



# **VIEW Clubs of Australia Club Handbook 2016**

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The Smith Family's Website: [www.thesmithfamily.com.au](http://www.thesmithfamily.com.au)

All Club *Learning for Life* sponsorship enquiries should be directed to The Smith Family Supporter Care Team in the first instance, by calling

1-800-633-622 or emailing [sponsorship@thesmithfamily.com.au](mailto:sponsorship@thesmithfamily.com.au).

This dedicated team has all your sponsorship information at hand and can answer all relevant questions promptly. On occasion the nature of your enquiry may require the Supporter Care Team to refer it to another department (e.g. accounts, *Learning for Life* Programs Coordinator or marketing) and this may take additional time. However all enquiries should be resolved to the total satisfaction of the Club enquiring. If this is not the case then the matter should be referred to the VIEW Sponsorship Liaison Sue Field for escalation and resolution [suefie@bigpond.net.au](mailto:suefie@bigpond.net.au) 02 4261 5741 or 0410461 518

### **My Smith Family portal**

The *My Smith Family* portal, allows existing sponsors and donors including VIEW Clubs to login to the website via desktop, tablet or mobile in order to view and manage their *Learning for Life* sponsorship support of The Smith Family. The *My Smith Family* portal allows Clubs to view online, download and print tax receipts, view history of support, update Club contact details and access payment information – all in one place. VIEW Clubs and sponsors can also write to their students and view their student's profile online.

Whether you choose use the *My Smith Family* portal or not your Club will still receive your regular scheduled information from The Smith Family. The *My Smith Family* portal allows easy access to information about your sponsorship/s and student/s and may alleviate some of the delays experienced with phone/email correspondence with the Supporter Care Team or VIEW *LfL* Liaison.

Contact: The Smith Family Supporter Care Team 1800 633 622 or [Supportercare@thesmithfamily.com.au](mailto:Supportercare@thesmithfamily.com.au)

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## **VIEW Pledge and Code of Conduct**

The Pledge is a promise to do the best you can, keep your word, work for the good of others and be loyal to VIEW. The Pledge should be recited at all Club meetings.

*I pledge to promote the interests of VIEW, to extend friendship to all and to help those in need.*

VIEW, as a valued part of The Smith Family, adopts the following Code of Conduct as a standard of behaviour for each member and office bearer at Club, Zone, Area and National level. The Code of Conduct should be read at the Club Election/Annual General Meeting.

- Members pledge to promote the interests of VIEW, extend friendship to all and help those in need.
- Members must at all times behave in a manner that enhances the reputation and public understanding of VIEW and The Smith Family.
- Office bearers are expected to perform their official duties with care and diligence and agree to act in a fair and unbiased manner.
- It is expected that no member or office bearer will use or disclose restricted information without authority other than for official purposes in the performance of their duties.
- No member shall use VIEW to seek or obtain any financial advantage for herself or any other person or organisation other than The Smith Family.
- Members agree to abide by the guidelines as set out in the organisation handbooks.

VIEW members are required to:

- Conduct themselves in accordance with the Code of Conduct.
- Demonstrate loyalty by following majority decisions.
- Support the "fun and friendship" purpose of VIEW – demonstrating courtesy and avoiding rude and aggressive behaviour at all times.
- Pay for meals for which they have booked, even in the event that they are unable to attend the function (so the Club is not out of pocket).
- Support the elected members on the Club committee or other form of Club governing structure.
- Demonstrate flexibility and willingness to be welcoming and openly friendly to new and visiting members.
- Demonstrate support to The Smith Family through engagement in volunteering and/or fundraising activities.

## VIEW Vision

The Vision Statement outlines the desired future of the organisation -:

“Women creating and leading a more inclusive Australian society”

## VIEW Mission

The Mission Statement of what is to be done, where and with whom is:

***“As a leading voice and valued support network for women, VIEW creates social capital in Australian communities”***

**Purpose** (Mission statement in more detail)

- VIEW empowers women through its Voice, Interests and Education of Women
- VIEW provides support and friendship for women throughout communities nationally
- VIEW actively raises awareness of and participates in the work of The Smith Family

**Values** (Principles guiding what VIEW does)

- Inclusive and welcoming
- Diverse and respecting
- Supportive and caring
- Locally focused while nationally active
- Collaborative and future looking

## VIEW'S Key Messages

### WHAT IS VIEW?

- VIEW stands for the Voice, Interests and Education of Women. VIEW is a leading women's volunteer organisation and support network with over 17,000 members, across Australia.
- VIEW provides women with the opportunity to meet regularly with other women from all walks of life, establish lasting friendships and help disadvantaged Australian children through supporting the work of children's charity The Smith Family. It also empowers women to have their voices heard on issues of importance for the future wellbeing of Australian society.
- Educational and leadership opportunities form part of the VIEW offering, in addition to the opportunity to be purposeful in supporting community need.
- VIEW is proud to be The Smith Family's single largest sponsor of disadvantaged Australian students on the *Learning for Life* program.
- VIEW continues to hold a unique place in society as the only national women's organisation solely focused on supporting and advocating for the education of disadvantaged young Australians.
- As a valued part of The Smith Family, VIEW members contribute significant fundraising and volunteering support to help Australian children in need reach their potential through education. VIEW members meet regularly, to provide a social outlet, to help others, to establish lasting friendships, and contribute to the local community. This is achieved in these significant ways:
  - Raising much needed funds for The Smith Family
  - Volunteering to support The Smith Family's programs
  - Raising awareness in the community that by investing in children's education, we can break the cycle of disadvantage.
  - Sponsoring children on the *Learning for Life* Program.VIEW members are purpose-led in inspiring the futures of young Australians.

- The work of VIEW women in local communities aligns with and strengthens the impact of The Smith Family's *Learning for Life* programs for children and families in need.
- VIEW's ability to raise awareness and build networks in local communities helps The Smith Family to increase support for its work.

### **VIEW WOMEN**

- Operating in more than 300 metropolitan, regional and rural communities across Australia, VIEW offers a friendship network for its members, providing fun and a sense of purpose through supporting the education of disadvantaged Australian children. Through their efforts VIEW members can see firsthand how education support changes the life of a disadvantaged child.
- Advocating on issues important to women and their families has always been central to VIEW and its members.
- VIEW provides members with access to educational and leadership opportunities, the chance to be purposeful in supporting community need, and promotes the recognition of women as contributing community members.

### **FURTHER BACKGROUND**

- VIEW was formed in 1960 by The Smith Family as a service to women and the community.
- VIEW has a specific direction and purpose which is aligned to The Smith Family and focuses on helping disadvantaged Australian children transform their lives through education.
- In the last year - Nationally VIEW members sponsored more than 1,100 disadvantaged Australian children through The Smith Family's *Learning for Life* program and raised more than \$1 million and are proud to be The Smith Family's single largest community sponsor of *Learning for Life* students.
- As well as fundraising and sponsorship, VIEW members annually volunteer more than 50,000 hours of their time and talents in ways including:
  - Reading with local children to advance their literacy skills;
  - Helping students with school work at The Smith Family's after-school Learning Clubs;
  - Mentoring students taking part in The Smith Family's mentoring programs;
  - Sharing craft skills, making library bags and donating school stationery packs to support the schooling of disadvantaged students;
  - Assisting with student breakfast programs at schools
- VIEW Club members actively contribute to building stronger communities in Australia.
- The work of VIEW women in local communities, aligns with, and strengthens the impact of The Smith Family's *Learning for Life* programs for children and families in need.
- Membership of VIEW is suited to all women interested in meeting regularly, establishing lasting friendships and contributing to the community. Membership benefits include the satisfaction which comes through providing support to disadvantaged Australian children, helping them make the most of their education.
- A priority for VIEW is to effect positive change within the Australian community, by helping disadvantaged children succeed at school which will have a lasting impact on their lives and potential for generations to come.

## **The Smith Family**

VIEW, as a valued part of The Smith Family, supports the Vision, Mission, Belief and Values of The Smith Family.

VIEW leaders work in collaboration with the VIEW National Manager.

VIEW leaders work together with The Smith Family and their Community Partners.

VIEW members share their time and talents within their local communities.

### **The Smith Family's Vision**

A better future for young Australians in need.

### **The Smith Family's Mission**

To create opportunities for young Australians in need by providing long-term support for their participation in education.

### **THE SMITH FAMILY'S BELIEF**

Every child deserves a chance.

### **THE SMITH FAMILY'S VALUES**

- RESPECT: We are caring
- INTEGRITY: We are ethical
- COLLABORATION: We work together
- EXCELLENCE: We strive for quality
- INNOVATION: We are dynamic

### **The Smith Family general messaging**

- The Smith Family is a national, independent children's charity established in 1922 and working in 94 communities throughout Australia.
- In the last year our work reached more than 134,000 disadvantaged children and families in 94 communities across Australia.
- The Smith Family steps into a disadvantaged child's life while they are still at school, to help them get the most from their time there. By supporting a child to participate in education, The Smith Family prevents them experiencing a lifetime of poverty. By investing in a child's education, we can break a cycle of disadvantage.
- Investing in the education of a disadvantaged child today has long-term benefits for them, their families and the communities they live in. Supporting a disadvantaged child to participate fully in their education opens their mind to a world of opportunity and positive change. Helping them to succeed at school has a lasting impact on their lives and potentially the generations to come.
- The Smith Family provides disadvantaged Australian children with tools and support to thrive at school. This help extends to the child's family and community with wrap-around support essential to breaking the cycle. Helping a child to do well in their journey through school brings a life time reward, for them and their family. Investing in a child's education today will have a long-term impact that empowers them into their working life.
- For 1 in 10 Australian children\* growing up in disadvantage, it can limit their choices, opportunities and outcomes in life. These children need extra support to stay at school, do well and go on to further studies or a job. Investing in their education delivers long-term positive benefits for them, their family and potentially



generations to come. This focused support is a powerful way to help them overcome the effects of disadvantage.

- We work with children, their families, and in their communities to offer what is right for each individual child, because each child's circumstances are unique. Our programs reach disadvantaged children in 94 communities across all states and territories.
- In 2014–15, 82 cents in every dollar of funds raised from individual supporters, corporate partners, universities, trusts and foundations, and through the support received from VIEW Clubs of Australia, governments and bequests, was spent on our community programs.

\* Source: Australian Bureau of Statistics (2013) Labour Force Australia: Labour force status and other characteristics of families, June 2012

### **LEARNING FOR LIFE MESSAGING:**

- *Learning for Life* supports young people in need all the way through their education, from primary school to senior school and on to tertiary studies if they choose. This holistic, long term support gives children and young people the assistance they need to develop vital life skills, stay engaged in their education and have the best chance to create a better future for themselves.
- *Learning for Life* programs also support families to provide the crucial nurturing relationships and supportive learning environments that children need. Parents can access education opportunities themselves to help them develop and build their own skills and abilities.
- *Learning for Life* support is provided in three main ways – families receive financial assistance to help them afford the cost of their children's essential education items; children are teamed up with a *Learning for Life* Programs Coordinator who links them and their families to local learning opportunities; and these Coordinators connect students with learning programs and mentoring so they can get more out of their education.
- *Learning for Life* is informed by research and made possible through The Smith Family's network of strong partnerships with other organisations and individuals.

### **SPECIFIC TO A SPONSOR:**

This information is to be used when explaining how the *Learning for Life* sponsorship benefits students

- A sponsorship helps a disadvantaged student to fit in and belong.
- Sponsors provide practical support with a disadvantaged child's education - both financial and emotional
- When reporting outcomes, The Smith Family will report the number of students being sponsored in any one year as well as Year 10 to Year 12 transition results.
- A sponsorship directly benefits the student in three main ways:
  - Financial support for families to afford the cost of their child's education essentials (e.g.) school uniform and shoes, text books, course materials, excursions and camps;
  - Connections - teaming up the student with a *Learning for Life* Programs Coordinator who offers encouragement and support with their schooling; the *Learning for Life* Programs Coordinator links children and their families to learning opportunities in their community and helps children and young people fully participate in their education;
  - Emotional support offered by the sponsor – time and again students tell how motivated they are by the knowledge that someone out there (whom they will never meet) cares about them and their future.

### **SPECIFIC TO A DONOR:**

This information is to be used when explaining what (monetary) donations to The Smith Family go towards.

- Donations go towards helping disadvantaged students to access opportunities that helps them reach their potential. Donors help to fund practical support for disadvantaged students such as learning support programs which help them more fully participate in their education.
- When reporting outcomes, The Smith Family will report evaluation outcomes and the number of students participating in our learning support programs in any one year.

### **LEARNING FOR LIFE ENTRY CRITERIA FOR FAMILIES:**

This information is to be used when explaining the *Learning for Life* eligibility criteria for families

Before a parent/guardian enters into the partnership with The Smith Family to receive a *Learning for Life* scholarship, the following basic entry criteria is applied:

- Demonstration of financial hardship through possession of a Health Care Concession card;
- A commitment to education. 90% school attendance and sound progress through the years is expected;
- The student lives or studies in a community in which The Smith Family is working.

To continue to be eligible, The Smith Family requires from the families:

- Re-assessment of financial hardship every three years;
- Acceptable school attendance and progress;
- Return of key documents - a Student Profile and a Questionnaire each year, and an end-of year school report.

For students undertaking a University or VTE (Vocation Training and Education) course the eligibility criteria is similar; students must also have been on the *Learning for Life* program at secondary school.

### **HOW STUDENTS ARE RECRUITED ONTO LEARNING FOR LIFE**

When The Smith Family has education scholarship funds available, the *Learning for Life* Programs Coordinator advises schools and other community organisations that there is a vacancy on the *Learning for Life* program. These organisations refer families whom they think may be suitable and interested. Program Coordinators *Learning for Life* may also recruit students who are already participating in other programs offered by The Smith Family. The *Learning for Life* Programs Coordinator then conducts an interview with the family, explains the program and asks the parent to sign a Partnership Agreement. This document formalises the rights and responsibilities of the student's family as well as The Smith Family regarding entry and ongoing participation in the program.

### **Learning for Life Coordinator- Role Specialisation**

To effectively assist in producing better outcomes for the families it is necessary to make some changes to the way the *Learning for Life* teams support families and work with partner schools.

At the time of publishing this document January 2016 The Smith Family *Learning for Life* team members will now perform specialised roles. This means that there will be one team member dedicated to supporting students on the *Learning for Life*

Scholarship program, and one team member who will focus on delivering the range of school programs offered in the respective community.

The **Learning for Life Family Partnerships Coordinator** will be dedicated to supporting families with scholarships, school attendance and participation in programs.

The **Learning for Life Programs Coordinator** will be dedicated to managing The Smith Family school programs and strengthening its relationships with partner schools and external community partners such as VIEW Clubs. (Examples of school programs include *Student2Student*, *Learning Clubs* and *iTrack*.)

### **Dr Lisa O'Brien, CEO, The Smith Family**

Dr Lisa O'Brien leads Australia's major education-oriented children's charity and has driven a five year plan to grow the effectiveness and reach of The Smith Family's education-oriented programs to support more disadvantaged children and young people.

Lisa has worked in leadership roles across the public, not-for-profit and commercial sectors over the last two decades. She is a non-executive director of the Community Council for Australia and BUPA Australia and New Zealand, member of Chief Executive Women and former CEO of the Skin and Cancer Foundation Australia. Lisa was also a founding member of Sydney's Lou's Place, a drop-in centre providing respite and support for women in need.

A Medical Practitioner registered in New South Wales and a Fellow of the Royal Australasian College of Medical Administrators, Lisa also holds a Masters of Business Administration and a Masters of Human Resource Management and Coaching.

### **Sponsorship and the use of the name of VIEW or The Smith Family**

The Smith Family and VIEW are respected organisations that value their reputation and their brands. Under no circumstances can a VIEW member agree to associate either The Smith Family or VIEW with any commercial or personal venture without consulting the National Manager. For example, an offer of 10% donation to The Smith Family or VIEW may look tempting, but may adversely affect the relationship that The Smith Family already has with the organisation, or it may 'cannibalise' future funding opportunities.



### **USING VIEW AND THE SMITH FAMILY LOGOS**

VIEW members must adhere to strict usage guidelines. The Smith Family and VIEW are registered names, each with a registered logo, which is the property of The Smith Family. Approval must be gained from the Marketing and Communications Manager via VIEW National Manager prior to using The Smith Family logo. Guidance must be sought from National Office prior to using the VIEW logo.

### **USING THE NAME OF THE SMITH FAMILY**

The Smith Family always has a capitalised "T", "S" and "F". Upper or lower case may be used for the entire name e.g. THE SMITH FAMILY or The Smith Family.

*Learning for Life* should always be italicised (not written Learning for Life) e.g. write as *Learning for Life* program, where program is the correct spelling (not spelt programme).

### **USING THE NAME OF VIEW**

VIEW is an acronym that stands for Voice, Interests and Education of Women.

"Interests" is always pluralised (not "Interest").

Note the title is "of" women (not "for" women).

VIEW Clubs of Australia or VIEW is always in capitals (not "View").

There are no full stops in VIEW, (not "V.I.E.W").

### **VIEW and The Smith Family - a close relationship**

VIEW is a leading women's volunteer organisation and support network that empowers women to have their voices heard on issues of importance for the future wellbeing of Australian society.

As a valued part of The Smith Family, VIEW members contribute significant fundraising initiatives and volunteering support to help disadvantaged children transform their lives through education.

The Smith Family relates with its partner VIEW as both a cost centre (expenditure) and an income stream - these are in no way related to each other. This is similar to how each VIEW Club collects funds to support the social and creative activities of the members and forwards funds which are surplus to Club operational costs to The Smith Family.

Each year, The Smith Family allocates funds to support VIEW in a range of VIEW expenditure. As an example, the following are a few of the VIEW organisation's expenses which are met by The Smith Family:

- Provision of Club operational items e.g. cashbooks, receipt books, raffle books, letterheads, brochures, minutes of National Council meetings;
- Costs for meetings of the National Executive and National Council;
- Administrative support by National Office staff;
- Costs of expenses for Senior Office Bearers to carry out their roles;
- Provision of items e.g. name badges and Welcome to VIEW brochures for new members. (The VIEW joining fee does not cover the base cost of these items);
- VIEW National Convention - a significant biennial event in the VIEW calendar;
- Growth and Development expenses - includes expansion and the cost of opening new Clubs;
- VIEW Matters Magazine - A copy of each edition is available and provided to each member;
- Development and Training - Costs of travel, accommodation and meals, manuals and other training materials for the biennial training program for National and Zone Councillors;
- Annual Club Audit - finance books of each Club must be audited annually as a legislative requirement;
- Insurance - cost of insuring every VIEW member up to the age of 95 years for claims under Public Liability and Personal Accident policies.

## **VIEW Leadership**

### ***VIEW NATIONAL MANAGER***

VIEW National Manager is appointed to this position by The Smith Family to manage VIEW Clubs of Australia in consultation with National Council.

VIEW Clubs of Australia is subject to approval and amendment by The Board of The Smith Family which authorises the National Council to maintain a set of guidelines and to manage the affairs of VIEW Clubs of Australia in a manner consistent with the Vision, Mission, Belief and Values of The Smith Family.

### ***NATIONAL EXECUTIVE***

Mid-year in the second year of the National Councillors' term of office, nominations are called from eligible National Councillors to form the National Executive for the following two years.

In an election year the following procedures apply for the conduct of the National Executive ballot, which is usually held in June:

- each Member of the National Council completes preferential voting for each of the candidates standing for the National Executive;
- the votes are counted in a discreet place at National Office and scrutinised by one (1) person independent of VIEW who will assist with the counting. From this vote the required number of candidates are appointed to the National Executive;
- following the June National Council meeting, the National President confidentially advises each candidate whether or not she has been successful;
- all National Executive ballot sheets are to be retained under confidential cover by National Office for two (2) years so that should an unplanned vacancy occur amongst the elected office bearers, the next replacement is easily identified.

The following procedure applies in an election year for the conduct of the National President ballot which is usually held in September:

- each Member of the National Council completes a preferential voting form for the position of National President from the Executive elected in June;
- the votes are counted in a discreet place and scrutinised by one (1) person independent of VIEW.

At the conclusion of this election, members are advised of the National Executive elect by the National President at convention.

The National President holding office will be required to exercise a casting vote in the event of a tied ballot for each of the National Executive positions.

The National President holding office may veto an appointment to the National Executive only if there is mutual agreement with the National Executive and the National Manager and with written documentation to support the decision.

All offices of the National Executive are vacated on 31 December in a biennial election year.

New appointments to the National Executive are effective from 1 January of every even numbered year.

A person may only serve on the National Executive for one (1) term of two (2) years. No person who is currently, or has previously been a Member of the National Executive, may re-apply for a position on the National Executive.

The outcome of an election becomes null and void if correct procedures are not followed in which case a new election will be held.

### **FUNDS MANAGEMENT FOR A MEMBER OF VIEW**

As VIEW is part of The Smith Family, all VIEW Clubs funds belong to The Smith Family. VIEW Clubs, Zone Councillors, National Councillors and National Executive will not make substantial financial commitments without first consulting with the National Manager. The National President, or any person delegated power on behalf of the National Council, will be responsible for consultation with the National Manager on matters requiring a joint policy decision.

### **VIEW NATIONAL COUNCIL**

Together with the National Manager, the National Council is the body which is responsible for decision making, growth and wellbeing of the organisation.

National Council consists of three Executive members (National President and two National Vice Presidents)\*, and currently seventeen National Councillors, each of whom is responsible for a specific VIEW Area.

\*At the June 2015 meeting National Council agreed to a two year trial of a reduced National Executive which would consist of the National President and two National Vice Presidents (instead of three) , with the decision for review in 2017.

National Council meets at least three times per annum. Extraordinary meetings will be called at 40 days' notice.

In addition to designated meetings, National Council will also attend a Celebration Changeover function each two years, to mark the installation of National Council for the forthcoming two-year period.

National Council reserves the right to re-arrange the number and size of Areas and Zones as the need arises. The objective of this structure is equal representation of members, but a special case may be made for a National/Zone Councillor to be appointed to cover Clubs at distant locations and in areas of expansion.

### **NATIONAL COUNCILLOR**

Each National Councillor assumes office from 1 January and serves for two years until 31 December. Elections are held every two years. Successful candidates are announced in September.

\*The only exclusion from eligibility is that of having charges of misconduct brought against them by the National Council.

### **ZONE COUNCILLOR**

Each Zone Councillor assumes office from 1 January and serves two years until 31 December. Elections are held every two years and are completed by September.

The periods served in Acting Appointments are not to be included as service.

### **PROCEDURES FOR ZONE COUNCILLOR ELECTIONS AND BALLOT**

If only one (1) nomination is received for each Zone Councillor vacancy, the person nominated is taken to be elected with approval of National Council.

If there are two (2) or more nominations for a Zone Councillor in a particular Zone, a ballot of Club committee members eligible to vote as set out below must be conducted by National Office.

Clubs are responsible for returning five (5) individual Club committee member votes, each in separately sealed envelopes, to National Office by the nominated date otherwise the election will be declared null and void and re-conducted. The five (5) votes are to include Club President, Club Vice President, Club Delegate, Club Secretary and Club Treasurer or a nominated Committee member. If a Club is operating under the Alternative Club Structure up to 5 office bearers may vote.

If any Club committee member is unable or unwilling to vote in a postal ballot to elect a new Zone Councillor, she (or in her absence) the Club committee, may appoint another committee member to vote on her behalf provided that committee member has not registered a vote in another capacity.

The votes are counted in a discreet place at National Office and scrutinised by one (1) person independent of VIEW who will assist with the counting. All Zone Councillor ballot sheets are to be destroyed by National Office within twelve (12) months of the election.

National Office will receive a signed confidential statement from the scrutineer declaring the result(s) and that the counting of the votes has been conducted in a fair and proper manner.

In the case of a tied result for a Zone Councillor position, National Office will advise the relevant Clubs and their committee of the tied result and immediately re-conduct the ballot for only those candidates tied in the election in order to get a conclusive outcome.

If the re-conducted ballot does not provide a definite outcome, the National Councillor will make a casting vote.

Name(s) of the successful candidate(s) is/are ratified by National Council, announced to the candidate(s) by the National President or her nominee and advised to the membership through the National Council Minutes.

Unsuccessful candidates will receive a letter from National Office advising of the election result.

The National President or her nominee will induct incoming Zone Councillors.

The outcome of an election for a Zone Councillor becomes null and void if correct procedures are not followed and a new election will be held.

### **INSUFFICIENT ZONE COUNCILLOR NOMINATIONS AND CASUAL VACANCIES**

In the case of an unfilled Zone Councillor vacancy, the National Council may appoint to the position a Member who has completed a 2- year term on the Club Committee.

The term of a mid-term Zone Councillor appointment does not extend beyond the two (2) calendar years appointment.

Where two (2) or more members jointly hold a position of office, agreement must be reached on the duties to be conducted by each party. The National Councillor will prepare duty statements in accordance with the agreement and issue to each appointee.

### **VACATION OF OFFICE OF A ZONE COUNCILLOR**

The office of a Zone Councillor is to become vacant if she:

- is not financial; or
- is employed by The Smith Family; or
- is directly or indirectly involved in any contract with VIEW or The Smith Family that compromises the integrity of VIEW, The Smith Family or herself; or

- fails to get leave of absence or is unable to complete her required duties for more than one (1) month; or
- resigns; or
- is removed from office; or
- is suspended or expelled as a member.

In the case of a casual vacancy for Zone Councillor, the National Councillor, with the support of the National Executive and National Office, may appoint another eligible member to hold office until the next Zone Councillor election.

**REMOVAL AND RIGHT OF APPEAL OF A ZONE COUNCILLOR**

With due cause and after following due process, the National Executive with the support of the National Manager and the relevant National Councillor, may remove, suspend or expel a Zone Councillor before the expiration of the Zone Councillor’s term of office. The Right of Appeal is set out the grievance process.

**REPORTING LINES OF VIEW**





## **National Council - The Leadership Team of VIEW**

### ***NATIONAL COUNCIL MEETINGS***

Together with the National Manager the National Council meet to -

Enable the running of VIEW Clubs of Australia;

Consider matters of national or Club importance, contributed by VIEW members or The Smith Family;

Formulate national policy for the organisation on matters of national or Club importance;

Ensure these policies are implemented and effectively adhered to by members through the use of procedures;

Oversee and guide the national management of VIEW through the Sub-Committee structure;

Actively work to enhance the relationship between VIEW and The Smith Family

Facilitate communication between National Office, National Councillors, Zone Councillors, Club Committees and members;

Provide learning opportunities that will further develop the capacity of members and the organisation;

Collaborate as part of a team and build capacity to further strengthen the organisation.

National Council meetings also provide an opportunity for National Councillors to learn and develop through personal interaction - to share ideas and obtain feedback on any Club or Zone issues within their Area.

### ***COUNCILLOR MEETINGS***

National Councillors meet with Zone Councillors in their Areas to pass on and discuss information and decisions made at National Council (using the National Council Minutes as a guide) and provide leadership and guidance.

National Councillors aim to have one face to face meeting at the beginning of the year to create relationships and set the parameters. Teleconferences and emails are encouraged as the method of communication for subsequent meetings.

The National Councillor sets the date and time for meetings; contingent on the availability of the Zone Councillors.

Meetings can include:

Discussion of items in the National Council minutes, drawing particular attention to any changes in structure, policies and procedures;

Calendar events, such as Area Gala functions, Zone Conferences, Area, Zone, Club functions and activities;

News of The Smith Family;

Elections and Annual General Meetings;

VIEW growth and development in the Area, including strategies for retention, recruitment and alternative Club formats such as Supper or Breakfast Clubs;

Sharing of Club activities, special successes, good ideas;

Discussing questions, problems and solutions.

The role of the National Councillor as a Senior Office Bearer of VIEW is to demonstrate her loyalty and leadership by communicating support and promotion of VIEW and The Smith Family.

### **ZONE COUNCILLOR - OVERVIEW OF MAIN DUTIES**

The Zone Councillor role is an important leadership position in VIEW, carrying responsibilities for certain tasks including communicating, supporting and promoting VIEW and The Smith Family. The role provides opportunities to create energy and enthusiasm in Clubs, and help Club Committees offer high-quality programs that meet the needs of their members by providing variety, enjoyment and a sense of achievement.

An extended network of people to provide guidance and support for the Zone Councillor means that advice and help is always at hand.

### **AS AN ELECTED ZONE COUNCILLOR YOU AGREE TO:**

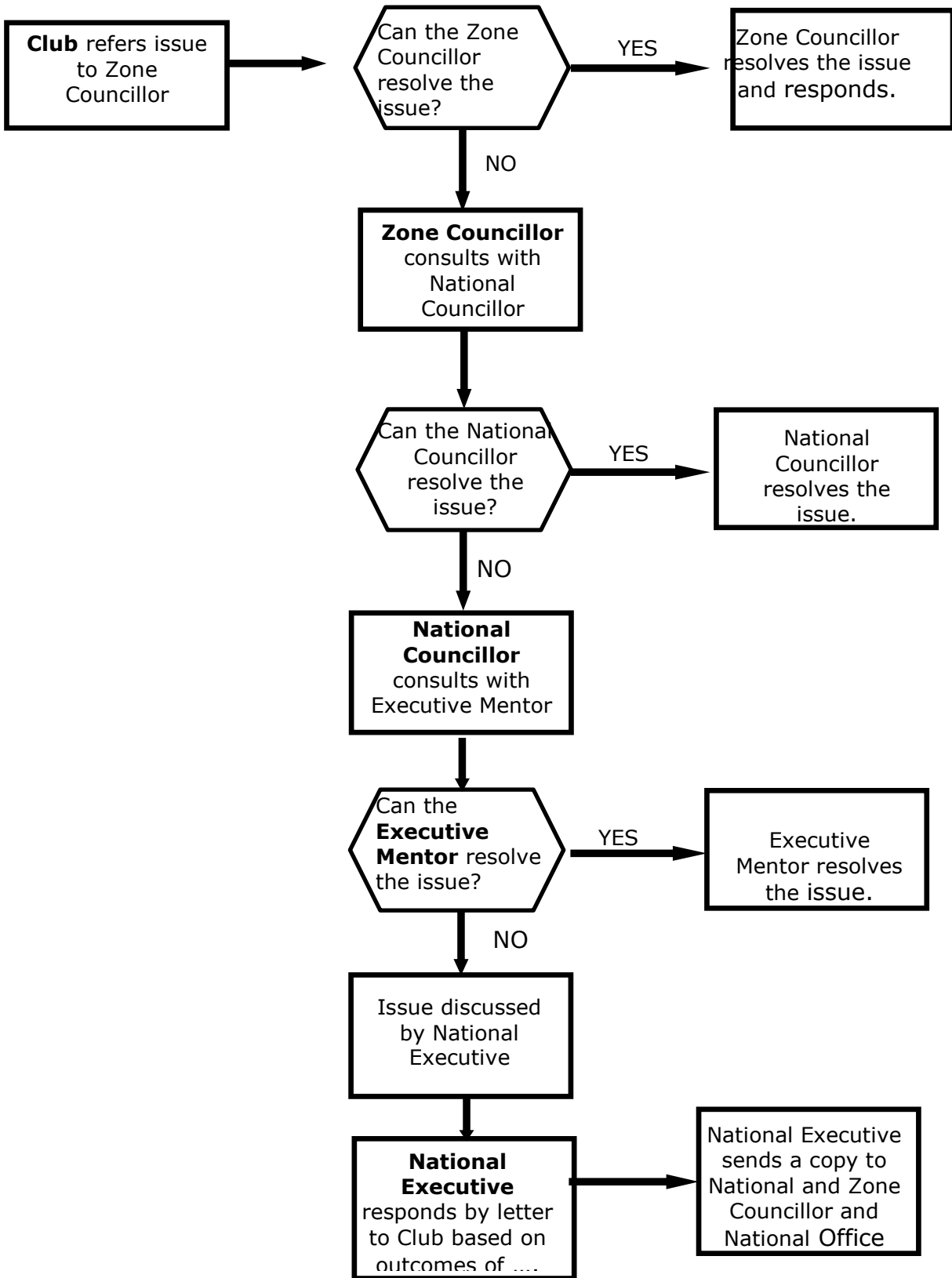
- Build your skills and confidence by attending and participating in the biennial learning and development day in late October/early November;
- Assist in the cohesion of VIEW by inviting Club Presidents and the National Councillor to the first Delegates' Meeting each year;
- Demonstrate your leadership by conducting Delegates' meetings. At least 3 meetings per year are recommended, following the receipt of the National Minutes. Zone Councillors aim to have one face to face meeting at the beginning of the year to create relationships and set the parameters;
- Teleconferences and emails are encouraged as the method of communication for subsequent meetings. The Zone Councillor sets the date and time for meetings; contingent on the availability of the Zone Councillor/Delegates;
- Contribute to the VIEW communication 'chain' by:
  - Ensuring Delegates' Reports are received by due dates (form available);
  - Reviewing Delegates Reports and Club Minutes to ensure Clubs comply with all VIEW requirements;
  - Compiling regular reports, from the information provided by Clubs, for the National Councillor as per the reporting schedule;
  - Forwarding details of members of the Club committee-elect to National Office and the relevant National Councillor using the appropriate forms;
- Assist members to learn through arranging and chairing a **Zone Conference** for members, in consultation with the National Councillor. The purpose of the Zone Conference is for members to exchange ideas, learn new skills and gain knowledge about VIEW and The Smith Family. Suggested program ideas are –
  - Growth and development of VIEW Clubs;
  - Club Committee duties and responsibilities;
  - Local Club issues and concerns;
  - Information about The Smith Family

Zone conferences are optional and held after discussion with National Councillor and Delegates.

- Play a part in sharing knowledge and promoting friendship amongst Clubs by planning, in consultation with Clubs, combined Zone functions or activities.
- Commit to problem solving by consulting with the National Councillor on issues that require a further opinion (if necessary the National Councillor schedule teleconference or be invited to attend a Delegates' meeting)

- Assist in strengthening and growing VIEW in the Zone by consulting with the National Councillor regarding the growth and development of Clubs in the Zone, ensuring clear communication and support exists for new Clubs.
- Provide opportunities for senior VIEW leaders and local Smith Family representatives (if possible) be represented at key Club functions.
- Ensure good governance by either conducting the Club committee elections for Clubs in the Zone, or arranging for a replacement, e.g. past senior office bearer, past Club President, another local Club President, local Councillor or other local identity
- Support the National Councillor\* and represent Clubs in the Zone by attending Area functions (where possible) and provide a Zone report  
 \*Zone Councillors may be asked to give the National Councillor presentation or speak at a Club, Zone or Gala function to help local VIEW members understand the most up to date information about VIEW and The Smith Family and any other topical issues for National Council;
- Remain impartial at all times.
- Serving Zone Councillors are ineligible to -
  - nominate for or accept a Club committee position;
  - attend Club committee meetings unless invited;
  - vote at Club elections within her Zone excluding the Club(s) where she holds membership and
  - make decisions for a Club or cancel a Club meeting without reference to the Club membership.

**COMMUNICATION FLOWCHART**



## **CORRESPONDENCE**

Correspondence from National Councillors is sent through their Executive Mentor who will act on matters immediately or refer for consideration by National Council.

Correspondence dealing with matters that do not require discussion by the full National Council are actioned by the National Executive in consultation with the National Manager and/or relevant National Councillor prior to the National Council meeting. Issues of significance or requiring National Council decision are actioned at the meeting.

## **Legal Matters**

### **PRIVACY**

The Smith Family supports and is bound by the Australian Privacy Principles under the *Privacy Act 1988*. The VIEW Clubs of Australia Privacy Policy contains information about how we collect, handle and store our VIEW Club members' personal information, as well as details on how members can access or correct their information and what to do if they have a query or complaint. The VIEW privacy policy can be found on The Smith Family website at [www.thesmithfamily.com.au/privacy](http://www.thesmithfamily.com.au/privacy). The listing of all VIEW Clubs of Australia and its members is confidential and is only used by VIEW Clubs and VIEW National Office. The names and addresses on the list are private and must be dealt with only in accordance with the VIEW privacy policy.

### **CONTACT DETAILS OF VIEW MEMBERS**

To ensure that the VIEW membership list is up to date, members need to inform National Office of any changes.

A PDS List (President/Delegate/Secretary) is compiled annually and is distributed to National and Zone Councillors and otherwise internally to VIEW members and The Smith Family staff only on request and where it is reasonably necessary for their functions and activities. Outdated PDS lists must be destroyed.

The VIEW Clubs of Australia membership listing belongs to The Smith Family and must not be given to any guest speaker, fundraiser, product seller, media outlet or other person. This rule is absolute, even if the intended purpose is to raise money for The Smith Family. Please refer any questions to the VIEW National Office, your National Councillor or Executive Mentor.

### **VIEW CLUBS OF AUSTRALIA FOOD POLICY**

To comply with government and insurer requirements, VIEW is required to demonstrate that it follows the minimum standards (as set out by Food Standards Australia) for preparing food products.

The "Food Handling Policy" document outlines the requirements for all VIEW Clubs.

National and Zone Councillors must be familiar with this document; questions should be referred to the National Councillor or Executive Mentor.

## **Insurance**

### **PUBLIC LIABILITY INSURANCE**

The Smith Family (which includes VIEW Clubs) maintains a Public Liability Insurance policy which protects against our legal liability to pay compensation in respect of injury and property damage as outlined below.

The Public Liability Certificate of Currency is updated in October each year and is made available to National and Zone Councillors and Clubs as soon as received at

National Office. This is an official document that can be provided to interested parties as evidence that such a policy is in place and that VIEW Clubs are a named insured party.

### **POLICY SUMMARY**

This is a summary only. All claims are subject to the full terms, conditions and exclusions of the policy wording.

The Policy will cover The Smith Family and VIEW Clubs of Australia, including employees and volunteers, for legal liability to pay damages or compensation to a third party in respect of:

- personal injury
- property damage
- advertising injury
- libel, slander, and/or unintentional breach of copyright arising from an incident in connection with our business.

With some exceptions, this coverage responds to claims made by VIEW members as a third party where The Smith Family or VIEW Clubs of Australia incur a legal liability. In most cases, the coverage will not respond to claims involving the liability of anyone other than The Smith Family and VIEW Clubs of Australia (including employees and volunteers.)

There is no restriction on age applied to the making of claims under this policy, but claims are subject to the Terms, Conditions and Exclusions of the Policy.

### **PERSONAL ACCIDENT INSURANCE**

The Smith Family also maintains a Personal Accident Policy for its volunteer workers up to the age of 95 years while they are engaged on the business of The Smith Family and VIEW Clubs of Australia, including direct travel to and from such activities. The policy provides specified benefits according to the nature of the injury sustained. Any claim is always subject to the full Terms, Conditions and Exclusions of the Policy.

### **CLAIMS**

If a VIEW member wishes to make a claim on one of The Smith Family's insurance policies, a detailed letter must be submitted immediately to National Office explaining the circumstances of the incident and the Accident Injury report –VIEW (available on VIEW.org.au website) must also be completed. The relevant forms will then be sent to the member. All claims are subject to acceptance by the insurer.

### **SOURCES OF FUNDING FOR VIEW**

VIEW is funded by fees and contributions from Members and Clubs as determined and amended by a Special Resolution of the National Council in consultation with The Smith Family. These fees and contributions include:

- A membership joining fee which is a set amount irrespective of when a Member joins VIEW;
- An annual membership subscription applying each calendar year from January to December with no pro rata payments accepted;
- An annual Club administration fee applying each financial year from July to June;
- Contributions from The Smith Family through the National Secretariat for agreed operational costs.

National Council in consultation with The Smith Family is responsible for establishing policies and procedures regarding VIEW expenditure.

Special Resolution at National Council means a Resolution passed by 75% of votes of the National Council in favour of the motion as presented at a National Council meeting.

### **Communication - a two-way process**

The Zone Councillor plays a pivotal role in the communication process within VIEW. It is crucial that information provided by the National Councillor at her meeting with the Zone Councillors, is relayed by the Zone Councillor to Club Delegates. Similarly, information provided by Clubs needs to be conveyed to the National Councillor through the same communication channel.

This system ensures that important knowledge can be shared with Club members. Communication is aided through Zone Councillor teleconferences/emails/meetings.

### ***DELEGATES' MEETINGS***

The Zone Councillor convenes at least three Delegates' meetings per year, at convenient dates approximately four weeks after each National Council meeting. A schedule of dates for National Council Meetings and dates for circulation of minutes is printed at the back of the November National Council meeting Minutes. Zone Councillors aim to have one face to face meeting at the beginning of the year to create relationships and set the parameters. Teleconferences and emails are encouraged as the method of communication for subsequent meetings.

The two-way flow of information is crucial at these meetings. The Zone Councillor passes on correct and relevant information from the National Councillor to Club Delegates, and the Club Delegates provide reports on Club activities. Zone Councillors have a special role at these meetings to provide leadership and guidance for Clubs and keeps the communication chain flowing. Any concerns should be deferred for discussion with the National Councillor. Notes in bullet-point format from these meetings are sufficient to record issues and actions.

Delegates' meetings may include:

- Promotion of Zone and Area functions and biennial National Convention.
- Discussing special fundraising activities, local interactions, media coverage and generally provide a helpful and motivating source of news that the Delegate may relay to her Club.
- New initiatives in the minutes or issues being considered by National Council.
- Reminders of the required time frames for annual events, e.g. the audit of the Club's books of account, AGMs, forwarding of Club minutes to the National and Zone Councillor.
- Email distribution of reports to Delegates. Trip/outing lists to pass on to smaller Clubs which may have difficulties filling buses due to quotas etc, and may join larger groups.
- Planning for inter-Club functions as well as individual events such as Club birthdays and Christmas celebrations and any innovative ideas for other functions.

### ***TIPS FOR DELEGATES' MEETINGS***

The first Delegates' meeting of the year is the time to train and coach new Delegates, so that Delegates will learn how to be more effective and enjoy their role.

Zone Councillors can assist by:

- Inviting Club Presidents to the first Delegates' meeting of the year to highlight the Delegates critical role in keeping the two-way communication channel operating effectively (including the importance of the Delegate having sufficient time set aside at a Club meeting to share information);

- Providing Delegates with additional support where needed. Consult the National Councillor and/or the National Executive when appropriate;
- Advising and supporting Delegates in a positive manner and avoiding inappropriate discussions about individuals;
- Saving costs and time by arranging Delegates' meetings by teleconference or around other Club functions;
- Keeping internal Club problems within the Club, resolving any issues locally and with the individual involved. Specific Club issues of a serious nature should be discussed when other Delegates are not present;
- Inviting the new Club President and Delegate to the Delegates' meeting immediately a new Club has been opened.
- Recording items discussed at Delegates' meetings

### ***NATIONAL AND ZONE COUNCILLOR SPEAKING AT A VIEW CLUB FUNCTION***

The National and/or Zone Councillor will contact the President/Secretary prior to attending any Club function to ensure that there is adequate time (10-15 minutes or more) set aside in the program for them to speak. There is a reason for a Club visit, and that is to share relevant information to all members. This may include National VIEW Clubs news, links and recent news from The Smith Family, the next VIEW National Convention and/or sharing other VIEW Club information; increasing membership and new Club development.

**Area and Zone News** - Information about Area events (such as Area Gala function), or any other Zone events (such as Zone Conferences), future social or special events; local news, VIEW achievements in the community, which will help build that spirit of friendship across the Zone, encourage inter-Club visits and local news.

### ***INVITING VIEW EXECUTIVE MEMBER OR SMITH FAMILY TEAM MEMBER***

If Clubs, Zone Councillors or National Councillors wish to invite a member of the National Executive to a function, an invitation should be sent to VIEW National Office who will forward the invitation to the relevant National Executive representative.

Past members of Executive who attend a function may like to be seated in an area of the room which recognises their past position, i.e. nearby table with other special attendees or committee members. It is also respectful to acknowledge their presence at a suitable time in the agenda.

The Smith Family team has a job to do, and there is a need to respect their time. It is usual for a State General Manager or VIEW National Manager to speak at an Area Gala, and for a Zone Conference to be addressed by a Regional Programs Manager. Before inviting a *Learning for Life* Programs Coordinator, student or family member, or representative of a Community Partner, check with your National Councillor/VIEW National Manager.

## **Area Gala Function**

### ***PURPOSE***

- To promote VIEW and The Smith Family to members, friends and the general public and attract new members
- To entertain members
- Celebrate local and national VIEW and The Smith Family achievements
- To provide a forum for members to meet a member of the National Executive and a nominated representative of The Smith Family, e.g. VIEW National Manager, Community Programs Manager



- To receive the Zone Councillors' annual reports summarising Club activities and achievements
- To recognise Clubs and members for their contributions to VIEW (presentation of special awards)
- To display members' art, craft or other talents (optional)

### ***PREPARATION***

The type of function will be at the discretion of the National Councillor and the location will take into account the geographic distribution of the Zones. Each National Councillor is responsible for coordinating and chairing an Area Gala Function in consultation with their Area.

The area function allows National Councillors to use creative flair in the presentation of the event. Activities that encourage guests to mingle and meet others will ensure that everyone has a day to remember. Details of previous Area Gala functions should be passed on to ensure events are not duplicated.

Costs for the function should be kept to a minimum, however it is meant to be a unique and special event. Setting a budget helps structure the function and can help plan the event. The expenditure budget must cover the costs for one representative from the Executive, one speaker from The Smith Family and/or National Manager. The National Councillor and Zone Councillor costs are also covered. The Gala/Zone Conference Planner checklist document will assist in calculating ticket cost.

Entertainment that is free of charge is preferred.

A venue where the staff is willing to work with you and give good value and service is the best possible option. Ensure that a good relationship is maintained with the venue staff to make the function enjoyable.

### **Zone Conference**

The Zone Conference may be held in February, March or April and should be treated as a workshop for skill sharing and promoting VIEW activities. Consider some of the following for inclusion in the program: a guest speaker, discussions/workshops in a large group, or break into small discussion groups.

### ***LEARNING***

- New committees meet and expand their knowledge and skills required to effectively run a Club.
- Conduct of Club meetings - focus on friendship and support and emphasise teamwork as part of the VIEW philosophy.

### ***LEARN ABOUT VIEW AND THE SMITH FAMILY. EXCHANGING OF IDEAS***

- A forum for exchanging ideas and information on guest speakers and fundraising events.
- Promotion of VIEW - internal and external.
- How to attract new members to VIEW
- Retention ideas to retain the interest of current members, keeping VIEW interesting for all
- Growth, development and expansion of VIEW locally.
- Opportunities for women to hear about and nominate for leadership positions, including the eligibility criteria and timetable for nominations.

## ***PREPARATION FOR THE ZONE CONFERENCE***

It is the responsibility of the Zone Councillor or her nominee (in consultation with the National Councillor) to arrange the Zone Conference. The following checklist may help:

- Venue - Arrange a suitable venue for the Zone Conference.
- Date, Time - late February, March or April (dates are finalised in November the year before).
- Program - make it relevant, interesting and enjoyable - not predictable.
- Invitations (remember any special guests).
- Preparation by participants - Club Presidents prepare their reports; Club committee members may also be asked to make a presentation.

## **Resolutions**

The VIEW resolution process enables us to identify issues on which we agree action should be taken and then gives us the means of making our voices heard. Resolutions are also important for profiling the VIEW organisation nationally, and for enabling women to 'use their voice' on national matters that they feel are important for the future of Australia.

The goal of any VIEW Resolution is to bring to the attention of bodies, be they government or public, matters that concern our stakeholders, the VIEW women. Resolutions and their debate are a major component of our 'Voice'.

## **The Process**

- Clubs and/or individual members submit issue/s on Voice of VIEW form to National Office
- At any time of the year but prior to November 30 for inclusion in Convention selection.
- At the February National Council meeting, National Council will select up to five motions for debate at Convention. These motions are forwarded to Clubs where members may discuss and debate the resolutions before voting either at the Club level or following the resolution debate at National Convention

## **Timeline for Resolutions:**

February 2016 call for resolutions/submissions

November 2016 submissions to be returned to National Office

February 2017 resolutions debated at National Council

February/March 2017 mail out to Clubs with voting papers

August/September 2017 voting papers returned by Clubs to National Office

September 2017 resolutions debated and results declared at National Convention

## **Guidelines for Resolutions**

A national topic which will reflect VIEW and The Smith Family's national voice is a good place to start. However, an important state issue (it could be one to bring other states in line with existing state legislation) will also be considered.

Take time to consider the reasons for supporting your issue. Written details can offer solid information for Clubs to make informed decisions, conduct a search on the internet, talk to professionals, and use local libraries for conducting research on the topic. Encourage Club members to talk to their local politicians, be they State or Federal members or members of the Opposition

The Resolutions should reflect the Voice of the VIEW membership.

## **The Debate**

The debate is the most important part of any Motion or Resolution

Many VIEW Clubs hold regular debates on a variety of topics.

Debating the proposed motions in a proper manner makes for a very enjoyable VIEW function and allows everyone to have a better understanding of the topics.

It is equally important for members to present ideas and opinions that argue against the motions in order to balance the debate. This is an opportunity for members to articulate and communicate their opinions on one of the issues and ensures that all motions receive a fair and informed debate.

At National Convention any representative of a Club/Zone or the member who proposed one of the motions selected by National Council has the opportunity to speak.

If a Club cannot attend National Convention to present their motion, a fully briefed representative can argue the case on the day. Simply reading out the motion will not present an effective argument; current information/research that adds weight to your issue is essential.

Members may register their interest to speak either before National Convention (via the National/Zone Councillor) or on the morning of Resolution debate at National Convention. Practice is a good way to give an effective, confident argument on the day.

## **Voting**

Members have two options for voting on the motions.

### ***OPTION 1 – CLUB VOTING***

Members not attending Resolution debate at National Convention vote in their own Club. This is a confidential vote on an individual voting slip, with results sent to National Office.

### ***OPTION 2 - VOTING AT CONVENTION***

Voting at National Convention after the resolution debate is ONLY for members who have not voted at Club level, via a postal vote.

The results announced at National Convention are the total of Club and National Convention votes.

## **Publicity**

Promoting VIEW Clubs in the community is an important role for National and Zone Councillors as well as all VIEW Club members. The more we spread the word about the great work that VIEW is doing in the community, the more impact we will have and the more rewards we will reap such as:

- More support for our fundraising initiatives in the community;
- Interest from new members;
- Support from potential guest speakers;
- Increased community support for our initiatives;
- Increased interest in our work from other women's and community groups, as well as government bodies.

## **Newspaper articles and Community Radio:**

These two important mediums can be used to advertise upcoming Club meetings, to inform the reader or listener about your VIEW Club activities or to promote your volunteering or fundraising activity for The Smith Family. Below are helpful hints:

- It is important to make use of **VIEW's Key Messages**, available on the VIEW website or on request from National Office. (Refer examples below) It is preferable that the key messages appear towards the beginning of your article rather than at the end.
- Make your article interesting and appealing.
- Include an invitation to the readers or listeners to attend the next meeting of your Club.
- Also include your Club's contact details as well as an appropriate photo (1 mb or more)
- Aim to develop a relationship with a reporter, contact the editor of your local paper and ask the name of the reporter who deals with articles written by not for profit organisations. Invite them to be a guest speaker at one of your Club's meetings. Send them a copy of VIEW MATTERS so that they will appreciate what VIEW is all about. This also applies to Community Radio.
- Newspapers prefer to communicate by email.
- Further assistance will be gladly given by VIEW Media Liaison PNVP Chris Newell

Email [chrismn48@gmail.com](mailto:chrismn48@gmail.com)

H 02 4396 5631

## **Social Media**

**Social media** is another way to promote VIEW. VIEW Clubs has a Facebook page VIEW Clubs (<https://www.facebook.com/VIEW-Clubs-of-Australia-Voice-Interests-and-Education-of-Women-361561560588937/timeline/>) and members are invited to "like" the page. All Clubs and members are encouraged to use Facebook or Twitter etc. to talk about what you and your Club is doing and how much you enjoy being a member of VIEW. Many Clubs and Zones are forming their own Facebook pages, which enables members of the public to see what VIEW Club activities are happening in their own areas.

Members are reminded that they need to comply with The Smith Family Social Media and Blogging Policy and Guidelines which is available through National Office.

The **VIEW Website** is in the process of being refreshed and will be up and running early 2016.

## **Media Releases:**

Media Releases are sent from National Office before a number of national VIEW events e.g. International Women's Day, National Convention, Seniors weeks in each State, Anti-Poverty Week, The Smith Family Winter and Christmas Appeals and National Recycling Week.

The media releases are sent to National Councillors, Zone Councillors and Club Publicity Officers with instructions as to how to complete them. National Councillors should encourage their Zone Councillors and Clubs to utilize them so the important message can be spread to as wide an audience as possible.

The media releases are a very important tool. They are professionally written by The Smith Family media and communications team and are enthusiastically received by the local papers. Remember to attach an appropriate photo when sending an article to your media contact.

## **EXAMPLES OF VIEW MESSAGES TO INCLUDE IN MEDIA**

VIEW stands for the Voice, Interests and Education of Women

VIEW Club is a leading women's volunteer organisation and support network that empowers women to have their voices heard on issues of importance for the future wellbeing of Australian Society.

As a valued part of The Smith Family, VIEW members contribute significant fundraising and volunteering support to help Australian children in need to reach their full potential through education.

VIEW supports The Smith Family – a national children's charity – so that young Australians in need can get the most out of their education and create better futures for themselves.

"We are always looking for women from all backgrounds and ages to join us. Many of our members are retired teachers who find it very rewarding to remain involved in the education of young Australians in need," said [insert name].

Continuing to grow our membership is really important to our VIEW Clubs so we can continue our volunteer work with The Smith Family and support Australian children and families.

"In our area we are involved with [include what education related community minded activities your Club is involved in eg members co-ordinate the Student to Student program, volunteer as tutors for the learning Clubs etc. and/or your local social events eg fashion parade, theatre parties etc].

"VIEW is always looking for positive, skilled, motivated women to join the organisation, have fun, make new friends and play their part in educating the disadvantaged youth of Australia," said [insert name].

To find out more about VIEW in [insert location] call [insert contact name and position] on [insert phone number].

Come along to the next [insert location] VIEW Club meeting on:

WHERE: [insert place]

WHEN: [insert date]

TIME: [insert time]

## **PUBLICITY ABOUT THE SMITH FAMILY**

The Publicity Officer is encouraged to promote VIEW as a valued part of The Smith Family. However, it is outside of the scope of the Publicity Officer's role to accurately promote the work of The Smith Family. Refer supporters to VIEW National Office on this issue.

To avoid confusion in the public's mind, restrict comments about The Smith Family to those that appear in the press releases, as these are approved messages and quotes. Additional commentary about The Smith Family should only be made after consulting the VIEW National Manager.

The Smith Family appreciates information that may be of general interest. However, potential approaches to metropolitan media or major daily media outlets (such as The Melbourne Age, The Sydney Morning Herald or The Australian), TV or mainstream radio, are made through the National Manager to The Smith Family's Head of Communications.

## **Helpful hints and Information for Articles:**

***(THE FOLLOWING IS APPLICABLE TO ARTICLES*** for the website, VIEW MATTERS and Friday Facts)

- Length approximately 200 words.
- Use clear, well written language in the third person e.g. "Arana VIEW Club celebrated..." NOT "Our VIEW Club..."
- Suggested themes – Club Birthday, International Women's Day, Christmas Meeting, AGM, members attending National Convention, a recent fundraiser or significant Club event, Smith Family participation e.g. Learning Club, iTrack etc.
- Add photos – maximum of 4 photos, high resolution (1mb is suitable for VIEW Matters), include 2 to 3 people, complete clarity and HAPPY EXPRESSIONS. Check approval for publishing.
- Helpful information and the Media Contribution Form are available on the VIEW.org.au website Click on Tips – Submitting photos.
- Include captions for photos at conclusion of article (l to r Sally Smith, Bronwyn Black, etc.).
- Use a suitable subject heading e.g. Arana VIEW's 19th Birthday (always enter this in the subject box of your email or Media Contribution Form).
- Send your article to [carleen.maley@bigpond.com](mailto:carleen.maley@bigpond.com) (include Club Name and State). It will appear in the "Around the Clubs" section under your home state.

Advise the local paper the week before an event. Invite a representative and/or photographer from the media to the function and ensure that staff and hostesses are informed that they will be coming.

Either provide a photograph or arrange for a photo opportunity beforehand and forward with the press release to the media, together with a suitable succinct caption.

## **Interesting Club Programs**

### ***GETTING THE PROGRAM RIGHT***

Variety is the spice of life! The key to a successful program is variety and one that will educate and/or entertain.

- Ask your members. Canvas ideas and suggestions from members and consult with your Club Delegate, who may be able to provide ideas and suggestions from other Clubs. eg Literary Luncheons – inviting a well-known author to talk about a recently published book – are popular events.
- Begin early - plan the Club program of events six months in advance, including any National, Area and Zone activities. This allows adequate preparation time and members are then well advised of upcoming features. This will also give you the opportunity to promote upcoming speakers to the local community and in local media.
- Keep a record of all ideas and suggestions -used and unused- for future reference. Mark the functions and events that were particularly successful, and hand on the records to the new Program Officer, who then has a ready list of possibilities for next year's program.
- Consider potential guest speakers in consultation with the Assistant Secretary or member responsible for booking.
- Consider the needs of members when pricing events; the members can be consulted to get feedback.
- The number and size of Club functions may depend on the cooperation of Club members and the geographic location of the Club.

Remember to include a **Walk with VIEW** in your program

- **Walk with VIEW** is an event that is gaining momentum and many Zones and Areas are actively promoting VIEW by walking through their local communities or along coastal walking tracks, some handing out brochures along the way and others holding sausage sizzles at the end.
- These events are many and varied around the country and give members the opportunity to communicate with other women, profile what do in the community, raise funds and get some exercise at the same time.
- Feedback - ensuring that members' needs are met

### ***INSURANCE FOR AN EVENT ON THE PROGRAM***

VIEW Clubs and their members are covered by Personal and Public liability insurance, subject always to the full Terms, Conditions and Exclusions of the Policies. Each year, the insurer is updated with information about the range of VIEW activities involving members - e.g. breakfast/lunch/dinner, bus trips/outings, craft days, picnics etc. When undertaking an outing or activity which falls outside the regular activities of VIEW, the Secretary must advise National Office in writing at least one month before the event. When booking venues and companies for Club events, ask the venue about their Public Liability Insurance "Certificate of Currency". This document gives assurance that they too are adequately covered in the event of a public liability claim.

### ***COLLECTING REGISTRATIONS FOR AN EVENT***

To streamline the booking process, many Clubs ask members to write down their name in a 'Function Book' (which is circulated to all members at the Club meeting) to book for a function. This way, everyone gets the chance to attend the function. A careful record of all payments should be kept. Deliver any cash that is paid to you directly to the Treasurer.

### ***GUEST SPEAKERS***

Quality guest speakers, who are interesting and vibrant, are vital to capture the attention of existing and potential Club members. The way in which a guest speaker is cared for is vital for the prestige of the Club and the image of VIEW.

From time to time, speakers from The Smith Family may be available to discuss the organisation's progress. The Zone Councillor, through her National Councillor, will be able to advise you when this is possible.

In consultation with the Club Program Officer, the Assistant Secretary should ascertain who is required as a speaker and write to them well in advance of the function, advising the topic and expectations of the audience. Keep in mind that not all speakers can attend when a Club requires them. Ensure that when a Club invites a guest speaker to a meeting, that a contact name, number or email address is given to the guest speaker. It should be made clear that VIEW policy does not permit a speaking fee to be offered, but reasonable travel costs may be met. It is important to give clear details of the location of the venue, the nearest cross street and parking arrangements. Indicate the expected arrival time, the length of speech required and any dress requirements, if appropriate.

Check if the guest speaker requires any particular equipment and follow up the request with the venue, checking it can be made available at no cost. Request a short biography from the speaker so that an appropriate introduction can be made at the meeting. Ascertain whether the speaker will be alone or accompanied. Provide the speaker with information about VIEW (brochure, magazine) - this will help the speaker adapt their presentation to the audience. The Club Secretary can source this information from National Office.

Before the meeting, the Secretary or Assistant Secretary should assist in setting up equipment and ensure that it is working. Have a glass of water available.

National Office does not distribute a list of guest speakers. However, from time to time National Office is contacted by speakers interested in speaking to VIEW Clubs. This information is forwarded on to the relevant National Councillor for distribution as appropriate.

### ***INTRODUCING THE GUEST SPEAKER***

When introducing a guest speaker, the following provides a framework:

- Name
- Organisation
- Current position title and from when (e.g. Mary Smith is the National Vice President of VIEW Clubs of Australia and took up the position in 2000)
- Responsibilities of the role (i.e. what her key responsibilities have included)

Previous employment and personal interests (e.g. Mary has worked for this company. Her community work has included volunteering.)

- Qualifications or any Awards (if relevant) (e.g. Mary was recognised in the Australia Day Honours as a Member of the Order of Australia in 1999 for her work with children)

All Club related activities which may include, but are not limited to raffles, trading table and special events must be conducted in accordance with agreed VIEW policy e.g. food handling.

## **Sister Clubs**

Clubs are offered the opportunity to form a 'Sister Club' relationship with another VIEW Club. This relationship is more than just a social get together with other Clubs in the same Area or Zone. The program is designed to encourage Clubs to regularly communicate with another Club on a one to one basis for their mutual support and exchange of ideas.

The aims and objectives of the Sister Club program are to:

- Strengthen, stabilise and grow VIEW Clubs and the VIEW network;
- Support one another by sharing fun activities, ideas, Club programs and innovative fundraising events;
- Improve communication with one another and the outside community;
- Share friendship and socialisation;
- Help improve retention of existing members;
- Support the smooth integration of new Clubs into the VIEW community;
- Support Clubs that are geographically isolated or experiencing difficulties.

Some Clubs already have an established Sister Club relationship with another VIEW Club and wish to maintain that association. For those Clubs who do not have a formal alliance and would like to participate in the program, the opportunity is available and the National and Zone Councillors encourage Club involvement.

Once a request has been received from a Club and an allocation made, a letter of acknowledgment will be sent to both Clubs giving advice on the program, an introduction to the other Club, and contact details.

National Councillors may know of Clubs who are seeking a Sister Club, so let the Councillor in your Area know the Club would like to establish a Sister Club relationship with another Club.

For more information contact Past National President Brenda Harrold:



H 02 4573 2797

M 0417400589

Email [brendaharrold@bigpond.com](mailto:brendaharrold@bigpond.com)

## **Development**

### **Opening new Clubs**

The growth and development of VIEW Clubs rests with Development Teams who work in specifically designated areas. A Development Team Leader is appointed in consultation with the National Executive and/or National Council. The Development Team Leader approaches other VIEW members within the Area, (Zones and CClubs) to be part of the team.

Using the Development Business Plan, Development teams identify potential areas for a new Club. Prior to commencement of any interest meetings, the Business plan must be submitted to the National Manager for authorisation before any Development plans for a new Club can be actioned.

It is important that any information about new Club activity is shared with the National Councillor and Zone Councillor/s in the relevant Area/Zone.

In consultation with the National Office, National Executive and/or National Council, decisions required before proceeding with the Club opening include:

- Area and Zone labelling
- Organisation of start-up kit and new Club administration, procedures for the collection of cash, banking and payments.
- The Club name is to be geographically relevant

Once the Inaugural meeting has been held, the National Councillor should complete the History Monitoring – Club Inaugural History form and return to National Office.

### ***CREATING A STEADY STREAM OF NEW MEMBERS***

Clubs need to concentrate on building membership to become strong, healthy and dynamic.

The following will enable you to assist your Clubs to plan for a steady stream of new members:

- Invite interesting, entertaining and high profile guest speakers – putting effort into finding great speakers will reap rewards.
- Spread the word by advertising your up -coming events in local media eg papers and radio. Include an invitation to readers or listeners to attend the next meeting of your Club. A follow up article about the event in the media after the event (ensuring relevant contact details are included) may also attract new members.
- Include information about your Club on the local Council's website and in the local Council's information packs for new residents/ratepayers, or with local Real Estate Agents, Doctors, Pharmacies, Library, Pre-School, Maternal and Child Health Centre (include name and contact phone number or email).
- Place VIEW posters advertising your next meeting or an upcoming event on notice boards in nearby shopping centres.
- Arrange letterbox drops of VIEW information with an invitation to a Club meeting.
- Circulate VIEW Matters magazines and VIEW information brochures amongst friends and neighbours.
- Remember, a personal invitation to attend a meeting/event from a member is one of the best methods of gaining new members.

- Contact former members and invite them back.
- Host a Mother/Daughter/Bring a friend night.
- Invite friends to a VIEW meeting or a Club birthday.
- Host a special/different function with a high profile speaker and invite the general public.
- Send invitations to other local organisations regarding your activities and functions.
- Invite as a guest speaker your local Member of Parliament or Editor of the local paper.
- Organise a Combined Service Club Dinner for all your local service organisations (eg Rotary, Lions, Zonta, Quota, Business & Professional Women – BPW)
- Speak at other organisations about VIEW and the great work we do supporting The Smith Family - a national children's charity that helps disadvantaged young Australians to succeed at school, so they can create better futures for themselves.
- Be visible – be active in your community. People will see VIEW "in action" and want to join a Club that is "connected", and whose members are obviously enjoying the activity. Hold a **Walk with VIEW** and invite other women in the community to join you.
- Help your members learn how to welcome potential new members.
- Making a guest feel welcome is everyone's responsibility. Give the potential new member the VIP treatment. Appoint one member to look after the guest, this means introducing them to others.
- Keep the announcements short and the meeting moving at a good pace.

### ***MAINTAINING HEALTHY CLUBS***

It is important that National and Zone Councillors recognise Clubs experiencing difficulties at an early stage, and where required, intervene and offer ongoing support. The first step to averting Club closure is to recognise future difficulties in advance and explore alternative opportunities for keeping the Club active and running.

Early identification and intervention may well defuse a more advanced, irretrievable situation.

Each Club is encouraged to re-evaluate their position every two years by way of Club member survey.

In considering the future of a Club, some of the problems which may not be immediately apparent, but could be of future concern, are:

- No recent membership growth;
- The advancing age of membership;
- Membership numbers (declining, poor attendance);
- How actively the Club encourages and welcomes new members;
- Club promotion and advertising;
- Difficulty in filling committee positions, recycled committees and poor skills/knowledge of committee members;
- Lack of varied and interesting programs;
- Difficulties with VIEW protocol such as minutes, administration duties, guest speakers;
- Suitability of venue and cost of meal;
- Conflict between members or members and the committee;
- Negative attitudes and lack of fun and friendship.

One of the roles of a National Councillor is to assist any Club experiencing difficulty. . Both the National and Zone Councillors need to be informed at all times of the current situation and any Club issues of concern. National and Zone Councillors are able to

address problems and provide options available for continued operation, such as Alternative Club Structure, etc.

## **Club Closures**

### **Only as a last resort – prior consultation with National and Zone Councillor required**

If a Club experiencing difficulties feels they cannot operate under an Alternative Club Structure, Club closure may be unavoidable.

### **The decision to close a Club must come from the Club membership, in consultation with the National Executive, National and Zone Councillors.**

It is not the Club President's decision. It is not a Club Committee decision

When a Club is unable to function under any of the flexible structure options, it is imperative that a meeting be scheduled to discuss the future of the Club. Every effort should be made to contact as many financial members of the Club as possible and make them aware of the date and time of that meeting and the importance of the discussion. If at that meeting a decision is made to close, a motion for closure should be moved and seconded from the floor and passed by a majority of the members present. The meeting to discuss closure of the Club must be minuted.

When a Club closes it is important that the National and Zone Councillor give the Club maximum support through the transition period and assist members who are keen to remain in VIEW to find another suitable Club. On closure, a final list of financial members should be prepared by the Club Treasurer to ensure members wishing to transfer to another Club can do so without difficulty.

Clubs are encouraged to mark their closure with a day of celebration as acknowledgment of the many years of friendship they have shared, and recognition of the valuable support they have given to The Smith Family. It is appropriate that the National/Zone Councillor for the Area is invited to join the celebrations. The National Councillor can request from VIEW National Office, a tally of the total amount donated over the years by the closing Club, for announcement on the day.

It is important that the minutes of the final meeting are recorded. It is the Club Treasurer's responsibility to make sure all outstanding accounts are settled before closing the Club bank/building society/ credit union account. Once those transactions have been cleared and interest on the account calculated, the signatories to the account are required to complete a form to close the Club's bank/ building society/credit union account and the remaining balance is sent to The Smith Family in the form of a bank cheque.

It is absolutely essential that financial records for any closed Club (including the Treasurer's book work for the current year) are forwarded to National Office as soon as the Club has closed its bank/building society/credit union account. These are subject to The Smith Family annual audit as are all VIEW Club bank/building society/credit union accounts. Following closure the Zone or National Councillor should collect from the Club:

- The Inaugural Minutes of the Club, all Annual General Meeting Minutes of the Club and Committee Minutes of the Club for the last 5 years;
- Items of historical significance such as membership history, special events, committee names, birthday highlights, Club memorabilia;
- The Club charter;
- Committee badges and unused stationery

and return same to the VIEW National Office, GPO Box 10500, SYDNEY NSW 2001. Once the closure meeting has been held, the National Councillor should complete the History Monitoring - Club Closure History Form and return to National Office

## **Celebrating International Women's Day (IWD)**

International Women's Day is held on 8<sup>th</sup> March each year across the world. From 2002, National Council agreed that VIEW, as an organisation for women, would support and celebrate this date.

- IWD is a timely opportunity to hold a national event for VIEW. It provides an opportunity for VIEW to raise its profile as a significant Australian women's organisation, engage with other women from different generations and to share its voice, as media will be shining a spotlight on women for IWD.
- More than 300 VIEW Clubs around Australia join together to celebrate this day.
- IWD is a global day celebrating the economic, political and social achievements of women past and present. Each year, hundreds of events take place across the globe to celebrate women.

IWD is an excellent promotional opportunity and Clubs are encouraged to use the date to raise the profile of VIEW by inviting high profile speakers, such as local, State and Federal Members of Parliament and visitors from other women's organisations in the area. Participation can occur at Club, Zone or area level, and is optional.

We suggest IWD events are planned and invitations sent out in November/December or very early in the year.

National/Zone Councillors are asked to provide details of the event on the History Monitoring -International Women's Day form and return to National Office.

Objectives of holding an IWD event:

- Raise profile of VIEW - Highlight the role VIEW plays in providing a Voice, Interests and Education of Women. Showcasing VIEW as a leading Australian women's organisation that provides friendship and support to 17000 women nationally as well as supporting disadvantaged children as a valued part of The Smith Family.
- Engage with potential new members – opportunity for members to reach out to their own networks and engage with women from different generations to (a) showcase VIEW and (b) celebrate IWD.
- Use event as platform to promote a key VIEW resolution.
- Raise awareness and support for The Smith Family.

International Women's Day on 8<sup>th</sup> March is an opportunity for multiple generations of women to unite and celebrate the economic, political and social achievements of women past and present.

VIEW Clubs are encouraged to host VIEW2- 'next generation' events across Australia  
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### **VIEW2 – the next Generation**

- VIEW2 is an event to celebrate IWD.
- VIEW2 is an opportunity to showcase the organisation to potential new members and expand our network.
- VIEW members will reach out to their social networks and invite a woman from their community, from the next generation (20 – 25 years younger in age) to come along to the event. The person they invite could be anyone from their community – colleague, friend, neighbour, relative, someone they know from another Club/hobbies/pastime that they are involved in- who is a woman and from

the next generation. Members of the community who are not VIEW members are also welcome to join the event and bring along a guest from the next generation.

- VIEW2 is the ideal way to celebrate the achievements of women over the generations, with women from various generations. The theme of VIEW2 matches the purpose of IWD which is a global day to 'celebrate achievements of women past, present and future'.
- Hundreds of IWD events take place in Australia each year so by establishing 'VIEW2 the next generation' as a theme for our events we are creating a point of difference which aims to attract interest from the community and local media.

## **VIEW volunteering and assisting in the community**

As a VIEW member there are many opportunities to volunteer your time and skills to directly help and support The Smith Family and disadvantaged Australian children and their families.

Volunteers are the backbone of The Smith Family. Without them, much of the work of The Smith Family would not be possible.

The Smith Family highly values the significant hours of volunteering that VIEW members contribute each year to support their learning and support programs.

Ways to volunteer:

- Reading to school children
- Listening to children read
- Assisting with *student2student* and *iTrack* programs
- Mentoring at The Smith Family after school Learning Clubs
- Assisting with student breakfasts at schools
- Making and providing library bags and reading mats
- Fundraising in the community

For more information on ways to volunteer, visit The Smith Family's [Volunteering](https://www.thesmithfamily.com.au/get-involved/volunteer-with-us) page. [<https://www.thesmithfamily.com.au/get-involved/volunteer-with-us>]

Become a volunteer and help disadvantaged Australian children get the most out of their education and create a better future for themselves.

VIEW members, as volunteers, enjoy seeing the difference they can make by supporting disadvantaged students on their educational journey. Students appreciate the support given by volunteers and skills shared, and that others care about their future.

## **Club Finances**

Note: This should be read in conjunction with the Treasurer's Guide 2015-16.

### **Club Bank Account**

**Each VIEW Club must only have one bank account**, in the name of the Club e.g. Smithtown Evening VIEW Club.

When opening a new account or changing signatories, a letter can be provided by National Office outlining the VIEW Club's affiliation with The Smith Family and exemption from providing a tax file number.

All cheques must be authorised by two registered signatories with one (1) being the Club Treasurer. At least three co-signatories are required for the bank account so that in the event that one of the signatories is absent, outstanding accounts and invoices can still be paid. These co-signatories must be VIEW members, although do not necessarily need to hold committee positions. Consider travelling distance when deciding on suitable signatories.

It is recommended that the Club arranges with the bank to have bank statements issued monthly, on the last day of the month. This makes the Treasurer's job of preparing the monthly accounts and Treasurer's Report more straight forward by easier reconciliation of the figures in the books with the bank statement, and enables provision of up-to-date report. If your bank offers online banking, consider this as a way to receive up to date reports for Club meetings as well as a possible way to administer the Club's account without incurring fees for some manual transactions.

Individual VIEW Clubs are not registered for GST and therefore do not have an ABN. VIEW Clubs are not incorporated bodies. Donations to VIEW Clubs do not attract tax deductibility. As The Smith Family is the registered identity, only donations to The Smith Family attract tax deductibility. Receipts for donations are issued by The Smith Family.

All funds collected must be banked in the Club bank account. All payments must be made directly from the Club account, either by cheque, BPay or direct transfer and receipts kept for all expenditure. By operating in this way, it is easier to track the Club's finances, reconcile with the bank statements and provide accountability at the end of each month (for the Treasurer's Report) and at the end of the year (for the Audit).

### **CHEQUE BOOK**

The Treasurer holds the Club's cheque book and is responsible for payment of all outstanding monies, as authorised by the Club committee.

Payments should only be made after the committee has approved the expenditure, and a receipt obtained where applicable and retained.

Accounts are not paid in cash - use the Club cheque book for all approved expenses.

If you need to cancel a cheque for any reason (e.g., no longer needed or you have made an error), draw a line across the face of the cheque, write 'cancelled', and fold the cheque into the cheque book, ahead of the next cheque.

In the event that members are attending another Club, Zone or Area function, a Club cheque can be written. However, it is required that each member pays the Club in advance, and then if the person does not attend the function, the Club is not out of pocket.

*Electronic Funds Transfer (EFT) has been trialed in SA, WA and Victoria and will be rolled out in Queensland and NSW in 2016. We encourage Treasurers to use this facility. If you would like to know more please contact National Office: [view@thesmithfamily.com.au](mailto:view@thesmithfamily.com.au)*

### **CASHBOOK**

National Office provides Clubs with an electronic cashbook or printed in pad form. It contains sample pages and instructions on the front page and should be read thoroughly. Treasurers are encouraged to use the electronic cashbook and Treasurer Liaison PNC Trish Murphy is happy to help.

Trish can be contacted on –

Home: 03 5251 2675

Email [murphytrish40@gmail.com](mailto:murphytrish40@gmail.com)

Only the columns already printed in the cashbook should be used; do not insert any additional columns. ALL income and expenditure for the year must be recorded in the cashbook and clearly show the sums banked.

For example: If the bank statement shows that \$852.45 was deposited on 12 June, the cashbook should read \$852.45 deposited on 12 June. The cashbook should show the break-down of this deposit (subscriptions, raffle, meal money, etc.) written against the various categories in one line across the page.

### **AT A GLANCE - WHAT GOES IN EACH COLUMN OF THE CASHBOOK?**

**Meals** - This column is used to record meal income and expenditure for the Club's monthly meetings. Do not pay the venue account without an invoice, and if a deposit has been paid, ensure that a receipt is issued. This payment should be recorded in the meals column on the expenditure page. Record the total income received from members for their meal in the meal column on the income page.

**Functions** - This column is for special functions outside the monthly meeting, such as Galas and Zone Conferences. Do not pay an account for a function without an invoice, and if a deposit has been paid, ensure that a receipt is issued. Payments should be recorded on the expenditure page. Record the total income received from members on the income page.

**Raffle Expenditure** - If any item is purchased for a raffle, an invoice should be presented to the Club committee for approval and then payment or reimbursement. The payment is to be written in the 'Raffles' column on the expenditure page.

**Raffle Income** - Write a receipt for the total of raffle monies banked in any one bank deposit and record this sum in the 'Raffles' column on the income page.

**Annual Member Fees and/or Joining Fee** - This column records the Club's income from members for the annual membership subscription or for payment of the one-off joining fee.

**Donations to The Smith Family** - Record all donations to The Smith Family in the "Donations" column on the expenditure page. This amount is drawn from the Club's bank account, is surplus to the Club's needs, and can include income from sources such as raffles, membership fees and meals.

**Learning for Life sponsorships** - This column is used to record the Club's sponsorship of *Learning for Life* students.

**Miscellaneous** - This column may be used to record all other income or expenditure that is not covered elsewhere. For example, income and expenditure relating to stock/merchandise items purchased from National Office is recorded here. Donations made to the Club from external/community sources should also be recorded in the "Miscellaneous" income column. Always ensure that a description is entered against the line in the "comments" column.

**Comments** - Any message relating to a line in the cashbook can be written in the "comments" column. This may include clarifying the type of donations (e.g., *Learning for Life*) or itemising stock purchases (e.g. 3 blue pens).

### **Club Income**

Income for VIEW Clubs comes from many sources, e.g., raffles, annual membership subscriptions, joining fees, donations and monthly meals. Clubs meet the operating expenses from these funds.

All income must be banked into the Club bank account within **three working days**.

A receipt must be issued for all monies received (and banked into the Club account). The receipts are recorded 'in bulk' in the Club cashbook, using one line. i.e. those receipts that apply to the total sum deposited on that day.

### **Types of Income**

#### **CASH DONATIONS BY INDIVIDUALS**

VIEW Club receipts are not valid for tax deductible donations.

Cash donations made by an individual (i.e. a VIEW member, a member of the public or a company) through a VIEW Club must be included in the Club cashbook. A VIEW receipt must be issued and the donation forwarded to National Office with a note requesting that a tax deductible receipt be issued to the individual.

Such donations are recorded in the 'Donations' column of the cashbook, noting the name of the donor in the 'Comments' column.

### ***ANNUAL MEMBERSHIP SUBSCRIPTION***

It is recommended that the annual membership subscription be collected from each member at the Annual General Meeting (the first Club meeting of the year). Membership fees should be banked into the Club's bank account in the same manner as all other Club income and remitted to The Smith Family by 31 March.

All money collected for membership (including the joining fee) should be written in the 'Member Subs and/or Joining Fee' column in the cashbook and banked into the Club account. A receipt is provided to the member.

When new members join, Clubs must send membership fees as a separate cheque to National Office with a request for a new member badge, otherwise the payments cannot be processed.

The Treasurer should inform the Secretary of the names and addresses of all financial members, as well as the names of members who have not renewed their membership, approximately three months after the renewal date for annual membership. This makes allowances for sickness, family problems etc.

It is accepted practice in some Clubs to request members to pay a fee over and above their annual membership subscription, to cover administrative items such as Club newsletters or raffle prizes. Clubs should keep these charges to a minimum and be aware that this charge should only be offered as an option. As an alternative, others in the community may be willing to donate these items.

### ***TICKET MONIES***

All ticket monies must be individually receipted so that there is clear accountability and each transaction can be traced. The receipt should have the person's name, purpose - what the money has been paid for e.g., bus trip, and date. The amounts should be totaled, as this will form part of the bank deposit and recorded in the function column.

The income should be banked into the Club's account and a Club cheque drawn for payment.

### ***MEMBER PURCHASES***

Members wishing to purchase items from National Office are required to remit money in advance to the Club, after which the Club will make a purchase on their behalf, using the Stock Order form. This money is entered in the 'Miscellaneous' column of the Club cashbook, with a notation in the 'Comments' column to indicate the nature of the purchase.

### **Club Expenditure**

Every item of expenditure (i.e. cheque written) must be supported by an account and/or receipt marked with the item/s purchased, by whom and the date of purchase. The cheque butt must be completed at the same time as the cheque is written - include the date the cheque was written, the name of the payee and the purpose for payment, i.e., 'TSF donation' or 'Joe's cafe, lunch held on 24/6.'



## **TYPES OF EXPENDITURE**

The following types of expenditure are usual for a Club:

- Club Donations to The Smith Family (see VIEW Club Donation form)
- *Learning for Life* Sponsorship (see VIEW Club Donation form)
- Petty Cash/Refunds (see Petty Cash Recording Form)
- Venue/meal costs

Money that is refunded must be recorded in the cashbook. Issue the person with a cheque and record the details of the refund in the 'Miscellaneous' column on the expenditure page of the cashbook with a brief note in the 'Comments' column outlining details of the reason.

### **Club Donations to The Smith Family.**

All monies received through Club activities must be banked, and any funds that are surplus to Club running costs must be forwarded to The Smith Family as a 'general donation' or used to purchase Joy Spreader gifts.

General Donations are not tied to a specific Smith Family program but allocated by The Smith Family to a range of community programs, including support for families involved with *Learning for Life*. These funds are raised in the course of regular VIEW activities, such as the monthly meal as well as membership/ joining fees.

**Funds surplus to Club running costs must not be used by the Club for the purchase of goods or gifts for any one individual or group, or any other discretionary use.**

General Donations should be sent to The Smith Family at least twice yearly, at the time of the Mid-Year Appeal in June/July and after the last meeting, for the Christmas Appeal, in order to help disadvantaged young Australians to succeed at school and create better futures for themselves. Clubs are not restricted to sending in donations only at these times and should send excess funds as often as possible. Only minimum funds to cover current expenses should be retained in Club accounts.

## **LEARNING FOR LIFE SPONSORSHIPS**

*Learning for Life* student sponsorships provide financial support to individual participants who are eligible for the program, from Primary school to Tertiary level.

Many VIEW Clubs sponsor one or more children on The Smith Family's *Learning for Life* program. Sponsorship of a student can take place over a period of one year or more. If a situation arises that prevents a Club from continuing their sponsorship, rest assured that the child will continue on the program with another sponsor.

Clubs can commence sponsoring a student at any time. The renewal date for payment is usually governed by the date the sponsorship commenced e.g. if a sponsorship commenced in April 2012 and the frequency of payment is yearly, the renewal date is April 2013. However, Clubs may prefer to change the renewal date to suit their budget planning or pay for all students at the same time; please contact the *Learning for Life* Sponsorship Team on 1800 633 622 to change renewal dates.

All Club *Learning for Life* sponsorship enquiries should be directed to The Smith Family Supporter Care Team (SCT), in the first instance, by calling 1-800-633-622 or emailing [sponsorship@thesmithfamily.com.au](mailto:sponsorship@thesmithfamily.com.au). This dedicated team has all your sponsorship information at hand and can answer all relevant questions promptly.

On occasion the nature of your enquiry may require the SCT to refer it to another department (e.g. accounts, *Learning for Life* Programs Coordinator or marketing) and this may take additional time. However all enquiries should be resolved to the total satisfaction of the Club representative enquiring. If this is not the case then the

matter should be referred to the VIEW Sponsorship Liaison PNVP Sue Field for escalation and resolution. [suefie@bigpond.net.au](mailto:suefie@bigpond.net.au) 02 4261 5741 or 0410 461 518

A VIEW Club or members can get to know their sponsored student/s in a number of ways. Each year you will receive a Student Profile about the student/s you are sponsoring which provides limited personal information about the student - such as their first name, age, subject choices and hobbies. In the interests of protecting the student's privacy, the student's surname or photograph is not available. Sponsors also receive progress updates on their sponsored student's news and achievements, as well as a six-monthly newsletter "Real People, Real Stories". Costs of these mailings are met from other funding.

In 2015 The Smith Family developed a new self-service portal for Donors and Sponsors allowing a different way to manage their *Learning for Life* support. Please see *My Smith Family* portal section below.

Sponsors are encouraged to write to their student/s as one of the benefits for the students is knowing that they are encouraged by others. Some students may reply, but others choose not to write depending on their circumstances; please don't be disheartened. Gift cards or vouchers up to a value of \$50 can also be sent at Christmas and for birthdays; these activities are entirely optional. If gift cards are sent, we suggest the package is registered or sent by express mail to allow tracking if lost. All correspondence concerning *Learning for Life* sponsorships is processed by The Smith Family's *Learning for Life* Sponsorship team, who also process *LfL* welcome packs, student profiles, student questionnaires, renewal notifications and student/sponsor correspondence. If there is a need to discuss any matter with the Sponsorship Team, please use the contact details on the correspondence from The Smith Family to the sponsor, particularly your Club's Sponsor ID number.

### **MY SMITH FAMILY PORTAL**

The *My Smith Family* portal, allows existing sponsors and donors including VIEW Clubs to login to the website via desktop, tablet or mobile in order to view and manage their *Learning for Life* sponsorship support of The Smith Family. The *My Smith Family* portal allows Clubs to view online, download and print tax receipts, view history of support, update Club contact details and access payment information – all in one place. VIEW Clubs and sponsors can also write to their students and view their student's profile online.

Whether you choose use the *My Smith Family* portal or not your Club will still receive your regular scheduled information from The Smith Family. The *My Smith Family* portal allows easy access to information about your sponsorship/s and student/s and may alleviate some of the delays experienced with phone/email correspondence with the Supporter Care Team or VIEW *LfL* Liaison.

Contact: The Smith Family Supporter Care Team 1800 633 622 or [Supportercare@thesmithfamily.com.au](mailto:Supportercare@thesmithfamily.com.au)

### **Recording of all Petty Cash/Refunds**

The Treasurer is responsible for the petty cash fund and maintains copies of all receipts. The Petty Cash Recording form is to be used to record and track petty cash expenses. The Secretary is provided with a petty cash float up to the value of \$50 which may be replenished during the year. Petty cash is used to reimburse members for small expenses such as stamps, envelopes, etc. Members should present receipts for all petty cash purchases, which clearly show purchase and date. These receipts need to be kept together, so they can be traced if needed.

Usually, the Secretary presents an itemised account of her expenses, together with receipts for her expenditure, at all committee meetings. When the person receives the cash, she should sign the receipts to indicate she has been reimbursed.

The Delegate may claim back the actual expenses to attend Delegates' meetings from her Club eg. petrol or travel, at the rate of 30cents per kilometre.

Be thorough when dealing with Club finances. It is better to do the books progressively, than prepare the Club accounts later, trying to chase up missing information.

### **Sending cheques to VIEW National Office**

All cheques are payable to 'The Smith Family' and mailed to VIEW National Office, GPO Box 10500, Sydney NSW 2001. Please ensure that a separate cheque is forwarded for each of the following:

- Donations (including annual membership subscription)
- *Learning for Life* sponsorships
- Stock items (including service fee payments and replacement badge orders)
- Joining Fees

### **Donations**

VIEW Clubs must not use Club funds to purchase items (e.g. toys) for The Smith Family. This does not preclude individuals using their own money to purchase small items to donate to The Smith Family (e.g. stationery items for packs for *Learning for Life* students).

Donations of goods and time from VIEW members are to be recorded on the 'Volunteering in the Community' form which is sent directly to the National Councillor of the Area. The information obtained from these forms is collated by an Executive member to quantify the extraordinary generous support that VIEW Clubs provide for disadvantaged families through The Smith Family each year.

### **Raffles**

Raffles are well controlled by the gaming legislation of the relevant state body and VIEW is legally obligated to follow the requirements. **Raffles held within the Club should be conducted using inexpensive 'coat check' tickets.**

Clubs holding external raffles (i.e. selling tickets to the public) must order VIEW printed raffle tickets (free of charge) from National Office **at least one month prior to the event** by using a "Stock Order Form" This is to monitor the books for accountability. Because of the high cost of producing the raffle books with sequential numbered tickets, they should only be used for external raffles.

In order that VIEW members abide by the regulations (and avoid any risk of inadvertent behaviour jeopardising The Smith Family's fundraising license), please check the following points for raffles sold to the general public:

A raffle, which is subject to random audit, must be conducted in an open and honest manner.

- A Club must apply in writing to National Office for seller's badges identifying them as legal unpaid collectors for VIEW Clubs of Australia and The Smith Family. National Office is required to keep a register of those badges issued. The badges are for use only on that particular raffle and must be destroyed at the completion of the raffle.
- Raffle tickets must be issued by National Office. Unsold tickets in a book must be destroyed. Full books may be retained for a future external raffle.

- Each raffle ticket must be clearly marked with the name of the VIEW Club organising the raffle, the cost of the ticket, the prizes and the date the raffle is to be drawn.
- Discounting of tickets (e.g. 3 for the price of 2) is not permitted for external raffles.
- The draw must take place in a public area, and preferably by a person who is not a member of VIEW. For example, a local Justice of the Peace or police officer
- The prize winners' names must be published. In a small community this can be via the local notice board or the local newspaper.
- All sold raffle tickets must be kept for at least 12 months set period (each state is different) so that any dispute can be addressed and any random audit of the raffle can be made.
- Restrictions on the value of prizes vary from state to state
- Special permission has to be sought from that state's body for any "outside" raffles drawn for valuable prizes. Please discuss large raffle prizes (e.g. \$500-\$1000) with National Office BEFORE proceeding.
- Tickets for raffles that include alcohol as part of the prize pool CANNOT be sold by or sold to anyone who is under 18 years of age.

Refer to "Overview of State raffle legislation" document.

### **Annual Audit Process –all Clubs to participate**

The financial books of each Club (Cashbook (electronic or hard copy), together with the monthly bank statements and all supporting documentation such as invoices and receipts) are audited at the end of the calendar year by The Smith Family finance team and reviewed by their external auditor. The same procedure applies to the financial books of all National and Zone Councillors. National Office sends every Club a reminder letter each year.

**After receiving the final bank statement as at 31 December**, the Treasurer completes the Income and Expenditure statement for the year (January-December) by adding together the total monthly receipts and payments for the year. Once completed, the Cashbook, together with the monthly bank statements and all supporting documentation such as invoices and receipts, are forwarded by Express or Registered Post to VIEW National Office, PO Box 10500, Sydney, NSW 2001 for audit.

The Electronic Cashbook is emailed to National Office [view@thesmithfamily.com.au](mailto:view@thesmithfamily.com.au) and all supporting documentation is mailed as above.

Photocopy the December Bank Statement and keep the copy so you can continue the Treasurer's paperwork into the New Year. Club books are processed in order of receipt; however, it may take several months for the audited books to be returned to the Club Treasurer.

Advice can be sought from the Zone Councillor or an 'outside' source, such as the local Service Club Bookkeeper or Accountant.

#### Audit Check List for Submission to National Office

- Treasurer's (Annual) Checklist
- Every Bank Statement for the year 1 January-31 December -and include the last Bank Statement (to 31 December) of the previous year
- All butts from cheques used during the year (tear out of the cheque book so you can continue to pay accounts by cheque)
- Completed bank deposit books filled in (tear off the used portion from book so that you can continue to make deposits)
- Club Cashbook (by mail or emailed if Electronic version)

- Receipt books and supporting documents, such as invoices and petty cash docketts
- Completed Income and Expenditure statement (retain copy)

If a Club's Financial books of account cannot be submitted for audit by the due date (29 February) please advise National Office in writing with reason for non-compliance and an anticipated submission date clearly stated. A granting of an extension of time rests with National Office.

## **Administration**

### ***ADVICE OF DATES FOR EVENTS***

National or Zone Councillors set the date for their Area Gala and Zone Conference in consultation in the Area and Zone.

Once the date has been agreed, National and Zone Councillors notify the Executive the dates set aside for their Area Galas and Zone Conferences for the following year.

The information required is:

- Name of National/Zone Councillor
- Name of Area/Zone
- Date of Function

This enables the calendar to be planned so that the National Executive and Senior Staff of The Smith Family can be available to attend.

## **Club Records**

To comply with statutory requirements, it is important that Club information is kept for the following period:

Item	Keep for
Minutes of Inaugural Meeting	Continuous
Minutes of Annual General Meetings	Continuous
All membership records	Continuous
All financial records (including receipts, cheque butts, income and expenditure statements and bank statements)	7 years
Minutes from Club and Committee monthly meetings	5 years
Correspondence (including from National Office)	Up to 12 months

### ***CORRESPONDENCE - HARD COPY AND EMAIL***

All outgoing correspondence should be approved by the Club committee before distribution. All incoming correspondence should be collected weekly and on the day of each Club and committee meeting. All mail should be delivered to the addressee as soon as possible after it arrives.

Club Secretaries should ensure that National Office and the National and Zone Councillors are advised as soon as practical of any changes to the Club email or postal address to prevent lost mail.

Minutes of National Council meetings will be emailed to the National and Zone Councillors, Delegates and all Clubs. Minutes are also posted on VIEW.org.au website. Hard copies of the minutes are only distributed to those identified Clubs without computer access.

## **Ordering from VIEW National Office**

Orders for stationery and merchandise can be made to National Office by email/fax/mail. National Office staff responds to a number of Club requests for new member packs, badges, stock orders, stationery, promotional and general information etc. Clubs are asked to consolidate their requests for these items and send one piece of mail to National Office per month, if necessary. National Office will respond to each Club's request on a monthly basis using the mail out dates which are provided to all Clubs. The Treasurer and the Secretary both have a role in ordering and paying for the Club's resources. Clubs need to provide their own minute books, being mindful that an email /photocopy of the minutes is to be sent to the National and Zone Councillor.

Each Club is supplied with two order pads from National Office:

- (a) The purple "Stock Order" pad has been replaced with a single page form available from National Office and on website under heading "Club – Stock Order form". This is used to order replacement and Club badges, VIEW Stationery and VIEW merchandise.
- (b) The green "Adjustments to Database" form is used to advise National Office of changes to member or Club details, such as transferring members, second Club members, or changes of address.
- (c) The "Application for Membership" Form" pad is used to advise National Office of new members to your Club. This form also serves as the order form for new member badges.

**Note: All forms are now available on the VIEW.org.au website.**

Secretaries are recommended to keep a copy of all orders requested. When a member wishes to purchase stock such as Christmas cards, pens etc, she can remit the money to the Club and the Treasurer will write a receipt for the total monies received for these items (this will form part of that day's deposit). The carbon copy should be kept as part of the records.

The amounts received for stock purchases are marked in the 'Miscellaneous' column in the Club cashbook with a description in the 'Comments' column, e.g., 5 packs of Christmas cards, 3 pens, etc.

Monies collected from members to purchase such goods must be banked to the Club's account and a cheque drawn for purchases and sent to National Office, with the Order Form.

Due to the large quantity of daily requests from Clubs, communication with National Office is recommended via email: [view@thesmithfamily.com.au](mailto:view@thesmithfamily.com.au)

### ***OTHER VIEW ORDERS***

Occasionally VIEW Clubs are offered merchandise and services from companies who wish to support VIEW and The Smith Family and, based on the orders received, contribute part of their profit back. These items are usually ordered directly from that organisation. These arrangements are always offered with no obligation for VIEW members to participate. This year we are continuing Community Partnerships as a way of raising awareness of VIEW in the community and the work that VIEW Clubs and members do eg. Blue Illusions, Petals, Lions Clubs.

### **Purchase of Club equipment through grant funding**

The following procedure is to be followed when applying for community or local council grants for equipment e.g. microphones, computers.

1. Before applying for a grant, and before presenting a proposal to Club members, a Club committee must obtain approval from the National Councillor and National Manager.
2. A Club committee must draw up a proposal (or send an email) setting out the reason/need for the intended purchase, details of the equipment, purchase price and plan for ongoing operation and maintenance costs including insurance. It must also include, but is not limited to, the name of the person/s responsible for the equipment, repairs, maintenance, purchase of consumables, storage location and availability to members. This document is sent to the National Councillor and National Manager.
3. Once approval is given, the Club committee can then present the proposal to members. It must be ratified by the majority of members present at a Club meeting, having given adequate notice to all members.
4. Purchase of any equipment can only be funded through the specific grant. Money raised through fundraising is not to be used to cover the equipment and its use as money raised belongs to The Smith Family.
5. The equipment is the property of VIEW Clubs of Australia and depending on the value and type of the equipment it may form part of The Smith Family Asset Register. Please notify National Office of insurance details, make, Serial and Model numbers. If the asset is not covered by The Smith Family insurance it may need to be insured separately (often a requirement of the grant). The Club must have their own asset register to keep track of the equipment.
6. The Club should provide a quarterly report on the use of the equipment in the Minutes.

## **Meetings and Elections**

### ***QUORUM FOR CLUB COMMITTEE MEETINGS***

A quorum for a Club Committee Meeting shall be either 50% of the total complement of elected Club Committee Members or not less than three (3) Club Committee Members, whichever is the greater. Any acting Committee Member will constitute part of the Club Committee quorum.

### ***CLUB COMMITTEE MEETINGS***

The monthly Club committee meeting is held 7-10 days prior to the monthly Club meeting. The President and the Secretary work together to set the agenda for each Club committee meeting. It includes:

- President welcomes members and notes apologies (President)
- Minutes of the previous meeting (motion that they be accepted as a true record of the meeting, after corrections, if any) to be accepted and signed by President (Secretary/President)
- Business arising from the previous minutes (to ensure that all matters are carried forward from the previous meeting, these may be included as separate items on the agenda (President)
- Incoming and outgoing correspondence (Secretary) (in be received and out be endorsed)
- Report on the meeting with the Zone Councillor, including minutes from the last National Council meeting (Delegate)
- Update VIEW in the Community form (Delegate)
- Report on Club finances - monthly income and expenditure statement and any other financial matters (Treasurer)

- Forthcoming functions (Program Officer/s)
- Forthcoming guests/entertainers (Assistant Secretary)
- Media and profiling activities (Publicity Officer)
- Evaluation of the previous Club meeting and/or function
- New business
- Date, time and place of next Club committee meeting

### ***CLUB MONTHLY MEETING***

The Club meeting is in a format that suits members' needs. The Secretary should always confirm the number of members attending the function with the venue as agreed with the caterer. Reduce the final number by one or two to allow for unexpected absences; it is easier to add extras than pay for absent members. The President and the Secretary work together to set the agenda for each Club meeting. The agenda includes:

- President calls the meeting to order
- VIEW Pledge
- Optional not compulsory - VIEW Grace (at the discretion of the Club) "O Lord, giver of all good, we thank Thee for our daily food, may VIEW Club friends and VIEW Club ways help to serve Thee all our days".
- Optional not compulsory -National Anthem (at the discretion of the Club)
- President welcomes members and visitors, guest speaker and official guest/s, and notes apologies
- Minutes of the previous meeting (motion that they be accepted as a true record of the meeting, after corrections, if any) to be accepted and signed by President (Secretary/President)
- Correspondence incoming and outgoing: (In be received and out be endorsed)
- Committee members present their reports
- Meal or refreshments
- President or her nominee introduces the guest speaker and their subject
- Nominated member gives a vote of thanks to the guest speaker
- President invites Assistant Secretary to escort guest speaker and special guests to the door
- President closes the meeting

### ***COMBINED CLUB ELECTIONS AND ANNUAL GENERAL MEETING (FIRST MEETING OF YEAR)***

As a result of repeated requests from Clubs over a number of years to rescind or amend the requirement to have separate Club elections and annual general meetings, a decision was made that effective 1 January 2013 combined elections/AGMs be held at the first meeting of the year.

If Clubs choose to continue to conduct separate meetings it is incumbent upon the Club to ensure that an independent member is organised to chair each meeting.

### ***PRIOR TO ELECTION MEETING***

Chairing of the Club Committee elections can be carried out by a local past Senior Officer, past Club President, another local Club President, the Zone Councillor or her nominee, a local Councillor, Member of Parliament, other local dignitary.

Nomination forms are provided by National Office in August and can be photocopied if needed. The Club Secretary provides nomination forms and a list of committee positions at least two or three meetings before the elections.



Current Committee members are eligible for re-election; however they may not be elected to the same position for more than 3 years in succession. They are eligible for election to another position.

All financial Club members are eligible to nominate for one or more positions prior to the election meeting.

Members may request an absentee vote on the Proxy Appointment form which is to be delivered to the Zone Councillor or her nominee in a sealed envelope in time for the election.

Early nominations are placed in a sealed envelope marked for the attention of the Zone Councillor. This envelope is only opened by the Zone Councillor or her representative on the day of the election.

All members are reminded that it is their responsibility to ensure that the elected candidates represent the best interests of their Club. VIEW asks only that each office bearer does her best, and all members are encouraged to consider taking up a committee role in their Club. In order to keep the Club program relevant, vital and interesting new committee members are continually encouraged to step up to these roles. As members share the tasks amongst their fellow members, they gather confidence and skills to enable them to progress on to Zone and National roles. Experienced committee members stepping down from committee roles become important mentors of others joining the committee.

Many VIEW women in a Club are ideally suited and capable of taking office. In the event of a ballot, there are times when a member may need to hand over the reins to another. This is all part of the process of keeping a Club alive. Once a new Club committee has been elected, members must support them wholeheartedly.

### ***CLUB COMMITTEE MEMBERS***

It is desirable that the following Club Committee Members will be elected annually:

President;	Treasurer;
Vice President;	Assistant Treasurer;
Delegate;	Publicity Officer; and
Secretary;	Two (2) Program Officers.
Assistant Secretary;	

However due to reduced size of Clubs and member numbers it is not always possible **As a minimum the Club should have a President, Secretary, Treasurer and one (1) other (Delegate)** except in the case of a Club ratified by a Special Resolution of the National Council as requiring an Alternative Club structure for a specified period of time.

Nominations received prior to the election meeting are placed in a sealed envelope marked for the attention of the Zone Councillor. This envelope is only opened by the Zone Councillor or representative on the day of the election. The election for committee positions will be by secret ballot unless the position is uncontested.

#### ***IN THE CASE OF A SECRET BALLOT FOR A CLUB COMMITTEE ELECTION:***

- the Zone Councillor or her nominee will oversee the scrutineers counting of all votes, including postal and proxy votes;
- counting will be conducted by the two (2) appointed scrutineers;
- counting will be conducted in a discreet place;

- the Zone Councillor or her nominee will receive a signed statement from the scrutineers declaring the result(s) and that the counting of votes has been conducted in a fair and proper manner;
- name of each successful candidate will be announced to the members by the Zone Councillor immediately each result is known and will be ratified at the Club Annual General Meeting;
- the Zone Councillor or her nominee will halt the election meeting for the counting of votes.

In the case of a tied result for a Club committee position the Zone Councillor or her nominee will:

- advise the membership of the tied result and immediately re-conduct the ballot in order to get a conclusive outcome;
- if the re-conducted ballot does not provide a definite outcome, the Zone Councillor or the person conducting the election, will make a casting vote that maintains the Status Quo.

The name of each successful candidate is to be included in the minutes of the Club election meeting, but the number of votes for each candidate is not announced to the meeting. The new committee takes office after the AGM.

### **ALTERNATIVE CLUB STRUCTURE Options available to suit all Clubs**

Each VIEW Club is unique in so many ways. To encourage flexibility, inclusiveness and remain modern, VIEW has created Alternative Club Structures creating opportunities for all members of a Club to participate and feel a sense of belonging and ownership. Each Club can select the model most suited to their needs for a particular year, chosen from the four models of Club Structure below. The roles and duties carried out by particular members of the teams are flexible and can be adapted to suit individual Club requirements.

<b>Structure</b>	<b>Committee Required</b>	<b>Advantages</b>	<b>Disadvantages</b>
Task Orientated	President Secretary Treasurer  +  Volunteer Task Members (unlimited)	<ul style="list-style-type: none"> <li>• Flexible</li> <li>• Increased involvement , and participation</li> <li>• Assists Committee</li> <li>• Work and time shared</li> <li>• Increases members self-confidence</li> <li>• Utilise member skills</li> <li>• Develop member skills</li> <li>• Allows members to do 'little jobs' rather than taking on a position which can become a 'big job'.</li> <li>• Work and time shared amongst all members</li> <li>• Fresh ideas</li> </ul>	New way of governing Club may not be accepted by 'traditionalists'

<b>Structure</b>	<b>Committee Required</b>	<b>Advantages</b>	<b>Disadvantages</b>
5 Member Committee	President Delegate Secretary Treasurer Program Officer	<ul style="list-style-type: none"> <li>• Less members required</li> </ul> Fewer members doing all the work	<ul style="list-style-type: none"> <li>• Work falls on 5 members</li> <li>• Hierarchical power structure</li> <li>• Recycled Committees no fresh ideas/input</li> <li>• Difficult for a newer member to break into a longstanding Committee</li> <li>• Ageing Clubs find it difficult to get Committee members</li> <li>• Younger women do not have time to carry out Committee roles. Self-confidence holds some women back from nominating.</li> </ul>
Club Teams	President + Administration, Communication, Technology Team Leader & Team + Development & Member Welfare Team Leader & Team + Finance & VIEW Engaging Team Leader & Team + Program Management & Public Relations Team Leader & Team	<ul style="list-style-type: none"> <li>• Flexible</li> <li>• Teamwork, <u>All</u> members involved and participate</li> <li>• Dilutes 'power' plays</li> <li>• Increases members self confidence</li> <li>• Utilise members skills</li> <li>• Develops member skills</li> <li>• Allows members to do 'little jobs' rather than taking on a position which can become a 'big job'.</li> <li>• Work and time shared amongst all members</li> </ul> Fresh ideas	New way of governing Club may not be accepted by 'traditionalists'
Traditional 10 Committee	President Vice President Delegate Secretary	<ul style="list-style-type: none"> <li>• Traditional model, Tried and Tested</li> </ul>	<ul style="list-style-type: none"> <li>• Requires 10 willing Members to do all work</li> </ul>

Structure	Committee Required	Advantages	Disadvantages
	Assistant Secretary Treasurer Assistant Treasurer Publicity Officer Program Officer (x 2)		<ul style="list-style-type: none"> <li>• Hierarchical power structure</li> <li>• Recycled Committees no fresh ideas/input</li> <li>• Difficult for a newer member to break into a longstanding Committee</li> <li>• Ageing Clubs find it difficult to get Committee members</li> <li>• Younger women do not have time to carry out Committee roles.</li> </ul> Self-confidence holds some women back from nominating.

### ***DUAL COMMITTEE POSITIONS***

The Club Vice President may take up concurrently the office of Club Delegate, while the Club Assistant Treasurer may take up concurrently the office of Club Program Officer.

The elected committee has the right to co-opt further assistance from Club members, but these members do not have the capacity to vote as a committee member.

Where two (2) positions are held concurrently only one (1) vote may be exercised in Club committee decisions.

### ***RESTRICTIONS FOR HOLDING A CLUB COMMITTEE POSITION***

A Club member must not hold a Club committee position in more than one (1) Club concurrently.

Current National Executive, National Councillors and Zone Councillors must not hold a Club committee position during their term of office.

National Executive and National Councillors must not hold a Club committee position in the first year after their term of office.

Paid employees of The Smith Family are not eligible to be Club committee members.

### ***AGENDA FOR COMBINED ELECTION MEETING/ANNUAL GENERAL MEETING***

Election section of meeting:

1. Zone Councillor or representative is welcomed to chair this section of meeting.
2. Read nominations for each position – encourage further nominations from floor.
3. Announce successful candidates- this result will be ratified at the AGM section of meeting
4. The new committee will take office after the AGM

5. Congratulate the new committee members, thank current committee, and hand meeting back to President and committee

#### AGM section of meeting

1. Outgoing President takes chair and opens AGM
2. Minutes of previous AGM read by outgoing Secretary, signed and accepted by outgoing President, (motion that they be accepted as a true record, after corrections, if any)
3. Outgoing President presents her report
4. Outgoing Treasurer presents her report
5. Any other reports
6. Outgoing President thanks her committee, extends congratulations and best wishes to the incoming committee and invites the Zone Councillor or representative to take the chair
7. Zone Councillor or representative thanks outgoing President and committee for achievements of the previous year and reads the Code of Conduct as a reminder of the members' obligations as VIEW members. Zone Councillor or representative calls upon the incoming President, together with members of incoming committee, to come forward for the presentation of their badges.
8. Zone Councillor or representative asks the new committee to repeat the Club Committee Pledge.

"I accept this badge of office and pledge to extend friendship and loyalty to my Club and promote the interests of VIEW with honesty, good spirit and compassion."

9. Zone Councillor or representative invites new President to accept the chair. The Zone Councillor or representative congratulates the new committee members, thanks the current committee, and hands the meeting back to the current president and her committee.
10. New President takes the chair and closes AGM.
11. President thanks Zone Councillor or representative and continues with the business of the meeting
12. President then closes the meeting
13. Secretary with the Zone Councillor/representative completes the committee lists: One each for National office, Club Secretary, National Councillor and Zone Councillor.

A list of Presidents, Delegates and Secretaries (PDS) of the Clubs within a Zone is prepared by the Zone Councillor following the elections. The list is shared amongst the Club Secretaries - this helps create cohesion and assists with invitations for functions, etc.

The new committee members receive the current position guidelines and take office after the AGM.

If Clubs choose to conduct separate election/AGM meetings it is incumbent upon the Club to ensure that an independent member is organised to chair each meeting.

#### **ABRIDGED MEETINGS**

An abridged meeting is suitable for Club birthday or Christmas meetings only. So that the meeting can proceed quickly to the 'main reason' for the meeting, a shortened agenda could be:

- Welcome
- Apologies (Secretary)

- Minutes - Précis of the minutes of the previous meeting then tabled (passed and seconded) (motion that they be accepted as a true record of the meeting, after corrections, if any)
- Correspondence - distil to quick mention of any important dates such as Zone, Area or National functions, but otherwise dealt with as read and tabled
- Business Arising from previous meeting - only immediate business that cannot wait until the following meeting
- Treasurer's Report - only debit and credit balances and accounts for payment are presented, table report for members to see
- Delegate's Report - the Delegate should report as usual and if your guest is a member of National Council or a Zone Councillor, they may also have information to add.
- Program Officer - reminder for forthcoming events (if not on printed program)
- Meal served
- Entertainment
- President closes the meeting and announces next meeting date.

### ***MINUTES OF MEETINGS***

Minutes of all Meetings are prepared by the Secretary and are a written record of the Club; they are a record of decisions not discussions. Minutes of the previous meeting must be emailed to members, tabled or read and adopted at each meeting so relevant issues can be discussed. Any motion or resolution moved at a meeting must be recorded in the minutes as carried, lost or deferred.

A copy of the Club minutes (not the original) is to be forwarded to the National and Zone Councillor each month after they have been ratified by the Club. Minutes must be signed by two people (the President and Secretary or other committee members). Minutes may be emailed to members following the meeting.

Handwritten minutes may be kept in a binder, numbered and retained consecutively. This procedure ensures that there are no 'missing' minute numbers. This method of record keeping allows for the direct filing of various reports, which are to be kept with the minutes.

Many Clubs record Club minutes using a computer. They may be kept in a binder or pasted/placed in a book, using the same procedure of numbering. Allocating the typing of minutes to a willing Club member helps share the tasks and assists in succession planning.

By keeping minutes concise, accurate and clear, discussion items from past minutes can be easily found. The best way to do this is with headings and indentations, e.g.

*Program Report: Read by Sue Smith 40 members attended a Literary Luncheon at a local Community Centre and \$250 was raised through donations and raffles.*

All Committee Members reports must be attached to the Minutes.

Under law, all items of expenditure must be approved by consensus of Club members. The Treasurer's report must be signed by two people and minuted. Her report should include dates, cheque numbers, payees, purpose, amounts and a detailed balance eg \$... held for *LfL*, \$... held for functions, leaving a working balance of \$...

The Secretary may list apologies as '35' instead of writing out 35 names. However, ensure a list of attendees and apologies is retained for future reference. For example, an addendum to minutes could list attendees and apologies by name which gives an

historical record of members' attendance. It is also important not to 'overlook' a member who has not attended meetings for some time.

The Inaugural Meeting minutes, minutes from all AGMs and minutes from closure meetings must be kept for historical purposes; these are forwarded to National Office in the event of a Club closure. Minutes of other meetings should be kept for at least five years with important historical information transcribed for archiving (e.g., membership history) before the minutes are destroyed. If there are any concerns about what should be kept and for how long, please contact National Office or the History Subcommittee, who may be interested in some documents for historical purposes.

### ***QUORUM FOR A CLUB GENERAL MEETING***

No item of business is to be transacted at a Club General Meeting, unless a quorum of Club members is present to vote and that quorum remains for the duration of the meeting.

A quorum for Club General Meetings shall be either 20% of the total number of Club members or five (5) Club members, whichever is the greater. At least three (3) Club Committee Members must be present, one of whom should be the Club President, Secretary or Treasurer.

If within half an hour after the appointed time for the commencement of a Club General Meeting a quorum is not present, the meeting if convened on the requisition of Club members, is to be dissolved; and in any other case is to be adjourned to such other date, place and time as determined by those Club members present and of which notice is given to all Club members and National Office through the Zone Councillor.

### ***NOTICE AND CONDUCT OF AN ADJOURNED CLUB GENERAL MEETING***

If at an adjourned Club General Meeting a quorum is not present within half an hour after the time appointed for the commencement of the meeting, the Club members present constitute a quorum.

The Chairperson of a Club General Meeting at which a quorum is present may, with the consent of the majority of Club members present at the meeting, adjourn the meeting. No business is to be transacted at an adjourned meeting other than the business left unfinished at the meeting at which the adjournment took place.

Where a Club General Meeting is adjourned for one (1) month or more, the Club Secretary must give written or oral notice of the adjourned meeting to each Club member. The notice must state the date, place and time of the adjourned Club General Meeting and the nature of the business to be transacted at the meeting.

### ***APPOINTMENT OF A CHAIRPERSON AT THE CLUB MEETING***

The Club President, or in the Club President's absence the Club Vice President, or in their absence the Club Delegate, is to act as Chairperson at the Club Meeting (whether a Club General Meeting or a Club Committee Meeting).

### ***ABSENCE OF THE CHAIRPERSON AT A CLUB MEETING***

If the Club President, the Club Vice President and the Club Delegate are absent or unwilling to take the chair at a Club meeting, the Club members present must elect one (1) of their number (preferably a Committee Member) to act as Chairperson at the meeting.

### ***QUESTIONS DECIDED BY MAJORITY AT A CLUB GENERAL MEETING***

On any question at a Club General Meeting, a Club member has one (1) vote only. A resolution is taken to be carried if a majority of the votes cast on the resolution is in favour of it.

### ***VOTING AND APPOINTMENT OF PROXIES FOR A CLUB GENERAL MEETING***

Each Club member is entitled to either vote in person or appoint another member of her Club as proxy by written notice given to the Club Secretary no later than twenty four (24) hours before the time of the Club General Meeting for which the proxy is appointed.

### ***CHAIRPERSON'S CASTING VOTE AT A CLUB GENERAL MEETING***

In the case of an equality of votes on a question at a Club General Meeting, the Chairperson will exercise a second or casting vote and where possible, maintain the Status Quo.

### ***VOTING RESTRICTION AT A CLUB GENERAL MEETING***

A Club member or proxy must be a financial Member of VIEW in order to vote at their Club General Meeting.

### ***DECLARATION OF RESULTS AT A CLUB GENERAL MEETING***

A question arising at a Club General Meeting is to be determined on a show of hands unless a poll is demanded as set out below and is not withdrawn. A declaration by the Chairperson that a resolution has, on a show of hands been lost or carried, carried unanimously or carried by a particular majority and an entry to that effect in the Minute Book of the Club, is conclusive evidence of the fact. Neither the Chairperson nor the minutes need state the number or proportion or the votes recorded in favour of or against the resolution.

### ***DEMANDING A POLL AT A CLUB GENERAL MEETING***

At a Club General Meeting a poll may be demanded by at least five (5) Club members present in person or represented by proxy as delegated in writing.

### ***CONDUCTING A POLL AT A CLUB GENERAL MEETING***

Where a poll is demanded at a Club General Meeting, the poll must be taken:

- immediately in the case of a poll which relates to the election of the Chairperson of the meeting or to the question of an adjournment; or
- in any other case, in the manner and at the time before the close of the meeting that the Chairperson directs; and
- two (2) non-voting scrutineers will be appointed in agreement with the membership.

The resolution of the poll on the matter is to be taken to be the resolution of the Club General Meeting on that matter.

### ***SPECIAL RESOLUTION AT A CLUB GENERAL MEETING***

A Special Resolution of the Club is a resolution passed by a majority which comprises at least three quarters (75%) of the total Club membership who are entitled to vote in person or by proxy at a Club General Meeting.



## **Extraordinary Meetings**

### ***REQUISITION FOR AN EXTRAORDINARY GENERAL MEETING***

The written requisition for an Extraordinary General Meeting:

- must state the purpose of the meeting;
- must be signed by the members making the requisition;
- must be lodged with National Office and National Councillor through the Zone Councillor;
- may consist of several documents in a similar form each signed by one (1) or more of the members making the requisition.

### ***CONDUCTING AN EXTRAORDINARY GENERAL MEETING***

An Extraordinary General Meeting must be convened at either Club, Zone, Area or National level by the National Council if the National President receives a written requisition of at least 10% of membership registered at the relevant Club, Zone, Area or National level, but in the case of a Club this number can be no fewer than ten (10) members. The Extraordinary General Meeting will run in accordance with Standard Meeting Procedures and the National Executive will determine the Chairperson for this meeting.

National representation at Extraordinary General Meetings must include at least one (1) Member of the National Executive, the relevant National Councillor(s), and if appropriate a Member of the National Secretariat.

National Council will invite relevant member participation to debate the issue.

National Council in consultation with National Office will manage the final decision(s) made at any Extraordinary General Meetings.

### ***SELLING GOODS AT MEETINGS***

Selling goods during a VIEW meeting is not permitted, with the exception of VIEW merchandise, trading tables, raffle tickets. Should a guest speaker or other visitor wish to sell their material (e.g. books, CDs), this may take place after the meeting has been officially closed. This avoids members feeling 'obliged' to make a purchase. Many speakers or entertainers are willing to make a contribution back to VIEW and The Smith Family, based on the sale of their goods.

### ***ATTENDANCE OF MEN AT MEETINGS***

VIEW is an organisation of women, by women, and for women. Many join VIEW because it provides an opportunity for women to come together socially, to learn and grow, and to work together for a common purpose. The VIEW National Council policy states that it is inappropriate for men to attend ordinary, monthly Club meetings, unless they are invited as a Guest Speaker, Entertainer or VIP. This policy also applies at VIEW National Convention, Area Gala Functions and Zone Conferences. Male partners/friends are welcome to attend specific social events that have been nominated and endorsed by a majority of Club members for this purpose.

### ***SETTING PRICES FOR MEALS AND TRANSPORT***

The price of functions, meetings or outings needs to be established in consultation with not only the Club committee, but with the Club membership as a whole. This will ensure that the price is within the reach of Club members. When setting the price for the function, meeting or outing, the organiser should ensure that the price of any breakfast/lunch/dinner or event includes all costs. This includes, but is not limited to,

meals, room hire, entertainment/guest speakers, complimentary guests, and a contribution to The Smith Family.

Club members usually pay in advance for activities. This enables the organiser to advise confirmed numbers to the venue and transport provider. Some venues require a deposit (to confirm the booking), and also enables the organiser to assess the income with the final numbers attending. Most venues/bus companies will charge the Club for the cost of the confirmed number (regardless of how many people attend on the day), and any shortfall of funds that comes about through a discrepancy between the number ordered and those paying needs to come out of Club funds. This is not within the spirit of VIEW.

## **Certificates and Awards**

A variety of awards is available to Clubs and members and can be requested via email from National Office [view@thesmithfamily.com.au](mailto:view@thesmithfamily.com.au)

### **Certificate of Appreciation**

National and Zone Councillors and Clubs can request the certificate from National Office to present as they see fit.

If producing certificates please ensure certificates reflect true VIEW colours.

### **Decade Pins for Years of Service**

Each year National Office sends Service Pins to present to members who have reached 10, 20, 30, 40 or 50 years of continuous membership.

At the beginning of the calendar year, the membership lists and a unique Service Pin order form (green in colour) will be distributed direct to Clubs. This list will contain the names of members who, according to our database, are eligible to receive their service pins. Clubs will be required to check this list from their records and return, with amendments if applicable, to National Office in order to receive Service Pins.

These pins should be kept on hand by a committee member to arrange with the Zone Councillor to present to receiving members at a suitable function.

It is recommended that National and Zone Councillors know the history of the decade pins, which may assist in answering member queries.

Before 2005, VIEW members with 10 years of continuous service were able to purchase their 10-year service pin at their discretion. From 2005, these pins were provided at no cost to eligible members. However, the National Council agreed that they would not be issued retrospectively.

As per the National Council decision in October of 2009, Service Pins for 10 and 20 year anniversaries attract a \$5 fee. Service pins for 30, 40 and 50 year anniversaries are distributed free of charge.

In May 2012 National Council agreed that at the time of providing details of members' eligibility for service pins, an option be given for those not wishing to pay for their 10 and 20 year service pins, to instead receive an A5 recognition of service certificate at no cost. Clubs need to indicate the member's preference.

Individual Clubs cannot overturn National Council policy decisions; new or replacement pins cannot be purchased out of Club funds.

Pins are awarded on the basis of continuous membership. In 2002, National Council agreed that it would not accept lapses in membership for any reason in respect to decade pins, as it is unfair to members with continuous years of service. Should a member be unfinancial for more than one year, she will not be eligible to claim for her previous years of service.

Replacement pins for members who have lost or damaged pins are available on the "Club – Stock order" form for \$5 each, regardless of anniversary. Enquire as to the availability of past pin designs for members replacing pins prior to our current designs.

Questions or comments from Clubs should be addressed in the first instance to the Zone Councillor who can refer to her National Councillor if necessary. Any corrections or issues should be addressed to National Office in writing.

### **Centenarian Award**

Any member reaching her 100th birthday is welcome to receive a signed certificate from the VIEW National President and VIEW National Manager. Please provide details in writing to National Office allowing one month's notice to have the certificate prepared.

### **The National President's Award \***

This Award was first presented at the VIEW Convention in 2005. The Award recognises a VIEW member(s) or VIEW Club who, in the opinion of the National President, has made a significant impact through outstanding community service, resulting in the advancement of the VIEW organisation and its members.

Criteria:

- To be awarded at Convention when a suitable candidate has been identified
- Only one winner
- Focus: National or Area
- Timeframes: service that has occurred in the past 12 -24 months
- How: delivered in a caring and respectful way
- Outstanding service for VIEW that has been considered above and beyond what is usual in an elected position
- For VIEW members/Clubs only

### **George Forbes Award \***

This Award was first presented at the VIEW Convention in 2005 and honours the contribution to the advancement of Australian women by George Forbes. The Award recognises excellent service in the past 12-24 months by a VIEW member or person who has progressed VIEW nationally.

Criteria:

- To be awarded at Convention when a suitable candidate has been identified
- Only one winner
- Focus: National
- Timeframes: service that has occurred in the past 12-24 months
- How: demonstration of The Smith Family values in their actions that has been considered above and beyond what is usual in an elected position.

\* Awarded at the biennial VIEW National Convention

### **VIEW National Convention**

Held biennially from 2013, the next VIEW National Convention will be held in Tamworth on 15-17 September 2017

#### ***PURPOSE***

To facilitate a national gathering of members, friends and guests

To promote friendship among VIEW members

To provide a forum to debate resolutions

To learn about current initiatives of both VIEW and The Smith Family

To celebrate VIEW achievements and recognise the contribution VIEW makes to The Smith Family

All Clubs receive VIEW National Convention Registration Pack (which includes all information about events and accommodation as well as the Registration Forms) for circulation amongst Club members.

Copies are to be made available for interested members. Alternatively, members may wish to download their own copy of the Registration Pack from the VIEW website, [www.VIEW.org.au](http://www.VIEW.org.au) which carries up to date information.

## **Members and Membership**

### **Annual membership subscriptions**

Members pay their annual membership subscriptions at the beginning of each year, but no later than 31 March.

To streamline the process, the Secretary may wish to assist the Treasurer by preparing an alphabetical list of members that can be used to 'mark off' the person's name when the annual membership subscription is paid. It is normal for the Treasurer to hand out receipts at the following meeting.

The annual membership subscription is \$15.

Members who belong to more than one Club pay an annual membership subscription to each Club to which they belong.

Cheques to cover membership fees **must not** be mixed with amounts for badge or stock orders.

### **Types of VIEW Membership - Overview**

#### ***NEW MEMBER***

When a new member joins VIEW, both a joining fee and an annual membership subscription is paid; the Club receipt is issued for the total amount. A new member is a woman who has never been a member of VIEW or a woman who is re-joining VIEW after a lapse of more than twelve months in her membership. The annual membership is the same regardless of which month a member joins (i.e. no pro-rata payments).

The joining fee is \$20 i.e., a new member would pay a total of \$35 (\$20 joining fee + \$15 annual membership subscription) for the 2016 year.

For any member joining VIEW, the \$35 membership fee must be sent to National Office on **two separate cheques** – one for \$15 annual membership subscription and the other for \$20 badge order.

The joining fee paid by a new member is banked in the Club's bank account and forwarded to National Office with the request for a New Member Pack, which includes the new member's name badge and *Welcome to VIEW brochure*. The amount is written in the "Member Subs and/or Joining Fee" column on the income page of the Cashbook. For new (or replacement) name badges, allow four weeks for processing.

The "Application for Membership" Form (white) should be completed and sent to National Office so that new members' details can be recorded

#### ***SECOND CLUB MEMBER***

When a fully paid up member of one VIEW Club chooses to join another VIEW Club, she is known as a 'second Club member'.

The Secretary provides the member with a receipt or letter as proof of being a financial member elsewhere; including the date she first joined VIEW (at her first Club).

A joining fee is not required when a member joins an additional Club. A member must pay the annual membership subscription to each Club she belongs to at the beginning of each year.

The "*Adjustments to Database*" form is completed and sent to National Office for second Club members.

### ***UNFINANCIAL MEMBER***

An unfinancial member is a person who has allowed her VIEW membership to lapse (i.e. has not paid her annual membership subscription for more than 12 months).

Once a member becomes unfinancial, if she wishes to re-join VIEW she is regarded as a 'New Member' and pays the joining fee again, together with the annual membership subscription. This includes members who are re-joining their own Club after an absence of more than 12 months.

National Council has a policy that unfinancial members, or members with a broken membership record, cannot 'claim' their previous membership history in respect of membership awards nor can they 'back pay' any missed annual membership subscriptions.

NOTE: National Office is advised annually of unfinancial members when the membership list is updated.

### ***TRANSFERRING MEMBERS***

Financial members in their current Club can transfer their membership to another Club without charge. When a member transfers, previous membership history is transferred. A member who is transferring from one Club to another should be provided with information that confirms her membership status to her new Club; this may be the receipt or copy of the receipt of her annual membership subscription or a letter of introduction from the Secretary or Treasurer, which includes the member's joining date.

The "*Adjustments to Database*" form is to be completed and sent to National Office for transferring members. This form is completed by the Club to which the member is transferring.

### ***CESSATION OF MEMBERSHIP***

A member removed from the National Register of Members relinquishes all rights as a member and would be required to pay all appropriate fees when rejoining.

A member is removed from the Club and National Register of Members if she –

- Is deceased (the member's Club is to advise National Office) or
- Resigns all Club memberships or
- Fails to pay any fee or other amount owing to VIEW and that failure exceeds twelve (12) months

### ***ANNUAL MEMBERSHIP LIST***

All members are recorded on the Club's Membership List. This is part of the Club's history and must be retained into the future.

The Secretary updates the Club's membership list annually. To ensure that all members are registered, a copy of the Club's current membership list is sent to all Clubs by February each year. This list is reviewed, and in consultation with the Club

committee, amendments are made by the Secretary or Assistant Secretary with assistance from the Treasurer.

To correct the membership list –

- (a) Check the names, addresses and telephone numbers on the list against the current list of financial members
- (b) Put a line through the names of members who are unfinancial
- (c) Insert any missing information or, in the case of incorrect information, change details such as telephone numbers and addresses.
- (d) Check the joining dates that VIEW has recorded for each member. Any amendments to the joining date should be accompanied by an explanation (in the "comments" column) of why the date has been changed
- (e) Sometimes this may require investigating with other Clubs to which the member has previously belonged to determine whether the joining date is accurate and the membership has been continuous.
- (f) **Return the Club Membership List to National Office by 31 March.** If a Club member who has transferred to your Club has been omitted from the list, attach a green "*Changes to Database*" form; do not write their names on the membership lists. If a member is written onto the membership list for a reason that has not already been outlined here, please provide some information to explain why the name was added.

**NOTE:** National Office is only able to process returned, annotated lists in the format distributed. Clubs are welcome to keep their own records in their own formats, but any membership list returned that is not the annotated list which was distributed from National Office will not be processed and changes unable to be made to the database.

#### ***VACATION OF OFFICE OF A CLUB COMMITTEE MEMBER***

The position of a Club Committee Member is to become vacant if she-

- is not financial; or
- is employed by The Smith Family; or
- is directly or indirectly involved in any contract with VIEW or The Smith Family that compromises the integrity of VIEW, The Smith Family or herself; or
- fails to get leave of absence for more than two (2) consecutive meetings; or
- resigns; or
- is removed from office;
- or is suspended or expelled as a member.

In the case of a casual vacancy at Club committee level, the committee may appoint another member to hold office until the next Club election.

#### ***REMOVAL OF A MEMBER FROM A CLUB OR CLUB COMMITTEE***

A Club committee member may be removed, suspended or expelled before the expiration of the relevant member's term of membership or term of committee office.

#### ***REMOVAL AND RIGHT OF APPEAL BY A CLUB MEMBER***

The removal, suspension and expulsion of a Club member and her right of appeal is in the grievance and dispute process.

Conflict/Dispute Resolution Guide has been distributed to Councillors and Clubs and this document should be consulted prior to taking the following action.

#### ***GRIEVANCES AND DISPUTES***

The procedures to handle grievances and disputes apply to grievances and disputes between a member and/or Club and:

- another member; and/or
- another Club; and/or
- VIEW Clubs of Australia; and/or
- a Public Entity.

### **REGISTERING A COMPLAINT**

Where the complaint is about a member who has:

- persistently refused or neglected to comply with a provision or provisions of these rules; and/or
- persistently and wilfully acted in a manner prejudicial to the interests of VIEW or The Smith Family.

It must be in writing and directed to the level at which it can be acted upon appropriately, i.e. through Club Committee, Zone Councillor, National Councillor and/or the National Executive.

### **RESOLVING GRIEVANCES AND DISPUTES**

All parties involved in resolving a written or verbal grievance or a written or verbal dispute are encouraged to apply discretion, sensitivity and confidentiality.

It is recommended that all parties involved in a grievance or dispute meet and discuss the issues pertaining to the grievance or dispute with the aim at resolving the issues within fourteen (14) days.

Where a resolution is not found, written notification about the grievance or dispute is to be forwarded to the appropriate office bearer at Club, Zone, Area or National level. At all times provision can be made for written notification to proceed to a level above the recommended office bearer, if the parties involved in the grievance or dispute have concerns about the nominated office bearer being involved.

At the time of notification, the office bearers are obliged to act promptly to establish a process for mediation or arbitration. The relevant Zone and National Councillor must be informed and where necessary the National Executive consulted prior to initiating any meetings with the parties concerned.

Where appointment of a local mediator cannot be agreed between the parties, the National Executive or their nominee will act as mediator.

Any member or Club participating in the mediation or arbitration process must agree to participate openly and after due process, accept the determination of the arbitrator.

Details of the dispute and the determination made must be forwarded by the person making the determination to the National Manager and the National Executive as soon as practicable.

### **NOTICE TO BE SERVED**

On receiving a complaint, the National President in consultation with the National Executive will:

- determine that grounds for a complaint exists; and
- if grounds do exist and cannot be resolved by negotiation, serve notice of the complaint on the member(s) concerned by registered mail. The notice will include:
  - details of the complaint;
  - details of any rules alleged to have been breached;
  - dates and times of alleged instances;

- give the member twenty-one (21) days from the time the notice is served within which to make submissions to the National Executive about the complaint; and
- take into consideration any submissions made by the member about the complaint.

Any member of the National Executive involved in a dispute must not participate in the resolution process until their name is cleared.

#### ***MEDIATION AND ARBITRATION OF DISPUTES BETWEEN MEMBERS***

The National Manager or another person nominated by The Smith Family may mediate between the parties referred to in these rules, but does not have the power to make any binding determination unless the grievance or dispute is directly related to The Smith Family.

The National President or her nominee has the power to make a binding determination in relation to member and Club grievance or dispute, unless the issue is directly related to The Smith Family or Members of the National Executive when the provision as set out below applies.

#### ***MEDIATION AND ARBITRATION OF DISPUTES BETWEEN MEMBER AND OR VIEW AND THE SMITH FAMILY***

Where a dispute is between one (1) or more members and/ or VIEW and The Smith Family, and those parties do not resolve the dispute as set out in these rules, then any party to that dispute may refer their issue to the National Executive and/or the National Manager for mediation with The Smith Family.

The Smith Family Human Resource Manager will act as, or appoint, in consultation with the National Executive, an independent mediator who will have the power to make a binding determination in relation to that dispute.

#### ***MEDIATION AND ARBITRATION OF DISPUTES BETWEEN MEMBER AND/OR VIEW AND A PUBLIC ENTITY***

Where a grievance or dispute is between a Public Entity, and either;

- one (1) or more individual members; and/or
- a collective of members including Club, Zone or Area membership; and/or
- the National Council or National Executive; and/or
- the National Secretariat;

The National Manager, National President and The Smith Family Human Resource Manager must be consulted to determine a course of action to resolve the dispute so as to minimise the impact on all parties.

The parties to a dispute must meet and where possible, resolve the dispute within fourteen (14) days after the dispute comes to the attention of the parties.

All parties to the dispute will mutually agree to an independent mediator in order to negotiate a mutually agreeable solution.

#### ***DISCIPLINE PROCEDURES***

Where the National Executive considers that a Club member or office bearer has:

- breached, failed, refused or neglected to comply with these rules, operating guidelines or any policy, resolution or determination of the National Council, or any duly authorised committee of the National Council; and/or
- acted in a manner prejudicial to the objects and interests of VIEW or The Smith Family; and/or



- brought VIEW or The Smith Family into disrepute, the National Executive may commence or cause to be commenced, disciplinary proceedings against the member or Club and that member or Club will be subject to the procedures, penalties and appeal procedures.,

#### ***CAUTIONARY MEETING***

The National President in consultation with the National Executive may caution a member for any unintentional or incidental breaches of regulations in order for the member or the Club to rectify that breach.

#### ***SUSPENSION OR EXPULSION OF A MEMBER***

The National President in consultation with the National Executive may suspend or expel a member.

The National Manager must agree that there is sufficient cause and substantial evidence proved for suspension or expulsion.

The procedures for implementing a suspension or expulsion of a member will be determined on a case by case basis in consultation with The Smith Family Human Resource Manager, so any action is consistent with agreed policies and legislation and determine the potential for damage to the reputation of VIEW or The Smith Family.

Expulsion from the membership before the completion of a term of office removes any claim by the expelled member on years of service as a member and years of service in the office held. Expulsion is a lifetime removal from VIEW.

#### ***REASONS TO BE GIVEN FOR SUSPENSION OR EXPULSION***

When the National President in consultation with the National Executive, suspends or expels a member, the member must within five (5) days of the action taken be given written notice. The notice will include the reasons for suspension or expulsion and the member's right of appeal.

#### ***EFFECTIVE DATE OF SUSPENSION OR EXPULSION***

The suspension or expulsion does not take effect until the expiration of the period within which the member is entitled to appeal against the decision.

#### ***RIGHT OF APPEAL OF SUSPENSION OR EXPULSION***

Within fourteen (14) days of receiving notice of suspension or expulsion, the member may notify the National President in writing that she intends to appeal the suspension or expulsion and set out the grounds for the appeal.

#### ***APPEAL BY MEMBER FOR SUSPENSION OR EXPULSION***

Within seven (7) days of receipt of notice of appeal, the National President must forward that notice to The Smith Family Human Resource Manager along with a response to the notice from the National President.

The Smith Family Human Resource Manager or a person nominated by The Smith Family in consultation with the National President and all relevant parties, has the power to make a binding determination in relation to all suspensions or expulsions.

The National President will give written notice to the member regarding the outcome of her appeal.

Costs of legal advice sought by a member will be borne by that member.

## FAQ – Appropriate Use of VIEW Club Funds

VIEW provides important and valued support to The Smith Family, through various fundraising activities, student sponsorship and volunteering opportunities.

### Donation of Club Funds to The Smith Family

**Q:** How often should our club forward donations to The Smith Family?

**A:** It is the practice of VIEW Clubs to donate at least twice a year to The Smith Family, usually for the mid-year (June) and Christmas appeals (December). However, should a Club have money surplus to its **immediate needs** then a donation should be made without delay.

**Q:** Can our club donate money to local organisations and/or appeals?

**A:** No. As VIEW is part of, and associated with The Smith Family, money raised on behalf of VIEW is inherently linked to The Smith Family. When VIEW raises funds it is indicating to those members and generous supporters that their monies will go to The Smith Family for the financial and educational support of disadvantaged children.

If VIEW were to raise funds and then use those funds to support charitable causes (Cancer Societies, local hospitals, charities, etc) other than The Smith Family, this whilst well intended, would be misleading and deceptive to the public and is a serious matter.

Money raised on behalf of VIEW **must** be forwarded to The Smith Family. The Smith Family is grateful for all the support VIEW provides. The more funds VIEW raises the more children The Smith Family can support either through direct sponsorship or through funds which go towards supporting the *Learning for Life* programs.

**Q:** Is our club able to use club funds to purchase books and toys to donate to The Smith Family?

**A:** Clubs are asked not to buy goods such as books or toys with funds raised because The Smith Family has in place purchasing arrangements which allow them to acquire goods and services at significantly reduced prices than those a Club can achieve .

If Clubs would like to contribute to the Toy & Book Appeal, from September to December, they are able to send a cheque to the National Office which The Smith Family will use to purchase the most needed items.

**Q:** How are *Learning for Life* programs funded in local communities

**A:** All programs are funded through the Smith Family annual budgeting process, therefore there is no need for local *Learning for Life* program coordinators to seek any funds from local VIEW Club members. This arrangement supports VIEW club policy that all funds raised by VIEW clubs are sent to National Office for distribution through the Smith Family budget allocation process.

**Q:** The local Program Coordinators *Learning for Life* have asked our club to provide items such as stationery, dictionaries, library bags, calculators for the *LfL* students in our area. Is this ok?

**A:** Members may use their own money (not club funds) to purchase small items

such as stationery to donate to The Smith Family office or their local Program Coordinators *Learning for Life* for distribution in their area. Other examples include library bags or reading rugs made from surplus materials– this should be in consultation with needs of the Program Coordinator *LfL* in their community.

**Q:** What if there is no Smith Family presence in our community?

**A:** Firstly, all funds raised by VIEW Clubs in a particular state are expensed within that State.

Secondly, while there is no program presence in your community there may be *Learning for Life* scholarship recipients supported under the remote scholarship program.

**Q:** Can we use club funds to purchase a wreath/flowers in memory of deceased member?

**A:** No. Club funds cannot be used.

### **Book Award/Voucher to Local School**

**Q:** Can we contribute to schools and/or students in our local area instead of sponsoring *LfL* students and/or donating directly to The Smith Family?

**A:** No. VIEW Club funds are not to be donated directly to schools and/or students in local areas other than a the donation of a book award/voucher to one local school, see below.

**Q:** Is our club able to donate books to our local schools?

**A:** An annual school award of a book or book voucher to the value of no more than \$50 to one local school provides an opportunity to profile VIEW in the local community.

### **Learning for Life students – important information**

**Q.** Can we know the identity of our sponsored student, and can we let them know who we are?

**A:** The Smith Family is committed to protecting the privacy and confidentiality of our students and supporters, and is bound by the Australian Privacy Principles under the Privacy Act 1988. To meet this commitment and our obligations, we have guidelines in place to ensure that no personal information that can reveal an individual's identity is exchanged between sponsors and students.

Sponsors will be provided with their student's first name, the State in which they live, their gender, age and birth month. To ensure privacy and security, you should follow the guidelines below when communicating with your student:

What you can include:

- Your first name
- Your occupation
- State you are from
- Your age
- Your hobbies and interests
- Photographs of pets and other general things (not of people)

What you cannot include:

- Your surname or Club name
- Your date of birth
- Your address or the name of your town or suburb
- Photographs of any individuals

Further, when communicating with students VIEW Clubs are asked to sign off with "from your VIEW friends" not "from XXX VIEW Club".

**Q:** Our club would prefer to sponsor a student in our area

**A:** Clubs are able to request the State and gender of their new student, and where possible The Smith Family aims to meet that request, dependent upon availability of students at the time of the request.

**Q:** What are the guidelines for giving our student a gift?

**A:** Gift vouchers are the preferred gift for children, to the value of up to \$100 per year (e.g. birthday, Christmas or educational milestones). Book vouchers from available stores are the preferred voucher type. The gift giving to students is optional.

If you are unsure of the stores in your student's area, please contact Supporter Care preferably by email [sponsorship@thesmithfamily.com.au](mailto:sponsorship@thesmithfamily.com.au) or phone 1800 633 622 and they will forward you the list of available stores in that location.

Any Christmas gift vouchers for students are to be sent to the National Office during **October** for forwarding to students in time for Christmas.

Due to restrictions associated with food handling legislation as well as the potential of allergies, gifts of biscuits, chocolates or any other food are not allowed and will not be passed on to students.

## VIEW Club Funds Process

