

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

**National Minutes
and
Information from National Council**

June 2016

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**Summary of Decisions at National Council Meeting
June 2016**

Area of Work	Decision, Policy and/or Procedure	Agenda Reference
Sub-Committees / Working Groups	Membership of National Council Sub-Committees for 2016-17 advised.	4.1
Sub-Committees / Working Groups - Resolutions	Clubs invited to submit their topics for debate by 25 November 2016	4.2
General Business - PCCU Community Lottery	Availability of tickets and procedure for obtaining People's Choice Credit Union's Community Lottery tickets.	6.1
General Business - The Smith Family Winter Appeal	The Smith Family Winter Appeal - Surplus club funds to be directed to this appeal.	6.1
General Business - Values and Guiding Principles	Clubs/members reminded of their responsibility to adhere to the values and guiding principles of the VIEW organisation as outlined in the Code of Conduct and to display courtesy and respect to their fellow members at all times.	6.2
General Business - Making a Difference" Award	"Making a Difference" Award. Beginning July 2016 Clubs are invited to recognise and acknowledge a member who is demonstrating the VIEW values/guiding principles by nominating them for this Award.	6.2
General Business	Ratification of appointment of Angie Carroll as Zone Councillor NA02 for 2016-17.	6.3

MINUTES AND INFORMATION FROM NATIONAL COUNCIL MEETING

Sunday 5 June 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), **Patricia Brooks** - South Eastern Metropolitan Melbourne to the Mornington Peninsula & Gippsland (VB), **Barbara Cameron** - The Sunshine and Fraser Coast (QB), **Jeanette Cassidy** - Sydney North Shore & Northern Beaches (NC), **Kathie Diskin** - NSW Northern Rivers (NJ), **Ellen Gray** - Central and Southern Sydney (ND), **Barbara Hyslop** - New England and North Central NSW (NI), **Pat McRae** - NSW South Coast Berry to Eden (NG), **Lyn Masters** - Brisbane and Surrounds (QA), **Annette Thiedeke** - Gold Coast and Darling Downs (QC), **Sunnie Watts**, North and Western Metropolitan Melbourne & North and Western Country (VC)

Apologies: **Liz Doorey** - Lower Mid North Coast of NSW and Inland (NK), **Barbara Gullotta** - Riverina, MIA, Snowy Mountain Foothills (NL), **Eila Harding** - Metropolitan Adelaide and Surrounds including Sunraysia (SA), **Jan Roberts** - Canberra and surrounding areas (AA), **Annette Schlafrig** - Central & Eastern Metropolitan Melbourne (VA), **Lise Smith** - NSW Central Coast, North to Lake Macquarie (NF), **Yvonne White** - Macarthur, Southern Highlands & Illawarra region including Wollongong (NB)

Guests Present

Lyndell Coutts, National Media 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 (in part)

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 said that the Executive and National Councillors had found the first six months to be busy, rewarding and satisfying and given them the opportunity to get to know all the clubs in their Area.

Gwen advised that a number of clubs continue to contact National Office for general information readily available on the VIEW website - view.org.au, in the Club Handbook or Treasurers guide. Members are asked to consult their resources including Zone and/or National Councillors before contacting National Office.

If assistance is required from National Office please email view@thesmithfamily.com.au.

2. MINUTES AND BUSINESS ARISING

Minutes - National Council **agreed** the minutes of the February 2016 meeting.

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

3. REPORTS

3.1 Decade Birthdays/Area Gala Functions/Zone Conferences

Gloria Walter reminded all National/Zone Councillors and clubs to send their upcoming event details eg Zone Conferences, Galas and Walk with VIEW etc. to PNVP June Greentree at jbgreentree@gmail.com. This information forms part of the VIEW Events Register and enables us to promote these significant events to others.

Gloria explained that the Executive has attended a range of International Women's Day events, Area Galas and Zone Conferences.

Of particular note, in May, Gwen and Toni held an information afternoon for VIEW Clubs in Wagga Wagga and surrounding area (Area NL) to discuss ways to reinvigorate their clubs and promote VIEW in the community. The following day Gwen and Toni and several local VIEW members were invited by The Smith Family to attend Mt Austin High School in Wagga Wagga to visit the Girls@theCentre to learn about the program and meet some of the students. Girls@theCentre motivates Aboriginal and Torres Strait Islander girls in Years 7 to 9 to stay at school and boost their educational achievements through a range of cultural and social activities. A dedicated team of girl coaches provide the girls with a range of sport, arts, lifestyle and personal development activities. The program also involves families and the community to strengthen engagement with the school and help improve educational outcomes.

3.2 Learning for Life Liaison

National Council **noted** a report circulated prior to the meeting.

My Smith Family portal

Toni Thomas reminded National Councillors and Clubs that the My Smith Family portal (<https://thesmithfamily.com.au/My-summary/My-Smith-Family>) allows easy access to information about Club sponsorship/s and student/s and may alleviate some of the delays experienced with phone/email correspondence with the Supporter Care team.

The portal, My Smith Family allows VIEW Clubs and existing sponsors and donors to:

- View and download receipts for donations for the last 2 years. Copies of receipts can be emailed to Club email address.
- View a summary of donations, including the number of students sponsored.
- Receive the latest information from The Smith Family by keeping contact details up to date.
- View information on student/s at any time, see when renewal is due, and correspond with student/s.

VIEW Clubs are encouraged to register for this portal and avail themselves of quicker answers to queries. The original memorandum with instructions can be found at <http://view.org.au/resources/mailouts/October 2015>.

Renewal Payments

Many VIEW Clubs have contacted The Smith Family Supporter Care Team regarding non receipt of renewal notices for advance payments. Clubs that have pre-paid their sponsorship will not receive a renewal notice until payment is due at the future date.

While it is understood that Clubs like to make sure they have covered their annual payment for their students, clubs with extra funds are encouraged to consider: a) supporting a new student; b) donating to the current Appeal; or c) donating to one of the Joysreader Gifts available.

By contributing in this way VIEW Clubs continue to support *Learning for Life* students or programs benefitting their students.

3.3 National Council *Learning for Life* Student

Jeanette Cassidy provided an update on the National Council's *Learning for Life* student. Jeanette advised that she had sent a note and stickers to Isabella and received a card from her recently.

3.4 Contacting Local , State and Federal MPs

Gwen spoke to a report circulated prior to the meeting regarding National Councillors and their contact with Local Councillors and MPs to inform them about VIEW and our connection with The Smith Family, request a face to face meeting to discuss VIEW and how they, the representative, can help in profiling VIEW to others in the community. To date, at their face to face meetings with MPs, National Councillors have been able to:

- Promote VIEW Clubs and the work their members are involved in their area in support of The Smith Family
- Be included in local Community directories, in local MPs Newsletters as well as posted on a number of MP's Facebook posts (See below)
- Receive assistance with photocopying of newsletters, invitations etc and even help with postage
- Invite MPs, Local Councillors as speakers to their upcoming Zone/Gala events
- Link Local Councillors and MPs to the website: view.org.au
- Leave copies of VIEW brochures, VIEW Matters magazines, and The Smith Family Real People Real Stories.

There is still the lack of knowledge about the link between VIEW and The Smith Family. While many MPs attend VIEW events Galas, birthdays etc they have not necessarily been aware of VIEW Clubs connection with The Smith Family. All VIEW Clubs/members are reminded to make sure all guests attending events are aware of the connection between VIEW and The Smith Family. VIEW is a valued part of The Smith Family

Gwen congratulated the National Councillors recent "posts" on a number of MPs Facebook pages which promoted VIEW members work in their local communities and congratulated them for supporting the education of disadvantaged Australian children through the work of The Smith Family. These Facebook posts also encouraged others to find out more about VIEW by visiting our website view.org.au.

4. SUB-COMMITTEES/WORKING GROUPS

4.1 National Council Sub-Committees - Membership

Gwen Wilton advised membership of National Council Sub-Committees for 2016-17 as follows:

Resolutions:	Chair: NVP Toni Thomas PNVP Lyn Gerstenberg PNVP Susan Groenhout NC Annette Thiedeke NC Annette Schlafrig NC Cecilia Bayliss
VIEW in the Community: Including events	Chair: NVP Gloria Walter PNVP June Greentree NC Jan Roberts NC Liz Doorey NC Ellen Gray NC Eila Harding
Promoting the Brand: Speakers Bureau	Chair: NP Gwen Wilton PNVP Lyn Gerstenberg PNVP Christine Newell PNVP Sue Field NC Kathie Diskin
Website & Social Media Working Group	NC Pat McRae NC Lyn Masters PNVP Carleen Maley

4.2 Resolutions

Toni Thomas spoke to a report circulated prior to the meeting noting that the 'Voice of VIEW' is an important aspect of VIEW Clubs of Australia. Through the national Resolution process we are able to collectively identify and articulate issues that are considered important for influencing social change in Australia. She stressed the importance of National and Zone Councillors and club members understanding the Resolutions process which might reduce the number of abstention votes.

Resolutions help to promote and raise awareness of VIEW amongst the public, particularly communicating to prospective members that we are a "thinking" women's organisation.

The ultimate goal of VIEW Resolutions is to increase the profile of VIEW, while giving women in the community a voice to raise issues of concern.

In 2012 National Council agreed to dedicate one resolution to Education, Children and/or the interests of Women. Many of these resolutions have related to current topical issues such as an equitable education for all children, or domestic violence, etc.

At the same time they reflect a strong, long term commitment to social justice.

Consistent resolutions surrounding the aims, vision and mission of VIEW help to promote and raise awareness of the organisation amongst the public, and communicate key VIEW messages to prospective members.

This provides VIEW with an opportunity to raise its profile and promote the work of VIEW and its members.

Club Participation

In March all Clubs were invited to submit topics for debate at the 2017 National Convention via the Voice of VIEW Resolution Process 2016-17 memoranda.

In accordance with the timeline, all Clubs have until **25 November 2016** to submit their "Voice of VIEW" Form, and members are enthusiastically encouraged to become involved. Both the memorandum and form are available on the VIEW website (under resources).

All submissions will be reviewed by the Resolutions Sub-Committee, and then voted on by National Council, with the final motions available for Club voting early next year.

Clubs are encouraged to set aside 1-2 meetings to enable informed discussion and debate, and then vote on each resolution.

Should Clubs need any guidance, the Resolution Sub-Committee is able to assist with preparation of motions, as well as research and formatting of resolutions and can be contacted via view@thesmithfamily.com.au

4.3 External Relations

Maryanne Maher spoke to a report circulated prior to the meeting advising that last year Economic Security 4 Women (eS4W) invited its member organisations to bring forward the views, voices and issues of women in Australia, in relation to their economic wellbeing, by completing an online survey identifying the priorities for Australian Government to improve women's long term economic wellbeing.

The online survey was sent to National and Zone Councillors and forwarded to Clubs. Maryanne thanked those VIEW members who completed the survey prior to 13 November 2015.

The survey results formed part of the *Lifelong Economic Wellbeing for Women in Australia research (2015) (not yet published)* which was restructured into four Discussion papers:

- Care Economy
- Divorce/Separation , single parenting and women's lifelong economic security
- Domestic Violence and its impact on Work
- Women's income in later life (Retirement)

Final papers with recommendations will be delivered to Australian Government on 20 June 2016.

4.4 VIEW in the Community including Events

Gloria Walter reminded National Councillors to present their PowerPoint presentation to all clubs in their Areas. An updated presentation was provided to National Councillors for the second half of 2016 and includes up to date information about VIEW which is relevant to all clubs including information about their Area's financial contribution, the number of *Learning for Life* students sponsored, upcoming events etc. This information should be shared with Zone Councillors and communicated to clubs when they visit.

Gloria reminded Clubs that they may like to investigate local council or community grants for Club equipment such as projectors, microphones, laptop computers or printers. Refer to "Purchase of equipment through grant funding" in VIEW Clubs handbook for procedures.

Fabulous Fountain Photo competition

With the introduction of our new VIEW umbrellas the Executive have invited VIEW members to take part in a Fabulous Fountain Photo Competition to promote VIEW Clubs and have fun.

To enter members need to:

1. Locate a fabulous fountain
2. Dress as you like and have fun frolicking with your VIEW Umbrellas.
3. Take a photo (high resolution)
4. Send your photo to view@thesmithfamily.com.au by 30 June 2017.

All entrants will be acknowledged on Facebook and the winner announced at VIEW National Convention and posted on the website.

A flyer about this competition will be sent to all clubs in the June Mailout.

4.5 Promoting Our Brand/Speakers Bureau

Gwen Wilton spoke to a report evidencing that in June letters will be sent to external organisations such as Lions, Rotary Inner Wheel, CWA, Zonta and/or Red Hatters, initially in the Shoalhaven, Illawarra and Central Coast areas of NSW offering VIEW speakers. This is another way to promote VIEW to others in the community and explain how we make a difference, supporting the education of disadvantaged Australian children.

4.6 Community Partnerships

Maryanne Maher advised National Council that she is working with The Smith Family to secure a national shopping day and fundraising event with Blue Illusion later in the year. Details will be provided to all VIEW clubs when available. We encourage members to continue to spread the word of this event to your friends, family, colleagues and neighbours. Even better, this is an opportunity to encourage a fellow shopper to become a VIEW member.

LEARNING AND DEVELOPMENT

Lyndell Coutts, National Media Manager, The Smith Family, briefed National Council on Media Opportunities/Techniques and provided tips on dealing with the media to better promote VIEW.

Following on from Lyndell's presentation **Maryanne Maher** spoke to a recent article on Technology changes and the importance of community based organisations responding to media changes. In summary, National Councillors and members were encouraged to Post on Facebook, Tweet on Twitter, talk about VIEW on community radio, publish articles in online newspapers and ask Clubs to "like" the VIEW Facebook page and create their own club Facebook page – Connecting and contributing on social media is the future. VIEW needs to respond to the change rather than become a victim of change.

Maryanne Maher briefed National Council on recent Smith Family research, **Improving the Educational Outcomes of Disadvantaged Young Australians: the Learning for Life Program**, which was launched in May.

The Smith Family's objective for this report was to raise awareness of its work, promote the effectiveness of the *Learning for Life* program and attract more support from government, business, philanthropy and individual Australians.

A copy of the research report which includes a number of acknowledgements of the valuable contribution being made by VIEW Clubs of Australia in supporting The Smith Family's work – on pages 2, 6 and 20, was sent to clubs in the May mailout

Members are encouraged to read the report which is also available online on The Smith Family website.

5. WORKING GROUPS

5.1 History

Gwen Wilton spoke to a report circulated prior to the meeting noting that over the last few months a number of clubs have closed. She stressed the importance of sending financial papers to National Office and acknowledged that photo albums containing normal day-to-day functions are not being archived as it is impossible to record everything.

In order to assist in the archiving of history the following may be of assistance when clubs close:

- a) Club Charters – to be sent to National Office. These will be scanned and stored digitally by the History Group.
- b) Committee ribbons – can be disposed of.
- c) Committee badges – to be returned to National Office.
- d) Unused stationery – current stationery, keep for own use or distribute among other clubs. Out of date stationery, recycle as notepads.
- e) Club memorabilia – send to National Office where it will be held until collected.
- f) Photographs – sort through them – keep any relating to inaugurals and closures and remove from album if possible; place in an envelope and send to National Office.
- g) History Closure form to be sent to view.historymatters@gmail.com

Zone and National Councillors are reminded that the History Working Group does not receive the Treasurer's paperwork. All financial papers, cheque books, receipt books etc. must be sent to National Office.

5.2 Website and Social Media

Gwen Wilton spoke to a report circulated prior to the meeting and particularly encouraged Clubs to create a Facebook page to post all their fabulous photos. Clubs are reminded that photos need to be included for articles in VIEW Matters.

Website

The new VIEW website was launched on 21 March 2016 and all members are encouraged to go online and visit: view.org.au.

For Clubs and members - The website is now a 'one stop' shop where members are able to access VIEW Matters magazines, National Council minutes, Club mailouts, all club forms (stock order, membership movements, applications etc, and much more.

Each Club has its own page on the website and in April, Clubs were sent information inviting them to personalise their Club page including adding news and events.

Invite others to view.org.au – Members are encouraged to invite friends, family members, neighbours, acquaintances, anyone interested - to go to view.org.au and find out more about VIEW, what we do and how we support the education of disadvantaged Australian children through The Smith Family and at the same time using the “Find a club” search function they can locate a VIEW club near to them. The Working Group thanked those members who have volunteered to join the Website Support Group.

If any members would like to assist or want to know more about helping out, or share their website skills, please contact Carleen Maley at admin@view.org.au

Social Media - Facebook

As there is a limit to the number of photos that can be posted on the website, all clubs are encouraged to create their own Facebook page and place their event photos there. Clubs can then link their club Facebook page to their Club page on view.org.au. By utilising both the website and Facebook VIEW Clubs will have a broader reach in the community.

Clubs are reminded to ‘Like’ the national VIEW Facebook Page “VIEW Clubs of Australia”.

Pat McRae thanked those members who responded to the request for help to update and check the website. Offers were received from NSW, QLD and SA.

Pat advised that to date six members have received their first training using SKYPE and sharing the computer screens. She explained that, as a security process, only VIEW Club dedicated email addresses (eg snakegullyview@gmail.com) will be added to the website. If clubs need assistance in setting up their dedicated email address contact to admin@view.org.au

An important reminder for Publicity Officers. The Support Group requests that each photo should be named with the name of the club appearing first as part of the name, ie Bega DCMI 1234. The State and club's name should be stated in the subject line when sending items via email. Please advise under which heading on your page you would like your additions eg **Details, When or Club News or Regional News** (if appropriate)

5.3 Future of VIEW Working Group (FoV WG)

National Council **noted** that the FoV WG has been working with National Council as Development Liaisons. The Working Group has had regular teleconferences with National Councillors to assist them to complete their overview report – to understand the health of clubs in their area, determine their current Club development status, as well as guide and assist them in setting realistic development goals in their areas.

The FoV WG will continue to work with National Councillors to determine possible areas for growth and identify possible new clubs.

6. GENERAL BUSINESS

6.1 VIEW National Office Update

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

Officeworks National Fundraising Day - February

Thank you to all VIEW Club members that participated in the Officeworks National Fundraising Day on Saturday 13 February.

VIEW members volunteered their time to run sausage sizzles and promote The Smith Family's *Learning for Life* program at local participating Officeworks stores. Donations raised on the day went towards The Smith Family's Back to School Appeal to ensure disadvantaged Australian students have the basic supplies they need for the 2016 school year. This is the third year Officeworks has partnered with The Smith Family to support the Back to School Appeal. Help from VIEW members on the day ensured the message about disadvantage and the importance of supporting a child's education was shared with shoppers visiting the stores. VIEW members were also able to promote their own club's good work and hand out brochures to women interested in joining VIEW.

This approach was particularly successful for Canberra City Evening VIEW Club (ACT) who recruited two new members while volunteering at the Belconnen Officeworks store.

IWD 2016 – “Pledge for Parity” - March

The IWD theme for 2016 was “Pledge for Parity”. This year there were 37 (reported) local, regional and national VIEW IWD events throughout Australia. Events were varied from Morning and High Teas, Lunches and dinners. A broad range of impressive speakers attended including State and Federal Members of Parliament, Authors, Playwrights, Journalists, 2015 National Telstra Business Woman of the year Dr Catherine Guthrie and Her Excellency The Honourable Kerry Sanderson AO Governor of WA and *Learning for Life* students.

Events were held in NSW: Ballina, Coomera, Forster, Gloucester, Goulburn, Harrington, Jerrabomberra, Kurmond, Mudgee, Mulgoa, Mylestom, Newcastle, North Haven, Peakhurst, Sydney, Tamworth, Tweed Heads, Wollongong, Yamba, Yass; QLD, Coorparoo, Pinalba, Gympie; SA: Marion, Gawler and Victor Harbor; VIC: Euroa, Geelong, Kooyong, Point Lonsdale, Warrnambool, Wantirna South, Warragul, and Waverly; and WA: Hillarys.

Clubs are encouraged to share information about their events by sending a paragraph about the event and high resolution photos to: view@thesmithfamily.com.au

VIEW Matters magazine

The VIEW Matters April 2016 edition has been sent to all Clubs. These are great promotional items for Information Stalls/Expos, Doctors' offices, libraries etc. If more copies are required please contact National Office by completing a Stock Order form.

Clubs are able to make submissions for the November 2016 edition now.

We do try to have each state represented, but space is limited and some states may miss out from time to time.

PCCU Community Lottery

People's Choice Credit Union's Community Lottery tickets have been distributed to Clubs that have requested them. National Office currently has 200 books that have not been allocated. Any clubs interested in selling or would like more to sell are asked to contact their Zone Councillor with their requested number of books and a mailing address (cannot be a

PO Box). All Clubs are encouraged to participate in this fundraising activity.

Online tickets are also available, visit the People's Choice Lottery website (<http://www.peopleschoicecu.com.au/>) follow the links to the Community Lottery and ensure that you click Smith Family (the).

SA will be selling tickets at Castle Plaza shopping centre in August.

SIMNA Award for The Smith Family

Clubs were emailed notification of the exciting news that in April The Smith Family was awarded the 2016 SIMNA Award for Excellence in Social Impact Measurement which was organised by SIMNA (Social Impact Measurement Network Australia).

This award is a wonderful accolade and a testament to the rigour of The Smith Family's approach in measuring the efficacy of the *Learning for Life* program.

National Volunteer Week – 9-15 May

National Volunteer week was marked with celebrations through Smith Family offices. VIEW Clubs as a volunteer organisation were provided a media release to place in their local papers encouraging members of the public to consider volunteering for The Smith Family.

Dr Lisa O'Brien CEO The Smith Family also thanked VIEW members for their tireless efforts in advocating for and supporting the important work of The Smith Family in this same media release.

The Smith Family Winter Appeal

The Smith Family Winter Appeal "When I'm big I don't want to be poor" commenced on 1 May 2016 with the aim to raise \$3.65m by the end of June. To assist in reaching this goal, we ask for your help in ensuring that clubs in your Area as well as National and Zone Councillors are not holding money in their accounts which are surplus to immediate needs. These funds will help to provide 9,153 disadvantaged children get extra learning support they need to make the most of their education.

Another way your club and members can help support The Smith Family Winter appeal is to place the VIEW/Smith Family Winter Appeal media release in your local paper.

New VIEW Merchandise

National Office has introduced new VIEW Gifts in the form of a Travel Pack consisting of 3 VIEW coloured and branded luggage tags and a Travel Document wallet, (\$10) VIEW Umbrellas in two designs (\$15 each) (VIEW Logo and Circle of Friendship) and new VIEW Christmas cards (pack of 10 \$12) and purple VIEW bags (\$2 each). Clubs have been notified of these and furnished with flyers via regular monthly mailouts.

Members are reminded that these make ideal gifts for speakers – all money raised from the sale of VIEW gifts helps children in need succeed in school.

The website has been updated to incorporate these items and they are included in the updated Stock Order form for Clubs to use. This information is located at view.org.au/resources.

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 are advised to provide National Office with two email contacts, (Secretary and one other such as the Treasurer). These contacts will receive all email correspondence from National Office. It is anticipated that this will help alleviate the issue of Club members 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.

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

Zone Conferences/Area Galas

During the last two years there has been a resurgence in Zone Conferences and Area Galas and this year we are well on the way to having all Areas/Zone holding an event.

Replace old badge with new offer

As reported in the February 2016 minutes VIEW members are invited to replace their old name badge with a current one in 2016 for \$10.00. To take up this offer, members need to send in their old name badge to National Office and a cheque for \$10. On receipt of the old badge, National Office will order a new one and send it back to the member's club secretary.

So far 140 members have replaced their old badges with new ones. Clubs are reminded that this offer is only for those members currently holding an old name badge. Any lost badges or damaged badges are still \$15.

VIEW Promotional Items

Last year new VIEW banners were introduced encouraging women to Join VIEW. "*Many voices, one VIEW, Making a difference*". There has been such great response to these banners that a new Banner will be provided for display in each Area that profiles VIEW and focuses on the fact that VIEW is "*Supporting the education of disadvantaged Australian children*" through its connection with The Smith Family. The new banners are a great promotional tool to others in the community (at a shopping centre, expo, service club etc). They are colourful and showcase vibrant VIEW members. They can stand alone or be used in conjunction with the other banners.

Club Treasurers – New Members

Club Treasurers are reminded that they need to send in two cheques for their new members. One cheque should be for Annual Membership Subscriptions (\$15 x number of new members) and the other for Joining Fee (\$20 x number of new members). Both cheques need to be made out to "The Smith Family" and attached to the Application for Membership forms and returned to National Office.

6.2 Values and Guiding Principles

Gwen Wilton facilitated a discussion on a paper circulated prior to the meeting.

National Council **noted** that the benefits of VIEW membership are many and varied. VIEW's overriding goal is to keep on attracting new members to share in these worthwhile benefits.

VIEW provides women with the opportunity to meet regularly with women from all walks of life; is a forum for discussion and the exchange of ideas; establishes lasting friendships and contributes to the support of disadvantaged Australians through the work of The Smith Family. VIEW provides access to educational and leadership opportunities; the chance to feel good about helping others and promotes the recognition of women as responsible and valued community members.

Each VIEW Club is unique in reflecting the needs of its members, their geographic location and unique community. In addition, one of the hallmarks of the organisation is that members observe and maintain high

standards of protocol and courtesy towards one another which are shared throughout all clubs.

Our Vision - (Women creating and leading a more inclusive Australian society) - describes the clear and inspirational long term desire of the organisation, and our Mission - (As a leading voice and valued support network for women, VIEW creates social capital in Australian communities) - defines the purpose for VIEW's existence.

Our Values/Guiding Principles are:

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

The values of an organisation indicate the conduct its members are expected to display when carrying out the operations of the organisation.

The VIEW Code of Conduct endorses the standard of behaviour to be adopted by each member and office bearer at Club, Zone, Area and National Levels. This code sets out standards that guide VIEW members in the way they should behave and communicate with each other and in the community.

The success of VIEW clubs lies not only with the members and their committees but also in the leadership style, quality and consistency of communications in the clubs. The loyal support and consistent cooperation of all members is vital for all VIEW clubs to thrive and grow.

Members agree to abide by, and conduct themselves in accordance with the Code of Conduct, including:

- 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 goes without saying that members should demonstrate civility and avoid rude and aggressive behaviour at all times.

As volunteers, all members need to respect the contribution of other members, especially those who have taken on leadership roles in the organisation.

VIEW club meetings are not the forum for venting any personal grievances or disputes.

VIEW members are required to demonstrate flexibility and willingness to be welcoming and friendly to new and visiting members.

After a brief discussion National Council **agreed** that Zone Councillors and clubs/members should be reminded of their responsibility to adhere to the values and guiding principles, of the VIEW organisation as outlined in the

Code of Conduct, and to display courtesy and respect to their fellow members at all times.

It was also agreed to introduce a **“Making a Difference” Award**.

Beginning July 2016 Clubs are invited to recognise and acknowledge a member who is living the VIEW values/guiding principles by nominating them for this Award.

Clubs can nominate a member on a quarterly basis. The Executive will select up to five recipients per quarter from the nominations received. The nominated member may or may not be notified by club or National Councillor. All members recognised by this award will be posted on the VIEW website. Awardees will be congratulated directly by the Executive on their contribution to VIEW. All awardees will be recognised for their contribution to VIEW in the honour roll at the National Convention 2017.

Criteria and Nomination Forms will be sent to clubs shortly together with further details.

6.3 Zone Councillor Nomination 2016-17

National Council ratified the appointment of Angie Carroll as Zone Councillor for Zone NA02 for 2016-17.

6.4 FAQs Session (Frequently Asked Questions)

The following questions were addressed:

Question	Answer
Our club has to pay a room hire charge for our meeting/luncheons. What can we do to avoid this?	A number of venues (especially Service Clubs) are happy to waive this charge, for community/non-profit organisations such as VIEW and The Smith Family, upon receiving a letter of request. Clubs should approach the venue and ask if they would waive the room hire for their meeting. A template can be provided by National Office to send to the venue to try to eliminate this charge. Email: view@thesmithfamily.com.au
What is the correct protocol for major functions in relation to introducing and seating of guests?	External guests such as Members of Parliament or local mayors, etc. are usually introduced after any attending member of VIEW Executive but before other VIEW Senior Officers. They should be greeted on arrival and seated on the main table if possible near to the President/Chairperson of the function.
What are VIEW Club options for contributions to The Smith Family?	VIEW Clubs can either sponsor <i>Learning for Life</i> student/s or contribute via general donations to support Smith Family learning and support programs. Specific donations can also be made through Joyspreader Charity gifts.
Why do VIEW Clubs have to send funds to National Office rather than to the local Smith Family Office?	The Smith Family has one key bank account which is managed by The Smith Family National Office. All funds are directed to that one key national account. Local offices do not have the ability to process or receipt funds.

How are VIEW Club funds allocated to The Smith Family?	All funds raised by VIEW Club members in their State or Territory support students and programs in their respective State or Territory.
Why must excess Club funds be forwarded to National Office?	The more funds The Smith Family has the more disadvantaged young Australians it can reach. Regular donations enable The Smith Family to support the education of more disadvantaged Australian children. Money sitting in Club bank accounts does not help disadvantaged students, sending it to National Office will certainly do so.
Is our VIEW Club able to give gift vouchers or funds directly to <i>Learning for Life</i> Coordinators or Learning Clubs or Smith Family Offices?	No, VIEW Club funds are not to be used for direct donations. This includes Officeworks vouchers for stationery; Woolworths/Coles vouchers for supplies, etc. <i>Learning for Life</i> Coordinators should not seek any funds from local VIEW Club members. All Smith Family programs are funded through the annual budgeting process. We understand that some of our generous members like to donate packets of pencils etc and do this of their own accord. We reiterate that members must not use Club funds for this purpose.
Given that VIEW is non-political, why are National Councillors meeting with Federal/State/Local MPs?	VIEW is a non-political organisation. National Councillors are meeting with Federal/State/Local MPs in their Areas to inform them about VIEW and our connection to The Smith Family. The MPs are then able to promote VIEW to others in the community through their channels of communication (newsletters, websites, Facebook) - what we do and how we make a difference supporting the education of disadvantaged Australian children.

6.5 Closed Clubs

National Council **noted with regret** that the following clubs had closed since the February 2016 National Council meeting:

Kempsey Evening	NK02	12 February 2016
Brighton Le Sands	ND01	8 March 2016
Menai Evening	ND01	13 April 2016
Dubbo Day	NH02	18 April 2016

6.6 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 – 14 July, 11 August, 8 September, 6 October (Teleconferences) and 22 October 2016 (Face to Face)

National Council – Sunday 23 October 2016