



***U3A Bendigo
Members' Handbook***

Contents

WELCOME TO U3A BENDIGO	3
OUR PURPOSE	3
ABOUT US.....	3
CODE OF CONDUCT and TERMS & CONDITIONS	3
Code of Conduct	3
Terms & Conditions.....	4
FORMS, POLICIES & HANDBOOKS	4
Privacy.....	4
U3A Bendigo Members' Insurance	5
ACTIVITIES	5
Enrolment in Activities	5
Enrolment Process	6
New Activities	6
Fees & Payment.....	6
Venues & Accommodation	6
Risks and Safety	7
Security & Access	7
Equipment & Technology	7
Timetables.....	7
Record Keeping.....	7
Name Badges.....	7
Kitchenettes.....	7
Photocopying.....	8
Taking Photos	8
U3A Book Swap (Former Library)	8
SOCIAL EVENTS	8
Social Gatherings	8
Meeting Our New Members.....	8
Tuesday Talks & Short Courses.....	8
Open Day	8
Committee of Management Meetings.....	8
Background to Formation of U3As	9
DATES TO REMEMBER IN 2024.....	10
USEFUL CONTACTS	10

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.

OUR PURPOSE

As per the [Constitution](#), the purpose of U3A Bendigo is to provide learning opportunities and social and physical activities in a friendly and cooperative environment in which members are encouraged to assist with the running of U3A Bendigo.

ABOUT US

We are a voluntary 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 of our more than 80 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. 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 Convenors, 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 and TERMS & CONDITIONS

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. This applies to all U3A Bendigo hosted events, classes, activities, social functions, meetings, conferences and trips, and apply equally to all members.

Code of Conduct

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, Convenors, Co-Convenors, 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

Terms & Conditions

By reading the Terms and Conditions and ticking the box on the membership enrolment form you affirm that you have read, understood and agreed to the Terms & Conditions on the Membership Forms and in the U3A Membership and Administration System (U-MAS).

As a Member you shall:

1. abide by the rules of the Constitution, By Laws, and Policies and comply with and support decisions made and developed by the elected Committee, along with any future policies or versions of existing policies, as approved by the U3A Bendigo Committee of Management
2. become familiar with U3A Bendigo's Policies, Guidelines, Handbooks, Processes, particularly our Privacy Policy & Code of Conduct. Copies can be downloaded from the website or obtained from the office.
3. familiarise yourself regarding Emergency Management procedures, Risk and Safety protocols – refer to [Strategic Plan](#) for details
4. ensure that your personal details are current by updating U-MAS. If you cannot do this yourself, please [contact the office](#).
5. wear, or carry, your current Membership/Name Badge to all activities.
Note: It is not transferable, and it holds important emergency contact details on the back.
6. be mindful that U3A Bendigo will regularly seek to use recordings on camera or audio of members participating in U3A activities. Generally, these are used in publications, such as the Buzz or for advertising or publicity purposes. Whilst any film, photo, video or audio belongs to the Photographer, Video Maker or Audio Recorder they are required to respect member's privacy. Members have the right to decline having their picture or sound recorded and should remove themselves from the site of the recording activity.

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 or hard copies from the office.

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 Convenors, 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.

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.

U3A Bendigo Members' Insurance

We hold five essential policies with VMIA.

These are summarised below:

- **Public and Products Liability \$20 million any one occurrence.** Covers our legal liability to third parties for Personal Injury, Property Damage or Advertising Liability.
- **Directors and Officers Liability: \$20 million.** Indemnifies Directors and Officers against loss arising of any claim be reason of any Wrongful Act committed by them in their capacity as a Director of Officer, first made against them jointly or severally during the policy period.
- **Professional Indemnity: \$20 million.** Legal liability for third party claims for breach of professional duty arising out of a negligent act, error, misstatement, misleading statement or omission committed in the course of the business.
- **Entity Fidelity: \$100,000.** Reimbursement for loss of money, negotiable or non-negotiable instruments, goods of other items owned or in the care, custody, control of U3A Bendigo and for which is legally liable and which loss directly results from any dishonest act committed by an employee.
- **Personal Accident: Covers Members of Boards, Committees of Management, Patrons and Volunteer workers.** Only applies whilst the Insured Person is engaged in voluntary work and/or activities organised and/or authorised by and under the control of Named Insured including direct and uninterrupted travel to and from such work and/or activity.
Lump Sum Death and Capital benefits are scaled and apply as shown.
Max Benefit \$250,000 if person is aged between 18 yrs and 79 yrs, \$75,000 if person is aged 12yrs-17 yrs or 80 yrs – 90 yrs. \$20,000 if person is aged 91yrs – 100 yrs

ACTIVITIES

Enrolment in Activities

Members should:

1. book themselves into activities online using the U3A Membership Management System (U-MAS), or through the office. If members require help with this, they can contact the [U-MAS Help Desk](#).
2. please understand the importance of enrolling in activities, including "Tuesday Talks", "Short Courses", "Movie Mornings", "Monthly Gatherings", etc so we can manage attendances numbers.
3. understand that some classes or activities may attract an additional charge to cover extra costs or outlays. This will usually be stated in the course outline in U-MAS and the Prospectus.

4. advise the Convenor if they are going to be absent for more than four (4) consecutive sessions. If they don't advise the Convenor the member will not maintain their place in the activity. This is particularly important in the popular activities. You can notify your Convenor, using the UMAS Absence Module, to send them an email re your absence.

5. Financial members can enrol and attend any activity subject to the agreement of the Activity Convenor. If you are unable to change your personal details, including your email address, please contact the office. Prospective or non-members can attend an activity with the Convenor's consent up to 3 times before deciding if they want to join, **if** space is available in a selected activity.

6. advise the Convenor that they no longer want to attend a particular activity. This will allow those on the waitlist to take up the vacancy.

7. If unwell, do not attend your activity and inform the Convenor.

8. contact U3A Bendigo, if you have unusual circumstances that may affect your ability to attend activities

Enrolment Process

Online enrolments for new and returning members will open from the Monday before the office opens. Details on how to enrol online are on the [website](#). If you need assistance with your enrolment the office opens in mid-January.

New Activities

You are encouraged to contact [Membership Services](#) or the [Activities Coordinator](#) 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 an activity, Tuesday Talk or Short Course, please contact our [Activities Coordinator](#) or one of the Committee of Management members, to discuss your ideas.

We can support new members, if you would like to convene a group.

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 Truscott Pavilion (Eaglehawk Soccer Club) for Walking Football. 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.

Venues & Accommodation

As a guide the main U3A office, two classrooms and kitchenette of U3A Bendigo is located within the large building which is home to St Mary's Anglican Church, its Narthex, offices and Hall. It is located on the corner of Church and Bank Streets, Kangaroo Flat. Classrooms 1 and 2 at this site are 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. 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, Convenor/Co-Convenor Meetings, New Member welcome, and other larger groups meet in St Mary's Hall. The Music groups, Theatre and Art and Craft groups meet in Quarry Hill Community

Hall. Table Tennis, and Walking Football are held in appropriate venues for that activity. Other activities are held outside such as pétanque, croquet and walking groups.

Refreshment making facilities are generally available at all inside venues. The kitchenette at St Marys is available Monday to Friday for members to access water, tea or coffee. The kitchen at Quarry Hill Hall is accessible at all times when there is an activity in process. Convenors hold keys to the cupboards for tea and coffee etc. U3A has sole access to the U3A office at St Mary's, which is open on Tuesday (9.30-3) and Friday mornings (9.30-12).

Risks and Safety

First aid kits are in kitchenettes or other suitable places at venues or with Convenors 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 yours, 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.

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 office.

Timetables

Timetables are on room doors. 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 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. Badges may be collected from the office, once your subscription has been paid. They may also be collected from your Convenor. Contact your Convenor to find out more. Replacement name badges can be printed and collected from 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 our kitchenettes. Contact the office if supplies are low. Please ensure used cups and spoons are washed and that the kitchenettes are kept tidy and 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 a photo is taken to be certain that you are happy to be photographed on that occasion and for your photo's to be used in U3A publications.

U3A Book Swap (Former Library)

Members are welcome to borrow a range of items from our Book Swap located in the corridor between the U3A Rooms at St Mary's. The collection includes non-fiction and fiction books; CDs; and videos. Our Book Swap Officer regularly reviews the collections. Donations are accepted. Items 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 one or two New Member events each year, usually in March and later in the year, at the Social Gatherings. While attendance is not compulsory, new members are invited to attend as it is an ideal opportunity to meet other members, Convenors and Co-Convenors 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 Snap News. Tuesday Talks are 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'd like to attend 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 Convenors, Co-Convenors and Volunteers are available so members and prospective members can chat about their activities.

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](#) for more details.

Background to Formation of U3As

U3A Bendigo is part of a State, National and 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 established.

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. It is commonly referred to as U3A.

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.

We trust that you will enjoy your membership of U3A Bendigo and we look forward to seeing you from time to time. If you need assistance with anything, please use the following page of useful contacts or contact [Member Services](#) online, or come into the office.

Please see a list of Important dates and Useful Contacts on the next page.

Thank you for being a member of U3A Bendigo.

DATES TO REMEMBER IN 2024

Please enter these dates in your calendar or place this page on your fridge door.
The **BUZZ newsletter deadline** for contributions is the 2nd Tuesday of each month.

New Years' Day	Monday 1 January
Australia Day	Friday 26 January
Social Gatherings	4 th Wednesday, February-November
Labour Day Holiday	Monday, 11 March
New Members Welcome	Wednesday, 22 March
Good Friday	Friday, 29 March
Easter Sunday Holiday	Sunday 31 March
Easter Monday Holiday	Monday 1 April
ANZAC Day	Thursday 25 April
Social Gathering & AGM	Wednesday, 24 April
King's Birthday Holiday	Monday, 10 June
AFL Public Holiday (date TBC)	Friday before AFL Grand Final
Open Day	Wednesday, 2 or 9 October
Bendigo Cup Day	Wednesday 30 October
Melbourne Cup Day	Tuesday 5 November
End of year Concert	Wednesday, 27 November
Christmas Day	Wednesday 25 December
Boxing Day	Thursday 26 December

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		treasurer@u3abendigo.com	
Member Services	Ian Burdett	admin@u3abendigo.com	0490 858 469
Activities Coordinator	Barbara Devcic	activities@u3abendigo.com	0418 939 514
IT Management, Website, UMAS IT Equipment Help	Lyn Goodall	umasadmin@u3abendigo.com	0418 587 102
Wellbeing Team	Member Services Christine Haddrick Maureen Cross	admin@u3abendigo.com wellbeing@u3abendigo.com maureen.cross07@gmail.com	0490 858 469 0408 731 821 0448 518 682
BUZZ Editor	Mary Goodall Tuohey	buzz@u3abendigo.com	0407 565 967
Facebook	Jo Burgess	jobiemurch6@gmail.com	0410 582 629