



# TUTOR INFORMATION MANUAL

**Updated Edition**

**July 2023**

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## HELPFUL INFORMATION

### **Peter Lalor Campus**

34 Robert Street.

Lalor Vic 3075

### **May Road Campus**

2b May Road.

Lalor Vic 3075

(Behind the Lalor Library)

### **Mon, Tues, Wed & Thurs**

10.00am to 1.00pm

**Tuesday** 11.00pm to 4.00pm

**Thursday** 10.00am to 4.00pm

**Friday** Office is NOT open

**Office is also closed on the first Monday  
of the month for the Morning Tea.**

### **Phone**

Office 03 9464 1339

Mobile 0404 119 189

### **Postal Mail**

Whittlesea U3A Inc. **P.O. Box 1157 LALOR VIC 3075**

**All correspondence*****Whittlesea U3A Inc.***

The Secretary Whittlesea U3A Inc.

**P.O. Box 1157**

**LALOR VIC 3075**

Telephone: 03 9464 1339

Mobile: 0415 191 294

email: [jodie.l@whittleseau3a.org.au](mailto:jodie.l@whittleseau3a.org.au)

website: [whittleseau3a.org.au](http://whittleseau3a.org.au)

**Course Administrator**

Natalie Lim

Email: [communication@whittleseau3a.org.au](mailto:communication@whittleseau3a.org.au)

Mobile #: 0412230561

**Member/Tutor Liaison**

Judy Cleary – 0404 119 189

**Venue Coordinator**

Christine Czerny – 0407 214 335

[venuecoordinator@whittleseau3a.org.au](mailto:venuecoordinator@whittleseau3a.org.au)

**President 2022/2023 Contact Details**

Glen Wall

[president@whittleseau3a.org.au](mailto:president@whittleseau3a.org.au)

0422 852 593

If no answer please leave a message

## **MISSION STATEMENT OF WHITTLESEA U3A**

Whittlesea U3A prides itself in providing an environment where seniors have the opportunity to learn and socialize with others in a welcoming and friendly environment. With this in mind Whittlesea U3A has developed the following mission statement.

*“Our mission is to provide opportunities for seniors to learn, teach, share, and to give mutual support to each other in a friendly and warm environment, regardless of gender ethnicity, religion, ability or disability.”*

## **PURPOSE OF HANDBOOK**

The purpose of this handbook is to provide information for leaders/ tutors of classes and groups that will be of general assistance. As some of the booklet may change yearly – committee members and contact details, etc.; updates will be made to this booklet and placed on the website. The latest version of this manual will be emailed to tutors at the beginning of the year. Those tutors without an email address will be mailed a hard copy.

The handbook will contain information including:

- **Contact lists** – committee members; office volunteers and offices
- **Location of venues** – address and phone numbers where necessary. Useful guide when directing members to classes
- **General ideas** on preparing, establishing, and running a class
- **Information relating to resources** – where and how to access them and what is available for borrowing
- **Relevant documents links on the Whittlesea U3A website** e.g. incident reports; reimbursement forms
- **Links** to Whittlesea U3A current policies on the website

*Should you have any questions with regards to any information found in this handbook please contact any of the following:*

- **Course Coordinator & Communication Manager: Natalie Lim 0412 230 561**  
[communication@whittleseau3a.org.au](mailto:communication@whittleseau3a.org.au)
- **Judy Cleary**  
9464 1339 or 0404119189

# ROLES, RESPONSIBILITIES AND RIGHTS OF THE ACTIVITY LEADER/TUTOR

## ACTIVITY LEADER/TUTOR ROLES

Each group needs an activity leader/tutor to operate. Whether this activity leader/tutor is an instructor or someone who provides guidance depends on the general focus of the course/group. Below is a definition of the types of activity leaders/tutors that are being utilized within Whittlesea U3A.

1. **The teacher or instructor:** This role is usually carried out by an experienced, knowledgeable person in a skill or content area, e.g. yoga, line dancing, a language, a craft, computer skills etc. No qualifications are required unless it is felt necessary in some physical activity or first aid type courses.
2. **Discussion Group Leader:** This role requires some background knowledge and understanding of the subject area, and skills in leading a discussion so that people feel challenged but comfortable in being actively involved. It needs the skill of judging where the discussion is going, how to guide it and how long to let it run. An example of such courses is Book Club.
3. **Tutor:** This role requires some organisational skills and the ability to select sufficiently stimulating activities for participants. It is the most popular category of leaders and requires no teaching skills other than a desire to show, share and explain to others one's knowledge and interest and hobbies. Whether it is a craft class or a discussion group the focus is the same. If the activity relates to travel (Discover Melbourne for example), it helps if the tutor has been to the venue beforehand. *Please refer to the 'Whittlesea U3A Trips and Events Policy'* found on the website for the procedures relating to such activities.
4. **Activity Groups Organiser:** This requires organisational and group management skills, but not necessarily any specific subject matter knowledge. For example, table tennis, bowls, chess or other games clubs, gardening, cooking, and walking or hiking.

## ACTIVITY LEADER/TUTOR RESPONSIBILITIES

Activity leaders/tutors are the life-blood of Whittlesea U3A and very important volunteers. When you take on the responsibility of being an activity leader/tutor, regardless of the type, there are some responsibilities that come with the role. These include:

- Undertaking the agreed program or course responsibly and ethically with respect and confidentiality.
- Tutors have access to some personal details of members in their class. This includes member email, phone numbers and emergency contacts and the member privacy must be respected. Tutors are not to pass on members details to someone else without the individual member's permission.
- Ensuring that you understand and abide by the Whittlesea U3A Inc. *Code of Conduct*.
- Being reliable, accountable, and committed.
- Requesting support from class members and the organisation when it is needed. Remember that you always have others to help you.
- Valuing and supporting other volunteers.
- Ensuring you are fully aware of all issues concerning Occupational Health and Safety as well as, Evacuation and Emergency Procedures. These are outlined in the venue and it is important for your safety and the safety of other members that you are aware of these procedures.
- Being aware of Emergency evacuation procedures e.g. Evacuation maps and instructions are displayed in each classroom. Be aware of these procedures in case of an emergency.

- Knowing the relevant policies, available on the website, such as copyright, taking photos and grievance procedures.

Where an activity leader/tutor is unaware of relevant procedures or needs assistance the Committee of Management is always there to assist so please contact the **Course Coordinator** on mobile: 0412 230 561 or by email: [communication@whittleseau3a.org.au](mailto:communication@whittleseau3a.org.au) OR the **Secretary** by email: [jodie.l@whittleseau3a.org.au](mailto:jodie.l@whittleseau3a.org.au)

## **ACTIVITY LEADER/TUTOR RIGHTS**

Whittlesea U3A also acknowledges that activity leaders/tutors have rights including:

- a healthy and safe work environment
- reimbursement by Whittlesea U3A of any approved out-of-pocket expenses incurred whilst running the activity
- being consulted and informed on matters that directly and indirectly affect you as an activity leader/tutor
- access to grievance procedures, if necessary
- support to undertake your role as activity leader/tutor by orientation and professional development opportunities.

## **SHARING THE ACTIVITY LEADER/TUTOR WORKLOAD – CLASS ADMINISTRATORS, CLASS MONITORS**

It is important to stress that although the ultimate responsibility for a successful class resides with the activity leader/tutor, much of the work and many of the functions of an activity leader/tutor can and should be shared with other class members.

The shared responsibilities can range from:

- joint leadership of the class
- activity leader/tutor assistants
- course administrator
- supporting the activity leader/tutor in planning for the class e.g. room setup, obtaining and using technology and keeping records of attendance, money collected etc.

Appointing those who can assist you as the leader is often one of the first steps at the first meeting of the class. Sharing the functions of the activity leader/tutor can lead to a reduced and fairer workload for activity leader/tutor, and class member ownership is enhanced.

It is both important and helpful for both the activity leader/tutor and the class to try and appoint a member of the group who would be able to lead and organise activities during any short absences. This will ensure that there is no interruption to the activities enjoyed by the class.

## **DATES TO REMEMBER**

### **Term dates 2023**

<b>Term 1</b>	<b>Term 2</b>	<b>Term 3</b>	<b>Term 4</b>
31 <sup>st</sup> January – 6 <sup>th</sup> April	24 <sup>th</sup> April – 23 <sup>rd</sup> June	10 <sup>th</sup> July - 15 <sup>th</sup> September	2 <sup>nd</sup> October – 1 <sup>st</sup> December

### **Public holidays 2023**

- Monday 13<sup>th</sup> March – Labour Day
- Friday 7<sup>th</sup> April – Good Friday
- Monday 10<sup>th</sup> April – Easter Monday
- Tuesday 25<sup>th</sup> April – ANZAC Day
- Monday 12<sup>th</sup> June – King’s Birthday
- Friday 29<sup>th</sup> September – Grand Final Celebration Day
- Tuesday 7<sup>th</sup> November – Melbourne Cup

### **Monthly Morning Tea – Epping R.S.L.**

- 1<sup>st</sup> Monday of the month February to November.

### **Seniors Festival**

- First full week in October or as advised by City of Whittlesea
- A special program is being planned for this week through the classes and more information will be sent to all tutors as soon as available.
- The seniors’ festival though focussed on one week is really in force throughout the month of October. As part of the collaboration between Whittlesea U3A and the City of Whittlesea, tutors are invited to welcome members of the general public to their classes for a look see – one lesson only. This was a great success in 2022 and we hope to continue this in 2023. From the feedback I received those who attended were very impressed and some even joined for this year. Tutors will be contacted in Term 3 to see if they are interested in having these visits.

### **Highlights and celebrations for classes**

- Specific dates and information will be provided to both the individual classes and on the website
- These could include displays at Shopping Centres or Whittlesea Council Facilities. They will only be conducted with the approval of the group/s concerned

### **Magazines, Newsletters, and other Communication**

- Provided by email by the Communication Manager/Course Coordinator.
- Promoting your class is a great way to get more members. Advertising can be done in the weekly WOTZON (comes out every Sunday). The Whittlesea U3A website is also a great place to advertise classes so also consider this when preparing ads. If you would like to advertise your class send the information to Natalie Lim on [communication@whittleseau3a.org.au](mailto:communication@whittleseau3a.org.au) and she will ensure the article is placed in the appropriate publication.
- Promotional information for Facebook can be given to Christine Czerny on [venuecoordinator@whittleseau3a.org.au](mailto:venuecoordinator@whittleseau3a.org.au)



## IMPORTANT CONTACTS AND SUPPORT GROUPS

Contact details are being provided to assist you as an activity leader/tutor. As the Committee of Management changes with the AGM many of these will also change. Should you require contact details and/or information covering other topics please contact the office, the course coordinator or the Secretary.

### 2022/2023 COMMITTEE OF MANAGEMENT

POSITION	NAME	EMAIL ADDRESS
President/Chairman (Executive)	Glen Wall	<a href="mailto:president@whittleseau3a.org.au">president@whittleseau3a.org.au</a>
Vice President/Almoner (Executive)	Kathy Lizio	<a href="mailto:kathylizio30@gmail.com">kathylizio30@gmail.com</a>
Vice President 2/ Communications Manager (Executive)	Natalie Lim	<a href="mailto:communication@whittleseau3a.org.au">communication@whittleseau3a.org.au</a>
Secretary/Public Officer (Executive)	Jodie Lang	<a href="mailto:jodie.l@whittleseau3a.org.au">jodie.l@whittleseau3a.org.au</a>
Treasurer (Executive)	Peter Rodaughan	<a href="mailto:treasurer@whittleseau3a.org.au">treasurer@whittleseau3a.org.au</a>
Venue Coordinator	Christine Czerny	<a href="mailto:venuecoordinator@whittleseau3a.org.au">venuecoordinator@whittleseau3a.org.au</a>
Membership Management / Database (U-MAS) administration	Kevin Whelan	<a href="mailto:membership@whittleseau3a.org.au">membership@whittleseau3a.org.au</a>
Course/Tutor Coordinator	Natalie Lim	<a href="mailto:coordinator@whittleseau3a.org.au">coordinator@whittleseau3a.org.au</a>
IT Coordinator/Peter Lalor Campus Coordinator	Peter Cleary	<a href="mailto:peter.c@whittleseau3a.org.au">peter.c@whittleseau3a.org.au</a>
Bookkeeper	Marion Gaylard	<a href="mailto:marion@gaylard.com.au">marion@gaylard.com.au</a>
Member	Kumar Emilianus Chandrakumar	<a href="mailto:emilianusck@gmail.com">emilianusck@gmail.com</a>

### IMPORTANT CONTACTS NOT ON THE COMMITTEE OF MANAGEMENT

**Office volunteers** – contactable on 03 9464 1339 or 0404 119 189

- At Peter Lalor Campus: Anne Carbis, Heather Vella, Faye Gray, Mimma Morabito, Margaret Fife, Gwen Thomas, and Lee Meredith
- At May Rd Campus: Jodie Lang

#### **Member/ leader tutor Liaison**

- Judy Cleary – 0404 119 189

## CLASS OPERATION AND PROCEDURES

As an activity leader/tutor, it is important that you have clear information about current administration and operation of classes. The following information would be helpful and as with other sections of this handbook some updates will become necessary with each new calendar year.

### GENERAL CLASS ADMINISTRATION; CLASS VENUE AND ACCOMMODATION

#### VENUE DETAILS:

- **Keys** – if you have keys to your venue it is important that these are kept safe as Whittlesea U3A is responsible for keeping them safe. The venue coordinator manages venue keys and should be contacted if there are any queries. If you are not taking the class the following year all keys need to be returned to the office at the end of the year. It is also important that all venues are locked up on completion of an activity to ensure that security is maintained. If you have any inquiries please contact the venue coordinator directly on [venuecoordinator@whittleseau3a.org.au](mailto:venuecoordinator@whittleseau3a.org.au)
- **Room setting up and leaving requirements** – all venues need to be returned to the way they were found (if not better) at the end of each class. This would include returning tables and chairs to their original location, unless different arrangements have been made.
- **Contact details for reporting any maintenance issues** – if you have any of these issues including damaged tables or chairs, blinds etc. it is essential that you contact the Venue Coordinator, Whittlesea U3A office or the Course coordinator as soon as possible so that the matter can be followed up with the relevant authorities. The venue coordinator's contact details are [venuecoordinator@whittleseau3a.org.au](mailto:venuecoordinator@whittleseau3a.org.au)
- **Need to change a venue** – if you as an activity leader/tutor have a problem with a venue, class time allocation etc. please contact the **Course Coordinator by email** (that way everyone has a written copy) on [communication@whittleseau3a.org.au](mailto:communication@whittleseau3a.org.au) This process is important if the venue needs to be changed for some reason. **Please do not contact the venue coordinator directly.**
- **Holiday classes** – if you would like to continue your class during the school holidays please notify the **Course Coordinator by email**. **Please do not contact the venue coordinator directly.** This is important as many venues are not paid for over the holidays or are closed. In 2023 tutors are asked to make a decision prior to 14<sup>th</sup> February as to whether they will be continuing their class during the breaks, including public holidays (subject to venue availability). Venues will be contacted early to secure a place. Please contact Natalie Lim on [communication@whittleseau3a.org.au](mailto:communication@whittleseau3a.org.au) if your class will be conducted during the breaks. Please remember that venues like public libraries are closed during public holidays. Also, for security reasons, Peter Lalor Campus may not be available during these times and alternate arrangements will need to be made. Members will be notified either by yourself, as tutor, or the Course Coordinator if classes were going to continue.
- **Allocated Venue times and processes** – the venues that we use are supervised by a number of different group but the majority of them are managed by the City of Whittlesea. This year we have been instructed of a few changes which may affect the general administration of your class.
  - **Venue times** – we have been instructed that the times we have allocated to classes must be strictly adhered to. We are not permitted to enter the premises earlier than the booking time or leave later. Where a class, due to equipment etc, needs preparation and pack up time at least 15 minutes have been provided either side of your booking. Other classes do

not have this time. Please contact me if you are unsure of your actual booking time as the council will be sending supervisors out to venues to check.

- **Venue use and attendance lists** – another issue that the City of Whittlesea is focussing on is the use of their venues, whether the right size room is being used for the right sized group. For this reason attendance lists will become essential in 2023. Not only do they give us an indication as to who is attending your class and a discussion point for altering participants and numbers in classes, it also allows us to show the Council that we are using their venues as described. Please ensure that enrolment lists are maintained and sent to the course coordinator at the end of every term.

## VENUE LOCATIONS:

Here is a current list of venue locations. This will be helpful when members ask you where a class is being held – the street, suburb etc. It will be upgraded regularly as new venues become available.

<b>NAME</b>	<b>The Base</b>	<b>NAME</b>	<b>Brookwood Community Activity Centre</b>
ADDRESS	Plenty Valley Shopping Centre. 400 McDonalds Road Mill Park	ADDRESS	25 Hazel Glen Drive Doreen (Corner Brookwood Avenue)
CAR PARKING	Ample parking available but some limits apply	CAR PARKING	Parking available.
<b>NAME</b>	<b>Council Car Park</b>	<b>NAME</b>	<b>Epping Activity &amp; Community Centre</b>
ADDRESS	City of Whittlesea Council Chambers, Ferres Blvd, South Morang	ADDRESS	378 Findon Rd Epping
CAR PARKING	Ample parking available	CAR PARKING	Parking available.
<b>NAME</b>	<b>Epping Memorial Hall/Meeting Room</b>	<b>NAME</b>	<b>Epping R.S.L.</b>
ADDRESS	827 High Street, Epping. Corner Hall Street.	ADDRESS	195 Harvest Home Road, Epping
CAR PARKING	Ample parking available.	CAR PARKING	Ample parking available
<b>NAME</b>	<b>Epping Works Depot</b>	<b>NAME</b>	<b>Estia School House</b>
ADDRESS	68 Houston St. Epping	ADDRESS	879 Plenty Rd., South Morang
CAR PARKING	Parking available	CAR PARKING	Limited parking available. Mainly street parking
<b>NAME</b>	<b>French Street Hall</b>	<b>NAME</b>	<b>Granite Hills</b>
ADDRESS	47a French Street Lalor	ADDRESS	Corner of Topaz Grove and Skyline Drive South Morang
CAR PARKING	Ample parking available.	CAR PARKING	Parking available

<b>NAME</b>	<b>Growling Frog Golf Course</b>	<b>NAME</b>	<b>Hawkstowe Recreation Reserve</b>
ADDRESS	1910 Donnybrook Road, Yan Yean	ADDRESS	South Morang, off Plenty Rd, Road opposite Gordons Rd.
CAR PARKING	Ample car parking available	CAR PARKING	Ample parking
<b>NAME</b>	<b>Janefield Community Centre</b>	<b>NAME</b>	<b>Jindi Family and Community Centre</b>
ADDRESS	2 Manchester Crescent Bundoora	ADDRESS	48 Breadalbane Avenue Mernda
CAR PARKING	Car parking available	CAR PARKING	Car parking on site including disabled parking.
<b>NAME</b>	<b>Lalor Library</b>	<b>NAME</b>	<b>Laurimar Community Centre</b>
ADDRESS	2b May Road, Lalor	ADDRESS	110 Hazel Glen Drive Doreen (Corner Laurimar Boulevard)
CAR PARKING	Parking available.	CAR PARKING	Ample parking available.
<b>NAME</b>	<b>May Rd. Campus/Senior Citizen's Lalor</b>	<b>NAME</b>	<b>Mernda Community Centre</b>
ADDRESS	2b May Road, Lalor Behind the Lalor Library.	ADDRESS	Cnr Heals and Schotters Rd Mernda
CAR PARKING	Parking available.	CAR PARKING	Some parking available
<b>NAME</b>	<b>Mernda Village Community Centre</b>	<b>NAME</b>	<b>Mernda Village Shops</b>
ADDRESS	70 Mernda Village Drive, Mernda	ADDRESS	7a/57 Mernda Village Drive, Mernda.
CAR PARKING	Parking available	CAR PARKING	Parking available.
<b>NAME</b>	<b>Miller Community Centre (previously known at Mill Park Community Centre)</b>	<b>NAME</b>	<b>Mill Park Basketball Stadium</b>
ADDRESS	11 Mill Park Drive (cnr Blamey Ave), Mill Park	ADDRESS	Stables Shopping Centre. Redleap Avenue Mill Park.
CAR PARKING	Parking available	CAR PARKING	Parking available.
<b>NAME</b>	<b>Mill Park Leisure Centre</b>	<b>NAME</b>	<b>Mill Park Library</b>
ADDRESS	33 Morang Drive Mill Park	ADDRESS	394 Plenty Road Mill Park
CAR PARKING	Ample Parking	CAR PARKING	Parking available.

<b>NAME</b>	<b>Nick Ascenzo Community Centre</b>	<b>NAME</b>	<b>Norris Bank Reserve</b>
ADDRESS	2 Boronia Avenue Thomastown	ADDRESS	135 McLeans Road Bundoora
CAR PARKING	Ample parking available.	CAR PARKING	Parking available.
<b>NAME</b>	<b>Peter Lalor Campus</b>	<b>NAME</b>	<b>Oz Bowling Centre</b>
ADDRESS	34 Robert St. opp. Ryder St., Lalor	ADDRESS	41-53 Miller Street Epping
CAR PARKING	Limited street parking available	CAR PARKING	Parking available
<b>NAME</b>	<b>Readings Cinema Epping</b>	<b>NAME</b>	<b>Riverside Community Centre</b>
ADDRESS	Epping Plaza Epping	ADDRESS	8 Doreen Rogen Way, South Morang
CAR PARKING	Ample Car parking available.	CAR PARKING	Off Riverside Drive. Parking available.
<b>NAME</b>	<b>Sherwin Rise Retirement Village</b>	<b>NAME</b>	<b>South Morang Station</b>
ADDRESS	40 Chetwynd Grove Wollert	ADDRESS	McDonalds Road, South Morang
CAR PARKING	Parking available	CAR PARKING	Limited carparking available during the week, better during the weekend
<b>NAME</b>	<b>Thomastown Library</b>	<b>NAME</b>	<b>Thomastown Recreation Activity</b>
ADDRESS	52 Main Street Thomastown; Next to Thomastown Aquatic Centre.	ADDRESS	52 Main Street Thomastown (next to Thomastown Library)
CAR PARKING	Parking Available	CAR PARKING	Parking available.
<b>NAME</b>	<b>Westfield Plenty Valley</b>	<b>NAME</b>	<b>Whittlesea Community Activity Centre</b>
ADDRESS	Woolworths at Plenty Valley Shopping Centre, South Morang.	ADDRESS	57-61 Laurel Street Whittlesea
CAR PARKING	Ample parking available.	CAR PARKING	Ample Parking available.
<b>NAME</b>	<b>Whittlesea Library</b>	<b>NAME</b>	<b>YMCA Leisure Centre</b>
ADDRESS	57 – 61 Laurel Street Whittlesea.	ADDRESS	41-53 Miller Centre
CAR PARKING	Ample parking available.	CAR PARKING	Parking available

## EQUIPMENT AND TECHNOLOGY

Whittlesea U3A understands that as part of your class you may need to either borrow or purchase certain equipment and materials. Money is available for many of the small items that are needed in class, so an activity leader/tutor does not have to feel that they are out of pocket when organizing an activity.

- **Reimbursement of funds** – please find a form on the [website](#). All requests for purchasing of items need to have been prearranged with the Class Coordinator prior to the purchase. The reimbursement form plus receipts are then emailed or handed to the Treasurer (refer to Contact List). At all times when money is provided to a tutor or a tutor wishes to be reimbursed for money spent for a class or activity an official receipt needs to be provided to the Treasurer or Class Coordinator. Please notify the Treasurer or the Class Coordinator if you need more information about reimbursement and the type of receipts needed.
- **Purchase or borrowing of more expensive equipment** – should your class need to purchase or borrow any more expensive equipment please notify Natalie Lim (refer to Contact list). It is very important to realise that, although grants are available to purchase many items, not all requests can be accommodated. However, members of the Committee would like all activity leaders/tutors to be able to provide the best possible learning experience for members, so all requests will be considered.
- **Borrowing of equipment within a class** – many classes provide equipment which can be loaned out to its members. Please refer to the Borrowing Policy on the website: [Click Here](#)

## CLASS MEMBERSHIP

### PARTICIPATION IN CLASS

Enrolments usually occur between December and January; however, many members enrol in classes during the year as they hear about a great class, a new class becomes available or as their time availability changes. Activity leaders/tutors are updated about changes to their classes by mail, email, or phone so that they can modify their program to suit. It is important for activity leaders/tutors to notify the office of any changes to their class structure from their end – when someone tells them they will not be returning or when their own circumstances change, and classes need to be modified. Members of classes can record their own absences, whether long or short term, through the UMAS system and tutors are notified of these changes. Alternately they can notify the course coordinator, the office or Judy Cleary for assistance.

Another important part is that an activity leader/tutor needs to ensure that all participants in their class have been officially enrolled. Members often like to make a visit to a new or proposed classes. This is great because it gives them the opportunity to see firsthand the opportunities being offered. However, always encourage (and sometimes insist) that members enrol officially in classes rather than continuing to 'drop in.'

A lot of Whittlesea U3A's programs depend on grants from external sources including the City of Whittlesea and the State Government. When applying for these grants the one constant question is '*How many members attend classes?*' This question cannot be answered accurately unless everyone who attends a class enrolls officially. So, with this in mind don't forget to ensure that all the members of your class are current members (check their badges if you do not know them) and that they are enrolled (check your updated enrolment list). Linked to this are the attendance rolls so it

would be appreciated if tutors could keep these up to date and hand them in (physically or electronically) at the end of each term.

Please notify the office if a vacancy occurs in your class especially if there is a waiting list. This way everyone is happy.

## **CLASS TIMETABLES**

As the number of classes change constantly during the year it is recommended that you refer to the website for the most up to date list. Course summaries are available on the website and the weekly WOTZON provides up to date details of any changes to classes.

## **CLASS ATTENDANCE**

Each term, attendance lists are emailed to you, or you can pick them up from either the Peter Lalor office or May Road office, so that you can keep an accurate record of who is attending your class. These lists can also be downloaded on to your computer if you prefer as a pdf. If you need assistance to do this, please notify the Course Coordinator and she will be very happy to help. The attendance roll provides a vital piece of information for Whittlesea U3A and therefore roll marking needs to be an integral part of each class meeting. Please add an "A" for an absence and a tick for attendance. The information is used for identifying non-members, insurance purposes, moving people from waiting lists, identifying welfare issues, statistics for reports etc. The City of Whittlesea has also requested that, from time to time, Whittlesea U3A provides an audit of venue usage and this is only possible through our attendance lists.

At the end of each term please either mail, scan and email, or just hand deliver your completed list to the office.

**PLEASE REMEMBER** Venue times have been allocated with the organisers. Where a class needs time to prepare or pack up a 15 minute time has been allocated. Please abide by these times especially with Council venues. We have been told that spots checks will be conducted by these organisers and we will be charged if there early or stay later. If for any reason you need to visit the venue, or attend the venue earlier than specified please contact either Natalie Lim on 0412 230 561 or Christine on 0407 214 335

## **CONTACT INFORMATION COLLECTION**

Name and details of class members, including emergency contacts, are passed on to the activity leader/tutor unless there are some legal or privacy issues stopping Whittlesea U3A from doing so. It is also important when a member gives an activity leader/tutor any changes to their personal details that these are forwarded to the office for updating on the data base. Tutor contact information cannot be provided by the office or any member of the committee without permission of the tutor. If you would like your group to be able to contact you it would be better to provide them with your information at the beginning of the year.



## MISCELLANEOUS ADMINISTRATION MATTERS

### POLICIES

Whittlesea U3A is an ever-evolving organisation and membership is constantly increasing. For this reason, policies are created and reviewed yearly to ensure that the needs of the membership are met. A copy of these policies is available on the website and are regularly updated. All policies have been updated in 2023

The following policies are available on the website. Please follow this link [CLICK HERE](#) to view:

- Whittlesea U3A Constitution
- Anti-Discrimination Policy
- Borrowing of Materials Policy
- Code of Conduct Policy
- Copyright Policy
- Grievance Policy
- Membership Terms and Conditions
- Risk Management Policy
- Privacy Policy
- Sexual harassment
- Bullying Policy
- Raffles for Fund Raising Policy
- Selling of Goods Policy
- Refunds Policy
- Trips and Events Policy
- Tutors and Developing a Class Policy

### CLASS CANCELLATION PROTOCOL FOR TEMPORARY OR PERMANENT CANCELLATIONS

Classes may need to be cancelled for many reasons.

Below is the procedure that an activity leader/tutor should follow when needing to cancel a class.

**Temporary cancellation** – although not ideal as all members of a class really look forward to the weekly, fortnightly activity there will be times when a class must be cancelled.

- **To ensure everyone remains informed of what is happening in your class could you please:**
  - Notify the **Course Coordinator** of your plans so Whittlesea U3A has a record
  - Try, where possible, to find someone in your class who can lead the group in your absence
  - Discuss the matter with the Course Coordinator if you are unable to find someone to take the class for you.
  - If no one is available and the Course Coordinator is unable to get another activity leader/tutor, an email will be sent by the Course Coordinator to notify the members of your class of the cancellation.
  - An SMS can also be sent by the Course Coordinator should members need to be notified in an emergency.

**Permanent cancellation** – if you are unable to continue with a class please notify the **Course Coordinator as soon as possible**. They will discuss the issue with you and try and find an alternative solution if one is possible. Remember that members of a class really look forward to these events so permanent cancellation is something that Whittlesea U3A tries to avoid where possible.

***As a rule classes are cancelled on public holidays and during the morning of the AGM. Tutors will be notified if other arrangements are made.***

## **GENERAL IDENTIFICATION**

- All members of a class need to wear or have visible their Whittlesea U3A identification. This is especially important on outings or other planned class activities.
- Emergency contact details for class members is available on the front and back of the Whittlesea U3A ID card.
- In case of a serious medical emergency always dial 000 for an ambulance, contact the emergency number on the member's ID card and contact the office.
- An incident report needs to be filled out and it can be found on the Whittlesea U3A website [CLICK HERE](#) The sooner this is completed the better however always ensure that the member is safe first.

## **TAKING PHOTOS OF CLASS MEMBERS**

- It is always recommended that whenever photos are about to be taken of the class, verbal permission at the time be sought with an explanation as to what the photo will be used for.
- Permission to take photos is part of the terms and conditions that members tick at the time of enrolment however it is always a good idea to ask first.
- If you are planning to advertise your class/activity on Facebook, and include photos please don't forget to ask those in the photos if it is okay. There are some members who do not wish to have their face on social media.

## **GRIEVANCE AND DISPUTE PROCEDURES**

- Grievance report forms are available to class members including an agreed process to address the reported grievance. [CLICK HERE](#) for a copy of an incident report. Plus there is a Grievance Policy available on the website.

## **COMMUNICATION WITH CLASS MEMBERS**

The foundation of class communication is respect. This is outlined in Whittlesea U3A Inc. 'Code of Conduct Policy'

Class member communication with activity leaders/tutors out of hours e.g. email, phone number. It is up to the individual activity leader/tutor how much and what type of personal information you wish to give to the members in your class.

Encouragement of feedback to improve the course - a way of ensuring that your class remains relevant to the participants is to ask for feedback (verbal or written). This could be done either at the end of each semester or at the end of the year.

Always get permission before giving members of a class other member's contact details. The office does not provide personal details of the tutor or any class member without their permission. Contact to a class member can either be done by the tutor, office or course coordinator. This will avoid future disputes.