

# Help Us Help You

## Working together with National Office

VIEW National Office is a small team of three who service over 260 VIEW Clubs! To help us support your Club as quickly and efficiently as possible we ask members to please keep in mind the following procedures and considerations.

Please remember - the best way to contact National Office is by email [view@thesmithfamily.com.au](mailto:view@thesmithfamily.com.au). We receive hundreds of enquiries every week and we will be sure to come back to you as soon as possible.

	<p><b>Looking for a document?</b> The VIEW website <b>Resources page</b> has online copies of all relevant documents for VIEW Clubs including the Club Handbook, Treasurer's Guide, Electronic Cashbook and more! <a href="http://view.org.au">view.org.au</a></p> <p><b>Please check the VIEW website before contacting National Office for a Document.</b></p>
	<p><b>Have a question about VIEW policy or procedure?</b> Please refer to the VIEW Club Handbook 2026-27 available at <a href="http://view.org.au/resources/organisational-information">view.org.au/resources/organisational-information</a>. If you are unable to find an answer in the handbook, please contact your Zone or National Councillor.</p> <p><b>Always check the handbook and speak to your Zone or National Councillor for any VIEW policy or procedure questions before National Office.</b></p>
	<p><b>Making a payment by EFT?</b> You need to complete an EFT form and send it to us.</p> <p>When a VIEW Club makes an EFT payment, these funds are deposited directly into The Smith Family's general bank account. National Office does not have any access to this account.</p> <p>The Smith Family receives thousands of payments every day from hundreds of different sources, there is a dedicated Data Management Team working to find and allocate payments correctly. Your Club's completed <b>EFT Form</b> lets us know who made the payment and where it should be allocated.</p> <p>If you don't complete an EFT form, The Smith Family team may not know who the payment is from or what it is for. National Office will not know that your Club made a payment at all.</p> <p><b>Always complete your EFT form and email to National Office. Use the payment reference listed on the EFT form for every transaction.</b></p>
	<p><b>Completing a form?</b> When completing a form please:</p> <ul style="list-style-type: none"><li>• Use the current version (2026) of the form available on the website <a href="http://view.org.au">view.org.au</a></li><li>• Many online forms are available, where possible online forms are preferred</li><li>• Complete all fields of the form</li><li>• Type where possible, or write in clear readable handwriting in capitals</li><li>• Secretary should check all writing is legible before sending to National Office</li></ul>

**Processing Membership Applications or Changes?** Please use the correct form and process payment in a timely manner.

- **New Member** is a woman who has never been a member of VIEW.
  - Use the New Member Application Form (the 2026 version is available on the VIEW website)
  - A new member must pay the one-off Joining Fee and her Annual Membership Subscriptions when she joins VIEW
  - If the Club is paying by EFT, Annual Membership Subscription can be paid immediately. Please wait for an invoice to pay the members Joining Fee. ([EFT form required](#)).
  - If paying by cheque, two separate cheques, one for the members Annual Membership Subscription and one for the one-off Joining Fee should be sent with the form.
  - National Office will automatically order a badge. It can take 6-8 weeks from when National Office receives the application for your club to receive a new member pack. Please contact National Office if it has been more than 8 weeks.
- **Second Club Member** is a VIEW Club member who chooses to join a second VIEW Club and remain a member of the first club.
  - Use the Change to member details form
  - The member does not need to pay a joining fee, she does pay Annual Membership Subscriptions to **both** clubs
  - National Office will not automatically order a badge with the new club name. If the member wants a new badge, you will need to complete a stock order form.
- **Transferring Member** is a VIEW Club member who is leaving their current club to join another VIEW Club instead.
  - Use the Change to member details form
  - The member does not need to pay a joining fee or any transfer fee
  - National Office will not automatically order a badge with the new club name. If the member wants a new badge, you will need to complete a stock order form.

**Need to contact The Smith Family or a VIEW Committee?** Many emails are sent to the VIEW inbox that we simply pass on to another team! Sending your email directly to the correct team saves time and gives you a faster response!

Team	Email	Responsibility
Supporter Care	supportercare@thesmithfamily.com.au	All enquiries for <i>LfL</i> sponsorship including payments, renewals, student communication etc.
Website Working Group	viewwebsite@thesmithfamily.com.au	Any updates to your VIEW Club's page on the VIEW website.
History Committee	view.historymatters@gmail.com	Questions and updates on your Club history.
Grants Committee	June Weise june3@iinet.net.au	Advice, information and support on grant applications. <b>Permission from National Office still required.</b>
Resolutions Committee	Evelyn Berg evelynm2016view@outlook.com	To join the resolutions sub-committee, enquire about the process or make a submission for motion for a resolution

**Send all requests directly to the relevant team or committee.**