



TUTOR INFORMATION MANUAL

Updated Edition

January 2024

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HELPFUL INFORMATION

Peter Lalor Campus

34 Robert Street.
Lalor Vic 3075

Mon, Tues, Wed & Thurs

10.00am to 1.00pm

Friday Office is NOT open

May Road Campus

2b May Road.
Lalor Vic 3075
(Behind the Lalor Library)

Tuesday 11.00pm to 4.00pm

Thursday 10.00am to 4.00pm

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

website: whittleseau3a.org.au

Course Administrator

Natalie Lim

Email: communication@whittleseau3a.org.au

Mobile #: 0412 230 561

Member/Tutor Liaison

Judy Cleary – 0404 119 189

Venue Coordinator

Christine Czerny – 0407 214 335

venuecoordinator@whittleseau3a.org.au

President 2023/2024 Contact Details

Glen Wall

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
- **Tutor Liaison**
 - **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.
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 or the **Secretary** on mobile: 0415 191 294 or by email: 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 2024

Term 1	Term 2	Term 3	Term 4
30 th January – 28 th March	15 th April – 28 th June	15 th July - 20 th September	7 th October – 29 th November

Public holidays 2024

- Monday 8th March – Labour Day
- Friday 29th – Good Friday
- Monday 10th April – Easter Monday
- Thursday 25th April – ANZAC Day
- Monday 10th June – King’s Birthday
- Friday 27th September – Grand Final Celebration Day
- Tuesday 5th November – Melbourne Cup

Monthly Morning Tea – Epping R.S.L.

- 1st 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 past years and we hope to continue this in 2024. 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.
- In 2023 Whittlesea U3A conducted an OPEN DAY at May Road Campus during Seniors’ Week. We hope to continue this in 2024 with the actual date of the activity to be decided. The program will focus on market stalls – manned by groups/classes and individual members and demonstrations. Tutors will be invited early in term 3 for expressions of interest.

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 fortnightly WOTZON (comes out every second 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 and she will ensure the article is placed in the appropriate publication.

- A small newsletter will be published fortnightly providing general Health and Well Being information to members.
- Promotional information for Facebook can be given to Christine Czerny on 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.

2023/2024 COMMITTEE OF MANAGEMENT

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

OTHER IMPORTANT CONTACTS

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

- **At Peter Lalor Campus:** Anne Carbis, Heather Vella, Faye Grey, Mimma Morabito, Gwen Thomas and Margaret Fyfe

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/Swipe Cards** – if you have keys/swipe cards 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/swipe cards 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. If for any reason you need to give your key to another member of the group – absence due to illness or holiday, you need to inform the venue coordinator that you have done this in case there is any issue. 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
- **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 as soon as possible so that the matter can be followed up with the relevant authorities. It is a good idea to take a photo of the issue as this provides documented proof. The venue coordinator's contact details are 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 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 2024 tutors are asked to make a decision prior to **THE END OF FEBRUARY** as to whether they will be continuing their class during the breaks, including public holidays (subject to venue availability). Venues need to be contacted early to secure a place. Please contact Natalie Lim on 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 may 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 groups but the majority of them are managed by the City of Whittlesea. We have been instructed of processes that 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 continue to be essential in 2024. 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.
 - **Changes to venues due to maintenance** – we are often informed that maintenance is being carried out in various venues. This would require either the temporary suspension of classes or the change of venue/time allocation. When this happens tutors will be informed of the alternate arrangements and they will be given the opportunity to decide whether they can make the necessary changes or to cancel the classes for the affected time.

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.

NAME	The Base	NAME	Brookwood Community Activity Centre
ADDRESS	Plenty Valley Shopping Centre. 400 McDonalds Road Mill Park	ADDRESS	25 Hazel Glen Drive Doreen (Corner Brookwood Avenue)
CAR PARKING	Ample parking available.	CAR PARKING	Parking available.
PUBLIC TRANSPORT	South Morang Station. Bus 901. Frankston-Melbourne Airport (Smartbus)	PUBLIC TRANSPORT	Bus 386 from Mernda Station goes along Hazel Glen Drive (Melways 391 G6)
NAME	Council Car Park	NAME	Epping Activity Centre
ADDRESS	City of Whittlesea Council Chambers, Ferres Blvd, South Morang	ADDRESS	378 Findon Rd, Epping
CAR PARKING	Ample parking available	CAR PARKING	Parking available.
PUBLIC TRANSPORT	South Morang station, Bus 382, 901	PUBLIC TRANSPORT	Bus 577 travels along Findon Rd Epping
NAME	Epping Memorial Hall/Meeting Room	NAME	Epping R.S.L.
ADDRESS	827 High Street, Epping. Corner Hall Street.	ADDRESS	195 Harvest Home Road, Epping
CAR PARKING	Ample parking available.	CAR PARKING	Ample parking available
PUBLIC TRANSPORT	Bus 356, 357, 577. (Melways 182 B10)	PUBLIC TRANSPORT	Bus 541, 549, 550, 651 + courtesy but may be available
NAME	Estia School House	NAME	French Street Hall
ADDRESS	879 Plenty Rd., South Morang	ADDRESS	47a French Street Lalor
CAR PARKING	Limited parking available	CAR PARKING	Ample parking available.
PUBLIC TRANSPORT	Mernda train, stop at Middle Gorge, Bus route 901, 382, 387	PUBLIC TRANSPORT	Bus 566 Lalor to Northland

NAME	Growling Frog Golf Course	NAME	Hawkstowe Recreation Reserve
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
PUBLIC TRANSPORT		PUBLIC TRANSPORT	
NAME	Janefield Community Centre	NAME	Jindi Family and Community Centre
ADDRESS	2 Manchester Crescent Bundoora	ADDRESS	48 Breadalbane Avenue Mernda
CAR PARKING	Car parking available	CAR PARKING	Car parking on site including disabled parking.
PUBLIC TRANSPORT		PUBLIC TRANSPORT	Bus 387 Mernda Nth to Bundoora RMIT. Via South Morang Station. (Melways 390 F11)
NAME	Lalor Library	NAME	Laurimar Community Centre
ADDRESS	2b May Road, Lalor	ADDRESS	110 Hazel Glen Drive Doreen (Corner Laurimar Boulevard)
CAR PARKING	Parking available.	CAR PARKING	Ample parking available.
PUBLIC TRANSPORT	Bus 566 Lalor to Northland.	PUBLIC TRANSPORT	Bus 386 from Mernda Station goes along Hazel Glen Drive. (Melways 391 G6)
NAME	May Rd. Campus/Senior Citizen's Lalor	NAME	Mernda Social Support Centre
ADDRESS	2b May Road, Lalor Behind the Lalor Library.	ADDRESS	70 Mernda Village Road
CAR PARKING	Parking available.	CAR PARKING	Parking available.
PUBLIC TRANSPORT	Bus 566 Lalor to Northland.	PUBLIC TRANSPORT	Bus 387. Mernda North-Bundoora RMIT via South Morang Station
NAME	Mernda Village Community Activity Centre	NAME	Mernda Village Shops
ADDRESS	70 Mernda Village Road	ADDRESS	7a/57 Mernda Village Drive, Mernda. Meet at Ferguson Plarre
CAR PARKING	Parking available.	CAR PARKING	Parking available.
PUBLIC TRANSPORT	Bus 387. Mernda North-Bundoora RMIT via South Morang Station	PUBLIC TRANSPORT	Bus 387. Mernda North-Bundoora RMIT via South Morang Station

NAME	Miller Community Centre	NAME	Mill Park Leisure Centre
ADDRESS	Cnr Blamey Ave, Mill Park Drive, Mill Park	ADDRESS	33 Morang Drive Mill Park
CAR PARKING	Street parking available	CAR PARKING	Ample Parking
PUBLIC TRANSPORT	Bus 382, 564, 566	PUBLIC TRANSPORT	
NAME	Mill Park Library	NAME	Nick Ascenzo Community Centre
ADDRESS	394 Plenty Road Mill Park	ADDRESS	2 Boronia Avenue Thomastown
CAR PARKING	Parking available.	CAR PARKING	Ample parking available.
PUBLIC TRANSPORT	Bus 386. 387. Mernda North to Bundoora RMIT.	PUBLIC TRANSPORT	Bus 559. Thomastown via Darebin Drive.
NAME	Norris Bank Reserve	NAME	OZ Ten Pin Bowling Centre
ADDRESS	135 McLeans Road Bundoora	ADDRESS	41-53 Miller Street Epping
CAR PARKING	Parking available.	CAR PARKING	Ample parking available.
PUBLIC TRANSPORT	Bus 902. Chelsea to Airport West (Smartbus)	PUBLIC TRANSPORT	
NAME	Peter Lalor Campus	NAME	Plenty Valley (Woolworths Entrance)
ADDRESS	34 Robert St. opp. Ryder St., Lalor	ADDRESS	Plenty Valley Shopping Centre. 400 McDonalds Road Mill Park
CAR PARKING	Limited street parking available	CAR PARKING	Ample parking available.
PUBLIC TRANSPORT	Lalor station. Bus 566, 554	PUBLIC TRANSPORT	South Morang Station. Bus 901. Frankston-Melbourne Airport (Smartbus)
NAME	Readings Cinema Epping	NAME	Riverside Community Centre
ADDRESS	Epping Plaza Epping	ADDRESS	8 Doreen Rogen Way, South Morang
CAR PARKING	Ample Car parking available.	CAR PARKING	Off Riverside Drive. Parking available.
PUBLIC TRANSPORT	Bus 555, 556, 569, 577, 901.	PUBLIC TRANSPORT	Bus 901. Frankston-Melbourne Airport (Smartbus) walk from Gorge Road. (Melways 183 H12)

NAME	Sherwin Rise Retirement Village	NAME	Spring Street Hall
ADDRESS	40 Chetwynd Grove, Wollert	ADDRESS	1 Spring Street, Thomastown
CAR PARKING	Car parking available.	CAR PARKING	Car parking available.
PUBLIC TRANSPORT		PUBLIC TRANSPORT	Bus 554 from Lalor to Main Street,
NAME	South Morang Station	NAME	Thomastown Library (Computer Room)
ADDRESS	McDonalds Road, South Morang	ADDRESS	52 Main Street Thomastown; Next to Thomastown Aquatic Centre.
CAR PARKING	Limited carparking available during the week, better during the weekend	CAR PARKING	Parking Available
PUBLIC TRANSPORT	Bus 382, 386, 387, 564, 569, 572, 573, 577, 901.	PUBLIC TRANSPORT	Bus 554 from Lalor to Main Street, then walk down to library. Bus 555 from Reservoir to Main Street.
NAME	Thomastown Recreation Activity TRAC	NAME	Whittlesea Community Activity Centre
ADDRESS	52 Main Street Thomastown (next to Thomastown Library)	ADDRESS	57-61 Laurel Street Whittlesea
CAR PARKING	Parking available.	CAR PARKING	Ample Parking available.
PUBLIC TRANSPORT	Bus 554 from Lalor to Main Street, then walk down to library. Bus 555 from Reservoir to Main Street.	PUBLIC TRANSPORT	Bus 385. Whittlesea/Mernda North-Greensborough.
NAME	Whittlesea Library	NAME	YMCA Leisure Centre
ADDRESS	57 – 61 Laurel Street Whittlesea.	ADDRESS	41-53 Miller Street Epping
CAR PARKING	Ample parking available.	CAR PARKING	Ample Parking available.
PUBLIC TRANSPORT	Bus 385. Whittlesea/Mernda North-Greensborough	PUBLIC TRANSPORT	

EQUIPMENT AND TECHNOLOGY

As part of your role as a tutor/leader is not expected to incur any cost other than travel and general administration. If there is any costing incurred by a tutor/leader which they would like to have reimbursed it must be in line with the following:

- a. ***The tutor needs to provide the course coordinator – in writing – with any purchase request, whether it is for materials or for training, prior to the purchase being made.*** This request will be presented to the Committee of Management for approval. No purchase is automatically approved regardless of cost.
 - b. ***If payment for the goods or training is to be made directly by the Whittlesea U3A Treasurer prior, an official invoice needs to be provided.*** This invoice needs to include the business information, including the ABN, as well as a description of the item/s to be purchased and/or the type of training and dates it is to be provided. Non consumable items will remain the property of Whittlesea U3A.
 - c. ***If payment for the goods or training is made after purchase (once approval has been given) a receipt needs to be provided to the treasurer.*** Depending on the cost of the reimbursement receipts may vary.
- **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). All requests need to be in writing. 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.' Members may need to

be reminded that a 'drop in' into a class can only be done once. Please contact the course coordinator if you need assistance with this matter.

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.

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

If you, as the tutor, or a member of your group have a grievance relating to any Whittlesea U3A program or process an email can be sent to the Committee of Management via the Secretary on jodie.l@whittleseau3a.org.au.

Please include as much detail as possible regarding the issue in the email. All of these matters are discussed in the strictest confidence. The secretary will acknowledge receipt of such emails in writing as well as providing the recipient with a written reply. Where mediation is required this is organised by the Committee of Management

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.