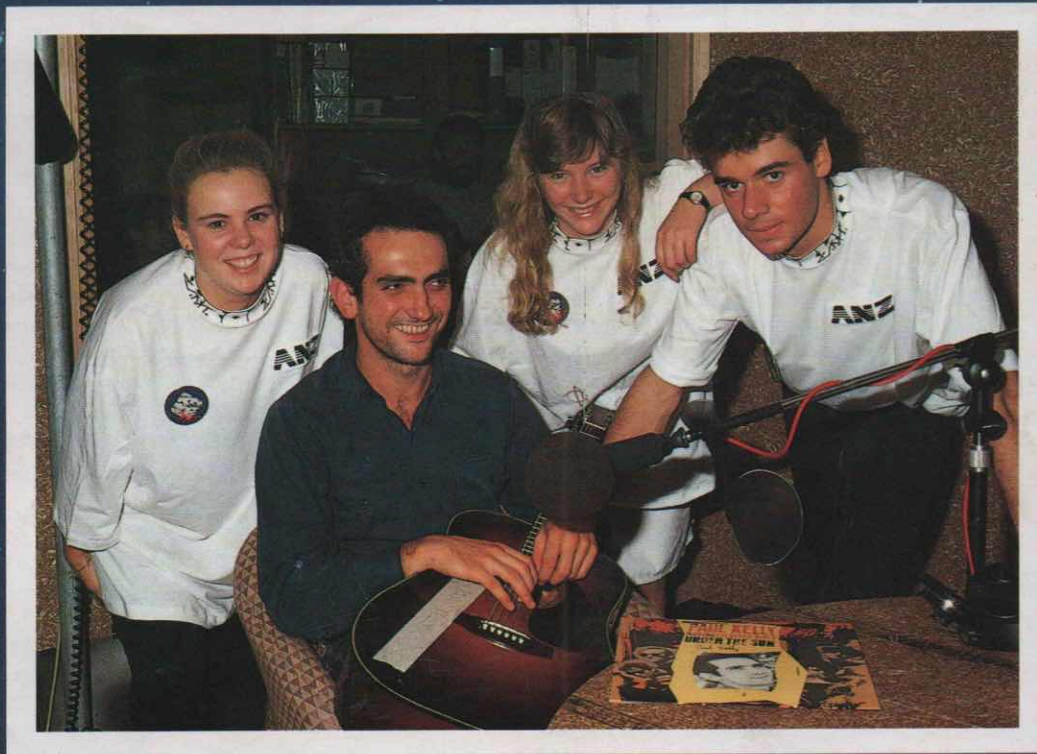


Issue No. 5

July 1988

# Newslink

**ANZ**



For the staff of ANZ Group in Australia

# Newslink

In 1983 ANZ purchased the Australian Fixed Trusts Group - a manager of public unit trusts covering a wide-ranging portfolio in the areas of cash management trusts, property trusts, mortgage trusts, domestic and international equity trusts, superannuation, approved deposit and managed funds.

Australian Fixed Trusts pioneered unit trusts in Australia in 1936. The unit trust industry now holds funds of some \$20 billion. Such growth in the industry has made it essential that banks move into this field to provide a full service range to customers and to protect against erosion of their existing client base.

ANZ, by following this strategy, can now offer its customers a spread of in-house investments from its banking units and its fully-owned subsidiaries.

Australian Fixed Trusts had some \$600 million under management when ANZ took over in 1983. Since then, Australian Fixed Trusts has restructured to both ensure a focus and fit with ANZ Group and to cope with rapid industry growth that has expanded funds under management to almost \$2 billion.

Australian Fixed Trusts, with other business units, forms an integral part of ANZ's funds management business.

We at Australian Fixed Trusts propose to keep our Group colleagues informed regarding activities, particularly relative to fund performance and to provide service, as required, to your customers.

We recognise that we have much to do to develop the relationships so necessary for the future and we aim for Australian Fixed Trusts to be regarded as a key player on the 'ANZ team' over the months ahead.

**Tom Giles**  
Managing Director  
Australian Fixed Trusts



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Staff from 476 St. Kilda Road branch, Melbourne dropped in to MCM's satellite studio where Rocksat is produced weekly. Pictured with Paul Kelly from left, Simone Maddern, Olga Van Domburgh and Steven Hatzolos.



Newslink is produced by ANZ Group Community Relations for the Australian Staff of ANZ Group. Editor: Vince Blake, Assistant Editor: Yvonne Keys, Graphic Artist: Angela Scalise. Printed by Datamail.

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## Major changes place a premium on investment

Two major events have recently changed the rules for investors. First the 19 October sharemarket slump last year which marked the end of a long bull market run and then the 25 May mini-budget.

These both brought far-reaching changes to superannuation and approved deposit funds (ADFs).

Both events placed a premium on the services of the 80 licensed investment advisers in the bank's Investment and Trust Services (I&TS) business unit.

At the time of writing (early June) actuaries and other specialists were still debating the precise impact of the new 15 per cent tax on superannuation contributions, capital gains and income and how these would be offset by reduced taxes on benefits.

The mini-budget affects ADFs by opening opportunities for gains in some areas and creating the need to change strategies in others.

Managers and staff who are asked questions in these complex matters are strongly advised to refer existing or potential customers to the nearest ANZ investment adviser (MII). When in doubt, the I&TS zone executive should be consulted.



Ms Mary Symonds, manager investments and insurance, Central Business District, South Australia, calling on one of her customers, Mr John Glyde, general manager, marketing, Top Australia Ltd.

The I&TS unit was established three years ago to meet a threat to our customer base from the mushrooming investment advise industry, where the number of licensed investment consultants grew to 12,000 in a short period. Today, ANZ leads the banking field in this area, with the major competition coming from Westpac with about 60 investment advisers. Other significant competitors are the Commonwealth Bank and state banks, AMP, National Mutual and BT.

Branches should use ANZ licensed investment advisers to build business. New customers with superannuation or ADF needs

should be referred to an adviser, thus adding another link to the chain of services that secures them as a long-term customer.

The mini-budget changes will create opportunities to offer investment counsel to existing customers who have previously used advisers outside ANZ Group.

The I&TS unit has taken a series of initiatives to improve the quality of its service and advice through enhancement of its support to MIIs and through the delivery of new products.

ANZ offers a family of ADF products to attract the highly discerning target market of customers from 40 to 65. Since 19 October last year, income-accumulation funds have been favoured by people due to retire in the next 10 years for their security and attractive tax rules.

The bank will soon be introducing an ADF product with a relatively high-guaranteed return, linked to Esanda debentures.

ANZ ADF growth fund was heavily affected by the 19 October market slump, but braver investors will return to this fund for two reasons. First, because of high-quality investments which have become available and because of the new importance of shares producing franked dividends.

ANZ investment advisers will soon be using the new ASSIRT software to tailor investment programs to individual customer needs, it is based on key variables such as growth required (risk factor) and tax position.

MIIs have computerised research from McCaughan Dyson Capel Cure to provide information on a whole range of unlisted investments, including property and other trusts.

ANZ's investment advisers enjoy significant competitive advantages. Their initial consultations are free (with a small charge to be introduced for time-consuming repeat visits). Their investments do not carry high up-front charges and, because they receive salaries, their advice is more objective.

Their ability to protect both the customer and the bank was proved by the 19 October slump. Only a small percentage of customers made serious complaints and with only a handful of exceptions, the quality of our advice and service was shown to be sound both in spirit and in a legal sense.

It is important to emphasize that I&TS offers bank customers an investment planning service rather than a simple selection of investment products.

Funds under management by the I&TS unit are projected to grow to \$2.5 billion by September this year and to \$5 billion by 1990.

Every customer referred to an ANZ investment adviser builds additional business for the group as a whole and provides another strong inducement for customers to open, and maintain, a relationship with ANZ Group.

### Letters

The manager,  
ANZ Bank  
Southport, Queensland

Dear Sir,

Through you I would like to express my appreciation for the help given to me by one of your staff, Mr Chris Barry.

Before leaving Perth I checked with my bank (R&I) regarding the requirements for me to withdraw an amount exceeding the daily limit through the all night machines. The information given to me, I found out, was incorrect.

Although there was no onus on ANZ Bank, Mr Barry was instrumental in arranging for my bank in Perth to promptly transfer the funds to Southport.

It was very heartening for me, and fortunate, to have had Mr Barry attend to my needs. If Mr Barry is an example of the young people joining the ANZ group it will certainly be a pleasure operating an ANZ account.

Yours faithfully,

Kevin Chapman.  
c/- Rural and Industries Bank, Perth.

### Insurance lift

Sales of ANZ Home and Contents Insurance rose as a result of the staff incentive campaign run in March and April. Almost 1800 building policies and 700 contents policies were sold Australia-wide to new home loan borrowers. A further 1150 policies were sold unrelated to home loans.

There are cash and travel prizes for the top branches and regions for best plaques to recognise efforts.

Its success shows that people are looking for quality products providing more cover than those promoted by most of our competitors. ANZ Home and Contents Insurance was introduced last year to replace Insuranz, Thriftpak and Staffpak policies.

Rankings were determined by using a strike rate of policies sold against home loans made.

South Wagga Wagga is the top branch.

The regional ranking is:

1. Eastern WA, 2. Southern WA, 3. Northern Territory, 4. Northern SA, 5. South East Sydney, 6. Melbourne Southern, 7. Central WA, 8. South Eastern SA, 9. North West Vic., 10. CBD SA, 11. Melbourne North East, 12. Gold and North Coasts, 13. Melbourne South East, 14. South Brisbane, 15. Riverina/Central Western NSW, 16. North Coast/New England NSW, 17. Central Qld and Wide Bay, 18. Sunshine Coast and Darling Downs, 19. Hunter/Central Coast NSW, 20. Sydney Northern, 21. Illawarra/ACT South East NSW, 22. Melbourne Eastern, 23. Western SA, 24. CBD & North Brisbane, 25. Melbourne North West, 26. North Qld, 27. Gippsland, 28. Sydney South West, 29. Tasmania, 30. North East Vic./Riverina, 31. Vic. South West, 32. Sydney CBD, 33. Melbourne CBD, 34. Sydney Western.

### Investment Property Loans

ANZ has introduced Investment Property Loans to attract investors in this sector following the sharemarket down-turn of last year and the re-introduction of negative gearing.

These loans can be used for homes, flats, units, land or commercial property.

The loan is an FDA for amounts ranging from \$25,000 to

\$500,000. There is no minimum term and the maximum is 15 years.

Negative gearing is where interest charged on a rental property becomes tax deductible.

A booklet, Investment Property Loans, pictured below, is available in branches detailing loans and describing negative gearing.



### ANZ NZ sell GPL bond

A Greater Pacific Life insurance bond launched by ANZ New Zealand in early March took in excess of \$1NZ million in its first six weeks.

It is the first move by ANZ Group's life insurance arm into an off-shore market. GPL managing director, Tim Jenkins, said he was delighted with the result of this first venture overseas.

"Its success vindicates the market awareness of ANZ New Zealand which spotted the opportunity for an insurance bond product, the effort that went into researching the New Zealand market and GPL's ability to prepare such a readily acceptable product," he said.

"This co-operation between ANZ New Zealand and GPL culminated in an excellent result and confirms the commitment of both groups towards jointly-launching new products in the future.

"While one million dollars may not seem such a large sum today,

the fact that it was taken in six weeks has engendered great confidence in GPL's ability to provide the right product and ANZ New Zealand's ability to sell to an increasingly sophisticated New Zealand domestic market."

### Esanda July competition

Staff in Esanda, branches, commercial and corporate can end up with more than they bargained for by sharing in prizes totalling over \$70,000.

Esanda is running a national competition for business writing and investment products during July where it is offering thousands of dollars in incentives for customers and staff.

For investors there is one prize of \$10,000 and eight prizes of \$1000.

For staff there is a \$2000 prize for the best branch in each state plus meritorious awards totalling \$9000. These will be awarded for excellence in promotion and not on volume achievements. Prizes include hundreds of Hoyts passes plus plenty of other goodies. Esanda has run briefing conferences and supplied detailed kits to branches.

### Home Equity Loan

Australians are renowned for wanting a home of their own and paying it off as soon as possible. However, many people want to borrow against this equity. For them, ANZ has introduced Home Equity Loans, a form of second mortgage finance.

Borrowing for major structural alterations is covered by the deregulated home loan rate, general purpose borrowing for up to \$10,000 by the personal loan rate and amounts over \$10,000 by the FDA rate.

An easily understandable booklet, Home Equity Loans is now available.

### Successful life campaign

Branch Banking carried out its first ever sales campaign with Greater Pacific Life during May.

The aim of the campaign was to lift awareness that ANZ is now in the life insurance industry. On this score alone it was an unqualified success, said GPL manager marketing, protection products, Phillip Reeves.

The campaign required ANZ managers to refer five well qualified introductions to ANZ insurance consultants (GPL agents) who would then contact the customer to analyse their life insurance needs.

Branch Banking achieved 60 per cent of target. A total of 3000 introductions were made. Australia's leading region was Melbourne Southern Region which gained 100 per cent of target.

### Dinner for two

Esanda's winning branches for new investment business in April were Kingswood, Taree and Pymble.

A campaign run in South East Sydney Region to encourage new money into Esanda investments offered dinner for two as a prize.

The winners are:

Gary Hamblion, Rosebery; Tony Dunford, Edgecliff; Maryrose Mooney, 139 Oxford St; Lyn McCormack, Bondi Junction; Peter Flavel, Rose Bay; Julie Foo, Kingsford; Sabri Ersoy, Randwick; Georgette Dyett, Kingsford; Diane Moate, Rose Bay; Hanna Faddoul, Surry Hills; N. Clayton, Bondi Junction; I. Cross, Marrickville; Sylvana Vassallo, Camperdown; Sandra Elero, Double Bay and Sevine Ulus of Surry Hills.

### Modbury blues

Newslink is here to give credit where it is due, but due to an unfortunate blue Modbury, SA, appeared in Newslink's listing of the inaugural Top 34 Club Members. While this may have pleased Modbury and propelled them to do good things in the future, it did not please Modbury Heights which should have been listed as No. 10. Ditto 153 Kent St., Sydney.

### Rocksat hits infinity

We all know that an eight laid on its side is the symbol for infinity. Newslink is infinitely apologetic to those who rang the Rocksat number published in the June issue and ended up speaking to infinity.

Unfortunately an eight fell off the end of the number and is now laying on its side somewhere down the back of an Apple Mac II gathering dust for infinity. The correct number is 008-033388.

## Millions of dollars of new Esanda deposits



Pictured : back, Bernard Kisinorbo, Rosa Nunez, Sharon Clarke, Lillian Xuereb, Betty Lavin. Middle, Joe Reincastle, Margaret Burns, Michelle Moore, Brigitte Kramer. Front, Peter Bywaters, Lisa Dimos, Margret-Ann Swan and Anna Benedetti.

The Investments and New Business Centre at ANZ 20 Martin Place, Sydney, was presented with an Esanda Certificate of Achievement for being the first branch in NSW to reach \$1 million in funds taken on deposit in the bank's financial year. The mark was reached late February. Section manager, Paul Colouosso, said it was a very solid result.

"We have now reached the \$2 million mark," he said.

"Congratulations go to my team who made it all possible".



Todd Apte part-time employee of ANZ 63 St John Street, Launceston, Tasmania, has been selected to represent Australia in the World Junior Athletic Championship to be held in Canada in July 1988. Todd is the Australian under age decathlon champion, a title he successfully defended in March this year.



## Clairly's executive aims

Clairly Anderson, Southern Region training officer, WA, won a scholarship from the Australian Institute of Management to attend its Junior Executive Development Course.

The course is designed to create awareness in young men and women of the need for their personal development to match the growth of their company.

Clairly said that she was excited about the course and wanted to improve her skills in areas such as effective speaking and communication.

Norman Venus, AIM spokesman said AIM decided to make its own efforts to equalise the balance between male and female participants in their courses by offering scholarships to women."



Norman said that 20 women applied for the Junior Executive Development Course, three were accepted.

This year the AIM, WA, will offer \$25,000 of scholarships.



Bill Adami, a steward at 20 Martin Place, Sydney, has been accepted part time with the Australian Opera as a chorus performer.

Last year he performed in Wagner's Lohengrin and this year will be in another Wagner piece, Meistersingers.

Italian born Bill can sing in eleven different languages and hopes that he can gain more work in his much loved art.

Newslink took Bill to Sydney's Opera House to see if he could break a glass with his strong voice, but he was far too worried about the valuable camera to give it a decent effort.

Buona fortuna, Bill!



Karen Bricknell, a champion pentathlete, featured in May's Newslink. Above is her brother Stephen and dad Bill. All are ANZ staff. Bill joined in 1953. Stephen, 19, represented ANZ in the interbank nationals where he left with a record, a first and two seconds. He is the fastest Under 21 butterfly swimmer in Australia and has his goals set on the NZ Commonwealth Games and the '92 Olympics. His ambition is backed by heavy training.



Miss Australia Quest entrant, Debbie Clarke, Gympie Qld, was recently visited by Miss Australia, Caroline Lumley and Miss Australia Fundraiser 1988, Julie Matschoss as part of their Queensland tour.

Debbie, 20, the branch typist, is an active competitor in netball and basketball in Gympie.

Proceeds of the recent Superwalk in Gympie have been placed towards her fundraising campaign.

We wish Debbie all the best in the Quest.

## Bountiful beauties in a mutiny-less re-enactment

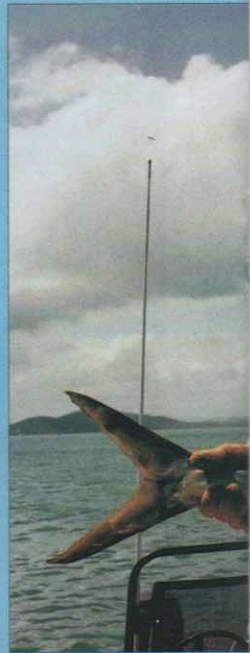


Pictured are Meredith Packer, Lauren Holmes and Gina Azcona.

The original Bounty became widely known for the infamous mutiny that has made the names Captain Bligh and Mr Christian synonymous with that particular seafaring crime.

The reproduction of the Bounty is now in Australia as part of the First Fleet re-enactment. Three support staff from ANZCAP in Sydney went to look at the fleet in Darling Harbour to get some feel of the seafaring days of old.

The fleet is in Sydney until July when they will sail up the coast to northern Queensland.



In the far-north the fish ge of Rockhampton branch I snub-nose dart on a rece Island. The 10.6kg catch does explain why Miles s



ANZ Bank Miranda, NSW, celebrated Black Friday, 13 May, with guest appearances of the "Grim Reaper", "Morticia Adams", "Dracula", "The Wicked Witch", and "Herman Munster".

The guests were joined by the other staff who all dressed in black to enter into the 'spirit' of the day.

The Grim Reaper was played by Mick Hiscox, manager, Morticia Adams by Nicole Nicholls, Dracula by Robyn McGlinchey, Wicked Witch by Sharon Dennett and Herman Munster by David Harrop.



## V2 team have a lot in common

The ANZ V2 Common fund did not become the nation's largest cash management fund/common fund by accident. A lot of effort went into building the fund and considerable care and attention goes into keeping the fund number one. The Common Fund data entry team provide the up-to-date information that branches and customers want. The team is responsible for posting daily deposits and withdrawals, amending names and addresses, organising customers cheques and keeping Executors and Trustee's interstate offices informed of the deposits and withdrawals made during the day. From the front, Karen Hemming, Wendy Kelly (standing), Margaret Ellul, Sue Clark Sue Svich (standing) and right down the back Caroline Benjamin and Terry Carter.





bigger and fishing tales even more so. Miles Rossiter thinks we'll believe him when he says he landed this on a spearfishing trip to Big Peninsula, Great Keppel Island. According to Miles, it is an Australian record which is 100 miles so.

## Loan arrangers caught in crossfire



ANZ Loan Arrangers, Bunbury, WA, volleyball team gained third place in the 1988 National Mutual Volleyball Challenge for the second year running.

After an exciting lead and constant hard work, Loan Arrangers were beaten to the post by Good Earth Smoothies and Telecom Timers. Gary Gregory, accountant, said the event was physically demanding but really good fun.

The volleyball team included, Terry Parker, Gary Gregory, Rick Archer, Steve Hepton, Darlene Simpson, Laura Murray, Steve Reid, Bruce Bergmans, Gerard Kermode, Neil Chamberlain and Jody Waterman. Steve Reid was the untiring organiser and captain.



## Well oiled veteran car rally

Tassie staff members Alan Beardwood and Graeme Barwick and their wives Carol and Norma were among the 1200 car loads of people who celebrated our Bicentenary by participating in the Castrol World Rally, a gathering of veteran cars in Canberra in the middle of March.

After a delightful week in Canberra with 1200 cars to inspect, and organised entertainment the Tasmanian entrants set off home via the Princes Highway with overnight stops at Batemans Bay, Bega, Eden, Orbost, Bairnsdale, Yarram and Cowes on Phillip Island.

The first major mechanical difficulty experienced was on the first day out of Melbourne and that was by an almost new vehicle which was acting as backup car. The only car not to finish the rally was a 1927 Chrysler which suffered motor problems.

Alan and Carol Beardwood, on the right, are shown standing in front of their 1925 Oakland with Norma and Graeme Barwick on the left in front of their 1927 Stutz.



## A sign of the times

This sign made an appearance on the last day of trading for the main banking chamber at Martin Place, Sydney, before an extensive re-fit. Meanwhile the branch is on lower-ground level.





## Stawell back runners

Stawell, in Victoria's Central Highlands, is best known as the home of Australia's richest footrace, and for that matter one of the world's richest.

That race has been sponsored by Esanda for 10 years and the local staff at Stawell branch really get into the swing of things. They are pictured representing the Group on the day.

Back, John Griffiths, Andrew Mirams, Kelvin Putt, Phil Pellissier, Matt Kalkin, Graham Heenan. Centre, Craig Davis, Kraig Pickering, Jeff Hargraves, Darren Jenkinson, Ros Lyons, Gerrie Patterson, Lisa Gibson Lynne Scott and Colin Fisher. Front, Yvonne Currie, Marie Thompson, Andrea Cross, Jenny Raggart, Sue Humphris, Angela Blachford and Jane Bodey.



## International bank

Springvale, Vic., has 20 full time staff and 9 part timers. They represent 14 nationalities and can, between them, converse in 20 languages.

The branch believe they truly represent an international bank.

Branch staff decided to dress-up in their national costumes to mark International Day. As well, they each brought a plate of food particular to their nationality. This spread was put on for branch staff and customers alike. For some reason the only food not touched was a meat pie.

The nations they represent are: Australia, Cambodia, China, East Africa, East Timor, Greece, Haiti, Hungary, Malta, Norway, South Africa, Samoa, Turkey and Vietnam.

## The water is high at Coraki



The wettest April in over 100 years gave Coraki staff the opportunity to do some marketing. Their sign, pictured above, received a very good reaction from the townspeople. The water came very close to getting into the branch. However, Sharon Mortimer, Alison Scurr and Janette McLean said they did not have to stand in the water to pose for the photo above right.

**Australia on \$125 a day**

So you've never done it before? Don't worry, there are a lot of people like you who are eager to learn but don't know how to go about it.

Snow-skiing is great fun and we will show you how to get into the action.

If you are someone with experience, you will know that Victoria offers some of the best skiing in Australia at resorts renowned for their good-time atmosphere and full range of accommodation, facilities and services.

If not, Wanderers, a special ski holiday operator has a Learn to Ski Week. These are fully inclusive packages which are especially suited to the first time skier and available throughout the season. They have staff at each resort to arrange guiding for beginner

skiers, so that you are always with someone who has experience.

In all resorts, the majority of accommodation is offered on shared basis. Single people are not charged a single supplement, but offered accommodation sharing with others of the same gender. Most lodges offer a limited number of double rooms for couples with most being larger apartments for groups of 4-10 people.

Not all clients will need to hire ski equipment but we recommend that all inexperienced skiers hire their equipment on the mountain, so that it can be changed if necessary.

Is skiing expensive? No, not always. Some five night packages including breakfast start from \$110 staying at Mt. Buller or a weekend at Falls Creek for \$50. Either way, ANZ Travel has all the answers when it comes to skiing Victoria.

**Julie Beattie,**  
ANZ Travel, Melbourne



The following lodges have arrangements with ANZ Travel. The prices listed below are for accommodation per person only.

- Thredbo, NSW,** Appenhor Lodge - from \$266 pp for seven nights.
- Perisher/Smiggins Hole,** Lodge 21 - from \$250 pp for seven nights
- Mt Buller, Vic.,** Breathtaker Skilodge - from \$320 pp for seven nights.
- Falls Creek, Vic.,** Feathertop Lodge, - from \$350 pp for seven nights.

ANZ travel can also organise:

- Group discounts
- Self drive packages
- Great value family packages
- Weekend packages

These deals are available at all major ski destinations.

**Disc-rimination**

The latest Prince album, Lovesexy, reinforces his reputation as a brilliant musician. Unfortunately, his musicianship is often clouded by his preoccupation with using sex, rather distastefully might I add, to sell records.

I recently read an article where the world's most successful recording artists nominated musicians they most admired. Prince was continually referred to as the most brilliant and innovative.



He obviously has the respect of his peers who judge him on musical talent alone and ignore his videos

and album covers which are crammed full of pouting lips, half-naked women and obscene dancing.

Personally, I find it amusing, but I am sure his credibility and general acceptance must be affected.

Anyway, Lovesexy is Prince at his best. It is an album of many targets ranging from ballads with a Motown sound, to basic pop songs, to tracks in which Prince pulls out his best 'screaming baby' vocals.

Sheila E's vocals provide a soft contrast that is appealing and the

use of brass, whilst unusual for Prince, is effective and should be continued.

If you are not a Prince fan, I suggest you give this album a listen. Forget about the overall Prince 'package' and judge him on what you hear. I am sure you will be pleasantly surprised.

**Chris Muldoon**  
55 Collins St, Melbourne.

**Motoring**

Holden Astra SLE hatch fits its marketing description as a getaway car - especially with the optional formula pack.

It does not fall into the category of your normal shopping buggy - it's sporty but has some down to earth features such as four doors, large luggage area, power steering and excellent vision for driving and parking.

There are seven different models to choose from, ranging from two to four doors, and manual or automatic. There are three engine options, two litres, 1.8 litres and 1.6 litres. Options include,

power steering, air-conditioning and formula packs.

If you think you've seen cars running around the road that look like a Holden Astra, but the badges tell you otherwise - don't change your glasses - they belong to Nissan. The Astra Hatch and Sedan have been developed jointly with the Nissan Pulsar to meet the Government's Button car plan.

Both the Astra and the Pulsar share Holden's 1.8 and 1.6 litre engines. The 1.8 has Bosch fuel injection and the Delco Engine Control Module that is on the 2.0 litre Camira. The module is a mini-computer governing all aspects of engine performance and efficiency.

The 1.6 litre engine is about one

third less powerful than its big brother. It has a different injection/computer management system.

I tested a SLE Hatch Formula Pack from GMH, Sydney.

The most appealing aspect of this 5-speed manual is its performance. Acceleration and torque its there all the way through the range. The power to weight ratio of the 1.8 litre Astra is spot on. 0-100km/h in 10.2 seconds.

The door handle's are a bit of a trap for the ladies - I chipped two finger nails. The adjustable steering column takes the power of Hercules to release. Everything else about the car was very livable. The SLE seats are extremely comfortable and supportive.

The Astra's price range starts at

\$13,000 and goes to \$17,500 for the SLE range. Then there are, on-road costs, options and comprehensive insurance.

The comprehensive insurance rating on both cars is low.

Good luck with the horse-trading on your trade in. It is possible to horsetrade if you don't have a trade-in. Times are tough at the moment for the whole motor industry.

There is a strong demand for good used Astras and Pulsars that have been looked after, which helps to make the new car a better investment.

**Ronda Matthews**  
MII, South-West Sydney Region

**Work Related Deductions**

Another financial year has gone. With its passing comes the task of completing tax returns.

While this may not be a favoured leisure time pursuit, there is some good news - four tax deductible items for bank employees to claim on.

The four areas are, interest on share purchase loan accounts, Corporate Collection, ABEU fees and AIB membership.

If you are an ANZ shareholder through the employee share purchase scheme you may have taken advantage of a share purchase loan account. The interest charged on that account is tax deductible. Interest is charged mid-March and mid-September, so check your statements.

Staff who set up share purchase loan accounts for the first time in February will not be charged interest until September. They should be able to claim interest next year.

If you are a Corporate Collection wearer and you purchased garments during the financial year, these may be claimed under uniform expenses. Ensure that you have kept the invoice. Please note that accessory items, such as shoes, bags and belts, are not tax deductible.

If you are a member of the ABEU your fortnightly contribution of \$4.40 is tax deductible.

If you subscribe to the Australian Institute of Bankers your annual membership fee of \$21 is tax deductible.

There is further good news for ANZ staff shareholders that comes from the introduction of dividend imputation on 1st July, 1987. Under the system franked dividends give shareholders a tax credit for tax paid by the company issuing the dividend.

ANZ's dividends paid last year have been fully franked.

Dividends must be included in your tax return it is important to note that no further tax will be paid on the income due to the tax credit. Depending upon your marginal tax rate, this tax credit may even reduce your tax liability. Check your dividend statement for tax credit details.

So,

Many Happy Taxation Returns!

**Top ranking**

ANZ's overseas expansion and investment in sophisticated dealing and backup systems is gaining international acclaim.

The world's most respected international finance magazine, Euromoney has listed ANZ as the world's sixth best foreign exchange dealer in a survey of corporate treasurers from Britain, Europe, North America, the Far East and Australasia.

In the survey, companies with an average annual turnover of \$A2.8 billion were asked to name the best bank for foreign exchange according to criteria including competitiveness, ability to analyse market conditions and building special relationships.

ANZ headed the list of Australian banks with an estimated 2.2 percent share of the global market.

All four major Australian banks ranked in the top 20. Westpac didn't make the top ten, but retained a top 20 position despite an estimated 0.5 percent downfall in market share.

Australia is the only country which can boast the inclusion of all its major banks in this league table.

**Straight Talking**

If you are interested in making your writing clearer to the reader then you may find yourself reciting nursery rhymes

Yes, nursery rhymes.

ANZ has employed an editorial consultant, Bill Meads, to rewrite operational, training and computer manuals.

Bill said that the best aid to clear writing is the active voice. Nursery rhymes are easy to remember because of it. "The cow jumped over the moon" is simple and direct. Imagine if it had been written "the moon was jumped over by the cow."

Bill, a retired journalist, is well qualified and experienced. He was on the Victorian Government's Plain English Committee and has written a booklet, Better Letters.

He has edited about 500 standard letters for word processors and scores of internal memos, reports, forms, booklets, brochures and an insurance policy.

Bill encountered one guarantee form where the first clause was one sentence of more than 1300 words - that is a page and a half of Newslink in this type and format. One very big sentence.

Bill told a special report in the Melbourne Herald that his direct contact with bank officers is working.

"I've been able to persuade people that it is good for their image to write simply, and the management knows clear English is an excellent sales tool - besides boosting efficiency," the article quoted.

Bill's role as a jargon buster pays dividends. He slashed one page of a computer manual from 76 words to 24. His efforts made it easier to understand even for readers not familiar with computers and the associated jargon.

**Staff Committee**

The 19 May Australian staff committee meeting covered a lot of ground. Newslink has included an insert in this issue which is an abridged form of the minutes. The staff committee system is very important in large organisations to provide meaningful and effective communication between staff and management.

The latest ANZ's Australian Staff Committee meeting covered items ranging from smoking in the office to mobility of staff. The insert is vital reading for staff to find out what is happening to working conditions in their bank.

One of the items on the agenda was Newslink. The new format was generally endorsed by the committee with a few changes recommended, such as the national diary on page 11.

Attempts will also be made to make the magazine more socially orientated - but the social content of the magazine can only reflect what Newslink receives. To date Newslink has rejected very little material. If you don't send it in you will never see it.

There will be a questionnaire in August's Newslink for staff to have their say about the new format.

**EXPO**

ANZ is the only financial services group associated with World Expo 88 Business Visitors Program (BVP).

The main aim of BVP is to expand import, and export opportunities for Australia.

BVP is modelled on a similar scheme started at the Vancouver Expo two years ago which reaped many benefits for the host country's trade. The main difference between the Brisbane one and the Vancouver trial is that this years scheme is privately

funded where as the Vancouver one was a government-run program.

The Queensland State Chamber of Commerce and Industry organised a database for overseas and local business people to register. A computer then matches people with the same expertise so they can be introduced.

ANZ assisted in the establishment of a city venue for the venture which quickly outgrew its meeting site at Expo.

ANZ has also provided hosts and hostesses to accompany visitors from the expo site to the city office. The ferry journey across Brisbane River provides ANZ staff in corporate attire with a captive audience to tell all about ANZ and the Sunshine State. It also allows the opportunity to get feedback from overseas visitors.

The team of 12 hosts, led by public relations officer, Anne Gambling, are each rostered on for a two week shift.

**Space-age accountants**

ANZ is the principal sponsor of The Institute of Chartered Accountants in Australia 1988 National Congress. Its theme is, Accountancy in the Age of Technology. It is on from Sunday 10 July to Wednesday 13 July at Jupiters Casino complex at Broadbeach on Queensland's Gold Coast.

**Tragic loss**

Craig Gleeson, a 21 year-old assistant to the manager of lending inspections, was killed in an car accident on the way to work on Monday 30 May. The accident happened 10 minutes outside Queanbeyan, NSW. He was travelling from his home in Sydney to Queanbeyan, a four hour trip, to do an inspection. Craig's family were given comfort by, Craig's boss, Neville McKinnon, who told the family of the accident. Many other members of the bank gave their support to the family by attending his funeral on 3 June at St Brendan's Catholic Church, Bankstown. Pupils from his old school also attended.

July	
<b>Fri</b> 1	Alice Springs Show Day <b>Mon</b> 18
<b>Sat</b> 2	Earthwatch, WA <b>Sun</b> 3
<b>Mon</b> 4	Esanda Bicentennial Hockey challenge, Canberra <b>Tues</b> 19
<b>Tues</b> 5	Esanda Bicentennial Hockey challenge, Hobart <b>Wed</b> 20
<b>Wed</b> 6	Darwin Show Day Newslink, deadline for August <b>Thurs</b> 21
<b>Thurs</b> 7	Esanda Bicentennial Hockey challenge <b>Frid</b> 22
<b>Frid</b> 8	Tennant Creek Show Day <b>Sat</b> 23
<b>Sat</b> 9	Melbourne <b>Sun</b> 24
<b>Mon</b> 11	Sydney <b>Mon</b> 25
<b>Tues</b> 12	<b>Tues</b> 26
<b>Wed</b> 13	<b>Wed</b> 27
<b>Thurs</b> 14	Esanda Bicentennial Hockey challenge, Darwin <b>Thurs</b> 28
<b>Frid</b> 15	Katherine Show Day <b>Frid</b> 29
<b>Sat</b> 16	ANZ Sierra races at Oran Park, NSW <b>Sat</b> 30
	<b>Sun</b> 31

August	
<b>Mon</b> 1	Bank Holiday, NT, NSW and ACT <b>Wed</b> 17
<b>Tues</b> 2	<b>Thurs</b> 18
<b>Wed</b> 3	Newslink, deadline for October <b>Frid</b> 19
<b>Thurs</b> 4	<b>Sat</b> 20
<b>Frid</b> 5	<b>Mon</b> 22
<b>Sat</b> 6	<b>Tues</b> 23
<b>Mon</b> 8	<b>Wed</b> 24
<b>Tues</b> 9	<b>Thurs</b> 25
<b>Wed</b> 10	Queensland Show Day <b>Frid</b> 26
<b>Thurs</b> 11	<b>Sat</b> 27
<b>Frid</b> 12	Esanda Rally of Australia, ACT <b>Mon</b> 29
<b>Sat</b> 13	Esanda Rally of Australia, ACT <b>Sun</b> 14
<b>Mon</b> 15	<b>Wed</b> 31
<b>Tues</b> 16	

## Historical Diary:

from: Group Archives

### 1 July 1838

Two Bank of Australasia officers, David McArthur and John Dunbar, left Sydney on HM cutter 'Ranger' bound for Melbourne. Their instructions were to establish the first bank branch in the settlement, but the journey nearly ended in disaster, with the ship at sea for six weeks before it was driven into George Town, Tasmania, for refitting.

### 9 July 1888

Three men attempted to rob the Bank of Australasia's Melbourne Head office. The Argus newspaper described it as a 'very impudent attempt'. The men almost succeeded in obtaining a package with £1541 in used notes. One of the men distracted the paying teller while the others used a curved stick to pull the package of notes out of the unattended receiving tellers cage.

An astute customer, Mr James Traill, grabbed one of the men and foiled the robbery. The Bank of Australasia later presented Mr Traill with £20 reward.

## Olympic phones ring up \$10 million



Collecting cash at Westfield, Doncaster, Vic., are left, Joanne La Rosa, Customer Service with her husband Guy. Right, Sylvie Smarelli, Cardholder Services with her husband Angelo. They were with other staff who volunteers assisting at the Channel 10 Olympathon run over 20-21 May.



Staff at Westfield, Doncaster, Vic., taking calls. The Olympathon raised over \$10 million in pledges. It's pleasing to see that all the volunteers who gave up their time to help had such a great time doing it.



Staff of North East Region Vic. were at the National Tennis Centre for the Prime Minister's Olympic Dinner to assist with greeting guests. From left, Lina De Angelis, Leonie Robinson, Terry Lambourn, Sandra Turner, John Carrazza, Paul Athanasakos, Michael Parkes, Joe Merlino, Rod Pertot, Christine Hudson, Julie Bennett and Anna Napolitano.



Each one of these finely trained athletes is a staff member of Nelson Bay, NSW. They saw the Visa branch display promotion as an opportunity to become Olympic superstars for a day and win a branch party - one of the incentive prizes offered in the Visa campaign. From left, Wayne Beaumont, Tony Brown, Wes Lissan and Wayne Lucht.

## A sign of Excellence

Newslink has covered the story behind diagnostic review groups. It told how they involved staff Australia-wide to examine a number of critical service issues identified by customers and how everyone in the program is called a groupie.

The process did not end there and is now being expanded throughout Australia to help branch staff look at their own work environment and discover ways to improve customer service. People involved in the process are taking up the challenge of spreading ANZ's Customer Service Philosophy by setting up groups of their own.

Two original groupies, Anthony Voigt, Retail Banking manager, Martin Place, Sydney, and Liz Wright, marketing, ACT/Illawarra Region, took the initiative to extend the process, in NSW, by involving branch staff.

Liz and Anthony saw the potential of involving staff at a regional level and were instrumental in organising and running the first two workshops. In Anthony and Liz we have two diagnostic review group heroes.

A total of 28 staff participated in these workshops and came up with plans they could implement in branches themselves to improve customer service.

The word soon spread. There have been a total of 11 workshops to date with another 12 in the pipeline to be completed before Christmas.



Liz Wright



Anthony Voigt