



**GLEN EIRA**  
UNIVERSITY OF THE THIRD AGE

# **Members' Handbook 2018**

# Contents

Purpose of Glen Eira U3A.....	3
Eligibility for membership.....	3
Categories of membership.....	3
Responsibilities of members.....	3
Fees.....	4
Annual enrolments.....	4
Entitlement to courses.....	4
Restrictions on course numbers.....	4
Attendance and apologies.....	4
Name badges.....	5
Attendance by non-members.....	5
Venues.....	5
Kitchen facilities.....	5
Parking.....	6
Communication to members.....	6
Communication to U3A.....	6
Operating Hours.....	7
Calendar 2017.....	7
Services provided to members by reception.....	8
Services provided to tutors by reception.....	8
The role of tutors.....	8
Volunteering.....	8
Medical incidents.....	9
Incident reporting.....	9
Safety risk.....	9
Insurance.....	9
Fire and emergency evacuation.....	9
Personal information.....	9
Governance of Glen Eira U3A.....	9
Maintenance of facilities.....	10
Disputes.....	10

# **Purpose of Glen Eira U3A**

Glen Eira U3A aims:

1. To provide educational, social and recreational programs and activities which promote lifelong learning for members of the Third Age Generation.
2. To create an environment that encourages participation, mutual co-operation and social equality, without reference to qualifications, assessments, awards or distinction between those who teach or lead and those who participate.
3. To participate in local community programs, advocating for, and celebrating, the capabilities and potential of mature-aged people and their value to society.
4. To support and promote the University of the Third Age movement.

## **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 2018 are:

\$50 Member

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

Membership extends from 1 January 2018 to 31 December 2018.

Members joining mid-year will be offered a reduced rate.

## **Annual enrolments**

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

Enrolments are accepted online or at reception. The computer system will record enrolments in strict time order. No preference is given to students because of longevity in the course, or for friendship reasons. If there are skill requirements for courses, then they will be specified in the course description and tutors may exclude enrolees who do not meet the requirement following assessment.

## **Entitlement to courses**

Members may enroll 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. If you are on a wait list, and a place becomes available, you will receive an automatic email or a phone call. Please do not make frequent enquiries at reception about the wait list.

No one is allowed to join a class without having gone through the appropriate enrolment 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) .

Any member planning to be absent from a class for more than six weeks, eg for travel or health issues, should cancel their enrolment in the course and seek to re-enrol on their return, using their current subscription.

## **Name badges**

All members will be supplied with a name badge at the start of the year 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 Woolworths 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.

Please note that there are three spaces in front of the fence to the far left-hand side that are restricted to authorised volunteers only. Those authorised have a special permit.

Members not adhering to or exceeding the parking restrictions in the Woolworths car park 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.

Members are encouraged to regularly check their emails for notices about courses or other events at U3A.

## **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 2.00 pm

## Calendar 2018

Key dates in 2018 are listed below:

5 February	Courses commence
2 – 13 July	Mid-year break
23 November	Classes finish

Glen Eira U3A does not operate on public holidays:

12 March	Labour Day
30 March	Good Friday
2 April	Easter Monday
25 April	Anzac Day
11 June	Queen's Birthday
28 September	AFL Grand Final Day
6 November	Melbourne Cup Day

Some members may observe Jewish holidays:

1 March	Purim
31 March	First day of Passover
7 April	Last day of Passover
20 May	Shavuot
22 June	Tisha B'Av
10 September	Rosh Hashana
19 September	Yom Kippur
24 September	First day of Sukkot
30 September	Last day of Sukkot
1 October	Shmini Atzeret
2 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 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 will ring the ambulance on 000. The next of kin will 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 should 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, should be documented. Forms are included in class rolls. The completed form, including the names of witnesses, should 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. 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) .