

# MEMBER HANDBOOK 2023



U3A stands for University of the Third Age. In the original sense of the work University, it is a community of people devoted to learning. Being in your Third Age – aged 55 and over – is the only qualification needed to participate. Glen Eira U3A, managed and run by volunteers, offers a variety of courses and activities. We learn, teach and share many educational, creative and leisure activities.

This 2023 Member Handbook is a guide for new and continuing members. It has summary information on membership, enrolment, course attendance, reporting absences and things to know.

You will find more in-depth information on the Glen Eira U3A website at [gleneiraU3A.org.au](http://gleneiraU3A.org.au)

- For prospective members, you can log in to the website, join Glen Eira U3A, enrol in courses and pay your membership fee.
- For existing members, you can log in to the website with your member number and password, renew your membership and enrol in courses.

Feedback on improving this Handbook is always welcome. Let the Reception know by emailing [enquiries@gleneirau3a.org.au](mailto:enquiries@gleneirau3a.org.au)

# Contents

Contents	Page
<b>Dates To Note</b> <ul style="list-style-type: none"> <li>▪ 2023 Semester Dates</li> <li>▪ 2023 Public Holidays</li> <li>▪ 2023 Jewish Festivals</li> <li>▪ 2023 Victorian School Term Dates</li> </ul>	3
<b>About Us</b> <ul style="list-style-type: none"> <li>▪ What We Do</li> <li>▪ Brief History of Glen Eira U3A</li> <li>▪ Glen Eira U3A Committee</li> </ul>	4
<b>Who To Contact</b> <ul style="list-style-type: none"> <li>▪ Enquiries And Courses</li> <li>▪ Mail and Official Correspondence</li> <li>▪ Visiting our Glen Eira U3A campus</li> </ul>	5
<b>Membership</b> <ul style="list-style-type: none"> <li>▪ Eligibility</li> <li>▪ How to Join or Renew Your Membership</li> <li>▪ Payment Methods</li> <li>▪ Data Security and Privacy</li> </ul>	6
<b>Enrolments</b> <ul style="list-style-type: none"> <li>▪ Course Enrolments</li> <li>▪ Restrictions on Course numbers</li> <li>▪ Your Responsibility as a Member</li> </ul>	7
<b>Attendance</b> <ul style="list-style-type: none"> <li>• Wearing a Name Badge</li> <li>• Attendance and Apologies</li> <li>• Absences from Courses</li> </ul>	9
<b>Rooms and Venues</b>	10
<b>Can I volunteer?</b>	11
<b>Things To Know</b>	12
<b>Keep Up To Date</b>	13
<b>What If...?</b> <ul style="list-style-type: none"> <li>• Being COVID and Hygiene Safe</li> <li>• First Aid</li> <li>• Incident Reporting</li> <li>• Medical Emergencies</li> <li>• Evacuation Procedures</li> <li>• Disputes Or Complaints</li> <li>• Insurance</li> <li>• Code of Conduct Policy</li> <li>• Privacy Policy</li> <li>• Safety Policy</li> <li>• Conflict of Interest Policy</li> </ul>	14

## Dates To Note

2023 Semester Dates	Start	End
Semester 1	06/02/2023	23/06/2023
Semester break (campus closed)	24/06/2023	09/07/2023
Semester 2	10/07/2023	24/11/2023
Summer school (limited access)	04/12/2023	26/01/2024

2023 Public Holidays (Glen Eira U3A is closed)	Date
Labour Day	13/03/2023
Good Friday to Easter Monday	07/04/2023 to 10/04/2023
Anzac Day	25/04/2023
King's Birthday	12/06/2023
AFL Grand Final Friday (to be confirmed)	29/09/2023
Melbourne Cup Day	07/11/2023
Christmas Day	25/12/2023
Boxing Day	26/12/2023

2023 Jewish Festivals	Start	End
Purim	06/03/2023	07/03/2023
Passover	05/04/2023	13/04/2023
Shavuot	25/05/2023	27/05/2023
Rosh Hashanah	15/09/2023	17/09/2023
Yom Kippur	24/09/2023	25/09/2023
Sukkot	02/10/2023	
Hanukkah	07/12/2023	15/12/2023

2023 Victorian School Dates	Start	End
Term 1	27/01/2023	06/04/2023
Term 2	24/04/2023	23/06/2023
Term 3	10/07/2023	15/09/2023
Term 4	02/10/2023	20/12/2023

# About Us

## What We Do

Glen Eira U3A provides educational, social, and recreational programs, courses and activities that promote lifelong learning for members of the Third Age generation. We provide opportunities for the 55 years of age and over to learn, teach, share and to give mutual support to each other in a friendly and warm environment.

Our courses cover a wide range of interest areas, including dancing, exercising, art, craft, discussions and languages. Our members enjoy both the intellectual engagement and the social aspect of our courses.

## Brief History Of Glen Eira U3A

Glen Eira U3A has been offering classes to the 55+ years of age since 1987. In 1998, we moved to our current site which had previously been the Glen Huntly Bowling Club. Over the years, our members have been very active in obtaining Government and Council support, and this has resulted in Glen Eira being one of the few U3A's to own its own premises. Our current purpose-built building was opened in 2010.

## Glen Eira U3A Committee

The Committee meets once per month.  If there are any specific items that you wish to bring to the Committee, email the following:  <a href="mailto:president@gleneirau3a.org.au">president@gleneirau3a.org.au</a> <a href="mailto:secretary@gleneirau3a.org.au">secretary@gleneirau3a.org.au</a> <a href="mailto:treasurer@gleneirau3a.org.au">treasurer@gleneirau3a.org.au</a> <a href="mailto:courses@gleneirau3a.org.au">courses@gleneirau3a.org.au</a>	Committee Member	Name
	President	David Collier
	Secretary	Joe Pasmanik
	Treasurer	Tony Todd
	Course Coordinator	Anne-Margaret Healy
	Committee Member	Arlene Medeiros
	Committee Member	Hilary Friedland
	Committee Member	Russell Stern
	Committee Member	Scott Gordon
	Committee Member	Wendy Chandler
	Committee Member	Vacant

# Who To Contact?

## Enquiries And Courses

**General Enquiries:** [enquiries@gleneirau3a.org.au](mailto:enquiries@gleneirau3a.org.au) or phone (03) 9572 0571 for any questions about enrolment in courses, submitting an apology, accessing your membership details or withdrawing from a class or course.

**Course Coordinator:** [courses@gleneirau3a.org.au](mailto:courses@gleneirau3a.org.au) for any questions on offering to conduct a course, course information, course setup, venue reservations or changes to courses.

## Mail And Official Correspondence

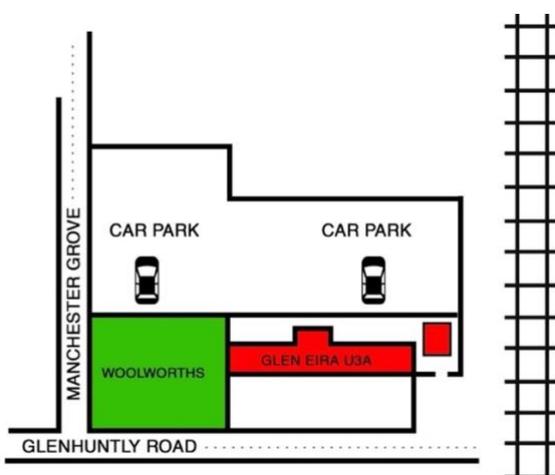
**Mail:** Send mail to P. O. Box 286 Glen Huntly Vic 3163

**Official Correspondence** - Official email to [president@gleneirau3a.org.au](mailto:president@gleneirau3a.org.au) or [secretary@gleneirau3a.org.au](mailto:secretary@gleneirau3a.org.au) or [treasurer@gleneirau3a.org.au](mailto:treasurer@gleneirau3a.org.au)

## Visiting Our U3A Venue

Visit the Glen Eira U3A Office at 1151 Glen Huntly Road, Glen Huntly. The main entrance faces the Woolworth's car park (enter from Manchester Grove). Restrictions apply to parking:

- If you drive sometimes, you should obtain a U3A annual parking permit from Reception.
- 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 in the Woolworths car park, 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 only park in front of the U3A fence and display your annual U3A permit.



Exceeding the parking restrictions in the Woolworths car park could result in a fine issued by the car park operator and payment of any fines would be the responsibility of the member concerned.

# Membership

## Eligibility for Membership

Any person who is 55 years of age and over is welcome to join. As a member of Glen Eira U3A you are entitled to enrol in courses throughout the year. Your membership fee covers the cost of courses. Small extra charges for materials sometimes apply. Membership is per calendar year and must be renewed each year and your annual membership fee entitles you to enrol in up to 5 full year courses and multiple short courses.

**Fees must be paid before the commencement of courses and activities for the year. Any enrolment with fees unpaid will be deleted.**

Refunds are not usually available. Please contact Reception if you have unusual circumstances.

Type	Description	2023 Membership Fee
Member	Member - can enrol in courses	\$60
Member Tutor	Tutor - can enrol in courses	\$60

## How to Join or Renew Your Membership

Glen Eira U3A uses UMAS (U3A Membership Administration System) to enrol members in courses and to record tutors and volunteers and provide tutors with access to who is in their course, how to report an absence, and emailing members. As a reminder, Tutors and Members have a duty to respect the privacy of personal information in UMAS and shared in courses.

We encourage online enrolments. Members can go online at [gleneiraU3A.org.au](http://gleneiraU3A.org.au) to join or renew their membership.

### Online -

- Joining online for new members: go to [gleneiraU3A.org.au](http://gleneiraU3A.org.au), select LOGIN, Join and complete the details, enrol in your course and pay your membership fee.
- Renewing online for existing members: go to [gleneiraU3A.org.au](http://gleneiraU3A.org.au), select LOGIN, Member and, enter your your member number and password, enrol in your courses and pay your membership fee.
- **By form:**

Download a membership form from [gleneiraU3A.org.au](http://gleneiraU3A.org.au) complete the form and drop it off, along with your payment, to the Glen Eira U3A office during office hours at 1151 Glen Huntly Road, Glen Huntly.

# Fee Payment

## Payment Methods

Glen Eira U3A accepts payments:

- Online at [gleneiraU3A.org.au](http://gleneiraU3A.org.au) – login with your member number and password
- By cheque / money order made out to Glen Eira U3A Inc, and mailed to:  
PO Box 286  
Glen Huntly, VIC, 3163, or
- By cash / EFTPOS / cheque / money order in person at the [office](#), 1151 Glen Huntly Road, Glen Huntly or
- By EFT/bank deposit

### Bank Details for EFT/Bank Deposit:

**Bank:** Bendigo Bank

**BSB:** 633000

**Account Number:** 167944537

**Account Name:** Glen Eira U3A Inc

**Reference:** Please use your name and membership number as the reference

## Data Privacy and Security

All applicants seeking membership are required to provide their personal details, an email address and a telephone number, e.g. mobile number or home number.

Members should advise any changes in their enrolment details immediately via the membership management system (UMAS), or by phone or email to the office.

Membership data in UMAS may be accessed by tutors, office volunteers and committee members.

Glen Eira U3A will apply its best endeavours to protect any personal data supplied from loss, unauthorised access, amendment or corruption.

# Enrolments

## Course Enrolments

We offer a wide range of courses in the arts, crafts, languages, history, exercise, discussions, games and music. The list of courses is available online at [gleneiraU3A.org.au](http://gleneiraU3A.org.au) or a course catalogue is available at Reception. Course enrolments are usually accepted online or at Reception.

UMAS will record enrolments in the order in which they have been logged. No preference is given to members, e.g. because of longevity in the course.

If there are skill requirements for courses, then they will be specified in the course description and tutors may exclude enrollees who do not meet the requirement following assessment.

## 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. In 2023 occupancy levels have been based on 2 square metres per person.

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 a UMAS generated email or a phone call.

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

## Your Responsibilities as a Member

Every member, volunteer and tutors have a 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
- Wear a name badge to assist in the governance of the organisation

# Attendance

## Wearing a Name Badge

Tutors and members are required to wear name badges in all courses. The badges serve for identification purposes and provide contact information in case of accident or other incident. Name badges for tutors and members are prepared and distributed prior to course commencement.

## Attendance and Apologies

Members attending a course should sign the Attendance roll. Members who have enrolled are expected to attend regularly or apologise for any absences. If a member is planning to be absent, they need to notify the tutor or Reception. This advice to the tutor or course leader will maintain their place in the class. A member can:

- Notify a future absence by writing 'AP' in the Attendance class roll held by the tutor
- Log in to the website, at [gleneiraU3A.org.au](http://gleneiraU3A.org.au) and click on 'Report Absence' and record an apology (which will be emailed to the tutor and Glen Eira U3A office)
- Contact Reception and advise of the apology by phone (03) 9572 0571.
- Or advise the tutor.

Any member planning to be absent from a class for more than six (6) weeks, e.g. for travel or health issues, should cancel their enrolment in the course and seek to re-enrol on their return, using their current annual membership subscription.

## Absences from Courses

If you are absent, have not sent an apology and do not attend more than three (3) face-to-face consecutive classes in a row, you may be asked to withdraw your enrolment in a course or courses or will be removed from the course. This allows any members who are on waitlists to have the opportunity to participate.

This may also apply to Zoom classes where there is a limit to the number attending.

## Course or Class Cancellation

If a class or course is cancelled, members are informed via email as soon as possible.

# Rooms & Venues

At Glen Eira U3A, there are 9 classrooms. We also conduct some courses at external venues. When enrolling in a course, check the location of the course as it may be held in an external venue.

Maps of the locations as well as the nearest public transport options are available on the website at [gleneiraU3A.org.au](http://gleneiraU3A.org.au)

GLEN EIRA U3A VENUES	
ROOM	MAX #
Art Room	14
Gold Room	14
Green Room 1	14
Green Room 2	14
Green Room 3	14
Green Room 1-2 (linked)	28
Green Room 2-3 (linked)	28
Green Room 1-2-3	42
PC Room	14
Pink Room	14
Purple Room	14
Red Room	14

## PARKING - PERMITS AND RESTRICTIONS

Restrictions apply to parking at the Glen Huntly campus. If you drive and wish to park, you should obtain a parking permit from Reception. (Refer to **Who To Contact**, page 5 for details on parking permits)

**Exceeding the parking restrictions in the Woolworths car park could result in a fine issue by the car park operator and payment of any fines would be the responsibility of the member concerned.**

## External venues and addresses

**Caulfield Senior Citizens Centre**  
8 Cedar Street, Caulfield South 3162

**Ormond Senior Citizens Centre**  
2 Newham Grove, Ormond 3204

**Carnegie Library – Boyd Room**  
7 Shepparson Avenue, Carnegie 3163

**D. C. Bricker Function Room**  
Princes Park, Beech Street, Caulfield South 3162

**Duncan Mackinnon Reserve**  
Cnr North and Murrumbeena Road,  
Murrumbeena 3163

**Dynamite Dance Studio**  
1/760 Glen Huntly Road, Caulfield South 3162

**Elsternwick Croquet Club**  
27 Parkside Street, Elsternwick 3185

**Elsternwick Bowls Club**  
19 Sandham Street, Elsternwick 3185

# Can I volunteer?

## Can I Volunteer?

Glen Eira U3A is run by volunteers. Our tutors, reception and office staff and our committee are all volunteers. Without them, there would be no Glen Eira U3A.

## What roles are there for volunteers?

Almost anything that you can think of. You might like to spend a couple of hours each week or fortnight to help with our reception or office area, help with our website or social media, assist with special events or projects or assist with maintenance of our building and gardens. You may have other skills that you wish to offer.

Some examples:

- Committee member
- Gardening
- Social media, website, newsletter or publicity
- Membership Services (familiarity with computers is an asset; other training will be provided)
- Special events or projects
- Functions and catering
- Maintenance

As a committee member, it would be expected that you would attend a 3-hour monthly meeting plus other responsibilities that take varying amounts of time.

Perhaps you would like to join our committee and assist in the management of our U3A.

## What should I do if I would like to volunteer?

Please think about the area in which you would like to volunteer. It could be one of the areas mentioned or you might have other skills to share.

To discuss further please contact our Reception area – email [enquiries@gleneirau3a.org.au](mailto:enquiries@gleneirau3a.org.au) or phone (03) 9572 0571. If the Office is unattended, leave a message and we will contact you.

# Things To Know

## Can I Take Photographs?

The Glen Eira U3A Management Committee welcomes photographs and stories from tutors and their classes. This helps to prepare newsletters and stories for the media. Always seek permission from anyone in the photograph prior to taking or distributing photographs.

## Copyright – What You Need To Know

Materials used in courses are subject to the rights of the copyright owners. Please ensure the rights of copyright owners are not infringed.

### Printing material (e.g. books and articles) – how many?

U3A is classified as an adult education provider which enables tutors/members to make copies in photocopy and electronic formats. This facility is not for personal use and should only be used for course material.

### Can you show films and dvds?

You do not generally need permission to screen a film or DVD or video in class for educational instruction provided that the screening is not-for-profit, is not open to the general public, and is not shown purely for entertainment purposes. Make sure the DVD is not an infringing (pirated) copy.

## Resources Available To Members

- **Reception** – Reception can provide general information, record apologies and for those members without computer access, they can register new members, change contact details and enrol members in courses.
- **Kitchen facilities** – there is free tea and coffee provided in the kitchen area.
- **Parking** – there are parking permits available from Reception
- **Cleaning - Glen Eira U3A** - is cleaned on a weekly basis. Members should report any maintenance issues to Reception or their tutor.

# Keep Up To Date

## Glen Eira U3A Website

The Glen Eira U3A website is at [gleneirau3a.org.au](http://gleneirau3a.org.au) The website contains links and access points such as login for members and links to newsletters and information. It also has links to the courses and any new courses.

Glen Eira U3A has policies that are applicable to all members, volunteers and tutors. These will be advertised in the newsletter, are available on the website or copies are available from Reception. The following are a summary only of some relevant policies. If you are unsure about a particular policy, contact the President at [president@gleneirau3a.org.au](mailto:president@gleneirau3a.org.au) or the Secretary at [secretary@gleneirau3a.org.au](mailto:secretary@gleneirau3a.org.au)

If you have any improvement suggestions for the website, please email [courses@gleneirau3a.org.au](mailto:courses@gleneirau3a.org.au)

## Newsletter – New Horizons

**New Horizons** is our quarterly newsletter. It includes matters of interest, upcoming events such as choir concerts or art shows, and activities being held in the various classes, e.g. art courses, language classes, dancing or yoga groups and photos of various groups.

If you would like to contribute news, photos or other messages please do so by emailing [president@gleneirau3a.org.au](mailto:president@gleneirau3a.org.au).

## Emails

Emails, either bulk emails or individual emails, are used to keep tutors and members updated on events.

## Facebook

Glen Eira U3A has a Facebook page for members. It is a private group and tutors can post content about courses, photos and discussions. A link is available on the website.

You can log onto the site and request to join at <https://facebook.com/groups/2430722317227452/>

# What If....?

## Being COVID And Hygiene Safe

Any member who has been exposed to Covid or any other infectious/contagious illness must not attend Glen Eira U3A venues and courses during the infection period. If you have fever, chills or a runny nose, you will be encouraged to not attend classes and activities.

Glen Eira U3A will provide hand sanitiser at entry at main campus. Those at external venues will arrange to have supplies. Contact [enquiries@gleneirau3a.org.au](mailto:enquiries@gleneirau3a.org.au)

## First Aid

Tutors and members should ensure they know the location of the first aid kit. In the Glen Eira U3A building, this is located in the kitchen above the fridge. A defibrillator is installed on the wall in the foyer. A video that demonstrates its use is on the website.

## Incident Reporting

Every accident, illness or incident that occurs at the Glen Eira U3A campus or other venues used by us will need to be documented. Forms are included in Attendance Folders held by the Tutor. The completed form, including the names of witnesses, should be forwarded to the Secretary within 24 hours of the incident.

## Medical Emergencies

In the case of a collapse or serious injury, the tutor or Reception will ring the ambulance on 000. The emergency contact recorded on the member badge should also be notified.

- If you are ill or feeling ill, please do not attend any venues or courses.
- In the case of illness, the ill members 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.

## Evacuation Procedures

Information on evacuation procedures is displayed on the classroom wall next to the door.

In the case of fire and emergency, tutors should direct members to evacuate by the quickest and most direct route. In the main building, the assembly area is the front car park. Once evacuated, tutors should check the roll to ensure everyone is safe.

## Disputes Or Complaints

Any disputes between members and members and tutors should be notified to the Secretary or a member of the Committee of Management.

## Insurance

Glen Eira U3A is insured with the Victoria Managed Insurance Authority. Anyone making a claim for injury sustained at Glen Eira U3A should advise the Secretary at [secretary@gleneirau3a.org.au](mailto:secretary@gleneirau3a.org.au) and they will be provided with a VMIA claim form. A guide to VMIA Insurance is available on the Glen Eira U3A website at [gleneirau3a.org.au](http://gleneirau3a.org.au)

## Code Of Conduct Policy

This policy, which is available on the website, outlines the processes that will be followed where there is a breach in any U3A-related context including courses, activities, official social functions, meetings, conferences and holiday trips. Every member has a responsibility to respect the beliefs, needs and background of others, to act and speak respectfully, to understand and follow the organisation's guidelines, policies and procedures and carry out all activities in an appropriate manner.

## Privacy Policy

This policy, which is available on the website, applies to any information collected by Glen Eira U3A that can be used to identify an individual member. We may collect and record the following types of personal information about members, e.g. name, postal, street and/or email addresses, telephone contact number/s, emergency contact details and other information you provide to us through member surveys or for other purposes.

Members' personal information will not be shared or disclosed other than as described in this policy. Personal information will not be made available to others for direct marketing purposes

## Safety Policy

This policy, which is available on the website, documents the procedures to be applied where a serious injury or illness results from an accident or incident or where an incident occurs that has the potential to recur and to cause serious injury or illness.

## Conflict Of Interest Policy

This policy, which is available on the website, will apply to situations where the personal interests of an individual or group of individuals directly conflict with the best interests of Glen Eira U3A, its members or clients, or where the decisions or actions of individuals may be influenced by their personal interest rather than those of the organisation.