



**National Minutes  
and  
Information from National Leadership Team meeting  
February 2024**

# MINUTES AND INFORMATION FROM NATIONAL LEADERSHIP TEAM MEETING

Wed/Thur 21/22 February 2024

Level 17, 2 Market Street, Sydney

**Attendees:** **National Executive:** National President Elizabeth Birch, National Vice Presidents Sandra Jankovskis and Lorraine Thomson

**National Councillors:**

**Lyall Aldridge** Brisbane and Surrounds; **Angela Carroll** Hunter/Central Coast Region; **Rosemary Coleman** South Eastern Metropolitan Melbourne to the Mornington Peninsula & Gippsland; **Pam Evans** Sydney North Shore & Northern Beaches; **Dianne Fiddes** Lower Mid North Coast of NSW and Inland; **Jean Jennings** The Sunshine and Fraser Coast; **Pat McRae** NSW South Coast Berry to Eden; **Bernie McSwain** Metropolitan Adelaide and Surrounds including Sunraysia; **Janet Park** North and Western Metropolitan Melbourne & North and Western Country; **Elizabeth Terry** Central and Southern Sydney; **Frances Turner** Canberra and surrounding areas

**Microsoft Teams:**

**Day 1:** **Hazel Austin** Central & Eastern Metropolitan Melbourne; **Jill Mason** NSW Northern Rivers; **Aletia Norman** New England and North Central NSW

**VIEW National Office** National Manager Maryanne Maher, Business Analyst Olga Shkuropatova and Office Coordinator Linda Custer

**The Smith Family:** **Doug Taylor**, Chief Executive Officer

**Leonie Green**, Head of State and Territory Operations

**Mel Harrold** National Manager Communications

**Andrew Dickson** Strategic Communications Specialist

**Louise Woods** Marketing Group Manager

**Anne Hampshire** Research and Advocacy

**Gaye Crabb** Team Leader, Database Maintenance and Care Finance,

**Kitty Muruganatham** Customer Correspondence Administration Specialist

**Luisa Bustos** VIEW Communications Consultant

1. WELCOME	
	<p>National Manager Maryanne Maher opened the meeting by acknowledging the traditional owners of the land on which the meeting was held paying respects to the Gadigal people of the Eora nation and their elders, past, present and emerging.</p> <p>Maryanne welcomed all National Councillors to The Smith Family's and VIEW's National Office and acknowledged those who were attending via Microsoft Teams noting that this was a hybrid meeting.</p>
	<p>National President Elizabeth Birch commenced the meeting by welcoming the National Executive 2024-25, her colleagues National Vice Presidents Sandra Jankovskis, and Lorriane Thomson and extending a warm welcome to the first meeting of the year of the National Leadership Team.</p>

Elizabeth reminded the Councillors that one of the recommendations of the Leadership and Governance project agreed by National Council in February 2023 was that the name of National Council be changed to **National Leadership Team**.

The rationale being that: Leadership more accurately reflects the role and responsibilities of this elected member group.

Leadership promotes, emphasises and elevates the elected group as contributing to the VIEW organisation as a respected leadership team. Team also promotes and emphasises the need for the members to operate as a “national team” working for the good of the national organisation not just as individuals representing their Area.

Elizabeth said she was encouraged to see that the National Leadership Team had 14 National Councillors and 26 Zone Councillors for 2024-25 and thanked all Councillors for taking on these important and rewarding leadership roles.

### ***Thanked previous National Executive 2022-23***

Elizabeth then thanked the previous National Executive 2022-23 PNP Marg Woodhouse and PNVP Evelyn Berg for their energy and commitment and devotion to hard work on behalf of all VIEW members and all of the National and Zone Councillors during that 2022-23 term for their considerable achievements.

As part of that team, Elizabeth shared three key highlights:

- The **Increased LfL student numbers beyond 1700!** which continue to grow
- **Opened 5 new VIEW clubs** and created a pipeline of prospective VIEW Clubs - throughout Australia... and
- **The commencement of the Governance and Leadership project** and there were many other achievements...

Elizabeth commented that the current National Executive look forward to a productive 2 year term building on the previous work to see VIEW grow, strengthen and develop to ensure VIEW remain the strong organisation it is today.

Elizabeth also thanked National and Zone Councillors, Advisors, and Past Senior Officers, who may have attended recent AGMs and for encouraging and often cajoling committee members to take on those important club leadership roles!

### ***“Making Connections, Makes a Difference” 2024-25***

Elizabeth said that connecting through community is a key platform of ours, we know women are looking to connect with others. We’d like them to join VIEW, which is why the Executive theme for 2024-25, has continued with “Making Connections, Makes a Difference”.

Our connections with The Smith Family enables us to create better futures for young Australians. VIEW continues to Make a Difference to the lives of children experiencing disadvantage by supporting their education.

### ***Australia Day Awards***

Elizabeth congratulated all VIEW members who recently received local, State or Federal awards on Australia Day including Marion Richardson, Bendigo, Victoria, who received an OAM in the Australia Day Honours List,

	and Zone Councillor NSW Mary Hollingworth, who shared a joint Australia Day 2024 Citizen of the Year award from the Glen Innes Severn Council.										
<b>2. MINUTES AND BUSINESS ARISING</b>											
	<p><b>Minutes</b> - National Council <b>ratified</b> the minutes of the November 2023 meeting.</p> <p><b>Moved</b> Jean Jennings                      <b>Seconded</b> Rosemary Coleman</p> <p><b>Accepted</b> Unanimously</p>										
<b>3. NATIONAL COUNCIL <i>LEARNING FOR LIFE</i> STUDENT – UPDATE</b>											
	<p>National Vice President Sandra Jankovskis explained that VIEW National Councillors have supported a <i>LfL</i> student for 31 years.</p> <p>It was unanimously agreed that as a group they would continue to support their current <i>LfL</i> student Jessica into senior school. Dianne Fiddes agreed to be the <i>LfL</i> liaison for the next two year term.</p>										
<b>4. SUB-COMMITTEES</b>											
<b><i>National Council Sub-Committee Structure &amp; Guidelines</i></b>	<p>Maryanne Maher spoke to a paper previously circulated.</p> <p>National Council were provided with an outline of National Council Sub-Committees and Working Groups for 2024-25.</p> <p>Maryanne explained that National Council Sub-Committees are a critical part of VIEW, creating more flexibility within the organisational structure allowing the National Council and Executive to work with new and emerging leaders within the organisation. However, some Working Groups are longer term committees which focus on specific functions/areas and involve Executive, Past Senior Officers, National Councillors and other VIEW members.</p> <p>National Council Sub-Committees proposed were:</p> <p><b>Subcommittees for 2024-25</b></p> <table border="0"> <tr> <td>Resolutions</td> <td>Chair: to be determined Member: NC Frances Turner, <i>Looking for interested Members to be part of this Sub-Committee</i></td> </tr> <tr> <td>External Relations</td> <td>Chair: Maryanne Maher Member: NC Angie Carroll</td> </tr> <tr> <td>VIEW in the Community – Raising Awareness including promoting VIEW and The Smith Family</td> <td>Chair: Sandra Jankovskis and PNP Gwen Wilton <i>Looking for interested Members to be part of this Sub-Committee</i></td> </tr> </table> <p><b>Working Groups for 2024-25</b></p> <table border="0"> <tr> <td>History</td> <td>Chair PNVP Susan Groenhout <i>Looking for interested Members to be part of this Working Group</i></td> </tr> <tr> <td>Community Grants</td> <td>Chair: PNC June Weise Members: NC Rosemary Coleman, NC Bernie McSwain</td> </tr> </table>	Resolutions	Chair: to be determined Member: NC Frances Turner, <i>Looking for interested Members to be part of this Sub-Committee</i>	External Relations	Chair: Maryanne Maher Member: NC Angie Carroll	VIEW in the Community – Raising Awareness including promoting VIEW and The Smith Family	Chair: Sandra Jankovskis and PNP Gwen Wilton <i>Looking for interested Members to be part of this Sub-Committee</i>	History	Chair PNVP Susan Groenhout <i>Looking for interested Members to be part of this Working Group</i>	Community Grants	Chair: PNC June Weise Members: NC Rosemary Coleman, NC Bernie McSwain
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	<p>Website and Social Media      Chair: NP Elizabeth Birch &amp; Maryanne Maher/Luisa Bustos, PNVP Carleen Maley and Sonia Workman</p>
<p><b>Resolutions Report</b></p>	<p>Maryanne Maher spoke to a paper circulated prior to the meeting.</p> <p>Current VIEW Resolutions:</p> <ol style="list-style-type: none"> <li>1. Social housing and local and regional support networks to address homelessness.</li> <li>2. Restrictions on Sports Betting Companies advertising.</li> <li>3. Providing adequate internet access to children in rural and remote areas of Australia.</li> </ol> <p>Full version of these three Resolutions are available on Website (<a href="https://www.thesmithfamily.com.au/view-clubs/about-us/resolutions">https://www.thesmithfamily.com.au/view-clubs/about-us/resolutions</a>).</p> <p>VIEW Resolution's Sub-Committee have drafted letters to Government Ministers, NGOs and relevant Statutory Authorities informing them of these resolutions and calling for more action on these issues. These will be forwarded to their relevant recipients during Feb/March 2024.</p> <p>All members can actively participate by contacting their local MPs and community organisations in support of these resolutions. For consistency in messaging template letters for clubs and members to personalise will be made available on the website (<a href="http://view.org.au/who-we-are/resolutions/">http://view.org.au/who-we-are/resolutions/</a>).</p> <p>The "Voice of VIEW" is an important aspect of VIEW Clubs of Australia. Through our national Resolution process, we are able to collectively identify and articulate issues that are considered important for influencing social change in Australia. Resolutions help to promote and raise awareness of VIEW to others in the community.</p> <p>Maryanne commented that some members often ask, why VIEW continues to debate issues that the Government is already addressing, i.e. online gambling, domestic violence, homelessness and equality.</p> <p>She explained that, VIEW continues to advocate on these issues because real change takes time. VIEW's desire to influence decision makers by raising a collective voice remains the ultimate outcome of the resolution process and the expression of our Voice in the Interests of Australian Women.</p> <p>Maryanne reminded members of the power of VIEW's collective and national voice, when researching topics and being vocal until there is an outcome.</p> <p><b>The Resolution cycle will begin again this year in March.</b></p> <p>All VIEW Clubs/members are encouraged to submit a motion/resolution on a relevant National issue before <b>29 November 2024</b>.</p> <p>National and Zone Councillors are asked to encourage clubs to prepare motions for submission to the Resolution Sub-committee.</p> <p>A number of motions were forwarded for consideration over the past few years. If your club's resolution was not chosen, Clubs are encouraged to resubmit with a few amendments.</p> <p>Some guidelines to consider when preparing motions:</p>

	<ul style="list-style-type: none"> <li>• Limit the number of issues canvassed in the motion to reduce the risk of the motion being lost on one of its parts.</li> <li>• Restrict the Rationale to matters explaining and supporting the motion.</li> <li>• Ensure that the content of your motions explains and supports your arguments.</li> </ul>
<p><b>External Relations</b></p>	<p>Maryanne Maher spoke to a paper circulated prior to the meeting.</p> <p>Equality Rights Alliance (ERA) is one of the six National Women’s Alliances funded by the Department of Prime Minister and Cabinet through the Office for Women, to advise on gender policy in Australia. ERA is Australia’s largest network of 70 member organisations including VIEW, advocating for gender equality, women’s economic security, women’s leadership, and recognition of women’s diversity.</p> <p>Earlier this year prior to the National Leadership Team meeting, ERA distributed two submissions with Alliance members for their endorsement. Both submissions were reviewed and endorsed by VIEW National Executive on behalf of VIEW Clubs of Australia.</p> <p>Both Submissions are available on <a href="http://view.org.au">view.org.au</a>.</p> <p><b>1 - pre-budget submission</b></p> <p>Executive Summary –</p> <p>To build upon work from the May budget, ERA is recommending a broad range of measures to ensure progressive gender policies are as effective as possible. The submission is evidence based and has been informed by ongoing consultation with ERA member organisations and other experts.</p> <p>There are 23 recommendations covering the following headings: Housing, Social Security, Taxation, Reform Superannuation, Paid Parental Leave, Child Care, Education &amp; Training, Legal Services, Climate Change, Community Sector, Sexual and Reproductive Health</p> <p>See attached link <a href="#">Final ERA Pre-Budget Submission 2024 for endorsement</a>.</p> <p><b>2 - Submission to the Senate Community Affairs References Committee on Issues related to menopause and perimenopause</b></p> <p>This submission responds specifically to issues related to menopause and perimenopause in the workplace.</p> <p>See attached link - <a href="#">ERA draft submission Menopause v2 for endorsement</a>.</p>
<p><b>5. WORKING GROUPS</b></p>	
<p><b>History</b></p>	<p>Elizabeth Birch spoke to a paper circulated prior to the meeting from History Chair PNVP Susan Groenhout.</p> <p><b>VIEW Club Inaugural Minutes</b></p> <p>Zone and National Councillors are once again reminded that Inaugural Minutes from new clubs need to be sent to the Working Group together with the relevant History Reporting form for archiving.</p> <p>The VIEW Archives and databases can only be maintained with the co-operation of clubs and councillors sending the relevant information as soon as it is available.</p>

	<p><b>Loss of Inaugural Minutes</b></p> <p>With a number of VIEW Clubs closing, some committees have found that they no longer have copies of their Club's inaugural minutes to provide to History Working Group together with other closure documents.</p> <p>Therefore, we encourage all Clubs to locate and send a copy (scanned or photo) to the History Working Group for archiving now in order to maintain our historical archives. (<a href="mailto:view.historymatters@gmail.com">view.historymatters@gmail.com</a>)</p> <p><b>Requests for Club History</b></p> <p>A number of requests have been received over the last several months from clubs and due to the ongoing digitisation of records we are able to respond positively to the majority of requests.</p> <p><b>VIEW Club History Recording</b></p> <p>The document Recording your Club History is available on the website. (<a href="http://VIEW.org.au/resources/organisational_information/handbooks_and_guidelines">VIEW.org.au/resources/organisational information/ handbooks and guidelines</a>). The document will assist clubs in maintaining their history. We now have a growing number of club histories in the archives.</p> <p><b>Share VIEW Member Stories</b></p> <p>If you have an interesting or significant story about a VIEW member's journey through VIEW or information about your club's history, please contact the History Working Group.</p> <p><b>Calling interested archivists or historians.</b></p> <p><b>Scope:</b> Compile VIEW archival information to provide an enduring record for future reference. Respond to search requests for information about members, past events, and milestones in the history of the organisation. Creating a digital archive. <b>Looking for:</b> Councillors/members with a passion for historical record keeping. All Members with knowledge of digital record keeping are welcome.</p> <p>If you would like to join the History Working Group. Please contact <a href="mailto:view@thesmithfamily.com.au">view@thesmithfamily.com.au</a>.</p>
<p><b>Website and Social Media Sub-Committee</b></p>	<p>National Vice President Lorraine Thomson spoke to a paper circulated prior to the meeting from Maryanne Maher/Luisa Bustos, PNVP Carleen Maley and Sonia Workman</p> <p><b>VIEW Website Update</b></p> <p>VIEW National Office and Website Working Group continue to update the VIEW Website.</p> <p>We understand that many clubs have been frustrated that their past posts have not been made available on their web pages. VIEW National Office is working with The Smith Family website team, and engaging extra help to bring across historical Club posts.</p> <p>We all want the VIEW Website to be as accurate and welcoming as possible, but this does take some time. We thank clubs for their patience while this transition continues.</p> <p><b>Club Pages Changes and Updates</b></p>

**VIEW Clubs should continue to submit** their photos/stories to the Website Working Group ([admin@view.org.au](mailto:admin@view.org.au)). The submission procedure has not changed.

***Clubs are reminded that updates for venues, meeting dates/times, and contact details are required to be notified to VIEW National Office before advising the Website Working Group.***

### **Photos for Website**

Clubs are reminded that their photos are limited on the website and are asked to ensure that photos submitted are in a landscape (sideways) format to show them at their best on the website. To share a large number of photos Clubs are encouraged to post them on their Club's Facebook page.

### **Regional News and Events**

National and Zone Councillors are encouraged to complete their Event reports (<https://www.thesmithfamily.com.au/view-clubs/resources/forms>) and send along with a couple of photos of their events to their Executive Mentor and National Office, which will then be shared on the website or Social Media.

### **Social Media - Facebook**

Most VIEW Clubs have a Facebook page and are encouraged to add a link to their Facebook page on their webpage. If Club's have not already set up a Facebook page, and would like to, please contact the Website Working Group ([admin@view.org.au](mailto:admin@view.org.au)).

NOTE When setting up the Club Facebook page Clubs are asked to add three Administrators for editing purposes in case the main administrator is not available to make changes.

To help promote your VIEW Club to attract new members, we recommend setting up your Facebook account as a "Community Page". It is best not to create the account as a "Profile" which is for individuals or a private group which is only seen by people you approve for your group.

We also recommend all VIEW Clubs and Publicity Officers follow and like the official VIEW Clubs of Australia Community Page - <https://www.facebook.com/profile.php?id=100064765296835>

This way you can stay updated with all the news from National Office, as well as other VIEW Clubs across the country.

To submit your VIEW Club's news to be posted on the official VIEW Community Page, please email good quality photos (landscape works best) and a short description to [view@thesmithfamily.com.au](mailto:view@thesmithfamily.com.au) or through Facebook messenger to the VIEW Clubs community page. We are always interested in fundraising achievements, club activities, promotion in your community and member awards eg Australia Day or Community Awards, etc.

You can also follow VIEW Clubs on Instagram - @viewclubs.

### **"Meet a member" series**

We are always looking for VIEW members to recognise, celebrate and profile on our Social Media channels, to help promote VIEW and spread awareness. This is our **"Meet a member"** series. You can nominate members to be profiled by emailing [view@thesmithfamily.com.au](mailto:view@thesmithfamily.com.au) or contacting us through



	<p>Facebook messenger. We'll do the legwork of contacting the member, asking their consent, getting their information and photo.</p>
<p><b>Club and Councillor Handbooks 2024-25</b> <b>Future of VIEW Working Group</b></p>	<p>Maryanne Maher spoke to a paper circulated prior to the meeting.</p> <p>Subsequent to the members survey last year, a revised and refreshed <b>Club Handbook 2024-25</b> (<a href="http://view.org.au/resources/organisational-information">http://view.org.au/resources/organisational-information</a>) is now available on the VIEW website.</p> <p>All VIEW Club members are encouraged to read and review the Club Handbook 2024-25 to assist them with general information about the running of a VIEW Club, such as:</p> <ul style="list-style-type: none"> <li>• How does our club communicate with our <i>LfL</i> student?</li> <li>• What is the new postal address of The Smith Family?</li> <li>• How does VIEW Clubs describe itself – the VIEW Key Messages are in the Club Handbook ... and much, much more...</li> </ul> <p><b>All Clubs will receive one hard copy of the Club Handbook in the March mailout, however all members are encouraged to review the club handbook online.</b> All Club Committee members are encouraged to download a copy of this new Club Handbook.</p> <p>The <b>Councilor Handbook 2024-25</b> (National and Zone Councillors) is also available <a href="http://view.org.au/resources/organisational-information">http://view.org.au/resources/organisational-information</a> on the VIEW website.</p> <p>Maryanne thanked the FoVWG for the many days and hours spent in reviewing and revising the content and remarked that so far we have received positive feedback from members about the Club Handbook 2024-25 edition.</p> <p>If VIEW Members have any constructive feedback for the next edition in 2026 please email Lyn Geer at <a href="mailto:lyngeer@bigpond.com">lyngeer@bigpond.com</a>.</p>
<p><b>Community Grants Working Group</b></p>	<p>National Vice President Sandra Jankovskis spoke to a paper circulated prior to the meeting from the Chair PNC June Weise.</p> <p>All VIEW Clubs are encouraged, where possible, to investigate and apply for community grants (eg Bendigo Bank, etc) or local council grants. These funds can be used to support a range of VIEW Club activities from promotional events encouraging local women to join VIEW through to the purchase of equipment for use at your Club e.g. microphones, laptop computers, Club banners, etc.</p> <p>Clubs are reminded that:</p> <ul style="list-style-type: none"> <li>• Approval for a grant application must be sought from National Office allowing at least 10 working days to review and approve.</li> <li>• Once approval is received, the Club should complete their application and provide a final draft copy of the application to VIEW National Office – as most grant application's are online, login details can easily be emailed for this purpose. Clubs should not submit final applications until National Office approves the application.</li> <li>• Refer to Club Handbook 2024-25 for more information about applying for grants.</li> </ul> <p>Clubs and members are also encouraged to keep a look out for local Community Grants for 2024-25 which will be allocated in the following financial year – from 1 July 24 onwards.</p>

	<p><b>Venue Hire Waiver</b></p> <p>Venue hire can also be a grant. Therefore, if your club is currently paying for venue hire for any view event or club meeting, please consider approaching the venue to waive the cost. The Room Hire waiver request form is available on the VIEW Website <a href="http://view.org.au/resources/forms/committee">view.org.au/resources/forms/committee</a> forms.</p>
<p><b>6. NATIONAL OFFICE UPDATE</b></p> <p><i>Clubs are reminded that they have already been furnished with some of the following information</i></p>	
<b>Toy &amp; Book Appeal</b>	In December 2023 VIEW Clubs' donations to The Smith Family's Toy & Book appeal totalled \$65,000. Thank you to all VIEW Clubs who have contributed to the Toy and Book Appeal last year.
<b>VIEW Clubs Online Raffle</b>	Drawn on 7 December the online raffle raised \$24,187 for The Smith Family. Thank you to all VIEW Members, their friends and families who purchased tickets and congratulations to all the prize winners (see <a href="http://view.org.au">view.org.au</a> ).
<b>Digital Learning Essentials</b>	VIEW Club donations towards the <i>Digital Learning Essentials</i> program ensuring every <i>Learning for Life</i> student has the digital tools and resources they crucially need for school - has now reached \$254,000. Councillors and Clubs are encouraged to continue to promote and donate to this program.
<b>Christmas Wrapping</b>	Prior to Christmas, VIEW members engaged in numerous wrapping activities – Bega NSW, Lugarno/Roselands, Bonville-Boambee/Toormina Gardens Shopping Centre NSW, Helensvale QLD. Thank you to all VIEW Club members who raised funds to support students on the <i>Learning for Life</i> program, as well as promoted VIEW and The Smith Family.
<b>Quarterly - Making a Difference Awards 2024</b>	Nominations for Making a Difference Awards have reopened for 2024-25. Winners will be announced quarterly. Current quarter <u>will close 31 March 2024</u> . Please submit your nominations for the Jan-Mar quarters. Relevant information and details are available on the website ( <a href="http://view.org.au/resources/forms/">http://view.org.au/resources/forms/</a> ).
<b>International Women's Day (IWD) events throughout Australia</b>	<p>Many regional areas and individual clubs are busy arranging International Women's Day events on 8 March 2024 or around that date. Remember to invite other local women's groups to your events.</p> <p>This year's theme is <b>#InspireInclusion</b>.</p> <p>When we inspire others to understand and value women's inclusion, we forge a better world and when women themselves are inspired to be included, there's a sense of belonging, relevance, and empowerment.</p> <p>Collectively, let's forge a more inclusive world for women. We can all inspire inclusion.</p>
<b>VIEW Matters magazine - April Edition</b>	<p>Clubs are encouraged to submit articles for VIEW Matters April 2024 edition. Note: Articles will be accepted up <u>until 1 March 2024</u>.</p> <p>Please email your article with accompanying high-resolution photo/s to <a href="mailto:view@thesmithfamily.com.au">view@thesmithfamily.com.au</a>.</p>
<b>Recognising VIEW Members</b>	We are interested in celebrating members that have received any Australia Day Awards/Honours. If you know of any VIEW Member who has received an Australia Day Award/Honour or Award/Honour in their local Community, please send details and a photo to <a href="mailto:view@thesmithfamily.com.au">view@thesmithfamily.com.au</a> .
<b>National Volunteer Week 20-26 May</b>	All VIEW Clubs will be able to promote VIEW in National Volunteer Week with a media release.

<p><b>National Reconciliation Week (NRW) 27 May – 3 June</b></p>	<p>The theme for NRW this year is <b>‘Now More Than Ever’</b>. Further information about this theme and some supporting resources is available on the Reconciliation Australia Website here <a href="https://nrw.reconciliation.org.au/">https://nrw.reconciliation.org.au/</a>.</p> <p>NRW is such a great opportunity to learn more about our shared histories, cultures and achievements and to explore how each of us can contribute to achieving reconciliation in Australia.</p>
<p><b>VIEW National Convention 2025 – Brisbane – 5-7 September 2025</b></p>	<p>The VIEW National Convention returns to the regular biennial cycle and will be held in Brisbane QLD from 5-7 September 2025.</p> <p>All Brisbane VIEW Clubs (Area QA) have been asked to collate members’ suggestions around local entertainers, authors, inspirational people, media contacts, and donors of raffle prizes, etc. A representative from each of these local Brisbane VIEW Clubs has been invited to attend an <b>Information Day on 12 March</b> to share their local knowledge and volunteer to support the Convention Sub-committee.</p> <p><b>All clubs will be sent the VIEW National Convention 2025 Registration pack later this year.</b></p>
<p><b>Updated 2024 Forms (Club Secretary/Committee)</b></p>	<p>All forms (<a href="http://view.org.au/resources/forms/">http://view.org.au/resources/forms/</a>) for 2024 have been refreshed and are available on the website. Club Secretaries and Treasurers are encouraged to dispose of all out of date forms and <b>download all relevant documents/forms for their club’s immediate use as well as handbooks and guidelines.</b></p> <p>Please Note: The <b>Membership Application form</b> has been updated to include a <b>Privacy Statement and Consent.</b> (<a href="https://www.thesmithfamily.com.au/-/media/files/view-clubs/resources/forms/membership/membership-membership-application-form-word.docx">https://www.thesmithfamily.com.au/-/media/files/view-clubs/resources/forms/membership/membership-membership-application-form-word.docx</a>)</p> <p><b>From 1 March, All Club Secretaries are asked to use the latest Membership Application Form 2024. If the wrong or outdated form is completed it will be returned to Clubs for resubmission.</b></p> <p>National Office does not provide hard copies of these documents.</p> <p>Councillors are asked to encourage their Clubs to dispose of all outdated forms and download the correct and updated forms from the website.</p>
<p><b>VIEW National Office and The Smith Family GPO BOX has changed!</b></p>	<p>The new address for all correspondence to VIEW National Office and The Smith Family is <b>GPO Box 5348 Sydney NSW 2001.</b></p> <p>All VIEW forms have been updated to show this address from 2024. Beware: if Clubs are using an old form it will have the incorrect GPO Box number!</p>
<p><b>Connecting VIEW with your Local/State/Federal Representatives</b></p>	<p>In 2024 National/Zone Councillors will be sending letters of introduction (templates provided by National Office at the National Leadership Team meeting) via email to their Local, State and Federal Members of Parliament (MPs), informing them about VIEW, our connection with The Smith Family and our presence in the local community. Councillors are encouraged to request a face-to-face meeting, where possible.</p> <p>When speaking to Local/State/Federal Representative/s National/Zone Councillors or members are asked to cover the following topics:</p> <ul style="list-style-type: none"> <li>• Suggestions from MPs as to ways of promoting VIEW in their community</li> </ul>

	<ul style="list-style-type: none"> <li>• Placing VIEW Club contact details onto Community Website/Noticeboard</li> <li>• Local Community Fair Day – to potentially hold a stall and promote VIEW</li> <li>• Grants which could help VIEW Clubs and/or support The Smith Family</li> <li>• Support which could be provided to local VIEW Clubs eg printing/photocopying, stamps, guest speakers, promoting events on their website/newsletters</li> </ul>
<p><b>Cashbook</b></p>	<p><b>VIEW Electronic Cashbook</b></p> <p><b>Club Treasurers are encouraged to use the Electronic Cashbook for easier record keeping.</b></p> <p>VIEW Electronic Cashbook 2024 is available for downloading at <a href="http://view.org.au/resources/organisational-information">http://view.org.au/resources/organisational-information</a> together with step-by-step Electronic Cashbook Guide.</p> <p><b>VIEW Cashbook (hardcopy)</b></p> <p>National Office understands that not all Treasurers wish to use the electronic cashbook and prefer to use the hardcopy version.</p> <p>If the hardcopy version of the VIEW cashbook is required, the <a href="#">Request form</a> enclosed with the Treasurer’s January mailout should be completed and sent/emailed to National Office <a href="mailto:view@thesmithfamily.com.au">view@thesmithfamily.com.au</a>.</p> <p><b>Please note: The hardcopy VIEW Cashbook will be sent to the Club’s address only upon receipt of the club’s completed request.</b></p>
<p><b>My Smith Family Portal</b></p>	<p>Clubs are reminded that the <i>My Smith Family</i> portal (<a href="https://www.thesmithfamily.com.au/login">https://www.thesmithfamily.com.au/login</a>) allows easy access to information about your Club’s sponsorship/s, student/s, payments and correspondence history. By accessing the <i>My Smith Family</i> portal, clubs can alleviate some of the delays experienced with phone/email correspondence with the Supporter Care team.</p> <p>The <i>My Smith Family</i> portal allows VIEW Clubs, existing sponsors and donors to:</p> <ul style="list-style-type: none"> <li>• View and download receipts for all tax-deductible donations. You can email copies of receipts to Club email address.</li> <li>• View student information including downloading current and past student profiles as well as find out when your next sponsorship payment is due.</li> <li>• Keep your Club contact details up to date.</li> <li>• Review your student correspondence timeline to ensure that all items have been received by TSF/posted to student.</li> </ul> <p>VIEW Clubs are encouraged to register for this portal and avail themselves of quicker answers to queries. <b>March 2024 mailout will include memo and flyer with more information on how to register and/or access the <i>My Smith Family</i> portal.</b></p>

<p><b>Event Activities Notifications</b></p>	<p><b>and</b> National Office would like to thank Elizabeth Birch for collating the recording of VIEW events during her term as National Vice President 2022-23.</p> <p>In 2024 - There are now 2 easy ways to notify National Office, at least one month prior to your upcoming events and activities. Both are available on the VIEW website (<a href="https://www.thesmithfamily.com.au/view-clubs/resources/forms">https://www.thesmithfamily.com.au/view-clubs/resources/forms</a>)</p> <ol style="list-style-type: none"> <li>1. <b>Events and Activities form online</b> which submits directly to National Office</li> </ol> <p>Or</p> <ol style="list-style-type: none"> <li>2. <b>Events and Activities form Print&amp;Fill word document</b> which once completed will need to be emailed to National Office – <a href="mailto:view@thesmithfamily.com.au">view@thesmithfamily.com.au</a>.</li> </ol>
<p><b>7. VIEW Area Development (Club Health survey)</b></p>	
	<p>Olga Shkuropatova shared with the National Leadership Team the Club Health survey that National Councillors will be asked to complete on the “Health/State” of their Clubs to help determine where support is needed in the future.</p> <p>This survey is due to be completed April/May and further information will be provided to National Councillors shortly.</p> <p>National Leadership Team will receive a high level report at the June meeting followed by individual Area reports.</p>
<p><b>8. Governance Project – Geographic Boundaries</b></p>	
	<p>Maryanne Maher briefed the National Leadership Team on the next steps.</p> <p>All Areas have been asked to provide a Team (members up to 6-8) interested in being involved in this project. Subsequent to the briefing from National Office, each Project team will receive a set of templates to complete and in summary:</p> <ul style="list-style-type: none"> <li>• Receive Historical and Current VIEW data and information on the Area including latest Area Health Update Survey information and conduct desktop research</li> <li>• Review current Area boundaries and distances between Clubs; Investigate ways to promote and grow VIEW Clubs in this Area/region - Local /Regional Council, connecting with other service Businesses/Organisations in the Area; Review collaboration level of The Smith Family with VIEW Clubs in Area.</li> <li>• Organise and facilitate Meet and Greet events</li> <li>• Review and collate discovered information</li> <li>• Propose recommendations</li> </ul> <p>The project will commence with Area NB Macarthur, Southern Highlands &amp; Illawarra region including Wollongong and Area NK Lower Mid North Coast of NSW and Inland with other Area Teams contacted shortly thereafter.</p> <p>Any members who would like to be part of the Project Team please contact your National/Zone Councillor, Executive mentor or National Office – <a href="mailto:view@thesmithfamily.com.au">view@thesmithfamily.com.au</a>.</p>
<p><b>9. General Business</b></p>	

<p><b>9.1</b> <b>Club Closure/s</b></p>	<p>Sandra Jankovskis informed the National Council with regret that the following NSW Clubs: Peninsula (NC), Tumut Day (NL) and Warwick Day (QC) had closed since the November 2023 National Council meeting.</p>
<p><b>9.2</b> <b>Club Changes</b></p> <p style="text-align: right;"><b>Name</b></p>	<p>Lorraine Thomson advised that a request had been made (accompanied by a copy of Club Minutes evidencing agreement of majority of members) for the following club name changes:</p> <ul style="list-style-type: none"> <li>• Hamilton Evening – Hamilton</li> </ul> <p>Carried unanimously</p>
<p><b>9.3</b> <b>Keeping Open</b></p> <p style="text-align: right;"><b>Clubs</b></p>	<p>National Executive spoke to National Leadership Team regarding the importance of keeping all VIEW Clubs open and maintaining VIEW's significant footprint throughout Australia. The closing of clubs is not inevitable and should be a last resort.</p> <p>If a Club committee cannot be formed at the AGM, this is not a reason to close a club immediately. Clubs/members are advised to take a month, survey their members and ensure that all financial VIEW Club members have had their say.</p> <p>During <b>VIEW Area Development (Club Health survey) (see 7 above)</b> all Club Secretaries/Presidents will have an opportunity to highlight and accurately reflect any issues and concerns about their club to their National/Zone Councillor or Executive Mentor.</p> <p>The National Leadership Team (Executive and Councillors) will be focusing on all clubs with issues and working to help ensure that Clubs do not inadvertently close.</p>
<p><b>9.4</b> <b>VIEW Leadership Meetings with The Smith Family (by State)</b></p>	<p>Maryanne Maher spoke about VIEW/TSF State Leadership Team meetings which have been scheduled during the next couple of months.</p> <ul style="list-style-type: none"> <li>• QLD Tuesday 26 March</li> <li>• SA Monday 8 April</li> <li>• VIC Wednesday 8 May</li> </ul> <p>These meetings are held between VIEW Leadership Team members (National and Zone Councillors) and The Smith Family State Leadership Teams (General Manager, RPMs and TLs). The aim is to establish closer relationships between VIEW and The Smith Family as well as set protocols for communication including invitations to significant events (both VIEW and The Smith Family) and potential State newsletters shared with clubs.</p>
<p><b>9.5</b> <b>VIEW Strategy 2023-2027</b></p>	<p>Olga Shkuropatova took the National Leadership Team through the VIEW 5 Year Strategy, and its alignment with The Smith Family's Strategy 2023-27.</p> <p>The VIEW strategy defines the overall direction and has five key priorities for the organisation:</p> <ul style="list-style-type: none"> <li>• Grow our reach in the community and increase brand awareness</li> <li>• Grow <i>LfL</i> sponsorship and support</li> <li>• Drive greater engagement with VIEW members</li> <li>• Enable learning and development for members and recognition</li> <li>• Improve digital capability.</li> </ul>



	<p>It is a high-level plan for achieving long-term objectives and is developed in consultation with VIEW Executive and National Office who review and report on outcomes to the VIEW National Leadership Team, VIEW members and The Smith Family Board.</p> <p>VIEW's vision, mission and values are strong foundations and remain relevant for this five-year strategy. VIEW continues to support The Smith Family in four key ways– fundraising; raising awareness and advocating; volunteering; and sponsoring students on the <i>Learning for Life</i> program.</p> <p>The VIEW (High Level) Strategy on a page is available on the website (<a href="http://view.org.au/resources/organisational-information">http://view.org.au/resources/organisational-information</a>). For more information speak to your National Councillor or a member of the National Executive.</p>
<p><b>9.6</b> <b>Councillor Expenses</b></p>	<p>Olga Shkuropatova took the National Leadership Team through Councillor expenses and briefly discussed how the overall budget for these expenses is determined/spent.</p>
<p><b>9.7</b> <b>National Councillor Role - Setting Expectations</b></p>	<p>Linda Custer presented to the National Leadership Team about the many facets of their National Councillor role including:</p> <ul style="list-style-type: none"> <li>• Mentoring Zone Councillors /Clubs to assist with any issues/concerns and to ensure information from National Office is received and distributed</li> <li>• Arranging to give their Area specific National Council Powerpoint presentation at a monthly meeting of each Club.</li> <li>• Working with the existing VIEW Development Team (if available) or work with Zone Councillor and other interested VIEW members to explore potential areas to open VIEW Clubs</li> <li>• Completing the Online Health survey – National Councillor to work with Zone Councillors and Club Secretaries/Presidents to collect accurate, relevant/current information.</li> <li>• Connecting with others in the Community by placing relevant VIEW promotional materials – Local Council Community notice boards, Libraries, Community Centres, Bunnings/Coles/Woolworths Notice boards, etc.</li> <li>• Hosting a Gala – or a combined Gala/Zone Conference or workshop preferably in 2024</li> <li>• Making contact with local/State and Federal Representatives (MPs) in their Area</li> <li>• Being part of Geographic Boundaries Project in their Area and support the local team.</li> </ul>
<p><b>10. Learning and Development</b></p>	
<p><b>10.1</b> <b>CEO The Smith Family</b></p>	<p>Doug Taylor CEO The Smith Family, warmly welcomed the VIEW National Leadership Team and thanked them for taking on their leadership roles.</p> <p>He talked about briefly about The Smith Family Purpose, People and Programs and thanked VIEW for its increased support of over 1,725 students on the <i>Learning for Life</i> program and the incredible \$254k VIEW has donated to the Digital Learning Essentials Program. He also congratulated VIEW on</p>

	<p>its Governance and Leadership project, adapting to change and the Geographic Boundaries review across Australia.</p> <p>Doug said he was looking forward to a continued connection with VIEW Clubs and thanked all members for their ongoing support.</p>
<p><b>10.2</b> <b>Head of State &amp; Territory Operations</b></p>	<p>Leonie Green Head of State and Territory Operations talked about the Operations Leadership team, including the General Managers in each State. Leonie also briefly spoke about the development of State protocols between VIEW and TSF teams in relation to requests for Smith Family team members, students and/or family supported by The Smith Family, to speak at significant VIEW Events. Leonie explained that national protocols were being developed to help make these requests equitable across Australia. She thanked all of the National Councillors for the work that they do and all VIEW Clubs for their fundraising, advocacy and volunteering support to improve the life outcomes of Australian children experiencing disadvantage.</p>
<p><b>10.3</b> <b>Current and Upcoming Research and Advocacy</b></p>	<p>Anne Hampshire Head of Research and Advocacy presented the latest The Smith Family research.</p> <p>To find out more please go to <a href="https://www.thesmithfamily.com.au/media/research/reports">https://www.thesmithfamily.com.au/media/research/reports</a>.</p>
<p><b>10.4</b> <b>The Smith Family Impact Report and Key Messaging</b></p>	<p>Melissa Harrold National Communications Manager took the National Leadership Team through The Smith Family's latest Impact Report. She highlighted the student/family stories throughout the report and highlighted VIEW's page. She also referred to the Snapshot version.</p> <p>Andrew Dickson Strategic Communications Specialist, spoke about Media and messaging. He spoke about the importance of the reframing of language used in communications and highlighted the VIEW Key Messages 2024 available on VIEW Website (<a href="https://www.thesmithfamily.com.au/-/media/files/view-clubs/resources/organisational-information/handbooks-and-guidelines/view-key-messaging-2023.pdf">https://www.thesmithfamily.com.au/-/media/files/view-clubs/resources/organisational-information/handbooks-and-guidelines/view-key-messaging-2023.pdf</a>) as an excellent document to review prior to any media interview, when considering a local media release or when preparing a grant.</p>
<p><b>10.5</b> <b>The Smith Family Marketing</b></p>	<p>Louise Woods Marketing Group Manager spoke about The Smith Family marketing strategy, and gave an insight into upcoming campaigns and how they have changed to reflect the TSF rebranding and refreshed messaging.</p>
<p><b>10.6</b> <b>Helpful procedures to assist clubs when making payments/donations to The Smith Family</b></p>	<p>Gaye Crabb Team Leader, Database Maintenance and Care Finance (DMC), spoke about what they do and how VIEW Clubs can help make the processing of donations, sponsorships and gifts easier for all.</p> <p>The DMC team – made up of 6 team members, half who work part time - process all donations made to The Smith Family from all over Australia. Last year they processed over 370,900 donations.</p> <p>It's critical VIEW Clubs provide required details for VIEW's EFT payments made to The Smith Family account so all received funds are allocated correctly. When VIEW Reference Numbers and/or Supporter ID are not provided it is difficult to process payments to the appropriate VIEW Club and/or sponsorship/donation area.</p> <p>Gaye has asked VIEW Clubs to ensure that:</p> <ul style="list-style-type: none"> <li>• When EFT payments are made, VIEW Club's Reference Number is provided in the reference field in your online banking transaction.</li> </ul>



	<ul style="list-style-type: none"> <li>VIEW EFT Forms are completed and forwarded to <a href="mailto:view@thesmithfamily.com.au">view@thesmithfamily.com.au</a> in a timely manner to ensure that donations/payments can be matched.</li> <li>Gift Card Order payments need to be matched with completed Gift Card Order Form and forwarded to <a href="mailto:view@thesmithfamily.com.au">view@thesmithfamily.com.au</a> to ensure payments are matched and cards are organised for students.</li> <li>Ensure that the club is using the most up to date form/s available at <a href="http://view.org.au/resources/forms">view.org.au/resources/forms</a>. Old forms have outdated information and some Joyspreader Gifts are no longer available therefore payments cannot be matched and processed.</li> <li>Invoice numbers should not be used in the reference field in your online banking transaction – this should only be noted on the EFT Transaction Form.</li> </ul> <p>Please note: If students are paid in advance renewal letters are not provided. To find out payment information for students, please contact Supporter Care (<a href="mailto:sponsorship@thesmithfamily.com.au">sponsorship@thesmithfamily.com.au</a>).</p>
<p><b>10.7</b> <b>Gift Card Process</b></p>	<p>Kitty Muruganantham Customer Correspondence Administration Specialist spoke about the new Gift Card Order Process.</p> <p>Kitty explained that her team process all correspondence between sponsor to the student including all gifts. Each item of correspondence and gifts are reviewed by two people (volunteers and Smith Family team members) before being sent out.</p> <p>To ensure a smooth and efficient process of Gift Card Order Kitty asked that VIEW Clubs to:</p> <ul style="list-style-type: none"> <li>Send the Gift card Order forms at right timeline - processing time is 6-10 weeks to make sure the gift vouchers are sent in time for the occasion.</li> <li>Please Stick to the Timeline – We are unable to hold on to early gifts, to process later, due to logistics and reconciliation issues.</li> <li>Denominations on the form is the recommended amounts for a gift voucher to student. Please do not include own value.</li> <li>Correspondence received via different channels cannot be sent together due to the difference in process.</li> <li>Ensure that VIEW Clubs include the correct details including the names and IDs for both the club and the student.</li> </ul> <p>Kitty also shared examples of the Birthday cards sent to Students from sponsors that have sent a message via EFT payment form. She explained that the messages supplied on the VIEW Gift Card Form are handwritten onto The Smith Family Birthday Card which is then sent to the student.</p> <p>VIEW Clubs are also able to send a greeting card for their students' Birthday or Christmas, The Smith Family National Administration Team will process it and send it to the student/s similar to other correspondence to students.</p>
<p><b>Meeting Closure</b></p>	<p>Elizabeth Birch closed the meeting stating that it had been an enjoyable, inspiring and interesting two days.</p> <p>She thanked VIEW National Office and The Smith Family guest speakers for their informative presentations. She reiterated the importance of all members reading the <b>Club and Councillor Handbooks 2024-25</b> and acquainting themselves with the VIEW Website resources section.</p>

	<p>VIEW is proud to be part of The Smith Family a national children's education charity that works with children and young people to overcome educational inequality caused by poverty – so they can thrive now and into their futures.</p> <p>She thanked the National Leadership Team for their enthusiasm and participation.</p>
<b>Date of Next Meeting</b>	12 June 2024 (Microsoft Teams)

## Summary of Decisions at National Leadership Team Meeting

February 2024

Area of Work	Decision, Policy and/or Procedure	Agenda Reference
Learning and Development	Helpful procedures to assist clubs when making payments/ donations to The Smith Family	10.6
Learning and Development	Gift Card Process	10.7
National Office Update	All and in particular the updated 2024 forms (Club Secretary/Committee)	6
General Business	Keeping Clubs Open	9.1
Governance Project – Geographic Boundaries	Governance Project Geographic Boundaries next steps	8
General Business	VIEW Strategy on a page	9.3