

True Blue

July 1990

STAFF NEWSPAPER

State Bank  Victoria

INSIGHT



Paul Rizzo

I've now completed the first round of 'getting to know you' talks and have entered a series of briefings from various divisions.

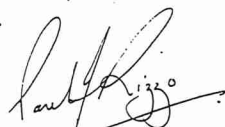
I've been struck by the strong desire of people to be advised on various issues. A genuine attempt will be made to communicate issues of importance. However, in certain situations, this will not be possible, particularly where legal or market sensitive matters are involved.

Be assured, though, that where you have a legitimate need to know to perform your job, I see trying to keep you informed a priority.

One of my main observations in recent weeks has been the differing levels of competitive drive within the Bank. Some areas of the Bank are seized by the need to be competitive, however, other areas seem remote from the market and the need to compete.

Clearly, to grow and prosper, we need to strengthen our competitive drive — unless we feel that we are better than our competitors in our core concerns and deliver this in reality, we won't be competitive. As individuals we can do this in many ways. For example, the way we respond to customers or know our products; the degree to which we understand our markets or maintain the smooth running of procedures. It is the task of senior management to give guidance and support to staff in directing our competitive play, by making structural changes, formulating progressive policies and developing a series of products and services that will give us the competitive edge in our core markets.

Each of us has an important part to play in developing a more competitive organisation. It's up to us as individuals, throughout the Bank, to determine our own contribution and, therefore, our success.


Paul Rizzo
Chief Executive Officer

BRISBANE OFFICE OFFICIALLY OPENED

Although operating since 28 August 1989, SBV Brisbane Office was officially opened by then Acting CEO Jim McAnany at a function held at the Sheraton Hotel. The opening took place on 15 May 1990.

Approximately 90 guests representing a broad range of Queensland's business community were invited to share the event with the Bank's Brisbane Office staff.

At the opening, Mr McAnany said that the establishment of an office in Queensland was an important part of the Bank's overall objectives in becoming a major financial institution with representation along the eastern seaboard of Australia.

Brisbane Office has been set up to establish a solid corporate base with dealings in treasury and investments. The Office does not have retail service facilities for SBV customers. Chief Manager, Brisbane Office, Paul Wright said "The strategic objectives



Chief Manager, Brisbane office, Paul Wright sitting proudly in his new office.

are naturally consistent with those of the Bank overall in seeking to become a major regional eastern seaboard Bank. Queensland will, of course, be crucial to this philosophy."

There are 20 staff currently working at Brisbane Office which is situated on the 17th floor of the CML Building in Queen Street, Brisbane. Two are originally from SBV Melbourne the other 18 are

from Brisbane.

Paul Wright went on to say "The prospects for the Queensland Office are good. All staff are committed to our mission of making a significant contribution to the overall

growth and profitability of SBV."

Ray Ball
Brisbane Office

Happy Birthday
True Blue
one year old



Claire is front line for service

Claire O'Reilly, Receptionist at Glen Waverley Branch, has been presented with an award from Waverley Central Rotary Club for her outstanding service to others in the community.

The awards are given to people, nominated by their employers, for providing excellent service to their vocation or the community.

Manager Ken Castanelli says: "As our branch receptionist, Claire handles a busy switchboard, answers customers' many general enquiries and arranges appointments for lending interviews and so on.

"As well, Claire operates the pc-word processor and is our official typist — all done in a most professional and proficient manner."

Claire received her award at a Rotary dinner.

Lyn Kirkham
Ormond South Region



Claire receives her award for outstanding service from Rotary President, Russell Daff.

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Retail Deposit Initiatives

Our focus on gathering retail deposits is well under way with all branches participating in the initiatives.

Peter Shepard, General Manager Personal Banking says, "all branches deserve congratulations for their efforts, particularly those that reached the 10% target increase for Term Deposits." He also said that although we are making significant headway, the emphasis remains to build our retail deposits. "Each of us will need to continue our efforts in this area."

For the month of May, the Bank increased its Term Deposits by \$37 million, which is a tremendous effort given the competitive environment for retail funds.

Despite the problems, many branches made the most of their opportunities and gained substantial deposits. Some of the success stories are described below.

Other Successful Branches

Alexandra • Apollo Bay • Ballan • Ballarat East • Balwyn North • Brunswick East • Churchill • Coburg South • Coburg West • Creswick • Dandenong • Doncaster the Pines • Doveton • East Melbourne • Echuca • Fairfield North • Glen Waverley • Highpoint • Kilmore • Leongatha • Macleod • Malvern • Montmorency • Morwell, Church St. • Nhill • Niddrie • Oakleigh South • Portland • Regent West • Rochester • St Albans • Warrnambool • Wattle Park • Wodonga

Brentford Square



Graham King, Manager at Brentford Square branch, divided his staff into two teams. The teams conducted letter drops in the Forest Hill area and have worked hard to improve their results.

Brunswick



Brunswick Branch Supervisor, Dianne Wilson, coordinated the initiative. She made sure that each person contributed, right down to the new appointee who gave a run down each morning to staff to let everyone know how things were going. Dianne drafted a letter to be sent with an interest rate brochure to targeted Accountants & Solicitors. Staff training sessions were conducted, including comparing other banks' rates with ours.

Bundoora



Ken Lorensini, the Supervisor in charge of the effort at Bundoora, said, "staff designed posters inviting customers to ask us about our high interest rates. This got customers interested and increased our Term Deposits."

Doncaster



Sam Azzopardi, Manager, said, "a large deposit at the start of the push got the ball rolling. It was important to maintain staff awareness and retain roll-over funds."

Drysdale



Ross Murrhy, Manager, was very pleased with his staff because they did an excellent job in making the public aware of SBV's competitive interest rates.

Elsternwick



Gil Riscala, Manager, said his branch's success can be attributed to a lot of "work, effort and enthusiasm" by all staff. They conducted letter drops, handed out brochures to clients, attended auctions, and made up a whiteboard stressing that TDs are government guaranteed.

Keilor East



Supervisor, Phil Spurveil, emphasised the posters to attract customer interest.

Knox City



Knox City were extremely pleased with their results, especially John Angus, the Manager and Sandra Mangor, who coordinated the effort.

Norlane



Stuart Miller, Manager, said, "the branch's outstanding result can be attributed to staff enthusiasm, involvement, and persistence with potential investors."

North Melbourne



Regular staff meetings were held to keep the branch staff informed and to keep the momentum going. Tellers actively cross-sold and handed out brochures.

Wheelers Hill



Without actually showing customers, the staff at Wheelers Hill used the comparative interest rate charts to demonstrate how competitive our TD rates were. Peter Julier, Manager, thought this was the main advantage.

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Access

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

Send your questions to True Blue, Communication Department. Make sure you include your name and branch/department, so we can contact you. Your name will not be printed.

Q The Bank states that they are concerned over staff morale regarding the Tricontinental loss etc. Are they aware that this matter is not an issue with

branch staff. It is branch relief which is causing an all-time low in morale. Why can't a permanent relieving staff be introduced as it worked well in the past?

When you arrive at work in the morning you never know where you might end up. More importantly, your job at the branch has to be filled, which causes disruption and lack of continuity.

A Past experience has shown that maintaining a centralised pool

of relieving staff had shortcomings and did not adequately cater for the Bank's overall staffing needs. With the old system, relieving staff were often disadvantaged through lack of regular supervision, training and performance appraisals.

The current decentralised approach provides Regional Managers (and Branches) with a large degree of flexibility and an equitable distribution of available staff resources.

The current approach also ensures that all employees receive necessary supervision, training and performance appraisals to assist developing their career opportunities.

Peter Shepard
 General Manager
 Personal Banking

Q Why doesn't the Bank issue shares in the Bank itself to the staff? This would increase loyalty to the Bank as the staff would have a direct interest in the well-being of the Bank.

A This is a good question, however, as a State owned entity our ability to issue shares to staff (as the private Banks have done over recent years) has a number of complications to it. Nevertheless, it is not completely out of the question that sometime in the future the situation may change. As employees of SBV, all of us already have a direct interest in the well-being of the Bank.

John M. Winders
 Acting Chief
 Operating Officer

Seeing through the smoke

Imagine. A fire last night ripped through the department/branch, the structure of the building remains, but that's about all. Computer records, documents, everything is destroyed. How will this affect you and the Bank? How will the Bank recover, how long will it take?

Disasters such as fire do not occur by appointment, they can happen at any time.

To identify and manage possible risks to SBV, the Bank has established a Business Resumption Planning Section headed by Chris Viney and Michael Scott of Services Department. The section's objective is to develop and maintain a comprehensive strategy which, in the event of a disaster, will enable the Bank to resume critical business operations in the shortest possible timeframe.

Overseas experience shows that 43% of businesses that suffer a major fire never recover, and only 23% of those that do will only stay in business for a further three years. These startling statistics show why identifying and managing exposure to possible disasters is vital.

Business Resumption Planning is not just providing back-up facilities for information systems. It is a total concept relating to personnel, customers, equipment, furniture, records, premises, media, counselling and every aspect of the Bank's normal operation.

Divisions and departments have recently updated their Contingency Plans, using a standardised format. When complete these will form the



basis of the Bank's Business Resumption Plan.

Each division or department in the Bank has established its own Recovery Planning Group which is responsible for maintaining its contingency plan and implementing their own recovery and/or providing support to other areas in the event of business disruption.

How will the recovery process work?

In the event of business disruption, recovery planning groups affected by the event together with necessary support groups will be activated. The recovery process will be coordinated by Business Resumption

Planning Section from recovery control centres established and equipped for this purpose.

A steering committee, comprising senior management representing each division, has been formed to guide and monitor the planning process.

Being prepared for and being able to cope with any event of business disruption requires the development of new awareness, to ensure that everyone understands the full consequences of such an event and the planning solutions that are available.

The smoke is now settling and the Bank's recovery plan is being implemented. Do you know how you have to react? What is your role?.....If you're not sure, talk to your Recovery Planning Group Manager in your department or division.

Chris Viney
Services

TELLERS' TALES

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

Which senior regional manager's son named Jim called at Chadstone Branch to use the Easybank machine?

Jim called into the branch complaining that his card had been swallowed by the machine.

The staff, knowing who Jim was, spent about 10 minutes looking high and low. After a great deal of searching, Jim finally had a look in his wallet to find the card still in there!

He was last seen at the back of the queue waiting to withdraw his money!

★ ★ ★ ★

Who was the part-timer at Belmont who ran out of toilet paper on one of her visits, grabbed a roll out of a bag sitting on the floor nearby, only to find out later that it was another staff member's shopping?

★ ★ ★ ★

Who was the G4 at Belmont who was checking register cards and came to a card that had "Title Amended 12/4/90" MW. She was puzzled as to who MW was who had initialled the amendment. She had to be told it meant "Married Woman."!

★ ★ ★ ★

Who was the conscientious G3 at Manifold (who transferred from Portarlington) who went to work on the first day of her holidays? She really likes her new branch!

Christine McCallum
North Central Region

News in brief... News in bri

Football Talent Night

State Bank Victoria's football club is planning to hold a talent night at the clubrooms on Saturday 21 July and a fancy dress extravaganza on Saturday 18 August.

The club's presentation night will be in October at State Bank Centre.

Bank sponsors renamed Spoleto

Melbourne's well-known Spoleto Festival, held in September each year, has been renamed. It is now known as the Melbourne International Festival. State Bank Victoria was the founding and major sponsor of Spoleto, and will be continuing its sponsorship for the 1990 Festival.

1990 Great Victorian Bike Ride

The Bank's sponsorship of the 1990 Great Victorian Bike Ride was confirmed recently. True Blue will be publishing details of the event, leading up to its taking place in December 1990.

Career Bankers 21 weeks on...

Some more State Bankers in the Career Bankers' Development Scheme recently completed their initial

21-week training programme.

The programme aims to provide officers with the necessary skills to become

commercial lenders.

Through completing the training, the officers have taken their first step toward this goal.



CBDS participants, looking pleased with their results, are back row from left: Peter Grey, Peter Lau, Paul Dunne, Stuart Middlehurst, Karen Moritz, Ross Wright Manager Development Programmes. Middle row from left: George Tacticos, Alison Foote, Jodie Hamilton, Maree Hailes, Glenn Stewart, Shane Wyles, David Marks Senior Manager Staff Development; Mark Psiuk, Jan McIlwraith Specialist Training Coordinator. Front row from left: Robyn Matthews, Nerida Andrews, Nick Colasante, Carole Morstead.

Olympic bid supported by Bank

Earlier this year the Bank became a corporate sponsor backing Melbourne's bid for the 1996 Olympic Games.

The Bank is one of 100 corporate sponsors each contributing \$100,000 after an invitation from the Melbourne

Olympic Committee to join the Olympic One Hundred Club. As part of its backing of Melbourne's bid for the Olympics, the Olympic Games logo is displayed throughout the branches and on Bank stationery.



The Olympic Games logo on display at State Bank Centre Branch.

Kings Gardens Hit The Roof

Kings Gardens Branch's Term Deposit Progress Chart soared to incredible heights in just one day's work during the recent campaign.

It seems that the numbers finally came up for one lucky customer who gladly put their Tattsлото winnings into Term Deposit.



Michael Magree and Jackie Hamilton make an urgent extension to the Term Deposit Progress Chart at Kings Gardens Branch.

By The Sea



Rye Branch staff, by the sea. From left are, Sheryl Tipton, Tracey Gruin, Lisa McKenzie, David Fraser, Manager; Gary Miller, Andrew King, Kylie Worthy, Diedre Patching, Elaine Flynn.

A century of service



Geoff Emmett, his mother, Frances, and his father, Graham.

State Bank Victoria's Emmett family has clocked up 100 years of service in the Bank.

Graham Emmett, Manager at Rosebud, joined the Bank on 6 February 1950.

His father, Clem, who was honorary secretary of the Bank union in the 1950s, started with the Bank at Ararat in March 1925 and retired on 30 July 1971.

Graham's son, Geoff, started at Mornington on 23 August 1976 and is now at Frankston Heatherhill Road.



Senior Regional Manager Michael McMahon, right, and Regional Manager Joe Moloney.

The Frankston Region covers the south eastern suburbs and extends out the Government-designated growth corridor to Pakenham and Cranbourne. It also follows the bay around from Aspendale to Sorrento and includes all the branches on the Mornington Peninsula.

There are 32 branches in the Region and staff numbers are currently just under 700. Part-time officers make up 22 per cent of all staff and are a very valuable asset to the network.

The Region is unique by virtue of the varied nature of business opportunities that arise due to its geographical

location. There is the peaceful Mornington Peninsula which in summer turns into the busiest tourist area in Victoria. Dandenong and Carrum Downs are large and still growing industrial areas that encompass nearly all types of industry. Residential growth continues very strongly, particularly in the Cranbourne, Pakenham and Narre Warren areas. Despite the housing encroachment into the rural areas, there are still many opportunities for rural lending.

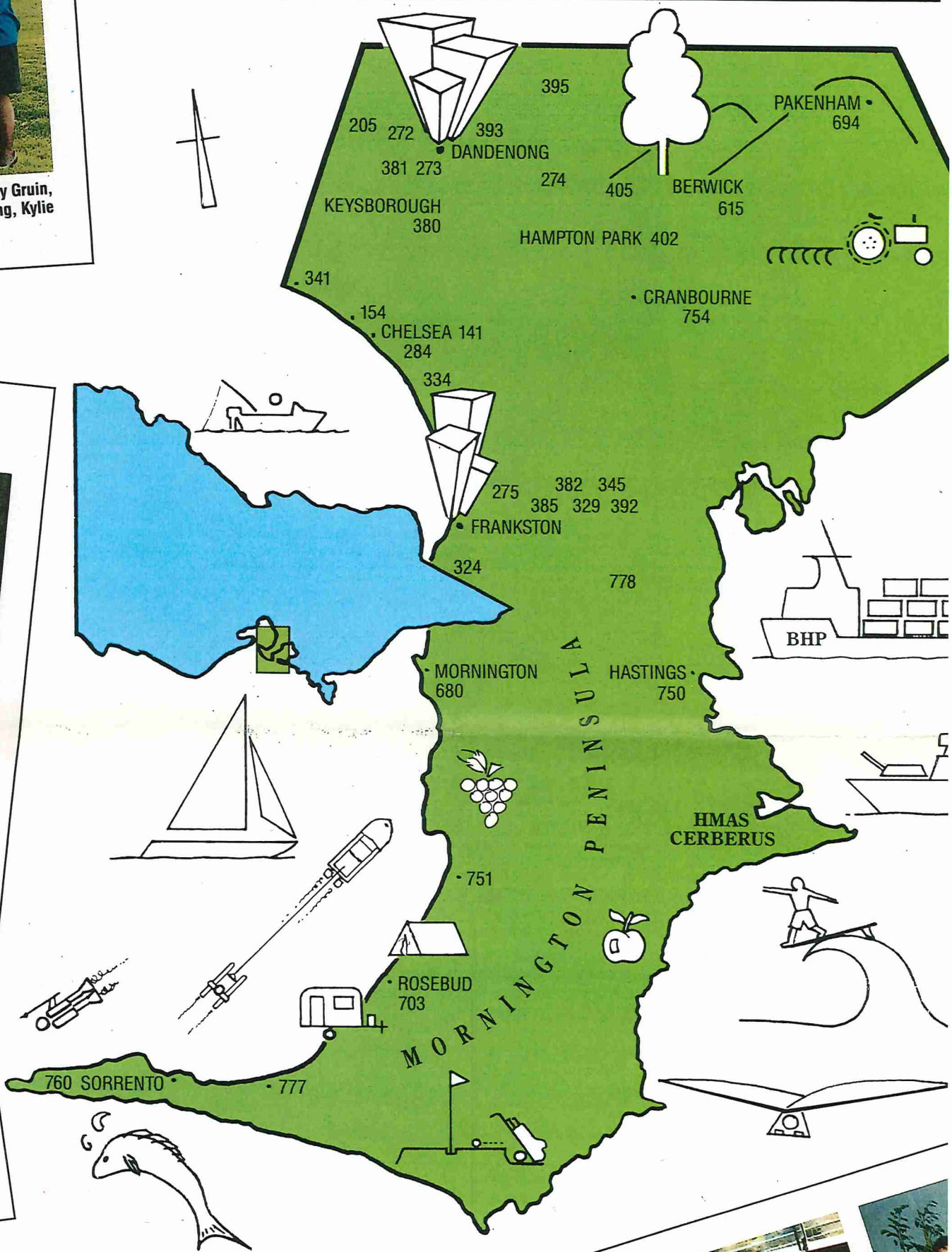
There are 38 staff working in the Regional Office, including a team of people in the lending section under the leadership of Gerry Allen.

There is a very active corporate team of six who work in close harmony with other Regional staff.

One of the key objectives of the Region is to provide branches with a top level of service to assist them in ensuring customers receive professional service at all times. Visitations by Regional staff are conducted on a very regular basis and these visits are used to update branch staff on current Bank policy as well as assisting in problems that arise from time to time.

In recent times with emphasis being placed on liability growth, many campaigns have been

OUR REGION OF THE MONTH FRANKSTON



arranged to assist in this regard.

With the strong emphasis the Government is placing on the growth corridor through Berwick, substantial population growth can be expected in the next few years. With the very professional team in the regional office and branches, the Region can look forward with optimism to making the most of opportunities that will arise in the future.

Michael McMahon
Senior Regional
Manager
Frankston Region



Frankston Regional Office staff assemble for a photo. Back row from left are: Sue Armour, Anna Pretmar, Tony Coolegem, Gerry Allen, David Pugh, Ian Skiller, Robert Sinclair. Front row from left are: Sue Cleary, Deb Terlaak.

Simon puts his best foot forward

Simon Lawrence, of Frankston Foot Street Branch, recently won the semi-final on New Faces with his band, Maybe An Omen.

His colleagues wish him the best of luck for the grand final in November.



Frankston Foot Street Branch staff help Simon play his guitar. Back row from left are: Amanda McMillin, Marion Grainger, Diane Cole, Linda Seymour, Bryan Woolfe, Lyn Harvey, Betty Mikac, Monica McMullen, Sharren Jones. Front row from left are: Simon Lawrence and Graeme Gardiner, Manager.

Endeavour Hills Heroes



Endeavour Hills Branch is one of the Region's larger branches. Back row from left: David Straughair, Joy Bration, Simon Presnell, Greg Poxitin, David Pickering and Max Hastilow, Relieving Manager. Middle row from left: Donald Bennett, Yvonne Brennan, Julie Webb, Pauline Cameron, Robyn Henderson, Jackie Kelly, Melissa Paterson, Lisa Hester and Jean Herriot. Front row from left: Andrew Wright, Customer Service Manager; Jennifer Brown, Heather Sargent, Marce Parnell, Margaret Henson, Paula Gething, Jackie Michael, Mary Vahridjian and Josie Falzon.

Well done, Jason



Doveton Branch staff smile for the True Blue camera. Back row from left are: Michelle Dunn, Linda O'Neill, Donna Stephens, Anne Martin. Middle row from left are: Gladys Ireland, Anne Beath, Kim Thwaites, John Anderson. Front row from left are: Noel Ebery, Manager, Janine Bethune, Jason Braund, Tracey Wallace.

Congratulations to Jason Braund, of Doveton Branch, and Paul Zywaczewski, of East Melbourne Branch, who won the grand final of the AMP Corporate Challenge men's tennis championship recently.

Jason and Paul were one of several State Bank Victoria teams entered in the 40-team event.

Mt. Eliza Marvels



Mt. Eliza Branch make a great looking team. Pictured back row from left: Mike Whitty, Michael Woods, Matt Oates, Andrew Berkley, Jocelyn Fraser, Robyn George, Karen Chalmers, Wendi Burrows, Anne Foss, Sandy Bale. Middle row from left: Michelle McGrath, Julie Ellis, Joyce MacDonald, Neil Silverman, Tracy Burrows. Seated from left: Michael Stackpole and Jeff Cornish.

Super Somerville



Somerville Branch ready for a day's work. Back row from left: Donna Lee, James Baxter, Julie Coleman, Jane Berg, Ron Ashdown and Bill Waldron, Manager. Front row from left: Penny Meriton, Sandi Adolphus, Tanya Davis, Dianne Smith, Helen Cunliffe and Heather Pinder.

Beachy Branch



Edithvale Branch take time out to smile for the True Blue camera. Back row from left: John Owens, Manager; Cheryl Conklin, Gerry Summerfield. Front row from left: Rachel Rushby, Louise Weller and Lee Martin.

In Training

Frankston Regional Office runs various training courses and attends branches in the region.

The courses range from basic enquiry counter to savings refer and include tellers' courses.

In the past financial year, more than 85 courses were held with about 500 people attending.

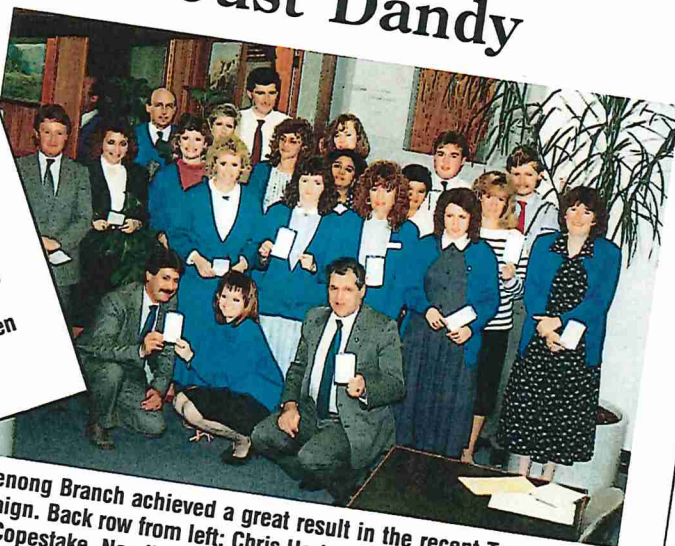
These courses are run by Training Officer Adrienne Coleman and Assistant Training Officer Linda Hellessey.

Every branch has a branch development officer who liaises with the training officers for booking courses and organising staff development.



Staff attending a training course at Frankston Regional Office. From left are: Linda Hellessey, Assistant Training Officer; Penny Stathopoulos, Mornington; Trent Norris, Mount Eliza; Peter Martin, Frankston; Sharon O'Brien, Hastings; Sue Waldock, Frankston Young Street; Lea Moore, Keysborough; Adrienne Coleman, Training Officer.

Just Dandy



Dandenong Branch achieved a great result in the recent Term Deposit campaign. Back row from left: Chris Horton, Kate McGill, Peter Gough, Julie Copestake, Narelle Tantram, Robert Burn, Dorothy Akers, Mandy Keyes, Cynthia Rudlin, Craig Flynn, James Nelke and Rhonda Russell. Middle row from left: Donna Robertson, Barbara Uhlenberg, Mandy Fletcher, Diane Murquer, Heather Sargent and Pam Green. Front row from left: Trevor Geitz, Debbie Thompson and Rex Hall, Manager.

- 141 CHELSEA
- 154 EDITHVALE
- 205 NOBLE PARK
- 272 DANDENONG
- 273 DANDENONG MARKET
- 274 DOVETON
- 275 FRANKSTON
- 284 CARRUM
- 324 MOUNT ELIZA
- 329 FRANKSTON, FOOT STREET
- 334 SEAFORD
- 341 ASPENDALE
- 345 FRANKSTON EAST
- 380 KEYSBOROUGH
- 381 YARRAMAN
- 382 FRANKSTON, YOUNG STREET
- 385 FRANKSTON, HEATHERHILL ROAD
- 392 KARINGAL
- 393 DANDENONG, McCRAE STREET
- 395 ENDEAVOUR HILLS
- 402 HAMPTON PARK
- 405 FOUNTAIN GATE
- 615 BERWICK
- 680 MORNINGTON
- 694 PAKENHAM
- 703 ROSEBUD
- 750 HASTINGS
- 751 DROMANA
- 754 CRANBOURNE
- 760 SORRENTO
- 777 RYE
- 778 SOMERVILLE



Frankston Regional Office staff. Back row from left are: Andrew Hancock, Mary Westwick, Glenn Stewart, Randall Gibson, Linda Hellessey, Lindsay Edwards. Middle row from left are: Sue Graham, Heather Lyons, Justine Lampitt, Angela Gutteridge, Peter Grey. Front row from left are: Neil Royce, Ruth Tseglakof, Melissa Lange, Karen Nuttall, Adrienne Coleman.

MORGAN'S ORGAN

It's amazing what you'll find in the back of some staff member's vans. In the case of Keith Morgan, (part-time drummer and horticulturalist) from Properties Department, you will find a unique fairground organ.

This type of organ originated in the 1870's and was used to attract the attention of passers-by and provide music for travelling shows. It has recently regained popularity throughout Europe, in spite of almost disappearing during the 1930's and 40's.

This particular instrument, although based on an English model has been totally redesigned and modified to fit Keith's van. Musician, Clarrie Findlay constructed the organ over one year which involved 1000 working hours of detailed crafting.

One of the organ's first public appearances was at the Bank's Childrens Christmas Party last year. For those interested, the fairground organ is available for fetes, fairs and similar functions.

*Barbara Howe
Central Business District Region*



Keith Morgan of Properties Department proudly displays his magnificent fairground organ.

WORKING INTEREST

Ten year service awards

Box Hill North's Acting Regional Manager Garry Beckett recently presented 10-year service awards to Chris Veares and Rosemary Allen.

Chris joined the Bank in February 1980 and Rosemary in September 1979.



Chris Veares receives her 10-year service award from Garry Beckett.

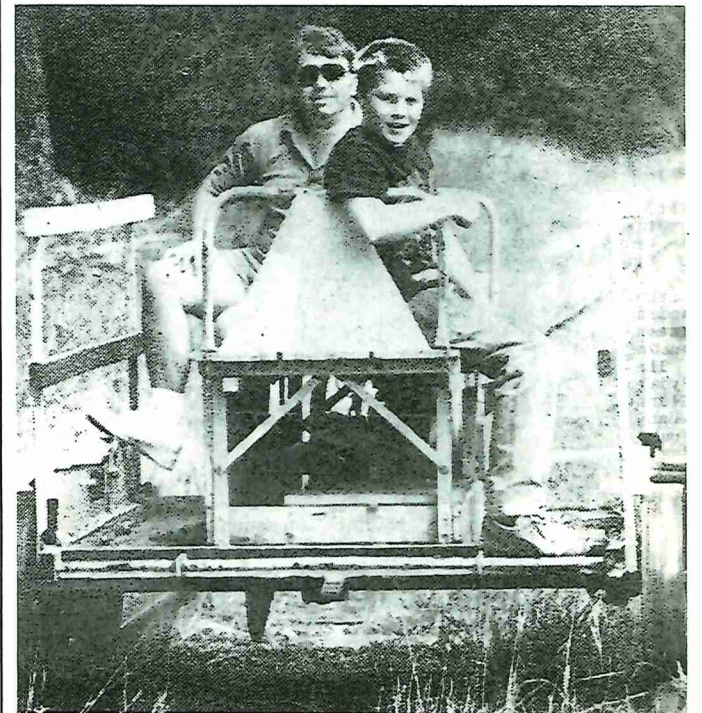


Garry Beckett presents Rosemary Allen with her 10-year service award.

Full Steam Ahead

When their railway line was closed in 1980, residents of Healesville created a Rail Preservation Society. The group raises money by running trolley rides on Sundays and one of the drivers is Alastair Fisher of Surrey Hills Branch. He enjoys driving sightseers along the scenic route from Healesville to Tarrawarra.

*Kathy Constantinou
Box Hill South Region*



Alastair Fisher of Surrey Hills Branch is pictured with an eager young passenger on a trolley ride.
Courtesy of Lilydale Express.

The Graduate Development Programme

Length of programme:

2 years. The graduate leaves the programme after 3 years in the Bank or on reaching L2 position, whichever occurs first.

Number of participants:

70, mainly business graduates.

Aims:

To increase interpersonal and management skills in the work environment and enhance the graduate's potential to fill management positions.

Assessment:

Graduates are appraised every six months. Consistent with the Bank appraisal system, they participate in this and help set agreed objectives and development actions.

The Programme, spread over two years:

Induction, Managing Your Career, Interaction Skills Training, Graduate Development Conference, stages 1, 2 and 3.

The concept of the programme was created and designed by Michael McKinley.

Learning today for tomorrow

All staff in the Bank have the opportunity to progress to managerial level, whether graduate or non graduate. The Bank's training programmes coupled with on-the-job development

teach staff skills needed to manage effectively. The Management Development Programme, Graduate Development Programme, Career Bankers Development Scheme, Senior De-

velopment Programme and specialist courses such as negotiation time management and Managing Personal Growth are just a sample of developmental programmes

available to staff.

We have concentrated here on the Graduate Development Programme which further develops graduates' personal and managerial skills. True Blue asked a

number of people, inside and outside the Bank to evaluate the programme; their comments are printed below.

Jerry Soldatos,
Senior Lecturer,
Bowater Faculty of
Business, Victoria College

"I think your Bank's Graduate Programme is excellent. It looks closely at the skills required in banking today. Your programme differs slightly to other banks as it's longer and puts the emphasis on personal development skills, augmenting the training graduates receive on the job."

Lionel Parrott,
Director of Career
Planning and Development,
Monash University

"State Bank Victoria and Monash University maintain close contact and co-operate for mutual benefit. This is essential for preparing students for their working lives.

The banking industry as a whole has changed from being perceived in low esteem as an employer to being seen now as a high status industry. SBV is now regarded by graduates as a most popular and keenly researched potential employer.

I was greatly impressed by the atmosphere at the launch

of your graduate programme; the keenness of the graduates there and the support evident from the different levels of the Bank, including Bill Moyle. From what I can see, at present, your programme is progressing well and is at the right pace."

Tom Cincotta,
Corporate Banking



"I've just finished the programme and I got a lot out of it. *It's changed my attitude and made me realise that I have to be pro-active in my career, creating my own opportunities.* It's also made me realise how important the relationship between manager and staff is. I now feel confident of being able to communicate effectively when I progress to

managerial level. I think these skills apply to anyone whether you're a graduate or not and can be learned from many other courses. I'm lucky to have had these courses at an early stage of my career."

Tanya Dorofeff,
Corporate Banking



"The best part of the programme so far has been the course at Baxter where we had speakers and seminars. It's been really good for personal development and reminds you of the professional aspect of the job you're doing. *When I become a manager in the future, I'll be more understanding than I was before commencing the programme,* as I have now seen both sides of the coin and

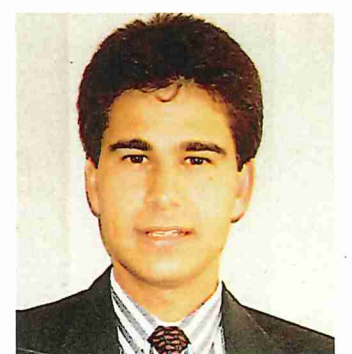
been learning about managerial skills at an early stage of my career."

Georgina Sutherland,
Treasury



"I've just started the programme. So far I've been impressed as it seems well organised though out and well structured. I'm looking forward to exploring my possible career path and making contacts within the Bank. A friend of mine works with a firm of chartered accountants, and *their graduate programme concentrates on on-the-job training only, rather than management and interpersonal skills. I'd far rather be on this one.*"

Ezio Nania,
International
Dealing Room



"The graduate programme here seems a pretty good idea. I've talked to a few friends and they don't have anything like this, they just have induction and are left on their own. I think it's great we have training for management level in the future. *The best thing I've got from the programme so far is how important it is to understand how other people work* and make allowances for their personalities rather than set rigid standards for everyone to reach. It's very well organised and I'm looking forward to the rest of the programme."

\$\$\$\$ Who wants to be a millionaire? \$\$\$\$\$



We can't all be millionaires, but we can make what money we do have work for us. But where do you start when faced with all the options like cash management trusts, approved deposit funds, and investment bonds?

Whether you have \$10,000 or \$10,000,000 to invest, you probably need professional advice and a financial plan. And who better to go to than the Bank's own Financial Planning Services (FPS).

Free financial advice is available to customers, staff and non-SBV customers alike, and there is no obligation to follow the financial plan recommended.

Financial Planning Services (FPS) has a team of 25 highly qualified advisers to help people make their money work for them in the most inflation-proof and tax efficient way. Advisers give unbiased, quality advice offering people both SBV and non-SBV products including:

- shares
- equity trusts
- international trusts
- property
- friendly societies
- managed investment bonds
- property trusts
- approved deposit funds
- deferred annuities
- cash management trusts.

Perhaps you know someone who needs professional financial advice. Maybe a friend or relative is retiring and will soon receive a lump sum. It could be that you know someone who has inherited a large amount of money or even won Tattsлото! Do them a favour and suggest that they

talk with our FPS people. You can feel confident that FPS will provide excellent service. FPS is located on Level 19, State Bank Centre. Advisers also visit regional offices to see clients who cannot go to Melbourne. It just takes a phone call to set up an appointment. The number is 678 7339.

FPS Eight — Top Rate

Of the first 22 people in Victoria admitted as certified financial planners by the International Association for Financial Planning (Australia) last February, eight were SBV Financial Planning staff. That means that more than a third of Victoria's certified financial planners work right here at SBV!

"Our staff are encouraged to pursue outside study to further their professional knowledge", says Jack Sennitt, Assistant General Manager, Financial Planning Services. "By June, all our advisory staff will hold professional qualifications —



Professional financial advisers from left are, Jean Robinson, Gil Cunningham, Sharon Tredrea, Allen Morris, Bob Baker-Smith, John Payne, Jim Haines, Sue Rio and seated, Jack Sennitt.

SBV is well and truly at the forefront of the financial planning industry."

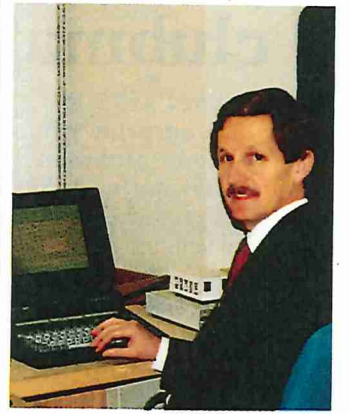


Three more financial advisers from left are, Robert McInnes, John Castelov and Barry Grant.

The Bank can well afford to be proud of its Financial Planning Services, as indeed

FPS staff can be proud of their personal achievements.

Little Ripper



July's Little Ripper Award goes to Chris Viney of Services for his most interesting article about Business Resumption Planning.

Competition winners

The 10 winners in June's Product Spotlight are: Julie Watts, Essendon North; Carol Thompson, Bentleigh; Elissa Epstein, Auburn South; Dina Pappas, Internal Audit; Denise Taylor, Preston East; Leanne Presley, Diamond Creek; Robert Josifoski, Lalor Plaza; Kelly Durant, Cotham; Ann Duncan, Ouyen; Annette Randle, State Bank Centre.

No school daze at Moe

Moe Branch got into the swing of things recently with a back-to-school day used as a theme to introduce the new School Banking System account to staff.

The highlight of the session was the staff's unique version of the national anthem, which was sung superbly, if only in their own minds.

Donny Hodge showed his true colours, being the teacher's (Joanne Troy) pet. But we all know he was the one who set fire to the shelter sheds with his smoke not properly butted.

Back-pack Dougie (Manager Doug Prestidge) was a bit unsure of to whom to offer his boiled lollies — Smithy (Kathleen Smith) or

Cookie (Pam Cook) but they both look too innocent to know what boiled lollies are. After a hard exam, the teacher passed them all with flying colours and they were rewarded with, of course, Smarties.

*Robyn Fabris
Gippsland Region*



Still smiling after a long school day. Back row from left are, Don Hodge, Erica Bartlett, Doug Prestidge, Caroline Boucher. Front row from left are, Joanne Troy, Pam Cook, Kathleen Smith, Trudy Mayer, Simone Shead.



Back-packer, Doug Prestidge, Manager of Moe Branch.

Family Affair

In today's busy banking industry, not many banks can boast of having a family working close by one another in the same organisation. State Bank Victoria can.

Mount Evelyn Manager Rick Douthat and his wife, Leone, who works at Chirnside Park Branch, now have to compete "talking shop" at the dinner table with daughter, Nicole who was recently appointed to Mooroolbark Branch. Mount

Evelyn, Chirnside Park and Mooroolbark branches all come under Box Hill North Region.

Nicole insists that there was no pressure from Mum or Dad to join SBV. Asked why she wanted to join the Bank and not a competitor, Nicole replied: "because SBV offer the best benefits!"

*Stuart Cooper
Box Hill North Region*



Working for the Bank is a real, family affair for Leone, Rick and daughter, Nicole, as they leave for a day's work at their different branches.

WORD PUZZLE

Find the following State Bank branches in the grid below. Words can be found in any direction. Then unscramble the remaining four letters to spell a product provided by the Bank.

- | | | | |
|----------|-----------|------------|----------|
| Altona | Croydon | Heidelberg | Oakleigh |
| Auburn | Dallas | Knox | Ouyen |
| Avoca | Dandenong | Lara | Rye |
| Box Hill | Darling | Lorne | Sale |
| Carrum | Eltham | Moe | Toorak |
| Colac | Euroa | Newcomb | Yea |
| Cotham | Geelong | Nhill | |
| Cowes | Glenroy | Norlane | |

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

Thanks to all those people who responded to the Gippsland puzzle found in the May edition of True Blue. Special mention must go to Pam Cook from Moe who found 88 words and Malcolm McPhail, Manager, Customer Service, who found an astonishing 97 words! We were going to give them both a dictionary as a prize for their efforts, but we changed our minds as we decided that they didn't need one!

Jim named best clubman

Personnel's Jim Guilline received a surprise when he was named best clubman for the 1989-90 season with State Bank Victoria Cricket Club.

Jim also won the batting average for the seconds with 23 runs, completing a successful first year with the club.

His highest scores for the season were 61 and 53 not out.

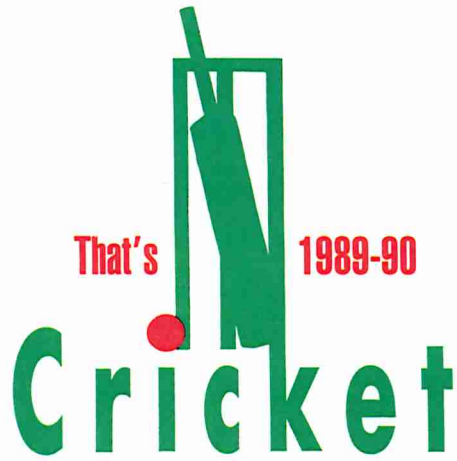
Before his transfer to Personnel from Inglewood Branch last year, Jim played for Sebastian in the Northern United Cricket Association where he received the most improved player award for the 1988-89 season.

During winter Jim displays his football skills with the Bank's football club. A utility player, he has played on the wing, forward pocket and back flank.

Peter Maguire, Personnel



Jim Guilline of Personnel's Performance Appraisal Section, looking pleased with his best clubman award



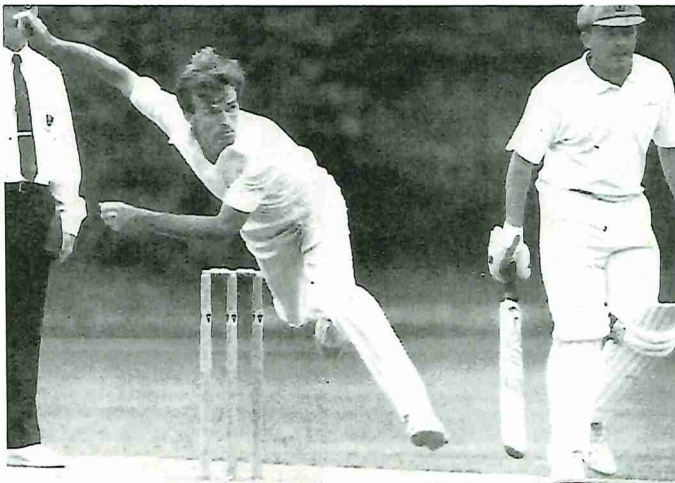
Bob takes three in three

Bob Fotheringham, Manager Treasury in our Hong Kong Office, has achieved what few bowlers in cricket do — he has taken a hat-trick.

Bob, a left-arm pace bowler, took the three wickets in three balls playing for Islanders against Witherers in a Gillette Cup semi-final at Hong Kong Cricket Club.

He struck when Witherers was 6-181, chasing Islanders' 7-184 off 39 overs. In three deliveries, Bob had one batsman caught, another bowled and a third trapped leg before wicket to leave Witherers on 9-181.

Despite Bob's effort, Witherers grabbed a one-wicket victory to play off in the final. But it was not Bob's first hat-trick. He said: 'I've taken a hat-trick once before but it was so long ago I can't remember. It's great to do so again.'



Bob Fotheringham, Manager Treasury, Hong Kong Office, showing his top-notch bowling style.

PRODUCT SPOTLIGHT

Enter now and be one of 10 to win a box of chocolates. All you have to do is answer the questions below on the back of an envelope. Send your entry into Communication Department by Thursday 26 July. Don't forget to mark the front of the envelope "July Product Spotlight."

Benefits for housing loan customers

Do you have a housing loan? Would you like to cut your interest costs by half? Would you like to own your own home in 15 to 20 years instead of 25 to 30 years? If your answer to these questions is yes — then chances are your customers feel exactly the same way. Therefore we should remember to advise our customers of ways they can reduce the term and therefore the cost of their loan.

One method of reducing the term of a housing loan is to make special instalments of principal. By suggesting to customers they use outstanding dollars to reduce their loan debt, they can reduce the loan term by almost half, depending on the amount of the special payment. For example, if a client borrows \$60,000 over 25 years, they can slash more than nine years off the term of their loan by paying an additional \$5000 per year.

The second method by which a customer can reduce the term of their loan is by increasing their regular payments. This does not have to be a substantial amount to have an effect. As little as an extra \$50 per month can reduce a \$60,000 loan by more than seven years at today's interest rate.

With the high cost of housing today, many first home buyers may not initially be able to afford to make extra payments off their loan. However, we should, wherever possible, reinforce the options and benefits of additional repayments. The Bank, in turn, benefits from the additional funds, which it can use in other areas.

To assist in conveying these benefits, the Bank has produced a brochure titled Good Advice About Home Loans for distribution to clients. Don't forget to hand it out!

Questions

1. Answer true or false to the following statements: Nearly all of each repayment made in the early years of a loan goes toward paying interest.
2. On a 25-year loan at the current interest rate, a customer can expect to pay back about four and one half times the original amount borrowed.
3. State Bank Victoria calculates its fortnightly or weekly instalments by dividing the current monthly instalment by two or four.

VCA Bank sponsorship "a roaring success"



A triumphant Mornington Peninsula team after winning the Final of Division 2 in the VCA Country Cricket Week. Also pictured are Lou Zivkovich, Business Development Manager (in the red tie) and Lindsay Dunne, Senior Regional Manager, Parkville North Region.

For the past two years State Bank Victoria has sponsored the Victorian Cricket Association's Country Week and will continue the sponsorship for the 1991 season.

In the words of Community Affairs Manager, Ross Barnett, "the sponsorship has been a roaring success and is a great example of how a sponsorship should work. We have a 'win-win' result from the Bank's support of this event. The series of matches received high exposure in a variety of media throughout the state, providing good coverage for the Bank and widening our profile to the Victorian public. It gave an opportunity for senior

personnel from the country areas, representatives from regional centres and senior executives from head office to participate in presentations and expand our profile in the rural market segment. In addition, as a direct result of the sponsorship, the Bank gained the financial business of the VCA, operating through Lower Templestowe Branch."

The VCA in turn received financial support, enabling them to conduct their annual Cricket Week. The media coverage also widened the coverage of Country Cricket Week and increased its profile and that of the VCA in the community.

Ross Barnett added that "we are delighted with the

support from officials of the VCA, the Victorian Country Cricket League and the representative teams involved in Country Week".

During Country Cricket Week about 1000 country cricketers representing 56 teams from around Victoria compete at 25 metropolitan grounds. Premier teams in each group receive \$500 and the runners up \$250. Awards are also made to the best player in each final.

Case Study:

Final — Division 2. Mornington Peninsula vs Sale-Maffra.

The grand final of the Division 2 Victorian Cricket Association's Country Week

was played at the Essendon Cricket/Football Ground in February 1990.

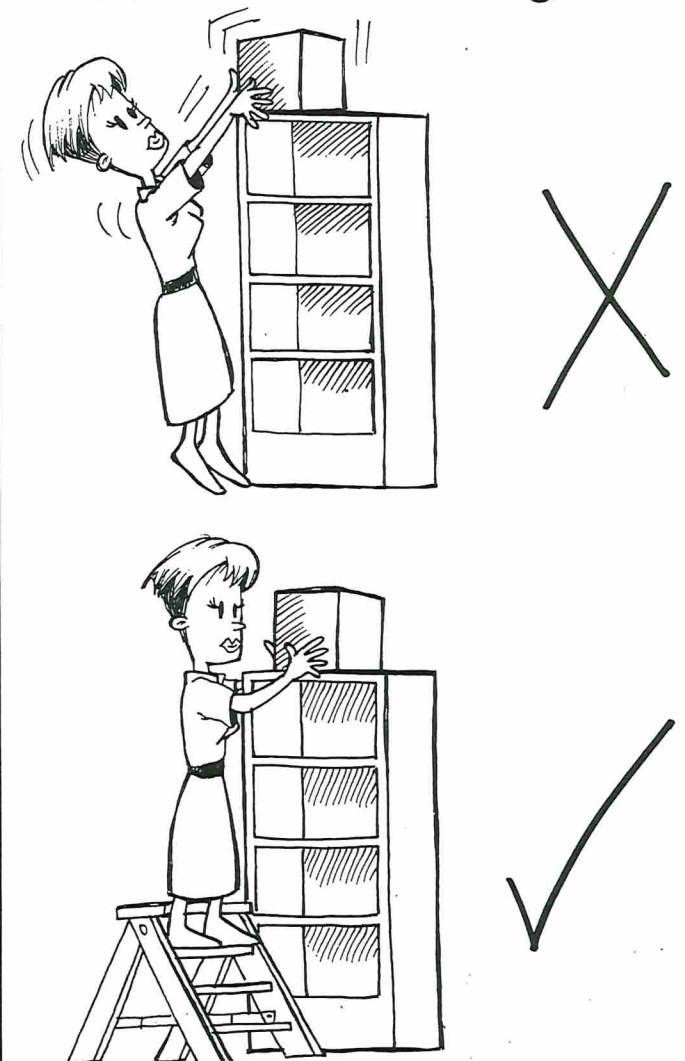
The match was played in a fiercely competitive atmosphere, with Mornington Peninsula batting before lunch, and scoring 191 runs for eight wickets. (Robert Bedford scored 54 runs and Peter Buchanen 42). A sit-down lunch provided by the Essendon Cricket Club for both teams, officials, representatives, Lindsay Dunne, Senior Regional Manager, and Lou Zivkovich, Business Development Manager, Parkville North; gave everyone a chance to gather their strength for the afternoon's battle.

Despite some strong middle order resistance by Sale-Maffra to Mornington Peninsula's strong attack, under the captaincy of Stephen Johnson (Pines Cricket club), Sale-Maffra were all out for 136.

Not only did Mornington Peninsula win the premiership, but the umpires voted Robert "Jacko" Jackson of Mornington Peninsula, "Man of the Match" after his destructive bowling performance, capturing seven wickets for 50 off 21 overs.

After the presentation of cheques and best player award by Lindsay Dunne, everyone eagerly adjourned to the social room to 'celebrate and/or commiserate' with one another and share a well earned cool drink.

Manual Handling



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