

MEMBER HANDBOOK 2026



U3A stands for University of the Third Age. In the original sense of the word 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 **2026 Member Handbook** is a guide for new and continuing members. It has summary information on membership, enrolment, course attendance, reporting absences and general things to know.

You will find more in-depth information on the Glen Eira U3A website at <https://gleneirau3a.org.au>

- For prospective members, you can access 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

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Dates to Note

2026 Semester Dates	Start	End
Semester 1	09/02/2026	06/06/2026
Semester break (campus closed)	29/06/2026	10/07/2026
Semester 2	13/07/2026	27/11/2026
Summer school (limited access)	To be advised	To be advised

2026 Public Holidays (Glen Eira U3A is closed)	Date
Labour Day	09/03/2026
Good Friday to Easter Monday	03/04/2026 to 06/04/2026
Anzac Day	25/04/2026
King's Birthday	08/06/2026
AFL Grand Final Friday (to be confirmed)	25/09/2026
Melbourne Cup Day	03/11/2026
Christmas Day	25/12/2026
Boxing Day	26/12/2026

2026 Jewish Festivals	Start	End
Purim	Evening 02/03/2026	03/03/2026
Passover	Evening 01/04/2026	09/04/2026
Shavuot	Evening 21/05/2026	23/05/2026
Rosh Hashanah	Evening 11/09/2026	13/09/2026
Yom Kippur	Evening 20/09/2026	21/09/2026
Sukkot	Evening 25/09/2026	02/10/2026
Hanukkah	Evening 04/12/2026	12/12/2026

2026 Victorian School Dates	Start	End
Term 1	27/01/2026	02/04/2026
Term 2	20/04/2026	26/06/2026
Term 3	13/07/2026	18/09/2026
Term 4	05/10/2026	18/12/2026

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 and over to learn, teach, share and to give mutual support to each other in a friendly, warm, and respectful 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 U3As to have its own premises. Our current purpose-built building was opened in 2010.

Glen Eira U3A Committee

Committee Member	Name	Email
President	Mark Rubinstein	president@gleneirau3a.org.au
Secretary	Bernadette Pierce	secretary@gleneirau3a.org.au
Treasurer	Preeti Khushu	treasurer@gleneirau3a.org.au
Committee Members	Howard Arber	
	Susan Catherall	
	Robyn Freedman	
	Cheryl Gelfand	
	Sue Hayward	
	Simone Markus	
	Shirley Moore	
	Cheryl Rubenstein	
	Helen Steinberg	
	Del Stitz	
	Margaret Summers	
	Jeff Tait	

Enquiries And Courses

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

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

Other enquiries, depending on the nature of the enquiry, can be directed to:

President: president@gleneirau3a.org.au

Secretary: secretary@gleneirau3a.org.au

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 or secretary@gleneirau3a.org.au or treasurer@gleneirau3a.org.au

Office Hours

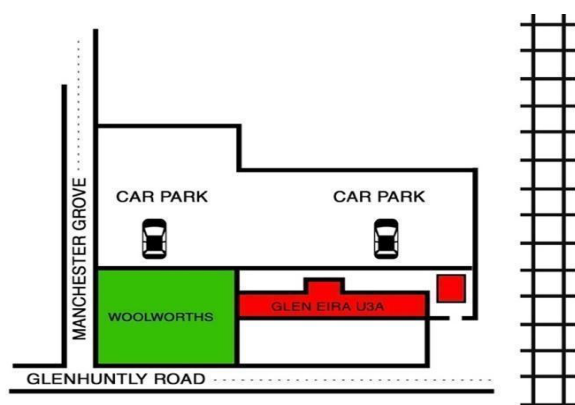
Office hours are Monday to Friday 9.00am – 3.30pm during semester times.

Visiting Our Glen Eira U3A Venue

Glen Eira U3A has ownership and control only of the parking spaces directly in front of the U3A fence and labelled accordingly as U3A. All other parking spaces are controlled by Woolworths, who have contracted with a private provider, Secure Parking Pty Ltd. The terms and conditions are displayed at the entry to the Woolworths car park, and related signage limits parking at Woolworths to 2 hours.

Restrictions apply to parking in the Woolworth's car park (enter from Manchester Grove).

- Park for up to 2 hours: park anywhere in the Woolworths car park.
- Park for up to 3 hours in the Woolworths car park: request a 3-hour permit from Reception and display it on the dashboard of the member's car. The member must return the 3-hour permit before they leave.
- Park more than 3 hours. Park **ONLY** directly in front of the U3A fence and display the U3A parking permit on the dashboard of the member's car.



Please note.

Exceeding the parking restrictions in the Woolworths car park could result in a fine issued by the car park operator. Payment of any fines is the responsibility of the member concerned.

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 entitles a Member Tutor or Member to enrol in multiple full year and short courses, subject to availability.

The annual membership fee must be paid upon enrolment and the member can only attend a class once they have paid. Any enrolments (including wait lists) with fees unpaid will be deleted.

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

Type	Description	2026 Membership Fee
Member	Member - can enrol in courses	\$75
Member Tutor	Tutor - can enrol in courses	\$75
Honorary Tutor	Tutor only - cannot enrol in courses	\$0
Honorary Volunteer	Volunteer only - cannot enrol in courses	\$0

How to Join or Renew Your Membership

Glen Eira U3A uses UMAS (U3A Membership Administration System) to enrol members in courses, to record tutors and volunteers, to provide tutors with access to the members enrolled in their course, on how to report an absence, and the ability to email 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 to join or renew their membership at <https://gleneirau3a.org.au/members/>

Online -

- Joining online for new members: go to <https://gleneirau3a.org.au/> and select LOGIN, join and complete the details, enrol in your course(s) and pay your membership fee.
- Renewing online for existing members: go to <https://gleneirau3a.org.au/members/> select LOGIN, enter your member number and password, enrol in your course(s) and pay your membership fee.
- If you have been a member in prior years, you do not need to join again and apply as a new member – use your existing member number.

In Person

- Download a membership form from <https://gleneirau3a.org.au/memberships/> complete the form and drop it off, along with your membership fee, to the Glen Eira U3A office during office hours at 1151 Glen Huntly Road, Glen Huntly.
- Pick up a membership form at Reception, complete the form and submit it, enrol in courses and pay your membership fee to the Glen Eira U3A office during office hours at 1151 Glen Huntly Road, Glen Huntly.

Payment Methods

Glen Eira U3A accepts payments:

- Online - at <https://gleneirau3a.org.au/members/> – log in with your member number and password and pay by credit or debit card, PayPal or EFT.
- In Person - at 1151 Glen Huntly Road, Glen Huntly - with cash, credit or debit card

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 membership details immediately. These changes can be made online at gleneirau3a.org.au/members, by phone (03) 9572 0571 or email to enquiries@gleneirau3a.org.au.

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.

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 <https://gleneirau3a.org.au/courses-activities/> or a course catalogue is available at Reception. Course enrolments are 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 a course.

If there are skill requirements or prerequisites for courses they will be specified in the course description. The tutor may speak with the member who does not meet the requirements and advise the member of the options available.

Restrictions on Course Numbers

Each course will prescribe a maximum number of members. These numbers have been set based on the maximum safe capacity of the room and in consultation with tutors, based on the desirable number of members. For 2026, 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 waitlist, and a place becomes available, you will receive a system-generated email or a phone call.

No members can attend or join a class without having enrolled and been accepted into that course.

Your Responsibilities as a Member

Every member, volunteer and tutor has 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 for the current year (name badges assist in the governance of the organisation and includes an emergency contact should we need to contact the person nominated).

Wearing a Name Badge

All Members, Office Volunteers, Committee Members and Tutors are required to wear name badges. The badges serve for identification purposes and provide contact information in case of accident or other incident. Name badges are prepared and available for collection prior to course commencement.

Attendance and Apologies

Members attending a course must 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 will maintain their place in the class. A member can:

- Log in to the website, at <https://gleneirau3a.org.au/> and click on 'Report Absence' and record an apology (which will be emailed to the tutor and Glen Eira U3A office).
- Notify a future absence by writing 'AP' (apology) in the Attendance Roll for the date they will be absent.
- Contact Reception and advise of the apology by phone (03) 9572 0571.
- Advise the tutor.

Any member planning to be absent from a class for more than six 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

Members must provide a notification of any withdrawal or absences from a course. You can notify your tutor and record the absence online, mark on the course Attendance Roll, or contact Reception.

Members who have been absent without apology for three consecutive sessions (one session for short courses or monthly courses) will be contacted and potentially removed from the course to enable any waitlisted members to join.

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 or SMS as soon as possible.

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 <https://gleneirau3a.org.au/locations/>.

Our Venues

GLEN EIRA U3A VENUES	
ROOM	MAX #
Art Room	15
Gold Room	14
Green Room 1 (12 for exercise, 16 for cards)	14
Green Room 2	14
Green Room 3	14
Green Room 1-2 (linked)	30
Green Room 2-3 (linked)	30
Green Room 1-2-3 (linked) (70 without tables e.g. AGM)	42
PC Room	14
Pink Room	14
Purple Room	15
Red Room	14

EXTERNAL VENUES	
VENUE	MAX #
Caulfield Senior Citizens – Dining Room	12
Caulfield Senior Citizens - Lounge	24
Caulfield Senior Citizens – Main Hall	<100
Ormond Senior Citizens – Main Hall	50
D. C. Bricker Function Room	<100
Duncan Mackinnon – Function Room	50
Elsternwick Croquet Club	6
Elsternwick Bowls Club	6

External venues and addresses

Caulfield Senior Citizens Centre
8 Cedar Street, Caulfield South 3162

Ormond Senior Citizens Centre
2 Newham Grove, Ormond 3204

Duncan Mackinnon Reserve
Cnr North and Murrumbeena Road,
Murrumbeena 3163

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

Elsternwick Croquet Club
27 Parkside Street, Elsternwick 3185

Elsternwick Bowls Club
19 Sandham Street, Elsternwick 3185

Elwood Bowls Club
170 Glen Huntly road, Elwood (near corner of
Nepean Highway and opposite Elsternwick Hotel)

Can I Volunteer?

Glen Eira U3A is run entirely by Volunteers. Our Tutors, Reception, Office, and Committee are all Volunteers. Without them there would be no Glen Eira U3A. If you are interested in volunteering, contact enquiries@gleneirau3a.org.au

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. Come and join us.

Some examples of our Volunteer Courses are:

- Gardening Club
- Social media and website management
- Newsletter management
- Marketing and publicity
- Membership/Reception Services (familiarity with computers is essential; other training will be provided)
- Special events, functions and catering
- Grants management
- Health, Safety and Wellbeing
- Building management and maintenance

More information can be found on the website at <https://gleneirau3a.org.au/courses-activities/> under the **AAV: Volunteering At U3A** category.

Perhaps you would like to join our Committee and assist in the management of our U3A. As a Committee Member, it would be expected that you would attend a monthly Committee meeting plus other responsibilities that take varying amounts of time.

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 above or you might have other skills to share.

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

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, 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, register new members, change contact details, and enrol members in courses.
- **Kitchen facilities** – there is free tea and coffee provided in the kitchen area. Members should always maintain a clean and tidy kitchen environment both as a courtesy to others as well as for health and safety reasons.
- **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 to their tutor.

Glen Eira U3A Website

The Glen Eira U3A website is at <https://gleneirau3a.org.au>. The website contains links and access points to newsletters and other information, as well as membership login, and also links to the courses.

Glen Eira U3A has policies that are applicable to all members. These will be advertised in the newsletter and are available on the website. Copies are available from Reception. If you are unsure about a particular policy, contact the President at president@gleneirau3a.org.au or the Secretary at secretary@gleneirau3a.org.au

If you have any improvement suggestions for the website, please email courses@gleneirau3a.org.au.

Monthly Newsletter and New Horizons

Monthly Newsletter is sent to all members at the start of each month. The content includes updates on various courses, any new short courses that are available and any topics that members need to be aware of.

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 newsletter@gleneirau3a.org.au.

Emails and Text Messages

Emails, either bulk emails or individual emails, or text messages 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 on to the site and request to join at <https://facebook.com/groups/2430722317227452/>

Events

From time-to-time events will be organised and advertised in the newsletter, on the website or on noticeboards. All events must be approved by the Glen Eira U3A Committee. Events may include Tutor briefings, Member briefings, Open Day, Art Shows, Choir Concerts and AGMs.

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, we encourage you to not attend classes and activities.

Glen Eira U3A will provide hand sanitiser in the foyer at the main campus. Those at external venues will arrange to have supplies. Contact 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 and in the Reception area.

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 the Attendance Folder 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 call the ambulance on 000. The emergency contact recorded on the member's badge will also be notified.

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

Evacuation Procedures

In the case of fire and emergency, tutors will direct members to evacuate by the agreed emergency exit or the quickest and most direct route.

Once evacuated, tutors should check the Attendance Roll to ensure everyone is accounted for and safe.

Disputes Or Complaints

Any disputes between Members or 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 and they will be provided with a VMIA claim form. A guide to VMIA Insurance is available on the Glen Eira U3A website at <https://gleneirau3a.org.au>.

Policies

All the Glen Eira U3A policies are available on the website at <https://gleneirau3a.org.au/policies/> and the following policies are considered the most relevant for members.

Code of Conduct policy: 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 and Data Security policy: 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 provided 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.

Health and Safety policy: 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: 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.