

CONVENORS' Handbook 2021



BENDIGO
UNIVERSITY OF THE THIRD AGE

U3A Bendigo Incorporated, Association No: A0021550A

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Office Hours

The **office** is open from **10am – 12noon on Tuesdays**, Ph: **0490 858 469**

or contact the **Activities Coordination Team** for assistance,
email: activities@u3abendigo.com

INTRODUCTION

We appreciate you giving your time in this volunteer role to help our members enjoy learning, or being active in retirement. This **Convenor Handbook** and other documents have been developed to support you in leading your Activity.

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 or instructor facilitates an Activity and sometimes a Co-Convenor is appointed to assist the Convenor manage the group if the Convenor is away.



CONVENORS RESPONSIBILITIES ARE 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 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 Convenors' role and makes every effort to support them by ensuring:

- comfortable environment
- easily accessible and effective reporting procedures: e.g., Accident /Incident Report Forms & COVID Attendance Sheet
- reimbursement of U3A associated out-of-pocket expenses
- that Convenors are consulted and informed on matters that directly and indirectly affect them
- access to Policies, Procedures, Handbooks e.g., Grievance procedures etc
- support to undertake their role as a Convenor

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

CONTACTS

COMMITTEE OF MANAGEMENT & OTHER USEFUL CONTACTS

ROLE	NAME	CONTACT
President	Ian Burdett	0417 071 325 president@u3abendigo.com
Vice President	Christine Haddrick	0408 731 821 celebrant253@gmail.com
Secretary	Graham Robinson	03 5439 5332 furries@vic.chariot.net.au
Treasurer	Mark King	0407 974 322 treasurer@u3abendigo.com
Minute Secretary	Helen Bandrowski	0417 302 293 helenbandrowski@bigpond.com
Activities Coordination Team	Cheryl Scully Christine Haddrick Ian Burdett	activities@u3abendigo.com
Attendance Sheets	Lex Milne	0417 856 476 lexmilne@bigpond.com
BUZZ Editors	Judi Fisher Alison Oppermann	03 5442 9611 buzz@u3abendigo.com 03 4433 1138 buzz@u3abendigo.com
Event Support	Marion Richardson	03 5449 7825 mazricho@hotmail.com
Facebook Coordinator	TBC	
LAYT Coordinator	Michael Gallagher	0408 397 448 michael@migall.net
Media Liaison & Network Coord	Ian Burdett	0417 071 325 treborian@gmail.com
Social Gatherings	Barb Ritchie	03 5447 7521 britchie4@bigpond.com
Technical Support	David Guymer	guymerdm@gmail.com
U-MAS & Website Management & Documentation	Lyn Goodall	0418 587 102 umasadmin@u3abendigo.com
Document Control	Ray Tampion	doccontrol@u3abendigo.com
Wellbeing Team	Christine Haddrick Maureen Cross	0408 731 821 celebrant253@gmail.com 0448 518 682 crossoglitt36@gmail.com

2021 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.

Please send attendance sheets to the office

January

BUZZ Deadline	2nd Tuesday monthly, also see BUZZ
Convenors Meeting 1	Wednesday 24 March
New Members Meeting	Wednesday 24 March
Social Gathering	Wednesday 24 March
Good Friday	Friday 2 April
School Resumes	Monday 19 April
Social Gathering	Wednesday 28 April

AGM

Wednesday 28 April

Social Gathering	Wednesday 26 May
Queen's Birthday Weekend	Monday June 14
Social Gathering	Wednesday 23 June
Convenors Meeting 2	Wednesday 23 June
School Holidays	Saturday 25 June - Sunday 12 July

Please send all attendance sheets into the office by 1st July

Social Gathering	Wednesday 28 July
Social Gathering	Wednesday 25 August
Convenors Meeting 3	Wednesday 22 September
Social Gathering	Wednesday 22 September
School Holidays	Friday 17 September – Monday 4 October
Open Day	Tuesday 5 October
Social Gathering	Wednesday 27 October
Christmas Concert	Wednesday 24 November
Schools Close	Friday 17 December

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 and the hall are available. The rooms have a COVID Safe capacity of up to 16 people. The hall has a COVID-Safe capacity of up to 68 people. 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 an Activities Coordinator, 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 an Activities Coordinator of any issues and resolutions. If you require support, please contact Activities Coordination Team.

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 from the office.

EQUIPMENT AND TECHNOLOGY

U3A Bendigo is currently focusing on improving Information Technology resources and helping Convenors / members develop required skills. We have laptop 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 4, Contacts).

CLASS MEMBERSHIP

Financial Members can attend any activity subject to the agreement of the Convenor. Please contact the Office if you're unsure whether members attending are financial or not. (see Page 4, Contacts). Prospective members can attend up to three times before deciding whether or not to join. You may offer a place for non-members in this regard.

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. 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 activity.

This data is very important for insurance purposes, but also provides valuable statistics on our courses, 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 the use of the two rooms, hall and office from 9am – 4.30pm weekdays. Any additional costs of the activity – e.g., additional use of the church or outside venues 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 members are current financial members. If in doubt, please contact the office.

MISCELLANEOUS ADMINISTRATION MATTERS

COPYRIGHT

In keeping with copyright laws, there is 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* 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 0490 858 469, 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, and remove or change dangerous conditions.

Please report any maintenance issues to the Office: 0490 858 469.

1. Some items that can create problems: loose floor covering, items in passageways, polished floors, stairs, extension cables and equipment leads
2. Walkways should be cleared of obstructions
3. If a risk or problem was left by a previous activity please contact the office and an Activities Coordinator
4. These guidelines also apply to classes/groups run in venues other than our own
5. 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**.

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

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 deputise 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 you can log into U-MAS from our Website u3abendigo.com, select reports and chose your activity to access a list of members enrolled in your group. The 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 or use U-MAS.

More information on Record Keeping can be found on Page 7.

COMMUNICATION WITH THE ACTIVITIES COORDINATION TEAM

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

ACTIVITIES EFFECTIVENESS

To improve your activities effectiveness, interest and enjoyment, please don't hesitate to contact the Activities Coordination Team. We can also assist you with our technology if you need to use it.

The Activities Coordination Team can be contacted on 0490 858 469 or emailed at activities@u3abendigo.com

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 doctor's 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, **Convenors** 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 March 2021

APPENDIX 2

POLICIES AND SUPPORTING DOCUMENTS

U3ABendigo Policies

Copies of Policies, Procedures and Forms are available for download on the U3A website, hard copy forms are located in U3A kitchen, in 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 an Activities Coordinator.

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.	Mobile: 0490 858 469 Email: activities@u3abendigo.com Website: www.u3abendigo.com
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