

True Blue

November 1990

STAFF NEWSPAPER

State Bank  Victoria

Merger would create a new force in banking

People's banks to combine

The merger of State Bank Victoria and the Commonwealth Bank of Australia would make the new bank the strongest domestic bank in Australia, especially in Victoria.

With the merger of the two people's banks, about 32 per cent of Australians would have the merged bank as their main bank, and group assets would be about \$90 billion.

The announcement on 31 October confirmed the intention to merge and ended much speculation.

In Victoria, CBA has 194 branches and 5680 staff. The merger, with SBV's 523 branches and 11,400 staff in Victoria, would provide customers with the most extensive and strongest banking network in Victoria.

In Australia, CBA owns 1393 properties valued at \$1.7 billion and leases another 1449 properties. In 1989-90 it lent a record \$4 billion for owner-occupied housing. In the same financial year, SBV maintained its position as the largest lender for housing in Victoria with housing loan approvals totalling \$1.27 billion.

During the year, CBA's retail deposits grew to \$28.3 billion, business loans grew by \$4 billion to \$25.4 billion. SBV's Australian deposits maintained its share in Victorian deposits at around 26 per cent, notwithstanding speculative pressures on the Bank.

CEO Paul Rizzo has welcomed the announcement. He says State Bank Victoria can now revert to concentrating fully on servicing its customers. "The enlarged group will be the strongest bank in Australia, particularly in Victoria, where it will build on the traditional strong customer loyalty to State Bank Victoria," he says. "I know SBV staff will make a substantial contribution to the merged bank."

The CBA was established by Federal legislation in 1911 and started operations in Melbourne in July 1912. The Commonwealth Banking Corporation as a group includes the CBA, the Commonwealth Savings Bank (CSB) and the Commonwealth Development Bank (CDB).

INSIGHT



Paul Rizzo

This issue of True Blue includes a special report to staff that highlights the fact that each of you has played an important role in the continuing operation of the Bank over the last 15 months. Incorporated in the report is a message from me and each of the Chief General Managers.

For this reason, I have not written the usual Insight column. True Blue's lead time of three weeks makes Insight untimely for communication of major issues. Therefore, I will continue to keep you informed by letter of developments as soon as they arise.

Chief Executive Officer

Bank invests in excellence

Investing in excellence is all about conscious change.

Chief Executive Officer Paul Rizzo recently introduced a series of seminars that involve learning how to change negatives into positives, failures into successes and dreams into realities.



Participants in a Pathways to Excellence group, clockwise from left, are, Damien Clarke, CBD region; Steve Fielding, Network Support; Gavin Baldin, Box Hill South Region; Michelle Maglitta, Staff Training; Mary Gaskas, Surrey Hills North Branch; Joanne Telford, Staff Training; Diane Robertson-Smith, Pacific Institute; Peter Leithhead, Ormond Branch; Lucy DiQuinzio, Burwood East Branch; Leshelle Smith, Staff Training; Peter Meadows, Kew Branch; Lyn Dougal, Staff Training; Dougal Mayor, Brighton Middle Branch.

Change is what shapes us — without it we remain the same. With it, we become what we choose to be.

We all have the potential to deal with change. We just need to be educated as to how.

The Bank has engaged the services of the Pacific Institute whose material provides the techniques to improve our self-esteem so we may be fully motivated to aim for longer-range goals that previously we considered beyond our potential.

The seminars, Investment in Excellence and Pathways to Excellence, are to be conducted initially within Retail Division.

Four groups launched the project early in October and the early feedback indicated it to be an overwhelming success. A group of 27 officers also participated in a facilitator training programme to enable them to lead further seminars.

The programme shows the Bank's commitment to its staff and recognises the belief that we all have unlimited potential for personal and professional growth.

Mr Rizzo personally evaluated and promoted this initiative.

He says, "The decision to introduce what is essentially the largest investment in our

people in terms of dollars and time this Bank has undertaken was essentially made prior to the proposed merger. We nevertheless decided to proceed with what I consider to be an exciting and innovative programme.

"It carries my full support and that of my top management. We have the staff and a top class franchise and it remains for us to equip our people with the necessary tools to maximise their personal and professional opportunities."

For more details about the seminars call Judy Baker on (03) 678 7770.

Special Edition

Inside True Blue you will find this year's special Annual Report to Staff. You won't find a summary of State Bank Victoria's financial results, tables of figures, or charts and graphs. These are all available in the Bank's Annual Report (a copy was sent to every branch and department).

Instead, the report focuses on the importance of your role in the Bank and the contributions you have made in this unusual year.



Seminar coordinator Judy Baker.

No butts from 1 January

State Bank Victoria is moving toward a smoke-free working environment.

The phased introduction of the smoke-free policy has started.

From 1 January, smoking will not be allowed in State Bank Victoria workplaces.

Between now and 1 January, people who want their work area to be smoke-free can put up no-smoking signs and their colleagues are expected to respect the no-smoking areas.

As well, before 1 January, staff in branches and departments can agree to have their work place designated as a no-smoking area.

State Bank Victoria understands that some smokers may have difficulty in not smoking at work and encourages smokers to seek help from the many organisations in the community designed to help smokers quit.

As well, they can contact the Bank's Occupational Health and Safety Unit on 03-6293334 for help.

The Bank's Medical Officer, Dr Phil Soffer says: "The evidence from right around the world is now quite conclusive — passive smoking at work is a significant health risk and responsible employers cannot afford to continue to allow people to smoke at work."

"For every eight smokers killed by cigarettes, one non-smoker is also killed by inhaling the cigarette smoke of others. It is clear that a public health risk of this magnitude cannot be allowed to go on unabated."

of others. It is clear that a public health risk of this magnitude cannot be allowed to go on unabated."



Butt out on 1 January.

TELLERS' TALES

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

Who was the GCO in Parkville West Region who was appointed the job of buying a gift and farewell card for a staff member who had been promoted and transferred to another branch? It wasn't until after the presentation and dinner that the staff members realised that the card the GCO had bought was a farewell-and-good luck maternity leave card.

Dee Prica
Parkville West Region

★ ★ ★ ★

A Wangaratta pensioner who was a bit worried about losing her money, withdrew all her savings and put the cash under her mattress. But the bed was a water bed and the heater eventually set fire to the money stored on top of it. She then came back to the Bank asking for a refund of the burnt money.

★ ★ ★ ★

Which relieving regional manager neglected to inform the handicapper of his correct handicap at a golf day held around the Wodonga area? He subsequently won a trophy.

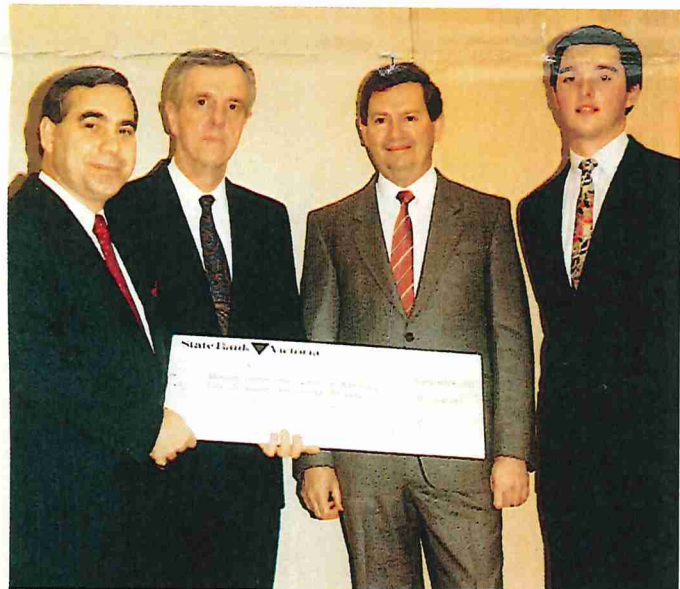
Sharyn Stacpoole
North East Region

Bank sponsors uni chair of advocacy

State Bank Victoria, as part of its sponsorship programme, provides support for the Chair of Advocacy at Monash University.

The Bank's support, which started in 1987, helps pay for the outside professionals who run the course in advocacy each year.

The course is available for fourth and fifth-year law students and helps prepare them for court room work.



Chief Executive Officer Paul Rizzo presents a cheque to Professor Bob Williams, Monash Dean of Law, while Justice John Phillips and Dan Hunter, a former participant in the course, look on.

Customer wins career award

Tania de Jong, a customer of Malvern East Wattletree Road Branch, has been awarded the Price Waterhouse Career Achievement Award, one of the six awards in the Young Achiever of the Year Award, sponsored by State Bank Victoria.

Tania, 25, won from a final list of three.

State Bank Victoria is a patron of the awards which are part of the Bank's commitment to youth.

Tania, who has an honours law degree from Melbourne University, also runs a tennis coaching business and founded Pot-Pourri, a corporate entertainment group. Her love is opera and she is singing tutor at Royal Melbourne Institute



Tania de Jong: winner of the Price Waterhouse Achievement Award in the Young Achiever of the Year Award, sponsored by State Bank Victoria.

of Technology and performs with the Victoria State Opera.

"Eventually I'd like to sing opera around the world," she says.

News in brief...News in brief...

Christmas party

The Bank's children's Christmas party will be held at Oval 4, Aughtie Drive, Albert Park, on Sunday 25 November.

Attractions will include a magician, pony rides, a merry-go-round, ferris wheel and Father Christmas.

Club after players

State Bank Victoria Football Club is looking for players.

After winning this year's D-grade Victorian Amateur Football Association premiership, the club has been promoted to C-grade.

Coach Craig Jackson says: "This was a very exciting year for the club which enjoyed great success on and off the field. We will be looking to retain all current players and endeavouring to recruit well. Add to that an excellent administration and I can see the club going places."

Footballers interested in playing for the Bank should contact Club Secretary Peter Wabbis on (03) 694 4108.

Gold win for Bank

A State Bank Victoria team recently won the B-grade shield in the Euroa and District Badminton Association with a 39-point victory against Euroa Gold.

The Bank team comprised Ross Bacon, Violet Town; Louise Hayes, North East Region; Geoff Vincent, Euroa; Tracey Sprunt, Alexandra; Phillip Mollison, Euroa; Andrea Bacon, Ross' daughter; Kelli Bjorksten, Euroa; and Brian Moore.

Tracey won the best and fairest trophy for the season.

Paul and the one that didn't get away

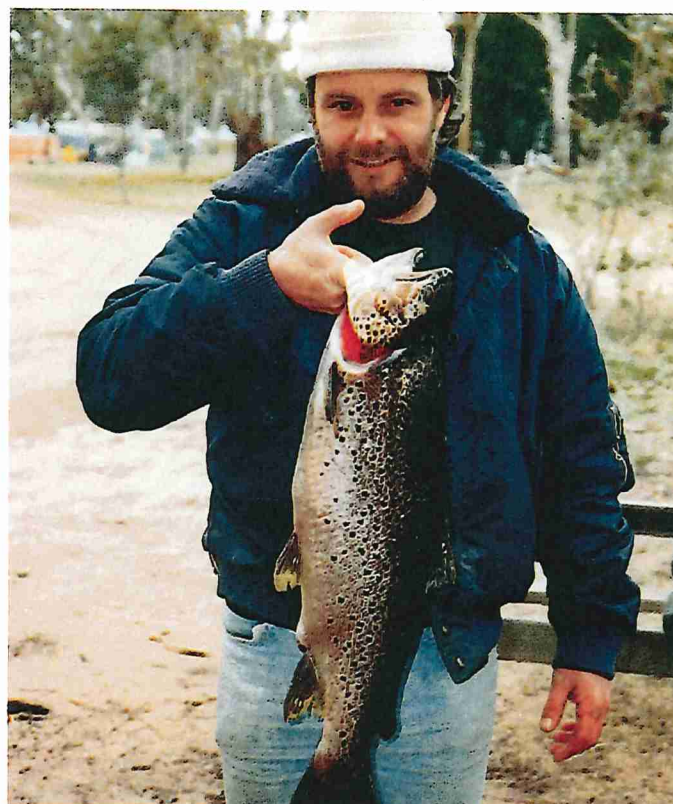
We have all heard tall tales and true from anglers about the one that got away.

But Paul Runciman has proof that his did not get away.

Paul, Customer Service Manager at Dandenong Market Branch, was fishing in a competition in August at Lake Toolondo, about 32 kilometres south of Horsham, when he caught the winning fish — a 4.7 kilogram brown trout.

Paul caught seven fish in five days on the lake and says of his winning catch: "It didn't take too long to catch him, about 10 minutes."

But the trout did not end on Paul's plate for dinner. It was taken to a taxidermist and now hangs on a wall at Paul's home as proof of the one that did not get away.



Paul Runciman shows off his winning catch — a 4.7-kilogram brown trout.

ODD SPOT

"Help! Help! I'm locked in," came the voice over the phone.

After the regional manager had calmed the caller down, it was discovered the caller had become accidentally locked in the branch. All branch staff had gone home for the day, leaving the poor unsuspecting staff member locked inside. The caller claimed to be so engrossed in his work that he failed to notice staff members leaving.

The regional manager assured him that all would be okay and to sit tight as there would be a cleaner coming sometime before 7.30 the following morning!

Barbara Howe
CBD Region

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WE'VE COME A LONG WAY SINCE THEN

The continuing automation of Bank practices and procedures is now part of every-day life.

But there was a time when mechanisation or automation meant the introduction of electric lights or pneumatic message tubes.

The banking chamber for Elizabeth Street Branch (circa 1921) had a banking system that did not have cash registers, adding machines or roneotype printers (none of these items was introduced until 1927-28).

Depositors would hand their passbook and deposit to the teller who, after writing the transaction in the passbook and recording the account number/amount on column one (schedule of deposits), would hand the passbook on to the sheets clerk who would record account/name/transaction and balance details on a deposit sheet. Ledger entries were subsequently "posted" and reconciled

against these sheets by the ledger keepers.

If there was a withdrawal involved, the passbook would be returned to the teller to complete the transaction. Meanwhile, the depositors would bide their time, perhaps sitting on the available seats or having a chat with the teller or another depositor.

Replacement of this time-consuming process was not always accepted by the traditional-minded customer. Steve Mason (retired Assistant General Manager, Chief Executive's Division) says the first customer who received service in the newly-mechanised Warrnambool Branch in the late 1950s was put out by the speed of the transaction. The new process did not give the depositor time to yarn or test the new seats provided as part of the branch upgrade.

David Brown
Archives



Elizabeth Street Branch banking chamber, circa 1921.

WORKING INTEREST

Daryl clocks up 40 years' service

Greensborough Branch Manager Daryl Jurgens recently received his 40-year service award.

Daryl joined the Bank in February 1950 at Queenscliff

and has worked at various city and country branches and head office.

He also played cricket and football for the Bank.



Daryl Jurgens proudly shows his 40-year service award.

Service awards at Heidelberg

Heidelberg Region recently held a presentation for recipients of State Bank Victoria service awards.



Displaying their awards are, back row from left: Bob Reynolds, Regional Manager; Spiros Koulouris, Relieving Manager, 20 years; Lorraine Bundy, Lalor Branch, 20 years; Ian Wood, Heidelberg Branch, 20 years; John McPherson, Senior Regional Manager. Front row, from left, are, Wendy Dinning, Relieving staff, 10 years; Sophia Boglis, Heidelberg West Branch, 10 years; Julie Bullen, Heidelberg West Branch, 10 years.

Paul, Ken and Katrina are senior associates

Paul Thompson, Foreign Currency Retail Services, Ken O'Brien, Treasury, and Katrina Flinn, Corporate Banking, recently received professional recognition of their academic achievements

when they completed an Australian Institute of Bankers-approved course.

David Marks, Senior Manager Staff Development, presented certificates of Senior Associate of Australian Institute of Bankers to them.



Three proud State Bankers, from left, Paul Thompson, Ken O'Brien and Katrina Flinn show their AIB certificates, with David Marks.

Worth the wait



Titles Office staff proudly pose in their renovated branch. Back row from left, are, Tony Huebner, Tony McDonald, Brendan Williams, Harjit Singh, David Bilbrough. Third row from left, are, Warren Munn, Ales Brgoc, Matthew Lamtzes, Greg Dunlop. Second row from left, are, Jeannette Scales, Ann-Marie Snell, Tammy Cook, Lorraine Staggard, Manager. Sitting from left, are, Tracey McBride, Terry Handley.

It has taken a while but Titles Office Branch in Queen Street has finally undergone major renovations.

Needless to say, it has given the staff at the branch, managed by Lorraine Staggard, a real morale booster.

The branch was opened on 4 August 1958, linked with a sub-branch in Peter MacCallum Hospital.

Barbara Howe
CBD Region

ARTY GRAEME

While most people were relaxing on the Queen's Birthday long weekend, Boronia Dorset Road Branch Manager Graeme East was hard at work selling paintings.

His branch was a sponsor of the sixth annual art show organised by Waverley Rotary Club.

During the four-day show, art lovers viewed 1347 paintings with sales of more than \$73,500. The exhibition of oils and watercolours included

works by Australian artists.

Proceeds were given to Red Cross, Rotary Health Foundation and Community Projects.

Kathy Constantinou
Box Hill South Region

At the art show are, from left, Russell White, Box Hill South's Regional Manager; Joan and Graeme East.



Finals fever is grand

State Bank Victoria's branches got into the atmosphere of grand final week for the big game, few with more enthusiasm than Collingwood and Essendon.

For Collingwood, the celebrations at the branch may last till Christmas. For our colleagues at Essendon — well, as Collingwood supporters used to say, there's always next year.



Collingwood Branch pictured back row from left, are, Robert Marie, Cameron Phillips, Patrick Campbell, Fiona Devlins, John Zacakos. Front row from left, are, Tina La, Joe Crupi, Tania Cecchi, Maria Seaman.



Essendon Branch pictured back row from left, are, Janet Meager, Renee Bradford, Alison Seeley, Lance Taylor, Gael Nugent, Syd Priestley, Carlo Bergonzo, Catherine Wee. Front row from left, are, Scott McGowan, Darryl Marks.



St Vincent's Hospital Branch, pictured back row from left, are, Sof Tsialtas, Catherine Lau, Shaun Griffin, Lee Hatfield, John Fieschi, Sean Simkin. Middle row from left, are, Dale Pedersen, Michael Slovak, Sophie D'Alberto, Robert Couvalias, Frank Renda, Marian Beatty, Malcolm McPhail. Front row from left, are, Nancy Macawili, Susan Strickland, Carmel Greco.



General Manager Human Resources John Williams, a biased Essendon supporter, arrived at work the Monday after the grand final to be presented with a Collingwood scarf. But as a good sport, he kept it on. Perhaps he's just waiting to return the favour next season.



Glenroy Branch, pictured from left, are, Dearn Stevens, Andrea Munro, Letitia Rowe, Karen Hart-Gauci, Sheryl Sully, Wendy Sheehy.



Western Branch were a confident looking bunch as they got into full swing in their pre-grand final celebrations.



Melbourne University Branch pictured back row from left, are, Daisy Ducusin, Anna Dimakopoulos, Kiran Rinaldi, Dearn Mifsud, Miriam Asak, Brett Charlton, Claude Sinovich, Liz Macali, Michael McCann. Front row from left: Joy Guentes, Barbara Law.



Abbotsford North Branch, pictured from left, are, Dale Saliba, Jeanne Moore, Sharon Hudson, Robert Lowe, Manager; Phillip Adderley.



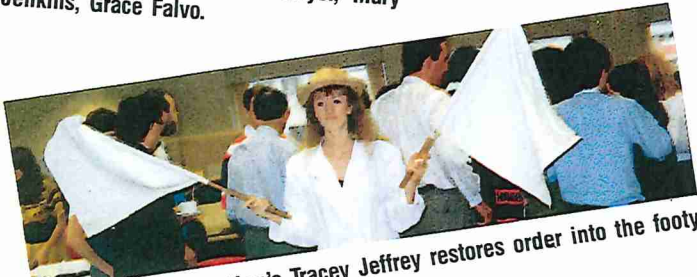
Strathmore Branch, pictured back row from left, are, Peter Brideson, Manager; Leon Jones, Paul Groves, Sean Hannan. Front row from left, are, Dianne Geyer, Mary Jenkins, Grace Falvo.



William Street Branch, pictured back row from left, are, Phil Lancaster, Kate Merrill, Bob Strachan, Manager; Wayne Bowen, Brendan Smith. Middle row pictured from left, are, Ilia Menegatos, Sandro Cesario, Carole Gwynne, Caroline Rushford. Front row from left, are, Ruth Thomas, Sharon Keating.

The grand final comes once a year, and the fever starts to rise, with Essendon and Collingwood, we're in for a big surprise. We had a reason to celebrate, and we dressed to match the day, in all our own teams' colours, with the winners leading the way. Decorations were everywhere, with the Cats the biggest show, they hope to make it next year, and I suppose you'll never know. The cakes were a hit for morning tea, and the bets went all around, will the Magpies win the premiership, or wobble to the ground.

Finance and Accounting



Finance and Accounting's Tracey Jeffrey restores order into the footy final celebrations.

Competition Winners

The 10 winners in October's Product Spotlight are: Dean O'Neill, Box Hill Central; Sandra Pretty, Essendon North; Rosie Vlahakis, Deer Park; Fiona Williams, Newcomb; Shirley Dwyer, Blackburn North; Karen Sutton, Preston East; Caterina Messina, Aberfeldie; Maree Denny, Parkville North relieving staff; Christine Lawson, Ormond North Region; Kathrine Davies, Melton.

PRODUCT SPOTLIGHT

In this month's Product Spotlight competition you have the chance to win a box of chocolates by simply answering the three questions at the end of the article. Just write your answers on the back of an envelope together with your name and where you work. Send your entry into Communication Department marked 'November Product Spotlight Competition' by Friday 23 November. First 10 correct entries drawn will win.

A new Fixed Term Deposit

State Bank Victoria's Fixed Term Deposit portfolio has attracted a large deposit base for the Bank for many years. In fact, it currently holds more than 30 per cent of the Bank's total retail network deposits (as at 6 September 1990).

Until recently, all our major competitors offered a Compounding Term Deposit, but State Bank Victoria did not. However, the good news is that with some modifications to existing systems, we can now offer our customers a new alternative — Compounding Term Deposit.

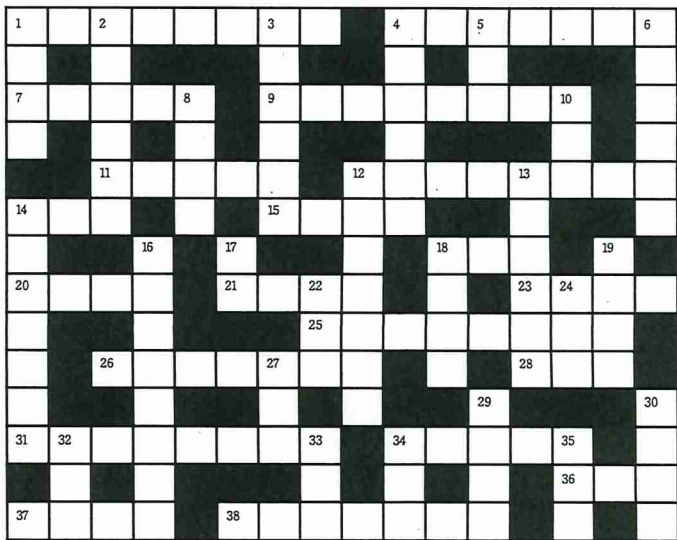
The introduction of such a product not only enhances State Bank Victoria's ability to compete, but it reduces branch staff's workload. Instead of having to close and open an account, enabling a customer to add the interest to their investment, it can now be done automatically.

Research estimates that up to 70 per cent of all Term Deposit customers will use the new Compounding Term Deposit option.

Questions

1. On the old Term Deposit application form the input code "T" and "S" denoted Term Deposit and State 28 accounts. What is the input code for a Compounding Term Deposit?
2. What is the new name for State 28?
3. Name the three types of Fixed Term Deposits customers have to choose from.

November Puzzle



ACROSS

- 1 Regular Bank bulletin.
- 4 Written documents containing information.
- 7 To take money from account.
- 9 Bank's private telephone network.
- 11 State Bank Premium Growth _____.
- 12 New interstate branch.
- 14 A Mornington Peninsula branch.
- 15 To search.
- 18 Device for transmitting written information (colloq).
- 20 Means of identifying branches, regions or departments.
- 21 Bank's credit card.
- 23 Structured rank of interest.
- 25 The cost of borrowed money.
- 26 SBV competitor.
- 28 Day off (abbrev).
- 31 Learning process.
- 34 Graphic representation of data.
- 36 Temporarily fill position.
- 37 No profit.
- 38 Overseas office.

DOWN

- 1 Development course for SBV employee (abbrev).
- 2 A partial refund.
- 3 Bank loans.
- 4 A form to be sent back.
- 5 Writing utensil.
- 6 Security device.
- 8 Staff newspaper: _____ Blue.
- 10 Early work break: Morning _____.
- 12 Amount recorded on statement.
- 13 Location of staff training college.
- 14 Employ.
- 16 Advantages.
- 17 Resume (abbrev).
- 18 Costs of maintaining an account.
- 19 Countermand.
- 22 High interest SBV deposit product (abbrev).
- 24 Largest department in Bank (abbrev).
- 27 ATM access number (abbrev).
- 29 Financial organization.
- 30 The value of interest.
- 32 Bank's staff trainer (abbrev).
- 33 Gippsland SRM.
- 34 Paul Rizzo's title (abbrev).
- 35 Government levy (abbrev).