

True Blue

April 1990

STAFF NEWSPAPER

State Bank  Victoria

SUCCESSFUL STAFF RECRUITING PILOT

Ormond North region piloted a new staff recruiting initiative in mid-1989 aimed at giving branch managers the responsibility of employing their own staff.

By all accounts managers are delighted at being able to choose who will be recruited to work in their branch, and the region and staff recruiting are very pleased with the

results. Terry Preston, Senior Regional Manager said "Managers now have input into employing their staff which is beneficial to the Bank and branches in the long run."

Michael Fox, Administration Manager and Sandi Costa, Marketing Support Officer were instrumental in organising and setting up the new system with the Staff

Recruiting team led by Peter Woodward, Manager Staff Recruiting.

Advertisements were placed in local newspapers in the Ormond area inviting people interested in having a career full-time or part-time in the Bank to phone the regional office.

When an applicant phones, details such as age, schooling and experience are sought to ascertain their suitability to sit an aptitude test at the regional office. Successful applicants are then interviewed by the Branch Manager who then assesses whether the applicant is suitable for the position at their branch.

From the applicants point-of-view, it means that they no longer have to make special trips into the city to sit the aptitude test and be interviewed. The successful applicant gets an early insight into the organisation and how the Bank works.

The success of the Ormond North staff recruiting pilot has now spread to Ormond South region and will be followed by other regions later this year.



Pictured from left, Sandi Costa, Michael Fox and Peter Woodward who were instrumental in setting up the successful recruiting pilot.

Robberies decreasing

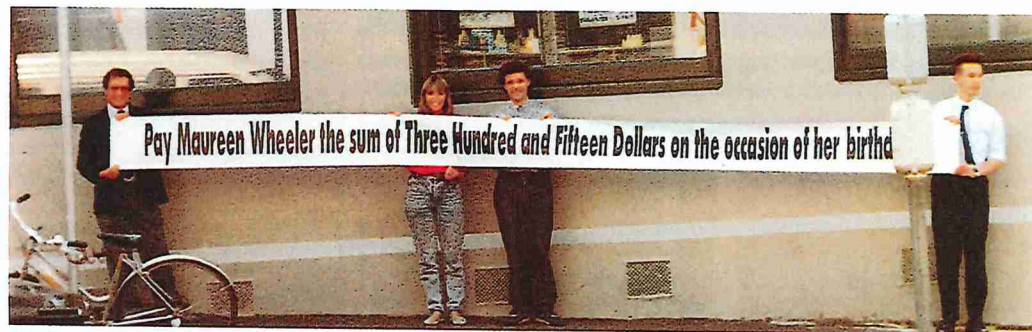
Figures released by the Australian Bankers Association in mid-February show that bank robberies declined sharply in 1989. With the 6,500 bank branches and agencies throughout Australia, the number of bank robberies attempted in 1989 was fewer than 250. This figure compares extremely well with 1988's figure of 350 attempted robberies and 550 attempted robberies in 1987.

Alan Cullen, Executive Director of the Australian Bankers Association said that the fall in the number of

robberies is attributed to many factors. This includes the gaoling of major offenders, effective Police activity and continued improvement of branch security.

"Improved branch design and security has deterred bandits and better camera technology and other devices has increased the speed and likelihood of identification and conviction of offenders," Mr Cullen said.

SBV is in the forefront of branch security. In Victoria, of the 429 pop-up screens fitted in all banks, 245 of them are installed in SBV branches.



It takes more than one person to hold up Maureen Wheeler's surprise 40th birthday whoppa cheque!

What a whoppa!

A well known Richmond Branch customer, Maureen Wheeler came into the Branch one day with a very unusual deposit.

It seems Maureen's workmates decided to

collect money for a present for her 40th birthday. When the money was collected, a fellow colleague who just happened to be a graphic artist decided it would be fun to present Maureen the money in a cheque. Ah, but this was no ordinary cheque. It was printed on approximately 20 feet of paper, and had all the legal markings.

A rather embarrassed Maureen presented her

whoppa cheque to the staff at Richmond Branch. Teller Jason Mahoney served Maureen, but upon opening the cheque and realising the size of it, called for help from Supervisor, Judy Cosgrove, who after perusing the cheque fully, cashed it and wished Maureen a very Happy Birthday!

Tracey McGee
Parkville North Region

Busy Sonya named Citizen of the Year

Sonya Griffiths, of Corryong Branch, must be very pleased with her efforts in the past year.

Sonya was named Junior Australian Day Citizen of the Year by Corryong Shire Council.

Part of her nomination read: "Sonya has successfully represented the Upper Murray area in the Miss Australian Quest and raised a record amount of \$18,200 for the Spastic Society and was crowned the Miss North East Charity Queen."

"Sonya was inaugural Secretary of Corryong Rotaract Club and is now Vice-President. Rotary awarded her a youth leadership award. She assisted Rotary with the senior citizen dinner and at race meetings."

As well, Sonya was awarded a Certificate of Merit for the Youth Achiever Community Award sponsored by Channel 10.

Joanne Dunn
North East Region



Sonya Griffiths proudly shows her award.

SBV Top Super Fund Manager

State Bank Victoria has won the Money Management 1989 Fund Manager of the Year Award for investment performance in the Superannuation category.

The Award is based on investment performance achieved during 1989. The investment philosophy of SBV Investment Management is based on a disciplined but active management style resulting in low risk and high returns.

SBV's share of the rollover market stands at 6.3% of a total \$15,000 million market. It ranks fourth, trailing only such giants as National Mutual, AMP and the Commonwealth Bank.

A dedicated team of investment, marketing and administrative staff of around 115 is rapidly earning a reputation for service and performance with financial advisors and some 70,000 customers.

Ellen Hanson
Investment Management Department



Investment Management's senior managers looking proud. From left, are Gordon Lochran, Chief Manager Investment Management; Steven Vaughan, Chief Manager Strategy and Research; Bill Leuner, Assistant General Manager, Investment Management Department; Vic West, Chief Manager Investment Marketing.

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General Manager, Personal Banking, Peter Shepard pictured right, sashes the champion cow with presenter of the Berwick Show, Ian McTaggart.

Berwick Show

141 years strong

The annual Berwick Show was held in late February. Now 141 years old, it is the oldest country show in Victoria.

The show featured horse, cattle, and dog events and many attractions ranging from the Tug-of-War to the dog high jump.

As in previous years, Berwick Branch enjoyed their association with the show, both as major sponsor and by staffing a hospitality caravan for visitors. Peter Shepard, General Manager Personal Banking, officially opened the Show as well as sashing the champion cow.

Just prior to the Show it is customary for many shops and Banks to provide a display depicting a show theme which is judged.

This year, Berwick Branch had to be content with second prize after having had the best display for the last five years. (First prize went to the local butchers who dressed as sausages!)

Jeff Hyde
Frankston Region



Berwick Branch all dressed up for the event, back row from left, John Hassett, Peter Solohub, Ron Binks, Manager, Ingrid Versteegen, Andrew Holland, Vicki Ruston, Janine Brown, Janne Saunders, Ross Miller, Mal Kewish. Middle row from left, Claire Glesen, Lyn Taylor, Toni O'Sullivan, Raelene Wolf, Naomi McCarthy, Mardi Crawford, Caroline Pirie, Barbara Nelson, Brett Anderson, Anne Ladlow. Front row from left, Annette Koetsier, Gerrard Marvin, Debbie Sing, Gail Leembruggen, Debbie Arnold, Julie Doherty, Lisa Davis, Fiona Galea and Jeanette Willemsen.

access
Don't just think about it, ask it...

Q Is there a possibility of supervisors being offered a salary package similar to the proposed managers package?

A There are no immediate plans to extend remuneration packaging, similar to that being considered for managers, to supervisors. However, as with all employment matters, the Bank will continue to monitor this issue.

Max Langham
Senior Manager
Remuneration

Q As the Bank recently announced a profit in the half-yearly report, will there be any profit-sharing for staff at the end of the 1990 financial year?

A This is the first year the Bank has published a half-year report. Profit-sharing, of course, is determined by full-year results, as well as other factors. It's really too early to say at this time.

John Winders
Acting Chief
Operating Officer

Q I feel the Bank could save money in many different ways. For example, True Blue obviously costs a lot to produce, couldn't we save money by printing it on newspaper?

A The financial saving from using newsprint is minimal and would result in a sharp drop in quality. Although True Blue resembles a newspaper in layout, it differs in a number of important aspects. Newsprint is suitable for print runs of approximately 300,000 and is not suitable for regular

colour reproduction. The paper can change shape easily, affecting the sharpness of both words and pictures.

We are always conscious of reducing costs, without compromising quality. Four months ago we examined five paper alternatives and changed the stock to a lighter weight, reducing costs by \$4,277 per annum. The first edition to use this paper was in February 1990. One of the papers examined was recycled paper, which we will consider again when the price is reduced further and it becomes suitable for colour reproduction.

Carin Lavery
Managing Editor
True Blue

Q Is there any truth in the rumour that there will be major changes in staff superannuation in the near future?

A Management is considering major changes to staff superannuation. The proposed changes recognise that not everyone places the same value on superannuation cover and the aim is to provide members with flexibility to choose the level of cover on a non-contributory basis. Members may choose additional cover by contributing towards part of its cost. Benefits will be above those offered by the existing fund and in the area of death and disability cover, new flexible rules will operate.

Members will have the option of transferring to the new rules, or staying with the existing ones. The choice will be voluntary. If the necessary approvals are given, it is intended that the new rules operate before 30 June this year.

Graeme Walker
Senior Manager
Staff Superannuation

Bank's swimmers are carnival runners-up

State Bank Victoria's swimming team had its most successful carnival for many years at the Victorian Combined Banks' Annual Swimming Carnival at the State Swimming Centre on 23 February.

The Bank finished runnerup on the night. It also won two individual shields — the men's 100-metres freestyle (Gary Carmichael) and the women's 4 by 100-metres freestyle (Ann O'Leary, Georgina Sutherland, Virginia MacColl and Geraldine O'Toole).

Georgina Sutherland also won the 50-metres breaststroke. At previous carnivals, State Bank Victoria has been competitive but never a contender for the aggregate shield. But this year, the competition was between Westpac and State Bank Victoria all evening. State Bank Victoria's lack of depth in the men's events was the deciding factor as shown by the relays.

State Bank Victoria swimmers at the carnival were: Gary Carmichael, Albert Park; Ann O'Leary, Card Processing; Craig Saville, Ormond North Region; Georgina Sutherland, Treasury; Paul Dodd, East Melbourne; Vincent Lewis, Corporate Banking; Bernie Buncle, Tricontinental; Sash Ilieveski, Sunshine North; Virginia MacColl, Managed Funds Administration; Roslyn McKew, Rosanna, Geraldine O'Toole, Central Processing; Jane Murfett, Batch System Support; Claire and Helen Akers, Melissa and Cindy Hutchison and Hannah Lewis.



State Bank Victoria's winning swimmers Gary Carmichael, Geraldine O'Toole, Ann O'Leary and Virginia MacColl.

Bank-sponsored tennis a big hit

More than 500 people took part in the State Bank Victoria-sponsored Victorian Country Tennis Association State championships.

The championships were held at Wodonga Tennis Centre and Albury Lawn Tennis Club from 12 to 16 February.

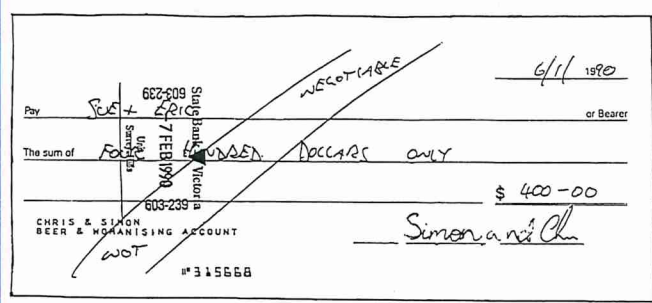
It was the fourth time the Bank has sponsored the championships, which are

open to tennis players who live at least 70 kilometres from Melbourne's GPO.

Trophies were presented by Wodonga Branch Manager Gerry Schilitz.

State Bank Victoria also sponsors the Victorian Tennis Association's schoolboy and schoolgirl championships in Melbourne in July. The finals are played at the National Tennis Centre.

ODD SPOT



When a customer deposited this cheque to an account at Surrey Hills Branch, the staff had a good giggle at the name of the drawer. It was "Chris

& Simon Beer and Womanising Account". Must have been a wow of a night for \$400.00!

Kathy Constantinou
Box Hill South Region

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Top field in Bendigo race

More than 400 athletes took part in the Apex Lions Bendigo 5000 athletic carnival on 10 and 11 March — with 170 entrants competing for a place in the final of the State Bank Victoria Bendigo 5000 120-metre sprint.

Hawthorn-based sprinter Simon Smith won the race in a time of 12:27 seconds — the fastest time of the weekend. Running from the 2.75-metre handicap, Smith outpaced the classiest field assembled in a 5000 for many years.

Other finalists included Commonwealth Games athletes Shane Naylor and Robert Ballard.

Second place went to Todd Ireland with Paul Dinan third, Ballard fourth and Naylor, who seemed to struggle over the last 25 metres, in fifth place.

It was the third time State Bank Victoria has sponsored the race which started in 1947. This year, the program included a women's race for the first time in the history of the carnival. This was a 400-metre event.

A crowd estimated at 8000 crammed the Bendigo Sports Centre to enjoy the two-day athletic and cycling carnival with the highlight the running of the \$7500 120-metre sprint.

General Manager Personal Banking Peter Shepard

presented Smith with the winning sash and the \$5000 first place prize money. A medallion was also presented to the trainer, Jim Bradley, which was accepted on his behalf by Ricky Dunbar.

North Central's Senior Regional Manager Graham Watson says: "State Bank

Victoria is delighted to be able to again assist financially in one of Victoria's leading athletic carnivals. It is the ongoing policy of State Bank Victoria to support both sporting and cultural programs for all Victorians."

The Bank's caravan was placed on site to enable invited

guests to view the days' events from a comfortable vantage point. The final of the 5000 was followed by the Madison cycling event and a spectacular fireworks display — a most enjoyable weekend's entertainment.

Wendy Watkins
North Central Region



A very close finish for the final.



General Manager, Personal Banking, Peter Shepard presents the \$5000 cheque to the winner, Simon Smith of Hawthorn.



A delighted winner — Simon Smith.



Winner — Simon Smith with the official "Colour Boys" of the carnival.

PC Trainers — Meeting the demand



The travelling PC show in action. Marita Hogarth instructs Maree Streeter and Dean Wigmore on the Spreadsheet package

Time and distance prevent most country staff from participating in Personal Computer (PC) training courses at the Staff Training Centre in Queen Street. To combat this, late last year two training officers spent a week at North Central Regional Centre conducting PC courses on Branch Word Processing, Lotus 123 and DBaseIII. Similar courses have been scheduled for Gippsland Region in March and South West Region in June.

The demand for PC training is ever on the increase. Therefore the PC training team has introduced night PC

training courses to keep up with the demand for Bank staff waiting to be trained.

Rod Crane
Chief Manager, Training

1990 Financial Planning Seminars Dates now set

A series of Financial Planning Seminars has been organised by SBV Financial Planning Services Treasury Division. The seminars are aimed at those approaching retirement. However, they also benefit special needs groups such as early retirees, mid-ranking executives and those with a present savings capacity.

Some senior Bank staff

attended the 1989 Seminars and found them valuable for information and in directing customers to subsequent sessions.

The seminars will be held at the Bank's Theatre at State Bank Centre from 5.30pm to 7.30pm. Parking is available under State Bank Centre (entry via Elizabeth Street) from 5.00pm at reduced rates.

If you would like to attend

any one of the seminars, make your reservation by phoning 604 7575 or 604 7339.

Seminar Dates:
Monday 23 April
Monday 21 May
Tuesday 19 June
Thursday 12 July
Wednesday 22 August
Thursday 13 September
Tuesday 9 October

TELLERS' TALES

A regular feature in which we look at life from over, and behind, the counter.

There's nothing unusual about customers leaving their belongings in a branch by mistake. But when the staff at Box Hill Branch found a pair of crutches left behind, it was a different story. Wouldn't you think that a customer who had hobbled up the street to the bank would notice their crutches missing on departure?

Kathy Constantinou
Box Hill South Region

★ ★ ★

Who was the relieving teller from Corio Village Branch who decided to get changed in the toilets at Manifold Branch whilst the other staff were finishing off for the day?

Unfortunately for him, the staff finished up earlier than expected and left him locked in the branch. After an embarrassing phone call to the Regional Office, the cleaners arrived to let him out.

Christine McCallum
South Central Region

★ ★ ★

A mystery blonde supervisor answered the phone one morning to a GCO ringing in sick after a long weekend. The excuse used was that over the weekend the whole camp they were at had caught gastro.

The supervisor relaying the message to the staff accidentally said: "... won't be in as the whole camp has caught gonorrhoea".

Lunch 'n' learn talks to start in May

A new series of lunchtime talks dealing with personal issues will be held this year.

The talks are free and open to State Bank Victoria staff and their families. They are organised by the Staff Chaplains, supported by Staff Counselling and Occupational Health and Safety.

There will be three topics for the lunchtime talks. Each topic will have four sessions. The first session will be a lecture and the three follow-up sessions will be interactive.

The topic of the first four lunchtime talks will be on reducing stress through rational thinking. The dates will be 10, 17, 24 and 31 May. It is based on the ideas of US psychotherapist Albert Ellis, looking at how people's thoughts affect behaviour and feelings and our ability to influence our thoughts.

The topic will also look at how people can influence their own self-talk or internal

messages about or interpretations of events around us.

People can also change their thinking by examining irrational beliefs. For instance, a person may believe "I must be liked by everyone all the time," says Ellis. The person therefore uses a lot of energy and effort trying to please others, becoming unhappy when he or she does not achieve this impossible goal.

The sessions will deal with the ideas (of Ellis) and allow people to identify their own irrational beliefs and self-talk.

The second series of four talks, "life transitions", will be held on 23 and 30 August and 6 and 13 September. The third series, "communication and assertiveness", will be on 7, 14, 21 and 28 November.

For more details, contact Vivien Williams, Staff Chaplain, (03) 604 7488, Norman Morris, Occupational Health and Safety, (03) 629 3334; or Jenny Hartman, Staff Counselling (03) 629 3746.

At work...



MITCHAM



NUNAWADING



BAYSWATER



HEATHMONT



STUDFIELD



RANGEVIEW



BRENTFORD SQUARE



FOREST HILL



KNOX CITY



FERNTREE GULLY MT GATE



UPWEY



BELGRAVE



UPPER FERNTREE GULLY



FERNTREE GULLY



EMERALD

The Box Hill South Regional Centre controls 42 branches.

Its boundaries extend from Emerald/Monbulk in the East to Auburn in the West, Whitehorse Road and Maroon-dah Highway to the North and Toorak and Burwood Roads to the South.

Within the Region lies the municipality of the City of Knox, 110 square kilometres in area and over the past ten years, the fastest growing municipality in Victoria.

In the Victorian local government, the City of Knox is second only in size to the City of Melbourne. The municipality includes established eastern suburbs of The Basin, Bayswater, Boronia, Ferntree Gully, Wantirna, Wantirna South and Knoxfield, the main areas of current residential, industrial and commercial growth being in the newer suburbs of Rowville and Scoresby.

During the past five years Knox has accounted for more than one third of all new industrial developments in the middle and outer eastern suburbs.

The development, to a large

extent, resulted in business lending increasing appreciably, and very good banker/customer relationships have been developed by all managers.

Regionalisation of the branch network has no doubt assisted in improving communication, staff administration and training capabilities.

It is pleasing to acknowledge that all branch staff have accepted and responded accordingly to the aims and objectives of regional management.

Continuing "back-up" support, guidance and assistance are provided by regional centre personnel to the region's major asset — its branch staff.

All staff should be extremely proud of the results attained in all areas of operation in the Box Hill South Region. Given the current economic climate and competitiveness between financial institutions, we can confidently assume that within the Region, customer service will remain a high priority and every avenue will be exploited to further enhance the image of State Bank Victoria.

Ian Walter
Senior Regional Manager

270 years of service

A function for nine loyal State Bankers was recently held at the Regional Centre to celebrate a total of 270 years' service!

Ian Walter, Senior Regional

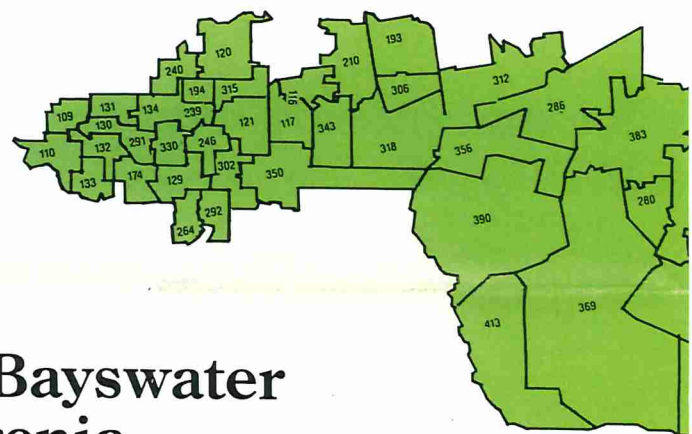
Manager, presented each officer with their 30 Year Service Award, comprising of a certificate, 1 kilogram silver ingot and silver bracelet for their proud wives.



The stars of the night receiving their 30-Year Service Award, back row from left, Peter Carter, Ferntree Gully Mountain Gate; Graeme Williams, Relieving Staff; Austin Waugh, Emerald; Neil McMillan, Relieving Staff; Graham Casson, Monbulk; John Burke, Riversdale. Front row from left, Alan Price, Box Hill South; Don McNamara, Camberwell South and Brian King, Mont Albert.



Graeme Williams shows his passion for seafood!



Cocktails at Bayswater and Boronia

With increasing pressure from our competitors, the need to foster better customer relations is always vital. With this in mind, cocktail functions were held at Bayswater and Boronia Branches during March. Positive feedback was received from guests who enjoyed the informal and friendly atmosphere.



Graeme East, Manager, Boronia Branch, second left, enjoys a drink with customers.



Senior Regional Manager, Ian Walter, left, and Regional Manager Russell White.

Murray gets gold

After 40 years of dedicated service, Murray Chisholm and five other managers attended the 41st floor of State Bank Centre to accept Service Awards as recognition of the milestone achieved. General Manager Personal Banking Peter Shepard presented each Manager with a two-ounce solid gold ingot and

a gold bracelet for their partners, who were also present. Murray, Manager of Burwood East Branch, fondly remembers arriving at Black Rock Branch on 9 January 1950 as the nervous junior. He has never looked back and is grateful his wife, Judy, has shared his career with him.



Murray Chisholm proudly shows his 40-Year Service Award to some of his staff, from left, Cherryllanne Howes, Bill Dawson and Anjali Sawhney.



Ralph Speedie, Manager, Bayswater Branch, seated centre, with, to his right, Branch Supervisors Sue Hill and Diane Bennett, share a few laughs with guests at their cocktail party.

OUR REGION
BOX HILL
comj



STUD PARK SHOPPING CTR



REGIONAL CTR (LENDING)



MONBULK



REGIONAL CTR (ADMIN)



BORONIA DORSET ROAD



BOX HILL SOUTH



BURWOOD EAST



BLACKBURN SOUTH



BLACKBURN



At Play...

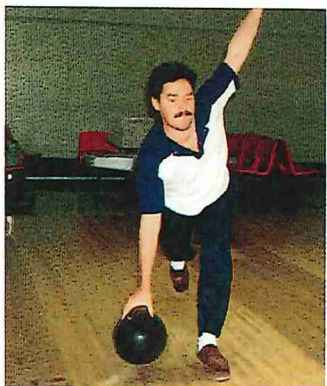
Bowled Over

After a long day at work, Debbie Coffey of Emerald Branch and Cameron Mackay of Auburn Branch escape to the bowling alley. Both have been involved in Ten Pin Bowling for more than 10 years and love the competitive spirit of the sport.

In the 1989 season, Debbie won the prestigious Chevron Award for the Most Improved Player in the league. Cameron has represented Victoria in numerous tournaments and last year won the singles and doubles trophy against New South Wales and Queensland.



Debbie Coffey, Emerald Branch, shows us the making of a champ with all her trophies.



The style that has won Cameron Mackay of Auburn Branch so many tournaments is obvious in this action shot.

Hot competition

What turns David Brown's crank? Driving his beautiful 1927 Chevrolet Tourer.

The car is classified as a "Restomod" (old car restored to Hot Rod specifications), and is powered by a 350 Chev Camaro V8 engine. The car was entered in the Daylesford Show and won best pre-1950 Hot Rod.



David Brown, Manager of Mitcham Branch enjoys driving his Chevy to Hot Rod Shows and the Bendigo Swap Meet.

Blue Diamond Charlie

SBV was one of the sponsors of the Blue Diamond Sailboard Regatta held by Parkdale Yacht Club on Sunday 25 February.

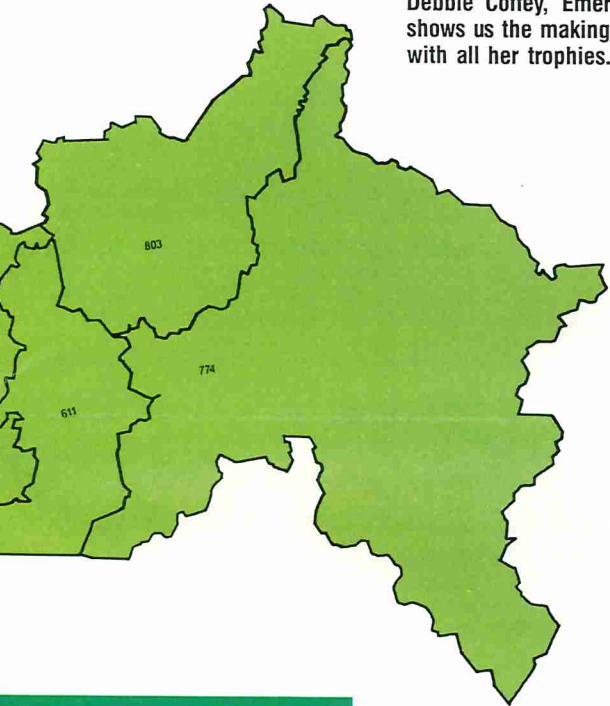
The sponsorship was arranged by Charlie Stephens, Manager at Camberwell Branch, who has been a member of the yacht club for many years. This was the second year the event has been held.

Sailboarders had a chance to win a Blue Diamond valued at \$500 as the main trophy, or a ruby to the winner of the warm-up race.

The event attracted many competitors as well as spectators and a great day was had by all.



Eager sailboarders lining up for the start of the Blue Diamond Regatta.



- 109 AUBURN
- 110 AUBURN SOUTH
- 116 BLACKBURN
- 117 BLACKBURN SOUTH
- 120 BOX HILL
- 121 BOX HILL SOUTH
- 129 BURWOOD
- 130 CAMBERWELL
- 131 CAMBERWELL EAST
- 132 CAMBERWELL JUNCTION
- 133 CAMBERWELL SOUTH
- 134 CANTERBURY
- 174 HARTWELL
- 193 MITCHAM
- 194 MONT ALBERT
- 210 NUNAWADING
- 239 SURREY HILLS
- 240 SURREY HILLS NORTH
- 246 WATTLE PARK
- 251 UPPER FERNTREE GULLY
- 264 ASHWOOD
- 265 UPWEY
- 280 FERNTREE GULLY
- 286 BAYSWATER
- 291 RIVERSDALE
- 292 JORDANVILLE
- 302 BENNETTWOOD
- 306 RANGEVIEW
- 312 HEATHMONT
- 315 BOX HILL CENTRAL
- 318 BRENTFORD SQUARE
- 330 BURWOOD, THROUGH ROAD
- 343 FOREST HILL
- 350 BURWOOD EAST
- 356 STUDDFIELD
- 369 FERNTREE GULLY, MT GATE
- 383 BORONIA, DORSET ROAD
- 390 KNOX CITY
- 413 STUD PARK
- 611 BELGRAVE
- 774 EMERALD
- 803 MONBULK

THE MONTH SOUTH

by Kathy Constantinou

Thrillseeker Tim

Tim Coady of Canterbury Branch enjoys the excitement and challenge of water ski racing. Tim is part of a team that races all over Victoria and has taken part in the Eildon Classic and Southern 80, which is the second largest ski race in the southern hemisphere.

With speeds in excess of 65 mph, it is not a sport for the faint hearted. The team has won places in many races, but have their hopes set on being number one in the near future (fingers crossed).



Tim Coady, Canterbury Branch, is pictured front, far left, with other members of the team preparing for a race.

Regional Rocker

Regional Training Officer Rod Eddington's alter ego is a singer/guitarist in a popular reception band Hourglass.

The band is busy on weekends playing at Brighton International Receptions and other private functions. They play a broad range of music from covers to country to classic rock'n'roll. The only song they refuse to play is the Chicken Dance!

Two other "bankies" are also members of the band.



Hourglass in action from left, Terry Hogan from Retail Planning, vocals and lead guitar; Rod Eddington, Ralph Siede, drummer and Steve Melikan from ISD Operations, bass guitar and vocals.



There was movement at the station

*There was movement at the station,
For the word had passed around,
All were poised in anticipation,
For operational planning was in town.*

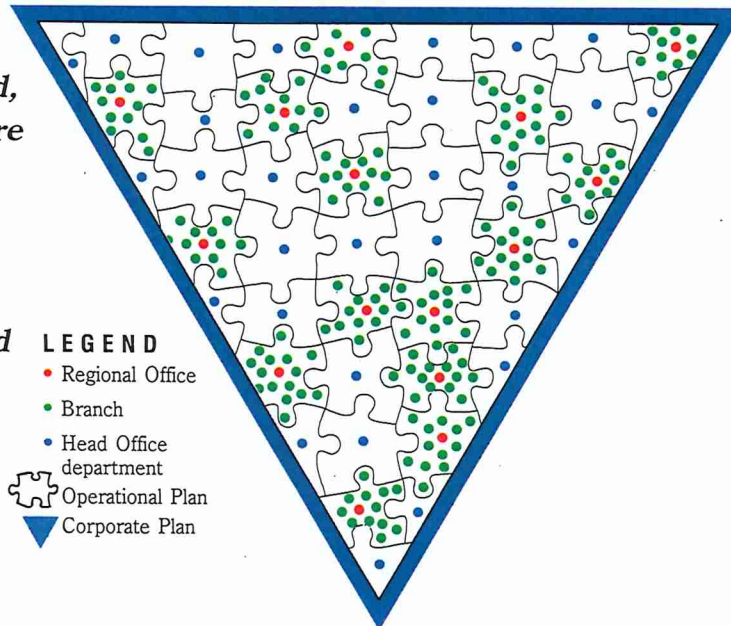
*Targets, budgets, plans to be met,
Objectives determined, direction is set,
Guidelines are issued, strategy's reviewed,
That's planning; a way by which the future
is viewed.*

*Mapped out is a blueprint,
For a twelve month plan,
The culmination of much branch and head
office input,
Into the Bank's Operational Plan.*

Kathy Barakis
Communication

Banjo Paterson must have made a large impression on Victorians. This month True Blue received two poems, both on the Operational Plan, both based on Banjo Patterson's poem, and yet from totally unrelated areas in the Bank.

Regardless of which poem you prefer, they clearly show that a buzz of activity ripples through the Bank when 'Operational Plan time' hits town.



*There was movement at our branches
For the word had passed around
The Operational Plan is required
And it had two weeks to be in town.*

*The forthcoming year's financial targets
Of strategies, marketing and trends
they comprise
But will the Manager's future
'guestimate'
Pass the SRM's scrutinising eyes?*

*The historical data
And a bit of the old crystal ball
Are only a few of the tools used
by Managers
To predict future rises and falls.*

Darryl Pye
Branch Analyst, South West Region

WORKING INTEREST

The camera doesn't lie

Anna Hodgins, Frankston Heatherhill Road Branch, won a trip for two to the Whitsundays for seven nights on Hey Hey It's Saturday Funny Photos competition.

Anna's photo also won second prize in the grand

final, winning her a twin cassette deck.

Her photo, for those who didn't see it, was taken at her sister's wedding in March 1989 and was of the two bridesmaids catching the bouquet. Only they were wearing strapless dresses. You can imagine

what happened!

Anna says that no one noticed what had happened at the time, not even the photographer who didn't realise until his photos were developed.

It was a photo in a million!

Jeff Hyde
Frankston Region

Drummonds are forever



Jack and Ruth Drummond cut a cake to celebrate their 60th Diamond wedding anniversary on 21 January. Jack was with the Bank for 48 years and retired in 1964 as Assistant Manager at Elizabeth Street.

Retirements

Peter G. Murray, Properties, joined 1950
Christopher L. Caulkett, Reserve staff, joined 1951

Retired Officers' Club appeal sets record

The Bank's Retired Officers' Club Secretary Keith Rodwell, reports that as a result of the club's Christmas appeal, amounts of \$2500 were sent to the Children's Protection Society, West Heidelberg, and the Berry Street Child and Family Care Centre.

Keith says this is the highest amount collected by the club.

The Club will hold its next meetings at 1.30 pm on 4 June and 3 September.

The meetings will be in State Bank Centre's theatre.

Thirty-year service award function

Six Ormond North managers were recently presented with their 30-year service awards.

The presentations were made at Bernini's Ristorante, Malvern, at a function attended by the managers and their wives.

Also present were Ormond North's Senior Regional Manager Terry Preston and Regional Manager Kevin Wells.

Those who received the awards are Burnley Manager Pat Hayes, Hawksburn Manager John Sheppard,

Albert Park Manager Pat Ellerton, Malvern East Station Manager Graham Dunstan, Tooronga Manager Eric Bolitho, and Hughesdale Manager Graeme Wilson.

Sandi Costa
Ormond North Region



Pat and Gail Ellerton.



John and Julie Sheppard.



Pat and Robyn Hayes.

Maffra a clean sweep for Tidiest Town

Maffra has been awarded the title of Victoria's Tidiest Town. It is the first town in Gippsland to receive the prestigious award. Pam McGrath, of Maffra Branch, reports that Maffra won the award for being the tidiest town in the 4001-10,000 population category. To win the top prize, Maffra had to beat four other towns, Poowong, Corryong, Nhill and Colac.



Showing off the town's trophy are, back row, from left, Fiona Whelan, Christine Clancy, Manager Lee Smalley, Councillor Pat Cameron (Shire of Maffra), Pam McGrath. Front row, from left, are Kylie Engellenner, Gerald Lanigan and Kathryn Jones.

Craig plans to put Bank football on top



State Bank Victoria's new football Coach Craig Jackson.

Craig Jackson, 26, is State Bank Victoria's new football coach.

Senior Vice-President Geoff Cameron says the club considers itself lucky to have obtained such an experienced and successful Coach.

"Craig has been coaching since he was 22 and his career includes two very successful years as senior Coach of Murtoa in the Wimmera league," says Geoff.

"Craig's insistence on fitness has been spelt out loud and clear at the training runs conducted since early February."

State Bank Victoria competes in D-grade Victorian Amateur Football League and also has a team in H-grade. It won the E-grade premiership in 1987.

The players, under Craig, have been running a team competition for their pre-season training. The teams are Bubba's Braves (captain Neil Wallmeyer), Goldie's Grinders (captain Glen Goldsmith), Cloke's Colts (captain Stuart Cloke) and Budgie's Bruisers (captain Ross Burrage).

Geoff says that footballers looking for a club to play with this year would go a long way to match the facilities at the Bank's football club at Oval 4, Aughtie Drive, Albert Park.

"The football is of a high standard, the facilities are first class and the social life is excellent," he says.

David Jenkins is Assistant Coach and Neil Roberts Reserves Coach. Neil Wallmeyer is Vice-Captain

and Deputy vice-captain is Glenn Goldsmith.

Chairman of Selectors is Kevin Matherson and Jeff Inglis and Fred Wright are selectors.

Club office-bearers this season are: Vice-Presidents Viv Francis and John Murrie,

Secretary Peter Wabbis, Treasurer Peter Wynd and Assistant Secretary John Pallotta.

The draw is: 7 April Old Ivanhoe, 21 April La Trobe University, 28 April Whitefriars, 5 May Bulleen United, 12 May MHSOB, 19 May Power House, 26 May St Kevin's, 2

June St Bede's, 16 June Old Camberwell, 23 June La Trobe University, 30 June Whitefriars, 7 July Bulleen United, 14 July MHSOB, 21 July Power House, 28 July Old Ivanhoe, 4 August St Bede's, 11 August St Kevin's, 18 August Old Camberwell.

Country Managers study rural needs



Country managers on the Rural Managers' Course visit one of the many farms.

The Rural Managers' Course at the Staff College in Baxter meets specialised needs. It was introduced in 1982, by John Williams, General Manager Personnel, to give country managers a greater understanding of farming techniques, terminology and technology advances, and to become more familiar with farmers' banking needs.

The opportunity to discuss the aspects with farmers is provided by visits to a number of farms throughout the Mornington Peninsula, Gippsland and North East Victoria. Farms visited include, beef, sheep, deer, pigs, poultry, dairy, wool, horticulture and cropping.

To enhance participants' knowledge of the rural scene and farmers' financial needs, training sessions on farm income, rural valuations, rural economy, taxation and business structure and the stock agent's role are given. With this knowledge, managers are able to converse on a large range of farming matters and, most importantly, provide a professional financial service to the Victorian rural community.

Geoff Wood
Staff College

Come rain, hail or downpour....

It looked like World War 3 had come to Healesville Branch on a stormy Friday afternoon in early February. A huge downpour caused staff and customers to evacuate from the Branch. Not only did the heavens open up, so did the Branch's ceiling! The roof let in gallons of water that filled the roof cavity. As the weight increased, the ceiling bulged and gave way, causing a deluge in the banking chamber. Money, vouchers and some of the NCR equipment were drenched.

The Branch was closed for about 15 minutes, then reopened using the manager's office and the enquiry counter as a makeshift teller service.



Bits of roof lie on the floor after a huge downpour of rain caused the roof to cave in at Healesville Branch.

Stuart Cooper
Box Hill North Region

Competition Winners

Winners of the March Product Spotlight which featured Policy A were: Leanne Daly, Yarragon; Jenny Lacy, Skipton; Donna Mason, Murtoa; Tina Strebas, Gardenvale; Tracey Attwell, Bunyip; Geoff Armstrong, Echuca; M Tawadros, Deer Park; Melissa Bibby, Drouin; Sheryl Bullus, Swan Hill; and Kate O'Donnell, St. Albans.

Do you dare?

Toula Tsaptsalis, Cheque Processing, State Bank Centre Branch, parachute jumps regularly at Corowa, NSW and currently is learning how to fly light aircraft. In her article, she shares with us her unusual sport of parachute jumping and the thrill of her experience.

"You are in a light aeroplane flying at 5000 feet over Corowa airport. You are kneeling by the door, standing by for a parachute jump.

The view at this height is fantastic; you can see for miles into the distance. Your instructor issues two verbal commands to the Cessna pilot "power off, brake on." He then opens the door for you to exit the aircraft."

"Knowledge dispels fear" is one of the favourite sayings of Dave Waterson, Chief Instructor of Airports Australia. The training received from Airports makes jumping out of a plane

easy, and fun!

"First jump courses are conducted over two days, usually weekends! They covers such things as stability in the air, parachute landing falls, emergency procedures, and getting in and out of the aircraft safely. Training continues until the instructor is satisfied with the level of competence displayed by the student. Then the theory is put into practice..."

Hands placed firmly on each side of the doorway, you step out, right foot first onto the step. Now left hand on the aeroplane strut, followed by the right hand. Next, place left foot on the wheel and shuffle hands across strut as far as you can go, then swing down. The instructor yells, "GO" You let go!"

If you're interested in finding out more about parachute jumping, call Toula on 428 8752.

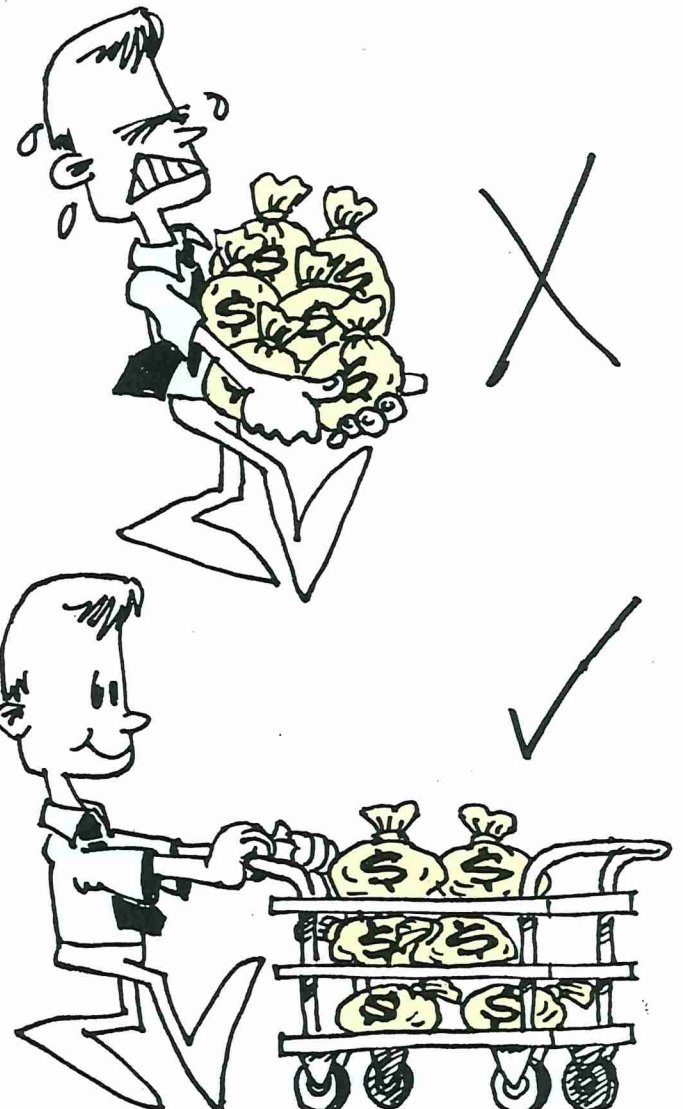
Toula Tsaptsalis
State Bank Centre Branch

FIRST JUMP



TOULA TSAPTSALIS 3.12.89

Manual Handling



For more information contact Occupational Health & Safety on 629 3334.

ON-THE-JOB-TRAINING



Little Ripper



April's Little Ripper goes to Jeff Hyde, Frankston Region's Marketing Support Officer.

Jeff gets the award for his great work in covering the Berwick Show in words and pictures.

SPORTS ROUNDUP

Badminton Bankers start season

David McLeod from Croydon Branch is President of the SBV Badminton Club and Secretary of the Mountain District Junior Badminton Association. The SBV Club has grown from small beginnings to just over thirty players with two teams in the Autumn season competition.

In the first round of the Autumn season competition, Section 12 team crushed their opposition 9 games to 0.

The Club owes much of its success to Rex Anderson, Social Secretary and the Social Office for their financial support and supplying SBV t-shirts.

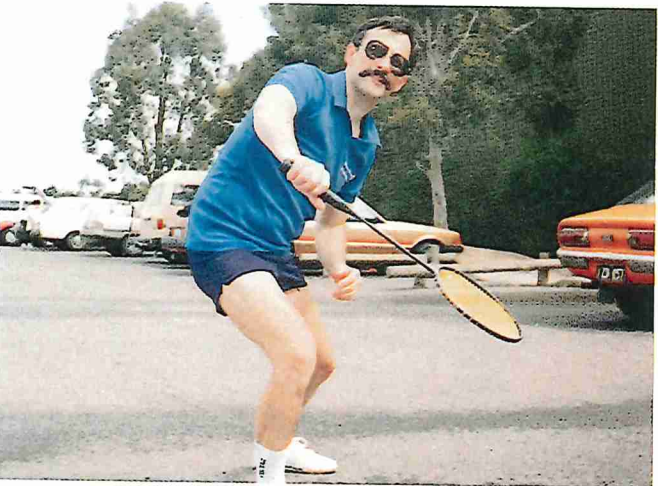
Section 6 team includes: Jenny Fernandes, Team Captain, Chirnside Park; Ross Smith, Vice Captain, Doncaster Shoppingtown; Andrew Glass, Box Hill North Region; Glen Pierce, State Bank Centre; Kristine Beveridge, Doncaster Shoppingtown; Shirley Every, State Bank Centre; Maureen Vantwest, Rangeview; Sumant Bhattacharya, Computer Services.

Section 12 team includes: David McLeod, Team Captain, Croydon; Thea Miller, Vice Captain, Box Hill North Region; Annette De Hoon, Mooroolbark; Sandra De Hoon, Ringwood East; Hayden Blakeman, Croydon; Paul Hue, State Bank Centre, Meredith Barker, Mooroolbark; Darren Burns, Boronia; Julie Bruce, Croydon; Robert Seeds, Doncaster Shoppingtown; Paul Burgess, Internal Audit; Tony Turpin, ISD.

Experienced and inexperienced players are most welcome to join. If you would like to find out more, call Thea Miller on 895 8295 or David McLeod on 725 9933.



Badminton Bankers ready to take on their opponents are from left, Paul Hue, Thea Miller, Kristine Beveridge, Meredith Barker, Annette De Hoon, Sandra De Hoon.



Team Captain David McLeod demonstrates his winning style.

Stags Dags take the title

One fine spring day, a group of finely-tuned sports people known as Stags Dags (a name derived from their former boss Ian Staggard) came across a small but significant advertisement.

It called for all staff to join forces and enter their sports teams in the Melbourne City Council's Corporate Challenge Series.

The members of Stags Dags immediately banded together and formed the State Bank Victoria Stags Dags mixed basketball team.

The Dags crunched their way through all teams in their section, finishing the regular season on top of the ladder with a percentage of 246. Then came the playoffs.

The Dags came up against a strong line-up from a sister ISD team in the semi-finals and managed to hold them off to take a place in the grand final.

A hard-fought battle with National Mutual had the Dags on the ropes in the first half but some strong teamwork in the second half saw the Dags come out victorious by one point. This season, the Dags will go back to defend their title and will also try to take the trophy for mixed netball, lawn bowls and golf.

Paul Lamb
IBM Software Support
Information Systems Department



Stags Dags are, from left, Carol Redrup, Systems and Programming; Stephen McCann, IBM Software Support; Belinda O'Keefe, Operations; Damian Elsworth, IBM Software Support; Jenny Shoebridge, IBM Software Support; Paul Lamb, IBM Software Support; and Richard Gill, IBM Software Support. Absent: Dean Austin, IBM Software Support.

Bank pads up for VCA Country Week

State Bank Victoria has sponsored the Victorian Cricket Association's Country Week for the second consecutive year.

About 1000 country cricketers representing 56 teams from around Victoria competed at 25 metropolitan grounds in the competition from 12 to 16 February.

Marketing's Chief Manager Peter Fitzhenry says the Bank was pleased to help a key sports event such as Country Cricket Week and continue its close liaison with country Victorians.

"State Bank Victoria's substantial sponsorship is not allocated directly to the winning teams. It covers many costs incurred in the successful promotion of the competition: including rental of metropolitan cricket grounds," he says.

Premier teams in each group received \$500 and the runners-up \$250. Awards were also made to the best player in each final. Finalists in Provincial Group had the added bonus of playing their final on the hallowed turf of the Melbourne Cricket Ground.

Cheques to the winners and runners-up were presented by regional managers and branch managers.

VCA President Ray Steele says the money provided by State Bank Victoria is vital to the development of country cricket in Victoria.

The winning teams were: Division 1 Albury Border 9/212 defeated Bendigo 141; Division 2 Mornington Peninsula 8/191 defeated Sale-Maffra 136; Division 3 Wangaratta 5/223 defeated Central Gippsland 171; Division 4 Benalla 1/106 defeated Alexandra-Mansfield 9/105; Division 5 Geelong and District 9/198 defeated Yarra Valley 94; Division 6 Gisborne 190 defeated Alberton 86; Division 7 Leigh 9/158 defeated Hopkins-Nullawarre 9/157.

Country Week started in 1921. State Bank Victoria is its first sponsor.

PRODUCT SPOTLIGHT

Win a box of chocolates by answering the three questions at the end of this article. Write your answers with your name and where you work on the back of an envelope. Mark the front of the envelope 'April Product Spotlight Competition', and send it into Communication Department by Thursday, 26 April. The first 10 correct entries drawn will win.

School Banking System

Recently many staff have been involved in the launch of a new school bank product, namely School Banking System.

Since 1912, State Bank Victoria has been the leader in the children's banking market. However the introduction of the Commonwealth Bank's 'Dollarmite' account has rejuvenated an interest in banking by children.

The School Banking System will do away with the MICR-encoded coupons. It will operate like a normal State Banking System account except that its functions have been modified to suit the needs of primary school children. For example the School Banking System will be opened initially without a card or a cheque book.

Once a child reaches the age of 12 years, the School Banking System will be upgraded into a State Banking System.

One main advantage of having these two accounts similar in structure is that as the child grows older, the account can be expanded to include a card and cheque book. The second advantage is that when they reach the age of 18 years they will also be invited to apply for Visa. Thus we cater for customers needs right through until adulthood.

The School Banking System not only offers competitive rates. It also starts off a student's savings by giving them \$1 to open their new account. The Bank will donate a further \$2 to the school that opens the account. (This replaces the 3% commission that was once paid on all school deposits.)

Questions

1. What are the two main advantages of having the School Banking System and the State Banking System similarly structured?
2. At what age does a child's School Banking System upgrade to a State Banking System?
3. What replaces the 3% commission that was once paid on all school deposits?

BRAIN TEASER

Unscramble the following letters on each line to spell four metropolitan State Bank Victoria Branches. Then correctly place them into their proper grid positions.

Answer printed bottom left, this page.

N	N	O	E	E	M	T
O	S	P	E	N	T	R
I	D	I	N	E	R	D
N	Y	O	C	T	A	L

M	C	R	O	N	E
A	X	A	U		
K	R	E	T	O	V
U	A	W			
V	I	D	R	E	
A	O	A	Y		
C	L	A	Y	O	N

ODD SPOT

I have something to tell you, Dad

A customer rang Box Hill discovered that his proud South Regional Centre young son had conducted a asking for a particular staff letter drop using his dad's member by name. Not business cards. The customer having had previous contact tomer rang in response, ask- with the person, the ing what deal the Bank could accountant was quite puzzled do for him. Who said letter with the call. He soon drops weren't effective?

The Branch numbers of the four metropolitan branches are, in grid position order — 143, 217, 191 and 204.

Solution for Brain Teaser:

Clayton, Preston, Melbourne, Wodonga