

***U3A Bendigo***  
***Members' Handbook***

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### Office Hours

The U3A office is open on Tuesday and Friday mornings from 9.30 am until 12:00 pm. Our friendly office volunteers can help with your enquiries.

Postal Address:  
U3A Bendigo  
PO Box 274  
BENDIGO 3552

U3A Rooms  
St Mary's Anglican Church  
Cnr Church & Bank St, Kangaroo Flat  
Enter via carpark off Church Street

Phone: 0490 858 469

Website: <https://u3abendigo.com/>

## WELCOME TO U3A BENDIGO

We extend a warm welcome to our new members. And to re-joining members, welcome back.

This Handbook summarises important information about being a member of U3A Bendigo.

We are voluntary community organisation run by members for our membership. We are governed by the rules outlined in our [Constitution](#). An annual membership fee is agreed by the membership at the Annual General Meeting for the following year.

Becoming a member of U3A Bendigo means you can enrol in any number of our more than 70 activities on offer each year. In addition to these activities, we also organise numerous events of interest that are spread throughout the year; such as New Member welcomes, Tuesday Talks, Short Courses, Social Gatherings and an end of year concert.

Our activities are mostly held during the day from Monday to Friday and are listed in our Prospectus, which can be viewed at our website, [u3abendigo.com](http://u3abendigo.com). The Prospectus is updated throughout the year to reflect new activities and changes to existing activities. Hard copies of the Prospectus are available from the office.

We also publish a monthly newsletter called the BUZZ. It is a source of up-to-date information about coming events, all activities and their dates and contact details of their respective Leaders, along with newsy bits and pieces of interest to our members. Current and past copies can be accessed at our website or from the office.

## CODE OF CONDUCT

U3A Bendigo members commit themselves to U3A Bendigo's [Terms & Conditions](#) and a [Code of Conduct](#) for the benefit and protection of the organisation and each other's personal rights, apply to all U3A Bendigo hosted events, classes, activities, social functions, meetings, conferences and trips, and apply equally to all members.

Every member of U3A Bendigo has the right to:

- feel safe and respected.
- a supportive and positive learning environment.
- participate in learning, social and recreational opportunities.
- receive services fully compliant with U3A norms.
- make a complaint and receive prompt and fair resolution.
- have access to guidelines, policies and procedures adopted by U3A Bendigo.

Every member of U3A Bendigo has the responsibility to:

- respect the beliefs, needs and background of others.
- act and speak respectfully to others including, leaders, co-leaders, presenters, volunteers and Committee of Management members; bad behaviour towards others will not be tolerated, especially to members who volunteer their time to help run U3A Bendigo
- understand and follow the organisation's guidelines, policies and procedures and 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 our members.
- help create an inclusive environment.
- report actual or potentially unsafe situations or conduct.
- ensure they are fit and capable of undertaking activities they have chosen.
- wear a valid name badge to assist in cases of emergency.

## PRIVACY

U3A Bendigo collects information from members when they join and enrol in activities, and when updated as necessary. As stipulated in our Constitution, U3A Bendigo is required to keep a record of each member's name, address and current membership status. Records are also kept of each member's activity attendance, year of birth, gender, phone number and email address when these are provided. Contact details are used by Leaders, Office Team and Committee of Management to communicate with members.

Members' information is held securely in hard copy in the office and electronically on a secure database. Members may check the accuracy of their personal data on [U-MAS](#) via the website or upon written request to the Committee of Management. If members request their personal information remains private, it will not be made available except under legal duress. The complete Privacy Policy can be accessed at [u3abendigo.com](http://u3abendigo.com).

U3A Bendigo does not provide information about members to outside bodies, other than aggregate statistical information required by U3A Network Victoria, or to apply for grants. No identifying information is shared. Should a requirement for individual information arise under law, the matter would be brought to the member's attention before any information was made available.

## FORMS, POLICIES & HANDBOOKS

A range of U3A Bendigo forms, policies, handbooks and other documents are available and can be accessed on our website at [u3abendigo.com](http://u3abendigo.com) or hard copies from the office.

## U3A BENDIGO MEMBERS' INSURANCE

Our policy covers all financial members and volunteers while they are undertaking activities organised by U3A Bendigo.

**Policy Name:** *Volunteers Personal Accident and Sickness*

The summary conditions apply to

- **Age Limitations** which determine the amount paid out for accidental death and 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 while 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 Incident Report needs to be well documented and passed onto the U3A Bendigo office immediately and a copy sent to the Treasurer.
- **Trips Away:** Leaders are required to notify the Committee of Management of all intended travel outside normal activity, otherwise, insurance cover will be denied. This includes all proposed day or multi-day trips away as a member of a U3A Bendigo group.

## ACTIVITIES ADMINISTRATION

### Venues & Accommodation

Our activities take place across a range of venues. Check the Prospectus or the Buzz for venue location, day, and time. As a guide Rooms 1 and 2 at St Mary's in Kangaroo Flat is used for the smaller sized activities such as board games, and My Story. Some activities are held in Clubs and Pubs such as book clubs and Discussion groups. And some activities are held in private homes such as Music for Pleasure. St Mary's Hall and Quarry Hill Community Hall are used for activities that require more space. For example, the monthly Social Gathering, Leader's Meetings, New Member welcome, and other larger groups meet in St Mary's Hall. The music groups, Yoga, and the Art and Craft groups meet in Quarry Hill Community Hall. Table Tennis and Walking Football are held in appropriate venues for that activity. And there are some activities that are held outside such as pentanque, croquet and walking groups.

Refreshment making facilities are generally available at all inside venues. The kitchenette at St Mary's is available Monday to Friday for members to access water, tea or coffee. The kitchen at Quarry Hill is open when an activity is being held. Leaders have access to cupboards that store tea and coffee etc. U3A has sole access to the office at St Mary's, which is open on Tuesday and Friday mornings.

### Risks and Safety

First aid kits are in kitchenettes or other suitable places at venues or with Leaders of outside groups. There are defibrillators at St Mary's Hall, Quarry Hill Community Hall and other venues. While occasional training sessions are provided to members on how to use the defibrillator, full instructions are given when the unit is operated. Fire extinguishers and a fire blanket are in the kitchenettes. And emergency evacuation plans are on the walls.

### Security & Access

Members are asked to assist in making sure venues are kept secure. At the end of your activity, and if there is no other activity immediately following your, make sure the air-conditioning and lights are switched off in the space you are using, and that the windows and doors to the rooms and office are closed and locked. Check no one is in the toilets before you leave.

### Equipment & Technology

U3A Bendigo provides a range of information technology resources for members. We can help members develop their IT skills. Large screen TVs with attached media players are in both rooms at St Mary's, and can be used for presenting CD, DVD and Blu-ray discs as well as photos, video and audio files saved to USB flash drives. A portable battery-powered wireless microphone public address system is kept in the office for use in the Hall or elsewhere. For help with preparing presentations, using equipment, or technical issues, please contact the Technology Advisory Group or the office.

### Activity Membership

Financial members can enrol and attend any activity subject to the agreement of the Activity Leader. Contact the office if you change any of your personal details, including your email address. Prospective or non-members can attend an activity with Leader's consent for a couple of times before deciding if they want to join if space is available in a selected activity.

### Timetables

The Prospectus provides details of all activities available at the time of printing. Changes in day, time or venue of activities are advertised in the BUZZ.

## Record Keeping

Members attending any activity need to record their attendance on the approved *Attendance Sheet*. It is important that you do this, primarily for insurance purposes. Attendance Sheets are sent to the office each quarter for analysis, which also helps in future planning. For example, continual low attendance numbers may indicate declining interest, or need for seasonal delivery to accommodate grandparenting in school holidays or travelling.

## Name Badges

Members are reminded they are expected to wear their name badges when attending any U3A activities. While the front of the name badge records the year of membership, member name and membership number, importantly, the back of the name badge records emergency contact details, which may be needed at any time. Replacement name badges can be printed by the office.

## Fees & Payment

Annual membership fees for the following year are agreed by the membership at each annual general meeting and are levied to cover rental of the rooms for activities at St Mary's from 9:00 am until 5:00 pm on weekdays; the St Mary's Hall for Social Gatherings; Quarry Hill Community Hall and the cost of electricity, heating and cooling, insurance, printing, supplies and technology. The fees do not normally cover the cost of offsite venues, such as the Eaglehawk Badminton and Table Tennis Centre. Gurri Wanyarra Aquatic Centre or the Golden Square Futsal (Walking Football) Centre. These costs are shared by the group participants. This may also apply to other offsite venues.

Annual fees are due each year on 1 January and are for the calendar year. Please ensure you are wearing a current year's name badge. If in doubt, contact the office.

## Kitchenettes

As well as cleaning supplies, cold and hot water, tea, coffee, sugar and milk are available for members' use and are kept in kitchenettes. Contact the office if supplies are low. Please ensure used cups and spoons are washed and that the kitchenettes are kept tidy. Adhere to any signage about things to turn on and off.

## Photocopying

A black and white photocopier is available in St Mary's kitchenette for use by members. Spare copying paper is kept in the cupboard under the photocopier. Please let the office know if there is an issue with the photocopier or if paper or toner need replenishment.

## Taking Photos

Whilst members will have noted their acceptance to have photos taken on their enrolment form, please give a courtesy check each time you take a photo to be certain that they are happy to be photographed on that occasion.

## Library

Members are welcome to borrow a range of items from our Library located in the corridor between the U3A Rooms at St Mary's. The collection includes non-fiction and fiction books; CDs; and videos. Our Library Officer regularly reviews the collections. Donations are accepted. Members self-manage their borrowings and returns by entering their details in the Borrowing Book. Items no longer borrowed may be discarded to provide space for new donations.

## SOCIAL EVENTS

### Social Gatherings

On the fourth Wednesday of each month (except December and January) a Social Gathering is held in St Mary's Hall from 2:00 pm to 4:00 pm. Each Social Gathering is promoted in the BUZZ

newsletter and on the website. Guest speakers from within U3A Bendigo or from outside organisations are often invited to give a talk or presentation. Social Gatherings can also include a presentation from an activity group, a lunch, trivia quiz or other entertainment.

### **Meeting Our New Members**

The Committee of Management hosts a New Member event each year, usually in March at the March Social Gathering. While attendance is not compulsory, new members are invited to attend as it is an ideal opportunity to meet other members, Leaders and Co-Leaders and members of the Committee of Management.

### **Tuesday Talks & Short Courses**

A variety of Tuesday Talks and Short Courses are offered throughout the year. These are promoted on the website, in the BUZZ and by Snap News. Tuesday Talks are always held on a Tuesday morning and may be held a couple of times each month. Short Courses are more irregular. Tuesday Talks and Short Course presenters may come from within the membership or externally. If you would like to attend either, you can enrol on U-MAS or contact the office for assistance.

### **Open Day**

An annual Open Day is held during Seniors' Week in October where U3A Bendigo opens its doors to the community. This is a great day to invite friends and family to come along and see what we do at U3A.. Our Leaders and Co-Leaders are available for members and prospective members to have a chat about their activities.

### **Enrolment Process**

Online enrolments for new and returning members will open on the first business day of the year. If you need assistance with your enrolment the office will open in mid January

### **New Activities**

You are encouraged to contact the Office or Manager Member Services if you have any suggestions or ideas for new activities. Each year we have plans to introduce several new activities for members to enjoy. If you have a skill, knowledge or interest in a particular topic, and might like to share or present a regular activity, Tuesday Talk or Short Course, please contact our Office Manager Ian Burdett or one of the Committee of Management members.

We can support anyone who is new to leading a group.

### **Committee of Management Meetings**

Your Committee of Management (CoM) meets on the 2nd Monday of each month, except January. As a member you are very welcome to attend as an observer. You may just want to see your CoM in action, or you may be thinking about nominating for CoM involvement in the future. There are numerous opportunities to get involved in either CoM or sub-committee work. Please let us know by emailing [president@u3abendigo](mailto:president@u3abendigo) for more details.

### **Background to formation of U3As**

U3A Bendigo is part of an international movement founded in France in 1973 and aims to offer a wide variety of education and stimulation to retired or semi-retired seniors who are in their 'third age' of life. The movement was brought to Australia in 1984 where the first Australian U3A was established in Melbourne. A small group began in Bendigo in 1985. It was not until 1990 that U3A Bendigo was formed.

While U3A is an abbreviation for University of the Third Age, the word *University* is used in the wider sense of an association or community of teachers and learners united in the pursuit of knowledge, social interaction and well-being. The movement is commonly referred to as U3A.

U3A Bendigo is an incorporated association registered under the *Victorian Association Incorporation Reform Act 2012* and is therefore a legal body in its own right. Under its Constitution, U3A Bendigo is authorised to do all things *incidental or conducive to achieve its purpose*.

We promote and foster positive ageing by providing learning, recreational and social activities to *help keep our minds and bodies active in our life's third age*. Our aim is to facilitate social connection, physical activity and the sharing and development of knowledge and skills for older people in a friendly and cooperative environment.

## DATES TO REMEMBER IN 2023

Please enter these dates in your calendar or place this page on your fridge door.

The BUZZ newsletter deadline for contributions is the second Tuesday of each month.

Social Gatherings	4 <sup>th</sup> Wednesday of each month
Labour Day Holiday	Monday, 13 March
New Members Welcome	Wednesday, 22 March
Good Friday	Friday, 7 April
Easter Monday Holiday	Monday 10 April
ANZAC Day	Tuesday 25 April
Social Gathering & AGM	Wednesday, 26 April
King's Birthday Holiday	Monday, 12 June
Open Day	Wednesday, 4 October
End of year Concert	Wednesday, 22 November

## USEFUL CONTACTS

Role	Name	Email	Phone
President	Cheryl Hardie	president@u3abendigo.com	0428 272 417
Secretary	Sue Middleton	secretary@u3abendigo.com	0408 624 743
Treasurer	Mark King	treasurer@u3abendigo.com	0407 974 322
Wellbeing Team	Christine Haddrick	wellbeing@u3abendigo.com	0408 731 821
U3A Office Mgr	Ian Burdett	admin@u3abendigo.com	0490 858 469
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