



**National Minutes
and
Information from National Council**

October 2018

MINUTES AND INFORMATION FROM NATIONAL COUNCIL MEETING

Sunday 28 October 2018

The Holiday Inn, Sydney Airport

PRESENT:	<p style="text-align: center;">National Executive</p> <p>National President Jan Roberts, National Vice Presidents Pat McRae and Annette Schlafrig</p> <p style="text-align: center;">National Councillors</p> <p>Lesley Carroll Upper Mid North Coast of NSW and Inland (NM), Jeanette Cassidy Sydney North Shore & Northern Beaches (NC), Maria Culka North and Western Metropolitan Melbourne & North and Western Country (VC), Joanne Gray Macarthur, Southern Highlands & Illawarra region including Wollongong (NB), Christine Manger Lower Mid North Coast of NSW and Inland (NK), Lyn Masters Brisbane and Surrounds (QA), Rosie McDermott NSW Northern Rivers (NJ), Sandi Muntisov Central & Eastern Metropolitan Melbourne (VA), Anne-Louise O'Connor Hunter/Central Coast Region (NA), Beryl Pike New England and North Central NSW (NI), Marlene Powell Metropolitan Adelaide and Surrounds including Sunraysia (SA), Kay Underwood Central and Southern Sydney (ND), Fay Valerius Riverina, MIA, Snowy Mountain Foothills and South to Victorian border (NL) Marilynne Weston Canberra and surrounding areas (AA), Helen Zirn Western Sydney region (NE)</p> <p style="text-align: center;">National Office Staff</p> <p>VIEW National Manager Maryanne Maher Administration Coordinator Linda Custer (Minute Secretary) Business Analyst Olga Shkuropatova</p>
APOLOGIES	
GUESTS PRESENT	<p>Lauren Stocker The Smith Family National Manager - Volunteering Oliver Poss The Smith Family Risk Manager and Privacy Officer</p>
1. WELCOME	
	<p>National President Jan Roberts welcomed all present and began the meeting by acknowledging the traditional owners and custodians of the land, the Gadigal people of the Eora nation. Jan opened the meeting with the VIEW Pledge. Jan thanked all Councillors for arriving early and participating in the photoshoot in celebration of VIEW reaching the significant milestone of 1300 <i>Learning for Life</i> students.</p> <p>The theme <i>Make connections, Make a difference</i> has been embraced by VIEW members in particular our recent VIEW regional filler newspaper and radio advertisements enable us to promote VIEW and connect with others in the community. We continue to make a difference to the lives of Australian children in need through fundraising, volunteering, advocating and supporting <i>Learning for Life</i> students.</p> <p>Reference was made to the recent Thank you card and letter sent by Dr Lisa O'Brien, CEO The Smith Family to all VIEW Clubs congratulating them on reaching this significant milestone of over 1300 <i>Learning for Life</i> students sponsored as well as acknowledging VIEW</p>

	<p>Clubs' important advocacy work and volunteering in Smith Family programs and their many community activities.</p> <p>Jan asked Councillors to please pass on our congratulations to all VIEW Club members for their generosity in supporting The Smith Family.</p>
2. MINUTES AND BUSINESS ARISING	
	<p>Minutes - National Council ratified the minutes of the June 2018 meeting.</p> <p>Moved Marlene Powell Seconded Lyn Masters.</p> <p>Accepted Unanimously</p>
3. NATIONAL COUNCIL LEARNING FOR LIFE STUDENT – UPDATE	
	<p>National Council noted the recent Sponsorship Changes Information Sheet to all VIEW clubs sent in September 2018 and elected to pay their student's sponsorship fee due in 2019 in advance at the old rate before 1 December 2018. Marlene informed the Councillors of her recent correspondence exchange with Jessica.</p>
4. SUB-COMMITTEES	
4.1 Resolutions	<p>The resolutions newsletter VIEW ISSUES is now available on the VIEW website, view.org.au and can be found at http://view.org.au/who-we-are/resolutions/ or http://view.org.au/resources/publications/. This edition of the newsletter covers topics such as the 'importance of the Voice of VIEW, (Frequently Asked Questions) FAQs and an update on current issues debated at Convention. All VIEW members are encouraged to read this informative newsletter.</p> <p>Annette informed Councillors that, several inquiries and a number of resolutions have been received from clubs. She invited all clubs to discuss and submit their resolutions to National Office by <u>30th November 2018</u>. Assistance is available from the subcommittee and clubs may contact NVP Annette Schlafrig at annetekatherine24@gmail.com.</p> <p>All resolutions received will be collated and presented to National Councillors at the February 2019 National Council meeting. Three to Five key resolutions will be selected, for members to vote on.</p> <p>In March 2019 all clubs will receive the selected resolutions and voting procedures including tally sheets for club participation.</p>
4.2 External Relations	<p style="text-align: center;"><i>Economic Security for Women (eS4W)</i></p> <p>1. As a member of eS4W VIEW Clubs' supported eS4W's Equal Pay Day campaign on 31 August to acknowledge that the pay gap exists by liking and sharing it on VIEW Facebook page.</p> <p>31 August is recognised as Equal Pay Day and eS4W ran a social media campaign for Equal Pay Day.</p> <p>According to Workplace Gender Equality Agency (WGEA) the national gender pay gap has reached its lowest level in 20 years at 14.6%. So, this year, Equal Pay Day was on Friday 31 August, marking the 62 additional days from the end of the previous financial year that women must work to earn the same pay as men!</p>

	<p>2. National Women’s Alliances Workshop</p> <p>On 18th October, Maryanne Maher was invited by eS4W to attend National Women’s Alliances Workshop in Sydney.</p> <p>Background and Context:</p> <p>In late 2017, Women with Disabilities Australia (WWDA) proposed that the Office for Women (OFW) fund a one-day workshop to bring together key decision-makers from each of the National Women’s Alliances, and representatives of Disabled People’s Organisations Australia (DPO Australia). DPO Australia is an alliance of four national disabled people’s organisations (DPO’s) in Australia: Women with Disabilities Australia (WWDA), First People’s Disability Network (FPDN), National Ethnic Disability Alliance (NEDA), and People with Disability Australia (PWDA).</p> <p>The Office for Women (OFW) subsequently provided a small funding grant to WWDA to host the one-day workshop.</p> <p>The key objectives of the National Workshop were to:</p> <ul style="list-style-type: none"> • Strengthen representation and engagement of women with disability within the work of the National Women’s Alliances (NWA); • Strengthen relationships and networks between the National Women’s Alliances and Disabled People’s Organisations (DPO’s); • Develop a sustainable engagement mechanism between the National Women’s Alliances and Disabled People’s Organisations (DPO’s). <p>3. White Paper - Defining the concept of economic security for all women in Australia</p> <p>eS4W have developed a White Paper - Defining the concept of economic security for all women in Australia.– The white paper can be viewed at https://www.security4women.org.au/boosting-womens-economic-security/economic-security-defined-for-all-women/</p> <p>Stephen Koukoulos eS4W’s economist in residence is hosting a number of “Conversations” for women to attend and hear about or comment on the white paper. The next eS4W meeting will be on 19 November in Brisbane.</p> <p>The eS4W Annual General Meeting will be held on 20 November in Brisbane.</p>
<p>4.3</p> <p>VIEW in the Community</p>	<p>Decade Birthdays/Area Gala Functions/Zone Conferences</p> <p>The Executive have continued to attend Area Gala Functions, Zone Conferences and significant decade birthdays. Where possible, invitations to other events have been accepted.</p> <p>Since June the Executive have attended the following:</p> <p>Jan: VB Gala Keysborough Vic., NA Gala Maitland, Upper Blue Mountains 50th birthday and Area NL event in Wagga Wagga NSW. In September, Jan travelled to South Australia where she hosted a <i>Meet & Mingle</i> to meet SA Committee Members, and attended SA’s Gala South Adelaide. Jan attended the Western Australian State Conference in Perth and presented at an all day Learning and Development session for WA Members.</p>

	<p>Annette - VA Gala Ringwood Vic., St Mary's 50th Birthday NSW, NI Gala Tamworth, Bairnsdale's 1st Birthday and VC Gala in Geelong.</p> <p>Pat - ND Gala Woolooware NSW, NK Gala Taree, Nepean Evening and Tamworth Day 50th Birthdays, Narooma Day and Nowra Evening 40th Birthdays and Merimbula Day 21st Birthday.</p> <p>National Executive have accepted invitations to events during the remaining months of 2018.</p> <p>Acknowledgements</p> <p>Pat commended all the organising committees for their thorough preparation in ensuring their events captured the essence of VIEW in friendship, addressed the components of our acronym and celebrated our involvement with and progressive achievements for The Smith Family.</p> <p>Event Notification and new Event/Insurance in Residence Form</p> <p>Councillors are asked to acknowledge their clubs for their diligence in submitting notifications of future events to Pat McRae (pat.mcrae@bigpond.com). These are recorded on the Events Register for insurance purposes.</p> <p>The Insurance in Residence form was incorporated into the VIEW Event form in August 2018. This combined form is available on the VIEW website (http://view.org.au/resources/forms).</p> <p>Media and Events</p> <p>Pat remarked that it is wonderful to see the many and varied activities that VIEW members are participating in and enjoying across Australia. Local press portrays excellent promotion of club events and our work for The Smith Family. Clubs proudly report enjoyable and successful Walks with VIEW, fundraising stalls, market place promotion and increasing involvement in Bunnings barbecues. Various clubs report active participation in community festivals, celebration of local historic milestones and assistance at major sporting events such as triathlons.</p> <p>Opportunities for Christmas Wrapping are now being embraced and preparations are in place. As with all involvement in community, this is an excellent way to raise money, profile VIEW and connect with members in the community.</p> <p>Volunteering</p> <p>Councillors are requested to acknowledge the clubs and members who so generously volunteer for Smith Family programs where possible. Their many voluntary hours are of enormous help to Australian children in need. VIEW women also volunteer in the name of VIEW in a variety of ways in communities across Australia. Their commitment and many dedicated hours are recognised and acknowledged with gratitude.</p> <p>Invitations to National Executive 2019</p> <p>As 2019 approaches Councillors are asked to remind clubs that invitations to National Executive to attend significant events should be emailed to National Office (view@thesmithfamily.com.au) as early as possible for consideration.</p>
4.4	<p>Annette commented that the goal of the Speakers Bureau is to promote and profile VIEW and our connection with The Smith Family, to external organisations, informing them about who we are and what we</p>

**Promoting our Brand/
Speakers Bureau**

do and offering an opportunity to others to become involved in our work with The Smith Family supporting children in need.

The Speakers Bureau is now available nationally. All speakers are equipped with a USB containing an updated speech, presentation tips, student testimonials and a report form to be completed and returned following their speaking engagement.

Zone Councillor Anne Strangway plans to hold a **Speakers Bureau Workshop** in SA and has been provided with a kit – a date is yet to be confirmed.

On **9 August 2018, Joan Coleman, President Adelaide West VIEW** was invited to speak to the Lockleys Combined Probus Club. After thorough research, she collected brochures and information as well as student testimonials. She spoke about The Smith Family, sponsorship including the *LfL* program and volunteering opportunities. She then 'changed hats' donning a VIEW cap and talked about VIEW with examples of reading rugs and library bags donated by VIEW members. The audience was surprised to learn of the depth and involvement of both The Smith Family and VIEW with disadvantaged children's education. The Probus club donated over 1400 pieces of stationery to be given to The Smith Family. A real bonus was that Adelaide West gained a new member from that engagement.

Recently Annette had an opportunity to speak at CWA Boronia branch in Victoria, where she outlined the historical shift by The Smith Family from welfare provider to children's education charity.. This was a surprise to the women present including some of the former VIEW members in the audience who were not aware of The Smith Family's sole focus on education. This gave Annette a chance to outline the *Learning for Life* program and the strength of the relationship between VIEW and The Smith Family. CWA Boronia donated \$100 to The Smith Family.

The following National Councillors were invited to speak at local events: Fay Valerius spoke at a combined event held by the Harden Rotary Club and Harden VIEW Club, Maria Culka spoke at the Freemason Fidelity Club of Geelong and Anne-Louise O'Connor spoke at Central Coast Freemasons Masonic Group District 21 at Wyong.

Speaker Kits have also been forwarded to:

- Lyn Masters, NC QA;
- PNC Sunnie Watts Bendigo, Vic; Area VC
- Kaye Benson, Bribie Island Qld; Area QB
- Suzanne Kady, Karangi, near Coffs Harbour NSW, Area NM
- Bev Cheal, East Hills NSW, Area ND
- PNVP Gloria Walter, Area NE - invited to address Concord Rotary Club
- ZC QC Evelyn Berg - invited to address Gold Coast Lions Club in September but no confirmation report has been received to date.

We are still looking for interested VIEW members as speakers as well as opportunities to present. Details of any opportunities can be forwarded to National Office view@thesmithfamily.com.au and/or PNP Gwen Wilton, gwenwilton@bigpond.com.

4.5

Development Working Group Report

Background

As reported in June National Council Meeting minutes 7.4 - During the first 6 months of the year, National Councillors worked with their Zone Councillor/s and/or Club Committees to complete an initial review of each club and Current Development Status documentation for each of their representative Areas.

The initial review identified a number of recurring themes across all VIEW Areas, they include:

- Aging Membership
- Difficulties in recruiting new members
- Lack of interest in taking on committee roles
- Lack of members' computer literacy

In August and September, National Manager together with an Executive mentor held a teleconference with each National Councillor and/or Zone Councillor to discuss and review each club in their respective Areas under the following topics:

- **Membership** - Current membership numbers and number of new members who had joined since the beginning of the year.
- Any underlying **issues** identified in Clubs /Zone/Area
- **Leadership** roles and Succession Planning for Club Committees, Zone/National Councillors.
- **Development Team** – Does one exist? What are the team's plans for the Area?
- Club/Zone /Area **Successes to share**.

These conversations helped the Executive understand the current status of all clubs and the focus for future development and growth. Below are the General Findings and Actions.

General findings: Membership

- The larger the club the more active are its members.
- The larger the club the more attractive it is to new members.
- The larger the club the greater opportunity for a variety of appealing activities.
- Larger clubs tend to have a greater mix of new and younger members.
- Overall, larger more active clubs are embracing the electronic age, are active on social media and have appealing club webpages.

Actions: Membership

Continue to actively grow membership - All clubs need to be constantly attracting and encouraging new members.

Members to complete the member satisfaction survey every two years to ensure clubs activities are appealing to the majority of members.

Connecting/engaging/partnering with others in the community – is an effective way of informing others and recruiting new members

eg Speakers Bureau – presenting to others in the community about VIEW and The Smith Family. Speakers Bureau information (speech and powerpoint) is available to all members. Contact: PNP Gwen Wilton - 02 46771381 gwenwilton@bigpond.com.

Engaging with Local, State and Federal MPs -meeting face to face, inviting them to Club/Zone/Area functions and seeking ways for them to promote VIEW to others.

All clubs were emailed copies of - ***Attract and Retain - a guide to strengthening membership*** and are encouraged to share this with members, and use the suggestions in the guide to increase their club's membership.

General findings: Key Issue identified - Promoting VIEW to others

- Complacency amongst older/longer term members in respect of retention and recruitment
- Many clubs only attracted members by Word of mouth/Personal invitations.
- Clubs attract members but do not retain them.
- Some clubs make very limited use of computer, webpage and social media.
- VIEW media articles lack VIEW key messages or a call to action.

Actions: Promoting VIEW to others

All clubs to review ***Attract and Retain – a guide to strengthening membership*** – consider approaches they can implement for the upcoming year – eg set a goal of attracting at least 10+ new members for 2019! Active clubs are visible in local communities, they:

- Report club activities/events in local papers - before or after the event
- Provide VIEW Media Releases to local paper/ community magazines with an engaging photo
- Promote club and upcoming events on local community radio
- Continually update club webpage
- Have created a Club Facebook page and regularly “post”
- Become involved in in local community events
- Hold a Walk With VIEW

- Leave copies of VIEW Matters Magazine in community centres; hospitals; clubs; shopping centres; hairdressers; dentists; doctors; libraries; real estate offices.

In relation to Clubs retaining members – questions for clubs to consider

- Are all members welcoming to all new members and visitors - at all times not just the first visit. Do they have “a buddy system”?
- Do all members follow-up and show care for new, prospective and existing members?
- Do ALL members feel valued, cared for, supported and included?
- Does your committee work with and include your members in the functioning of your club?
- Do you regularly review activities and programs to ensure they are appealing to the majority of members?

Clubs are encouraged to utilise Member Satisfaction Survey on <http://view.org.au/resources/organisational-information/>.

General findings: Leadership

- Club Committee Position Descriptions – do not reflect current positions.
- A number of Club Committees are reluctant to ask new members to join committees straight away.
- Club committee roles can often appear quite rigid and require flexibility.
- Members ‘sharing’ committee roles offers an opportunity to gain confidence in taking on the role.
- A number of clubs considered the Committee a “closed shop” with committee members constantly rotating roles (often due to lack of interest from other members)
- ‘Embedded’ presidents and other committee members are not good for the development of clubs.
- Lack of knowledge around succession planning -Tendency for Club Committee members to not take on other Leadership roles such as Zone and/or National Councillor roles.
- A number of clubs are complacent and insular and do not see the need for the support of Zone and National Councillors, or to be involved with other clubs in zone or attend area/state/national events.

Actions: Leadership

- Club Committee Position Descriptions to be reviewed and streamlined (by FoVWG and Executive by 2019).
- Increasing flexibility within club committees – is attractive to members and beneficial for continued life of club.
- From 2019 Zone Councillors to utilise Zone Conferences to discuss or workshop newly revised position descriptions and Leadership in VIEW.
- Plant ‘seeds’ amongst committee to train successors.
- First Delegates meeting of the year to cover off the Presidents and Delegates duties and administration forms for committee use.
- From 2019 – Zone Conferences to focus on Learning and Development – PPTs prepared for Councillors on specific topics; newly revised position descriptions, succession planning and Leadership in VIEW, Messaging and effective media coverage.

In Areas/Zones currently without NC/ZC leadership and support, Executive mentor to work with clubs in the area on a 3 monthly basis via teleconference to discuss potential candidates.

General findings: Development

There was an overall lack of Development teams in Areas and a general lack of understanding of steps required to establish a VIEW club.

Actions: Development

The new ***Develop and Maintain – A guide to establishing a VIEW Club*** be emailed to all National/ Zone Councillors and Development teams and placed on the website for all members to read.

During 2018/19 National and Zone Councillors will be part of, or work closely with, the Development team in their Area to identify areas for growth and work towards promoting VIEW, attracting members and establishing new clubs.

General findings: Successes to share

- Clubs are embracing the 2018-19 Executive Theme: *Make Connections...Make a Difference*.
- Some excellent examples in all Areas of clubs/members connecting with others in communities such as Bunnings BBQs, Christmas Wrapping, MP visits, Expos and holding a Walk with VIEW.
- Clubs are steadily increasing their *Learning for Life* students and proud to be The Smith Family’s largest community sponsor of *LFL* students.

	<ul style="list-style-type: none"> • Bigger clubs experience a greater number of new members who bring in new enthusiasm, new vitality, new ideas and aspirations - Let's aim to get bigger! • Clubs are gradually seeing advantages of updating webpage and using social media. • Greater interaction amongst some clubs – sharing fundraising and expo events, guest speakers and club ideas. • Clubs with a variety of interest groups, such as book, movie, walking, wine tasting etc appeal to a wider cross-section of potential members. • Welcome packs given to visitors that include a welcome letter with club information, VIEW Matters and other promotional material, work well. • Positive feedback from members regarding –recent VIEW Advertisements <i>“How Friendship can make an extraordinary difference”</i> - Free filler ads in region Fairfax papers.
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5. WORKING GROUPS

<p>5.1 History</p>	<p><i>VIEW 60th Anniversary</i></p> <p>VIEW's 60th anniversary will be in 2020 and as part of the preparations for the yearlong festivities, all VIEW Clubs are asked to participate by scanning and emailing historically significant club events eg visits by senior Australian parliamentarians, illustrious Australian guest speakers, special fundraising events etc.</p> <p>All items</p> <ul style="list-style-type: none"> • should be digitised when possible (this will assist the History Working Group in collating materials) • should be properly named with Club name and event • should be emailed to view.historymatters@gmail.com including as much detail of the event as possible such as date of event, venue, number of guests, special guest speakers etc. • Photos need to have proper captions ie names Left to Right (front/back row) <p>We are looking for events that happened in 1960/70s, 1980/90s, 2000/2010, 2011-19.</p> <p>Submissions may be used in a number of different ways including posting to view.org.au, Facebook, VIEW Matters etc.</p> <p>Any queries can be sent to view.historymatters@gmail.com.</p>
<p>5.2 Website & Social Media</p>	<p><i>Website Audit Update</i></p> <p>The Social Media and Website Sub-Committee would like to thank the Website Support Working Group (Jenny, Sonia and Liz) who contacted all clubs via phone/email and made amendments to the club's webpage as required. This was a time consuming exercise and the Website support Working Group are to be commended for their time and effort in ensuring that all individual VIEW Club pages were correct and up to date.</p>

	<p>This was the first part of Stage 3 of the Website Audit.</p> <p>Clubs are reminded that it is their responsibility to ensure that Contact details are regularly checked and updated. Any changes should be notified to admin@view.org.au and view@thesmithfamily.com.au.</p> <p>The Website Support Working Group have also updated Club's News Items prior to 2018 are being removed as any new items are received.</p> <p>Next Stage – Clubs will be contacted in 2019</p> <p>Future of VIEW Working Group will continue with the 2nd part of Stage 3 of the Website Audit - Contacting each club regarding their club webpage to:</p> <ul style="list-style-type: none"> • Confirm the number of LfL students currently supported by the club is correct • Make suggestions to clubs in regard to updating/personalising their “About the Club” introduction, • Review club contact details • Inform clubs about the use of News/Event sections • Encourage all clubs to set up a Facebook page for the club and link it to their Webpage • Ensure Clubs are aware of and using the Resources section of the website • Ensure that Members understand the benefits of, and continue to use the website <p>FoVWG will be contacting each club with questions around, how clubs promote themselves and their events/activities through their webpage, and how they can inform others about what they are doing in their area.</p> <p>Congratulations extended to National and Zone Councillors who have been reminding Delegates/Publicity Officers to keep sending in their activities/events for placing on their club's web page.</p>
<p>5.3 Future of VIEW Working Group</p>	<p>New Develop and Maintain guide – for establishing Clubs</p> <p>The Future of VIEW Working Group finalised its work and presented to National Council, a booklet to assist all members interested in creating new VIEW Clubs - <i>Develop and Maintain - a guide to establishing a VIEW Club</i>, National Executive and Development Team Leaders provided feedback prior to finalisation. Future of VIEW Working Group welcomes feedback from all members.</p> <p>Stage 3 Website Audit</p> <p>Following on from the preliminary audit by the Website Working Group, The Future of VIEW Working Group will be conducting a further website review, investigating every club’s webpage on the view.org.au website to ensure that all club details are current ensuring a clear and direct pathway to each club. As referred to in 5.2 above.</p>
<p>6. NATIONAL OFFICE UPDATE</p>	
	<p>VIEW Learning for Life Sponsorships milestone</p> <p>Congratulations to all VIEW Clubs! In October, VIEW reached a new milestone of nationally supporting 1,300 <i>Learning for Life</i> students. Dr Lisa O'Brien, Chief Executive Officer, The Smith Family sent out to all VIEW clubs - a Thank you card (short message) congratulating each VIEW Club and their members together with a more detailed Letter - acknowledging and thanking the members on reaching this significant achievement and milestone.</p>

PCCU

Thank you to VIEW Clubs who participated in the 2018 People's Choice Community Lottery. VIEW raised \$16,818 this year.

VIEW Clubs in South Australia were able to sell tickets at the Adelaide Central Plaza, with the First Prize (car) on display. During this time, members were also able to promote VIEW and the work of The Smith Family.

All funds raised through this initiative go towards The Smith Family's *student2student* reading program, to help young students who are behind in their reading skills.

WA State Conference – Perth

In September, WA State Conference was held in Perth with more than 60 VIEW members mostly from WA and some from Eastern states attending. The event was designed to share insights on VIEW, learn more about The Smith Family and hear from notable local WA women. Ian Moore General Manager WA and Leonie Green Head of State and Territory Operations attended and presented to the members. Over \$4,000 was raised at this event.

Certificate of Currency 2018-19 now available

National Office emailed the 2018-19 Certificate of Currency to all VIEW Clubs (via club email address). Club Secretaries are reminded to keep a copy of this on file. National and Zone Councillors are reminded to keep a copy for their records and provide Clubs with a copy of this certificate.

Anti-Poverty Week 14-20 October

Thank you to the Clubs who held events, invited guest speakers, dedicated their October meetings in support of Anti- Poverty week and placed the VIEW Media Release in their local newspapers.

Anti-Poverty week aims to strengthen public understanding of poverty and hardship in Australia and the rest of the world and encourage local discussion and action aimed at addressing these problems.

National Convention – Sunshine Coast (13-15 September 2019) update

Registration is now open for National Convention 2019. We invite all VIEW members and their friends to Sunshine Coast, QLD to enjoy breathtaking scenery, sunny days and magical nights. The majority of Convention events will be held at Novotel Twin Waters Resort. For more information visit our website www.view.org.au. Copies of the National Convention Registration Pack were sent to all clubs in August.

Early Bird prize - Members are reminded that if they book their tickets before 1st December 2018 they will go into the draw to win Early Bird prize of one (1) night's accommodation at Novotel Twin Waters. The prize will be drawn at National Office and announced on the 14th December 2018.

Blue Illusion – National Shopping Day in support of The Smith Family

Blue Illusion will be holding a National Shopping Day in support of The Smith Family on **Thursday 1 November 2018**. Members are encouraged to invite their female friends, family and colleagues to attend the Blue Illusion store in their area to see the latest fashions at

the styling workshops and watch the fashion parade, have a glass of bubbles, receive their goodie bag and redeem their \$25 Gift Voucher on this day. Members are also encouraged to go along and promote VIEW Clubs to other shoppers on the day.

VIEW Matters magazine

November 2018 edition will shortly be distributed to Clubs. Members are reminded that the VIEW Matters magazine is a great promotional item to share at Information Stalls/Expos, Doctors offices, libraries etc. If more copies are required, please contact National Office by completing a Stock Order form and emailing it to view@thesmithfamily.com.au

Submissions for the April 2019 edition are now being accepted with closure of submissions by COB Wednesday 15 March 2019.

Toy & Book Appeal

Christmas is just around the corner, and once again we are calling on all clubs to support The Smith Family's annual Toy & Book Appeal, which ensures disadvantaged children, supported by The Smith Family, receive a gift on Christmas Day. Last year, VIEW raised \$66,000 towards the Appeal. These funds helped to purchase toys and books for children most in need. To find out how to contribute to the Toy & Book Appeal, please call 1800 805 366 or email view@thesmithfamily.com.au.

Christmas Appeal

The Smith Family Christmas appeal commenced on 1 November 2018. Clubs are reminded that this is their opportunity to donate excess club funds in support of Smith Family programs.

A Media Release has also been sent to clubs, and members are asked to place this with their local media channels to promote VIEW and The Smith Family.

Christmas Wrapping

Each year, VIEW members raise funds by participating in Christmas wrapping at local shopping centres. This is not only a good way to raise significant funds, but is also an opportunity for members to be seen in the community, raising the profile of VIEW and The Smith Family. If your club hasn't been involved in Christmas wrapping activities, why not approach your local shopping centre and become involved.

Christmas Wrapping opportunities in last week of December - This year in the week prior to Christmas, there are several opportunities for Clubs to be involved in Christmas Wrapping in City office buildings in each State. Please contact the National Office if you would like to participate view@thesmithfamily.com.au

Remember that we like to promote this fun activity, and ask clubs to post information on the VIEW.org.au website, post your event on your Clubs Facebook page and most importantly send photos and an article for VIEW Matters and Friday Facts to view@thesmithfamily.com.au.

Christmas Volunteering with The Smith Family

Christmas Volunteering opportunities with The Smith Family will be available from 31 October at <https://www.thesmithfamily.com.au/get-involved/volunteer>.

Changes to The Smith Family Retail and VIP Loyalty Programs (NSW and ACT only)

VIEW members (NSW and ACT only) are reminded that from **10 November The Smith Family Loyalty Program** will change to a more flexible program for customers.

For every \$1 spent in Smith Family retail stores, customers collect 1 loyalty point. Once they have accrued 500 points, a \$50 voucher is sent to them via email and is redeemable in any of the stores. Vouchers can be redeemed in multiple purchases.

Members need to redeem all current stamps/vouchers by end of 10 November as they are non-transferable or refundable.

To be eligible for The Smith Family New Loyalty Program, members will need to sign up at their nearest Smith Family store and provide details, such as name, postcode and email address.

Correct Club Contacts on website

National Office reminds Clubs that it is their responsibility to make sure that their Club contact details on their club page are correct. For security purposes we recommend that no surnames or personal email addresses be placed on the website.

Club Committees are requested to regularly check their Club page to make sure that all information is up to date and correct.

Committee Lists

National Office will be providing Zone Councillors with a copy of the current information that National Office holds. Zone Councillors (or their representatives), at time of elections, will be asked to update the form with the new information.

Zone Councillors are asked to communicate with their Clubs and if they are unable to attend an AGM/Election arrange for an appropriate representative to attend. Updated committee lists should be forwarded to National Office by the **due date of 28 February 2019**.

Annual Subscriptions due 31 March 2019

Members are reminded that Annual Subscriptions are due in the first quarter of 2019. Clubs are asked to pay the bulk of member subscriptions by this due date to avoid being followed up for non-payment. Members who are travelling or otherwise unable to attend a meeting in the first quarter should make arrangements to pay prior to the end of 2018 to avoid membership lapsing. **Annual Subscriptions are due by 31 March 2019**.

VIEW Annual Audit 2017

VIEW Annual Audit 2017 was completed in August and all books returned to all Clubs and Councillors.

From February to July 2018 over 450 VIEW Cashbooks, together with the monthly bank statements and supporting documentation such as invoices and receipts were audited by The Smith Family finance team and reviewed by their external auditor.

In 2017, 148 clubs maintained their records in the VIEW Electronic Cashbook, which is a 9% increase from 2016. We encourage all Clubs Treasurers to consider using this facility in the future.

To improve VIEW Cashbook record keeping and the audit process, National Office are currently reviewing the VIEW Cashbook (both printed and electronic versions) as well as the Annual Audit guidelines. The updated VIEW Cashbook together with guidelines will be available in the beginning of January 2019 on www.view.org.au.

VIEW Annual Audit 2018

Clubs and Councillors will be asked to provide their 2018 Cashbooks (and accompanying materials) for audit in January 2019.

Clubs and Councillors should finalise their books for the end of 2018, but **not send** their documents into National Office until they **receive the official request from National Office. Clubs must include their December bank statement.**

More information will be provided in the January 2019 mailout including a checklist for Treasurers.

Schedule of Dates 2019

All Councillors are reminded to make note of all Schedule of Dates when arranging meetings to pass this information through to clubs.

Mailout Dates 2019

24 January	21 February	21 March
18 April	23 May	20 June
18 July	22 August	17 October
21 November		

Please note that there will be no mailout in September due to National Convention.

Updated Forms

National Office will be updating all forms on the website early January 2019. Club Secretaries are asked to download these updated forms for their use in 2019. Secretaries are also reminded that National Office no longer provides hardcopies of these forms to Clubs.

National Office Christmas Closure

Councillors and Clubs are asked to note that VIEW National Office will be closed over the Christmas break from 24 December to 1 January 2019. National Office will reopen on Wednesday 2 January 2019.

International Women's Day (IWD) 2019

Clubs are encouraged to start arranging their 2019 International Women's Day events. Details of their events should be sent to National Office view@thesmithfamily.com.au

Clubs should also remember to promote their events on the VIEW website and Club Facebook pages including high resolution photos of the attendees.

Resolutions – Debate and Vote

Clubs are reminded that in February/March 2019 they will be provided with VIEW Resolutions to debate and vote on. Clubs are encouraged to set aside 1-2 meetings to debate these topics. Clubs return voting results to National Office by 30 August 2019.

Members attending National Convention have the chance to participate in the debate and voting on Conference Day 2 - Saturday 14 September 2019.

Succession Planning

National and Zone Councillors are reminded to consider VIEW Members to replace them for the 2020-21 term. Relevant nomination forms will be available on the website.

Facebook Liaison

We are seeking a VIEW member who is passionate about VIEW and enjoys Facebook to be our VIEW Facebook Liaison. This role would entail providing support to VIEW Clubs to create and maintain their VIEW Club Facebook Page, essentially becoming the "go to" person for Facebook in VIEW. Ideally this member would be a competent regular Facebook user and understands:

- How to set up a Facebook Page
- Add Administrators
- Post Photos and articles
- Share posts from other Facebook pages (VIEW Clubs of Australia, The Smith Family, etc)
- "Like" posts and make comments
- How to share this information with other VIEW members

If you are interested please contact VIEW National Office at view@thesmithfamily.com.au.

Develop & Maintain: a guide to establishing a VIEW Club

The Future of VIEW Working group in conjunction with Development Teams have created Develop & Maintain: a guide to establishing a VIEW Club. This guide is to help VIEW Development Teams to open new VIEW Clubs throughout Australia. This guide is available on the VIEW website (<http://view.org.au/resources/organisational-information/>).

VIEW Advertisements – Print & Radio

One of our media savvy VIEW members has been able to use her contacts to help us with free filler ads in Fairfax regional papers.

We have developed the attached adverts headed "**How friendship can make an extraordinary difference**". The main objectives of the adverts - to drive enquiry/interest/increase members to VIEW and at the same time increase community awareness around the fact that VIEW clubs support The Smith Family and make a difference to the lives of disadvantaged Australian children. Please note that women pictured in the advertisements are our current VIEW Club National Councillors!

Keep a look out in your local and regional papers for this great promotional media about VIEW Clubs! Making connections, making a difference.

Be ready to welcome interested new members to VIEW.

Following on from the free print advertisements, a new **VIEW radio advertisement** has been recorded (for free) and will be aired on regional radio sales network stations (TRSN) on a pro-bono basis. Encouraging women to join VIEW. Listen out for it.

Contacting National Office

Please note that the best way to contact National Office is by sending an email to view@thesmithfamily.com.au. If you phone and leave a message, it may not be picked up for several days if the person you

Zone Councillor Nominations 2018-19 – Late appointments	Zone	Nominee
	AA02	Frances Turner
	NA04	Robyn Clarke
	QA01	Betty Van Heeswicjk

National Council accepted, with regret, the resignation of Zone Councillor Maureen Traynor Zone NG01.

Moved Marilynne Weston O'Connor **Seconded** Anne-Louise

Accepted Unanimously

8. Learning and Development

8.1 Volunteering with The Smith Family	<p>Volunteering with The Smith Family</p> <p>Lauren Stocker The Smith Family National Manager - Volunteering presented to National Council and spoke to a presentation regarding the importance of Smith Family volunteers. The Smith Family is one of Australia's largest volunteer organisations. About 9,000 volunteers, community members and VIEW Club members generously donate their time, skills and energy each year to help disadvantaged children with their education.</p> <p>The Smith Family will be recruiting more volunteers over the coming years as it works towards its goal of reaching thousands more students and families. Lauren encouraged VIEW Club members to help spread the word about volunteering, and to consider donating their own time.</p> <p>The Smith Family has a broad range of volunteering opportunities available, whether it's interacting directly with the students, working at one of our retail stores or helping out behind the scenes in one of our administrative teams, there's a role to suit all interests and skills.</p> <p>Lauren thanked all of the wonderful VIEW members who are already volunteering, she said she hoped they feel incredibly proud of the part they are playing in helping to transform the lives of thousands of young Australians through education.</p> <p>VIEW members interested in volunteering with The Smith Family should regularly check the website at https://www.thesmithfamily.com.au/get-involved/volunteer.</p> <p>Smith Family volunteering roles – Find one that suits you!</p> <p>Learning Club tutor – spend time helping students catch up to their peers by providing weekly learning and homework support.</p> <p>Retail store volunteer – help staff in The Smith Family Retail stores in NSW and ACT sort, fold and hang donated clothes, with proceeds from sales going towards learning programs for disadvantaged students.</p> <p>Office administration volunteer – Assist with a range of tasks in Smith Family local offices from filing, talking to supporters and contacting students and families.</p> <p>iTrack mentor – The Smith Family's iTrack program connects students in Years 9-11 with a volunteer mentor with whom they chat weekly online about school and career pathways.</p>
8.2	Following up from June National Council Meeting, Oliver Poss The Smith Family, Risk Manager and Privacy Officer, presented to National

<p>Notifiable Data Breaches scheme</p>	<p>Council a presentation regarding legislation around loss of personal information. The aim is to Alert and not Alarm VIEW members.</p> <p>On 22 February 2018, the Notifiable Data Breaches scheme (NDB) came into effect in Australia. The NDB scheme will require The Smith Family to notify affected individuals and the Office of the Australian Information Commissioner (OAIC) about 'notifiable/eligible data breaches'.</p> <p>As a part of The Smith Family, VIEW Club members also have a responsibility to comply with this legislation.</p> <p>A data breach occurs when personal information is lost or subjected to unauthorised access, modification, disclosure or other misuse.</p> <p>In broad terms, personal information includes information or even an opinion about an identified individual or an individual who is reasonably identifiable:</p> <ul style="list-style-type: none"> • whether the information or opinion is true or not; and • whether the information or opinion is recorded in a material form or not. <p>Examples include clients' or sponsors' names, address details, dates of birth, bank account details and even opinions about these individuals.</p> <p>A data breach can be as little as a single set of personal information records!</p> <p>Every VIEW member has the responsibility to immediately report a data breach or suspected data breach to National Office.</p> <p>To report a Data Breach you need to:</p> <ol style="list-style-type: none"> 1. Go to VIEW Website - Resources/Forms/Data Breach 2. Download and complete the Form 3. Send the form to VIEW National Office (view@thesmithfamily.com.au) 4. National Office - Review/Action/Response <p>It is important to be aware of Data Breaches of personal information as apart from a significant loss of reputation, failing to comply with this regulation could subject The Smith Family and VIEW Clubs to significant fines.</p>
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9. OTHER BUSINESS

<p>9.1</p> <p>Develop and maintain: a guide to establishing a VIEW Club</p>	<p>Jan referred to 5.3 above and thanked the Future of VIEW Working Group and others for creating the new Develop and Maintain -a guide to establishing a VIEW Club to help Development Teams and members create new VIEW clubs. This guide is available on the website at http://view.org.au/resources/organisational-information/.</p> <p>If any of the Development teams have any feedback, please send your comments to view@thesmithfamily.com.au.</p>
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<p>9.2</p> <p>2019 National Schedule of Dates</p>	<p style="text-align: center;">WHEN</p>	<p style="text-align: center;">WHAT</p>
	<p>After first 2019 Club meeting</p>	<p>Delegates Reports due to Zone Councillor</p>
	<p style="text-align: center;">January</p>	
	<p>Wednesday 2 January</p>	<p>Agenda items to Executive Mentor</p>

Thursday 10 January	Executive Meeting (Teleconference)
Thursday 24 January	January monthly mailout
February	
Friday 1 February	Agenda sent to National Councillors
Saturday 9 February	Executive Meeting (Face to Face)
Sunday 10 February	National Council Meeting
Thursday 21 February	February monthly mailout
Friday 22 February	National Minutes distributed via email
Week beginning 25 February	Zone Councillor Teleconference with National Councillor
March	
Week beginning 4 March	Delegates Teleconference with Zone Councillor
Thursday 14 March	Executive Meeting (Teleconference)
Thursday 21 March	March Monthly mailout
April	
Thursday 11 April	Executive Meeting (Teleconference)
Thursday 18 April	April monthly mailout
May	
Friday 3 May	Agenda items to Executive Mentor
Thursday 9 May	Executive Meeting (Teleconference)
Thursday 23 May	May Monthly mailout
June	
Friday 14 June	Agenda sent to National Councillors
Thursday 20 June	June monthly mailout
Saturday 22 June	Executive Meeting (Face to Face)
Sunday 23 June	National Council Meeting
July	
Friday 5 July	National Minutes distributed via email
Week beginning 8 July	Zone Councillor Teleconference with National Councillor
Week beginning 15 July	Delegates Teleconference with Zone Councillor
Thursday 18 July	Executive Meeting (Teleconference)
Thursday 18 July	July monthly mailout
August	
Monday 5 August	Agenda items to Executive Mentor

Thursday 15 August	Executive Meeting (Teleconference)
Thursday 22 August	August monthly mailout
September	
Wednesday 4 September	Agenda sent to National Councillors
Wednesday 11 September	Executive Meeting (Face to Face)
Thursday 12 September	National Council Meeting
Friday 13/Saturday 14/15 Sunday September	National Convention
Friday 27 September	National Minutes distributed via email
Week beginning 30 September	Zone Councillor Teleconference with National Councillor
October	
Friday 4 October September	Agenda items to Executive Mentor
Thursday 10 October	Executive Meeting (Teleconference)
Thursday 17 October	October monthly mailout
November	
Friday 1 November	Agenda sent to National Councillors
Friday 8 November	Executive Meeting (Face to Face)
Saturday 9/Sunday 10 November	Learning and Development/Changeover Dinner
Monday 11 November	National Council Meeting
Thursday 21 November	November monthly mailout
Friday 22 November	National Minutes distributed via email
Week beginning 25 November	Zone Councillor Teleconference with National Councillor
December	
Week beginning 2 December	Delegates Meeting Teleconference with Zone Councillor
Thursday 12 December	Executive Meeting (Teleconference Meeting)

FREQUENTLY ASKED QUESTIONS

Can clubs download Youtube student stories to show members at meetings when they don't have a guest speaker?	Yes. Additionally National Councillors have on their USB stick LfL student's stories that they can share with clubs. These videos are available at https://www.youtube.com/user/TheSmithFamily1922/videos .
What is the correct chain of communication for VIEW and Club members?.	All club members in the first instance should contact their Club President (if the issue cannot be resolved at club level) Club communicates with Zone Councillor (if the issue cannot be resolved at this level)

	<p>Zone Councillor Consults with National Councillor (if the issue cannot be resolved at this level)</p> <p>National Councillors consults with their Executive mentor. (if the issue cannot be resolved at this level)</p> <p>Then the National Executive will discuss the issue and it will be resolved promptly by sending a letter out to the clubs based on outcomes</p> <p>Letters / emails should not be addressed to National Office. (Not called Headquarters)</p> <p>Refer to Communication Flowchart 2018 Club Handbook Page 30.</p>
<p>Dates Of Next Meetings</p>	<p>National Executive 26 November (Teleconference), 3-4 December (Face to Face), 10 January (Teleconference) and 9 February (Face to Face)</p> <p>National Council – Sunday 10 February 2019</p>

Summary of Decisions at National Council Meeting

October 2018

Area of Work	Decision, Policy and/or Procedure	Agenda Reference
Sub-Committee	Resolutions	4.1
Working Groups	History	5.1
Working Groups	Website & Social Media	5.2
National Office	National Office Update	6
General Business	National Councillors Update	7.2
General Business	Zone Councillor Updates	7.3
Other Business	2019 National Schedule of Dates	9.2