

Chronicles of Ninety

August 2023



Dates to Note

- **Friday August 11th - 6:15pm** Motivational Moments on Evaluations (see page 16!)
- **Saturday August 16th - 9am** Club Leaders Training - [Register Online](#)
- **Sunday August 20th - 3pm** Club Leaders Training - [Register Online](#)
- **Tuesday August 29th - 7pm** Club Leaders Training - [Register Online](#)
- **Saturday 2nd September - 1-4pm** District 90 Awards Celebration

In This Edition ...

- **The Distinguished Clubs for 2022/23 (and the Almost Distinguished too!)**
- **Meet Greg - Academy Award Winner, Toastmaster and Accredited Speaker**
- **Meet Dale Rees-Bevan, vying to be Australia's second Accredited Speaker**
- **6 M's of Customer Culture for Toastmasters Clubs**
- **Meet Hawkesbury Valley Toastmasters Club**
- **Happy 15th Anniversary Wyong Toastmasters!**

The News and Views of District 90's Toastmasters & Clubs

Diamond Triple Crown Awards - 2022 / 2023

Congratulations to these Toastmasters!



Natasha Thornton

Justice Toastmasters, Hastings Morning Talkers, Sydney Water, Thales Rydalmere Toastmasters



Carol Champion

Koala Communicators Online, Sapphire City Toastmasters, In Focus



Peter Champion

Koala Communicators Online, Sapphire City Toastmasters, In Focus



Dianne Sammut

Dundas Toastmasters, Dural Toastmasters, Hornsby Achievers, Parramatta Breakfast Toastmasters, Parramatta Midday Toastmasters



Sandra Tuinman

Eastern Onliners, Toukley Toastmasters



Leah Edwards

Dynamic Dora Creek Toastmasters, Eastern Onliners, Toukley Toastmasters, Wyong Toastmasters

Diamond Triple Crown is awarded to members who achieve 3 educational awards submitted in a Toastmaster Year for 3 consecutive years. Recount to commence after first presentation of Pin.

Distinguished Clubs - 2022 / 2023

Congratulations to these Presidents and Select Distinguished Clubs!

Presidents Distinguished Clubs!



**Parramatta Toastmasters
Newcastle Toastmasters
Alpha Toastmasters
Chatswood Early Risers
Dee Why R S L Toastmasters
Northern Beaches Toastmasters
Balgowlah RSL Toastmasters
Enthusiastic Epping Toastmasters
Ryde District Toastmasters
Blacktown City Toastmasters**

**Western Lectern
Castle Hill Toastmasters
Parramatta Breakfast Toastmasters
Sociable Seafarers Toastmasters
Magnificent Mosman Toastmasters
Turramurra Toastmasters
Hastings Morning Talkers
Glenbrook Toastmasters
Hawkesbury Valley Toastmasters**



Select Distinguished Clubs!

West Pennant Hills Club



**Harbord Diggers Toastmasters Club
Forest Club
Inspirational Speakers Toastmasters
Talk It Up
A.F.T.E.R. Dinner Speakers**

Distinguished Clubs - 2022 / 2023

Congratulations to these Distinguished & Almost Distinguished Clubs!

Distinguished Clubs!



Thales Rydalmere Toastmasters
Wyong Toastmasters
Killara Club
Blue Mountains Toastmasters Club

Cumberland Forest Toastmasters Club
Charlestown Club
Brisbane Water Breakfast Club
Forestville Club
Taree Toastmasters Club
Macquarie RSL Dubbo Toastmasters



No Loss of Members & 5 Goals

- **Eastwood Toastmasters**
- **Mighty Clarence Toastmasters**

No Loss of Members & 6 Goals

- **Inverell Breakfast**

1 New Member & 6 Goals

- **Erina Toastmasters**
- **Gosford City Club**

No Loss of Members & 7 Goals

- **FX North Ryde Toastmasters**

No Loss of Members & 8 Goals

- **Up Up Toastmasters Club**

1 New Member & 8 Goals

- **Tenterfield Toastmasters**

You're Invited!



DISTRICT 90 AWARDS CELEBRATION

**All District 90 Members are welcome. Register via
Watson.**

**Jamison Room, Penrith Panthers
Sat, 2 Sept 1-4pm**



Featuring Keynote Speaker: Dale Rees Bevan DTM

All members are welcome to join us on Saturday 2nd September from 1-4pm at the Penrith Panthers leagues Club as we celebrate the exceptional members, leaders, and clubs in 2022-23.

Come along for an afternoon of fellowship and celebration, as we find out who are our Toastmaster of the Year and Area Director of the Year.

We'll also see the incredible Public Relations entries in the PR Competition, hopefully providing inspiration for some amazing efforts this year.

Seats are limited and registration is essential. At \$35 per person, this is one event you do not want to miss!

Register via <https://www.d90toastmasters.org.au/whatson.html> to secure your seat today!

Congratulations!!

For Completing Levels in July!



Dynamic Leadership

Lindi B (Coastal Communicators) **DL1**
Nisarg P (Rouse Hill Toastmasters) **DL1**
Eric E (Tamworth Toastmasters) **DL2**
Mitchell L (Rouse Hill Toastmasters) **DL2**
Member (Harbour View Club) **DL3**

Anna L (Harbord Diggers Toastmasters) **DL3**
Member (Harbour View Club) **DL4**
Cherry S (Parramatta Breakfast) **DL4**
Evan O'B (Hastings Morning Talkers) **DL4**
Member (Harbour View Club) **DL5**



Effective Coaching

Brendan R (Brisbane Water Breakfast Club) **EC1**
Stephen K (Holroyd Toastmasters) **EC1**
Scott J (Dynamic Dora Creek Toastmasters) **EC2**

Giorgio D (Mighty Clarence Toastmasters) **EC4**
Sandra T (Eastern Onliners) **EC5**



Engaging Humour

Andrew G (St Ives Toastmasters) **EH2**
Nellie B (Dynamic Dora Creek Toastmasters) **EH3**
David M (Inverell Breakfast) **EH4**
Lynne H (Western Lectern) **EH4**

Mervyn T (Bathurst Toastmasters) **EH4**
David M (Inverell Breakfast) **EH5**
Martin B (Wyong Toastmasters) **EH5**
Lynne H (Western Lectern) **EH5**



Innovative Planning

Member (Yes Toastmasters) **IP1**
Dean P (Jetty Speakers) **IP1**
Anna F (Harbord Diggers Toastmasters) **IP2**
Tucky C (Mt Druitt Koori Toastmasters) **IP2**
Andrew B (Glenbrook Toastmasters) **IP3**

Sandy X (Sydney Water) **IP3**
Tucky C (Mt Druitt Koori Toastmasters) **IP3**
Sandy X (Sydney Water) **IP4**
Sandy X (Sydney Water) **IP5**



Leadership Development

Colleen M (Mt Druitt Koori Toastmasters) **LD1**
Colleen M (Mt Druitt Koori Toastmasters) **LD2**
Helen C (Harbour View Toastmasters) **LD2**
Colleen M (Mt Druitt Koori Toastmasters) **LD3**
Helen C (Harbour View Toastmasters) **LD3**

Colleen M (Mt Druitt Koori Toastmasters) **LD4**
Nellie B (Dynamic Dora Creek Toastmasters) **LD4**
Tamar L (A.F.T.E.R Dinner Speakers) **LD4**
Helen C (Harbour View Toastmasters) **LD3**



Motivational Strategies

Member (Enthusiastic Epping Toastmasters) **MS1**
Alison C (Summerland Toastmasters) **MS1**
Greg H (Western Lectern Toastmasters) **MS1**
Member (Enthusiastic Epping Toastmasters) **MS2**

Anthony L (Cumberland Forest Toastmasters) **MS2**
Laksmi R (Woolworths Norwest Toastmasters) **MS2**
Suzanne L (Northern Beaches Toastmasters) **MS4**

Congratulations!!

For Completing Levels in July!



Persuasive Influence

Member (Chatswood Speaking & Leadership) **PI1**
Doris W (Killara Toastmasters) **PI1**
Member (Chatswood Speaking & Leadership) **PI2**

Geoff M (Glenbrook Toastmasters) **PI2**
Member (Mt Druitt Koori Toastmasters) **PI4**



Presentation Mastery

Member (Bathurst Toastmasters) **PM1**
Member (Rouse Hill Toastmasters) **PM1**
Member (Hornsby District Toastmasters) **PM1**
Britt K (Chatswood Early Risers) **PM1**
Eileen C (Northern Beaches Toastmasters) **PM1**
Jared Y (Forestville Toastmasters) **PM1**
Karen H (Cumberland Forest Toastmasters) **PM1**
Madeline D (Forestville Toastmasters) **PM1**
Suzanne L (Northern Beaches Toastmasters) **PM1**
Terry O'H (Harbour View Toastmasters) **PM1**
Wendy W (Inverell Breakfast) **PM1**
Ron M (WEstern Gourmet Toastmasters) **PM1**
Member (Hornsby District Toastmasters) **PM2**
Raymond H (Nepean Valley Toastmasters) **PM2**

Terry O'H (Harbour View Toastmasters) **PM2**
Member (Chatswood Speaking & Leadership) **PM3**
Natasha C (Manly Multilingual) **PM3**
Peri S (Gosford City Toastmasters) **PM3**
Raymond H (Nepean Valley Toastmasters) **PM3**
Terry O'H (Harbour View Toastmasters) **PM3**
Member (Dynamic Dora Creek Toastmasters) **PM4**
Jan C (In Focus Toastmasters) **PM4**
Terry O'H (Harbour View Toastmasters) **PM4**
Member (Erina Toastmasters) **PM5**
Member (Dynamic Dora Creek Toastmasters) **PM5**
Terry O'H (Harbour View Toastmasters) **PM5**
Jan C (Galaxy Speakers Toastmasters) **PM5**



Team Collaboration

Member (Coastal Communicators) **TC4**
Member (Glenbrook Toastmasters) **TC4**
Member (Maitland Toastmasters) **TC5**



Visionary Communication

Member (Cumberland Forest Toastmasters) **VC1**
Nellie B (Dynamic Dora Creek Toastmasters) **VC1**



Triple Crowns

Member (Harbour View Toastmasters) **DL3, DL4, DL5**
Colleen M (Mt Druitt Koori Toastmasters) **LD1, LD2, LD3, LD4**
Nellie B (Dynamic Dora Creek) **EH3, LD4, VC1**
Sandy X (Sydney Water Toastmasters) **IP3, IP4, IP5**
Terry O'H (Harbour View Toastmasters) **PM1, PM2, PM3, PM4, PM5**
Helen C (Harbour View Toastmasters) **LD2, LD3, LD4**

Greg Van Borssum - Our First Accredited Speaker

By Wendy White DTM (Greg's Mentor & Friend)

Sick of seeing his work mates take their own lives from depression, an Academy Award winner joined Toastmasters. Knowing that, if he learned how to use his voice and get his message across, he would make a real difference.

Greg's story of courage began before he was born. His grandmother, a courageous woman herself, put her hand up at an airfield day in 1921 to be a passenger in a new contraption called a plane. Little did she know back then that during her flight QANTAS was being born, and would become the National Carrier of Australia. Her stories to her grandson would show him how to build courage and overcome whatever challenges life would throw at him.



Challenge 1 – growing up he was a skinny kid with severe eczema who didn't fit in, meaning that schoolwork and school life were “interesting”. If you ever meet Greg, ask him how he went from a skinny kid to a Bodybuilding Champion – he loves to share this story! But even that wasn't easy. He competed for the National Bodybuilding Title with a broken knee that constantly needed fluid drained from it. But to him it was all worth it when he was able to hold the winner's trophy above his head, even if for a short time before the pain became too much.

Challenge 2 – What to do next? During his body building days Greg became interested in the martial arts. He decided to take this to the limit, which you'll learn he does often, but soon decided he wanted to be in movies. In order to get Hong Kong Film Makers to take him seriously, he started his own movie production company. After much wheeling and dealing, he landed in Hong Kong and started securing film work just as British rule was ending. Almost overnight the Hong Kong stars headed to the USA and the industry dried up.

Challenge 3 – What to do now? Greg never took NO for an answer, so he kept his dream simmering. He returned to Australia, where he met the gorgeous Debbie, settled down and started a family.



Above Hollywood director Dr George Miller and Greg with the Oscar for Happy Feet.

This too had its own issues because there was now a mortgage to pay and the necessity of feeding a family. Greg returned to carpentry to make ends meet, but he was determined not to fail in his movie quest, so he did construction all day, then at night, made short films. This led him to meet Hollywood director Dr George Miller. The two became friends, who then joined forces to direct the two Happy Feet films, which won them their first Oscar.

During this time Greg read the screenplay for Fury Road and knowing he was being looked over to choreograph the combat action, he took up pistol shooting to gain skills for the role, and like a duck to water Greg thrived. He began competing, soon made the Australian team and in 2014 won the World Championships in the 2-man championships. This new combination of martial arts and weapons solidified Greg as Principal Fight Choreographer for the Mad Max Fury Road movie.

Greg Van Borssum - Our First Accredited Speaker

By Wendy White DTM (Greg's Mentor & Friend)

Challenge 4 – The Australian outback became green after rain and the movie filming moved to Namibia. Can you just imagine the conversation that night with his family? “We are moving to Africa!” This they did with their young son Macyn and baby daughter Maya, where they continued to make the film. But due to budget overruns caused by filming in a desert on the other side of the world, the studio shut the production down. Once again, they found themselves back in Australia with Greg’s film career in tatters.

Due to financial hardships Greg headed back into building at a Sydney construction site. He soon began spiralling into depression. Then on his Birthday he witnessed a work mate die by suicide. No one knew how close to the edge Greg was, but he knew something needed to be done. He took it on himself to stand in front of hundreds of workers and speak about depression and suicide. He ended with “If anyone else is thinking of doing the same thing, you come and see me when I’m finished, and I will walk with you to get help myself.”. Six men stayed behind, all saying they were thinking of taking their own lives. Greg walked them to get help and they are all still alive today. This was what led him to Toastmasters.

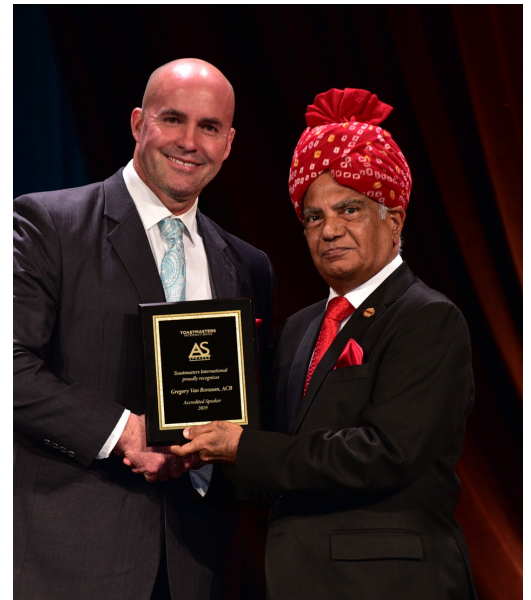
Greg joined his local Club and started to put the pieces of his speaking life in order. Being the competitive guy he is, he went into every speaking contest and started to win. However, it didn’t take him where he needed to be, nor did it help him to make the real difference he wanted to make.

Knowing Greg needed to find a way get his message further, long-time friend and mentor Toastmaster Wendy White told him about the Accredited Speakers program. Immediately Greg knew what he needed to do. Using life lessons from schoolteachers who said he’d amount to nothing, lessons of his grandmother and parents, as well as his film making, and sporting stories, Greg crafted his speech.

In 2019, he took his stories and his message to the world stage in Denver, Colorado. It was here in front of Toastmasters, family, and friends, Greg spoke on Mental Health. He gave steps on overcoming depression, recognizing the signs, how to help others and concluded with, **“Together we can change the planet one life at a time”**.

With that message, Greg triumphed, becoming the first Accredited Speaker in Australia and the Southern Hemisphere.

He now uses his voice to give back to his community. He is an ambassador for Lifeline, and Mates in Construction. He speaks regularly with groups such NSW Police Force, First Responders and with the US Military, teaching the skills that people need to remaster their mindset and change lives. At home he runs a martial arts school, and teaches kids speaking skills to help make the next generation stronger.



Above Being presented with his citation for Accredited Speaker by International President Deepak Menon DTM in 2019

Below presenting his message at Wesley Mission's LifeForce Memorial Day



Meet Dale Rees-Bevan

Our next Accredited Speaker in Australia?



Seventeen years ago, I arrived in Australia with a deep appreciation for the smell of Eucalyptus trees. Prior to that I had been living in London, and running a program called “Financially Speaking”, which combined Financial Literacy with Public Speaking skills. It was run through “SpeakersBank UK” (now called “Speakers’ Trust”) and funded by the Citigroup Foundation. My job was to schedule trainers, conduct training and project manage the program. Suddenly I was starting over in a new country, with little more than a bucket full of enthusiasm and dreams.

Many people who make their living self-employed as speakers and trainers say every year feels like you’re starting from ground zero. Sure, you have repeat business and clients you can call up and see if they’re ready for the next round of training, but you never know where your income is going to come from, and which months will be the busy ones... it’s very much a feast-or-famine existence.

In 2005, fresh off the plane, I was starting from scratch in a new country. I rolled up my sleeves and began running workshops. Before long I was delivering a national training program for Stroke Foundation, a State wide program for RSL, running courses for various engineering firms and speaking at special events and conferences. By 2015 I’d established a good platform of regular clients, and then I heard about the Accredited Speaker program in Toastmasters.

Toastmasters International describes the “Accredited Speaker program as being designed to give professional speakers a competitive edge by having their talents recognized by Toastmasters International.”

Put simply, if you’re speaking professionally and can prove it, with a good - unedited - video of your speaking and are willing to showcase your skills at the International Convention, then Toastmasters International may endorse your skills by giving you the Accreditation. No guarantees, but it is worth the effort.



Above: Dale with a group of leaders who completed her Speaking Formula Workshop.

My first attempt at Level 1 in 2022 was unsuccessful. I delivered a talk at a university, that was recorded ready for the first steps. I was conscious that it was going to be used for the Accreditation process, and I interacted less with my audience than I normally would. I was concerned about meeting the Accreditation “Speaker” criteria and didn’t want it to be too much of a workshop. Two of the judges were very enthusiastic about what I’d put forward, three seemed less so. They did give very specific feedback though, so that was useful. Two of them made similar points: engage and interact more with the audience. Key learning: just do what you do!!

Meet Dale Rees-Bevan

Our next Accredited Speaker in Australia?

For my second attempt in January 2023, I delivered “Building a Mythology – How to make your organisation the “Go-To” organisation.” I was 100% myself. I did what I normally do when I deliver that talk. Then I submitted the video and sat back and waited. Someone in Sydney who had attended this talk, contacted me two weeks later – could I possibly speak at their organisation’s summit? They loved the material. This was encouraging – I was doing something worthwhile! Did the Accreditation Panel think so too?

Yes, they did! Relief! I was ecstatic to receive the email inviting me to speak at the convention in the Bahamas. I submitted my slides for “The CON in Confidence”. I believe this keynote has a message worth sharing: Confidence, like many behaviours, can be learned. So, this is a chance to motivate people to adopt confidence behaviours. And did I mention I’m going to the BAHAMAS?!



The Accreditation Process is an interesting learning opportunity. If you’re out there speaking for a living and you have had at least 25 professional speaking engagements over the last three years (15 paid), then this is a program you might consider exploring. There is enormous exposure (the International Convention) and great mentoring available. I joined Keystone Toastmasters thanks to Maria Pedavoli, where I have had two wonderful Accredited Speaker Mentors, (Michael Bayer and Greg Wood) and Sheryl Roush and Greg van Borssum have been brilliant resources too.

The process of working towards the Accredited Speaker designation is valuable in and of itself. Being able to speak on the convention platform is a chance to receive engagements from the exposure. (Even if you don’t succeed in achieving the designation!) The judges’ feedback (as I witnessed from level 1) is detailed and meaningful.

I have no guarantee that I will return as Australia’s second Accredited Speaker. But I have confidence that there are people who will benefit from my message. I will use whatever skills I have to make a difference for them. And that, ultimately, is what professional speaking is about. Oh - and going to the Bahamas!



**Good Luck
From All of
District 90**

News From The Program Quality Team

PQD Pieta Beggs

Notes from Pieta



District leaders have received an email from Toastmasters International regarding the format of Area, Division and District contests. The option for in person contests is now available.

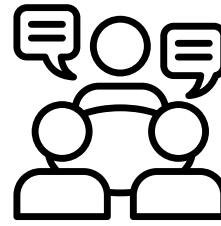
Between now and the District Executive Committee meeting on September 2nd, your Area Director will be asking each club for their preferred option. This gives you time to think about what would work best for your club members. Your Area Director will vote on your recommendations.

The Board of Directors has made an exception to the Speech Contest Rulebook and determined that all speech contests at the Area, Division, and District levels may be conducted either in person only, online only, or in a hybrid format for the 2023-2024 speech contest cycle.

In-person contests are defined as those in which all participants are onsite at the specified contest location. Online contests are defined as those in which all participants are online. Hybrid contests are defined as those in which some participants (contestants and judges) are onsite in a physical location, and others are online. See discussion on the right for the main differences.

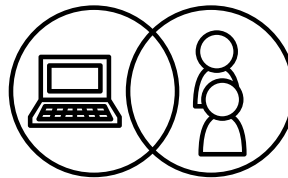
Your District Executive Committee must recommend the selected speech contest format (in person, online, or hybrid) for each level (Area, Division, and District) to the District Council for approval no later than September 30 to allow for proper budgeting. Once a format is approved for each level, no changes can be made.

I would encourage all clubs to have a discussion and advise your Area Director what format the club would prefer for the Area contest before the end of August.



IN PERSON CONTESTS

- Everyone gathers at the same venue.
- Sourcing judges that can attend in person can be a challenge.



HYBRID CONTESTS

- Contestants, officials, and audience can choose to attend in person or online
- Judges can be sourced from across the District.
- Contestants from online clubs can compete.
- For Area contests, asking clubs that hold hybrid meetings for assistance with equipment is needed
- Division contests have the sound and tech team available

7 out of 7 Officers Trained

- Alpha Toastmasters
- Eastern Onliners
- Ryde District Toastmasters
- Dynamic Dora Creek Toastmasters
- Western Lectern Toastmasters
- Algonquin Table Toastmasters

Congratulations!



EFFECTIVE EVALUATION

Facilitated by: Elizabeth Lloyd DTM

[Register via Whats On](#)

 August 11th, 6:15pm

 Online via Zoom

 training@d90toastmasters.org.au



WHAT IS MOTIVATIONAL MOMENTS

Motivational Moments is a training session where you have the opportunity to be interactive with our Facilitators and have your questions answered throughout the sessions and during the wrap up.

The new year kicked off well with an audience of 38. Our Public Relations Manager Dani Streets, provided the way forward using Canva. I am looking forward to seeing the information gained from the Canva Essentials session in action on Facebook pages. That professional edge really does catch the eye!

NEXT SESSION

Our August session is Essential Evaluation with Elizabeth Lloyd DTM. This session will assist clubs to fulfil club quality through a high level of evaluation.

Don't forget to register (What's On Page) date 11th August 2023

IN SEPTEMBER

Get ready for Contests! This will be a super special Judging Workshop. We're looking forward to sharing it with you. Mark 22nd September in your calendars!

TELL US WHAT YOU'D LIKE TO SEE

Team Motivational Moments would like to hear suggestions from you the members regarding what topics you'd like to see covered. Supplementary Training is the opportunity to learn a little more about what you want to learn. Tell us and we will endeavour to bring it to you, we are here to serve you.

Contact Us: training@d90toastmasters.org.au

Margaret Payne DTM
District 90 Supplementary Training Officer
Motivational Moments

District 90 Club Leadership Training



THREE Training Opportunities Left!

Invest in your club's success by ensuring your Club Officers are trained in both rounds!

- Sat 12th August @ 9am
- Sun 20th August @ 3pm
- Tue 29th August @ 7pm

Register via the D90 Whatson Page for your preferred session today!

TLI Chair Megan Pascoe: tli@d90toastmasters.org.au

TOASTMASTERS
INTERNATIONAL®

Dural Lifeboat Debate - Saturday 4th November 2023

The Dural Lifeboat Debate began in 2007 and has been held (almost) annually ever since. Many attendees are regulars and most of the events bring in around 100 people.

The evening is designed to be social, entertaining, and an opportunity to showcase our Toastmasters skills in a slightly different forum. We also get to stretch our talents, as a bit of acting is required too! Everybody dresses up according to the theme (This year will be **"The Dural Loveboat"**) and there are audience activities too.

Some favourite memories from years past include the line from Captain Cook to Elvis "What's with the whirling arm? You're paddling backwards, man!" Or Michael Said who performed as an outstanding Marcel Marceau, one of the most innovative contestants of all time. Lucille Ball stole everyone's hearts in 2021. Our 2022's winner was Socrates (Mike Smith). One of the traditions we try to stick to is that the previous year's winner returns as the captain, to run the debate.

It's well worth seeing – at least once anyway. Although warning: many who brave the high seas become regular attendees, so you may find yourself... going overboard!

The Debate Premise

The ship is sinking and there is only one spot left on the lifeboat. Miraculously there are 10 historical characters on board – how wonderful!! - people with a second chance at life, but which one deserves to live again? (The characters must be real, no longer living and costumes are encouraged!)

The audience listens to two rounds of lively debate (five per round) and then selects their favourite character. Based on votes, the top 5 go through to the final round to decide who gets the coveted spot!

In the final round, audience questions are permitted and closing arguments are made. Three judges decide the winner.



We'd love to see you on ...

Saturday 4th November 2023 6:30pm Dural Country Club

Tickets can be brought here:

<https://www.eventbrite.com.au/e/dural-loveboat-lifeboat-debate-tickets-688307515307>

News From The Club Growth Team

CGD Ramani Warusevitane

Notes from Ramani



It feels as if it was just yesterday that I first messaged you as the CGD!! Our first month has literally flown by! It has been an interesting month to say the least. Early morning meetings discussing and strategising the best path forward for our District with District Director Geoff & Program Quality Director Pieta, then burning midnight oil interviewing candidates for the Toastmasters International Board.

Congratulations to Dundas TM Club, Sydney Water TM Club, Alpha TM Club, Dee Why RSL TM Club, Harboard Diggers TM Club, Macquarie Park TM Club, FOXTEL TM Club, St Ives TM Club, Kings Langley TM Club, Quakers Hill TM Club & Rouse Hill TM Club for gaining at least 4 new members during the last month.

Special Congratulations to Quakers Hill TM & Rouse Hill TM for gaining 8 new members.

A big shout out to Rouse Hill TM who will have their 200th meeting on 14 August!

It's good to see our clubs grow and to see the new members column being filled out in the club performance column (see Distinguished Performance Report in Toastmasters International). I want all our clubs to grow in every aspect.

The Club Growth Team conducted our first training session with the Area and Division Directors on 30 July. We meet before the training to discuss and refine what our presentations would cover, and I am fortunate to work with five dedicated and passionate Toastmasters. Thank you Team! 😊

After the training, I got to speak to some of the new Area Directors who are passionate about the Clubs in their Areas and the District. I am looking forward to working with them over the coming year.

Please contact me if there is any way our team can help you or your Club.

Club Extension

We are very excited that the Cumberland Division is on its way to form this year's very first new club!

A group of dedicated Toastmasters Nellie Beggs (our SMAC Chair), Roshan Tillakaratne (our Club Extension Chair), Pieta Beggs (our PQD) and I met with Ron Marriott (Cumberland Division Director), Allie Marriott (Area 2 Director), Christine Huynh (Area 4 Director) & Sabesh Sitsabesan (Club Lead & Sponsor) to discuss starting the new club. We are hoping to fill in the gap left in the wake of the closure of Brunch@Wenty and Parrachievers Westmead Toastmasters.

If you are interested in being a Charter Member or know of anyone who is interested in joining, please contact Ron (cdiv@d90toastmasters.org.au)

Speechcraft

Both Port Macquarie Toastmasters and Parramatta Toastmasters will be conducting Speechcraft courses in the coming months!

Speechcraft is an excellent way to promote your club and Toastmasters, as well as gain new members. Members of the public are often on the lookout for courses in Public Speaking and Speechcraft's are highly sought after. If your club wants to conduct a course, please contact Ramzi, our Speechcraft Chair:

(speechcraft@d90toastmasters.org.au)

We can also promote your course in our District 90 website.

The 6 M's in Creating a Customer Service Culture in Toastmasters



Sarah Bauling

With over 25 years of experience in the travel, tourism and hospitality industry Sarah has walked the walk and talked the talk in the customer service arena.

In 2010 she joined Toastmasters to develop her speaking skills and went on to speak on some of the largest stages alongside some of the greatest speakers on the African continent.

Having immigrated from South Africa to Australia in 2019, one of her first “ports of call” when landing “Down Under” was her local Toastmasters club. It was here that she found her “Australian Tribe” of like-minded, high-quality folk, many of which have become friends and supporters in her business and in personal life.

She continues to speak on stage with a focus on customer service, pitching, as well as offering training in speaker and presentation skills.

Knowing the power of words and how it can positively influence the world around us, Sarah is an avid supporter of Toastmasters.

When we think of Customer Service one often thinks of the service we receive from those in retail, businesses we phone, or perhaps the trades that we engage with in our homes and businesses.

As a Toastmasters member have you considered customer service in the space of your club?

When you walked into your first Toastmasters meeting how did you feel? Did someone reach out to you afterwards? And once you were on board as a member did you consider how a guest or visitor would feel coming into “your space”? As a seasoned Toastmaster have you considered how you can positively impact your members, visitors and guests through a positive customer service culture?

With over 25 years of experience in hospitality and training I have learnt that customer service can and should be implemented by everyone in an organisation. Be that your business, your special interest groups and, of course, Toastmasters!

In the dynamic world of Toastmasters, fostering a customer service culture is essential to create an inclusive and supportive environment. In this article I will share “The 6 M's” to creating a customer service culture in Toastmasters, each contributing to building a community where individuals feel welcome, appreciated and inspired to make a difference through their voices!

1) Mindful

The first step in establishing a positive customer service culture is recognizing the fears and expectations of each member. I am sure you have heard the answer to “How do you feel about public speaking?” It is usually anything from “I’m OK” to “I would rather die!” The truth is public speaking can be daunting for many, and new members may feel anxious about stepping outside of their comfort zone. As fellow Toastmasters we can assure them that we are empathetic listeners and in Toastmasters we create safe space for individuals to share their concerns. By offering constructive feedback and encouragement, we can alleviate their fears and gradually build their confidence. Remember a positive and supportive environment is crucial for personal growth and development.

2) Mindset

Mindset is around looking at speaking differently. To cultivate a customer service culture, we must foster a growth mindset among members. Rather than viewing public speaking as a daunting task, encourage them to perceive it as an opportunity for learning and growth. Help them understand that making mistakes is a natural part of the learning process and it's through these experiences that they will improve. Shift the focus from perfection to progression. Celebrate every step towards improvement. By embracing the power of a growth mindset, members will feel more motivated to embrace challenges and achieve their speaking goals.

The 6 M's in Creating a Customer Service Culture in Toastmasters

3) Maximise

Toastmasters offers a wealth of opportunities for personal and professional growth. As leaders within the organisation, it is our responsibility to ensure that members make the most of these resources. Encourage members to actively participate in meetings, take on leadership roles and attend workshops, seminars and events. By participating in the various aspects of Toastmasters they can enhance their communication and leadership skills and develop a sense of ownership within the community. This active engagement will lead to a more positive and enriching experience for everyone involved.

4) Manners

Having great manners makes everyone feel welcome and appreciated. Creating a customer service culture in Toastmasters involves nurturing a warm, welcoming and inviting atmosphere,

Often, it's the little things that make the biggest difference. Simple acts like greeting new members with a smile, introducing them to the group, and offering assistance can go a long way in making them feel welcome and appreciated. Encourage the act of thanking speakers and evaluators after their presentations, as it demonstrates respect and appreciation for their efforts. A culture of gratitude and inclusivity will strengthen the sense of community and inspire others to contribute actively.

5) Matter

In a customer service culture, every member's voice is valued and respected. Encourage open communication and active listening during meetings. Provide platforms for members to share their ideas, suggestions and concerns; and acknowledge and validate their contributions, regardless of their speaking experience. When individuals feel like their opinions matter, they become more engaged and invested in the success of the club. A sense of belonging and significance will foster a harmonious environment where diverse perspectives are embraced.

6) Motivate

Use your voice to motivate others to take action and make a difference.

As Toastmasters, our ultimate goal is not only to develop our speaking skills, but also to inspire positive change in the world. Encourage members to use their voice, not only within the club, but in their communities and beyond. Toastmasters can make a difference by sharing their stories, expertise and passions to motivate others to take action and contribute positively to society. Celebrate the impact members create through their words and actions, reinforcing the idea that their voices have the power to influence, impact and inspire others.



*Cultivating a customer service culture in Toastmasters involves being **mindful** of each member's fears and expectations, promoting a growth **mindset**, **maximising** opportunities, fostering a warm and welcoming environment through **manners**, encouraging members to make a difference to the world through their words by showing that all members **matter**, and using their voice to **motivate** change.*

With these 6 M's in place together we can create effective leaders, advocates for positive change and empower those around us to leave a lasting impact on the world.

LEFT: Sarah with Toastmaster Douglas Kruger (a very well known and loved Toastmaster from South Africa)

Tamworth Communicators Spoken Word Night

By Area 1 Director Marlene Tremain



On July 19th, Toastmasters from the 3 Clubs of Tamworth – Tamworth Communicators, Tamworth and North West Speakers and Leaders – gathered together in the local venue called “The Press”. They were there to witness the culmination of many hours of thinking, negotiating and publicising by David Sear (VPPR of Tamworth Communicators) ... a “Spoken Word Night”.

The Spoken Word Night is an informal way to promote Toastmasters and provide a taste of public speaking to potential new members. Audience members were invited to take part in various activities across the night, with prizes being kindly donated by local business West Tamworth Legal for the best speakers in the first and second half of the night’s activities.



The first round was “What’s In The Bag?”, where speakers choose an object from the table, before speaking about the item or giving it a review. There were voting slips on the tables for the audience members to vote for their favourite speaker of the round. The winner chose a soccer ball and spoke about his childhood experience of playing soccer in Western Sydney. In the second round, the winner was one of the Toastmasters members, speaking about her travels.



Thanks to David Sear and other Toastmasters members for their organisation and assistance on the night. It is hoped that this will become a regular event in Tamworth, with members from all local Clubs welcome to attend and get to know each other. Stay tuned for details of the next event – an informal way to promote Toastmasters, provide a taste of public speaking and potentially new Toastmasters members.

Top: Tamworth Communicator members Craig Tilse (left) and David Sear (right) ready for the night

Middle: Items that the audience could speak about

Bottom: PR and timing items ready for the big event

Meet the Hawkesbury Valley Toastmasters Club

Club President, Robert Peirce (2023 – 2024)

When Hawkesbury Valley Toastmasters was founded in March 1982, by a respected Toastmaster, Doug Spinks DTM, District 90 was in an extraordinary growth phase. 4 new Clubs were chartered in 4 months all of which were in good standing forty years later.

As a Community Club, Hawkesbury Valley Toastmasters had within the first year set up Speechcraft and Youth Leadership programs. Fortunately, newspaper clippings are contained in a old photo album to record this early history.

Like every Club from the 1980's it has lost and gained membership in the intervening years. It is always sad to see the growth of club leaders who then move on for any number of reasons. For a good many years the Club was kept going by Charter President Norman Jones supported by his wife Marjorie Hood-Jones.

From its early days the stability of the Club was maintained because it had a permanent meeting place in Richmond. After 30 years the meeting rooms were closed which meant an upheaval to a new meeting place. The loss of members was dramatic but the reintroduction of a Speechcraft course in 2017 saved the day. We gained 5 new members out of 8 participants using the legacy manual-based programme.

During Covid shutdowns the Club partnered with its sister Club, Springwood to meet on Zoom. This proved to keep members in both Clubs involved. By October 2020 our members were glad to get back to the Hawkesbury Library Meeting room.

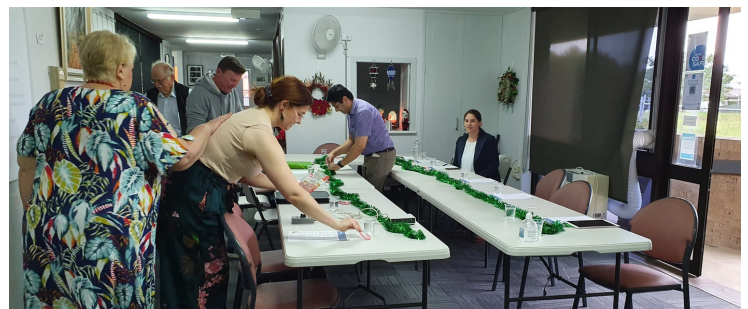
Our Club is fortunate that it has a core of Members who have been leading the Club during the last 10 years.

10-year member Past President (twice) Pat Bakarich has mentored several Members who have gone on to District roles including 4 Area Directors since 2017.

At the same time the Club has been a high achiever in the implantation of the Distinguished Club Plan. We are proud to have reached Presidents Distinguished Club in the last 2 years lead by Past President Mick Wakeham and IPP Danielle Thompson. That is the fourth time in 6 years we reached Distinguished Club status.

In the last 2 months several visitors have been inducted into the Club to add to our diversity of Members. We welcomed dual Member, Ramalka Kasige from Sri Lanka. Her home Club in Colombo has been an excellent learning place and she brings considerable skills to our Club and District 90. Ramalka has moved to Western Sydney University for her PhD studies.

Our Club's future will be one of growth as we continue to offer Speechcraft to our community. We must strengthen our leadership by mentoring new members to reach their goals in a timely manner. Hawkesbury Valley Toastmasters goal is to be the Club where – Leaders are made!



Above: Hawkesbury Valley Toastmasters members preparing for a Christmas Meeting!



Happy Anniversary to...

*Magnificent Mosman Toastmasters
for 50 years*

Saddle up, you're invited to

Mosman TM

Club

50th

Anniversary



6:30pm Friday 8 September, 2023
Mosman Art gallery, 1 Art Gallery
Way, Mosman

COST: A smile at the entrance
BYO drinks, food provided by
club members.

DRESS: Country & Western -
there will be line dancing!

FAMILY/FRIENDS WELCOME

Register: [HERE](#)



Happy 15th Birthday Wyong Toastmasters!

By Eastern Division Director Martin Beggs



Above: Most of the Members of Wyong Toastmasters

Wyong Toastmasters Club was chartered in July of 2008 and we are celebrating our 15th Anniversary in this year of 2023. We feel that this is an important milestone in the history of the club, because Wyong like all Toastmasters Clubs worldwide has been through the Covid Years but thanks to our District/Division/Area/Club Executive Committee Leadership and our members, we have emerged stronger with a determination to rebuild and make Wyong Toastmasters the best it can be.

There is a well balanced membership from very knowledgeable Toastmasters to newly joined members. We are a proud sub-club of Mounties Group and meet at Club Wyong on the 1st/3rd/5th Friday of the month from 10.30am – 12.30pm. We prefer to meet face to face but if some members are away we are capable of holding hybrid Meetings.

We hold Enjoyable, Friendly, Educational and Fun meetings, with regular Theme Meetings sprinkled throughout the year. The Club is a Distinguished one and embraces The Pathways Education Program. Wyong Toastmasters believes in 'The 'Core Values' and 'The Mission Statement' of Toastmasters.

Members always come first at Wyong Toastmasters and we are all looking forward to the journey ahead with enthusiasm. We are 15 years old and growing stronger every day, so why not check us out on social media 'Wyong Toastmasters Club', contact us and then visit. You will always be welcome.



Above: Executive Committee for 2023 - 2024

L to R Martin (VP Public Relations and Immediate Past President.); June (Treasurer), Jan (VP Education and Founding Member); Michael (President); Debbie (Secretary); Leah (Past Area 27 Director) holding Christine (VP Membership on the laptop); Dave (Sergeant At Arms).

The Charter Members of Wyong Toastmasters

Jan Cummings
Denis Green
Elaine Mcloon
Paul Baker
John Starr
Rod Spence
Valerie Cupitt
Marcia Patten

Anne Fry
Reina Mazlin
Freda Hayward
Joanne Cho
Jahne Peart
Ron Slym
Heather Hocking
Tracey Johnston

Moira Standish
Brian Wherrett
Dawn Willson
Krista Greenwood
Marlis Rayfeld

Ideas From the Public Relations Team

PRM Dani Streets

Notes from Dani



Public Relations Open Hours

Are you interested in Public Relations for your club and want to discuss opportunities? D90 Public Relations Manager Dani Streets DTM will hold PR Open Hours every first Saturday of the month between 9-11am, with additional mid-week sessions to be added based on demand.

This is an open forum for all PR interested members to ask questions, join in a conversation, and share community about promoting Toastmasters.

Visit WhatsOn for dates and register for a session that works for you!

#irenewed Campaign

Would you like to be a part of our next social media campaign? Once you have paid your October 2023-March 2024 dues renewal, please email prm@d90toastmasters.org.au with a photo of yourself, your full name, and your club.



BRAND CORNER

EMAIL SIGNATURE

Attention Club and District Leaders

Make a great impression on your contacts with a Toastmasters branded email signature.

Click the link below to access the instructions found on the Toastmasters International Brand Portal.

INSTRUCTIONS

Test out your new email signature by sending a quick message and say hello to prm@d90toastmasters.org.au