

27 January 2026

VIEW Clubs and Members

Dear VIEW Clubs

Update: The Smith Family General Managers

Earlier this month, I shared updates with VIEW Senior Leaders and now extend this to all VIEW Clubs and members.

The Smith Family is undergoing organisational changes, including team structures to ensure our sustainability and long-term ability to support students and families. Many roles are changing, including the discontinuation of the General Manager position on 30 January 2026. A new national structure for States and Territory Operations will be launched in February, with recruitment underway.

These internal changes aim to improve efficiency, operational capability, and provide greater consistency in response to community needs. All decisions have been carefully considered as part of a strategy to safeguard program quality and reach.

In recognition of the strong relationships VIEW Clubs have built with local General Managers and The Smith Family teams nationwide, I can assure you these changes do not affect our partnership with VIEW Clubs or the *Learning for Life* sponsorships or digital inclusion programs that VIEW generously support, these remain central to our purpose and continue unchanged.

We will keep VIEW Clubs informed as new Operations team members are appointed and remain committed to transparent and supportive communication during this transition.

Who do you contact if your Club would like to invite a Smith Family representative or a *Learning for Life* Alumni to attend a significant VIEW event?

- Please continue to follow the current process and submit your request using the “Request for Speaker” form via the VIEW Clubs’ website at <https://www.thesmithfamily.com.au/view-clubs/resources/forms>.
- Your submission will be reviewed and directed to the appropriate member of The Smith Family team. You will be notified regarding the availability of a representative or *LfL* Alumni to attend your event.
- Please be aware that while all requests are given due consideration, attendance cannot be guaranteed.

I would like to conclude by reiterating that The Smith Family is profoundly grateful for VIEW Clubs’ extraordinary contribution to and participation in our work now and into the future.

Yours sincerely,



Lisa Allan
Head of State and Territory Operations
The Smith Family