

# Help us Help You



In order for National Office to support clubs more efficiently we ask that you consider:

## When sending an Email remember to:

**Include a brief Subject** – a brief descriptive comment about your query/request (not the entire message)

**Include your contact details** - Please include your name, club name and phone should also be used for external communications.

**Content** – clear concise query/request – if needed set out query/request in steps/points especially if it is more than one or contains several requests.



## VIEW Forms

Please:

- Use only current (2024) VIEW forms available at [view.org.au/resources/forms](http://view.org.au/resources/forms)
- Ensure your (correct) Club Name is on the form. Please do not use abbreviations eg Holdfast Evening VIEW Club - HEVC
- Complete fully (as much as possible) before sending – check new members application to ensure completed correctly (A person is not a VIEW Club and No Club name can/will mean delays in processing)

Not sure which form to use – refer to the Club Handbook 2024-25.

## Complete and email EFT Form

Please email your completed EFT form when payment is made. This is especially important for VIEW invoice payments, as it is our record that your Club payment has been made.

### Remember to:

**Include a Subject** “EFT payment from XX VIEW Club “

**Include – Brief description of your payment -**

NOTE: If we do not receive your Club’s completed EFT form, we have no way to allocate your funds and do not know that your Club has made a payment. Please follow the EFT payments to The Smith Family process.

Remember that EFT Payments should not be made for Stock Orders or New Member Joining Fee until you receive an invoice from National Office. Invoices are sent with items ordered and are not sent separately.



## New member applications and Annual Subscriptions

Please ask new members to complete an up to date Word version (2024 available on the website XXXX) and email it to the Club email account or hand a printed copy to the Club Secretary for the Club to forward it onto VIEW National Office. Please note: Electronic copies are easier to process ensuring the correct spelling of names and contact details.

**Club Name:** please ensure that the (correct) Club's name appears in the correct field. Missing or incorrect names can/will mean delays in processing applications.

## Annual Subscriptions

- Annual Subscriptions are paid on joining their club and on an annual basis (due 31 March).
- It is recommended that Club Committee remind members at last and first meetings of year when Annual Subscriptions are due (Club Committee can advise members not in attendance via email)
- Collect subscriptions from all members who attend first three meetings of the year and send to National Office. DO NOT wait for members that do not attend Jan-March. Members can pay later in the year. (remember members do not need to pay in cash but can eft funds to Club account.)
- Membership lapses after 12 months of non payment.



## Know who you are contacting:

VIEW National Office - [view@thesmithfamily.com.au](mailto:view@thesmithfamily.com.au)

Website Working Group (Not National Office) - [viewwebsite@thesmithfamily.com.au](mailto:viewwebsite@thesmithfamily.com.au). **Please note that this is a new email address.**

Supporter Care – [sponsorship@thesmithfamily.com.au](mailto:sponsorship@thesmithfamily.com.au) – student queries (The Smith Family not VIEW National Office)

## Who should I be contacting?

**Zone Councillor** – any questions you cannot find an answer to in the Club Handbook, inviting her to speak at your VIEW Club, concerns about your club.

**National Councillor** - inviting to speak at your VIEW Club, concerns about your club. With any question you cannot find an answer to in the Club Handbook when you do not have a Zone Councillor.

**National Office** – all queries regarding Membership incl change of member details/club details/orders/grant applications/square reader/audit/VIEW matters submissions/VIEW Clubs of Australia Community Page Facebook submissions (National Office does not handle individual Club pages) ([view@thesmithfamily.com.au](mailto:view@thesmithfamily.com.au) preferred method of contact)

**Website Working Group** New contact email address ([viewwebsite@thesmithfamily.com.au](mailto:viewwebsite@thesmithfamily.com.au)) – all updates for webpage/Facebook help

**Supporter Care** – ([1800 633 622](tel:1800633622) / [sponsorship@thesmithfamily.com.au](mailto:sponsorship@thesmithfamily.com.au)) student queries (sponsorship issues, next payments)/portal access

**TSF Mkt** – Never – VIEW queries will all be forwarded to [view@thesmithfamily.com.au](mailto:view@thesmithfamily.com.au)



## Member/Club Changes and Updates

Notify National Office as soon as possible:

- Member Details – Change of Member Details form
  - Club Details – Change of Club Details form (Committee List is only for annual elections)
- Prompt notification to National Office allows for quick correction to records ensuring that correct member and club details are available for any communication.

### Club Committee List (Club Elections)

- Zone Councillors are provided with a copy of the Committee List for the previous year. They will ask the Club Secretary and the Chair of the AGM to update and return to them.
- Club Secretary and AGM Chair should review all areas on the Committee List to ensure they are completed and correct.
- Zone Councillor will provide a copy to National Office so that updates are recorded and compile a President/Delegate/Secretary (PDS) List for the Zone and share this with VIEW Clubs within the Zone and the National Councillor.
- Committee Lists are due to National Office by 28 February.

### Annual Membership List update

- Completed on an annual basis
- Secretary/Treasurer to work together
- Prompt updates during the year should mean is a quick process
- Can be completed hardcopy or via Microsoft Word (upon request)
- New members not listed require a copy of their Membership Application be included to ensure they are recorded
- Include details for Transferring or Second Club members

Note: this is done for nearly 300 clubs and over 14,000 members. Timely response/adherence to deadlines is appreciated.