



**GLEN EIRA**  
UNIVERSITY OF THE THIRD AGE

# **Members' Handbook 2017**

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## **Purpose of Glen Eira U3A**

Glen Eira U3A aims to:

- Provide classes and activities for persons of the Third Age Generation who wish to develop knowledge and skills;
- Conduct educational, recreational and social programs for its members;
- Encourage all members to contribute their time and talents to assist with the running of the U3A and to volunteer as tutors or class leaders; and
- Operate as a learning co-operative to offer life-long learning opportunities and promote healthy ageing in a friendly and enjoyable environment.

## **Eligibility for membership**

Any person over the age of 55 and retired or semi-retired is welcome to join.

## **Categories of membership**

Members may be full members or associate members. Associate members are people who are members of another U3A and seek to participate in Glen Eira U3A activities.

## **Responsibilities of members**

Every member has the responsibility to:

- respect the beliefs, needs and background of others;
- act and speak respectfully;
- understand and follow the organisation's guidelines, policies and procedures;
- carry out all activities in an appropriate manner;
- work cooperatively for the benefit of all members;
- maintain positive relationships;
- care for the property and possessions of the organisation and members;
- help create an inclusive environment;
- report actual or potentially unsafe situations or conduct; and
- wear a name badge to assist in the governance of the organisation.

## **Fees**

Membership must be renewed each year. The fees for 2017 are:

\$50 Member

\$30 Associate member (proof of membership of another U3A is required)

Membership extends from 1 January 2017 to 31 December 2017.

Members joining mid year will be offered a reduced rate.

Membership fees are not refundable.

## **Annual enrolments**

The dates for annual renewals will be advertised each year and may include restrictions on some courses.

## **Entitlement to courses**

Members may enrol in up to 5 full-year courses, as well as unlimited short courses.

## **Restrictions on course numbers**

Each course will prescribe a maximum number of students. The maximums have been set based on the maximum safe capacity of the room, and, in consultation with tutors, based on the desirable number of students.

Anyone who tries to enrol when the course is fully subscribed will be automatically wait listed for a future vacancy.

Nobody is allowed to join a class without having gone through the appropriate application procedure.

## **Attendance and apologies**

Members enrolled are expected to attend regularly, or apologise for absences to the tutor or via the reception desk.

Any enrolled member not attending 3 consecutive sessions without apology may be asked to withdraw or may be removed from the course.

Apologies can be advised to reception by phone 95720571 or by email to [reception@gleneirau3a.org.au](mailto:reception@gleneirau3a.org.au) .

## **Name badges**

All members will be supplied with a name badge following enrolment. The badge indicates name, membership number and a contact in case of emergency.

Name badges must be worn at all times whilst attending U3A.

## **Attendance by non-members**

Non-members are not permitted to visit U3A courses. Any non-member attending the building during course times must present to the reception desk.

There are specific times when U3A is open to the general public, eg art shows, choir performances and open days.

## **Venues**

Glen Eira U3A's main venue is located at 1151 Glenhuntly Rd, Glen Huntly. However, some courses are provided in other community facilities:

Carnegie Library (Boyd Room) - 7 Shepparson Avenue, Carnegie

Ormond Senior Citizens' Centre - 2 Newnham Grove, Ormond

Caulfield Senior Citizens' Centre - 8 Cedar Street, Caulfield South

Ormond Uniting Church - 264 Booran Road, Ormond

Theosophical Society - 664 Glenhuntly Road, South Caulfield

## **Kitchen facilities**

At the Glen Huntly campus, a kitchen is provided. Self-serve tea and coffee is available for a small donation. Plates and cutlery are available for use by course groups. Please follow the signs in relation to dirty dishes and waste. Volunteers will organise dishwashing.

At other venues, tutors will advise arrangements.

## **Parking**

Restrictions apply to parking at the Glen Huntly campus. If you drive sometimes, you should obtain a U3A annual parking permit from the office.

If you need to park for up to 2 hours, you may park anywhere in the Woolworths car park. But if you are parked directly in front of the U3A fence, display your U3A parking permit.

If you need to park for up to 3 hours and you have a disabled sticker, you can park anywhere in the Woolworths car park.

If you need to park for up to 3 hours but don't have a disability sticker, you can request a 3 hour permit from the reception desk and display it in your car. You must return the 3 hour permit before you leave.

If you need to park for more than 3 hours, you should park in front of the U3A fence and display your annual U3A permit.

Members not adhering to or exceeding the parking restrictions could be fined by the car park operator and payment of such fines would be the responsibility of the member concerned.

## Communication to members

U3A communicates with members through:

- Regular newsletters available from the website [www.gleneirau3a.org.au](http://www.gleneirau3a.org.au) or available from reception;
- Occasional emails;
- Noticeboards; or
- Notices placed in rolls.

## Communication to U3A

Members can communicate with Glen Eira U3A by:

- Mail to PO Box 286 Glenhuntly VIC 3163
- Visit 1151 Glenhuntly Rd, Glen Huntly
- Phone 9572 0571
- Apologies and general enquiries to [reception@gleneirau3a.org.au](mailto:reception@gleneirau3a.org.au)
- System issues or change of details to [smmsadmin@gleneirau3a.org.au](mailto:smmsadmin@gleneirau3a.org.au)
- Official email to [secretary@gleneirau3a.org.au](mailto:secretary@gleneirau3a.org.au)

## Operating Hours

The Glen Huntly office operates:

Monday to Thursday      9.30 am to 3 pm

Friday                      9.30 am to 2.30 pm

## Calendar 2017

Key dates in 2017 are listed below:

|             |                  |
|-------------|------------------|
| 6 February  | Courses commence |
| 1 – 16 July | Mid year break   |
| 24 November | Classes finish   |

Glen Eira U3A does not operate on public holidays:

|              |                     |
|--------------|---------------------|
| 13 March     | Labour Day          |
| 14 April     | Good Friday         |
| 17 April     | Easter Monday       |
| 25 April     | Anzac Day           |
| 12 June      | Queen's Birthday    |
| 29 September | AFL Grand Final Day |
| 7 November   | Melbourne Cup Day   |

Some members may observe Jewish holidays:

|                   |                |
|-------------------|----------------|
| 11 – 12 April     | Pesach         |
| 18 April          | Pesach         |
| 31 May – 1 June   | Shavuot        |
| 21 – 22 September | Rosh Hashana   |
| 30 September      | Yom Kippur     |
| 5 - 6 October     | Sukkot         |
| 12 October        | Shmini Atzeret |
| 13 October        | Simchat Torah  |

## **Services provided to members by reception**

Reception staff can provide general information, record apologies, and, for members without computer access, register new members, change contact details, and enrol members in courses.

## **Services provided to tutors by reception**

Reception staff will provide access to rolls for each day and record any apologies that have been notified.

Photocopying is available for tutors. Photocopies provided to student are charged at 10 cents per single page or 15 cents per double-sided page.

## **The role of tutors**

No tutors are paid at U3A and all are contributing their personal time and effort.

Glen Eira U3A aims to provide a variety of courses that will interest members, but cannot guarantee the quality of courses provided by volunteers.

Should you be concerned about a course or the behaviour of a tutor, you should speak to the tutor, and if the matter cannot be resolved, contact the course coordinator Maggie Moulds on [course-co-ordinator@gleneirau3a.org.au](mailto:course-co-ordinator@gleneirau3a.org.au) .

Since U3A is run by volunteers, we do not encourage members to give presents to tutors. If members decide to give a small present to a tutor, we want to stress that students are not required to contribute to the cost of a gift and the total value of any gift should be low.

## **Volunteering**

There are many opportunities to volunteer at U3A. They include:

- Offering to tutor a course
- Becoming a member of the management committee
- Helping with the reception desk

- Assisting with administrative or computer roles
- Gardening
- Contributing personal skills such as public relations, facilities management etc
- Assisting with events

Let the reception desk, or a committee member, know that you are interested.

## **Medical incidents**

In the case of a collapse or serious injury, the tutor or office shall ring the ambulance on 000. The next of kin shall also be notified.

In the case of illness, the ill member should advise how they wish to be assisted.

If there is an incident which may raise potential medical issues, the member shall be encouraged to consult their own doctor.

## **Incident reporting**

Every accident, illness or incident that occurs at the U3A campus, or other venues used by U3A, shall be documented. Forms are included in class rolls. The completed form, including the names of witnesses, shall be forwarded to the Secretary of Glen Eira U3A within 24 hours.

## **Safety risk**

Any member who identifies a safety problem should advise reception.

## **Insurance**

Glen Eira U3A is insured with the Victorian Managed Insurance Authority. Anyone making a claim for injury sustained at Glen Eira U3A should advise the secretary on [secretary@gleneirau3a.org.au](mailto:secretary@gleneirau3a.org.au) and will be provided with a VMIA claim form.

## **Fire and emergency evacuation**

In the case of fire or emergency, tutors will direct members to evacuate by the quickest and most direct route. In the main building, the assembly areas are the front car park, or exit via the back gate to the area adjacent to the rail line. Once evacuated, tutors will check the roll to ensure everyone is safe.

## **Personal information**

Tutors will not share your personal information with other class members unless you have given explicit permission.



## **Governance of Glen Eira U3A**

Glen Eira U3A is an Incorporated Association governed by a Committee of Management elected annually by members. The Committee sets future directions, makes policy, and monitors operations. Details of committee members are provided on the website and on the noticeboard. All committee members are volunteers.

## **Maintenance of facilities**

The Glen Huntly campus is maintained by the committee of management. Any concerns about facilities can be directed to the President at [president@gleneirau3a.org.au](mailto:president@gleneirau3a.org.au) .

Cleaning is done through a commercial contract. Gardening is done by volunteers. Contact Monique Nugent to join the garden team.

## **Disputes**

Any disputes between members must be notified to the secretary on [secretary@gleneirau3a.org.au](mailto:secretary@gleneirau3a.org.au) .