



GLEN EIRA
UNIVERSITY OF THE THIRD AGE

Members' Handbook 2020

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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. Fees for both full and associate members is the same in 2020.

Those granted honorary membership are not required to pay fees.

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 2020 are:

\$60 Member

\$60 Associate member (proof of membership of another U3A is required)

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

Additional fees may be charged at enrolment if consumable items are provided by the tutor for specific classes, eg flower arranging.

Membership extends from 1 January 2020 to 31 December 2020.

There are no longer fees charged for tea, coffee, photocopying or computer classes.

Annual enrolments

The dates for annual renewals will be advertised each year and may include restrictions on some courses. November is the main enrolment period for courses commencing the next year.

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 by:

- notifying a future absence by writing 'AP' in the class roll
- logging in to the website, www.gleneirau3a.org.au , clicking on 'Report Absence' and recording an apology (which will be emailed to the tutor and office)
- or advising the tutor or
- contacting the reception desk.

Members attending a course should sign the roll. 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 .

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. The campus is entered from the Woolworths Carpark off Manchester Grove. The main building includes:

- Three linked green rooms
- Computer room
- Red room

- Gold room
- Art room

The studio building includes:

- Purple room
- Pink room

However, some courses are provided in other community facilities:

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

Caulfield Park Sports Club – 280A Balaclava Rd, Caulfield Nth

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

Duncan McKinnon Reserve – cnr Murrumbeena Rd and North Rd,
Murrumbeena

Elsternwick Croquet Club – 27 Parkside St, Elsternwick

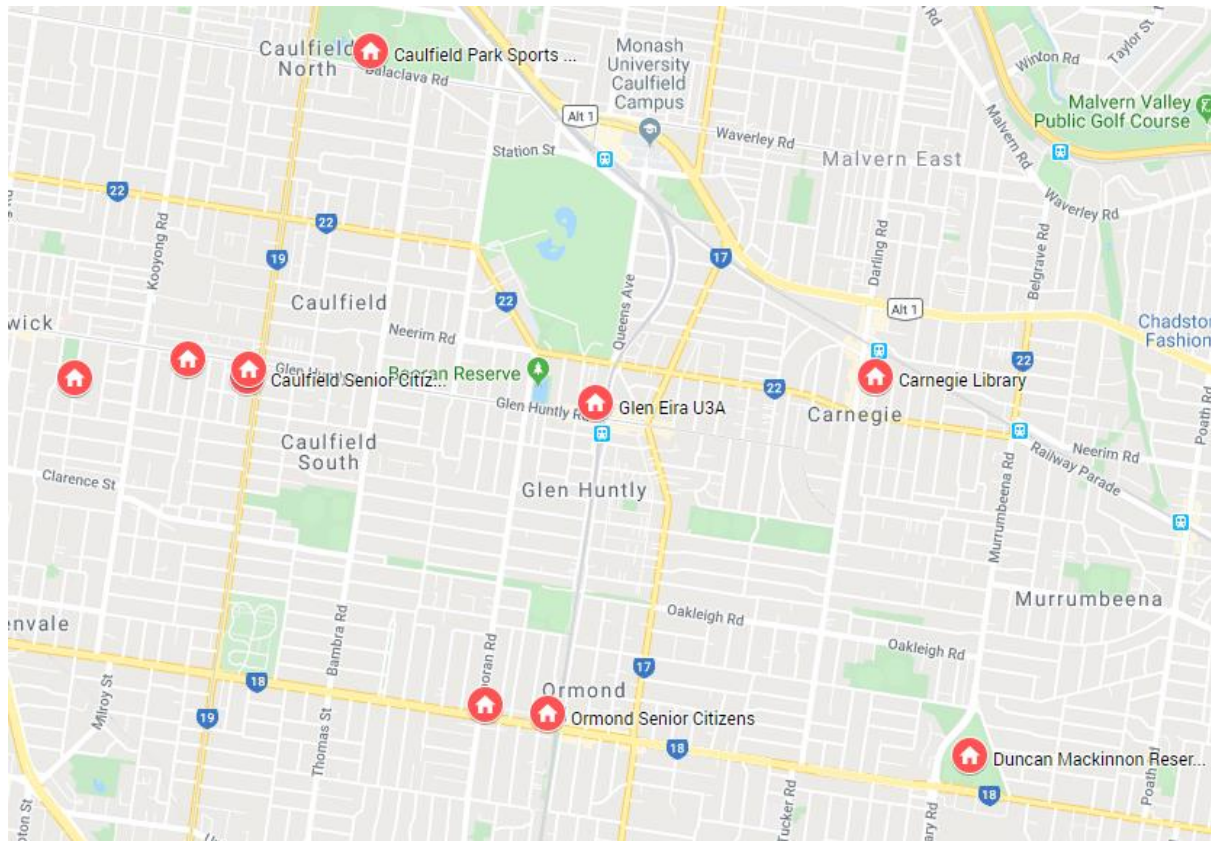
Dynamite Dance Centre – Level 1, 760 Glenhuntly Rd, Sth Caulfield

Ormond Senior Citizens' Centre - 2 Newnham Grove, Ormond

Ormond Uniting Church - 264 Booran Road, Ormond

Theosophical Society - 664 Glenhuntly Road, South Caulfield

Map of locations



Kitchen facilities

At the Glen Huntly campus, a kitchen is provided. Self-serve tea and coffee is available free of charge. 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, 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 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 Glen Huntly VIC 3163
- Visit 1151 Glenhuntly Rd, Glen Huntly
- Logging into the website to record an apology for a course
- Phone 9572 0571 with a general enquiry
- Apologies and general enquiries to reception@gleneirau3a.org.au
- System issues or change of details to smmsadmin@gleneirau3a.org.au
- Official email to 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 3 pm

Calendar 2020

Key dates in 2020 are listed below:

3 February	Courses commence
29 June to 10 July	Mid-year break
20 November	Classes finish

Glen Eira U3A does not operate on public holidays:

9 March	Labour Day
10 April	Good Friday
13 April	Easter Monday
25 April	Anzac Day
8 June	Queen's Birthday
25 September	AFL Grand Final Day
3 November	Melbourne Cup Day

We have a number of Jewish members who may observe Jewish holidays which fall on week days:

10 March	Purim
9 April	First day of Passover
2 May	Yom Ha'Shoah
29 May	Shavuot
30 July	Tisha B'Av
28 September	Yom Kippur
10 October	Shmini Atzeret

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.

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 .

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 emergency contact recorded on name tags 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 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.

Policies

The policies that apply at Glen Eira U3A are published on the website at www.gleneirau3a.org.au.

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 .

Cleaning is done through a commercial contract. Gardening is done by volunteers.

Disputes

Any disputes between members must be notified to the secretary on secretary@gleneirau3a.org.au .

Key contact details

Main contact number 9572 0571

Position/Role	Name	Email
President	Del Stitz	president@gleneirau3a.org.au
Secretary	David Collier	secretary@gleneirau3a.org.au
Course Coordinator	Chris Perera	course-co-ordinator@gleneirau3a.org.au
Treasurer	Jo Brown	treasurer@gleneirau3a.org.au
Newsletter coordinator	Heather Hudson	heathflo@inet.net.au
Reception		reception@gleneirau3a.org.au
Office staff and IT enquiries	Peter Froment,	SMMSadmin@gleneirau3a.org.au