



**National Minutes  
and  
Information from National Council**

**February 2022**

## MINUTES AND INFORMATION FROM NATIONAL COUNCIL MEETING

Sunday 20 February 2022

National Office / Microsoft Teams

<b>PRESENT: (In Office)</b>	<p style="text-align: center;"><b>National Executive</b></p> <p>National President <b>Marg Woodhouse</b>, National Vice Presidents <b>Evelyn Berg</b> and <b>Elizabeth Birch</b></p> <p style="text-align: center;"><b>National Councillors</b></p> <p><b>Joan Coleman</b> Metropolitan Adelaide and Surrounds including Sunraysia; <b>Robyn Garard</b> Brisbane and Surrounds; <b>Sandra Jankovskis</b> Macarthur, Southern Highlands &amp; Illawarra region including Wollongong; <b>Jean Jennings</b> The Sunshine and Fraser Coast; <b>Bev Orgill</b> North and Western Metropolitan Melbourne &amp; North and Western Country; <b>Lorraine Thomson</b> Gold Coast and Darling Downs</p> <p style="text-align: center;">National Office</p> <p>VIEW National Manager - <b>Maryanne Maher</b></p> <p>Administration Coordinator - <b>Linda Custer</b> (Minute Secretary)</p> <p>Business Analyst - <b>Olga Shkuropatova</b></p>
<b>PRESENT: (Via Teams)</b>	<p><b>National Councillors: Brenda Caligeros</b> NSW Northern Rivers; <b>Pauline Glover</b> Metropolitan Adelaide and Surrounds including Sunraysia</p> <p><b>Advisors</b> (attended from 9.30-11.30am): PNC <b>June Weise</b> Canberra and surrounding areas; PNP <b>Anne-Louise O'Connor</b> Hunter/Central Coast Region, NSW Central Tablelands, Central and Western Slopes and Western Plains and Riverina, MIA, Snowy Mountain Foothills and South to Victorian border; PNVP <b>Lyn Gerstenberg</b> NSW South Coast Berry to Eden; PNC <b>Sally Cronberger</b> New England and North Central NSW; PNC <b>Judith Hemmingway</b> Lower Mid North Coast of NSW and Inland; PNC <b>Cynthia Guyenette</b> Upper Mid North Coast and Clarence Valley Region of NSW; PNC <b>Jennie Wynd</b> Central &amp; Eastern Metropolitan Melbourne; PNVP <b>Lyn Geer</b> South Eastern Metropolitan Melbourne to the Mornington Peninsula &amp; Gippsland</p>
<b>APOLOGY</b>	PNC Franci Morsink Sydney North Shore & Northern Beaches
<b>GUESTS PRESENT</b>	Wendy Field, Head of Policy and Programs The Smith Family Leonie Green Head of State and Territory Operations The Smith Family
<b>1. WELCOME</b>	
	<p>National President Marg Woodhouse began the meeting by acknowledging the many traditional lands on which all the National Councillors and Advisors were gathered noting that she was speaking from Sydney and acknowledged the Gadigal people of the Eora Nation and paid her respects to their Elders, past, present and emerging.</p> <p>Marg commented that she and National Vice Presidents Evelyn Berg and Elizabeth Birch were pleased to be sharing their first official event as National Executive 2022-23 at the beginning of another exciting year</p>

for VIEW in The Smith Family's Boardroom of its new office premises in Sydney.

She extended a very warm welcome to National Council 2022-23. This was the first hybrid National Council meeting, ever, with National Councillors attending in person (the first face to face meeting since February 2020) and she also welcomed the Advisors who joined the meeting virtually.

She also said that we are all looking forward to putting COVID behind us! And reported as follows:

The past 18 months of COVID restrictions, border closures and lockdowns have affected us all in many ways, in particular, it has contributed to the decline of VIEW members stepping up to Senior Officer roles in a number of Areas.

In 2020-21 VIEW trialed Advisor roles where there was no National Councillor to ensure effective communication of important VIEW news and maintaining all information to club members in these Areas.

In September 2021, based on the continued decline in members taking on other leadership roles, Senior Officer responsibilities and the Advisor survey results, National Council **Item 7.2 VIEW Advisor Role in 2022-23** unanimously agreed to continue the VIEW Advisor role for a further two-year term.

It was noted that, Advisors provide Clubs and members with a level of support and guidance and be the general "go to" person in the Area.

They play a vital role in sharing information, achieving consistency, communication and compliance and assisting with development as well as preventing potential Club closures.

During this 2022-23 term, Advisors have been invited to attend National Council meetings virtually, giving them the opportunity to receive information at the same time and manner as a National Councillor.

### ***Executive theme***

Since the COVID restrictions and lockdowns – around the country, there has been a considerable amount of interest from women in joining VIEW - whether it was due to the forced isolation, or just wanting to meet with others in their community, - women have been making enquiries and coming along to VIEW which is excellent news!

Connecting through community is a key attraction – Women are looking to connect with others and we would like them to join VIEW, which is why our Executive theme for 2022-23 is:

### ***"Making Connections Makes a Difference"***

Marg commented that "we were keen to promote VIEW's **connections** in community! In fact, it is our connections with The Smith Family that enables us to *Create Better Futures Together!*"

While many clubs around the country have experienced a surge in membership from women who can't wait to get out, we understand that many members are still hesitant to venture too far from home.

	<p>It is important for all VIEW clubs to gently encourage and motivate members to venture out from their COVID cocoons – with enticing programs, advertised fun activities and fabulous guest speakers. We understand that many clubs and members have been able to keep connected through Interest groups such as a Walking Group or a Book Group which can also provide a valuable first step to entice members back to the fold of VIEW and make a social connection in a small group prior to a larger Club connection.</p> <p>Marg encouraged all National/Zone Councillors, Advisors, clubs and members to spread the word that VIEW is back!</p> <p><b>TSF Centenary – 100 years of creating better futures together</b></p> <p>This year The Smith Family is marking a century of creating better futures for Australian children living in disadvantage.</p> <p>Many Areas are already planning Galas and Zone conferences. She encouraged all Clubs to be planning how they are going to celebrate The Smith Family’s Centenary year. Perhaps a club event, combined High Tea, a Gala, a picnic or a walk with VIEW?</p> <p>On 24 February the VIEW Executive, have been invited to the Governor General’s Smith Family Centenary Celebration at Admiralty House - an exciting opportunity for the VIEW Executive to represent all VIEW Clubs and promote VIEW’s remarkable long term, valued and ongoing relationship and support of The Smith Family.</p> <p>In closing Marg commented that many States, and regions had had a tough time over the past 18 months, with some clubs being unable to meet for most of the year, much less hold traditional fundraising activities, yet members continued their innovative ways to generously raise funds.</p> <p>This dedicated support and passionate commitment enabled VIEW, the largest community sponsor of students on <i>Learning for Life</i> program, to reach 1500 <i>Learning for Life</i> sponsorship milestone before Christmas and now, VIEW’s national Learning for Life support stands at 1520.</p> <p>She thanked all members for their amazing support.</p>
<p><b>2. MINUTES AND BUSINESS ARISING</b></p>	
	<p><b>Minutes</b> - National Council <b>ratified</b> the minutes of the November 2021 meeting.</p> <p><b>Moved</b> Brenda Caligeros                      <b>Seconded</b> Evelyn Berg</p> <p><b>Accepted</b> Unanimously</p>
<p><b>3. NATIONAL COUNCIL <i>LEARNING FOR LIFE</i> STUDENT – UPDATE</b></p>	
	<p>National Councillors unanimously agreed to continue to support Jessica. It was noted that VIEW National Council have supported a <i>LfL</i> student for 29 years.</p>
<p><b>4. SUB-COMMITTEES</b></p>	
<p><b>National Council Sub-Committees</b></p>	<p>National Manager Maryanne Maher spoke to a paper previously circulated.</p>

	<p>National Council were provided with an outline of National Council Sub-Committees and working Groups for 2022-23.</p> <p>Maryanne explained that National Council Sub-Committees are a critical part of VIEW, creating more flexibility within the organisational structure allowing the National Council and Executive to work with new and emerging leaders within the organisation.</p> <p>Working Groups are longer term committees which focus on specific functions/areas and involve Executive, Past Senior Officers, National Councillors and other VIEW members.</p> <p>National Council Sub-Committees proposed were:</p> <p>Resolutions: Chair NVP Evelyn Berg</p> <p>External Relations: Chair Maryanne Maher</p> <p>Promoting Our Brand/ Chair: NVP Elizabeth Birch</p> <p>Speakers Bureau: Chair PNP Gwen Wilton</p> <p>Working Groups include:</p> <p>History: Chair PNVP Susan Groenhout</p> <p>Website and Social Media: Chair NP Marg Woodhouse; Co-Chair: PNVP Carleen Maley</p> <p>2022 National Convention: Chair PNP Lorraine Montgomery</p> <p>Future of VIEW: Chair Maryanne Maher</p> <p>Development: Chair Maryanne Maher/VIEW Executive</p> <p>Community Grants: Chair PNC June Weise</p>
<p><b>4.1 Resolutions</b></p>	<p>National Vice President Evelyn Berg spoke to a paper circulated prior to the meeting.</p> <p>Our current resolutions are:</p> <ol style="list-style-type: none"> <li>1. Safe affordable housing for women and children</li> <li>2. Reduce the use of Plastic to assist our environment nationally</li> <li>3. Better support for students to prepare for their post-school futures</li> </ol> <p>In December 2021, VIEW Resolution's Sub-Committee sent letters to Government Ministers, NGOs and relevant Statutory Authorities informing them of these resolutions and calling for more action on these issues.</p> <p>All members are encouraged to actively participate by contacting their local MPs and community organisations in support of these resolutions. For consistency in messaging template letters for clubs and members to personalise are now on the website.</p> <p><a href="http://view.org.au/who-we-are/resolutions/">http://view.org.au/who-we-are/resolutions/</a>.</p> <p>The Resolution cycle will begin again this year - 2022. The" voice of VIEW" is an important aspect of VIEW Clubs of Australia. Through VIEW's national Resolution process, we are able to collectively identify and articulate issues that are considered important for influencing social change in Australia.</p>

	<p>Evelyn encouraged <b>VIEW Clubs/members to submit a motion/resolution on a relevant National issue before 25 November 2022.</b> National and Zone Councillors are asked to encourage clubs to prepare motions for submission to the sub-committee.</p> <p>In the March mailout, Clubs will receive an invitation to submit topics for consideration in the resolutions debate at the 2023 National Convention.</p> <p>Evelyn commented that it had been good to see many submissions for consideration over the past few years and encouraged clubs to submit resolutions.</p> <p>Some guidelines which may be of assistance when preparing motions:</p> <ul style="list-style-type: none"> <li>• Limit the number of issues canvassed in the motion to reduce the risk of the motion being lost on one of its parts.</li> <li>• Restrict the Rationale to matters explaining and supporting the motion.</li> <li>• Ensure that the content of motions explains and supports the arguments.</li> </ul> <p>If a club's resolution was not previously chosen, then it can be resubmitted with amendments.</p> <p>Note: As 2022 is a postponed National Convention, Resolutions will not be debated this year at the 2022 National Convention.</p>
<p><b>4.2</b> <b>VIEW in the Community incl Events, New Clubs</b></p>	<p>National Vice President Elizabeth Birch spoke to a paper circulated prior to the meeting.</p> <p><b>Event Notification</b></p> <p>Elizabeth noted that many Clubs have commenced planning 2022 activities for their clubs including fundraising events.</p> <p>As mentioned earlier, this year The Smith Family is marking a century of creating <i>better futures for Australian children living in disadvantage</i>.</p> <p>Throughout the year there will be opportunities for many VIEW members to celebrate with their local Smith Family communities.</p> <p>VIEW Clubs are encouraged to plan how they are going to celebrate The Smith Family's Centenary year.</p> <p><b>International Women's Day (IWD)</b> functions are being organised across Australia at Club, Area and Zone levels.</p> <p>Clubs are asked to send through details of any events in the pipeline for The Smith Family centenary and IWD Refer to: <i>National Office update item 6.1 for information regarding the 2022 IWD theme</i> to PNVP Pat McRae (<a href="mailto:pat.mcrae@bigpond.com">pat.mcrae@bigpond.com</a>). These are recorded in the Events Register for insurance purposes. The appropriate VIEW Event/Insurance in Residence form is available on the VIEW web site <a href="http://view.org.au/resources/forms">http://view.org.au/resources/forms</a>. Clubs are reminded to state the actual date of the event/s, not e.g 2<sup>nd</sup> Tuesday</p> <p><b>VIEW Media</b></p>

Articles in local media continue to portray the coverage VIEW is receiving in many community publications. High quality photographs together with succinct reports promoting our members' activities, events and our local support of the work for The Smith Family are powerful tools to promote VIEW in the community to others and increase our profile.

VIEW members are reminded to use Media Releases which are provided to clubs. The latest media release "**Create connections and make a difference by joining VIEW**" can be used throughout the year and is available at <http://view.org.au/resources/media-releases/>.

VIEW Key Messages 2022 are available on the website at <http://view.org.au/media/11759/view-key-messaging-110122.pdf>.

### **Christmas Wrapping**

Elizabeth thanked all members who were able to conduct Christmas wrapping in 2021 at local shopping centres providing a valuable service, promoting VIEW Clubs to prospective members, and fundraising.

Please send relevant details through to ([pat.mcrae@bigpond.com](mailto:pat.mcrae@bigpond.com)) so that it is possible to record the great contribution you have all made.

Elizabeth acknowledged and thanked the following Clubs and Areas for their Christmas wrapping efforts:

- Ballarat Evening (VIC) raised over \$5,000.
- NSW South Coast Berry to Eden (NG03) 45 volunteers raised over \$3,900.
- Bonville-Boambee VIEW Club (NSW Toormina area) raised over \$1,600. A wonderful effort during COVID and considering Toormina shopping centre had sustained substantial damage with a hailstorm weeks before Christmas.

Elizabeth congratulated the 95 Gold Coast VIEW members from the following Clubs: Burleigh-Palm Beach, Southport Day, Runaway Bay, Robina, Surfers Paradise, Oxenford/Coomera, Nerang, and Currumbin-Elanora, plus 10 friends who participated in Christmas wrapping @ Westfield Helensvale in December 2021 raising \$10,237.91 for The Smith Family's *Learning for Life* program. The eight Gold Coast VIEW Clubs, dedicated 595 hours to wrapping gifts over a 19-day period, wrapping over 5,400 presents. An amazing effort!

It was noted that National Vice President Evelyn Berg recently presented a \$10k cheque to The Smith Family CFO Paul Johnston in January.

### **COVID – 19 and VIEW Clubs**

VIEW Clubs are reminded to follow the Guidelines and Statement of Responsibility for Clubs/Members as well as their State/Territory Government advice when organising events/activities or fundraisers. For specific information visit Health Direct (<https://www.healthdirect.gov.au/coronavirus-covid-19-information-by-state-and-territory>). VIEW Club members should continue to refer to Federal and State regulations COVID-19 advice, to guide members in

	<p>face-to-face activities during the pandemic. This includes following rules and regulations for those fully vaccinated and those that are not fully vaccinated.</p> <p>To view and download VIEW's guidelines please visit the website – <a href="http://view.org.au/COVID-19 &amp; VIEW">view.org.au/COVID-19 &amp; VIEW</a>.</p>
<p><b>4.3</b> <b>Promoting our Brand/ Speaker's Bureau</b></p>	<p>National President Marg Woodhouse spoke to a paper circulated prior to the meeting.</p> <p>With the easing of COVID restrictions, we hope that 2022 will open up more opportunities for speaking engagements to spread the word about VIEW and our work with The Smith Family in communities.</p> <p>Our aim is always to encourage others to support The Smith Family to join VIEW and become involved in our work.</p> <p>The Speaker's Bureau speech and presentation have again been updated for 2022 and together with excellent student story videos, are ready for updating onto USBs.</p> <p>If you would like to have the updated speech and videos, please return your USB to ensure you have the current facts and figures to fully engage and inform your audience. Please send to PNP Gwen Wilton (12 Antill Street, Picton, NSW 2571).</p> <p>Please Note: The Speaker's Bureau speech (6 mins) can also be used to update club members on VIEW and The Smith Family.</p> <p><b>Reports:</b></p> <p><b>Joan Coleman, NC SA</b>, during 2021 Joan contacted the Plangon Club (Antique &amp; Modern Doll Collectors) informing them about VIEW and our connection with The Smith Family.</p> <p>As a result VIEW has been nominated as the charity of the day for their exhibition in May, with all profits, including door takings, catering and raffles going to VIEW. VIEW will be providing all refreshments, morning/afternoon tea, lunch etc.</p> <p>Joan will present to the club in the future. This is a wonderful opportunity not only to raise much needed funds but to further promote VIEW and The Smith Family.</p> <p>Please forward contacts and/or details for speaking engagements to National Office and/or PNP Gwen Wilton, <a href="mailto:gwenwilton@bigpond.com">gwenwilton@bigpond.com</a>.</p>
<p><b>4.4</b> <b>Club Development</b></p>	<p>National Manager Maryanne Maher spoke of the need for all Councillors/Advisors to be aware of any clubs having issues in their Areas. In particular, at the beginning of the year to be aware of ways to assist clubs with forming alternative club committees, co-sharing or rotating roles in Club committees.</p> <p>We need to be flexible and adaptive with a view to keeping all our clubs healthy as well as looking for areas for developing new clubs.</p> <p>Business Analyst, Olga Shkuropatova took the Councillors/Advisors through a Summary of the <b>online Club Development survey</b> which was trialed in 2021 by the outgoing National Councillors and Advisors in relation to the health of the clubs in their Areas in November 2021.</p>

	<p>All National Councillors and Advisors will be provided with an email copy of comments relating to their Area and were asked to review the summary list of the clubs in their Area (that had been highlighted, if any) by the outgoing National Councillors/Advisors as having issues.</p> <p>To review the comments, share with Zone Councillors and follow up with those clubs as a priority by contacting them and providing support</p> <p>National Councillors and Advisors will be provided with an email copy of comments relating to their Area.</p> <p>National Councillors/Advisors will provide regular updates on clubs at National Council meetings.</p>
<h2>5. WORKING GROUPS</h2>	
<p><b>5.1</b> <b>History Working Group</b></p>	<p>National President Marg Woodhouse spoke to a paper circulated prior to the meeting.</p> <p>Zone and National Councillors were reminded that in order to maintain our history records it is important that completed forms relevant to Club Inaugurals or Closures be sent to the History Working Group. The relevant forms can be forwarded to <a href="mailto:view.historymatters@gmail.com">view.historymatters@gmail.com</a>. By sending forms directly to the History Working Group when possible, the workload for staff at National Office is reduced.</p> <p>Clubs were reminded that if they have requests for historical details of VIEW Clubs of Australia the working group can be contacted via email, as above. The Working Group endeavours to respond as soon as possible but at times do not always have the information requested as there are gaps in the archives at our disposal. Any queries relating to VIEW History to be directed to Susan Groenhout, Chair, History Working Group: <a href="mailto:view.historymatters@gmail.com">view.historymatters@gmail.com</a>.</p> <p><b>Calling interested archivists or historians.</b></p> <p><b>Scope:</b> Compile VIEW archival information to provide an enduring record for future reference. Respond to search requests for information about members, past events, and milestones in the history of the organisation. Creating a digital archive.</p> <p><b>Looking for:</b> Councillors/members with a passion for historical record keeping. All Members with knowledge of digital record keeping are welcome.</p> <p>If you would like to join the History Working Group. Please contact <a href="mailto:view@thesmithfamily.com.au">view@thesmithfamily.com.au</a>.</p>
<p><b>5.2</b> <b>Website &amp; Social Media</b></p>	<p>National President Marg Woodhouse spoke to a paper circulated prior to the meeting.</p> <p><b>VIEW Website</b></p> <p>The Website Working Group will be systematically progressing through the club webpages over the next six months. National and Zone Councillors will be provided with a list of Clubs that need to work on their webpage. Clubs are encouraged to check their webpages.</p> <p>Club websites provide the very first impression for any woman seeking to join VIEW. It is essential that each Club webpage is Up To Date with the <u>latest contact's first name, club email address or phone number as</u></p>

well as place and time of meeting. This makes for a good, first impression.

Upcoming events and photos of members connecting and having fun make Club website's more inviting. Ensure that photos are taken in High Resolution with phone turned on its side (landscape) for 'wide' photos. PNVP Carleen Maley is the VIEW Website Coordinator. Please send your club information and photos to [admin@view.org.au](mailto:admin@view.org.au).

Facebook, Twitter and Instagram provide our Social Media connection and it is easy to put up a post that reaches thousands. Send your photo and blurb to [admin@view.org.au](mailto:admin@view.org.au).

## **Social Media**

### **Club Facebook**

All VIEW Clubs are encouraged to create an individual Club Facebook page. For help in setting up a Facebook page please refer to "[www.view.org/resources/how-to-help](http://www.view.org/resources/how-to-help)" section of the website.

VIEW Clubs with a Facebook page are encouraged to advise the Website Working Group of their Facebook link so it can be added to their web page. ([admin@view.org.au](mailto:admin@view.org.au)).

**Please note:** The Website Working Group does not have access to individual Club's Facebook pages; this is the responsibility of the individual Club.

Facebook is a great way to get messages out to members quickly (eg National Convention, newest edition of VIEW Matters, Online Raffle, etc) and share any photos taken at your events. Your VIEW webpage has limited space to share photos (2 max) per event and we recommend that you choose the two best to represent the event and your Club.

### ***A timely reminder for all clubs and members at this time of the year***

We are all aware of the possibilities of scams through our connections on emails and Facebook. Please be mindful of the offer that sounds too good to be true or the question that doesn't seem quite right! Check it out before you take up the offer.

Scammers try to steal your money or personal information — they are modern day fraudsters.

The Councillors and Advisors were provided with an excerpt from e-Safety Commissioner website relating to online scams and identity theft. <https://www.esafety.gov.au/> and were encouraged to know how to protect themselves and to encourage others to do so. For Example VIEW Clubs are advised not to publish any club bank details including account balances in their Club Newsletters.

To find out more information on how you can stay safe online, visit e-Safety Commissioner (<https://www.esafety.gov.au/>).

Or read the Little Black Book of Scams - <https://www.accc.gov.au/publications/the-little-black-book-of-scams>

Scamwatch - <https://www.scamwatch.gov.au/>

<p><b>5.3</b> <b>Future of VIEW Working Group</b></p>	<p>National Manager Maryanne Maher spoke to a paper circulated prior to the meeting.</p> <p>Due to the lack of nominations for Senior Office bearers, the FoVWG group has been looking at VIEW governance, in particular the difficulties in filling both committee and senior office bearer roles eg Zone and National Councillors. Currently there are insufficient senior women to ensure that all Areas have representation on National Council.</p> <p><b>At the start of 2022 there are –</b></p> <ul style="list-style-type: none"> <li>• 20 National Councillor positions, 6 positions are filled.</li> <li>• 48 Zone Councillor positions, 23 positions are filled.</li> <li>• 9 Advisors are assisting some Areas without National Councillors, which is a short-term solution.</li> </ul> <p>This situation is untenable if VIEW is to grow and continue to be a support network for women.</p> <p>Over the past five years, there has been a steady decline in members taking on Senior Leadership positions. Added to this has been the recent COVID lockdowns, travel restrictions, border closures and people’s concerns not to mix in large numbers or travel interstate which has only contributed to the lack of nominations for Senior Officers. This issue is not unique to VIEW Clubs and there are, a number of community and volunteering organisations experiencing a decline in their volunteer leadership roles.</p> <p>FoVWG are at the planning stage of reviewing the overall structure of VIEW Governance and input will be sought in due course from Members, Senior Leaders, Past Senior Officers and current National and Zone Councillors.</p>
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**6. GENERAL BUSINESS**

<p><b>6.1</b> <b>Councillor/Advisor PowerPoint for Clubs</b></p>	<p>National Councillors/Advisors were taken through a draft of the Powerpoint which will be provided to them with Area specific statistics for presentation to Clubs.</p>
<p><b>6.2</b> <b>Connecting with Local/State/Federal Representatives in an election year!</b></p>	<p>National Executive, and National/Zone Councillors will continue to spread the word of VIEW through Federal and State Members of Parliament (MPs) and Local Councils ensuring that we share our key messages about VIEW and its connection with The Smith Family with the wider community.</p> <p>National Councillors (and in some instances Zone Councillors and Advisors, if they wish) are encouraged to contact and email template letters of introduction provided at National Council meeting to their Local, State and Federal Members of Parliament requesting a face to face meeting, where possible.</p> <p>When speaking with Local/State/Federal MPs National/Zone Councillors/Advisors are asked to cover the following topics:</p> <ul style="list-style-type: none"> <li>• Suggestions from MPs as to ways of promoting VIEW in their community</li> </ul>

	<ul style="list-style-type: none"> <li>• Support which MPs could provide to local VIEW Clubs eg printing/photocopying, stamps, guest speakers, promoting events on their website/newsletters</li> <li>• Assisting to promote VIEW locally by placing VIEW Club contact details onto Community Website/Noticeboard or MP's Facebook/Website/Newsletter/Flyer</li> <li>• Local Community Fair Day – to potentially hold a stall and promote VIEW</li> <li>• Notify of any Grants which could help VIEW Clubs and/or support The Smith Family.</li> </ul>								
<b>6.3</b> <b>Empowering VIEW members to thrive in the digital world</b>	<p>Business Analyst, Olga Shkuropatova, took the Councillors and Advisors through a summary of the initial results of the online member survey “<i>Empowering VIEW members to thrive in the digital world</i>” noting that 2496 members participated in the online survey.</p> <p>Further analysis will be conducted prior to sharing results with all clubs and determining next steps.</p> <p>Thank you to all members who participated in the online survey.</p>								
<b>6.4</b> <b>Microsoft Teams</b>	<p>National Office has moved to using Microsoft Teams for online meetings and main communications.</p>								
<b>6.5</b> <b>Zone Councillor Ratification</b>	<p>National Council unanimously <b>ratified</b> the appointment of the following Zone Councillors for 2022-23</p> <table border="1"> <thead> <tr> <th>Zone</th> <th>Name</th> </tr> </thead> <tbody> <tr> <td>NG03</td> <td>Anne Comery</td> </tr> <tr> <td>QA02</td> <td>Lorna Daddow</td> </tr> <tr> <td>WA01</td> <td>Kris Behets</td> </tr> </tbody> </table> <p>National Council accepted, with regret, the resignation of Zone Councillor Joy Menzies (NA03).</p>	Zone	Name	NG03	Anne Comery	QA02	Lorna Daddow	WA01	Kris Behets
Zone	Name								
NG03	Anne Comery								
QA02	Lorna Daddow								
WA01	Kris Behets								
<b>6.6</b> <b>Name Change</b>	<p>NVP Evelyn Berg advised that requests had been made (accompanied by a copy of Club Minutes evidencing agreement of majority of members) for Malvern Evening VIEW Club (Vic) and Lugarno Evening VIEW Clubs (NSW) to become day clubs and be known as Malvern Day VIEW Club and Lugarno VIEW Club, respectively.</p> <p><b>Carried unanimously</b></p>								
<b>6.7</b> <b>Club Closures</b>	<p>National Council <b>noted</b> with regret that the following club/s had closed since the November 2021 National Council meeting:</p> <p>Belmont (NA); Coffs Harbour Day (NM); West Wyalong (NL)</p>								
<b>7. NATIONAL OFFICE UPDATE</b>									
<p>Clubs are reminded that they have <i>already been furnished with some of the following information</i></p>									
<b>Toy &amp; Book Appeal</b>	<p>In 2021 VIEW Clubs' donations to The Smith Family's Toy &amp; Book appeal totalled \$80,000. A new record. Thank you to all who contributed to this appeal.</p>								
<b>International Women's Day (IWD)</b>	<p>Many regional areas and individual clubs are busy arranging International Women's Day events for IWD on 8 March 2022.</p>								

<p><b>events throughout Australia</b></p>	<p>This year's theme is <b># BreakTheBias</b>.</p> <p>Imagine a gender equal world. A world free of bias, stereotypes, and discrimination. A world that is diverse, equitable, and inclusive. A world where difference is valued and celebrated. Together we can forge women's equality. Collectively we can all #BreakTheBias.</p> <p>Members are encouraged to support their club and Zone/Area IWD functions and invite other women in the community to join them.</p> <p>Event organisers are asked to submit articles and photos of their events to The Editor VIEW Matters (<a href="mailto:view@thesmithfamily.com.au">view@thesmithfamily.com.au</a>) by <b>11 March 2022</b>.</p>
<p><b>Event Notifications</b></p>	<p>National Office would like to thank PNVP Pat McRae for agreeing to continue collating the recording of VIEW events. All Clubs, National and Zone Councillors are reminded to forward their Event Notification forms to Pat McRae at <a href="mailto:pat.mcrae@bigpond.com">pat.mcrae@bigpond.com</a> at least one month prior to the event.</p>
<p><b>VIEW National Convention 2022 – Adelaide – 9-11 September 2022</b></p>	<p>The VIEW National Convention will be held in Adelaide SA from 9-11 September 2022.</p> <p>We invite you to come and join in the fun and excitement...!</p> <p>National Convention is conducted over 3 days, Friday to Sunday, and provides VIEW members, their friends and others interested with:</p> <ul style="list-style-type: none"> <li>• An opportunity to hear from prominent speakers on a broad range of topics;</li> <li>• An ability to learn about and celebrate VIEW achievements and our work within communities supporting the education of disadvantaged Australian children;</li> <li>• Other surprises, loads of fun and much, much more...</li> </ul> <p><b>All clubs will be sent VIEW National Convention 2022 Registration pack in February Mail Out.</b></p>
<p><b>VIEW Matters magazine</b></p>	<p>National Office has commenced the production of VIEW Matters April 2022 edition. National and Zone Councillors are encouraged to contact their clubs requesting details of any special events or members' recognition such as: Australia Day Awards and other Honours.</p> <p>Submissions to be sent to <a href="mailto:view@thesmithfamily.com.au">view@thesmithfamily.com.au</a> with a paragraph about the award and a high resolution photo if possible, no later than 25 February 2022.</p>
<p><b>January Mailout</b></p>	<p>The January mailout to clubs contained the following information which was especially relevant to Club Secretaries and Treasurers:</p> <ul style="list-style-type: none"> <li>• Welcome to 2022 – Making Connections Makes a Difference!</li> <li>• Membership List Procedures and Club Member List</li> <li>• Service Pin Check List and Order Form</li> <li>• Audit – Annual Audit Guide and Request for Audit 2021</li> <li>• Cashbook – Memo and Flyer</li> <li>• Club Statement</li> </ul> <p>All this information is available at <a href="http://view.org.au/resources/mailouts/">http://view.org.au/resources/mailouts/</a>.</p>

	<p>Club specific letters, such as membership lists and forms were posted to clubs. These are not available on website.</p>
<b><i>Mailout dates 2022</i></b>	<p>All clubs are reminded that the mailout dates for 2022 are:</p> <p>13 January      17 February      17 March      21 April  19 May            23 June            21 July  18 August        20 October        17 November</p> <p>There is no mailout in September due to VIEW National Convention.</p> <p>Club Secretaries and Treasurers are encouraged to diarise these dates so that they are aware of when orders will be sent from National Office.</p>
<b><i>Updated Club Handbook 2022-23 and Forms (Club Secretary/Committee)</i></b>	<p>A revised and refreshed Club Handbook (<a href="http://view.org.au/resources/committee-information/">http://view.org.au/resources/committee-information/</a>) is now available on the website. All Club Committee members are encouraged to download a copy of this new look Club Handbook.</p> <p>Forms (<a href="http://view.org.au/resources/forms/">http://view.org.au/resources/forms/</a>) for 2022 have also been refreshed and are available on the website. Club Secretaries and Treasurers are encouraged to dispose of all out of date forms and download all relevant documents/forms for their club's immediate use as well as handbooks. National Office does not provide hard copies of these documents.</p> <p>Councillors are asked to encourage their Clubs to dispose of all outdated forms and download fresh forms from the website. All Club Committee members should be encouraged to download the updated Club Handbook for their reference.</p>
<b><i>Cashbook</i></b>	<p><b>VIEW Electronic Cashbook</b></p> <p>Club Treasurers are encouraged to use the Electronic Cashbook for easier record keeping.</p> <p>VIEW Electronic Cashbook 2022 is available for downloading at <a href="http://www.view.org.au/resources/committee-information">www.view.org.au/resources/committee-information</a> together with step by step Electronic Cashbook Guide.</p> <p><b>VIEW Cashbook (hardcopy)</b></p> <p>National Office understands that not all Treasurers will wish to use the electronic cashbook and prefer to use the hardcopy version. Previously all clubs received a hard copy cashbook regardless of the Treasurer's wish to use the electronic version. If the hardcopy version of the VIEW cashbook is required, the Request form enclosed with the Treasurer's January mailout should be completed and sent/mailed to National Office <a href="mailto:view@thesmithfamily.com.au">view@thesmithfamily.com.au</a>.</p> <p><b>Please note: The hardcopy VIEW Cashbook will be sent to the Club's address only upon receipt of the club's completed request.</b></p>
<b><i>Making a Difference Awards 2022-23</i></b>	<p>2022-23 Executive will be <b>continuing with the popular "Making a Difference Awards"</b>. Clubs are able to nominate deserving members. Relevant information and details are available on the website (<a href="http://view.org.au/resources/forms/">http://view.org.au/resources/forms/</a>).</p>
<b><i>Inspiring Women of VIEW - we want to hear from all of you!</i></b>	<p>We are seeking snippets, comments, and photos from VIEW members in their communities in each Area/State to share with others. We are also seeking interesting, informative stories about VIEW members (Why/when they joined VIEW, what they like about VIEW, Why others</p>

	<p>should join VIEW etc) in their communities in each Area/State – these will form a library of VIEW stories, for VIEW Matters Magazine and ready for media opportunities.</p> <p>It's really simple, just complete the form <i>Inspiring Women of VIEW</i> form located at <a href="http://view.org.au/resources/forms/">http://view.org.au/resources/forms/</a> and send it to <a href="mailto:view@thesmithfamily.com.au">view@thesmithfamily.com.au</a>.</p>
<p><b>National Office has moved</b></p>	<p>The Smith Family and VIEW National Office have moved to new premises at Level 17, 2 Market Street, Sydney, NSW.</p> <p><b>Please note the postal address has not changed.</b> When you are corresponding with <b>VIEW National Office please continue to use GPO Box 10500, Sydney, NSW 2001.</b></p>
<p><b>The Smith Family Centenary</b></p>	<p>This year The Smith Family is marking a century of creating <i>better futures for Australian children living in disadvantage</i>.</p> <p>Throughout the year there will be opportunities for VIEW members to celebrate with their local Smith Family communities.</p> <p>Things to look out for:</p> <ul style="list-style-type: none"> <li>• In the middle of the year a <b>collectable Smith Family centenary envelope</b> will be produced by <i>Australia Post</i>...</li> <li>• To wrap up the year <i>The Royal Australian Mint</i> will be striking an uncirculated \$1 <b>Smith Family commemorative coin</b>...</li> </ul>
<p><b>2022 Celebrating The Smith Family's Centenary - 100 years!</b></p>	<p>VIEW Clubs have been encouraged to arrange their own individual Smith Family Centenary celebrations.</p> <p>Some suggestions for events are:</p> <ul style="list-style-type: none"> <li>• a Morning/Afternoon High Tea – bring out your fine china, invite others in the community to join you, enjoy eating lots of cakes, raise funds and dress up (if you like) as: <ul style="list-style-type: none"> <li>○ 1920's flappers the year The Smith Family was formed or</li> <li>○ 1960's swingers and celebrate VIEW's beginnings or</li> <li>○ 1980s yuppies when The Smith Family moved from Welfare to Education or,</li> <li>○ The decade in which your club opened! or</li> </ul> </li> <li>• Celebrate as you wish</li> </ul> <p>*You could also incorporate this event with your Area Gala</p> <p>Whatever event/function your club chooses, members can share their memories of when/how they joined VIEW, as well as the fun events and activities they have enjoyed over the years</p> <ul style="list-style-type: none"> <li>• what supporting The Smith Family means to them, and</li> <li>• how inspiring it is to support Australian students and young people.</li> </ul>



	<p>2022 is going to be a wonderful celebration of The Smith Family's one hundred years of commitment to improving the lives of Australian children.</p> <p>For 62 of those years, VIEW Clubs have played a significant part in supporting the work of The Smith Family providing long term educational support for Australian Children and young people in need.</p>
<p><b><i>Make a Spectacle Competition – Celebrating 100 Years</i></b></p>	<p><b>Make a spectacle for you and your friends...</b> as part of VIEW celebrating The Smith Family's Centenary of commitment to improving the lives of Australian children.</p> <p>A pattern (3 designs) is provided for members to design. Make them as colourful as you want, VIEW Colours (Purple/Teal), Smith Family Colours (Red/Blue), diamantes, texture, etc. The sky's the limit.</p> <p>Attach your glasses to a stick creating a lorgnette, take a photo and send it in.</p> <p>Entries:</p> <ul style="list-style-type: none"> <li>• close 31 July 2022</li> <li>• will be shared on Facebook.</li> <li>• winners will be announced at National Convention 2022</li> </ul> <p>Go to <a href="http://view.org.au/resources/awards-and-competitions/">http://view.org.au/resources/awards-and-competitions/</a> for full details.</p>
<p><b><i>My Smith Family Portal</i></b></p>	<p>Administration Co-ordinator Linda Custer guided National Councillors/Advisors through a short demonstration of how easy The Smith Family Portal located on The Smith Family website is to use.</p> <p>National Councillors/Advisors were asked to promote and support the use of The Smith Family portal to all VIEW clubs and share the ease of use and functionality.</p> <p>Clubs are reminded that the <i>My Smith Family</i> portal (<a href="https://www.thesmithfamily.com.au/login">https://www.thesmithfamily.com.au/login</a>) allows easy access to information about your Club's sponsorship/s, student/s, payments and correspondence history. By accessing the <i>My Smith Family</i> portal clubs can alleviate some of the delays experienced with phone/email correspondence with the Supporter Care team.</p> <p>The portal, <i>My Smith Family</i> allows VIEW Clubs, existing sponsors and donors to:</p> <ul style="list-style-type: none"> <li>• View and download receipts for all tax deductible donations. You can email copies of receipts to Club email address.</li> <li>• View student information including downloading current and past student profiles as well as find out when your next sponsorship payment is due.</li> <li>• Keep your Club contact details up to date.</li> <li>• Review your student correspondence timeline to ensure that all items have been received by TSF/posted to your student.</li> </ul> <p>VIEW Clubs are encouraged to register for this portal and avail themselves of quicker answers to queries. <b>February 2022 mailout</b></p>

	<p><b>includes a memo and flyer with more information on how to register and/or access the <i>My Smith Family</i> portal.</b></p>
<p><b>Generic Club Email Address</b></p>	<p>With more and more people utilising online services, accessing websites etc. National Office recommends that VIEW Clubs (if they do not already have one) should have a generic email address for their Committee member use. Many VIEW Clubs use personal email addresses as contact points for their club and changes from year to year.</p> <p>Benefits of having a generic Club email address:</p> <ul style="list-style-type: none"> <li>• Using a Gmail account saves space on computer's hard drive.</li> <li>• There is no need to delete an email and emails can be archived for future use.</li> <li>• Reduces potential scams and increases Club online security</li> <li>• It spreads the workload of reading and actioning emails to all Committee Members.</li> <li>• Communications are not missed when one Committee member takes a break. All Club Committee Members can access and see all correspondence received.</li> <li>• By all Committee Members having access to the inbox, information from National Office is easily shared which makes the job of being on the Committee a lot easier.</li> <li>• A generic Gmail address also means that the Club email address does not have to be changed after every election and personal email addresses can be kept private and free of VIEW Club emails.</li> </ul> <p>Suggested format for your email address:</p> <p><a href="mailto:Yourclubname.viewclub@gmail.com">Yourclubname.viewclub@gmail.com</a> (do not forget the full stop after your Club name).</p> <p>Gmail is a suggested free email service but there are other free email services that can be utilised (eg Hotmail, Yahoo).</p>

## 8. Learning and Development

<p><b>Seeking volunteers as S2S on call hotline contact point on weekends (Friday evening to Sunday) – between May and October 2022</b></p> 	<p>Wendy Field Head of Policy and Programs The Smith Family gave a short presentation about a new <b>Volunteering Opportunity</b> for VIEW club members: Assisting with Child Protection Hotline to support young students in the student2student program.</p> <p><b>About the program:</b></p> <p>The student2student (s2s) program is an evidence based, reading program that helps to improve the reading skills of younger students by pairing them up with an older Buddy, who peer reads with them.</p> <p>Evidence indicates that one of the best ways to support students who have reading difficulties is for the help to come from others near their own age. s2s pairs students who are behind in their reading age with trained Buddies (typically high school students) who work with them to improve their reading skills. The mentoring is provided over the phone</p>
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or online, via a website called Chatty Kids, with the pair reading from the same book.

Reading pairs are expected to read 2-3 times per week, between 4 – 7pm during the week and on weekends from 10am-4pm for 20 min at a time. The program runs for approximately 18 weeks in total. We have two cycles of the program each year and over 1400 pairs involved.

s2s operates in every State and Territory in Australia. It is a flagship program of The Smith Family, and has been implemented for more than 15 years, with consistently high outcomes for our students. In 2020, 94% of participating students improved their reading age and 71% doubled their reading progress<sup>1</sup>.

#### **Child safety in s2s:**

As a child safe organisation, there are several measures already in place to promote safety to all participants, including thorough training for students and parents, and a contact number for participants or their parents to contact in the event of a child protection incident. Children often set up to read to each other on weekends and we have set up an out of hours child protection hotline in the event of an incident at these times.

Since inception, there have been very few child safety issues come to light in s2s and are often non-critical in nature, relating to a Buddy feeling uncomfortable with, for example, a parent shouting in the background or a Reader disclosing that they are being bullied.

#### **The need:**

**While the use of the out of hours child protection hotline by our students has been rare, we need to ensure that there is a contact point in the event that an incident does occur. To support that we are seeking volunteers to cover this service on the weekends (Friday evening to Sunday).**

**The responsibilities of a volunteer assisting with this hotline will include:**

- **Obtaining relevant Working with Children clearance checks for their state in line with our child protection policies**
- **Attending brief training to be provided by The Smith Family, understand role expectations, learning how to identify critical vs non-critical child safety issues, and knowing how to respond**
- **Utilising own mobile device and keeping it switched on over the course of the rostered weekend to answer any calls from 10 am – 5pm.**
- **Calling child protection authorities if a critical issue is reported to you**
- **Report to the s2s Program Manager if any calls were made to the hotline on your rostered weekend.**

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<sup>1</sup> The Smith Family (2020) *student2student Outcomes Report Summary*.

	<p>The <b>s2s program will be taking place between 2<sup>nd</sup> May – 28<sup>th</sup> of October</b> this year, depending on uptake we anticipate that volunteers will be rostered 1-2 weekends in total throughout the course of the program.</p> <p><b>To express your interest in this volunteer opportunity, please contact Paula Tinker at <a href="mailto:paula.tinker@thesmithfamily.com.au">paula.tinker@thesmithfamily.com.au</a> or 0481482932.</b></p> <p><b>This flyer will be emailed to all Councillors and Clubs.</b></p>
<p>Leonie Green Head of State &amp; Territory Operations</p>	<p>HSTO Leonie Green joined National Council via Microsoft Teams to welcome the Executive and National Council to their roles and the new 2022-23 term. Leonie spoke briefly about the upcoming Smith Family 5 year strategy which will be launched in July and TSF's focus on increasing effectiveness of the organization, imbedding systems and growing our reach.</p> <p>She wished the Executive and the National Council well and looked forward to meeting them all in person at some stage during the year.</p>
<p><b>Dates Of Next Meetings</b></p>	<p>Sunday 22 May 2022 (Microsoft Teams TBC)</p>

## Summary of Decisions at National Council Meeting

February 2022

Area of Work	Decision, Policy and/or Procedure	Agenda Reference
Working Groups	Website and Social Media Working Group report	5.2
Working Groups	Future of VIEW Working Group Report	5.3
General Business	Ratification of Zone Councillors 2022-23	6.6
National Office Update	All updates	7.1
Learning & Development	<b>Volunteer Opportunity:</b> Assisting with Child Protection Hotline to support young students in the student2student program	8.1