

CONVENORS'

Handbook

2019



BENDIGO

UNIVERSITY OF THE THIRD AGE

U3A Bendigo Incorporated, Association No: A0021550A

Contents	Page
INTRODUCTION	3
ROLE, RESPONSIBILITIES & CONVENOR RIGHTS	4
Role of Convenor	4
Convenor Rights.....	5
CONTACTS	6
Committee of Management & Other Useful Contacts	6
2019 DATES TO REMEMBER	7
<i>01 January – 30 June</i>	7
MORE 2019 DATES TO REMEMBER.....	8
<i>01 July – 31 December</i>	8
ADMINISTRATION OF ACTIVITIES	9
GENERAL ADMINISTRATION	9
Venues and accommodation	9
Security and Access	9
Comfort & Convenience	9
Offsite Activities	9
Outside Activities	10
Equipment and technology	10
Class Membership.....	10
Timetables.....	10
Record keeping procedures and practices.....	10
Badges	11
Payment and fees	11
MISCELLANEOUS ADMINISTRATION MATTERS	11
Copyright.....	11
Expenses	11
Kitchen	12
Locking up.....	12
Office.....	12
Photos	12
Photocopying.....	12
Well-Being, Safety, OH&S - issues & Procedures	13
<i>First Aid kits</i>	13
<i>Fire extinguishers</i>	13
<i>Emergency Evacuation Plan</i>	13
<i>Safety</i>	13

Course Convenor Meetings.....	13
Communication With Your Group Members	14
Communication Methods.....	14
Communication with the Activities Coordinator.....	14
Activities Effectiveness.....	15

APPENDIX 1 **16**

U3A BENDIGO MEMBERS INSURANCE SUMMARY	16
---	----

APPENDIX 2 **17**

POLICIES AND SUPPORTING DOCUMENTS	17
---	----

<i>U3ABendigo Policies</i>	17
----------------------------	----

<i>Supporting Documents</i>	17
-----------------------------	----

Office Hours

The **office** is open from **9am – 12noon on Tuesdays**,

Ph: 03 5447 1812 or 0490 858 469 or email

admin@u3abendigo.com or

contact the **Activities Coordinator** for assistance,

Ph: 0418 587 102 or email activities@u3abendigo.com

INTRODUCTION

Thank you for offering to lead one of the growing number of Activities offered by U3A Bendigo. We appreciate you giving your time in this volunteer role to help our members enjoy learning, or being active in retirement. We have developed this Convenor Handbook and [other documents](#) to help support you in leading your activity.

We are passionate about positive ageing and the benefits of social and intellectual stimulation for people in their “third age”. We hope you will enjoy being part of the team that makes possible the delivery of such a rich and varied program.

The Activities Coordination Team

ROLE, RESPONSIBILITIES & CONVENOR RIGHTS

ROLE OF CONVENOR

A Convenor is the person who undertakes to lead a class or activity under the auspices of U3A Bendigo. They may act as class teacher or instructor. Alternatively they may serve as organiser or facilitator of an activity. Either way their role is to ensure the successful development and delivery of an activity.



Sometimes a Co-Convenor may be appointed as back up to assist the Convenor and we would encourage this, so they may manage the group if the Convenor can't for some reason.

Convenors lead activities for U3A Bendigo and assume responsibilities to:

- provide a description of the activity for inclusion in the U3A Prospectus or newsletter (The BUZZ)
- organise activities in accordance with the advertised program
- maintain Attendance Sheets for each activity and forward them to the office, **in January and July of each year.**
- follow U3A [protocols](#) with respect to issues of confidentiality and privacy, including taking photographs of members
- advise the Committee of issues as they arise
- be aware of all issues concerning OH&S and in particular evacuation and emergency procedures, in all buildings used
- manage safety and risk situations, particularly offsite, and mitigate those risks
- be aware of relevant [U3A policies](#), copyright, and grievance procedures and be able to access them via the office or the internet.
- be reliable, accountable and committed and treat members with due respect at all times

CONVENOR RIGHTS

Without its Convenors there would be no U3A. The Committee is very aware of the importance of the role of Convenor and makes every effort to support them in their work by ensuring:

- healthy and safe activity rooms
- easily accessible and effective reporting procedures: e.g. [Accident /Incident Report Forms](#)
- reimbursement of U3A associated out-of-pocket expenses
- that Convenors have been consulted and informed on matters that directly and indirectly affect them
- access to Policies, Procedures, Handbooks eg Grievance procedures etc
- support to undertake their role as Convenor

*Convenors should not hesitate to seek help from the **Activities Coordination Team** if in doubt about any aspect of their role.*

Activities Coordinator:
Phone: 0418 587 102

Lyn Goodall
Email: activities@u3abendigo.com

CONTACTS

COMMITTEE OF MANAGEMENT & OTHER USEFUL CONTACTS

ROLE	NAME	CONTACT
President	Ian Burdett	0417 071 325 president@u3abendigo.com
Vice President (Acting)	Helen Bandrowski	0417 302 293 helenbandrowski@bigpond.com
Secretary	Graham Robinson	03 5439 5332 furries@vic.chariot.net.au
Treasurer	Mark King	0407 974 322 treasurer@u3abendigo.com
Executive Officer	Jill McArthur	03 5449 3294 or 0490 858 469 admin@u3abendigo.com
Minute Secretary	Helen Bandrowski	0417 302 293 helenbandrowski@bigpond.com
Activities Coordinator	Lyn Goodall	0418 587 102 activities@u3abendigo.com
Attendance Sheets	Lex Milne	0417 856 476 lexmilne@bigpond.com
BUZZ Editors	Judi Fisher/ Alison Oppermann	03 5442 9611 rexjudi@bigpond.net.au 03 4433 1138 alisonmoppermann@gmail.com
Event Support	Marion Richardson	03 5449 7825 mazricho@hotmail.com
Facebook Coordinator	Lyn Goodall	0418 587 102 lynu3a@gmail.com
Library	Barbara McDougall	0438 433 850 islecol@bigpond.com
Media Liaison & Network Coord	Ian Burdett	0417 071 325 treborian@gmail.com
Social Gatherings	Barb Ritchie	03 5447 7521 britchie4@bigpond.com
Technical Support	Michael Gallagher	0408 397 448 michael@migall.net
UMAS & Documentation	Lyn Goodall	0418 587 102 lynu3a@gmail.com
Wellbeing Team	Jill McArthur	03 5449 3294 or 0490 858 469 admin@u3abendigo.com

2019 DATES TO REMEMBER

Please either enter these dates in your diaries, or put them up on your fridge door. We hope you find them helpful.

01 January – 30 June

Please Send Attendance Sheets to Office	January
BUZZ Deadline	2nd Tuesday monthly, also see BUZZ
Enrolment day	Wednesday 23 January
Australia Day	Saturday 26 January (Mon. 28 th Holiday)
Convenors Meeting 1	Wednesday 27 February
Social Gathering	Wednesday 27 February
Labour Day	Monday 11 March
Loddon Mallee U3A Regional Meeting	Thursday 21 March (10.00am)
Social Gathering	Wednesday 27 March
School Holidays	Saturday 6 April – Monday 22 April
Easter	Friday 19 April - Monday 22 April
AGM	Wednesday 24 April
Social Gathering	Wednesday 24 April
Anzac Day	Thursday 25 April
Social Gathering	Wednesday 22 May
Queen's Birthday	Monday 10 June
Convenors Meeting 2	Wednesday 26 June
School Holidays	Saturday 29 June - Sunday 14 July

MORE 2019 DATES TO REMEMBER

Please either enter these dates in your diaries, or put them up on your fridge door. We hope you find them helpful.

01 July – 31 December

Please Send Attendance Sheets to Office	July
BUZZ Deadline	2nd Tuesday monthly, also see BUZZ
School Holidays	Saturday 29 June – Sunday 14 July
Social Gathering	Wednesday 24 July
Social Gathering	Wednesday 28 August
Social Gathering	Wednesday 25 September
AFL Final Holiday	TBA September
Loddon Mallee Regional Workshop	Monday & Tuesday 9 & 10 September
School Holidays	Saturday 21 September – Sunday 6 October
Open Day	Tuesday 8 October
Social Gathering	Wednesday 23 October
Convenors Meeting 3	Wednesday 23 October
Bendigo Cup Holiday	Wednesday 30 October
Melbourne Cup Holiday	Tuesday 5 November
Christmas Concert	Wednesday 27 November
School Holidays begin	Saturday 21 December – 28 January

Your Committee of Management (CoM) meets on the 1st Monday of each month, except January. As a Convenor you are very welcome to attend as a Visitor.

You may just want to see your CoM in action, or you may want to think about being on Committee in the future. There's plenty of work to do.

Please contact [the President](#) for more details.

ADMINISTRATION OF ACTIVITIES

GENERAL ADMINISTRATION

VENUES AND ACCOMMODATION

Most indoor activities take place at the U3A premises at St Mary's in Kangaroo Flat. Two rooms are available, each with a capacity of up to 23-30 people depending on the activity, and the kitchen is generally available from 9am – 4.30pm Monday to Friday.

At other times these rooms may be used by the church and other groups. U3A has sole use of the office. The hall is available every 4th Wednesday afternoon, for the Social Gathering. Please think about coming to these meetings to meet other Convenors and members.

SECURITY AND ACCESS

If your activity is held in the U3A rooms, as Convenor, you will be issued with a security code. If another member takes over your duties, please inform the Activities Coordinator **and** the office, so we have an accurate record of those who know the code.

COMFORT & CONVENIENCE

Whether your activity is held at the U3A premises or elsewhere, and requires the shifting of furniture, please return the room to its original state before leaving. Please don't lift heavy things on your own.

OFFSITE ACTIVITIES

If your activity takes place on premises other than St Marys' Church, please contact the office for support and more information.

You'll need to make contact with relevant authorities of the venue at the beginning of the course to discuss safety and security matters. Please advise the Activities Coordinator or office of any issues and resolutions.

If you require support, please contact Activities Coordinator Lyn Goodall,

Phone: 0418 587 102

Email: activities@u3abendigo.com

OUTSIDE ACTIVITIES

Where U3A Bendigo trips, excursions or similar events are undertaken outside normal scheduled activity, prior approval must be sought from the Committee of Management to activate the Insurance cover. Attendance Sheets need to be complete and up to date. They can be accessed on our [website](#) or the office.

EQUIPMENT AND TECHNOLOGY

U3A Bendigo is currently focusing on improving Information Technology resources and helping Convenors / members develop required skills. We have Microsoft and Mac Computers available for your use, or you may use your own, for presenting information, graphics, movies, etc. to members. We have Large Screen TVs with attached media players in Rooms 1 and 2 for presenting CD, DVD and Blu-ray discs as well as photos, video and audio files saved on USB flash drives. We also have a data projector with attached media players mounted on a mobile stand and a standalone data projector. We have a portable battery-powered wireless mic public address system for use in the Hall and elsewhere. For help with preparing presentations or using our equipment please contact the Technology Support Team (see [Page 6, Contacts](#)).

CLASS MEMBERSHIP

Financial Members can attend any activity subject to the agreement of the Convenor. Please contact the Executive Officer if you're unsure whether members attending are financial or not. (see [Page 6, Contacts](#)). You may offer a place for any non-members who want to participate in your activity for up to 3 trial sessions. Prospective members can attend up to three times before deciding whether or not to join.

TIMETABLES

The Prospectus provides details of the program at the time of printing. Changes in time or location of activities are advertised in the BUZZ. Convenors are asked to ensure that information on changes for their classes are provided to the BUZZ Editor by the BUZZ deadlines listed.

RECORD KEEPING PROCEDURES AND PRACTICES

Attendance sheets for your activity will be given to you at the beginning of the year or course. Additional copies are available from the [website](#) and in the file drawers in the kitchen.

Please ensure that *these sheets are filled out each session* and totalled and that they are **returned to the office in January and July of each year**, or at the end of the course.

This data is very important for insurance purposes, but also provides valuable statistics for reports and grant submissions. U3A Network also requires aggregate statistics on our courses.

BADGES

Please remind your members that they are expected to wear their badges at all times. New badges can be obtained from the Office. The front of the badge records the name and membership number and there is space provided on the back to name a family member or close friend and their phone number for use in the event of an emergency.

PAYMENT AND FEES

Annual membership fees are intended to cover:

- use of the two rooms and office from 9am – 4.30pm weekdays and use of the hall from 12noon – 4.30pm on fourth Wednesday of each month except January and December
- insurance for activities, which includes going *directly* to and from home

Any additional costs of the activity – e.g. additional use of the hall, etc. may be shared between the participants.

Subscriptions are due on 1st January each year and are for a calendar year. Please check your members' badges to ensure class are current financial members. If in doubt, please contact the office.

MISCELLANEOUS ADMINISTRATION MATTERS

COPYRIGHT

In keeping with copyright laws, there is to be no copying and/or charging a fee for any documents, CDs or DVDs without prior permission from the owner/author or particular media.

EXPENSES

Convenors and other members are eligible to claim for expenses incurred in U3A duties, such as course materials, postage and stationery costs.

To claim for minor expenses, Convenors should obtain an expenses claim form from the [Forms for Members](#) or tray in the kitchen. Receipts need to be submitted with the claim form.

Convenors need never be out of pocket, other than for normal travel expenses.

Please note that repayment of expenses is *not automatic*, so protect yourself by submitting **major** or **unusual expenses** to the Committee for approval before outlaying your cash. Travel expenses should always be submitted for approval in advance.

KITCHEN

Tea, coffee and biscuits are provided and kept in the cupboard in the kitchen, please contact [the office](#) or 03 5447 1812, if supplies are low.

LOCKING UP

If your class and you are the only ones in the U3A rooms please:

- turn off all lights
- turn off the **heating/cooling**
- close and lock the door and any open windows
- **PLEASE check no-one is in the toilets.**

PLEASE lock the outer door as you leave the U3A building, even though there may be another group using the Rooms later.

OFFICE

If you have reason to access or use the office during a visit to U3A Bendigo, it is most important that you **DO NOT USE or turn off the Administration Computer** and associated equipment. Backups are automated, but cannot be carried out if the computer is turned off.

PHOTOS

Members must first give their permission before any photos of them can be taken or published. A [Model Release Form](#) can be obtained from the website or the office, to gain permissions. Please ensure your group members know about this too.

PHOTOCOPYING

There's a photocopier for your use in the kitchen area.

WELL-BEING, SAFETY, OH&S - ISSUES & PROCEDURES

[Online Policies, Procedures and Forms](#) are available on our website.

First Aid kits are located:

- in the kitchen (small kit) or
- in the office (full kit) or
- in the hall (Defibrillator)

Fire extinguishers (and fire blanket) are located in the kitchen.

Emergency Evacuation Plan is in the corridor by the extinguisher.

Safety

For U3A Bendigo to be covered for insurance, we have to be alert to any circumstance that can endanger our members (risks), and remove or change dangerous conditions.

Please report any maintenance issues to the **Office: 5447 1812 or Mobile: 0490 858 469.**

1. A safe environment allows our members to partake in any of the listed classes/groups while avoiding dangers or mishaps
2. Some items that can create problems: loose floor covering, items in passageways, polished floors, stairs, extension cables and equipment leads
3. Walkways should be cleared of obstructions
4. If a risk or problem was left by a previous activity please contact the office and Activities Coordinator
5. These guidelines also apply to classes/groups run in venues other than our own
6. If any IT equipment is found to be faulty contact [IT Support](#)

[Incident Report Forms](#) can be downloaded from the **U3A Bendigo website, Policies & Forms Page**, or can be found in the kitchen.

COURSE CONVENOR MEETINGS

U3A Bendigo aims to hold 3 Convenor Meetings a Year:

- 1st Meeting: Welcome to the New Year & New Coordinators
- 2nd Meeting: Coordinator General Meeting
- 3rd Meeting: Review, feedback and planning for the year ahead

These Convenor meetings are designed to support and assist Convenors with any issues they may be experiencing. Let us know what you want from these meetings and if you need anything for your activity.

COMMUNICATION WITH YOUR GROUP MEMBERS

If for any reason **you** are unable to attend an activity, please inform members beforehand and if possible arrange for a class member to deputize in this role. For many activities it can be a help to have a designated Co-Convenor. (Please ensure that you have an up to date [Convenors-List of Participants](#) . Blank list is available on the website.)

COMMUNICATION METHODS

When joining U3A Bendigo, members are required to provide contact details on their application forms. Such details are regarded as private and will be shared with others only with the members' permission.

As a Convenor your chosen phone number and groups' email address will be listed in the Prospectus, (if you have asked for this), so members can contact your group. Each group is expected to provide the Activities Coordinator with their groups' email address for contact purposes. It's easy to create a gmail email address.

If you need help, please contact the Activities Coordinator, Lyn on 0418 587 102 or by email at activities@u3abendigo.com

As a Convenor you'll need to put the contact details of your group members on the [Convenors-List of Participants](#) provided for you. These details are for you to contact your members as appropriate.

These contact details are strictly confidential and Convenors are asked to kindly send any emails to members as a BCC.

More information on [Record Keeping](#) can be found on Page 10/11.

COMMUNICATION WITH THE ACTIVITIES COORDINATOR

Effective communication between Convenors and the Activities Coordinator is important for the smooth running of U3A Bendigo. The Activities Coordinator will take issues you may have to the Committee if required. You're also welcome to attend Committee meetings as a visitor. Please advise the Activities Coordinator if you'd like to attend.

ACTIVITIES EFFECTIVENESS

If you want any hints to improve your activities effectiveness, interest and enjoyment, please don't hesitate to contact the Activities Coordinator. We can also assist you with our technology if you need to use it.

The Activities Coordinator can be phoned on **0418 587 102** or emailed at activities@u3abendigo.com - alternatively you can leave a message on the office phone **03 5447 1812** or **Mobile: 0490 858 469**

Note: Office phone is only checked Tuesday mornings.

APPENDIX 1

U3A BENDIGO MEMBERS INSURANCE SUMMARY

Policy; Volunteers Personal Accident and Sickness and Personal Accident.

Interest Insured; All declared Financial members and volunteers of the Policyholder.

Scope of Cover; Whilst undertaking activities organised by the Policyholder, also includes travel to and from such activities.

Age Limitations; Age determines the amount paid out for accidental death. Age determines the amount paid out for all other benefits.

Non-Medicare Medical Expenses; Subject to the terms, conditions and exclusions of the policy. The Benefit payable is less any recovery made from any private health insurance fund with respect to the expense. No benefit is payable in respect of the Medicare gap, being the difference between payment made by Medicare and the Medicare Benefits Schedule fee for the expense.

Claim Offsets; There is no cover under this policy for any loss which is covered under any other insurance policy, health or medical scheme. However the policy will pay the difference between what is payable under the other insurance policy.

Drugs and Alcohol; The policy shall not apply if you are under the influence of alcohol, including having a blood alcohol content over the prescribed legal limit whilst driving, or being under the influence of any other drug unless it was prescribed by a doctor and taken in accordance with the doctors advice.

Attendance Sheets; Attendance sheets need to be completed and up to date. In the event of any injury or mishap, an injury report needs to be well documented and passed onto the U3A Bendigo office immediately.

Trips Away; Day or multi day trips away as a members group of U3A Bendigo, are required to notify the Committee of Management of all intended travel outside normal activity, otherwise insurance cover will be denied.

Always refer to the [Insurance Policy](#) for a more precise definition of the insurance cover.

Updated August 2019

APPENDIX 2

POLICIES AND SUPPORTING DOCUMENTS

U3ABendigo Policies

Copies of Policies, Procedures and Forms are available for download on the [U3A website](#) and also in hard copy from the U3A kitchen, on the document tray and by request from the office.

Please make sure you have read them and that you can access them when required. Any problems or questions, please contact the Activities Coordinator, 0418 587 102 or activities@u3abendigo.com

Supporting Documents

A set of these documents are provided to Convenors at the first Convenors' meeting of the year. Extra copies are available in hard copy in the U3A Bendigo kitchen on the document tray, by request from the office and electronically on the website.

Postal Address: U3A Bendigo PO Box 274 Bendigo 3552	U3A Rooms St Mary's Church, Cnr Church & Bank St, Kangaroo Flat, 3555 Enter via carpark off Church Street.	Phone: 03 5447 1812 Mobile: 0427 493 294 Email: admin@u3abendigo.com Website: www.u3abendigo.com
--	---	---