Daily winners graduated to semi-finals, while losers stood a chance of being balloted back into the quiz for another chance.

After three weeks, the eventual 'Superquiz Champ' was Lorraine Jesson (seven years' service) by just one point. Keith says that Superquiz generated so much enthusiasm and sustained interest amongst his staff, that he has promised to repeat it with new questions. In the meantime, Keith says he would be delighted to discuss his quiz with fellow managers, and make available copies of the questions and answers used in the first Superquiz.

"I'm even hoping that we can organise inter-branch Superquiz competitions", says Keith. "My staff claim to be the most knowledgeable in the service, and are itching to accept challenges from other branches".

'MY JOB' TALKS

At fortnightly intervals, individual staff members at Flinders Street branch give

mini-lectures and conduct discussion sessions about their range of duties and particular aspects of their jobs.

Manager Kevin McDonald says that for his staff to provide prompt, efficient service they must be able to adapt to different jobs quickly.

"Our mini lectures and discussions help everyone to gain a better appreciation of what the next person does. This helps officers to cope with peak customer times, and problems arising from staff absences".

A branch staffer gives a prepared five-minute talk, which is followed by a

vigorous 10 to 15 minute discussion period in which other officers ask questions, seek clarification or challenge points raised. Kevin winds up the session by assigning another staffer to give the next talk a fortnight later.

Kevin reports that everyone has benefited immensely from researching lecture material and gaining experience and confidence in public speaking.

Topics covered to date have included 'Problems Involved With Overseas Remittances' (by a junior clerk), to 'Public Relations And Us' (by the manager).



Glen Waverley manager Keith Rodwell (right) presents chicken and 'chambers' to Superquiz winner Lorraine Jesson. Runner-up Wendy Campbell receives a bottle of wine from Wally Packer, senior accountant.

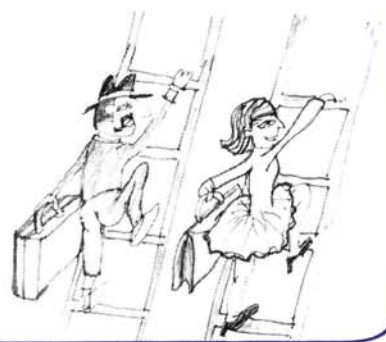


At Flinders Street branch, junior clerk Manuela Nunlist (right) is talking about cheques to fellow staffers (from Left) Raelene Kerr, Sue Hill, Vicki Franklyn, Kevin McDonald (manager), Chris Krickenbeek, Barry McGregor, and Bernie Dickens (accountant).

On the Way Up

— our newest Accountants

In response to a suggestion from David Pym, accountant at Emerald branch, we are launching this new feature to introduce newcomers to 'classified' ranks. The officers pictured here have been promoted to A3 status since mid-July:



GARY BROWN — Branch Mechanisation Department



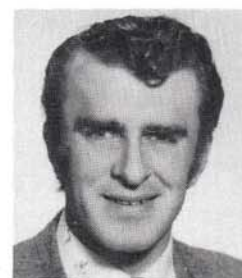
MICHAEL FOX — Relieving Staff



WENDY MALCON, Bankcard Department.



GEOFF OWENS — Caulfield West



BOB THOROUGHGOOD — Yarraman



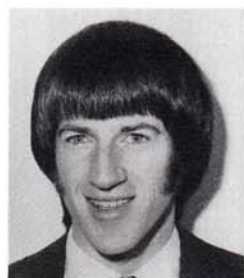
DENISE DEAN — Relieving Staff



MAX HAZELMAN, Shepparton



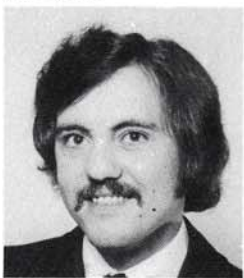
CHRISTINE MCCARTHY — Fawkner, Major Road



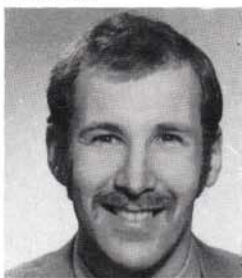
GARRY PATERSON — Nathalia



DIANE TOMBS — Mount Waverley



LOU DIMECH — Relieving Staff



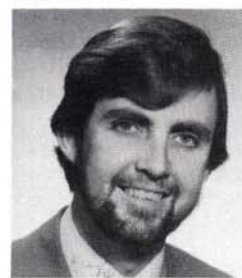
DENIS HEWITT — Relieving Staff



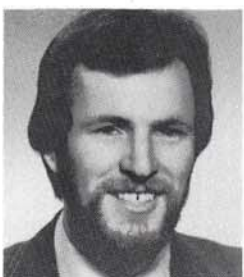
MARGARET MITCHELL — Hastings



PAMELA PITMAN — Berwick



GRAEME WALSH — 186 Bourke Street



NEVILLE EVANS, Bankcard Department



SUSAN HODGSON — Central Clearing Section, E.D.P. Dept.



BERNIE MURRAY, Lower Templestowe



VICTOR SORATI, Relieving Staff



HERMAN VAN DER WEERT — Hoppers Crossing

Branch Staff of the month

EMERALD

Staff line up with sparetime interests and activities in brackets (from left to right): Neil Bell, manager (Australiana, travel) Dave Pym, A3 (wines, writing and reading) Rod Brown, teller (flying, travel) Trevor Day, A2 (golf, badminton, travel) Alison Bastin, clerk (motor racing, cooking) Geraldine Goodie, clerk, (squash, philately) Barbara Owen, senior clerk (swimming, camping) Robyn Richter, teller (archery, hiking) Marianne Bailey, clerk (painting in oils).



THE ADAPTABLE ONES

Staff at our 'country-classified' Emerald branch are always being asked by fellow bankers "Are you really country, or just outer-suburban?"

Manager Neil Bell says: "We're a bit of both. Emerald is an unusual and appealing blend of small country town atmosphere and suburban sophistication.

"Our clients may be fourth generation locals, or recently-settled city commuters seeking the space and appeal of the countryside.

We cater for all, from potato growers to professors. Our emphasis is always on completely satisfying individual customers — whether requests are simple or complex — and they can be quite varied.

"A recent visitor from Head Office was surprised by the high level of activity in our branch. He had previously thought that Emerald was just a Puffing Billy whistle stop!"

They say. . .

- An Irish firing squad lines up one behind the other.
- Today's greatest labour-saving device is tomorrow.
- Etiquette is the noise you don't make when eating soup.
- The man who slaps you on the back may be simply wanting you to cough up something.
- Silence isn't always golden. Sometimes it's guilt.
- A hot dog is the only animal which feeds the hand that bites it.
- A hangover is something that occupies your head in the morning after a night of not using it.
- Mud thrown is ground lost.
- The good old days were when a teenager went into the family garage and brought out a lawn-mower.
- The most thought-provoking item in the newspaper is the one your wife cut out before you had a chance to read it.

Laws of the Boss

1. The Boss is right.
2. The Boss is always right.
3. In the unlikely event that a subordinate may be right (1) and (2) shall apply.
4. The Boss does not sleep, he rests.
5. The Boss does not drink, he sips.
6. The Boss is never late, he is held up.
7. The Boss does not absent himself from work, his presence is required elsewhere.
8. The Boss does not read the paper in the office, he brings himself up to date.
9. Anyone who enters the Boss's office with some scheme of his own, leaves with the Boss's scheme.
10. The Boss is always the Boss, even in bathers.

Footnote: A reading of the above Laws suggests that this man is a dictator. Therefore, every possible means must be employed to prevent his marriage, in order that there be no increase in the number of Bosses.

CAR-TALK



— by TS

CAR CLUB. The Victorian Motorists' Auto Club (V-MAC) formerly R.A.C.V. Young Motorists, has strong State Bank representation and is seeking membership from other staffers — both male and female. Club president, Garry Doyle, of Head Office Internal Audit Department says that V-MAC caters especially for those not wishing to affiliate with particular car makes, or specialise in competitive motor sport. The club organises rallies, motorkhanas, tours and a wide range of social activities. No need to own a sporty car, either. Members' vehicles range from small sedans to large station wagons. Enquiries should be directed to Garry, his wife Kathy (Knoxfield branch), John Arts (Premises Department) or Rob Hall (Relieving Staff).

SERVICE SMILES. 'Satisfaction' is not a word we always associate with car servicing. Shoddy, careless work and defensive counter staff often seem par for the course. However, the combined dealership trio of Heidelberg Datsun, Northpoint Holden and W.H.M. Auto Imports (Fiat, Lancia and Honda) has a refreshing approach. A day or so after they have worked on your car — whether new or used, sold by them or purchased elsewhere — they telephone to ask if you are happy with their work and if you have had any further problems.

SIGN LANGUAGE. Same company, though, needs to brush up on its spelling. A Datsun wagon recently adorned the front row of a prominent used car lot with this windscreen message in large letters: EMACULATE.

BARGAINS FOR BANKERS. Doran's Tyre Service in Carlton is offering to State Bankers special discounts on top quality steel belted radials. For example, on Goodyear Supersteels to fit most Holdens, Falcons and Valiants (size 185 x 14), managing director Ron Deveson is quoting \$43 including fitting and computer

balancing (usually a \$2.50 'extra'). In this case Doran's price undercuts a well-known tyre discount by nearly \$7 per tyre. Ron can also sell batteries at near 'trade' prices. Telephone him on 347 8366, mentioning the Bank or STATESMAN.

MAP MAN. Hampton Central branch accountant Paul Paterson is one of Australia's top rally navigators. He rose to prominence in 1976 when he won the Victorian Navigators' Championship and caught the attention of the country's best drivers. That year, Capt. Peter Janson commissioned Paul not only to navigate for him in the Southern Cross Rally, but to actually assemble their Mitsubishi Lancer from a body shell, engine, suspension and other components he supplied. That's their car below, with Paul in the navigator's seat, thundering its way to 10th position from a total of 93 starters. Paul has since competed in all the top rallies, and has a strong chance of taking out this year's Australian Navigators' Championship.



COUNCIL SEATS FOR TWO



Two State Bank staffers, contesting their first municipal elections, recently won seats on the local Councils.

Sue Brooks, a head office Research Officer, now represents Templestowe Ward in the City of Doncaster and Templestowe, while Watsonia branch accountant Tom Crothers is Councillor for the Diamond Valley Shire's South-West Riding.

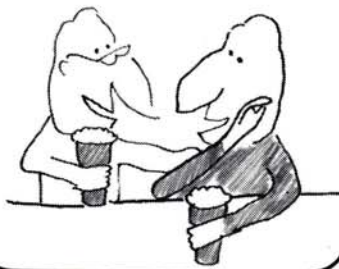
Both stood as Independents, Sue campaigning for improved recreation facilities for teenagers and senior citizens, and Tom for a general upgrading of community amenities — especially for married women.

Tom decided to stand after many years on committees of several local organisations. He now represents the most heavily populated Riding in the Shire. Sue, an economics graduate and former president of Latrobe University Students' Representative Council, has a keen interest in politics and says that her entry into Council was a logical move.

Cat-astrophe

A Mornington branch accountant recently went interstate on leave, and arranged with two of his staff girls to live in his home during his absence, to be caretakers and feed the pets. One evening the girls put on a small dinner party, and the main course of tuna salad was greatly enjoyed by all. However, the girls later discovered that the canned 'tuna' they had used was actually a fish-flavoured cat food. They now answer to the call "Here, Puss!"

On the Grapevine



Mystery Photo Part-Solved

When the photo (right) of our Footscray branch staff (taken about 1914) appeared in August STATESMAN, the only identified officers in it were E.T. Benson (third from left) and John H. Frey (second from right).

An annuitant has since supplied the names of Alex J. Ross for the first man on the left, and George F. Francis for the third from the right, said to have been the manager.

A former officer has suggested that the moustachioed 'manager' is actually Henry J.R. Norris, and believes that the man on the far right is George W.J. McCormick. So 'Second from left' is still unknown, and 'Third from right' is still in doubt. Any more opinions?



Pictured are (back row): Bill Nicholls, Doug Birkett, Wal Arms, Cameron Stewart, Alan Thomson, Wal Anderson, Alan Harris. (Middle row): Bill Pamphilon, Bill O'Connor, Rupert Vickers Foote (Manager), Lou Stewart, Bill Ritchie, Frank Scorgie, Harry Morton. (Front row): Alf Adams, Gordon Miller, John Dickson, Ian Nichol.

Remember 1941?

An historic picture published in June STATESMAN prompted the following contribution of a photo and notes from John Dickson, manager of South Melbourne branch:

"Shortly after I joined the Bank in 1941 this photo was taken in the Secretary's Department (now Current Loans) which comprised the Consents, Farm Arrears, Town Arrears and Properties in Possession Section.

The photo is a bit battle-worn, but I hope it can be reproduced, as it will bring back nostalgic memories to many (mostly retired) who served in Room 13, 3rd Floor".

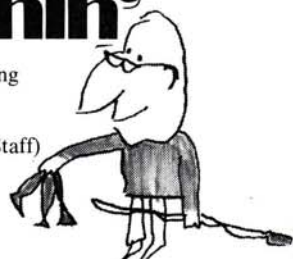


NEWLYWEDS

Mrs. Aileen Powell (nee Ferrari) of the Bank's Head Office Building Department, and husband David are pictured following their wedding at Good Shepherd Church, Mulgrave. Aileen's bridal gown was of pure lace with bell sleeves, complete with trail and floor length veil. A reception followed at Camelot, Clayton.

Gone Fishin'

The following recent and approaching retirements have been notified to STATESMAN:
BOB SIDEBOTTOM (Emergency Staff)
JACK McCARTHY (Monash)
FRANK GILLESPIE (Emergency Staff)



PUZZLE ANSWERS

1. TRANSMOGRIFY: CHIN, SHIN, SPIN, SPUN, SPUD, SPED, APED, ABED, ABEL.
2. RELATIVES: The doctor in Sydney is a woman.
3. LOGIC: Some MISERS are not KINGS.

Basketballers Get Life

The State Bank Basketball Club has awarded two Life Memberships for "outstanding service on and off the court".

Accountant Geoff Gourley, who recently moved from Rosanna to Wodonga, gained his medallion following a 13-year association with the Club. During that time he played in 313 matches and held several senior committee posts.

Mary Henderson, a well-known former Bank staff member, became the Club's first female Life Member. She has played more than 200 games in the women's team which she helped establish 10 years ago. Mary is also a committee member of many years' standing.

Three country branch managers hold the only Life Memberships previously awarded. They are Ron Wilson, Seymour (1968), Don Basham, Ararat (1970) and Reg Saunders, Yackandandah (1973).

Basketball Club president Peter Harris (left), accountant, Keon Park branch, presents Life Membership medallions to Mary Henderson and Geoff Gourley.



ARE YOU AN ACTIVE MEMBER?

Are you an active member,
The kind who would be missed,
Or are you just content to see
Your name down on the list?
Do you attend each meeting
And mingle with the flock,
Or do you stay away, then criticise and knock?

Do you take an active part to help and work along
Or are you satisfied to be the kind who'll just belong?
Do you push the cause along and make things really tick,
Or leave the work to others, and talk about 'the clique'?

Think this over, member — you know right from wrong.
Are you an active member, or do you just belong?

OUR CRAZY INVENTOR

- Crossed a clairvoyant with a contortionist, and got a man who could foresee his own end.
- Crossed termites with preying mantises, and got preymites — insects which say prayers before eating houses.
- Crossed an alligator with a moose, and got a wallet you could hang your hat on.
- Crossed a rabbit with a rabbit, and got a larger house.

'Wyndy's' 200th

Peter Wynd, 32, the State Bank Football Club's most experienced player, recently notched up his 200th game. He joined the 'Tigers' in 1963 and has played mainly on the backline. This year, however, he moved to the other end of the field and completed the season at centre half forward. Peter, a Bankcard Department credit officer, gained Life Membership of the S.B.F.C. in 1976, and has served on the committee for 10 years.



● Peter Wynd (right) is congratulated by Allan Brennan, Branch Mechanisation Department, who recently played his 150th game.