

VIEW Club Handbook

2024–25

Guidelines and processes



Use the Search function which is Ctrl + F to find the information in this document, eg. Key Messages.

TABLE OF CONTENTS

VIEW CLUBS	3
VIEW VISION	3
VIEW'S KEY MESSAGES	4
VIEW LEADERSHIP	5
REPORTING LINES OF VIEW	8
THE SMITH FAMILY	9
THE SMITH FAMILY CONTACT DETAILS	9
THE SMITH FAMILY'S VISION	9
THE USE OF THE NAME OF VIEW OR THE SMITH FAMILY	9
THE SMITH FAMILY GENERAL MESSAGING	10
Learning for Life messaging	11
Sponsorship	12
My Smith Family portal	16
POLICY AND LEGISLATION	16
LEGAL MATTERS	16
POLITICAL STATEMENTS	18
VIEW CLUBS OF AUSTRALIA FOOD GUIDE	18
INSURANCE	18
SOURCES OF FUNDING FOR VIEW CLUBS OF AUSTRALIA	19
RAFFLES - Internal or External – use different raffle tickets	19
GRANT FUNDING FOR PURCHASE OF CLUB EQUIPMENT OR FUNDING AN EVENT	21
How to apply for a grant	21
VIEW EVENTS	22
VIEW NATIONAL CONVENTION	22
CELEBRATING INTERNATIONAL WOMEN'S DAY (IWD)	22
RESOLUTIONS	23
TIMELINE FOR RESOLUTIONS:	23
GUIDELINES FOR RESOLUTIONS	24
CLUB OPERATIONS	25
COMMUNICATION FLOWCHART	25
VIEW VOLUNTEERING	25
CERTIFICATES AND AWARDS	26
MEETINGS AND ELECTIONS	27
CLUB CLOSURES	35
GRIEVANCES AND DISPUTES	36
RESPONSIBILITIES & GUIDELINES	37
PRESIDENT & VICE PRESIDENT	37
SECRETARY & ASSISTANT SECRETARY	39
TREASURER & ASSISTANT TREASURER	42
DELEGATE	53
PROGRAM OFFICER/S	54
PUBLICITY OFFICER	57
INDEX	60
AVAILABLE RESOURCES	62

VIEW CLUBS

VIEW VISION

The Vision Statement outlines the desired future of the organisation -:

“Women creating and leading a more inclusive Australian society”.

VIEW MISSION

The Mission Statement of what is to be done, where and with whom is:

As a leading voice and valued support network for women, VIEW actively raises awareness of and participates in the work of The Smith Family.

OUR GUIDING PRINCIPLES

- Inclusive and welcoming
- Diverse and respecting
- Supportive and caring
- Locally focused while nationally active
- Collaborative and future looking

VIEW PLEDGE

The Pledge reflects our values and the way we do things.

I pledge to promote the interests of VIEW, to extend friendship to all and to help those in need.

The saying of the pledge at club meetings is optional.

VIEW CODE OF CONDUCT

VIEW, as a valued part of The Smith Family, endorses the following Code of Conduct as a standard of behaviour which is adopted by each member at Club, Zone, Area and National levels.

The Code of Conduct should be read at the Club Election/Annual General Meeting as a reminder.

VIEW members are expected to:

- Be welcoming and friendly to new and visiting members and guests.
- Behave in a manner that enhances the reputation and public understanding of VIEW and The Smith Family.
- Demonstrate support to The Smith Family through engagement in volunteering and/or fundraising activities.
- Support the fun and friendship of VIEW, displaying courtesy, respect and consideration towards others.
- Support the elected members of the Club committee or other forms of Club governing structure.

VIEW Club members should also:

- Abide by the VIEW Charter, Club Handbook (regularly updated) and all other organisation guidelines
- Always conduct activities within the law
- Demonstrate loyalty by following majority decisions
- Perform their official duties with care and diligence and act in a fair and unbiased manner.
- Not disclose restricted information without authority other than for official purposes in the performance of their duties.
- Not use VIEW to seek or obtain any financial advantage for themselves or any other person or organisation other than The Smith Family.
- Consider taking on a Committee position or Leadership role in VIEW.

VIEW'S KEY MESSAGES

WHAT IS VIEW?

Elevator statement e.g. short, concise statement	VIEW is a national women's organisation with 14,000+ members in close to 300 communities. Members are connected by a common purpose to improve the life outcomes of Australian children and young people in need. VIEW exclusively supports The Smith Family by sponsoring the education of young Australians experiencing disadvantage, and volunteering, fundraising and advocating on their behalf. VIEW's supportive network helps women build lasting friendships, empowered and connected by the common purpose to support The Smith Family and make a difference to Australian children experiencing disadvantage. OR VIEW is a women's volunteer organisation with 14,000+ members across Australia exclusively supporting The Smith Family's work. VIEW's support network helps women build lasting friendships, empowered and connected by the common purpose to support The Smith Family and make a difference to Australian children experiencing disadvantage.
Support and friendship through a common purpose	VIEW's supportive network, helps women build lasting friendships, empowered and connected by the common purpose to support The Smith Family and make a difference to Australian children experiencing disadvantage
Sponsoring students	VIEW is The Smith Family's largest community sponsor of <i>Learning for Life</i> students. Members support the educational outcomes of more than 1,700 children and young people experiencing disadvantage. Through its connection with The Smith Family, VIEW is proud to enable better futures for young Australians.
Volunteering	VIEW members dedicate more than 70,000 volunteer hours each year to The Smith Family. They generously give their time to: • read to children in schools • help at The Smith Family's after school Learning Clubs • mentor students; and • use their craft skills to make school resources for students in need.
Fundraising	Local and national activities organised by VIEW Clubs raise vital funds for The Smith Family. This work contributes more than \$1.3 million every year to The Smith Family's programs for young people experiencing disadvantage.
Advocating	VIEW raises awareness about and advocates for Australian children experiencing poverty. The collective power of the organisation's 14,000+ strong national voice helps more Australians to learn about The Smith Family's work.

For the recent "VIEW Key Messages" please visit our Resources page on <http://view.org.au/resources/organisational-information/Handbooks & Guidelines>.

Further Background

VIEW was formed in 1960 by The Smith Family as a service to women and the community.

VIEW has a specific direction and purpose which is aligned to The Smith Family and focuses on helping Australian children and young people living with disadvantage transform their lives through

education.

The work of VIEW women in local communities aligns with and strengthens the impact of The Smith Family's *Learning for Life* programs for children and families in need.

Membership of VIEW is suited to all women over 18, interested in meeting regularly, establishing lasting friendships and contributing to the community. Membership benefits include the satisfaction which comes through providing support to Australian children and young people living with disadvantage, helping them make the most of their education.

A priority for VIEW is to effect positive change within the Australian community by helping children and young people living with disadvantage succeed at school, which will have a lasting impact on their lives and potential for generations to come.

VIEW LEADERSHIP

VIEW NATIONAL MANAGER

The VIEW National Manager is appointed to this position by The Smith Family to manage VIEW Clubs of Australia in consultation with VIEW National Executive and the National Leadership Team.

VIEW Clubs of Australia is subject to approval and amendment by The Board of The Smith Family which authorises the National Council (now known as the National Leadership Team) to maintain a set of guidelines and to manage the affairs of VIEW Clubs of Australia in a manner consistent with the Vision, Belief, Purpose and Values of The Smith Family.

The leadership, guidance, support and day to day management of VIEW is undertaken by VIEW National Manager and VIEW National Office.

VIEW National Office also provides leadership, support and training for the executive leadership team (National President and two National Vice Presidents). This includes speech writing, media training and ensuring VIEW brand and communications are aligned to strategy.

VIEW is a national member- based organisation, which supports, and is legally part of The Smith Family, a national non-profit organisation. Their relationship is symbiotic and a mutually beneficial one. Both The Smith Family and VIEW have developed separate five-year strategies which support each other. These plans are based on a foundation of external and internal review and data and seek to grow, modernise, and ensure sustainability of the two.

The Smith Family supports the VIEW National Office with a wide range of activities and projects including support in media and communications, finance/accounting, Company Secretary and general legal counsel, links to partner organisations which provide pro-bono support in business projects, access to partner organisations providing in kind donations (eg travel prizes for raffles), IT support with development and maintenance of website and membership database and cyber security, and development and publishing of marketing collateral including VIEW Matters magazine.

THE NATIONAL LEADERSHIP TEAM (NATIONAL COUNCIL)

National Council consists of three National Executive members (National President and two National Vice Presidents), and up to twenty National Councillors, each of whom is responsible for a specific VIEW Area.

Together with the National Manager, the National Council is the body which is responsible for decision making, growth and wellbeing of the organisation. They meet (face to face/Microsoft Teams) at least 3 times a year to develop VIEW policies, consider matters of National and/or Club importance, facilitate communication and provide learning opportunities for National/Zone Councillors.

Each Executive member serves a fixed term of two years. National Vice Presidents have the option to nominate for National President for the following two year term. Elections are held every

two years and are completed by July, with the successful candidates announced in September.

National Executive

Mid-year in the second year of the National Councillors' term of office, nominations are called from eligible National Councillors to nominate for National Vice President to form the National Executive for the following two years.

National Councillor

National Councillors assume office from 1 January and serve for two years until 31 December. National Councillors have the option to nominate for a further two years.

Eligibility and procedures for National Councillor Elections and Ballot are available in the Councillor Handbook.

Zone Councillor

Zone Councillors assume office from 1 January and serve two years until 31 December. Elections are held every two years. Zone Councillors have the option to nominate for a further two years.

To qualify for nomination, candidates should have completed a two-year term on a Club Committee or commenced office as Zone Councillor during 2023.

Zone Councillors must be a member of a club in the zone they are nominating for or willing to join a club in that zone.

Elected Zone Councillors must not hold a position on club committees.

Procedures for Zone Councillor Elections and Ballot

If only one (1) nomination is received for each Zone Councillor vacancy, the person nominated is taken to be elected with approval of National Council.

If there are two (2) or more nominations for a Zone Councillor in a particular Zone, a ballot of Club committee members eligible to vote as set out below must be conducted by National Office.

Clubs are responsible for returning five (5) individual Club committee member votes, each in separately sealed envelopes, to National Office by the nominated date otherwise the election will be declared null and void and re-conducted. The five (5) votes are to include Club President, Club Vice President, Club Delegate, Club Secretary and Club Treasurer or a nominated Committee member. If a Club is operating under the Alternative Club Structure up to 5 office bearers may vote.

If any Club committee member is unable or unwilling to vote in a postal ballot to elect a new Zone Councillor, she (or in her absence) the Club committee, may appoint another committee member to vote on her behalf provided that committee member has not registered a vote in another capacity.

The votes are counted in a discreet place at National Office and scrutinised by one (1) person independent of VIEW who will assist with the counting. All Zone Councillor ballot sheets are to be destroyed by National Office within twelve (12) months of the election.

National Office will receive a signed confidential statement from the scrutineer declaring the result(s) and that the counting of the votes has been conducted in a fair and proper manner.

In the case of a tied result for a Zone Councillor position, National Office will advise the relevant Clubs and their committee of the tied result and immediately re-conduct the ballot for only those candidates tied in the election in order to get a conclusive outcome.

If the re-conducted ballot does not provide a definite outcome, the National Councillor will make a casting vote.

Name(s) of the successful candidate(s) is/are ratified by National Council, announced to the candidate(s) by the National President or her nominee and advised to the membership through the National Council Minutes.

Candidates will receive a letter from National Office advising of the election result.

The National President or her nominee will induct incoming Zone Councillors.

The outcome of an election for a Zone Councillor becomes null and void if correct procedures are not followed and a new election will be held.

MEMBERS AND MEMBERSHIP

The management of membership is a combined role between the Secretary and Treasurer.

Annual Membership Subscriptions

To streamline the process, the Secretary may assist the Treasurer by preparing an alphabetical list of members that can be used to 'mark off' the person's name when the annual membership subscription is paid. It is normal for the Treasurer to hand out receipts at the following meeting.

Annual membership subscription is \$20 per member.

Members who belong to more than one Club pay an annual membership subscription to each Club to which they belong.

For any member joining VIEW, the \$40 membership fee must be sent to National Office by EFT or two separate cheques one for \$20 annual membership subscription and the other for \$20 joining fee which includes the member's VIEW badge.

TYPES OF VIEW MEMBERSHIP—OVERVIEW

New member joining VIEW

When a new member joins VIEW, both a joining fee and an annual membership subscription is paid; the Club receipt is issued for the total amount. A new member is a woman who has never been a member of VIEW or a woman who is re-joining VIEW after a lapse of more than twelve months membership. The annual membership is the same regardless of which month a member joins (i.e. no pro-rata payments).

A new member will pay a total of \$40 (\$20 joining fee + \$20 annual membership subscription) for the year.

The joining fee paid by a new member is banked in the Club's bank account. Upon receipt of the Application for Membership Form, VIEW National Office will order the new member's name badge which will be sent to the club together with a Welcome to VIEW booklet to be presented to the member. Please note: the production of new or replacement name badges takes up to six to eight weeks after request is received in National Office.

The joining fee is written in the "Member Subs and/or Joining Fee" column on the Income page of the Cashbook.

Second Club Member

When a fully paid-up member of one VIEW Club chooses to join another VIEW Club, she is known as a 'Second Club member'.

The Secretary of the member's original club provides the member with a receipt or letter as proof of being a financial member; including the date she first joined VIEW (at her first Club).

A joining fee is not required when a member joins an additional Club. A member must pay the annual membership subscription to each Club she belongs to at the beginning of each year.

The "Changes to Member Details" form available on the VIEW website (view.org.au/resources/forms/Membership) is completed and sent to National Office for second Club members.

Unfinancial Member

An unfinancial member is a person who has allowed her VIEW membership to lapse (i.e. has not paid her annual membership subscription for more than 12 months).

If an unfinancial member wishes to re-join VIEW she is regarded as a 'New Member' and pays the joining fee again, together with the annual membership subscription. This includes members who are re-joining their own Club after an absence of more than 12 months.

National Council has a policy that unfinancial members, or members with a broken membership record, cannot 'claim' their previous membership history in respect of membership awards nor can they 'back pay' any missed annual membership subscriptions.

NOTE: National Office is advised annually of unfinancial members when the membership list is updated.

Transferring Members

Financial members in their current Club can transfer their membership to another Club without charge. When a member transfers, previous membership history is transferred. A member who is transferring from one Club to another should be provided with information that confirms her membership status to her new Club; this may be the receipt or copy of the receipt of her annual membership subscription or a letter of introduction from the Secretary or Treasurer, which includes the member's joining date.

The "Changes to Member" form is to be completed and sent to National Office. This form is completed by the Club to which the member is transferring.

Cessation of Membership

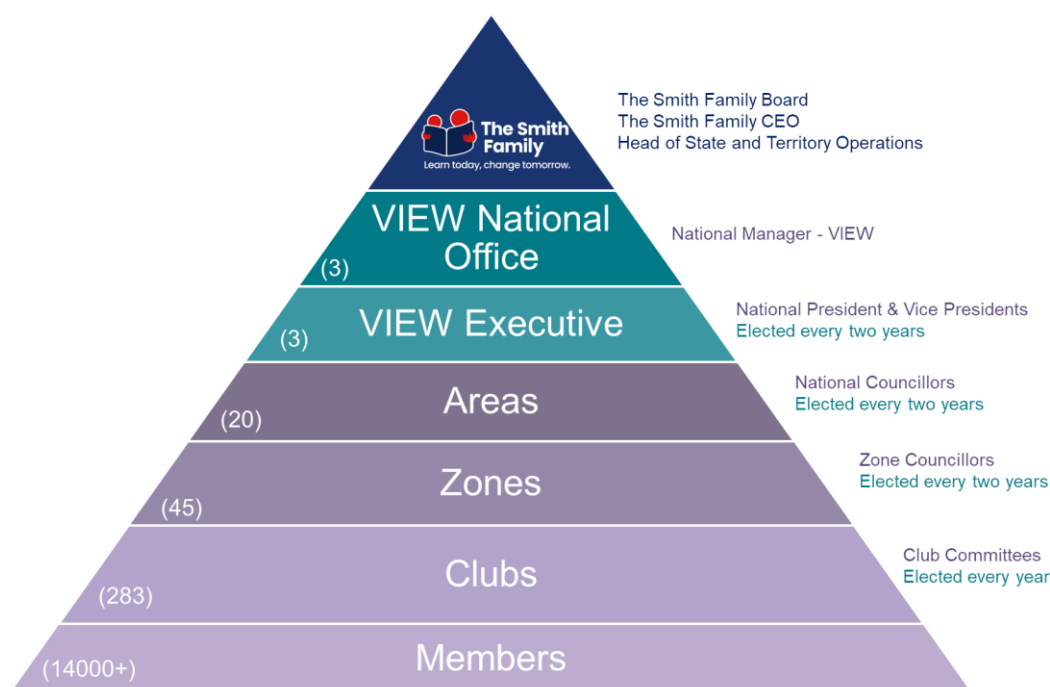
A member is removed from the Club and National Register of Members if she –

- Is deceased (the member's Club is to advise National Office)
- Resigns all Club memberships
- Fails to pay any fee or other amount owing to VIEW and that failure exceeds twelve (12) months

A member removed from the National Register of Members relinquishes all rights as a member and would be required to pay all appropriate fees when re-joining.

REPORTING LINES OF VIEW

NATIONAL COUNCIL - THE NATIONAL LEADERSHIP TEAM OF VIEW



THE SMITH FAMILY

THE SMITH FAMILY CONTACT DETAILS

Supporter Care Team (SCT) 1-800-633-622

Email: sponsorship@thesmithfamily.com.au

Website: thesmithfamily.com.au/

My Smith Family Portal: thesmithfamily.com.au/login

Postal Address: GPO Box 5348, Sydney NSW 2001

For individual Smith Family offices please visit thesmithfamily.com.au/about-us/contact

THE SMITH FAMILY'S VISION

The Smith Family VISION: A world where every child has the opportunity to change their future

THE SMITH FAMILY BELIEF: Education is one of the most powerful change agents

THE SMITH FAMILY PURPOSE: To overcome educational inequality caused by poverty

THE SMITH FAMILY VALUES:

RESPECT: We are caring

INTEGRITY: We are ethical

COLLABORATION: We work together

INNOVATION: We are dynamic

EXCELLENCE: We strive for quality

VIEW CLUBS OF AUSTRALIA

VIEW, as a valued part of The Smith Family, supports the Vision, Belief, Purpose and Values of The Smith Family.

VIEW leaders work in collaboration with the VIEW National Manager.

VIEW leaders work together with The Smith Family and their Community Partners.

VIEW members share their time and talents within their local communities.

VIEW Clubs of Australia are a part of The Smith Family and were formed by The Smith Family in 1960 to promote the Voice, Interests and Education of Women and raise funds to support The Smith Family programs.

Legal status of VIEW Clubs

Each individual VIEW Club is classified as an unincorporated association with no separate legal identity and is a valued part of The Smith Family.

The Smith Family has an ABN 28 000 030 179. "VIEW Clubs" is a registered business name of The Smith Family and uses the same ABN as The Smith Family.

THE USE OF THE NAME OF VIEW OR THE SMITH FAMILY

The Smith Family and VIEW are respected organisations that value their reputation and their brands. Under no circumstances can a VIEW member agree to associate either The Smith Family or VIEW with any commercial or personal venture without consulting the National Manager. For example, an offer of 10% donation to The Smith Family or VIEW may look tempting but may adversely affect the relationship that The Smith Family already has with the organisation, or it may 'cannibalise' future funding opportunities.

USING VIEW AND THE SMITH FAMILY LOGOS

VIEW members must adhere to strict usage guidelines. The Smith Family and VIEW are registered names, each with a registered logo, which is the property of The Smith Family. Approval must be

gained from the Marketing and Communications Manager via VIEW National Manager prior to using The Smith Family logo. Guidance must be sought from National Office prior to using the VIEW logo.

Please contact National Office to obtain VIEW logo files.

For more details on appropriate VIEW logo usage please refer to "VIEW Member's Identity Style Guide" available at [view.org.au/resources/organisational-information/Handbook & Guidelines](http://view.org.au/resources/organisational-information/Handbook%20&%20Guidelines)

USING THE NAME OF THE SMITH FAMILY

The Smith Family always has a capitalised "T", "S" and "F". Upper or lower case may be used for the entire name e.g. THE SMITH FAMILY or The Smith Family.

Learning for Life should always be italicised (not written Learning for Life) e.g. write as *Learning for Life* program, where program is the correct spelling (not spelt programme).



Using the name of VIEW

VIEW is an acronym that stands for Voice, Interests and Education of Women.

"Interests" is always pluralised (not "Interest").

Note the title is "of" women (not "for" women).

VIEW Clubs of Australia or VIEW is always in capitals (not "View").

There are no full stops in VIEW, (not "V.I.E.W").

VIEW and The Smith Family - a close relationship

VIEW is a leading women's volunteer organisation and support network that empowers women to have their voices heard on issues of importance for the future wellbeing of Australian society.

As a valued part of The Smith Family, VIEW members contribute significant fundraising initiatives and volunteering support to help children and young people living with disadvantage transform their lives through education.

VIEW is proud to be The Smith Family's largest community sponsor of *Learning for Life* students.

THE SMITH FAMILY GENERAL MESSAGING

- Established in 1922, The Smith Family is a national children's education charity that today works in 91 communities throughout Australia.
- We draw on 100 years of experience, thousands of personal stories, extensive data and research, and best practice from Australia and around the world to continually assess and improve our programs and how we deliver them to children and families experiencing disadvantage.
- In **2022-23** our work reached nearly 163,000 children and young people in need across 91 Australian communities working with 799 partner schools.
- Our programs are in every state and territory with outcomes measured and tracked over time. The Smith Family delivers a unique solution to overcome educational disadvantage caused by poverty.
- The Smith Family steps into a child's life while they are still at school, to help them make the most of their time there. By working with a child to encourage participation in their education, The Smith Family equips them with tools to help them change their future. Investing in a child's education can help them break a cycle of disadvantage.
- The Smith Family believes that education is one of the most powerful agents of change.

Supporting a child's education today has long-term benefits for them, their families and the communities they live in. When a child can participate fully in their education, it opens their mind to a world of opportunity and positive change. Supporting them to succeed at school has a lasting impact on their lives and potentially generations to come.

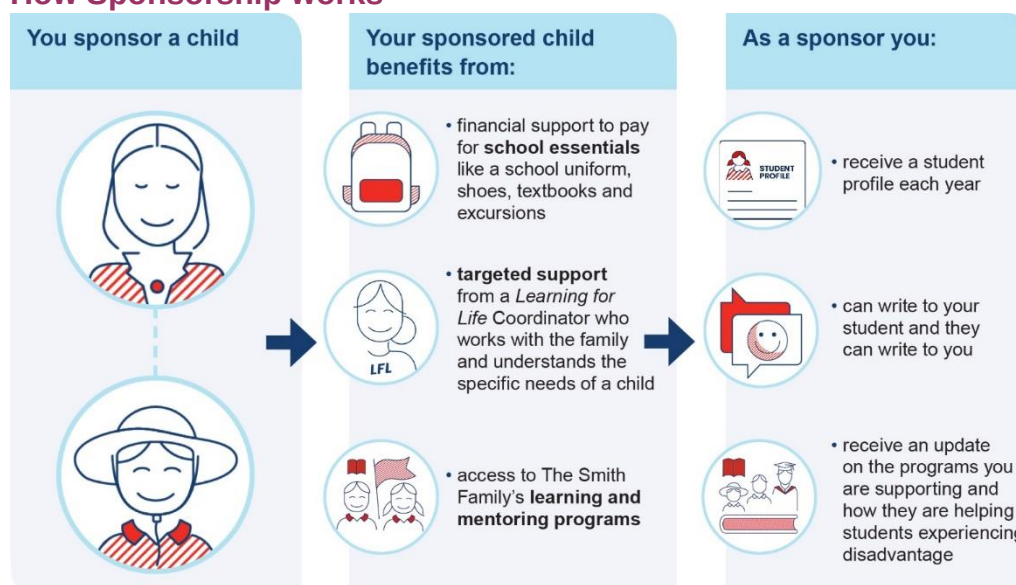
- The Smith Family provides Australian children in need with tools and support to thrive at school and change their futures. This help extends to the child's family and community with wrap-around support essential to helping break the poverty cycle. Supporting a child in their journey through school brings a lifetime reward for them and their family. Investing in a child's education today will have a long-term impact can empower them into their working life.
- For 1 in 6 children and young people living in poverty across Australia*, disadvantage creates obstacles that can limit their choices, opportunities and outcomes in life. Providing extra support to help children keep up and thrive at school can remove these obstacles that prevent them from completing school and going on to further studies, training or a job. Investing in a child's education delivers long-term positive benefits for them, their family and, potentially, generations to come. This focused support is a powerful way to help them overcome the effects of disadvantage.

*Poverty in Australia, 2020, ACOSS/UNSW Overview Report

LEARNING FOR LIFE MESSAGING

- *Learning for Life* supports young people in need all the way through their education, from primary school to senior school and on to tertiary studies if they choose. This holistic, long-term support gives children and young people the assistance they need to develop vital life skills, stay engaged in their education and have the best chance to create a better future for themselves.
- *Learning for Life* programs also support families to provide the crucial nurturing relationships and supportive learning environments that children need. Parents can access education opportunities themselves to help them develop and build their own skills and abilities.
- *Learning for Life* support is provided in three main ways – families receive financial assistance to help them afford the cost of their children's essential education items; children are teamed up with a *Learning for Life* Coordinator* who links them and their families to local learning opportunities; and these Coordinators connect students with learning programs and mentoring so they can get more out of their education.
- *Learning for Life* is informed by research and made possible through The Smith Family's network of strong partnerships with other organisations and individuals.

How Sponsorship works



**Learning for Life* Coordinator also known as Family Partnerships Coordinator

Learning for Life Entry Criteria for Families:

This information is to be used when explaining the *Learning for Life* eligibility criteria for families.

Before a parent/guardian enters into the partnership with The Smith Family to receive a *Learning for Life* scholarship, the following basic entry criteria is applied:

- live in a community where The Smith Family has a presence
- possess a Health Care Card or Pension Concession Card
- demonstrate a commitment to education (i.e. children must attend school regularly)
- be referred by a community organisation such as a school

To remain on the *Learning for Life* sponsorship program families must:

- show a commitment to their child's education by ensuring children attend school
- complete a student profile each year (an update which is sent to the sponsor)
- provide a copy of end of year school reports
- keep receipts of educational expenses and be able to show these as requested

For students undertaking a University or VTE (Vocation Training and Education) course the eligibility criteria is similar; students must also have been on the *Learning for Life* program at secondary school.

How students are recruited onto Learning for Life

When The Smith Family has education scholarship funds available, the *Learning for Life* Coordinator* advises schools and other community organisations that there is a vacancy on the *Learning for Life* program. These organisations refer families whom they think may be suitable and interested. *Learning for Life* Coordinators* may also recruit students who are already participating in other programs offered by The Smith Family. The *Learning for Life* Coordinator* then conducts an interview with the family, explains the program and asks the parent to sign a Partnership Agreement. This document formalises the rights and responsibilities of the student's family as well as The Smith Family regarding entry and ongoing participation in the program.

The **Learning for Life Coordinator*** is dedicated to supporting families with scholarships, school attendance and participation in programs.

The **Program Coordinator** is dedicated to managing The Smith Family school programs and strengthening its relationships with partner schools and external community partners such as VIEW Clubs. (Examples of school programs include *Student2Student*, Learning Clubs and *iTrack*.)

SPONSORSHIP

Learning for Life Sponsorships

Learning for Life student sponsorships provide support to individual participants who are eligible for the program, from Primary school to Tertiary level.

Many VIEW Clubs sponsor one or more children on the *Learning for Life* program. Sponsorship of a student can take place over a period of one year or more. If a situation arises that prevents a Club from continuing their sponsorship, rest assured that the child will continue on the program with another sponsor.

Clubs can commence sponsoring a student at any time. The renewal date for payment is usually governed by the date the sponsorship commenced e.g. if a sponsorship commenced in April 2021 and the frequency of payment is yearly, the renewal date is April 2022. However, Clubs may prefer to change the renewal date to suit their budget planning or pay for all students at the same time; please contact the Supporter Care Team on 1800 633 622 to change renewal dates.

All Club *Learning for Life* sponsorship enquiries should be directed to the Supporter Care Team by calling 1800 633 622 or emailing sponsorship@thesmithfamily.com.au. This dedicated team has all sponsorship information at hand and can answer all relevant questions promptly.

A VIEW Club and its members can get to know their sponsored student/s in a number of ways. Each year you will receive a Student Profile about the student/s you are sponsoring which provides limited personal information about the student - such as their first name, age, subject choices and hobbies. In the interests of protecting the student's privacy, the student's surname or photograph is not available. The Smith Family will also send you a six-monthly newsletter "*Real People, Real Stories*". Costs of these mailings are met from other funding.

Clubs are encouraged to call for a volunteer member to correspond with their *LFL* student/s and report to members on any correspondence between the student/s and the Club. We encourage Clubs to correspond with their students via *My Smith Family Portal*. For more information see the section below. (p. [17](#))

Communicating with your student

Writing to your sponsored student can be a very rewarding part of your sponsorship journey.

Every year, you'll receive a student profile from your sponsored student, who will share with you more about their family, their interests and favourite subjects at school. We also send cards and reminders to encourage you to correspond with your student at other times throughout the year. Students often tell us that hearing from their sponsors gives them added inspiration and motivation to succeed.

We do understand and respect that you may not wish to write to your student. Choosing to correspond with your student is entirely optional.



LEARNING FOR LIFE STUDENTS – IMPORTANT INFORMATION

Child Protection

The Smith Family is a child safe organisation, committed to always acting in the best interests of children, providing safe environments and acting to protect them and other vulnerable people from abuse and neglect. For more information, visit our website at thesmithfamily.com.au/child-

[protection](#).

Privacy and Safety

All correspondence between students and sponsors is reviewed by The Smith Family before we forward it on. This is to ensure that your privacy and your student's privacy is maintained at all times. The Smith Family will always act in the best interest of students and will only forward correspondence between sponsors and students which complies with our correspondence guidelines. The Smith Family will exercise complete discretion when dealing with any correspondence which does not satisfy guidelines and reserve the right not to share any correspondence which is found to be inappropriate.

What you can include

As you'll appreciate, we need to protect the privacy and safety of our students and our sponsors.

We cannot pass on any information that can identify you or your student.

Sponsors will be provided with their student's first name, the State in which they live, their gender, age and birth month. To ensure privacy and security, you should follow the guidelines table (shown right) when communicating with your student:

When communicating with students VIEW Clubs are asked to sign off with "from your VIEW friends" not "from XXX VIEW Club".

Hearing from your student

While our students and their families appreciate hearing from you, please remember that due to a range of extenuating circumstances, they may not always be able to respond. Some students may feel embarrassed about their circumstances or inadequate writing skills, they may not know how to respond appropriately or may have a disability. Parents may also struggle to communicate with you as they may be juggling many demands such as working multiple jobs to make ends meet or caring for an ill or disabled family member. Some students, particularly younger students, may not fully understand the concept of sponsorship.

Parents often want to protect their children from the worry of financial stress and in some cases, students don't fully become aware of having a sponsor until their senior years of schooling. Please don't take this as a lack of appreciation on their part. We know that hearing from their sponsor can be very encouraging for our students.

Q. Why can't we share photos with our students?

A: The Smith Family is a child safe organisation, the protection of the children and families we support is a very important priority for us. This includes protecting their identity as well as yours. We comply with the law in each state and territory and comply with the National Principles for child safe organisations to ensure we always act to protect children. For more information on our commitment to Child Protection visit our website at thesmithfamily.com.au/child-protection.

Q: Can our club sponsor a student in our area?

A: Clubs are able to request the State and gender of their new student, and where possible The Smith Family aims to meet that request, dependent upon availability of students at the time of the request.

Q: What are the guidelines for giving our student a gift?

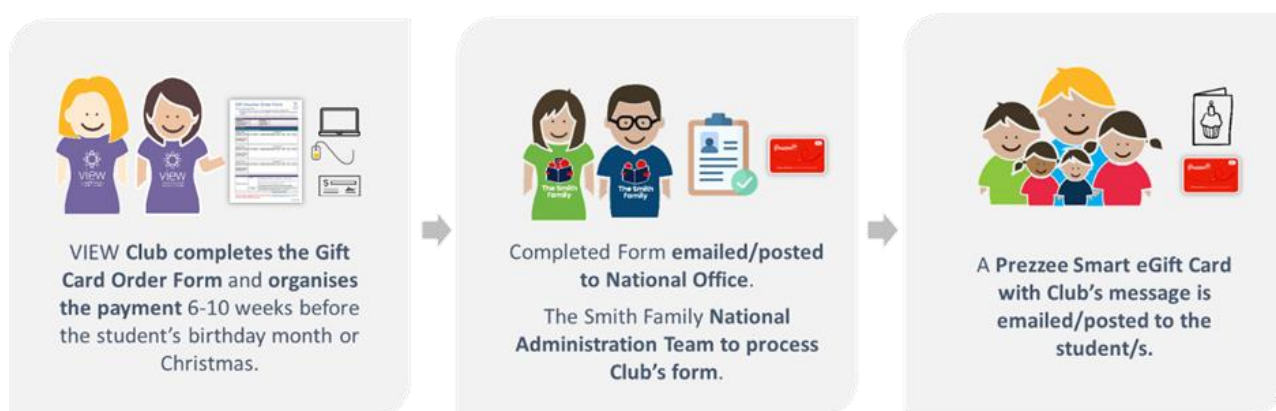
A: Gift vouchers are the preferred gift for children, to the value of up to \$100 per year (e.g. birthday, Christmas or educational milestones). Due to restrictions associated with food handling legislation as well as the potential of allergies, gifts of biscuits, chocolates or any other food are not allowed and will not be passed on to students.

OK to include	Cannot be included
First name or nick name	Surname/last name/distinctive or unique first name
Age	Date of birth
Occupation	Place of work, business or company name
Hobbies and interests	Address, town, suburb, email address, phone number or any social media details. Links to videos and personal websites
Education	Place of study or name of school
Photos of your pets	Photos of people
Gift cards*, vouchers or lightweight gifts	Food (such as chocolates), fragile or heavy items
Separate wrapping paper	Pre-wrapped gifts (as we will need to unwrap them)

VIEW clubs are asked to use the streamlined approach of ordering Gift Cards for their students directly through The Smith Family. The process complies with privacy requirements.

Order process for Prezzy Smart eGift Cards from The Smith Family for *Learning for Life* students' birthdays or Christmas:

1. Determine the amount of the gift card donation (\$25, \$50, \$75 or \$100) and the month of your *Learning for Life* student's birthday.
2. Place your order by completing the Gift Card Order Form 6-10 weeks prior to their birthday month to allow for processing. Eg. if your *LfL* student's birthday month is May your Club will need to begin this process in March. If you are ordering gift vouchers for Christmas place the order in September/October.
3. Gift Card Order Form available at <https://view.org.au/resources/forms/Financial>
4. Pay for the order. There are two payment methods for VIEW Clubs to choose from either EFT (by email) or Cheque (by post.)
5. Email/send form to National Office.



For more information, please read New Gift Card Ordering Process available at [https://www.view.org.au/resources/organisational-information/Financial Information](https://www.view.org.au/resources/organisational-information/Financial%20Information).

Q: How does The Smith Family manage/monitor card usage by students and family, e.g. ensuring that children don't buy alcohol or cigarettes?

A: When Prezzy was initially set up by The Smith Family, the retailers were carefully selected to exclude Bottle shops, etc. No alcohol or tobacco products able to be purchased. The recipient/student is able to redeem the gift card at 100+ retailers.

Q: If the family doesn't have any devices and/or internet, how can the family access the e-gift card if The Smith Family sends the email with the e-gift card link?

A All families also receive a printed PDF copy of the digital e-gift voucher.

Q: If our Club ordered a gift card and paid via EFT, are we able to send a greeting card to our student/s?

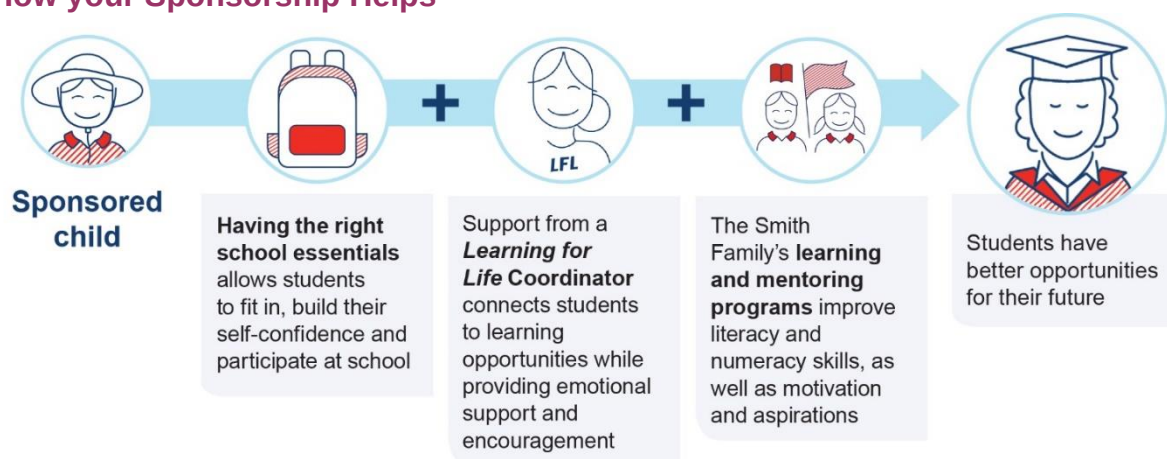
A: If Clubs would like to send a greeting card for a student's Birthday or Christmas after ordering and paying via EFT, The Smith Family National Administration Team will process it and send it to the student/s similar to other correspondence to students.

Please note: it is unlikely that your greeting card will be sent at the same time as the e-gift card.

Q: How do we ensure our sponsored students receives our correspondence, including our greeting card/s?

A: As with all correspondence to sponsored students, Clubs are required to include your Club's Supporter ID, your student's first name and the Student ID.

How your Sponsorship Helps



MY SMITH FAMILY PORTAL

The fastest, most cost effective and time efficient method for Clubs to correspond with their *LfL* students is via The Smith Family Portal.

The *My Smith Family* portal, allows existing sponsors and donors including VIEW Clubs to login to the website via desktop, tablet or mobile in order to view and manage their *Learning for Life* sponsorship support. The *My Smith Family* portal allows Clubs to view online, download and print tax receipts, view history of support, update Club contact details and access payment information – all in one place. VIEW Clubs and sponsors can also write to their students and view their student's profile online.

Whether you use the *My Smith Family* portal or not your Club will still receive your regular scheduled information from The Smith Family. The *My Smith Family* portal allows easy access to information about your sponsorship/s and student/s and may alleviate some of the delays experienced with phone/email correspondence with the Supporter Care Team.

For support refer to the *My Smith Family* Portal guides ([view.org.au/resources/organisational-information/Handbooks & Guidelines](http://view.org.au/resources/organisational-information/Handbooks%20&%20Guidelines)) or contact The Smith Family Supporter Care Team 1800 633 622 or supportercare@thesmithfamily.com.au.

POLICY AND LEGISLATION

LEGAL MATTERS

PRIVACY

The Smith Family is bound by the Australian Privacy Principles under the Privacy Act 1988. The Smith Family Privacy Policy contains information about how we collect, handle and store VIEW Club members' personal information, as well as details on how members can access or correct their information and what to do if they have a query or complaint – refer specifically to section '**More Information – VIEW Club members**'. The privacy policy can be found on The Smith Family website at www.thesmithfamily.com.au/Privacy. The listing of all VIEW Clubs of Australia and personal information about its members is confidential and is only used by VIEW Clubs and VIEW National Office as explained in the privacy policy. Subject to the limited exceptions in relation to certain officeholders (as explained in our privacy policy), the names and addresses on the list are not published or shared with other members and must be dealt with only in accordance with the privacy policy.

Contact details of VIEW members

To ensure that the VIEW membership list is up to date, members notify their club of their change of details then club completes the Change to Member Details form (available on the website <https://www.thesmithfamily.com.au/view-clubs/resources/forms/Membership>) and forwards the information to National Office for changes to be updated.

A PDS List (President/Delegate/Secretary) is compiled by each Zone Councillor for her zone and distributed to her National Councillor. National Councillors should then distribute a compiled copy to the Executive. PDS lists are for internal use only. A copy of individual Zone PDS lists may be distributed to Club Secretaries within their Zone/Area, to assist with communication. Club contact details are provided only to VIEW members and The Smith Family staff on request and where it is reasonably necessary for their functions and activities.

Outdated PDS lists must be securely destroyed. This includes any physical copies along with any electronic copies held on personal computers and other devices.

Club members' contact details are provided to VIEW members and The Smith Family staff on request and where it is assessed the VIEW Club member would reasonably expect the club member details to be shared for that purpose. The use and disclosure of Club contact details amongst members of the same club is sanctioned if members would reasonably expect that consent would be provided.

Specifically, to facilitate the activities of a Club at a local level, the Secretary seeks the written consent from members to share the Club contact details as provided by the member with one or more members.

Note: It is not necessary to share full Club Member Contact Details and sharing this level of personal information increases the risk of a data breach for members of that Club.

The VIEW Clubs of Australia membership listing belongs to The Smith Family and must not be given to any guest speaker, fundraiser, product seller, media outlet or other person. This rule must be complied with at all times, even if the intended purpose is to raise money for The Smith Family. Please refer any questions to the VIEW National Office, your National Councillor or Executive Mentor.

Please Note: there is a distinction between:

Club contact details – eg Aspley VIEW Club Contact: Elizabeth (only first name) on [phone number and email address] this is displayed on each VIEW club webpage on the VIEW website.

Club Members' Contact Details – DOB, name, address, phone and email address – this is the Membership list – which each Club Secretary receives annually from National Office and is asked to update for accuracy. These details are kept securely in VIEW's National Office database.

Member's contact details are not to be automatically shared with other club members.

Members must consent to their personal information being shared with other Club members.

Please note: member's details, name, phone and email, can be shared with club members with consent for purposes they would reasonably expect - it is important that each club keeps track of which members are comfortable to have their details shared for club activities.

Members will be asked to confirm their consent

- annually along with their consent for use of photographs/images which will be recorded on the Record of Permission to Share Contact Details and Publish Photographs/Images of Club Member/s form which the Club Secretary will hold and maintain.
- New Members (from January 2024) will indicate their consent in sharing their personal contact details on the Membership Application form. Clubs will need to obtain consent for using their photographs/images via the Record of Permission to Share Contact Details and Publish Photographs/Images.

* Clubs must ensure that they use the updated Membership Application Form for all new members from January 2024.

Data Breach

The Notifiable Data Breaches scheme (NDB) requires The Smith Family to notify affected individuals and the Office of the Australian Information Commissioner (OAIC) about 'notifiable/eligible data breaches'.

A data breach can be as small as a single set of personal information records! However only certain data breaches are eligible for notification under the NDB scheme.

Every VIEW member has the responsibility to protect personal information held by their club and to immediately report a Data Breach or suspected Data Breach to National Office, so that it may promptly assess whether the breach is eligible for notification or whether there is any other action that needs to be taken to minimise the risk of serious harm to any individual.

For more information refer to the [VIEW Data Breach Guide](#) and/or complete [Data Breach Reporting form](#).

POLITICAL STATEMENTS

Engaging in political debate can be problematic for a registered charity or its representatives. The Smith Family holds itself out as an "independent, non-religious, non-political, not for profit organisation". To maintain registration as a charity, The Smith Family must not have a purpose of promoting or opposing a political party or a candidate for political office.

Individuals acting in their own personal capacity are not prevented from getting involved in advocacy for a cause, political campaigning, political discussion or political parties. The key is to ensure that it is clear that they are not representing VIEW Clubs of Australia or The Smith Family when expressing their views or advocating for a particular position i.e. VIEW or The Smith Family.

VIEW CLUBS OF AUSTRALIA FOOD GUIDE

To comply with government and insurer requirements, VIEW is required to demonstrate that it follows the minimum standards (as set out by Food Standards Australia) for preparing food products.

The Food Handling Guide document outlines the requirements for all VIEW Clubs.

Available at view.org.au/resources/organisational-information/Policy.

INSURANCE

PUBLIC LIABILITY INSURANCE

The Smith Family (which includes VIEW Clubs) maintains a Public Liability Insurance policy which protects against our legal liability to pay compensation in respect of injury and property damage as outlined below.

The Public Liability Certificate of Currency is updated in October each year and is made available to National/Zone Councillors and Clubs as soon as received at National Office. This is an official document that can be provided to interested parties as evidence that such a policy is in place and that VIEW Clubs are a named insured party.

Policy Summary

This is a summary only. All claims are subject to the full terms, conditions and exclusions of the policy wording.

The Policy will cover The Smith Family and VIEW Clubs of Australia, including their respective employees and volunteers, against their legal liability to pay damages or compensation to a third party in respect of:

- personal injury
- property damage

- advertising injury and
- libel, slander, and/or unintentional breach of copyright

arising from an incident in connection with our business.

With some exceptions, this coverage responds to claims made by VIEW members as a third party where The Smith Family or VIEW Clubs of Australia incur a legal liability.

In most cases, the coverage will not respond to claims involving the liability of anyone other than The Smith Family and VIEW Clubs of Australia (including their respective employees and volunteers).

There is no restriction on age applied to the making of claims under this policy, but claims are subject to the terms, conditions and exclusions of the policy wording.

PERSONAL ACCIDENT INSURANCE

The Smith Family also maintains a Personal Accident Policy for its volunteer workers while they are **carrying out activities on behalf and at the direction** of The Smith Family and VIEW Clubs of Australia, including during direct travel to and from the voluntary activity, for accidental injury or death. Voluntary work will include functions organised for volunteers to participate in. The policy does not carry an age limit, however reduced or restricted benefits apply from age 75 and above, and some benefits are excluded from age 95 and above. The policy provides specified benefits according to the nature of the injury sustained. Any claim is always subject to the full terms, conditions and exclusions of the policy wording.

Please note: Government legislation prevents the insurer of this policy from reimbursing any medical costs incurred that attract a Medicare rebate, in part or in full. This means that no cover is provided for the Medicare 'gap'. Where a claimant has Private Health Insurance cover and an expense is claimable, the claimant must first claim through that cover before the insurer can determine any settlement amount.

Reports and Claims

All Incidents/Accidents need to be reported on an Accident Injury Report – VIEW (available [https://www.thesmithfamily.com.au/view-clubs/resources/forms/Committee forms](https://www.thesmithfamily.com.au/view-clubs/resources/forms/Committee%20forms)) and forwarded to National Office.

If a VIEW member wishes to make a claim on one of The Smith Family's insurance policies, a detailed letter must be submitted immediately to National Office explaining the circumstances of the incident/accident. The relevant forms will then be sent to the member.

All claims are subject to acceptance by the insurer.

SOURCES OF FUNDING FOR VIEW CLUBS OF AUSTRALIA

VIEW is funded by fees and contributions from Members and Clubs as determined and amended by a Special Resolution of the National Council* in consultation with The Smith Family. These fees and contributions include:

- A membership joining fee which is a set amount irrespective of when a member joins VIEW
- An annual membership subscription applying each calendar year from January to December with no provision for pro rata payments
- An annual Club Service fee applying each financial year from 1 July to 30 June

* Special Resolution at National Council means a Resolution passed by 75% of votes of the National Council in favour of the motion as presented at a National Council meeting.

The Smith Family also contribute through the National Office for agreed operational costs.

RAFFLES - INTERNAL OR EXTERNAL – USE DIFFERENT RAFFLE TICKETS

INTERNAL RAFFLES - MOST COMMON – USE “COAT CHECK” RAFFLE TICKETS

Internal raffles are those held at Club, Zone or Gala events and should always be conducted using inexpensive "coat check" raffle tickets, available in local supermarkets or newsagencies, etc. These tickets can be sold to members of the public attending an “internal” VIEW meeting/function.

NOTE: VIEW Printed Raffle tickets ARE NOT to be used for internal raffles.

Clubs are reminded that while VIEW printed raffle tickets are issued at no cost to Clubs, they are costly to produce and mail and are only for use when selling raffle tickets to the general public eg Bunnings BBQ, Christmas Wrapping etc – **NOT at an internal VIEW event.**

EXTERNAL RAFFLES – SELLING TICKETS TO GENERAL PUBLIC

For more information VIEW Clubs are to refer to their own State raffle legislation. A link to each State’s legislation is provided in the following link.

<https://www.fundraisingdirectory.com.au/raffle-rules/>

Raffles are well controlled by the gaming legislation of the relevant State body and VIEW is legally obliged to follow the requirements.

Clubs holding external raffles (i.e. selling tickets to the general public) must order VIEW printed raffle tickets (free of charge) from National Office **at least one month prior to the event** by using a “Stock Order Form” (available [https://www.thesmithfamily.com.au/view-clubs/resources/forms/Committee forms](https://www.thesmithfamily.com.au/view-clubs/resources/forms/Committee%20forms)). These books (50 tickets per book) have sequentially numbered tickets for easy monitoring and accountability.

All raffles must be conducted in an open and honest manner.

To ensure that VIEW members abide by the regulations (and avoid any risk of inadvertent behaviour jeopardising The Smith Family's fundraising license), please check the following points in relation to external raffles:

- An external raffle may be subject to random audit.
- A Club must apply in writing to National Office for seller's badges identifying them as legal unpaid collectors for VIEW Clubs of Australia and The Smith Family. National Office is required to keep a register of those badges issued. The badges are for use only on that particular raffle and must be destroyed at the completion of the raffle.
- External Raffle tickets (i.e. selling tickets to members of the general public) must be issued by National Office. Unsold tickets in a book must be destroyed. (This is a legislation requirement) Full books may be retained for a future external raffle.
- Each External raffle ticket must be clearly marked with the name of the VIEW Club organising the raffle, the cost of the ticket, the prizes and the date the raffle is to be drawn.
- Check if discounting of tickets (e.g. 3 for the price of 2) is permitted for external raffles as rules differ across States
- The draw must take place in a public area, and preferably by a person who is not a member of VIEW.
- The prize winners' names must be published. In a small community this can be via the local notice board or the local newspaper.
- All sold external raffle tickets must be kept for at least 12 months set period (each State is different) so that any dispute can be addressed and any random audit of the raffle can be made.
- Restrictions on the value of prizes vary from State to State.
- Special permission has to be sought from that State's body for any "external" raffles drawn for valuable prizes. Please discuss large raffle prizes or a large prize pool (e.g. \$500 or above) with National Office BEFORE proceeding.
- Tickets for raffles that include alcohol as part of the prize pool CANNOT be sold by or sold to anyone who is under 18 years of age.

GRANT FUNDING FOR PURCHASE OF CLUB EQUIPMENT OR FUNDING AN EVENT

VIEW Clubs are encouraged to apply for community or local council grants. These funds can support promotional events to encourage local women to join VIEW or to purchase equipment e.g. microphones, computers. Purchase of equipment can only be funded through the specific grant. Money raised through fundraising is not to be used to purchase equipment, as money raised belongs to The Smith Family.

Grants are often advertised online, through media outlets and/or word of mouth.

HOW TO APPLY FOR A GRANT

- Check with National Office (view@thesmithfamily.com.au) if there is anything in the rules that prohibit you from receiving funds from that outside body (eg Gaming or Tobacco companies)
- Read the guidelines provided by the Grant Provider
- Check the Grant Provider's requirements, including the amount and conditions. Some grants are only available to organisations that have deductible gift recipient (DGR) tax statute and/or registered charities. (The Smith Family is in this category)
- Apply the "Kiss" principle to your narrative – Keep it simple.
- Allow sufficient time (at least 10 working days) for the application to be reviewed by National Manager.

HELPFUL INFORMATION TO ASSIST YOUR APPLICATION

The Smith Family's ABN No is 28 000 030 179

The Smith Family is a company limited by guarantee and is registered with the Australian Charities and Not-for-profits Commission (ACNC). VIEW is not a registered charity.

Use the Club's bank account details not The Smith Family's. If the grant requires The Smith Family to auspice, then the bank account should be The Smith Family's account. Please contact VIEW National Office for this information.

Club Level Annual Report is the "Income and Expenditure Statement" which is found on the Electronic Cashbook.

PREPARING A BUDGET FOR YOUR GRANT PROPOSAL –

- Work with the committee to establish what the grant will be used for and determine costs. Ascertain the amount you are applying for. (This is then considered your Revenue)
- Understand the Grant Provider's requirements including the format required.
- Seek advice from the Grants Sub-Committee if necessary. (June - 0412 617 085 / june3@inet.net.au)
- Make sure your budget aligns with your narrative.

PREPARING A DRAFT FOR NATIONAL OFFICE APPROVAL

Generally there will be facilities to save a draft, or print a copy of the application before the final document is submitted, whether it be on-line or hard copy. Email draft to view@thesmithfamily.com.au for National Manager's approval. Allow at least 10 working days before the application closes.

WRITING A GRANT ACQUITTAL REPORT FOR THE GRANT PROVIDER

The Grant Provider may require a Grant Acquittal report. An acquittal is a non-audited financial report consisting of an income and expenditure statement for the grant. Plus, confirmation that the funding has been spent on the activity in accordance with the Grant Agreement, Schedule and Terms and Conditions. This should also be accompanied by receipts etc. Refer to Grant details for requirements and timeframe.

When The Smith Family acts as Auspice for the funds, they require the following documents:

- A bank statement showing the receipt of the grant funding
- Purchase receipts or tax invoices signed and approved by the VIEW Club Treasurer with their name clearly printed.

The equipment is the property of VIEW Clubs of Australia and depending on the value and type of equipment it may form part of The Smith Family Asset Register. Please notify National Office view@thesmithfamily.com.au of make, serial and model numbers. If the asset is not covered by The Smith Family insurance, it may need to be insured separately (often a requirement of the grant). The club must have their own asset register to keep track of the equipment.

VIEW EVENTS

VIEW NATIONAL CONVENTION

National Convention is a biennial event conducted over 3 days, Friday to Sunday. For more information about the upcoming Convention please visit view.org.au/events/national/.

Purpose

- To facilitate a national gathering of members, friends and guests
- To promote friendship among VIEW members
- To provide a forum to debate resolutions
- To learn about current initiatives of both VIEW and The Smith Family
- To celebrate VIEW's achievements and recognise the contribution VIEW makes to The Smith Family

All Clubs receive a VIEW National Convention Registration Pack (which includes all information about events and accommodation as well as the Registration Form) for circulation amongst Club members.

Copies are to be made available for interested members. Alternatively, members may wish to download their own copy of the Registration Pack from the VIEW website which carries up to date information.

CELEBRATING INTERNATIONAL WOMEN'S DAY (IWD)

International Women's Day is held on 8th March each year worldwide. From 2002, National Council agreed that VIEW, as a women's organisation, would support and celebrate this date.

- IWD is a timely opportunity to hold a local event for VIEW. It provides an opportunity for VIEW to raise its profile as a significant Australian women's organisation, engage with other women from different generations and to share its voice, as media will be shining a spotlight on women for IWD.
- VIEW Clubs around Australia join together to celebrate this day.
- IWD is a global day celebrating the economic, political and social achievements of women past and present. Each year, hundreds of events take place across the globe to celebrate women.

IWD is an excellent promotional opportunity and Clubs are encouraged to use the date to raise the profile of VIEW by inviting high profile speakers, such as local, State and Federal Members of Parliament and visitors from other women's organisations in the area. Participation can occur at Club, Zone or Area level, and is optional.

It is recommended that IWD event invitations (or a "save the date") are sent out to Clubs in November/December or very early in the year.

National/Zone Councillors are asked to provide details of the event on the History Monitoring - International Women's Day form (available [https://www.thesmithfamily.com.au/view-clubs/resources/forms/History forms](https://www.thesmithfamily.com.au/view-clubs/resources/forms/History%20forms)) and return to National Office.

RESOLUTIONS

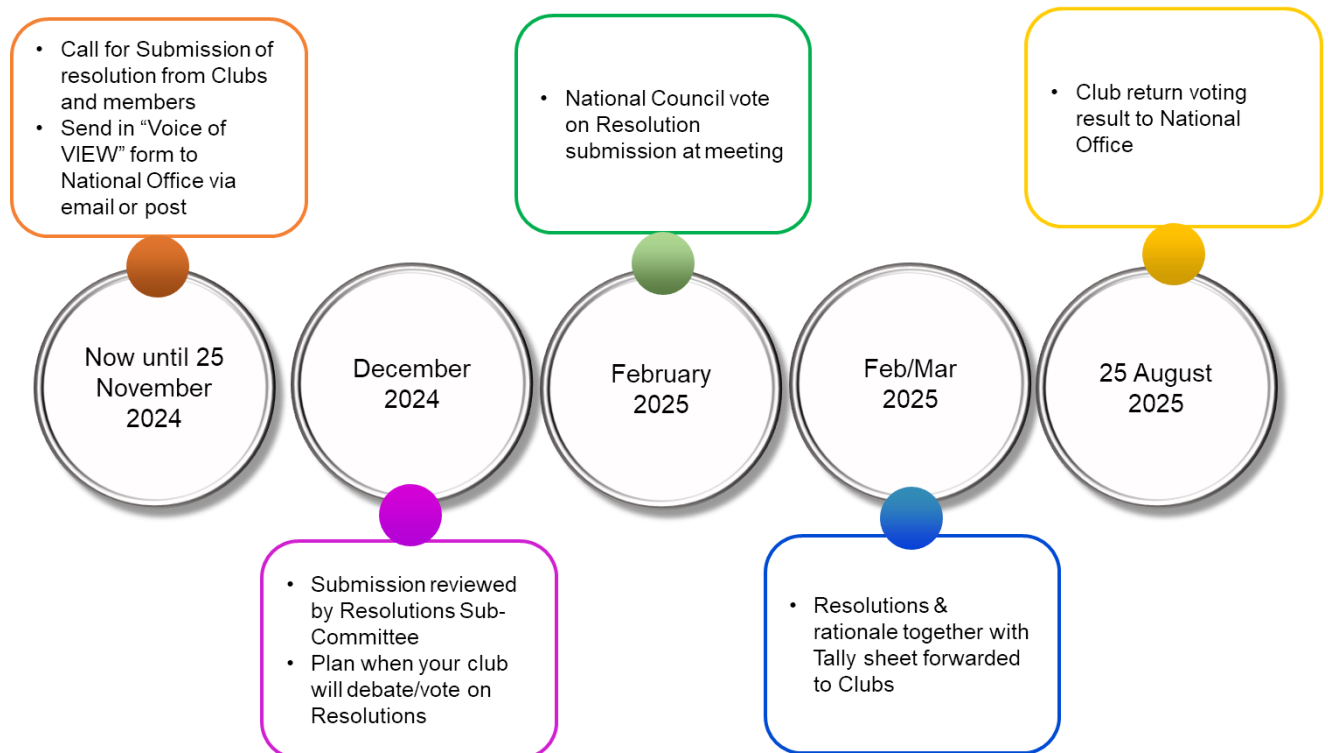
The VIEW resolution process enables us to identify issues on which we agree action should be taken and then gives us the means of making our voices heard. Resolutions are also important for profiling the VIEW organisation nationally, and for enabling women to 'use their voice' on national matters that they feel are important for the future of Australia.

The goal of any VIEW Resolution is to bring to the attention of bodies, be they government or public, matters that concern our stakeholders, the VIEW women. Resolutions and their debate are a major component of our 'Voice'.

The Process (over two years)

- Clubs and/or individual members submit issue/s on Voice of VIEW form to National Office at any time of the year but prior to 30 November for inclusion in Convention selection.
- At the February National Council meeting, National Council will select up to three motions for debate at Convention. These motions are forwarded to Clubs where members may discuss and debate the motions before voting either at the Club level or following the debate at National Convention.

TIMELINE FOR RESOLUTIONS:



GUIDELINES FOR RESOLUTIONS

A national topic which will reflect VIEW and The Smith Family's national voice is a good place to start. However, an important State issue which is of national importance (it could be one to bring other States in line with existing State legislation) will also be considered by the Resolution Sub-Committee.

Take time to consider the reasons for supporting your issue of national importance. Written details can offer solid information for Clubs to make informed decisions, conduct a search on the internet, talk to professionals, and use libraries for conducting research on the topic. Consult politicians, be they State or Federal members for additional information re current or proposed legislation.

The Resolutions should reflect the Voice of the VIEW membership.

THE DEBATE

The debate is the most important part of any Motion or Resolution.

Many VIEW Clubs hold regular debates on a variety of topics.

Debating the proposed motions in a proper manner makes for an interesting and informative VIEW function and allows everyone to have a better understanding of the topics.

It is equally important for members to present ideas and opinions that argue against the motions in order to balance the debate. This is an opportunity for members to articulate and communicate their opinions on one of the issues and ensures that all motions receive a fair and informed debate.

At National Convention any representative of a Club/Zone or the member who proposed one of the motions selected by National Council, has the opportunity to speak.

If a Club cannot attend National Convention to present their motion, a fully briefed representative can argue the case on the day. Simply reading out the motion will not present an effective argument; current information/research that adds weight to your issue is essential.

Members may register their interest to speak either before National Convention (via the National/Zone Councillor) or on the morning of Resolution debate at National Convention. Practice is a good way to give an effective, confident argument on the day.

VOTING

Members have two options for voting on the motions.

Option 1 – Club Voting

Members not attending Resolution debate at National Convention vote in their own Club.

Members may only vote at one club even if they belong to more than one.

This is a confidential vote on an individual voting slip, with results sent to National Office.

Option 2 - Voting at Convention

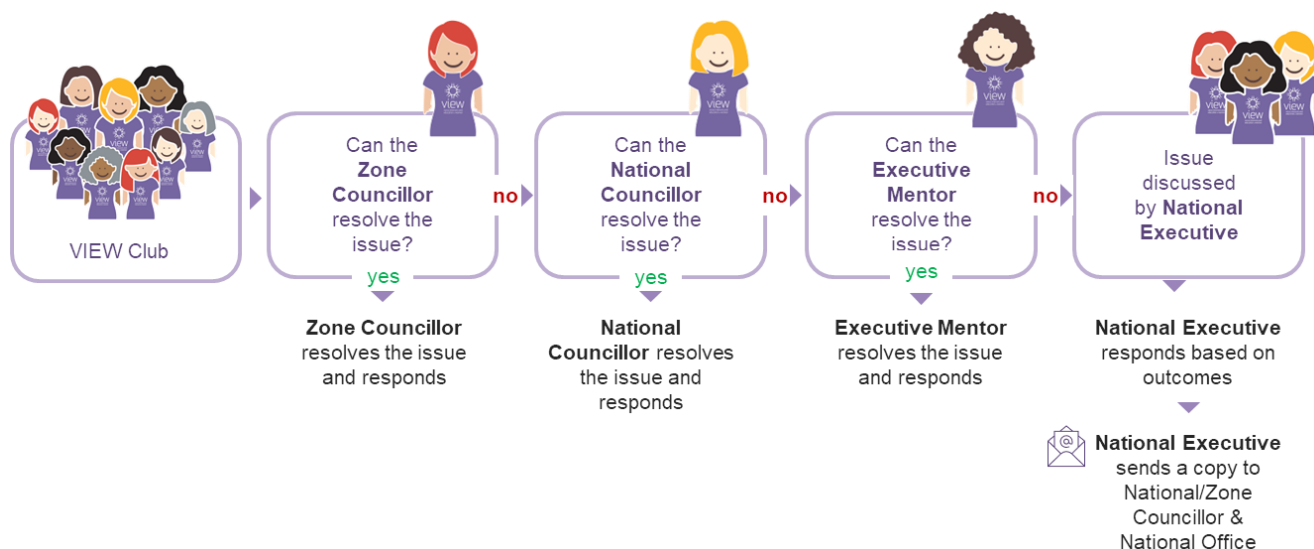
Voting at National Convention following the resolution debate is ONLY for members who have not voted at Club level.

In extraordinary circumstances such as lockdowns, members will have the opportunity to vote online.

The results announced at National Convention are the total of Club and National Convention votes.

CLUB OPERATIONS

COMMUNICATION FLOWCHART



COMMUNICATION - A TWO-WAY PROCESS

The Zone Councillor plays a pivotal role in the communication process within VIEW. It is crucial that information provided by the National Councillor at her meeting with the Zone Councillors is relayed by the Zone Councillor to Club Delegates. Similarly, information provided by Clubs needs to be conveyed to the National Councillor through the same communication channel.

This system ensures that important knowledge can be shared with Club members.

Communication is aided through Zone Councillor Microsoft Teams/Zoom/emails/meetings.

CORRESPONDENCE

Correspondence from National Councillors is sent through their Executive Mentor who will act on matters immediately or refer for consideration by National Council.

Correspondence dealing with matters that do not require discussion by the full National Council are actioned by the National Executive in consultation with the National Manager and/or relevant National Councillor prior to the National Council meeting. Issues of significance or requiring National Council decision are actioned at the meeting.

VIEW VOLUNTEERING

As a VIEW member there are many opportunities to volunteer time and skills to directly help and support The Smith Family and Australian children living with disadvantage and their families.

Volunteers are the backbone of The Smith Family. Without them, much of the work of The Smith Family would not be possible.

The Smith Family highly values the significant hours of volunteering that VIEW members contribute each year to support their learning and support programs.

WAYS TO VOLUNTEER:

- Reading to school children
- Listening to children read
- Assisting with student2student and iTrack programs
- Mentoring at The Smith Family after school Learning Clubs
- Assisting with student breakfasts at schools
- Making and providing library bags and reading mats
- Fundraising in the community

- Assisting with administration at Smith Family offices

Virtual volunteering

For more information on ways to volunteer, visit [The Smith Family's Volunteering](https://www.thesmithfamily.com.au/get-involved/volunteer) page.

[\[https://www.thesmithfamily.com.au/get-involved/volunteer\]](https://www.thesmithfamily.com.au/get-involved/volunteer)

VIEW members, as volunteers, enjoy seeing the difference they can make by supporting children and young people living with disadvantage on their educational journey. Students appreciate the support given by volunteers and skills shared, and that others care about their future.

CERTIFICATES AND AWARDS

A variety of awards is available to Clubs and members and can be requested via email from National Office view@thesmithfamily.com.au. Please allow four weeks for processing.

CERTIFICATE OF APPRECIATION

National/Zone Councillors and Clubs can request Certificates of Appreciation from National Office to present to members, guest speakers, etc. To order printed/hardcopy certificates complete and send/email a Stock Order Form (available [https://www.thesmithfamily.com.au/view-clubs/resources/forms/Committee forms](https://www.thesmithfamily.com.au/view-clubs/resources/forms/Committee%20forms)) to National Office. Alternatively, a digital copy is available on request. view@thesmithfamily.com.au

DECADE PINS FOR YEARS OF SERVICE

Each year National Office sends Service Pins to present to members who have reached 10, 20, 30, 40, 50 or 60 years of continuous membership.

At the beginning of the calendar year, the membership lists and a unique Service Pin order form (green in colour) is distributed directly to Clubs. This list contains the names of members who, according to National Office database, are eligible to receive their service pins. Clubs are required to check this list from their records and return, with amendments if applicable, to National Office in order to receive Service Pins.

These pins can be presented to members at a suitable function.

As per the National Council decision in October 2009, Service Pins for 10 and 20 year anniversaries attract a \$5 fee. Service pins for 30, 40, 50 and 60 year anniversaries are distributed free of charge.

Individual Clubs cannot overturn National Council policy decisions; new or replacement pins cannot be purchased out of Club funds.

Pins are awarded based on continuous membership. In 2002, National Council agreed that it would not accept lapses in membership for any reason in respect to decade pins, as it is unfair to members with continuous years of service. Should a member be unfinancial for more than one year, she will not be eligible to claim for her previous years of service.

Replacement pins for members who have lost or damaged pins are available on the Stock Order form (available [https://www.thesmithfamily.com.au/view-clubs/resources/forms/Committee forms](https://www.thesmithfamily.com.au/view-clubs/resources/forms/Committee%20forms)) for \$5 each, regardless of anniversary. Enquire as to the availability of past pin designs for members replacing pins prior to our current designs.

Any corrections or issues should be addressed by notifying National Office view@thesmithfamily.com.au.

CENTENARIAN AWARD

Any member reaching her 100th birthday is welcome to receive a signed Centenarian Certificate from the VIEW National President and VIEW National Manager. Please request and provide details to National Office (view@thesmithfamily.com.au) allowing at least one month's notice for preparation of the certificate.

NATIONAL PRESIDENT'S AWARD*

This Award was first presented at the VIEW Convention in 2005. The Award recognises a VIEW member(s) or VIEW Club who, in the opinion of the National President, has made a significant impact through outstanding community service, resulting in the advancement of the VIEW organisation and its members.

Criteria:

- To be awarded at Convention when a suitable candidate has been identified
- Only one winner
- Focus: National or Area
- Timeframes: service that has occurred in the past 12 -24 months
- How: delivered in a caring and respectful way
- Outstanding service for VIEW that has been considered above and beyond what is usual in an elected position
- For VIEW members/Clubs only

* Awarded at the biennial VIEW National Convention.

GEORGE FORBES AWARD*

This Award was first presented at the VIEW Convention in 2005 and honours the contribution to the advancement of Australian women by George Forbes. The Award recognises excellent service in the past 12-24 months by a VIEW member or person who has progressed VIEW nationally.

Criteria:

- To be awarded at Convention when a suitable candidate has been identified
- Only one winner
- Focus: National
- Timeframes: service that has occurred in the past 12-24 months
- How: demonstration of The Smith Family values in their actions that has been considered above and beyond what is usual in an elected position.

* Awarded at the biennial VIEW National Convention.

MAKING A DIFFERENCE AWARD

This Award recognises and acknowledges a member who is living our VIEW values/guiding principles.

On a quarterly basis, members nominated by their clubs or by individual members, will receive a letter of acknowledgement from VIEW Executive, be recognised on the VIEW website and will be added to our VIEW member honour roll at National Convention

For details on the process refer to <http://view.org.au/resources/awards>

MEETINGS AND ELECTIONS

CLUB COMMITTEE MEETINGS

Some issues/topics discussed at a committee meeting may be CONFIDENTIAL. These items should not be reported outside the meeting except to the Zone and National Councillor if considered necessary by the committee.

The monthly Club committee meeting is held 7-10 days prior to the monthly Club meeting. The President and the Secretary work together to set the agenda for each Club committee meeting. The agenda should include:

- President welcomes members and notes apologies (President)
- Minutes of the previous meeting (motion that they be accepted as a true record of the meeting, after amendments, if any) accepted and if hard copies retained, these are signed by President (Secretary/President)
- Business arising from the previous minutes (to ensure that all matters are carried forward from the previous meeting, these may be included as separate items on the agenda)

(President)

- Information received by Secretary from National Office of upcoming events. All members need to be made aware of memorandums addressed to all members/clubs etc.
- Incoming and outgoing correspondence (Secretary) (in be received and out be endorsed)
- Report on the meeting with the Zone Councillor, including minutes from the last National Council meeting (Delegate)
- Delegate's Report (Delegate)
- Report on Club finances - monthly income and expenditure statement and any other financial matters (Treasurer)
- Forthcoming functions (Program Officer/s)
- Forthcoming guests/entertainers (Assistant Secretary)
- Media and profiling activities (Publicity Officer)
- Evaluation of the previous Club meeting and/or function
- New business
- Date, time and place of next Club committee meeting

Quorum for Club Committee Meetings

A quorum for a Club Committee Meeting shall be either 50% of the elected Club Committee Members or not less than three (3) Club Committee Members, whichever is the greater and include at least one member of the Club Executive i.e. President, Vice-President, Secretary, Treasurer or Delegate. Any acting Committee Member will constitute part of the Club Committee quorum.

COMBINED CLUB ELECTIONS AND ANNUAL GENERAL MEETING

Elections and AGM should be held at the first meeting of the year.

If Clubs choose to continue to conduct separate meetings it is incumbent upon the Club to ensure that an independent member is organised to chair each meeting.

Prior to Election Meeting

Chairing of the Club Committee elections can be carried out by a local past Senior Officer, past Club President, another local Club President, the Zone Councillor or her nominee, a local Councillor, Member of Parliament, other local dignitary. **Anyone standing for a position on committee is not to act as Chair.**

Nomination forms are available on the website [view.org.au/resources/forms/Committee Forms](http://view.org.au/resources/forms/Committee%20Forms) to download and printed as required. The Club Secretary provides nomination forms and a list of [committee positions](#) at least two or three meetings before the elections.

Current Committee members are eligible for re-election; however, in order to retain vitality, it is preferred that they are not elected to the same position for more than 3 years in succession. They are eligible for election to another position.

All financial Club members are eligible to nominate for one or more positions prior to the election meeting.

Members may request an absentee vote on the Proxy Appointment form available on the website [view.org.au/resources/forms/Committee Forms](http://view.org.au/resources/forms/Committee%20Forms) which is to be delivered to the person chairing the Election meeting in time for the election.

The election for committee positions is by secret ballot unless the position is uncontested. All members are reminded that it is their responsibility to ensure that the elected candidates represent the best interests of their Club. VIEW asks only that each office bearer does her best, and all members are encouraged to consider taking up a committee role in their Club. In order to keep the Club program relevant, vital and interesting new committee members are continually encouraged to step up to these roles. As members share the tasks amongst their fellow members, they gather confidence and skills to enable them to progress on to Zone and National Councillor roles. Experienced committee members stepping down from committee roles become important mentors

of others joining the committee.

Many VIEW members are ideally suited and capable of taking office. In the event of a ballot, there are times when a member may need to hand over the reins to another. This is all part of the process of keeping a Club alive. Once a new Club committee has been elected, members must support them wholeheartedly.

Club Committee members:

As a minimum the Club should have a President, Secretary, Treasurer and one (1) other (Delegate).

It is desirable that the following Club Committee Members are elected annually:

- President
- Vice President
- Delegate
- Secretary
- Assistant Secretary
- Treasurer
- Assistant Treasurer; Publicity Officer; and
- Two (2) Program Officers.

In the case of a secret ballot for a Club committee election being required:

- the person chairing the Election meeting (Chairperson) oversees the counting of all votes, including postal and proxy votes
- counting is conducted by the two (2) appointed scrutineers
- counting is conducted in a discreet place
- the Chairperson receives a signed statement from the scrutineers declaring the result(s) and that the counting of votes has been conducted in a fair and proper manner
- the Chairperson announces the name of each successful candidate immediately each result is known and is ratified at the Club Annual General Meeting
- the Chairperson halts the election meeting for the counting of votes.
In the case of a tied result for a Club committee position the Chairperson advises the membership of the tied result and immediately re-conducts the ballot in order to get a conclusive outcome
- if the re-conducted ballot does not provide a definite outcome, the Chairperson, makes a casting vote that maintains the Status Quo.

The name of each successful candidate is included in the minutes of the Club election meeting, but the number of votes for each candidate is not announced to the meeting. The new committee takes office after the AGM.

Alternative Club Structure

Options available to suit all Clubs. Each VIEW Club is unique in so many ways. To encourage flexibility, inclusiveness and remain modern, VIEW has Alternative Club Structures providing opportunities for all members of a Club to participate and feel a sense of belonging and ownership. Each Club can select the model most suited to their needs for a particular year, from the three models of Club Structure below. The teams, roles and duties carried out by members are flexible and can be adapted to suit individual Club requirements.

Traditional 10 Committee	President, Vice President, Delegate, Secretary, Assistant Secretary, Treasurer, Assistant Treasurer, Publicity Officer, Program Officer (x 2)
5 Member Committee	President, Delegate, Secretary, Treasurer, Program Officer

Task Orientated	Tasks are identified and allocated to club members Items to be covered – administration, finance, communication, website, programs, publicity, member welfare
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Sharing Committee Positions

If all positions cannot be filled, a committee member can fill one other position.

The elected committee has the right to co-opt further assistance from Club members, but these members do not have the capacity to vote as a committee member.

Where two (2) positions are held concurrently only one (1) vote may be exercised in Club committee decisions.

Restrictions from holding a Club committee position

A Club member must not hold a Club committee position in more than one (1) Club concurrently.

Current National Executive, National Councillors and Zone Councillors must not hold a Club committee position during their term of office.

National Executive and National Councillors are encouraged not to hold a Club committee position in the first year after completion of their term of office.

Paid employees of The Smith Family are able to join VIEW Clubs however, are not eligible to be Club committee members.

Agenda for Combined Election Meeting/Annual General Meeting

Election section of meeting:

1. Person chairing the Election meeting (Chairperson) is welcomed.
2. Nominations for each position are read and further nominations from floor are encouraged.
3. Successful candidates are announced- this result is ratified at the AGM section of meeting
4. The new committee takes office after the AGM
5. The new committee is congratulated, the current committee thanked, and the meeting is handed back to President and committee for AGM section of meeting:
6. Outgoing President takes chair and opens AGM
7. Minutes of previous AGM read by outgoing Secretary, signed and accepted by outgoing President, (motion that they be accepted as a true record, after corrections, if any)
8. Outgoing President presents her report
9. Outgoing Treasurer presents her report
10. Outgoing President thanks her committee, extends congratulations and best wishes to the incoming committee and invites the Chairperson to take the chair
11. The Chairperson thanks the outgoing President and committee for achievements of the previous year and reads the Code of Conduct as a reminder of the members' obligations as VIEW members. The Chairperson calls upon the incoming President, together with members of the incoming committee, to come forward for the presentation of their badges.
12. The Chairperson asks the new committee to repeat the Club Committee Pledge. "I accept this badge of office and pledge to extend friendship and loyalty to my Club and promote the interests of VIEW with honesty, good spirit and compassion."
13. The Chairperson invites the new President to accept the chair. then congratulates the new committee members, thanks the current committee, and hands the meeting back to the new president and her committee.
14. New President takes the chair and closes AGM.
15. President thanks the Chairperson and continues with the business of the monthly meeting
16. President then closes the meeting
17. Secretary with the Chairperson updates the committee list provided by National Office*:
One each for National Office, Club Secretary, National Councillor and Zone Councillor.

Ensure the committee members receive an email copy of the club handbook which includes the position guidelines.

A list of Presidents, Delegates and Secretaries (PDS) of the Clubs within a Zone is prepared by the Zone Councillor following the elections. The list is shared amongst the Club Secretaries - this helps create cohesion and assists with invitations for functions, etc.

National Office distributes a copy of previous year's Committee list to Zone/National Councillors/Secretary for sharing with the person chairing the Election/AGM. The list is updated by the Secretary who then emails a copy to National Office and Zone/National Councillor.

A Club Committee List is provided to National Office by 28 February of each year. Additions/Changes can be made for late nominations to committee at a later date by completing a "Changes to Club Details" form (view.org.au/resources/forms/Committee_Forms).

Vacation of Office of a Club Committee Member

The position of a Club Committee Member becomes vacant if she-

- is not financial; or
- is employed by The Smith Family; or
- is directly or indirectly involved in any contract with VIEW or The Smith Family that compromises the integrity of VIEW, The Smith Family or herself; or
- fails to get leave of absence for more than two (2) consecutive meetings; or
- resigns; or
- is removed from office; or
- is suspended or expelled as a member.

In the case of a casual vacancy at Club committee level, the committee may appoint another member to hold office until the next Club election.

Removal of a member from a Club or Club committee

A Club committee member may be removed, suspended or expelled before the expiration of the relevant member's term of membership or term of committee office.

Removal and right of appeal by a Club member

The removal, suspension and expulsion of a Club member and her right of appeal is dealt with in the grievance and dispute process.

Dispute Resolution Guide has been distributed to Councillors and Clubs and this document should be consulted prior to taking any action. See section Grievances and Disputes p. [36](#).

CLUB MONTHLY MEETING

The Club meeting is in a format that suits members' needs. The President and the Secretary work together to set the agenda for each Club meeting. The agenda includes:

- President calls the meeting to order
- Optional - VIEW Pledge
- President welcomes members and visitors, guest speaker and official guest/s, and notes apologies
- Minutes of the previous meeting (motion that they be accepted as a true record of the meeting, after amendments if any) to be accepted and if hard copies are retained, signed by President (Secretary/President)
- Information received by Secretary from National Office of upcoming events. All members need to be made aware of memorandums addressed to all members/clubs
- Correspondence incoming and outgoing: (In be received and out be endorsed)
- Committee members present their reports
- Suggestions from Committee discussed with members (voting completed if required)
- Meal or refreshments
- President or her nominee introduces the guest speaker

- Nominated member gives a vote of thanks to the guest speaker
- President closes the meeting

National/Zone Councillor speaking at Club Meeting

The National or Zone Councillor will contact the President/Secretary prior to attending any Club meeting to ensure that there is adequate time (10-15 minutes or more) set aside in the program for them to speak. There is a reason for a Club visit, and that is to share relevant information with all members. This may include National VIEW Clubs news, upcoming national events, links and recent news from The Smith Family, the next VIEW National Convention and/or sharing other VIEW Club information, increasing membership and new Club development.

Sharing of Area and Zone News - Information about Area events (such as Area Gala function), or any other Zone events (such as Zone Conferences), future social or special events; local news, VIEW achievements in the community, which help build that spirit of friendship across the Zone, encourage inter-Club visits and local news.

Abridged Meetings

An abridged meeting is suitable for Club birthday or Christmas meetings only. To enable the meeting to flow to the “celebration”, a shortened agenda could be:

- Welcome
- Apologies (Secretary)
- Minutes of the previous meeting passed and seconded -
- Correspondence - distil to quick mention of any important dates such as Zone, Area or National functions, but otherwise dealt with as read and tabled
- Business Arising from previous meeting - only immediate business that cannot wait until the following meeting
- Treasurer's Report - only debit and credit balances and accounts for payment are presented, table report for members to see
- Delegate's Report - the Delegate should report as usual and if your guest is a member of National Council or a Zone Councillor, they may also have information to add.
- Program Officer - reminder for forthcoming events
- Meal served
- Entertainment
- President announces next meeting date and closes the meeting.

Quorum for a Club General Meeting including AGM

Items of business are not to be transacted at a Club Meeting, unless a quorum of Club members is present to vote and that quorum remains for the duration of the meeting.

A quorum for Club Meetings is either 20% of the total number of Club members or five (5) Club members, whichever is the greater. At least three (3) Club Committee Members must be present, one of whom should be the Club President, Secretary or Treasurer.

If within half an hour after the appointed time for the commencement of a Club Meeting a quorum is not present, the meeting, if convened on the requisition of Club members, is to be dissolved; and in any other case is to be adjourned to such other date, place and time as determined by those Club members present and of which notice is given to all Club members and National Office through the Zone Councillor.

Notice and conduct of an adjourned Club Meeting

If at an adjourned Club Meeting a quorum is not present within half an hour after the time appointed for the commencement of the meeting, the Club members present constitute a quorum.

The Chairperson of a Club Meeting at which a quorum is present may, with the consent of the majority of Club members present at the meeting, adjourn the meeting. No business is to be transacted at an adjourned meeting other than the business left unfinished at the meeting at which

the adjournment took place.

Where a Club Meeting is adjourned for one (1) month or more, the Club Secretary must give written or oral notice of the adjourned meeting to each Club member. The notice must state the date, time and place of the adjourned Club Meeting and the nature of the business to be transacted at the meeting.

Appointment of a Chairperson at the Club Meeting

The Club President, or in the Club President's absence the Club Vice President, or in their absence the Club Delegate, is to act as Chairperson at the Club Meeting.

Absence of the Chairperson at a Club Meeting

If the Club President, the Club Vice President and the Club Delegate are absent or unwilling to take the chair at a Club meeting, the Club members present must elect one (1) of their number (preferably a Committee Member) to act as Chairperson at the meeting.

Questions decided by majority at a Club Meeting

If a matter is raised at a Club Meeting each Club member has one (1) vote only. A motion is taken to be carried if a majority of the votes cast on the motion is in favour of it.

Voting and appointment of proxies for a Club Meeting

Each Club member is entitled to either vote in person or appoint another member of her Club as proxy by written notice given to the Club Secretary no later than twenty-four (24) hours before the time of the Club Meeting for which the proxy is appointed.

Chairperson's casting vote at a Club Meeting

In the case of an equality of votes on a matter raised at a Club Meeting, the Chairperson will exercise a second or casting vote and where possible, maintain the Status Quo.

Voting restriction at a Club Meeting

A Club member or proxy must be a financial Member of VIEW in order to vote at her Club Meeting.

Declaration of results at a Club Meeting

A matter requiring decision arising at a Club Meeting is to be determined on a show of hands unless a poll is demanded as set out below and is not withdrawn. A declaration by the Chairperson that a motion has, on a show of hands, been lost or carried, carried unanimously or carried by a particular majority and an entry to that effect in the Club Minutes, is conclusive evidence of the fact. Neither the Chairperson nor the Minutes need state the number or proportion, or the votes recorded in favour of or against the motion.

Demanding a Poll at a Club Meeting

At a Club Meeting a poll may be demanded by at least five (5) Club members present in person or represented by proxy as delegated in writing.

Conducting a Poll at a Club Meeting

Where a poll is demanded at a Club Meeting, the poll must be taken:

- immediately in the case of a poll which relates to the election of the Chairperson of the meeting or to the question of an adjournment; or
- in any other case, in the manner and at the time before the close of the meeting that the Chairperson directs.

Two (2) non-voting scrutineers are appointed in agreement with the membership.

The resolution of the poll on the matter is taken to be the resolution of the Club Meeting on that matter.

Special Resolution at a Club Meeting

A Special Resolution of the Club is a resolution passed by a majority which comprises at least three quarters (75%) of the total Club membership who are entitled to vote in person or by proxy at

a Club Meeting.

EXTRAORDINARY MEETINGS

Requisition for an Extraordinary General Meeting

The written requisition for an Extraordinary General Meeting:

- must state the purpose of the meeting
- must be signed by the members making the requisition
- must be lodged with National Office and National Councillor through the Zone Councillor
- may consist of several documents in a similar form each signed by one (1) or more of the members making the requisition.

Conducting an Extraordinary General Meeting

An Extraordinary General Meeting must be convened at either Club, Zone, Area or National level by the National Council if the National President receives a written requisition of at least 10% of membership registered at the relevant Club, Zone, Area or National level, but in the case of a Club this number can be no fewer than ten (10) members. The Extraordinary General Meeting runs in accordance with Standard Meeting Procedures and the National Executive determines the Chairperson for this meeting.

National representation at Extraordinary General Meetings must include at least one (1) Member of the National Executive, the relevant National Councillor(s), and, if appropriate, a Member of National Office. (can be via Microsoft Teams/Zoom)

National Council invites relevant member participation to debate the issue.

National Council in consultation with National Office manages the final decision(s) made at any Extraordinary General Meetings.

SELLING GOODS AT MEETINGS

Except for VIEW merchandise, and items on trading tables, sale of goods during club meetings is not permitted. Should a guest speaker or other visitor wish to sell their material e.g. books, CDs, this may take place after the meeting has been officially closed.

This avoids members feeling 'obliged' to make a purchase. Many speakers or entertainers are willing to contribute back to VIEW and The Smith Family, based on the sale of their goods. It is a good idea to discuss this prior to the meeting.

ATTENDANCE OF MEN AT MEETINGS

VIEW is an organisation of women, by women, and for women. Many join VIEW because it provides an opportunity for women to come together socially, to learn and grow, and to work together for a common purpose. The VIEW National Council policy states that it is inappropriate for men to attend ordinary monthly Club meetings, unless they are invited as a Guest Speaker, Entertainer or VIP. Men who are assisting speakers or entertainers are welcome. This policy also applies at VIEW National Convention, Area Gala Functions and Zone Conferences. Male partners/friends are welcome to attend specific social events that have been nominated and endorsed by a majority of Club members for this purpose.

Men participate in VIEW Clubs across a wide range of fundraising and supporting activities.

Often clubs have a "guest speaker of particular note or interest" and are able to invite men to attend. In these circumstances the Club Committee would seek endorsement from the members prior to men attending these events.

SETTING PRICES

The pricing of functions, meetings or outings needs to be established in consultation with not only the Club committee, but with the Club membership. This will ensure that the price is within the reach of Club members. When setting the price for the function, meeting or outing, the organiser

should ensure that the price of any breakfast/lunch/dinner or event includes all costs. This includes, but is not limited to, meals, room hire, entertainment/guest speakers, complimentary guests, and a contribution to The Smith Family.

We encourage clubs to use our event planning tools. For more information on Event planning please refer to VIEW Event Planning Guidelines and Tools available at [view.org.au/resources/organisational-information/Handbooks & Guidelines](http://view.org.au/resources/organisational-information/Handbooks%20&%20Guidelines).

CLUB CLOSURES

The decision to close a Club must come from the Club membership, in consultation with the National Executive, National/Zone Councillors.

It is not the Club President's decision. It is not a Club Committee decision.

If a Club experiencing difficulties feels they cannot continue despite flexible structure options, Club closure may be unavoidable.

When a Club is unable to function under any of the flexible structure options, it is imperative that a meeting is scheduled to discuss the future of the Club. Every effort should be made to contact as many financial members of the Club as possible and make them aware of the date and time of that meeting and the importance of the discussion. If, at that meeting, a decision is made to close, a motion for closure should be moved and seconded from the floor and passed by a majority of the members present. The meeting to discuss closure of the Club must be minuted. Any meeting to formally close a club should be held with the National or Zone Councillor in attendance where practicable. No club should undertake closure before discussion with NC/ZC.

When a Club closes it is important that the National and Zone Councillor give the Club maximum support through the transition period and assist members who are keen to remain in VIEW to find another suitable Club. On closure, a final list of financial members should be prepared by the Club Treasurer to ensure members wishing to transfer to another Club can do so without difficulty.

Clubs are encouraged to mark their closure with a day of celebration as acknowledgment of the many years of friendship they have shared, and recognition of the valuable support they have given to The Smith Family. It is appropriate that the National/Zone Councillor for the Area is invited to join the celebrations. The National Councillor can request from VIEW National Office, a tally of the total amount donated over the years by the closing Club, for announcement on the day.

It is important that the minutes of the final meeting are recorded. It is the Club Treasurer's responsibility to make sure all outstanding accounts are settled before closing the Club bank/building society/ credit union account. Once those transactions have been cleared and interest on the account calculated, the signatories to the account are required to complete a form to close the Club's bank/ building society/credit union account and the remaining balance is sent to The Smith Family in the form of a bank cheque.

It is essential that financial records for any closed Club (including the Treasurer's records for the current year) are forwarded to National Office as soon as the Club has closed its bank/building society/credit union account. These are subject to The Smith Family annual audit as are all VIEW Club bank/building society/credit union accounts.

Following closure, the Zone or National Councillor should collect from the Club:

- The Inaugural Minutes of the Club, all Annual General Meeting Minutes of the Club
- Club financial information for the last 7 years
- The Club charter
- Committee badges

All of the above should be returned to VIEW National Office, GPO Box 5348, SYDNEY NSW 2001. Cost for this postage can be taken from Club Bank account prior to closing account.

Once the closure meeting has been held, the National Councillor should complete the History - Club Closure History Form ([view.org.au/resources/forms/History Forms](http://view.org.au/resources/forms/History%20Forms)) and return it to History Sub Committee at view.historymatters@gmail.com.

GRIEVANCES AND DISPUTES

VIEW encourages collaboration, cooperation, and open communication in line with its Guiding Principles. VIEW strives for a culture of inclusion where all members are treated fairly and with respect, recognising the right of individuals to express concerns and have access to options to resolve disputes in a fair, transparent, and timely manner.

Where possible, VIEW members should endeavour to deal with the issue informally if they feel comfortable to do so. Honest and open discussion may help the other party realise your concerns and can often reveal a misunderstanding between the two parties. A prompt apology may be sufficient to address the concerns.

If both parties believe that facilitation by a third party may be helpful to resolve the matter, consider approaching a VIEW member or the Zone/National Councillor that both believe will maintain confidentiality and help with resolution.

For more information refer to Dispute Resolution Guide in [Appendix](#).

RESPONSIBILITIES & GUIDELINES

PRESIDENT & VICE PRESIDENT

The President's role is to create a harmonious relationship between members of the committee and between the committee and club members.

PRESIDE AT ALL MONTHLY MEETINGS

The President presides at all monthly and committee meetings of the club. For Club Monthly meetings see page [31](#).

LEAD AND MANAGE THE CLUB COMMITTEE

The President:

- Ensures that the Secretary forwards copies of club monthly minutes, including the Treasurer's report, to the National and Zone Councillor. Committee meeting minutes are not required by National and Zone Councillor.
- Leads and manages the club committee in a business-like manner, facilitates communication and promotes teamwork, provides guidance and mentoring to committee members.
- Displays confident, supportive leadership and demonstrates commitment to the aims and objectives of VIEW and the work of The Smith Family.
- Is conversant with the duties and responsibilities of all committee members and ensures committee members are conversant with their roles.
- Promotes succession planning to encourage more members to take on a committee role.

MAINTAINING A HEALTHY MEMBERSHIP

The President is responsible for creating a friendly atmosphere, displaying enthusiasm, being inclusive and encouraging members to mix and meet other members both at meetings and socially.

The Attract and Retain Guide is available to assist Clubs with maintaining their membership. For the latest version please go to [view.org.au/resources/organisational-information/Handbooks & Guidelines](http://view.org.au/resources/organisational-information/Handbooks%20&%20Guidelines).

Clubs need to concentrate on building membership to remain strong, healthy and dynamic.

The following will assist Clubs to plan for a steady stream of new members:

- Invite interesting, entertaining and high-profile guest speakers – putting effort into finding great speakers will reap rewards.
- Spread the word by advertising your upcoming events on social media as direct advertising and in local media e.g. papers and radio. Include an invitation to readers or listeners to attend the next meeting of your Club. A follow up article in the media (ensuring relevant contact details are included) may also attract new members.
- Include information about your Club on the local Council's website and in the local Council's information packs for new residents/ratepayers, or with local Real Estate Agents, Doctors, Pharmacies, Library, Pre-School, Maternal and Child Health Centre (include name and contact phone number or email where possible). An alternative digital information pack can be provided.
- Seek out local Council Seniors Week events to present to a wider audience.
- Place VIEW posters advertising your next meeting or an upcoming event on notice boards in nearby shopping centres.
- Arrange letterbox drops of VIEW information with an invitation to a Club meeting.
- Circulate or email VIEW Matters magazines (ebook version) and VIEW information brochures (PDF version) amongst friends and neighbours.
- Remember, a personal invitation to attend a meeting/event from a member is one of the best methods of gaining new members.

- Contact former members and invite them back.
- Host a Mother/Daughter/Bring a friend night.
- Host a special/different function (eg Literary Luncheon) with a high-profile speaker and invite the general public.
- Send invitations to your functions to other local organisations.
- Invite your local Member of Parliament or Editor of the local paper as a guest speaker.
- Organise a Combined Service Club Dinner for all your local service organisations (e.g. Rotary, Lions, Zonta, Quota, Business & Professional Women – BPW)
- Speak at other organisations about VIEW and the great work we do supporting The Smith Family - For a speaker information pack contact PNP Gwen Wilton (gwenwilton@bigpond.com)
- Be visible – be active in your community. People will see VIEW “in action” and want to join a Club that is “connected”, and whose members are obviously enjoying the activity.
- Hold a ‘Walk with VIEW’ and invite other women in the community to join you.
- Making a guest feel welcome is everyone’s responsibility. Give the potential new member the VIP treatment. Appoint one member to look after the guest, including introducing them to others.
- Keep the announcements short and the meeting moving at a good pace.

MAINTAINING A HEALTHY CLUB

The President is encouraged to adopt new methods and practices to benefit the club in accordance with VIEW policies.

It is important that National and Zone Councillors recognise Clubs experiencing difficulties at an early stage and intervene and offer ongoing support. The first step to averting Club closure is to recognise difficulties in advance and explore alternative opportunities for keeping the Club active and running.

Early identification and intervention may well defuse a more advanced, irretrievable situation.

Each Club is encouraged to re-evaluate their position every two years by way of a Club member survey. ([view.org.au/resources/forms/Member Surveys](http://view.org.au/resources/forms/Member%20Surveys))

In considering the future of a Club, some of the problems which may not be immediately apparent, but could be of concern, are:

- No recent membership growth
- The advancing age of membership
- Membership numbers (declining, poor attendance)
- How actively the Club encourages and welcomes new members
- Club promotion and advertising
- Difficulty in filling committee positions, recycled committees and poor skills/knowledge of committee members
- Lack of varied and interesting programs
- Difficulties with VIEW protocol such as minutes, administration duties, guest speakers
- Suitability of venue and cost of meal
- Conflict between members or members and the committee
- Negative attitudes and lack of fun and friendship.

One of the roles of a National/Zone Councillor is to assist any Club experiencing difficulty. Always inform both the National/Zone Councillors of the current situation and any Club issues of concern. National/Zone Councillors can address problems and provide options available for continued operation, such as Alternative Club Structure, etc.

SECRETARY & ASSISTANT SECRETARY

It is up to the Club Secretary and Assistant Secretary to allocate the tasks between them. However, both need to be familiar with the overall position description in the event of either being absent or unable to continue in the position.

The Club Secretary ensures all information received from National Office is communicated to all members.

Check club emails regularly and collect mail weekly and especially before Committee and Club Meetings. All mail should be delivered to the addressee as soon as possible.

CORRESPONDENCE

All outgoing correspondence should be approved by the Club committee before distribution.

Email is the preferred method of communication with National Office

(view@thesmithfamily.com.au).

Club Secretaries should ensure that National Office and the National / Zone Councillors are advised as soon as practical of any changes to the Club email or postal address to prevent lost or returned mail.

Minutes of National Council meetings are emailed to the National/Zone Councillors, and all Clubs. National Council Minutes are also available on view.org.au/resources/publications. Hard copies of the National Council Minutes are only distributed to those Clubs identified without computer access.

CLUB MEETING, AGENDA AND MINUTES

The Secretary is responsible for preparing the meeting Agenda (p [31](#)) and recording the Minutes for Committee and Club meetings (including AGM which Minutes are to be ratified at the following AGM).

Minutes of Meetings

Minutes of all Meetings, including abridged meetings, are prepared by the Secretary and are a written record of the Club; **they are a record of decisions not discussions**.

Minutes of the previous meeting are emailed to members and/or tabled and adopted at each meeting so relevant issues can be discussed. Ensure members without email have access to the minutes at, or prior to, the meeting. Any motion or resolution moved at a meeting must be recorded in the minutes as carried, lost or deferred.

Copies of the club meeting minutes, including the Treasurer's report, are to be forwarded (preferably by email) to the National and Zone Councillor each month after they have been ratified by the Club.

Minutes must be signed by two people (the President and Secretary or other committee members) when they have been ratified at the next meeting. By keeping minutes concise, accurate and clear, discussion items from past minutes can be easily found. The best way to do this is with headings and indentations, e.g.

Program Report: Read by Sue Smith 40 members attended a Literary Luncheon at a local Community Centre and \$250 was raised through donations and raffles.

All Committee Members' reports are part of the minutes and must be attached to the Minutes and circulated to members. Minutes are for Club members, National and Zone Councillors, and should not be publicised outside VIEW Club.

The Secretary may list apologies as '35' instead of writing out 35 names. However, ensure a list of attendees and apologies is retained for future reference. For example, an addendum to minutes could list attendees and apologies by name which gives an historical record of members' attendance. It is important not to 'overlook' a member who has not attended meetings for some

time.

The Secretary or relevant committee member should always confirm with the venue and the caterer the number of members attending the function. Reduce the final number by one or two to allow for unexpected absences; it is easier to add extras than pay for absent members.

PETTY CASH FLOAT

The Secretary maintains a Petty Cash Float in consultation with the Treasurer.

For more details please refer to Petty Cash section on page [48](#).

MAINTAIN MEMBERS' DETAILS

The Secretary maintains an accurate register of members' details and informs National Office of new memberships and changes to membership.

All members are recorded on the Club's Membership List. This is part of the Club's history and must be retained into the future.

The Secretary updates the Club's membership list annually and on an ongoing basis. To ensure that all members are registered, a copy of the Club's current membership list from the National Register is sent to all Clubs in January each year.

The Secretary or Assistant Secretary with assistance from the Treasurer reviews and corrects the membership list (Please make/mark all changes clearly):

- a) Check the names, addresses, telephone numbers, email address and year of birth on the list against the current list of financial members.
- b) Put a line through the names of members who have resigned or are deceased, with a note of 'R' or 'D' including date.
- c) **Add any missing information** (especially **Mobile number, Email address and Year of birth**) or, in the case of incorrect information, change all required details.
- d) Check the joining dates that VIEW has recorded for each member. Any amendments to the joining date should be accompanied by an explanation (in the "comments" column) as to why the date has been changed. (Please remember that Transferred/Second Club members joining date may be different to current club records).

Sometimes this may require investigation with other Clubs to which the member has previously belonged to determine whether the joining date is accurate and the membership has been continuous.

- e) **Return the Club Membership List to National Office by 31 March.** If a Club member who has transferred to your Club has been omitted from the list, attach a "Changes to Member Details" form; do not write their names on the membership lists. If a member is written onto the membership list for a reason that has not already been outlined here, please provide some information to explain why the name was added.

NOTE: National Office is only able to process returned, annotated lists in the format distributed. Clubs are welcome to keep their own records in their own formats, but any membership list returned that is not the annotated list distributed from National Office will not be processed and changes unable to be made to the database.

MAINTAINING CLUB RECORDS

The Secretary is responsible for noting amendments to policies and procedures and keeping copies of current documentation on file.

To comply with statutory requirements, it is important that Club information is kept either as digital or hardcopy for the following period:

Item	Keep for
Minutes of Inaugural Meeting	Continuous

Minutes of Annual General Meetings	Continuous
All membership records	Continuous
All financial records (including receipts, cheque butts, income and expenditure statements and bank statements and related Club sponsorship of <i>LfL</i> program students including correspondence with The Smith Family or student related to the sponsorship management)	7 years
Minutes from Club and Committee monthly meetings	5 years
Correspondence (including from National Office)	Up to 12 months
Events – Records related to planning of an administrative arrangements for local and Zone/Area events hosted by VIEW Clubs	Up to 5 years
Membership Surveys – records related to membership surveys used to gather feedback from Club members about Club operations and performance	Up to 2 years

Please note: all hard copy files should be destroyed in a secure manner. It is highly recommended to shred your documents and dispose of them properly in order to prevent them from being easily reassembled.

The Inaugural Meeting minutes, minutes from all AGMs and minutes from closure meetings must be kept for historical purposes; these are forwarded to National Office in the event of a Club closure. Minutes of other meetings should be kept for at least five years with important historical information transcribed (scanned document or picture in readable format) for archiving (e.g., membership history) before the minutes are destroyed. If there are any concerns about what should be kept and for how long, please contact National Office or the History Subcommittee, who may be interested in some documents for historical purposes.

ORDERING FROM VIEW NATIONAL OFFICE

Orders for stationery and merchandise can be forwarded to National Office by email and mail. National Office staff responds to a considerable number of Club requests for new member packs, badges, stock orders, stationery, promotional and general information, etc.

Clubs are asked to consolidate their requests for these items and send one email or mail request/order to National Office per month. National Office responds to each Club's request on a monthly basis using the monthly mail out dates which are provided to all Clubs. The Treasurer and the Secretary both have a role in ordering and paying for the Club's resources.

All forms are updated each year and available on the <http://view.org.au/resources/forms/> website.

We encourage all clubs to locate these forms (and others) online, download and email to National Office view@thesmithfamily.com.au.

“Stock Order” form is used to order replacement and Club badges, VIEW Stationery, VIEW Promotional Items (Posters, Brochures, etc) and VIEW merchandise.

“Application for Membership” form is used to advise National Office of new members to your Club. This form also serves as the order form for new member badges.

“Changes to Member Details ” form is used to advise National Office of changes to member details, such as transferring members, second Club members, resignation, or changes of address and/or contact details.

“Changes to Club Details” form is used to advise National Office of changes to Club Details such as email or postal address, resignation/change of committee members, venue changes, etc.

Club Secretaries are advised to keep a copy of all orders sent to National Office.

TREASURER & ASSISTANT TREASURER

The role of Treasurer is vital to the efficient functioning of the VIEW Club. The Club Treasurer and Assistant Treasurer maintain Club financial information and are responsible for managing Club funds. It is suggested that the Treasurer and Assistant Treasurer discuss the role/s and allocate the tasks between them. Both need to be familiar with the position description in the event of either being absent or unable to continue in the position.

NOTE: For more specific Treasurer resources please refer to Treasurers' Guide in [Appendix 1](#).

MANAGE CLUB FUNDS AND BANK ACCOUNT

The Club Treasurer is accountable for and manages the Club funds and Bank account.

Club Bank Account

Each VIEW Club must only have one bank account, in the name of the Club e.g. Smithtown Evening VIEW Club.

When opening a new account or changing signatories, a letter can be provided by National Office outlining the VIEW Club's affiliation with The Smith Family and exemption from providing a tax file number.

All payments must be authorised by two registered signatories with one (1) being the Club Treasurer. At least three co-signatories are required for the bank account so that if one of the signatories is absent, outstanding accounts and invoices can still be paid. These co-signatories must be VIEW members, although do not necessarily need to hold committee positions. Consider travelling distance when deciding on suitable signatories.

It is recommended that the Club arranges with the bank to have bank statements issued monthly on the last day of the month. This simplifies the Treasurer's job of preparing the monthly accounts and Treasurer's Report with easier reconciliation in the VIEW Cashbook with the bank statement. Consider online banking to receive up to date reports for Club meetings as well as administering the Club's account without incurring fees.

Individual VIEW Clubs are not registered for GST and therefore do not have an ABN. VIEW Clubs are not incorporated bodies. Donations to VIEW Clubs do not attract tax deductibility. As The Smith Family is the registered identity, only donations to The Smith Family attract tax deductibility. Receipts for donations are issued by The Smith Family.

All funds collected must be banked in the Club bank account.

COLLECTION AND DEPOSITING OF ALL FUNDS INTO CLUB BANK ACCOUNT

The Club Treasurer/Assistant Treasurer is responsible for collecting all Club income - joining fees and annual membership subscriptions, meal payments, raffle monies and other payments and depositing funds into the Club bank account within three working days or as soon as practicable.

Please note: all cash funds received from members or public must be deposited to Club's bank account. Please refer to section "Cash" on page [44](#).

Types of Income

Donations by Individuals

VIEW Club receipts are not valid for tax deductible donations.

Any donations made by an individual (i.e. a VIEW member, a member of the public or a company) through a VIEW Club is banked and recorded in the VIEW Club Cashbook. A VIEW receipt is issued and the donation forwarded to National Office with a note requesting that a tax-deductible receipt be issued to the individual if requested.

Such donations are recorded in the "Donations" column of the VIEW Cashbook, noting the name of the donor in the 'Comments' column.

Annual Membership Subscription and Joining Fee

The Treasurer must maintain accurate records, liaising with the Secretary. For more information refer to page [39](#) (Responsibilities and Guidelines: Secretary and Assistant Secretary).

The annual membership subscription is to be collected from each member at the Annual General Meeting (the first Club meeting of the year). Membership subscriptions should be banked into the Club's bank account and remitted to The Smith Family **by 31 March**.

When a new member joins VIEW, Clubs must send \$40 membership fee to National Office - \$20 annual membership subscription and \$20 joining fee which includes the member's VIEW badge.

- **If a Club pays by cheque**, please send two separate cheques one for \$20 annual membership subscription and the other for \$20 joining fee together with Application for Membership form/s.
- **If a Club pays via EFT**, please follow VIEW EFT process. Please note: joining fee/s can only be paid when the Club has received the invoice from National Office.

All money collected for membership (including the joining fee) should be written in the 'Member Subs and/or Joining Fee' column in the cashbook and banked into the Club account. A receipt is provided to the member.

For details about Club payments please refer to "Processing Club Payments" section on page [45](#).

Transaction Form.

The Treasurer should inform the Secretary of the names and addresses of all financial members, as well as the names of members who have not renewed their membership, approximately three months after the renewal date for annual membership. This makes allowances for sickness, family problems etc.

It is accepted practice in some Clubs to request members to pay a fee over and above their annual membership subscription, to cover administrative items such as Club newsletters or raffle prizes. Clubs should keep these charges to a minimum and be aware that this charge should only be offered as an option. As an alternative, others in the community may be willing to donate these items.

Ticket Monies for events and outings

All ticket monies must be receipted so that there is clear accountability and each transaction can be traced. Please refer to the section "Receipting Income" page [45](#). The amounts should be totalled, as this will form part of the bank deposit and recorded in the "Function" column. Work together with Program Officer to confirm member and payment details.

The income should be banked into the Club's account and payment made via EFT or Club cheque.

Member Purchases

When a member wishes to purchase stock such as pens, aprons etc. she remits the money to the Club (via cash, cheque or direct deposit to Club's account) and the Treasurer writes a receipt for the total monies received for these items (this forms part of that day's deposit). A copy of the member's request is kept as a record.

The amounts received for stock purchases are marked in the "Others" column in the Club cashbook with a description in the 'Comments' column, e.g., 5 packs of Christmas cards, 3 pens, etc.

Monies collected from members to purchase such goods must be banked in the Club's account.

The Stock Order Form is completed and emailed/mailed to National Office.

NOTE: All forms are reviewed and updated annually. We recommend visiting our website page and using the current forms.

Other purchases and payments

Occasionally VIEW Clubs are offered merchandise and services from companies who wish to support VIEW and The Smith Family and, based on the orders received, contribute part of their profit back. These items are usually ordered directly from that organisation. The arrangements are always offered with no obligation for VIEW members to participate. This year we are continuing Community Partnerships as a way of raising awareness of VIEW in the community and the work that VIEW Clubs and members do e.g. Blue Illusion, Black Pepper, Petals, Lismore Embroidery (VIEW T-shirts, polo shirts and Hoodies).

When members attend another Club, Zone or Area function, payment can be made via EFT or a Club cheque written. Each member should pay the Club in advance, and if the person does not attend the function, the Club is not out of pocket.

Other

Any bank interest received on the Club account should be recorded under “Other” column in the Club Cashbook.

MEMBERS PAYMENT OPTIONS

Direct Deposit – preferred method

It is recommended that all clubs provide members with the Direct Deposit option.

Clubs provides members with Club Account Name, BSB Number and Account number. Members transfer funds into the account and include their name and payment description in the reference box.

Please note: Members are asked to transfer their meal/function payment money into the club bank account at least three days prior to the meeting to ensure the funds have been deposited into the account by meeting/function time.

Cash

Monies raised by clubs should be handled with care and the following steps taken:

- All monies are to be counted and recorded by two people immediately after an event or as soon as practicable
- **All income received must be banked into the Club bank account within three working days or as soon as practicable**
- All monies should be stored in a secure location, in a closed, preferably locked drawer and not left on a desk/table.

Cheque

Cheque payments to clubs are made payable to the ...XXX VIEW Club.

Square Reader

Clubs may use the “Square Reader” facility to accept donations and any payment for their VIEW activities, including meal payments, raffle tickets, annual subscriptions and joining fees, purchase of merchandise, function/trip payments, utilising tap and go cards, chip cards, Apple Pay or Google Pay.

The Square Reader has a flat fee of 1.9% included on each transaction. This fee falls onto the individual member, not the club, so members are required to pay this 1.9% transaction fee if using this payment facility. When a member pays their meals or annual subscriptions etc using the Square Reader, 1.9% needs to be added to the charged amount.

For example, \$30 for meal, plus 1.9% equals .57cents fee equals total \$30.57. Annual Subscriptions \$20 plus 1.9% equals .38cents which equals \$20.38.

If clubs decide to utilise the “Square Reader” facility, they need to contact National Office prior to purchasing this device.

NOTE: Specific procedures for Clubs to follow are set out in the Square Reader Guidelines available on the website. ([view.org.au/resources/organisational-information/Financial Information](http://view.org.au/resources/organisational-information/Financial%20Information)) For more resources see [Appendix 1](#).

Receipting Income

A receipt is to be issued for all monies received by cash, cheque, direct deposit or Square Reader.

One receipt can be written for grouped transactions, for example:

- One receipt issued to cover funds received for annual subscriptions/joining fee
- One receipt issued to cover all meal monies
- Raffle monies to be receipted as a total for the day

Receipts can be recorded 'in bulk' in the Club Cashbook, using one line. i.e. those receipts that apply to the total sum deposited on that day. Please provide detailed information in "Comments" column for audit purposes.

Treasurers are encouraged to use "Funds received from members" template for easier monthly income recording and reconciliation. ([view.org.au/resources/organisational-information/Financial Information](http://view.org.au/resources/organisational-information/Financial%20Information)) For more resources see [Appendix 1](#).

PROCESSING CLUB PAYMENTS

The Treasurer must ensure all payments and accounts are authorised by the Club committee and paid in a timely manner. All items of expenditure must be approved by consensus of Club members. Payments should only be made after the committee has approved the expenditure, and a receipt obtained where applicable and retained.

Accounts are not to be paid in cash – all approved expenses are to be paid by EFT, BPay or cheque.

Payment method	Meal Monies	Annual Subs	Joining Fee	VIEW Merchandise	LfL Sponsorship	Donation
EFT	✓	✓	✓ upon invoice only	✓ upon invoice only	✓	✓
Cheque	✓	✓	✓	✓	✓	✓

Club Expenditure

Every item of expenditure (i.e. cheque written, EFT reference number) must be supported by an account and/or receipt marked with the item/s purchased, by whom and the date of purchase.

The cheque butt must be completed at the same time as the cheque is written - include the date the cheque was written, the name of the payee and the purpose for payment, i.e., 'TSF donation' or 'Joe's cafe, lunch held on 24/6.'

Keep the copy of the receipt or EFT Form (for The Smith Family payments) for all transactions paid via EFT, for Audit purposes.

Types of Expenditure

The following types of expenditure are usual for a Club:

- Venue/meal costs
- Club payments to The Smith Family (see VIEW Club Donation form/EFT Transaction Form) – Member Subscriptions, Joining Fees, Donations, Digital Learning, Joyspreader, *Learning for Life Sponsorship*
- Stock Orders
- Petty Cash/Refunds (see Petty Cash Recording Form)

NOTE: Ensure that the VIEW Club Donation Form or EFT Transaction Form (if Club uses EFT) is

for the current year.

Funds Management for a Member of VIEW

As VIEW is part of The Smith Family, all VIEW Club funds belong to The Smith Family. VIEW Clubs, Zone Councillors, National Councillors and National Executive must not make substantial financial commitments without first consulting with the National Manager. The National President, or any person delegated power on behalf of the National Council, is responsible for consultation with the National Manager on matters requiring a joint policy decision.

Club Donations to The Smith Family

All monies received through Club activities must be banked, and any funds surplus to Club running costs are to be forwarded to The Smith Family via VIEW National Office. Clubs are asked to send excess funds as often as possible to purchase Joysreader Gifts or support any of The Smith Family Appeals and/or programs e.g. Digital Learning Essentials program or give a General Donation to the Smith Family.

General Donations are not tied to a specific Smith Family program but allocated by The Smith Family to a range of community programs, including support for families involved with *Learning for Life*.

Clubs are requested to retain minimum funds in Club accounts to cover current expenses, including upcoming sponsorships.

Appropriate use of VIEW Club Funds

VIEW Clubs must not use Club funds to purchase items for The Smith Family. This does not preclude individuals using their own money to purchase items to donate (e.g. stationery items for packs for *Learning for Life* students).



DO

It is the practice of VIEW Clubs to **donate at least twice a year during The Smith Family Winter and Christmas Appeals** by forwarding funds through VIEW National Office.



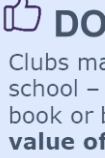
DO

Clubs are encouraged to sponsor additional **LfL student/s**.



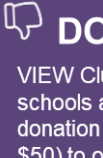
DO

Clubs are encouraged to support the Digital Learning Essentials program available for **LfL** students.



DO

Clubs may contribute to a local school – annual award of a book or book voucher to the **value of no more than \$50** to one local school.



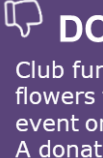
DON'T

VIEW Club funds are **NOT** to be donated directly to schools and/or students in local areas other than a donation of a book award/voucher (no more than \$50) to one local school.



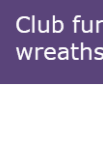
DON'T

Members **cannot** use Club funds (may use their own money) to purchase small items (stationery, etc.) to donate to their local Smith Family offices for distribution in their area.



DON'T

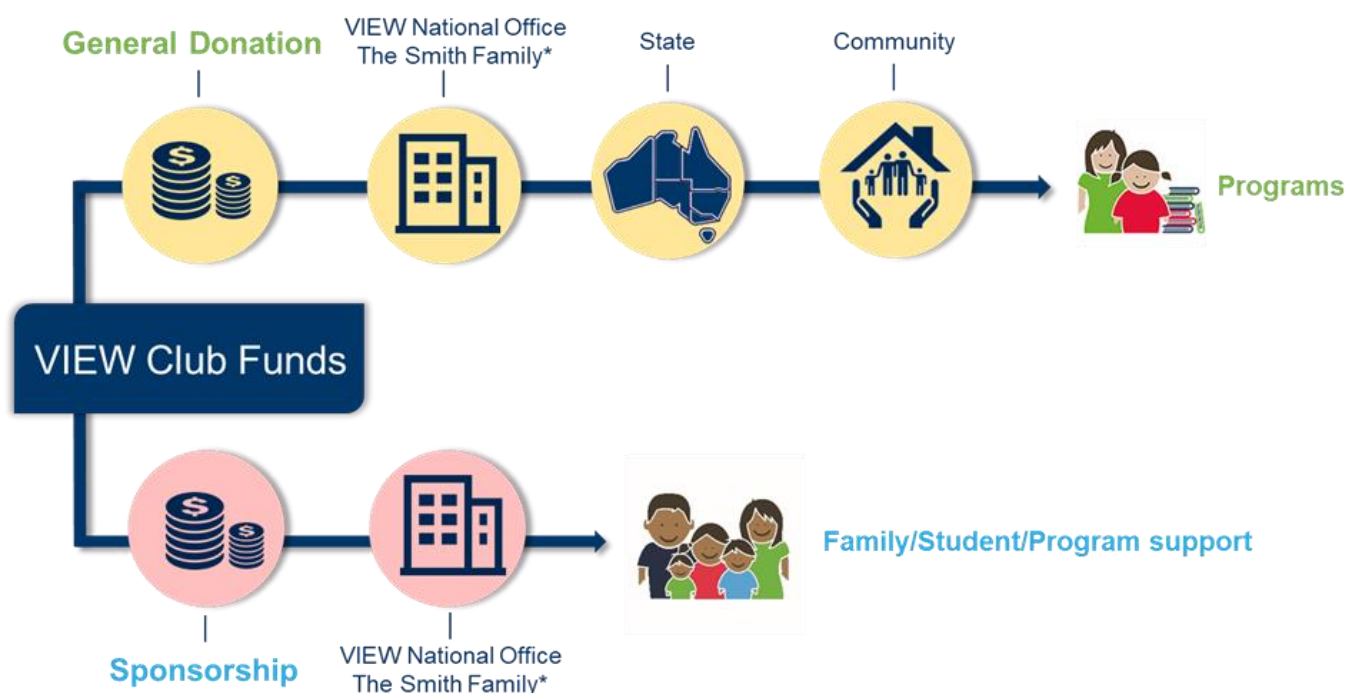
Club funds may not be used to purchase flowers to celebrate a members special event or in memory of a deceased member. A donation to The Smith Family in memory of a deceased member is suggested.



DON'T

Club funds may not be used to purchase wreaths for Anzac Day.

VIEW Club Funds Process



* The Smith Family budget allocation is based on the 'States and Territories' funding priorities. Funds are allocated to priority programs identified in The Smith Family Corporate Operating Plans to support the most effective programs for children with the highest need.

Electronic Funds Transfer (EFT)

We encourage Treasurers to use EFT for Club payments.

Clubs are able to use EFT to pay for any Club related transactions eg. venue hire, meals, functions, and any payments to The Smith Family.

All EFT transactions must be authorised by two signatories.

Sending Payments to VIEW National Office via EFT

All donations, membership payments, sponsorships and stock purchases can be paid via EFT.

When Clubs process payments to The Smith Family via EFT, Clubs are required to complete the Club specific VIEW EFT Transaction Form provided by National Office each year and follow the designated process to ensure the Club's transaction/s are identified and funds appropriately allocated.

EFT process to pay The Smith Family

1. Complete your Club's unique EFT Transaction Form provided by National Office.
2. Send payments via EFT (online banking) including your Club's Unique Reference Number for the relevant item. **Please note: the transaction reference for multiple payments is your Supporter ID + Club Name.**
3. Email completed EFT Transaction Form to view@thesmithfamily.com.au.
4. Record transaction in your VIEW Club Cashbook.

Please note: EFT payment for stock orders and joining fees can only be paid when the Club has received the invoice from National Office. The invoice number must be listed on your Club's EFT Transaction Form.

For more information please read FAQ: EFT payments to The Smith Family

([view.org.au/resources/organisational-information/Financial Information](http://view.org.au/resources/organisational-information/Financial%20Information))

If you would like to know more, please contact National Office: view@thesmithfamily.com.au.

Cheque payments

The Treasurer holds the Club's cheque book and is responsible for payments of all outstanding monies, as authorised by the Club committee.

If you need to cancel a cheque for any reason (e.g., no longer needed or you have made an error), draw a line across the face of the cheque, write 'cancelled', and fold the cheque into the cheque book, ahead of the next cheque.

Sending Payments to VIEW National Office by cheque

Cheques are payable to 'The Smith Family' and mailed to VIEW National Office, GPO Box 5348, SYDNEY NSW 2001

Please ensure that a separate cheque is forwarded for each of the following (otherwise the payments cannot be processed):

- Donations (including General Donations, annual membership subscriptions, The Smith Family Appeals and Joyspreader Gifts)
- *Learning for Life* sponsorships
- Joining Fees
- Stock items (including service fee payments and replacement badge orders)

If the cheque/s are not presented within one month please contact National Office.

PETTY CASH AND REFUNDS

Petty cash is used to reimburse members for small expenses. Members should present receipts for all petty cash purchases, which clearly show purchase and date. These receipts need to be retained for record and audit purposes.

The Treasurer is responsible for the petty cash fund and retains copies of all receipts. The Petty Cash Recording form is to be used to record and track petty cash expenses.

The Secretary is provided with a **petty cash float, withdrawn from bank account, up to the value of \$100** which may be replenished during the year.

The VIEW Petty Cash Recording Form is available at view.org.au/resources/forms/Financial. At committee meetings the Secretary presents an itemised account of her expenses, together with receipts for her expenditure. When payment is made the recipient signs the receipts to indicate she has been reimbursed.

The Delegate may claim back the actual expenses to attend Delegates' meetings from her Club e.g. petrol or travel, at the rate of 30 cents per kilometre. A fuel receipt is not required.

Processing Refunds

Any refunded monies are recorded in the cashbook. The refund can be processed via EFT or Club cheque to the relevant person/organisation/venue. The refund is recorded in the relevant column on the expenditure page with all details recorded in the 'Comments' column.

PREPARE AND PRESENT TREASURER'S REPORT/S

The Treasurer prepares and presents a detailed Treasurer's report at the following meetings:

Club and Committee meetings

The Treasurer reports on Club finances including monthly income and expenditure statement and any other financial matters. The report should include dates, cheque numbers, EFT receipt numbers, payees, purpose, amounts and a detailed balance e.g. \$... held for *LfL*, \$... held for functions, leaving a working balance of \$...

Please note: the electronic version of the VIEW Cashbook has a facility to complete monthly

reports – “Monthly Report” page is generated automatically with built in charts. Additional information can be added in “Comments” section.

The Treasurer's report is to be minuted, moved by Treasurer then seconded.

Abridged Meetings

The Treasurer reports only debit and credit balances, and accounts for payment are presented, with report tabled for members to see.

Annual General Meeting (AGM)

Outgoing Treasurer's report includes Club financial report for the calendar year 1st January to 31st December.

KEEPING ACCURATE FINANCIAL RECORDS

To comply with statutory requirements, it is important that Club financial records (including receipts, cheque butts, income and expenditure statements and bank statements) are **kept either as digital or hardcopy for 7 years**.

The Treasurer must keep accurate accounts of all monies received and expended by maintaining an accurate VIEW Cashbook (paper or electronic). The Treasurer reconciles the VIEW Cashbook on monthly basis, keeps all Bank Statements and all financial documents including cheque butts, receipts, deposit butts, petty cash etc. for the calendar year.

Please follow VIEW Cashbook and Annual Audit Guidelines ([view.org.au/resources/organisational-information/Financial Information](http://view.org.au/resources/organisational-information/Financial%20Information)). For more resources see [Appendix 1](#).

VIEW Cashbook

The VIEW Club Cashbook is provided to record all the Club's financial transactions and should accurately reflect the Club's bank account reconciliation. It records income and expenditure and must be maintained with appropriate supporting documentation such as invoices, receipts, petty cash form, cheque book butts, etc.

Each Club maintains a VIEW Cashbook. National Office provides Clubs with either an electronic cashbook or one printed in pad form. Clubs must complete all details in the VIEW Cashbook according to the VIEW Club Cashbook and Annual Audit Guidelines. This will ensure that the Income and Expenditure Statement is complete and reconciles with the bank statement as at 31 December each year.

Treasurers are encouraged to use the VIEW Electronic Cashbook where possible as it has built in checking mechanisms. It is easy to use and requires basic computer knowledge. The Electronic Cashbook Guide is available at [view.org.au/resources/organisational-information/Financial Information](http://view.org.au/resources/organisational-information/Financial%20Information). For more resources see [Appendix 1](#).

Recording transactions in VIEW Cashbook

Only the columns already printed in the cashbook are to be used; do not insert any additional columns. All income and expenditure for the year is recorded in the cashbook and clearly show the sums banked.

Meals - Meal income and expenditure for the Club's monthly meetings. Venue accounts should not be paid without an invoice, and if a deposit is paid, ensure that a receipt is issued. This payment is recorded in the 'Meals' column on the expenditure page. Record the total income received from members for their meal in the 'Meals' column on the income page.

Functions - For functions outside the monthly meeting, such as morning tea or outings. Function accounts should not be paid without an invoice, and if a deposit is paid, ensure that a receipt is issued. Payments are recorded on the expenditure page. Record the total income received from members on the income page.

Raffle Income - Write a receipt for the total of raffle monies banked/directly deposited to the Club account and record this sum in the 'Raffles' column on the income page.

Raffle Expenditure - If any item is purchased for a raffle prize, an invoice is presented to the Club committee for approval and then payment or reimbursement. The payment is written in the 'Raffles' column on the expenditure page.

Annual Subscription Fees and/or Joining Fee - The Club's income from members for the annual membership subscription or for payment of the one-off joining fee.

Donations Income –Donations made to the Club by VIEW members, community or businesses.

Donations to The Smith Family - all donations (general donation, annual subscriptions, appeals and Joyspreader gifts) to The Smith Family are recorded in the 'Donations' column on the expenditure page. This amount is drawn from the Club's bank account.

Learning for Life sponsorships - the Club's sponsorship of *Learning for Life* students.

Other Income - all other income not covered elsewhere. For example, bank interest or money received from members to purchase VIEW merchandise. Always specify the transaction description entered against the line in the 'Comments' column.

Other Expenditure - all other expenditure not covered elsewhere. For example, expenditure relating to Club's stock/merchandise orders from VIEW National Office. Always specify the transaction description entered against the line in the 'Comments' column.

Comments - Any details relating to a line in the cashbook can be written in the 'Comments' column. This may include clarifying the type of donations (e.g., *Learning for Life*) or itemising stock purchases (e.g. 3 blue pens).

Club financial records should be strictly maintained. It is best to maintain the books progressively.

ANNUAL AUDIT PROCESS

The Club Treasurer must submit the VIEW Club Cashbook together with all financial documents for annual audit and respond to any audit queries from VIEW National Office.

The purpose of the VIEW audit process is to provide an objective independent examination of VIEW Clubs of Australia financial records for inclusion in the Annual Financial Statements of The Smith Family.

Each Club VIEW Cashbook (electronic or hard copy), together with the monthly bank statements and all supporting documentation such as invoices and receipts are audited by The Smith Family finance team at the beginning of each year and reviewed by their external auditor. The same procedure applies to the financial books of all National and Zone Councillors. National Office sends every Club a "Cashbook request for audit" letter each year in January to remind clubs to prepare financial documents for audit.

After receiving the final bank statement as at 31 December, the Treasurer completes the Income and Expenditure statement for the year. Once completed, the VIEW Cashbook, together with the monthly bank statements, invoices, receipts, cheque butts other supporting documents are forwarded by Express or Registered Post to VIEW National Office, GPO Box 5348, Sydney, NSW 2001 for audit.

The Electronic Cashbook is emailed to National Office view@thesmithfamily.com.au and all supporting documentation is mailed as above.

NOTE: If the December Bank Statement is not provided, the auditor will not be able to reconcile the Club Cashbook and finalise the Club's audit.

A Photocopy of the December Bank Statement should be kept by the Club Treasurer, enabling her to prepare the Treasurer's paperwork into the New Year.

If assistance is required in connection with this process, advice can be sought from the Zone Councillor or an 'outside' source, such as the local Service Club Bookkeeper or Accountant.

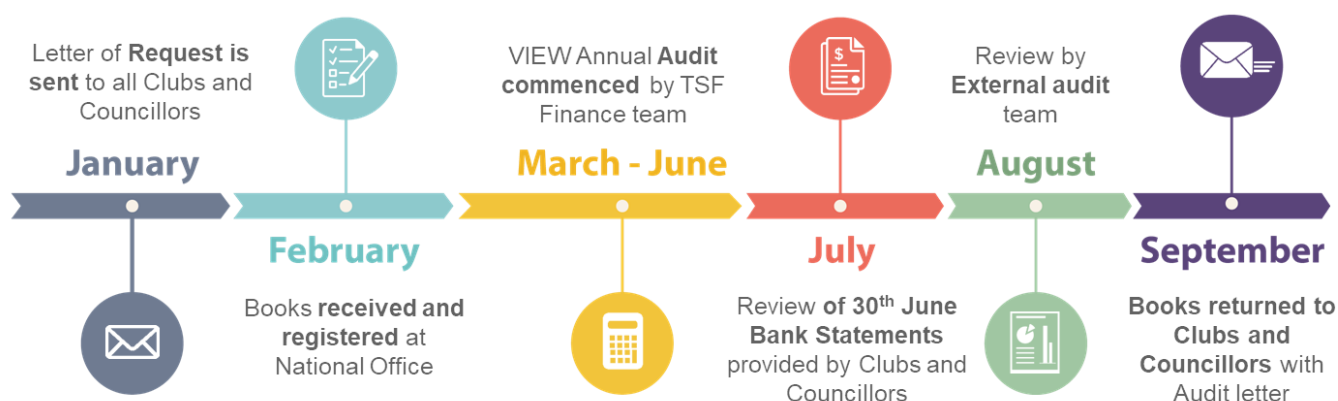
Audit Check List for submission to National Office

- ☐ VIEW Cashbook (hard copy) or VIEW Electronic Cashbook - Complete all pages of VIEW Club Cashbook and reconcile Income & Expenditure Statement for the year ended. Please email your electronic VIEW Cashbook in Excel format to view@thesmithfamily.com.au.
- ☐ Bank Statements from 01 January to 31 December.
- ☐ All receipts and Tax Invoices related to Club payments
- ☐ Deposit books (butts only)
- ☐ Cheque Books (butts only)
- ☐ VIEW Receipt books (butts only)
- ☐ Petty Cash Recording Form together with receipts/invoices
- ☐ Any other supporting documents

If a Club is unable to send the financial books by the due date, the Treasurer is to submit a "Late Notification Form" (<https://www.thesmithfamily.com.au/view-clubs/resources/forms/Financial>) by the end of February informing National Office of the reasons for the delay and the expected date for return of Club financial books so the Auditors can be advised.

Audit Timeline

Club books are processed in order of receipt; however, it may take up to 9 months for the audited books to be returned to the Club Treasurer.



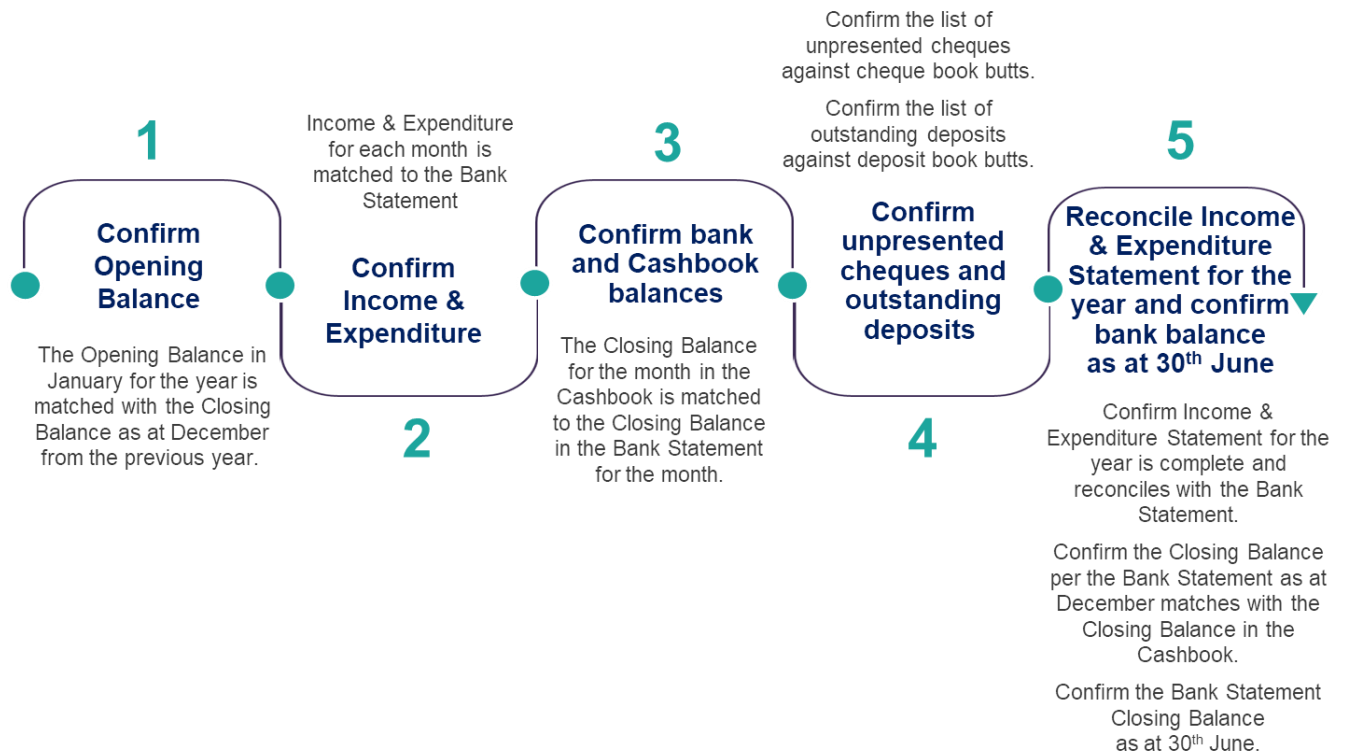
After the audit of the Club's financial documents, National Office will return all documents to the Club address together with the letter addressed to the Club's Treasurer confirming that the books have been audited. If the books don't meet requirements the recommendations will be advised.

Each Club to provide its Bank Statement as at 30th June

As part of the audit for the period ending 30 June, auditors request that each VIEW Club provides a copy of their bank statement for 30 June each year in order to satisfy The Smith Family financial reporting obligations.

VIEW Clubs will be requested to provide a copy of their bank statement as at 30th June by the first Friday of July each year.

VIEW Cashbook reconciliation process during Audit



DELEGATE

The Club Delegate plays a pivotal role in the two-way chain of communication between the Club and the Zone, ensuring communication of important news and information to club members. Delegates promote and encourage member participation in Zone, Area and National functions, and support new club development.

Delegates work cooperatively with the President and committee members.

PROVIDE MONTHLY DELEGATE REPORT

Provide a comprehensive summary of information to committee and members at the Club's monthly meeting. For more information about Club Meetings refer to page [27](#).

Provide a Delegate's report informing the club members of:

- all news and matters from National Council meeting minutes
- any new policies and procedures
- VIEW and/or The Smith Family updates and information – eg Volunteering opportunities, Smith Family Research, Real People Real Stories, Family news and the annual report
- information about upcoming National Events

PARTICIPATE IN DELEGATES' MEETINGS

The Club Delegate attends and participates in Face-to-Face/Zoom/Microsoft Teams meetings with the Zone Councillor and other Delegates. If a Delegate is unable to participate in a meeting, a club representative, usually the President or Vice President, should attend.

The Zone Councillor convenes at least three Delegates' meetings per year, at convenient dates approximately four weeks after each National Council meeting. A schedule of dates for National Council Meetings and circulation of minutes is printed at the back of the November National Council meeting minutes. Zone Councillors aim to have one face to face meeting at the beginning of the year to create relationships and set the parameters. Zoom/Microsoft Teams and emails are encouraged as the method of communication for subsequent meetings.

The two-way flow of information is crucial at these meetings. The National/Zone Councillor passes on relevant information to Club Delegates, and the Club Delegate shares information on Club events, activities and outings.

Delegates' meetings may include:

- Promotion of Zone and Area functions and National Events including biennial National Convention.
- Discussing special fundraising activities, local interactions, media coverage and provide a helpful and motivating source of news that the Delegate may relay to her Club.
- New initiatives in the minutes or issues being considered by National Council.
- Reminders of the required time frames for events, e.g. the audit of the Club's books of account, AGMs, forwarding of Club minutes to the National and Zone Councillor.
- Email distribution of reports to Delegates. Trip/outing lists to pass on to smaller Clubs which may have difficulties filling buses due to quotas etc and may join larger groups.
- Planning for inter-Club functions as well as individual events such as Club birthdays and Christmas celebrations and any innovative ideas for other functions.
- Reminding clubs to undertake the Club member survey every two years to re-evaluate their position.

PROGRAM OFFICER/S

The Program Officer organises and implements a varied program of entertaining, informative and topical events in consultation with the club committee. These may include fundraising events, activities and outings such as fashion parades, Literary Luncheons, International Women's Day events, market days etc.

Larger clubs may have two Program Officers, establish a sub-committee or appoint extra members to assist on the program committee to help with additional tasks.

It is not necessary to organise an event/outing/function every month. Be conscious of costs as some events can be expensive. Liaise with other Clubs and share ideas and information.

Seek new ideas, improvements and suggestions from members on an ongoing basis and gauge member satisfaction level by conducting an annual review of the program of events. We encourage Program Officers to survey Club members annually – survey available at [view.org.au/resources/forms/Member Surveys](http://view.org.au/resources/forms/Member%20Surveys).

Work with the Publicity Officer, Club Committee and members to promote upcoming events/activities/outings via email, Club Facebook page, website – Club page (admin@view.org.au), and newspaper, where possible.

CREATING AN INTERESTING PROGRAM FOR ALL MEMBERS

Variety is the spice of life! The key to a successful program is variety and one that will educate and/or entertain.

- Ask your members for their input. Canvas ideas and suggestions (Suggestions for Club Program Survey available on the website [view.org.au/resources/forms/Member Surveys](http://view.org.au/resources/forms/Member%20Surveys)) from members and consult with your Club Delegate, who may be able to provide ideas and suggestions from other Clubs. e.g. Walk with VIEW.
- Keep a record of all ideas and suggestions - used and unused- for future reference. Mark the functions and events that were particularly successful, and hand on the records to the new Program Officer, who then has a ready list of possibilities for next year's program.
- Begin early - plan the Club program of events six months in advance. This allows adequate preparation time and members are then well advised of upcoming features. This will also give you the opportunity to promote upcoming speakers to the local community and in local media.
- Consider the needs of members when pricing events; consult members for feedback. For more information on Event planning please refer to VIEW Event Planning Guidelines and Tools available at [view.org.au/resources/organisational-information/Handbooks & Guidelines](http://view.org.au/resources/organisational-information/Handbooks%20&%20Guidelines).
- The number and size of Club functions may depend on the cooperation of Club members and the geographic location of the Club.
- Consider forming **Interest Groups** such as Book Club, Walking Group, Craft Group, Coffee Morning Group, Knit'n'Natter, Bird Watching, Movie Group, Theatre Group, Art Lovers Group etc. These should be in line with your Club's interests.

Guest Speakers

It's important to secure interesting and varied guest speakers for club meetings.

- Quality guest speakers, who are interesting and vibrant, are vital to capture the attention of existing and potential Club members. The way in which a guest speaker is cared for is vital for the image of the Club and VIEW.
- The Club Program Officer should ascertain who is required as a speaker and contact them well in advance of the function, advising the topic and expectations of the audience. Keep in mind that not all speakers can attend when a Club requires them. Ensure that when a Club invites a guest speaker to a meeting, a Club contact name, number or Club email address is given to the guest speaker. It should be made clear that VIEW policy does not

permit a speaking fee to be offered, but reasonable travel costs may be met, if required. It is important to give clear details of the location of the venue, the nearest cross street and parking arrangements. Indicate the expected arrival time, the length of speech required and any dress requirements, if appropriate.

- Ask if the guest speaker requires any audio/visual equipment and follow up the request with the venue, checking it can be made available at no cost. Request a short biography from the speaker so that an appropriate introduction can be made at the meeting. Ascertain whether the speaker will be alone or accompanied.
- Provide Guest Speakers with an information pack about VIEW/The Smith Family, this will help the speaker adapt their presentation to the audience. The pack can include VIEW Matters Magazine, VIEW Brochure and The Smith Family Snapshot. (this information is available in digital format and can be sent via email).
- Before the meeting, assist in setting up equipment and ensure that it is working. Have a glass of water available.
- National Office does not distribute a list of guest speakers. However, from time-to-time National Office is contacted by speakers interested in speaking to VIEW Clubs. This information is forwarded on to the relevant National Councillor for distribution.
- Appropriate protocol should be followed ensuring that the current National President, National Vice Presidents, National Councillor, Zone Councillors, etc. are introduced before Past Senior Officers and any other guests. If Members of Parliament are attending, they should be introduced before National Executive etc.
- When introducing a guest speaker include their name and organisation, where relevant, and a brief summary of their background as it relates to the topic they are speaking about.
- Thanking the Guest Speaker. There is no need to give a gift, a thank you card is sufficient as their meal has already been paid for by the Club. If a gift is needed, Clubs are encouraged to use VIEW Merchandise, provide the guest speaker with a current VIEW Matters magazine and ask them to promote VIEW in the community.
- A member should follow up with the guest speaker after the event, including emailing links to VIEW Matters magazine, website, Facebook (VIEW and Club's). Informing them of any upcoming VIEW Club events they may like to promote to others.

Pictures/publicise – We encourage the Program Officer/s to work with the Publicity Officer to ensure that photos and report/s on guest speakers are placed on the Club Webpage/Facebook, and submitted to VIEW Matters magazine and/or local media. Please ensure that you obtain consent to use a guest speaker's photo. VIEW Record of Permission to Share Contact Details and Publish Photographs/Images of Club Member/s form is available at view.org.au/resources/forms/Events.

RECORD AND TRACK ALL REGISTRATIONS AND PAYMENTS

The Program Officer should record and track all registrations and payments for events/activities/outings other than monthly club meetings and work with Club Treasurer to collect payment from members and guests for the events/activities/outings.

All payments are to be recorded. Cash is handed to the Treasurer for banking.

Collecting Registration for an Event

To streamline the booking process, many Clubs ask members to record their interest or intention to attend in a 'Function Book' (which is circulated to all members at the Club meeting).

Insurance for an Event

The Smith Family/VIEW maintains Public Liability insurance for events conducted by VIEW Clubs, subject always to the full terms, conditions and exclusions of the policies. Each year, the insurer is updated with information about the range of VIEW activities involving members - e.g. breakfast/lunch/dinner, bus trips/outings, craft days, picnics etc. When booking venues and

companies for Club events, venues and providers should be asked to provide a copy of their Public Liability Insurance "Certificate of Currency". This document gives assurance that they too are adequately covered in the event of a public liability claim.

Details of the insurances maintained by The Smith Family/VIEW can be found in the Insurance section of this handbook on Page [18](#).

Notifying National Office of events/activities for insurance purposes

Clubs are asked to notify VIEW National Office of any upcoming events/activities by completing the [VIEW Event/Activities Form for Insurance](#) available at view.org.au/resources/forms/. E.g. Christmas wrapping, Bunnings barbeque, Expo, Market stalls, external raffle in shopping centre, and any social activities involving fundraising or volunteering. These details are recorded in the events Register for insurance purposes.

1. Complete the VIEW Event/Activities Form for Insurance at least one month prior to the Club's event/activity. For information on events held in private residence please refer to "[FAQ - Meetings in Private Residence](#)" available at view.org.au/resources/forms/Events.
2. Email this form to view@thesmithfamily.com.au.

Please note: If multiple events are planned in your home (private residence) please complete only one form annually, including all proposed dates.

From February 2024 an online VIEW Event/Activities Form for Insurance will be available https://docs.google.com/forms/d/1AmB1RONutoeUz2thmj19AECerhVZnX5_00y3G6bhMAI/.

PUBLICITY OFFICER

The Publicity Officer plays a significant role in profiling and promoting their club within the local community, increasing awareness of VIEW and strengthening public interest to attract prospective members and other community organisation support.

Promoting VIEW Clubs is an important role for all VIEW Club members. The more we spread the word about the great work that VIEW is doing in the community, the more impact we will have and the more rewards we will reap such as:

- Interest from new members
- Support from potential guest speakers
- Interested community support for Smith Family programs eg sponsoring *Learning for Life* students
- People interested in volunteering for The Smith Family
- Increased community support for our fundraising initiatives
- Increased interest in our work from other women's and community groups, as well as government bodies.

PROMOTE VIEW IN THE COMMUNITY

There are many channels for the Publicity Officer to promote VIEW and The Smith Family in the community. Promoting VIEW Clubs informs the public that VIEW is a valued part of The Smith Family exclusively supporting the education of Australian children and young people living with disadvantage.

Always use up to date information about VIEW and The Smith Family which can be found on VIEW Website view.org.au or latest [Smith Family Annual Report](#).

If you are including statistics or information about VIEW and The Smith Family check with your Zone/National Councillor or Executive Mentor.

The Publicity Officer is responsible for communicating VIEW [Key Messages](#) (page 4) (view.org.au/resources/organisational-information/) and information by publicising club's activities through a variety of local community, regional media and social media (newspaper and online articles and community radio). This could also include a club newsletter for members.

Another way to promote VIEW in the community is by placing VIEW posters on Notice Boards (eg Supermarket or Council), online community notice boards etc. include Club contact details.

It's important to ensure your club website page is up to date and correct. If you require any updates or additions, please contact the Website Working Group at admin@view.org.au.

Photo Media Consent

Ensure that all members have signed a Media Permission form to be used for any media events associated with VIEW and The Smith Family. The VIEW Record of Permission to Share Contact Details and Publish Photographs/Images of Club Member/s form is available at view.org.au/resources/forms/Events.

This applies to all media types – especially Social Media.

Any students attending/participating in any VIEW events need to complete a Smith Family Media Consent Form. This should be completed by The Smith Family and confirmed prior to the event.

Publicity about The Smith Family

The Publicity Officer is encouraged to promote VIEW as a valued part of The Smith Family. VIEW [Key Messages](#) (page 4) are available on the website (view.org.au/resources/organisational-information/Handbooks & Guidelines) and The Smith Family key messages are available on request from National Office (view@thesmithfamily.com.au). The Smith Family Annual Report is a valuable resource for information about The Smith Family's work. (thesmithfamily.com.au/finances)

When considering potential approaches to metropolitan media or major daily media outlets (such

as The Melbourne Age, the Sydney Morning Herald or the Australian), TV or mainstream radio, contact National Office (view@thesmithfamily.com.au) and they will provide assistance or put you in contact with a Smith Family Media Advisor.

Newspaper Articles and Community Radio

These two important mediums can be used to advertise upcoming Club meetings, to inform the reader or listener about your VIEW Club activities or to promote volunteering or fundraising activities.

Remember to promote your event/activity prior to the event and/or after the event.

Below are helpful hints:

- It is important to use the latest [VIEW Key Messages](#), available on the VIEW website (view.org.au/resources/organisational-information/) or on request from National Office. (It is preferable that the key messages appear towards the beginning of your article rather than at the end.
- Make the article interesting and appealing.
- Include an invitation to the readers or listeners to attend the next meeting of your Club.
- Include your Club's contact details as well as an appropriate photo (1 MB or more)
- Aim to develop a relationship with a reporter, contact the editor of your local paper and ask the name of the reporter who deals with articles written by not for profit organisations. Invite them to be a guest speaker at one of your Club's meetings. Send them a link to the latest edition of "VIEW Matters" magazine so that they will appreciate what VIEW is all about. This also applies to Community Radio.
- Newspapers prefer to communicate by email.
- Inform club members of any media coverage the club has received.
- Customise Media Releases from National Office to club's events and activities and forward to local or regional media outlets.
- Where possible, publicise your Club events – working with the Program Officer to ensure that photos are taken at all Club Events and Activities

National Office Media Releases

The media releases are a very important tool. They are professionally written by The Smith Family media and communications team and are enthusiastically received by the local papers.

Media Releases are sent from National Office before national VIEW events e.g. International Women's Day, National Convention, Anti-Poverty Week, The Smith Family Winter and Christmas Appeals and National Volunteer Week.

The media releases are emailed to National Councillors, Zone Councillors and all Clubs.

National/Zone Councillors should encourage their Clubs to utilise them so the important message can be spread to as wide an audience as possible.

PROMOTE ALL CLUB'S ACTIVITIES THROUGH SOCIAL MEDIA

Facebook/Instagram

Social media is another way to promote VIEW. All Clubs are encouraged to set up and maintain their Club's Facebook page and promote their activities through social media, which enables members of the public to see/hear what VIEW Club activities are happening in their own areas.

Members are encouraged to use Facebook etc. to talk about what you and your Club are doing and how much you enjoy being a member of VIEW.

VIEW Clubs of Australia has a national [Facebook](#) page and members are invited to "like" the page.

Members are reminded that they need to comply with The Smith Family Social Media and Blogging Policy and Guidelines which are available through National Office (view@thesmithfamily.com.au).

VIEW Website (view.org.au)

Clubs are encouraged to keep their individual Club web page up to date – venue, meeting days and times, contact name, phone number and club email, news and events. Any changes to Club pages should be emailed to the Website Working Group admin@view.org.au.

INDEX

INDEX ITEM	Page Nos
Club operations	
Certificates and Awards	26
· Certificates of Appreciation	26
· Decade Pins	26
· Centenarian Award	26
· National Presidents Award	27
· George Forbes Award	27
· Making a Difference Award	27
Club closures	35
Communication	17, 25, 36, 39, 54
Correspondence	13, 25, 31, 32, 39, 41
Maintaining a healthy membership	37
Maintaining a healthy Club	38
Volunteering	25
Club Funds and Bank Account	
Club bank account	42
Collection of funds and banking	42
Club donations to TSF	46
Members payment options – Direct debit, cash, cheque, square reader	44
Processing Club payments by EFT, cheque (incl. payments to TSF)	45
Receipting Income	44
Stock orders	20, 26, 41, 44, 46
Types of expenditure	45
· <i>Learning for Life</i> sponsorships	12, 48, 50
· Petty cash/refunds	48
· Venue/meal costs	45,48
Types of income	42
· Annual subscriptions	43
· Donations by individuals	42
· Joining fees	43
· Member purchases	43
· Money for Events and Outings	43
Committees, Meetings and Elections	
Abridged meeting	32
Alternative Club Structure	29
Attendance of men at meetings	34
Combined Club Election and AGM (incl. AGM agenda)	28, 30
Committee meeting agenda	27
Quorum for Club Committee meetings	28
Committee members	29
Club monthly meeting	31
Conducting an extraordinary general meeting	34
NC/ZC speaking at Club meeting	32
Quorum for a Club general meeting including AGM	32

Selling goods at meetings	34
Members and Membership	
Club membership list	17, 40
Types of VIEW membership – New member, Second Club member, Transferring member, Cessation of Membership	7-8
VIEW Clubs	
Events	22
· National Convention	22
· International Women's Day	22
· Setting prices	35
Food Guide	18
Grant funding	21
Insurance	18
Key Messages	4
Pledge and Code of Conduct	3
Raffles Internal and External	19
Resolutions	23
Sources of Funding	19
VIEW Vision, Mission, Guiding Principles	3
VIEW Leadership	
National Manager	5
National Executive	6
National Council	6
Zone Councillors	6
Reporting Lines of VIEW	8
Logos	
Using The Smith Family Name	10
Using VIEW and TSF logos	9
Policy and Regulations	
Data Breach	18
Political Statements	18
Privacy	14, 16
The Smith Family	
Contact details	9
Communication with your students	13
TSF General Messaging & Important information	10
<i>Learning for Life</i> Criteria	12
<i>Learning for Life</i> Messaging	11
<i>Learning for Life</i> Sponsorships	12
My Smith Family Portal	16
The Smith Family Vision and Values	9

APPENDIX

AVAILABLE RESOURCES

Resources	Where to find...
VIEW	
Monthly Mailout	http://view.org.au/resources/mailouts/
Privacy Policy	http://view.org.au/resources/organisational-information/
Food Handling Guide	
VIEW Member's Identity Style Guide	
Data Breach Information	
Committee Position Descriptions	
Data Breach Reporting Information Guide and Form	http://view.org.au/resources/forms/
Accident Form	http://view.org.au/resources/publications/
VIEW Publications (VIEW Matters, National Minutes)	
Awards	https://view.org.au/resources/awards/
Competitions	https://view.org.au/resources/competitions/
<i>My Smith Family</i> portal Guide	http://view.org.au/resources/organisational-information/
VIEW National Convention and events	https://www.view.org.au/events/national
The Smith Family	
My Smith Family portal	https://www.thesmithfamily.com.au/my-smith-family
The Smith Family Key Messages	Available on request (view@thesmithfamily.com.au)
The Smith Family Annual Report	https://www.thesmithfamily.com.au/about-us/finances
Real People Real Stories	https://www.thesmithfamily.com.au/stories/sponsored-students/
Research and Evaluation Reports	https://www.thesmithfamily.com.au/research/reports
Volunteering	https://www.thesmithfamily.com.au/get-involved/volunteer
President/Vice President	
Dispute Resolution Guide	Available on request to National Office (view@thesmithfamily.com.au)
Attract and Retain a guide to Membership	http://view.org.au/resources/organisational-information/
(Attract & Retain) Membership Satisfaction Survey	http://view.org.au/resources/forms/
(Attract & Retain) Exit Survey	
Invitation to Potential Members	
Secretary/Assistant Secretary	
Application for Membership Form	http://view.org.au/resources/forms/
Changes to Member Details Form	
Changes to Club Details Form	
Donation Form	
Stock Order Form	

Resources	Where to find...
Annual Subscriptions Payment Form	
Petty Cash Form	
VIEW Merchandise	http://view.org.au/resources/merchandise/
Treasurer/Assistant Treasurer	
Treasurer's Guide	http://view.org.au/resources/organisational-information/
VIEW Club Cashbook and Annual Audit guidelines	
Electronic Cashbook Guide	
Funds received from members (template)	
EFT Information Booklet	
Payment Options for Members	
Club payments to The Smith Family via EFT	
Gift Card Process	
Payments made by Club via EFT	
Square Reader Information Booklet	
Square Reader Guidelines	
Petty Cash Form	http://view.org.au/resources/forms/
Electronic Cashbook	
Club EFT Form	Individual to clubs, available on request (view@thesmithfamily.com.au)
Delegate	
Delegates Report template	http://view.org.au/resources/forms/
VIEW National Minutes	http://view.org.au/resources/publications/
Program Officer	
Event Planning Guide & Tools	http://view.org.au/resources/organisational-information/
Event Notification Form (including Insurance in Residence)	http://view.org.au/resources/forms/
Suggestions for Club Program	
Event Runsheet	
Publicity	
VIEW Key messages	http://view.org.au/resources/organisational-information/
Record of Permission to Share Contact Details and Publish Photographs/Images of Club Member/s Form	http://view.org.au/resources/forms/
Media Releases	http://view.org.au/resources/media-releases/

Looking for something..?



Use the **Search function**
Ctrl + F to find the
information in this
document.

Eg. Key Messages.

Ctrl

+

F

VIEW Clubs of Australia

GPO Box 5348, Sydney NSW 2001

www.view.org.au