

VIEW (Voice, Interests and Education of Women) Clubs of Australia
GPO Box 10500
Sydney NSW 2001

**National Minutes
and
Information from National Council**

February 2016

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Summary of Decisions at National Council Meeting February 2016

Area of Work	Decision, Policy and/or Procedure	Agenda Reference
Learning and Development	National Councillors were provided with a copy of their National Councillor PowerPoint Presentation for 2016 to share with members at Club meetings, Area Gala Functions, Zone Conferences and special events.	
Learning and Development	National Council was briefed on The Smith Family changes to role specialisation and the sponsorship model .	
Future of VIEW Working Group Report	National Council agreed that its key focus in 2016-2017 is to increase membership and develop new clubs.	6.1
National Office Update	New VIEW merchandise in the form of a Travel Pack will be launched at International Women's Day events. The Travel Pack will cost \$10.00.	7.1
Frequently Asked Questions	All funds raised by VIEW Clubs are to be sent to The Smith Family via National Office. VIEW Clubs should not be asked for, or provide any funds, or vouchers, to <i>Learning for Life</i> Workers in their local communities to support Smith Family programs, including Learning clubs. VIEW Clubs can provide their volunteering support. It is acceptable for an individual member to donate stationery items (not out of club funds).	7.2
Zone Councillor Nominations	National Council unanimously ratified the appointment of Ros Dinnell as Zone Councillor for Zone NC01 for 2016-2017.	7.3
One, two band your shoes...	National Council noted that The Smith Family Recycling Operations is looking for donations of good quality wearable (or new unwanted) clothing or footwear.	7.6

MINUTES AND INFORMATION FROM NATIONAL COUNCIL MEETING

Sunday 7 February 2016
The Holiday Inn, Sydney Airport

National Executive Present

National President Gwen Wilton, National Vice Presidents Toni Thomas and Gloria Walter

National Councillors Present

Cecilia Bayliss, Upper Mid North Coast of NSW and Inland (NM), **Barbara Cameron** – The Sunshine and Fraser Coast (QB), **Jeanette Cassidy** – Sydney North Shore & Northern Beaches (NC), **Kathie Diskin** – NSW Northern Rivers (NJ), **Liz Doorey** - Lower Mid North Coast of NSW and Inland (NK), **Ellen Gray** – Central and Southern Sydney (ND), **Barbara Gullotta** – Riverina, MIA, Snowy Mountain Foothills (NL), **Eila Harding** - Metropolitan Adelaide and Surrounds including Sunraysia (SA), **Barbara Hyslop** – New England and North Central NSW (NI), **Pat McRae** - NSW South Coast Berry to Eden (NG), **Lyn Masters** – Brisbane and Surrounds (QA), **Jan Roberts** - Canberra and surrounding areas (AA), **Annette Schlafrig** - Central & Eastern Metropolitan Melbourne (VA), **Lise Smith** – NSW Central Coast, North to Lake Macquarie (NF), **Annette Thiedeke** - Gold Coast and Darling Downs (QC), **Sunnie Watts**, North and Western Metropolitan Melbourne & North and Western Country (VC), **Yvonne White** - Macarthur, Southern Highlands & Illawarra region including Wollongong (NB)

Apologies: Patricia Brooks - South Eastern Metropolitan Melbourne to the Mornington Peninsula & Gippsland (VB)

Guests Present

Marcelle Craner - Coaching and Mentoring Specialist, 2M4Ward
Jakki Travers - Gifts in Wills Manager, The Smith Family

National Office Staff Present

VIEW National Manager Maryanne Maher
Administration Coordinator Linda Custer
Operations Coordinator Olga Shkuropatova

Minute Secretary - Past National Vice President Jillian Smith

1. OPENING

National President Gwen Wilton welcomed all present and began the meeting by acknowledging the traditional owners and custodians of the land. She then opened the meeting with the VIEW Pledge.

Gwen, on behalf of her fellow Executive Toni Thomas and Gloria Walter, welcomed the VIEW National Councillors for 2016-17 including those National Councillors appointed in 2015 carrying over for the 2016-17 term (Kathie Diskin, Liz Doorey, Barbara Hyslop, Jan Roberts and Sunnie Watts). She reminded National Council of their responsibilities as key communicators in their Areas, Zones and Clubs. She encouraged them to get to know clubs in their Areas, how they work, to share their successes and to encourage them in their support and promotion of VIEW and The Smith Family. She reminded them that they were at all times VIEW ambassadors and that she was sure that the next two years would prove to be very rewarding and satisfying.

Gwen noted that the National President's theme for the 2016-17 "**Many voices, One VIEW, Making a difference**" which is displayed at the top of the new VIEW banners has significance because it encapsulates the essence of VIEW.

2. **MINUTES AND BUSINESS ARISING**

Minutes - National Council **ratified** the minutes of the November 2015 meeting.

Moved Jan Roberts, **seconded** Kathie Diskin.

Business Arising - Business arising from previous minutes was dealt with during the meeting under the appropriate Agenda Item.

3. **CORRESPONDENCE**

Gwen Wilton explained that, as correspondence is usually handled by either National Office or the National Executive, it will not in future be minuted. Should an issue of national importance be raised it will, of course, be brought to National Council.

4. **REPORTS**

4.1 **Decade Birthdays/Area Gala Functions/Zone Conferences**

Gloria Walter requested Councillors to remind clubs that invitations to the Executive to attend Decade Birthdays, Area Gala Functions or Zone Conferences should be forwarded to National Office as soon as possible for consideration and finalization. This year, the Executive will aim to attend as many significant Area, Zone and Club events as possible. This of course will depend on other travel commitments throughout the year.

It was noted that details of events should be sent (on the appropriate Event Form - International Women's Day, Zone Conferences and Area Gala Functions, Miscellaneous Events, eg, Fundraising Day, Christmas Wrapping) to PNVP June Greentree via email at jbgreentree@gmail.com Gloria acknowledged June's ongoing support in continuing to record Club, Zone and Area functions.

4.2 **Learning for Life Liaison**

National Council **noted** a report circulated prior to the meeting from PNVP Sue Field. Sue thanked sponsors who have sent cards and gifts to their sponsored student/s for birthdays and/or Christmas during the past year. The students greatly appreciate the generous support of VIEW Club members.

2016 will be an exciting year as The Smith Family embraces some changes to the *Learning for Life* program. (See below **Changes to The Smith Family Sponsorship model.**)

Clubs who sponsor students in secondary school are reminded that they may not know until the end of February or March whether or not their student is continuing on to tertiary education, as the student may be waiting to hear from University or TAFE to find out if they have been accepted into their chosen course. If sponsors have not heard from The Smith Family Supporter Care Team by the end of March and wish to know, they should contact the team for information on 1800-633-622.

4.3 National Council *Learning for Life* Student

Toni Thomas explained that National Council has sponsored a *Learning for Life* student since 2009 and she invited National Council 2016-17 to continue this support for another two years.

Toni thanked PNC Marion Kingham for looking after the sponsorship and communicating with Isabella on behalf of National Council for the last two years. Jeanette Cassidy offered to take on this role for the next two years.

Eila Harding **moved** that National Council 2016-17 continue with sponsorship of a *Learning for Life* student for the next two years.

Seconded by Cecilia Bayliss.

Carried unanimously.

5. SUB-COMMITTEES/WORKING GROUPS

5.1 National Council Sub-Committees - Membership

National Council was provided with an outline of National Council Sub-Committees for 2016-17 and was encouraged to participate.

Gwen explained that Sub-Committees and Working Groups carry out specific functions to enable National Council to effectively lead the organisation.

National Council Sub-Committees are a critical part of VIEW, as they enable National Council to focus on several key areas creating more flexibility within the organisational structure allowing the National Council and Executive to mentor and work with new and emerging leaders within the organisation.

Sub-Committees are established as working committees and as such they cannot independently implement policies or procedures without ratification from National Council or National Office.

National Council **Sub-Committees** include:

Resolutions	Chair: Toni Thomas Co-Chair: Lyn Gerstenberg
External Relations	Chair: Maryanne Maher
VIEW in the Community including Events	Chair: Gloria Walter Co-Chair: June Greentree
Promoting Our Brand/ Speakers Bureau	Chair: Sue Field
Community Partnerships	Chair: Maryanne Maher

National Council **Working Groups** include:

History	Chair: Susan Groenhout
Website and Social Media	Chair: Carleen Maley
2017 National Convention	Chair: Lorraine Montgomery

The Future of VIEW Working Group (FoV WG) consists of National Manager Maryanne Maher, PNP Lorraine Montgomery and PNVPs Jillian Smith, Susan Groenhout and Lyn Geer. It was established in 2011 with the scope to undertake a review of VIEW's Executive structure and the organisation's governance procedures in a range of areas to set the organisation up for future growth. This year the FoV WG will continue to focus on Development.

LEARNING AND DEVELOPMENT

Marcelle Craner, Coaching and Mentoring Specialist, 2M4Ward, facilitated a session on promoting VIEW in the community in line with the new theme "**Many voices, One VIEW, Making a difference**". She took the National Councillors through a "promote and influence process". Marcelle explained that it was important to share success and continue to improve and plan for future successes.

National Councillors were provided with a copy of their **National Councillor PowerPoint Presentation** for 2016 to share with members at Club meetings, Area Gala Functions, Zone Conferences and special events. Maryanne Maher explained that the presentation contains important information about all aspects of VIEW including: 2015 financial results and key statistics for each Area which our members are always keen to hear, including the number of *Learning for Life* sponsorships in the Area, important messages around increasing membership, the focus on Development and upcoming national activities and events

National Councillors were advised to present the 2016 National Councillor PowerPoint to members in their area at each club throughout the year. Jan Roberts informed Councillors that her approach has been to speak to each of the clubs in her area, requesting a suitable time to attend the club's meeting and give the presentation.

Maryanne Maher and Gwen Wilton briefed National Council on **role specialisation and changes to the sponsorship model**.

By now all clubs will have received in the January mailout, a memorandum from Leonie Green, Head of Territory and State Operations regarding the **Role Specialisation** within The Smith Family *Learning for Life* teams.

The *Learning for Life* team members will now perform specialised roles. This means that there will be one team member (**Learning for Life Family Partnership Coordinator**) dedicated to supporting students on the *Learning for Life* Scholarship program and one team member (**Learning for Life Programs Coordinator**) who will focus on delivering The Smith Family range of programs offered in the respective communities.

Gwen acknowledged that the change will enable The Smith Family to help strengthen relationships between students and their schools and better support improved educational outcomes.

The January mailout and all attached documents including this memorandum are available on the VIEW website, view.org.au. Any queries or concerns regarding this information should be directed to VIEW National Office at view@thesmithfamily.com.au

Changes to The Smith Family Sponsorship model. Maryanne Maher referred National Council to a letter from the CEO of The Smith Family; Dr Lisa O'Brien which had been sent to all clubs in the January Mailout; this letter is also available on the VIEW website.

She explained to the National Councillors the reasons for the change.

Below is an excerpt from The Smith Family Communications to VIEW Clubs.

Why is The Smith Family making this change?

Why does The Smith Family need to make this change?

Providing *Learning for Life* sponsorships to disadvantaged children is core to The Smith Family achieving its mission and strategy. The sponsorship enables The Smith Family to connect with a disadvantaged family and to begin a supportive relationship with them that includes financial support for the child's education essentials.

A sponsor's payment covers some, but not all of the costs associated with implementing the sponsorship.

Currently the sponsor's payment does not cover:

- the entire *Learning for Life* Coordinator cost or
- the cost of any Smith Family programs in which a child may participate

The key challenge for The Smith Family relates to ensuring the financial sustainability of the sponsorship. Making sponsorships financially sustainable will ensure The Smith Family's continued ability to offer this product to disadvantaged students.

This is why we are changing the way The Smith Family works with our *Learning for Life* sponsors.

We want to make sure that we can provide sponsorships on a long-term basis, and this is the reason we are introducing a 'shared sponsorship' way of working. This means that a *Learning for Life* student will be supported by two sponsors, rather than one sponsor.

Funding from two sponsors provides a stronger financial base for *Learning for Life* sponsorship. It means the cost of a *Learning for Life* scholarship is now fully covered.

What is shared sponsorship?

This new shared sponsorship means combining an existing sponsorship with that of another sponsor so that we can provide the most effective combination of support for students. Thanks to shared sponsorship, we can achieve our goal to help more children in need.

Shared sponsorship will enable us to offer life-changing sponsorships and programs to even more children in need.

Shared sponsorship will cover school and senior secondary level students on sponsorship. Tertiary-level sponsored students are already managed under the shared model.

Introducing a shared model will ensure the financial sustainability of sponsorships.

Importantly, the shared sponsorship model will support a more effective wrap-around approach to all sponsored students, helping them achieve better outcomes in life.

What does the new Shared Sponsorship way of working mean for VIEW Clubs?

These changes do not affect VIEW Club sponsorship payment amount(s) nor do they affect Clubs sponsorship of current student(s).

The Smith Family is proposing that VIEW Clubs remain as single sponsors of existing *Learning for Life* students currently sponsored by VIEW Clubs.

The Smith Family pledges to provide wrap-around support to students currently sponsored by VIEW Clubs, and will cover the shortfall in the cost from other fundraising sources.

It is important to note however that once a student sponsored by a VIEW Club ends their sponsorship, and a new student is then allocated to a club, the new shared sponsorship will come into effect.

In addition any new students sponsored by a VIEW Club will be allocated two sponsors – a VIEW Club and one other sponsor.

Please note you do not need to take any action unless you choose to allow a second sponsor to support your student(s).

A brochure titled "*A bigger Family a better Future*" will be sent out to all clubs in the February mailout, explaining how shared sponsorship works and how shared sponsorship helps. Clubs are asked to share this brochure with members. It can also be accessed on the website view.org.au.

Any queries from members, or requests for further information, regarding this should be directed to National Councillors or to Sue Field VIEW *Learning for Life* Liaison via email suefie@bigpond.net.au or to Deon at the Supporter Care Team on 1800 633 622 or sponsorship@thesmithfamily.com.au

Gifts in Wills program

Jakki Travers, Gifts in Wills Manager, The Smith Family, presented a session to the National Council.

Australia is known to be one of the most generous nations on earth when it comes to charitable giving, with 87% of the population supporting a charity *in their lifetime*. However, when it comes to supporting a charity *after their death*, 29% of people say they would be willing to leave a gift in their will once family and friends have been provided for; yet only 8% of the Australian population actually do make a charitable bequest in their will. (Source: Include-a-Charity 2015)

Unlike many other charities, The Smith Family hasn't had a formal bequest program to educate our supporters about the benefits of leaving a gift in their will and it is losing out on much needed funds because of that. The Smith Family is commencing a 'Gifts in Wills' program, with specific brochures available shortly.

Jakki acknowledged that in the past VIEW members had been incredibly generous, with several members leaving significant bequests to VIEW and The Smith Family.

She asked Councillors to be aware of the 'Gifts in Wills' program and raise awareness as there may be members or others in their communities, who after providing for their family and friends, may like to leave an education legacy. She stressed that leaving a gift in your will isn't a scary thing; it is a way to help shape the future of a child in need.

She added that it costs nothing today, yet provides the future funding needed to help achieve our vision of a better future for young Australians in need.

If any members would like any further information about 'Gifts in Wills' and leaving a bequest they could contact: Jakki Travers Gifts in Wills Manager on 02 9805 7118 or via email at jakki.travers@thesmithfamily.com.au

6. WORKING GROUPS

6.1 Future of VIEW Working Group (FoV WG)

National Council **noted** that throughout 2015 the FoV WG continued to survey the remaining 240 clubs and found that, overall, the comments remained similar to those previously reported. (FoV WG Progress Report tabled at the October 2014 National Council meeting (Item 6.1).

A summary of the FoV WG's findings is set out below:

- VIEW membership is declining **16,311 (-361)**, new members are declining **1,264 (-43)**. Current number of Clubs is **339, 10** clubs closed while only **2** new clubs opened.
- It was discovered that often clubs were closed as a result of decisions made by committees without prior consultation with members or Zone/National Councillor or Executive who all may have been able to offer assistance or guidance.
- It was also noted that there is limited strategic focus on development and a lack of Development Teams in Areas.
- There is a need for the VIEW organisation to continue to promote its work in the community – what it does, benefits of joining and how it helps support children and education through The Smith Family.
- It was agreed that National Councillors be encouraged to continue to partner with Federal, State and Local government representatives and connect with their local Programs Coordinator *LfL* and TSF office (if there is one).
- National and Zone Councillors, clubs and members be encouraged to continue to promote VIEW what it does, benefits of joining and how it helps support children and education through The Smith Family, through their local media utilising the Media Releases and other local activities/events.

Based on the above findings, a majority of National Council **agreed** that its **key focus in 2016-2017** is to increase membership and develop new clubs.

It was **agreed** that a two-step approach would be most successful:

1. 2016 - National Councillors get to know and understand their individual area including the health of clubs in the area and be able to identify and address any problem/issues in clubs as they arise. Working with their Zone Councillors, Clubs and Development Team members they should determine possible areas for growth and identify possible new clubs.

2. 2017 - National Councillors working with their Zone Councillors, Clubs and Development Team members work towards developing a new club by the end of 2017.

National Councillors were provided with a "toolkit" to assist in this process.

During 2016 and 2017 National Councillors will each be part of, or work closely with, a Development team in their area.

Development opportunities in Far North Queensland

Gwen advised that Rockhampton and Townsville have been highlighted as areas for VIEW Club growth. We are calling on all members, especially those in Queensland to spread the news to their friends, relatives or colleagues, living in these areas who may be interested in joining, supporting and learning more about a VIEW club in Rockhampton and/or Townsville. We would appreciate contact details of anybody you think may be interested in this exciting new VIEW club development. We are looking for women of all ages. For further details please contact Gwen Wilton via gwenwilton@bigpond.com or 02 4677 1381 or National Office via view@thesmithfamily.com.au or 1800 805 366.

6.2 History

National Council **noted** that the digitising of VIEW records is continuing but as many of the old records are in a fragile state this still remains time-consuming. It would be of assistance to the ongoing work of the Working Group if a volunteer/s with both time and patience is willing to transcribe the many hand written documents we have. These are digitised and can be sent as attachments or in Dropbox files to interested volunteers.

A History Newsletter will be available in the coming weeks – the first for 2016.

7. GENERAL BUSINESS

7.1 VIEW National Office Update

Maryanne Maher spoke to a paper circulated prior to the meeting which covered the following items:

Toy & Book Appeal

In 2015 VIEW Clubs' donations to The Smith Family's Toy & Book appeal totalled \$65,000.00. This amount was once again an increase on the previous year.

The Smith Family Christmas Appeal

The Smith Family Christmas Appeal aimed to raise \$3.79m by the end of January. As of 19 January 92.9% of this target has been raised. To assist in reaching this goal, clubs as well as National and Zone Councillors are requested to ensure that they are not holding money in their accounts which are surplus to immediate needs. These funds will help to provide 8,500 disadvantaged students with the extra learning support they need to make the most of their education.

Christmas Wrapping

Thank you to all who were involved in Christmas Wrapping at local shopping centres, providing a valuable service to the community, promoting VIEW Clubs to prospective members, and raising funds for The Smith Family. Clubs are asked to notify their Zone Councillors of the amounts raised and hours worked through this activity. In this way the great contribution made can be tracked.

International Women's Day 2016 – "Pledge for Parity"

The International Women's Day (IWD) theme for 2016 is "Pledge for Parity". It's time for the world to accelerate gender parity. All members are encouraged to attend an IWD event in their area or celebrate at club level, thereby growing awareness of who we are and what we do, and encouraging others in the community to join us to celebrate the achievements of women past and present.

VIEW Clubs will be celebrating IWD with three significant events: in **NSW** at The Grace Hotel Sydney, **VIC** at Kooyong Lawn Tennis Club and **QLD** at Easts Leagues Club in Brisbane. If members are interested in attending any of these events they should contact VIEW National Office for more details. All three functions will feature a member of the VIEW Executive, exciting speakers, a Smith Family representative and a *Learning for Life* student. There are other IWD events being held in NSW/ACT, QLD, VIC, WA and SA. If clubs are holding an International Women's Day event they are asked to complete the IWD History Report Form and return to PNVP June Greentree jbgreentree@gmail.com and the History Working Group view.historymatters@gmail.com.

Hosts are encouraged after the event to send one or two photos with a paragraph describing the event (guest speakers, program format etc) to National Office so that this information can be shared with other VIEW members via the VIEW website, Facebook and Friday Facts.

PCCU Community Lottery

VIEW Clubs will again be participating in People's Choice Credit Union's Community Lottery. We are currently awaiting our allocation from PCCU. Early bird online tickets sales commenced on 1 February and will continue until 31 March, with an early bird prize of a Hyundai Accent. Online sales will then continue through to the close of the lottery. Paper tickets will be distributed to Clubs in early April.

Clubs wishing to participate must contact their Zone Councillor with their requested number of books and a mailing address (cannot be a PO Box). Requests are handled on a first come first serve basis. Once again there will be a significant prize pool. All Clubs are encouraged to participate in this fundraising activity.

New VIEW Merchandise

National Office will be introducing new VIEW merchandise in the form of a Travel Pack consisting of a travel wallet/document holder and three VIEW luggage tags in Purple, Green and Grey. The Travel Packs will cost \$10.00 and be available shortly.

Promoting VIEW in communities to State/Federal MPs and Local Representatives

To increase VIEW Clubs' profile in the community National Councillors have been provided with letters of introduction to send to their Local, State and Federal representatives, requesting a face to face meeting. Their aim is to increase awareness about VIEW and The Smith Family, who we are, what we do and how they can help to promote VIEW in the community.

When speaking to Local/State/Federal Representative/s National Councillors have been asked to cover the following topics:

- Suggestions from representatives as to ways of promoting VIEW in their community
- Posting to Representative Facebook/Website/Newsletter/Flyer
- Placing VIEW Club contact details onto Community Website/Noticeboard

- Local Community Fair Day – to potentially hold a stall and promote VIEW
- Grants that can help VIEW Clubs and/or support The Smith Family
- Support that they can provide to local VIEW Clubs eg printing/photocopying, stamps, guest speakers, promoting events on their website/newsletters.

Club Contacts – 2 Email addresses per club

National Office continually receives phone calls and emails from club members who clearly have not received our communications, messages and information. To ensure that all Club members receive information, Clubs will be requested to provide National Office with two email contacts, (Secretary and one other such as the Treasurer). These contacts will receive all correspondence sent from National Office. It is anticipated that this will help alleviate the issue of Clubs missing out on information when their only contact is unavailable to provide this correspondence to Club Committee and members due to illness, family commitments or travel.

Zone Councillors, when submitting Committee lists to National Office can note this extra email address in the Club email area.

The sooner National Office has these contact details the quicker information can be passed onto Clubs.

VIEW Matters magazine

National Office has commenced the production of VIEW Matters April 2016 edition. National and Zone Councillors are encouraged to contact their clubs requesting details of any special events or awards such as: Christmas Wrapping, Australia Day Awards and any other Honours and submit them along with a high resolution photograph, to view@thesmithfamily.com.au

Media Releases – Promoting VIEW in the Community

The first media release for 2016 takes the form of a membership drive. *"New Year VIEW- Opportunity to Support Children in need with other local (Area) Women"*. This media release can also be used at any time of the year to attract members.

The second Media release *"VIEW Supports The Smith Family Back to School Sponsorship Drive"* was sent out in early February to club email addresses, as well as National and Zone Councillors.

All clubs are encouraged to customise these media releases to their particular area and club and then submit to their local media. The more we promote VIEW in the community, the greater opportunity there is to attract new members to join us.

VIEW Website Refresh – countdown to launch

The new refreshed VIEW website is almost complete and will shortly be available to all; Clubs will receive notification when the launch date is finalised.

Zone Conferences/Area Galas

During the last two years there has been a resurgence in Zone Conferences and Area Galas and this trend should continue through 2016-17. These events are a great way to attract new members, bring members together, share innovative ideas and learn new skills.

Blue Illusion

National Office is awaiting information on the next national fundraising date for VIEW Clubs and The Smith Family which will occur later in the year. However, clubs are encouraged to engage with their local Blue Illusion stores managers anytime and arrange to host a fashion parade etc. for VIEW clubs.

Replace old badge with new offer

In 2010, VIEW Clubs 50th Anniversary year, we changed our look to a more contemporary one, which included the redesign of our logo and badgeware. It is worth remembering what the design represents. The 'circle of friendship' design represents women connecting with each other, sharing and supporting each other and reaching out into your own and the wider communities. The members are inwardly united and yet outwardly focussed, working with one another and in partnership with others in our community endeavours and achievements.

This change in iconography indicated not only that we remain VIEW, but also gives a representation of the principles and values of VIEW. It is about how we see ourselves as an organisation devoted to our members but also reaching out to the community in a more immediate way than the older style logo may have signalled.

Our badges illustrate our visual identity and communicate what VIEW stands for – the **Voice**, the **Interests** and the **Education of Women**.

To reinforce to all in the community what we stand for and create uniformity, Gwen encouraged all Councillors and members to wear the current VIEW badge which promotes our updated logo.

Members are invited to **replace their old name badge with a current one in 2016 for \$10.00**. To take up this offer members will need to send in their old badge to National Office. On receipt of the old badge, we will order a new one and send it back to the member's club secretary.

Response from National Office

If assistance is required from National Office please call 1800 805 366 and leave a detailed message with your contact details, or email view@thesmithfamily.com.au We endeavour to answer all member enquiries within 24 hours.

With increased workloads, calls are not always able to be answered immediately by National Office. By leaving a detailed message or sending an email, this will allow National Office to provide answers to your queries.

National Office Mailout Dates

21 January	18 February	17 March	21 April
19 May	23 June	21 July	18 August
15 September	20 October	17 November	

7.2 FAQs Session (Frequently Asked Questions)

The following questions were addressed:

Question	Answer
What can clubs give to <i>Learning for Life</i> Workers? If requested, can clubs donate stationery items or vouchers from club funds?	All funds raised by VIEW Clubs are to be sent to The Smith Family via National Office. VIEW Clubs should not be asked for, or provide any funds, or vouchers, to <i>Learning for Life</i> Workers in their local communities to support Smith Family programs, including Learning clubs. VIEW Clubs can provide their volunteering support. It is acceptable for an individual member to donate stationery items (not out of club funds).

<p>Can <i>Learning for Life</i> Workers visit individual clubs?</p>	<p>We are encouraging greater connection with local Program Co-ordinators <i>Learning for Life</i>. Many clubs have good relationships with the workers in their area, with a number of members volunteering their time in a number of ways.</p> <p>Unfortunately due to workload and demands on their time Program Co-ordinators <i>Learning for Life</i> are often unable to attend individual VIEW Club events, even though they would like to. We do ask that you consider inviting your local Program Co-ordinator <i>Learning for Life</i> to a Zone Conference or a Gala where they can meet and present to more women throughout your Zone and Area or another significant event in your area, and please provide them with plenty of notice.</p>
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7.3 Zone Councillor Nominations 2016-2017

National Council unanimously **ratified** the appointment of Ros Dinnell as Zone Councillor for Zone NC01 for 2016-2017.

7.4 AGM/Election Meetings 2016

Gwen Wilton reminded National Councillors that Past Senior Officers (PSOs) are available to assist in chairing AGM/Election meetings. National Councillors were provided with a list of PSOs in each Area.

7.5 Walk with VIEW

Clubs are encouraged to hold a Walk with VIEW event. National Council **noted** that a Walk with VIEW starter kit of 20 Smith Family balloons and ties (10 red and 10 blue balloons) can be provided by National Office on request. Members hosting these events are encouraged to invite the media to attend which are excellent opportunities for publicity.

7.6 “One, two band your shoes”...for VIEW supporting Smith Family Recycling Operations

National Council **noted** that The Smith Family Recycling Operations is looking to increase donations of good quality wearable (or new unwanted) clothing and footwear, especially men’s shoes of all types, athletic shoes, children’s shoes and ladies handbags. VIEW members are invited to host a collection drive in their club, zone and/or community. In NSW and ACT donations can be made to Smith Family Stores or bins. Clubs can call The Smith Family Recycling on 1300 737 166 or visit The Smith Family website for details of the locations of the closest store or bin.

For those clubs in VIC, QLD, SA, WA and TAS outside of The Smith Family Retail Store and Clothing Bin catchment area of NSW and ACT who would like to participate in a clothing, footwear and handbag drive a donation point (Smith Family Wheelie bin) has been located at your Smith Family State Office. Clubs are asked to check with their State Office regarding

access to the bin and the best drop off times, prior to commencing their collection drive.

A detailed flyer will be sent out to all clubs in the February mailout.

7.7 Closed Clubs

National Council **noted with regret** that the following clubs had closed since the October 2015 meeting:

Corowa	28 January 2016	Zone NL04
Central Blue Mountains	29 January 2016	Zone NN01

7.8 Around the Areas

Gwen Wilton facilitated a session where National Councillors were able to share issues (and solutions and learnings) and success stories that had arisen in their Areas.

Dates of Next Meetings

National Executive – 17 March, 14 April, 12 May (Teleconference) and 4 June 2016 (Face to Face)

National Council – Sunday 5 June 2016