



**DANDENONG**  
UNIVERSITY OF THE THIRD AGE

U3A Dandenong Inc. ABN: 86 401 693 866

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## **ANNUAL REPORT 2020**

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### **U3A Dandenong inc.**

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## Introduction / President's Report



I am pleased to report to you the achievements and activities of 2019-2020. It has been a year of challenges and opportunities for our U3A. We set out to create a more open and transparent process, organised planning days, reviewed committee structure, improved our database, reporting, communication, budget review, followed up on member feedback and worked to build on our network and connections. These were some of the outcomes from last year.

1. The updated Constitution passed at the last Annual General Meeting was lodged and has been in place for a year. It provides a valuable framework and source of reference.
2. Introduced seven new courses for hiking, book club, ukulele, digital literacy, French Song and Culture, French beginners and Chinese through singing. Two of our valued tutors retired. Pat Stone, who started our Oil Painting class and Margaret Watts, Genealogy tutor. Pat and Margaret provided many years of dedicated service and their efforts were appreciated by class members.
3. Six courses were offered on Zoom following restrictions. Many tutors and members have kept in touch using Whatsapp, email, telephone and Zoom to provide much needed social contact. One tutor has continued to deliver course work via email and letter box drop-in. The tutor spends several hours per student over the telephone to get them to practice exercises distributed. I am proud and inspired by all our tutors' dedication.
4. Considerable time and effort was dedicated to finding alternate and affordable accommodation to balance our budget prior to expiry of our lease. There were discussions, meetings, communication between Tutors and members and several changes to the timetable venues accommodate members.
5. Our members' record database migrated from Excel spreadsheet to UMAS. Training members to use the new database was scheduled, but was postponed due to restrictions in Victoria.
6. Established several new email addresses for committee positions to improve efficiency and response.

7. Acknowledgement of our contribution to the Community by City of Greater Dandenong and Ethnic Seniors Leaders Forum.
8. Production of our first Annual Report and a Budget forecast.

Looking ahead, we will work at growth, partnership and improvement to extend our courses and activities to ensure that our members are well connected via digital literacy.

I want to thank our members, volunteers and Committee for their continued support and positive feedback. We are all in this together and we have to stay united and committed in the face of challenges and uncertain circumstances.

**Vivienne Fernandes**

## U3A Dandenong – Profile

**Purpose** U3As are voluntary groups that provide educational, recreational and social programs. Each U3A is organised by and for people who can best be described as being active in retirement or semi-retirement, the third age of our lives.

U3A Dandenong was established approximately 26 years ago for people in their third age who are in their senior years and are retired or semi-retired. We aim to provide opportunities to learn, teach, share and to give mutual support to each other in a friendly and warm environment, regardless of ethnicity, religion, ability or disability.

**U3A Activities** Our courses cover a wide range of interest areas, from academic to physical and artistic activities. Our members enjoy both the intellectual engagement and the social aspect of our courses. Please see our latest newsletter for further information.

**U3A Dandenong Membership /course attendance** U3A Dandenong has more than 400 members and runs 40 classes per week with an average attendance of 14.

## Vision & Key Mission

### Our Vision

Live, Learn, Enjoy

### Our Key Mission

To promote fitness in mind & body through participation in educational and health activities.

## Our Community Role

### U3A's contribution to the Greater City of Dandenong's "Positive Ageing Strategy"

We successfully deliver on many of the objectives outlined in Greater City of Dandenong's (CGD) document "Positive Ageing Strategy."

These objectives are:

- Increase in access to community facilities and resources by older people
- Increase participation and inclusion of older people in our local community
- Reduce ageism in our community
- Reduce loneliness and isolation in older people
- Support the social needs of older people
- Improve access to information for older people
- Raise digital knowledge, literacy and skills of our older residents
- Improve access to preventative health programs focused on older people
- Improve fitness in older people

## Our Committee

Our Committee is led by the President, working closely with other Committee members. Each has their allocated role(s) and it is primarily their responsibility to fulfil the functions of the role, reporting back via the U3A Management Committee to:

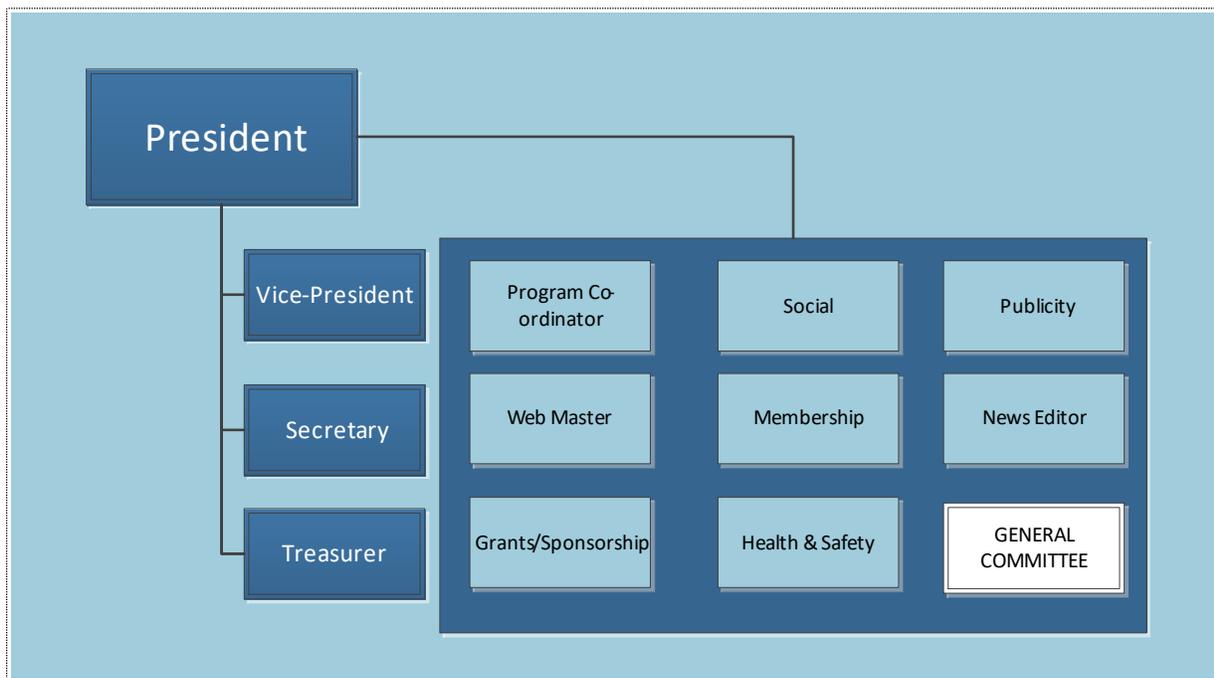
- Agree the annual scope and objectives of their role
- Provide status updates

- Request funding as appropriate to support annual objectives
- Request endorsement of activities that fall outside the previously agreed scope
- Inform of any matters that may pose a risk to U3A Dandenong and/or any matters that have already become an issue

Each member of the Committee of Management (CoM) is expected to:

- actively participate in committee meetings
- support other committee members to manage Portfolios
- ensure that the needs of the members are being met
- be aware of and develop Policies, Procedures and Processes to provide Governance and support the work of U3A Dandenong and its members
- be an active participant in CoM activities

## Committee Structure - 2019/2020



The Committee Members are listed in Appendix A to this document.

## Strategic Highlights

At the start of this financial year, a workshop was held on with the objectives:

1. To determine/confirm the vision and strategy for Dandenong U3A
2. To review our purpose
3. Examine U3A Dandenong's strengths and weaknesses and identify opportunities to become more effective and efficient as an organisation
4. What do we want to do to make U3AD more successful?

15 items were raised at our strategic planning meeting. At the end of the financial year we can report a highly successful outcome:

60% (9) have been fully achieved  
27% (4) have progressed substantially

87% (13) achieved or  
substantially progressed

13% (2) have not progressed

The areas that have not yet progressed are:

- Admin roster
- Committee structure

These areas probably represent the biggest challenge. It is difficult to get members to help. It is difficult to obtain support to join the committee. Given the number of committee members who are stepping down at this AGM, it will be an opportune time for change, introducing a streamlined committee structure:

- A small core committee will get things done more quickly
- A general committee meeting 3 monthly to include other portfolios
- A series of sub-committees to provide support. This is an ideal opportunity to enlist general membership support and to provide experience for members who may later step up to the general or executive committee.
- An admin roster to support office activity

Additional detail is provided in Appendix B to this report.

## Financial Highlights



The financial position at the beginning of the year was unsatisfactory with an operating deficit of over \$13,000 at the end of the previous financial year. The Committee of Management prioritised action to address this situation with a view to:

- Reducing operating costs
- Improving income
- Creating a budget for next financial year so that it is easy to conduct monthly tracking of our finances.

The most significant cost is venue hire for our meetings. Although the City of Greater Dandenong Council does provide some free use of venues the overall cost is very high. Many other U3A receive substantial (even 100%) subsidy on their room hire. The result is that Dandenong is faced with higher annual costs.

We have been able to secure alternate premises at lower costs. Further detail is provided in the “Program” section of this report.

Given that U3A satisfies a community requirement that supports Greater Dandenong Council’s Positive Ageing Strategy” we have contacted all of the councillors as we wished to ensure that they:

- Understand the financial challenge that we face
- Consider ways to assist us
- Although this has not delivered any significant returns we remain in contact.

We have also contributed to the Council’s early consideration around improvements to Community Hubs by providing our own Venue Requirements report.

Our annual budget for FY21 is based on a slight increase to membership fee of \$70\*. This has been enabled as a result of the savings achieved following the successful search for alternate venues at reduced costs, and a range of smaller cost reductions. As shown in the annual budget for Financial Year 2021 we have now projected a return to financial stability.

Following the adoption of the U3A Victorian Network’s UMAS computer system members must be financial before they can register for courses.

PayPal has been implemented and now enables our members to pay by credit or debit card via PayPal. Due to the administrative overheads we will not be accepting cheque payments and are looking to minimise the use of cash.

- As a result of the COVID-19 emergency, all classes (other than those that have continued, using zoom) have been suspended. This means that members have paid their membership fees but not enjoyed the benefits of the classroom. Venue costs have not been incurred during this period and so there will be reflected by a reduction in fees (to be determined).

## Financial Statements

The financial statements in this report have been approved by the Committee of management at their September 2020 meeting and signed by the President, Vivienne Fernandes and the Secretary, David Purdon:

- Profit & Loss Statement
- Cash & Bank Balance
- Annual Budget – Financial Year 2021



U3A Dandenong Inc. ABN: 96 401 693 866 / Registration Number: A003035IW

**Profit and Loss Statement  
For the Year ended 30 June 2020**

Financial Years ended	June 2019	June 2020
Opening Balance	\$23,918.27	\$10,334.64
Members Fee	\$17,877.50	\$7,745.00
GST Refund	\$2,230.00	\$1,861.00
Donation		\$1,248.28
Fund Raising Activities		\$1,025.00
Grants	\$1,600.00	\$2,700.00
Other		\$0.37
Miscellaneous	\$685.20	
Venue Hire Refund		\$304.50
<b>Sub Total</b>	<b>\$22,392.70</b>	<b>\$14,884.15</b>
<b>Expenses</b>		
Venue Hire	\$23,080.26	\$20,219.75
Communication		\$1,492.94
Advertising		\$413.60
Capitation fee - U3A Network	\$582.00	\$718.00
Class Materials		\$1,516.83
Consumer Affairs		\$185.10
Insurance	\$2,033.75	
One Music Australia (Apra)		\$229.50
Tea coffee	\$660.05	\$346.17
Miscellaneous	\$2,697.44	\$328.35
Post Office Box Renewal		\$201.00
Annual Lunch tutors, Committee	\$190.00	\$218.00
Postage	\$395.00	
iiNet	\$474.15	
Printing	\$2,159.82	\$539.08
IT Supplies	\$264.37	
Lanyards	\$873.95	
Repair & Maintenance	\$374.50	
Stationery	\$733.04	
Telephone	\$589.43	
Web Site	\$368.06	
Catering (25 Anniversary)		\$100.00
<b>Sub Total</b>	<b>\$35,475.82</b>	<b>\$26,508.32</b>
<b>Deficit for the Year</b>	<b>-\$13,083.12</b>	<b>-\$11,624.17</b>

**Claudia Cespedes**  
Treasurer



**DANDENONG**  
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<b>Cash and Bank Balance as of 30 June 2020</b>
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Financial Years ended	June 2019	June 2020
<b><u>TOTAL EQUITY (Less Liabilities)</u></b>	<b>\$78,174.62</b>	<b>\$63,255.82</b>
Represented By:		
<b><u>CURRENT ASSETS</u></b>		
CBA Account, Commonwealth Bank	\$10,334.64	\$0.33
CUA Account 10428610	\$0.93	\$7.07
CUA Account 10783609 (Fixed Term Deposit)	\$36,553.10	\$38,275.09
CUA Fixed Term Deposit	\$30,885.44	\$0.00
BENDIGO Cheque Account		\$28,714.10
Petty Cash	\$147.30	\$415.23
Load and Go Card	\$353.21	
<b>TOTAL ASSETS</b>	<b>\$78,274.62</b>	<b>\$67,411.82</b>
<b><u>CURRENT LIABILITIES (Carried Forward)</u></b>		
<b>Grants</b>		
Be Connected		\$2,200.00
Network BCE Grant		\$500.00
<b>Debtors</b>		
Keysborough & District Senior Citizens Centre		\$686.00
Adroit Insurance		\$770.00
<b>Expenses</b>		
Catering, 25th Anniversary Celebration	\$100.00	
<b>TOTAL LIABILITIES</b>	<b>\$100.00</b>	<b>\$4,156.00</b>

**Claudia Cespedes**  
Treasurer

<b>Annual Budget Financial Year 2021</b>
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EXPENSES		INCOME		Balance
Venue Hire	\$7,840.00	Membership fees	\$21,795.00	
Communication	\$1,020.28	ATO - GST	\$900.00	
Consumer Affairs	\$185.10	Donation	\$1,200.00	
Capitation Fee - U3A Network	\$800.00	Fund Raising Activities	\$0.00	
Insurance	\$2,033.75	Grants	\$2,700.00	
Advertising	\$500.00	Interest Received	\$0.00	
Postage / Aus Post / PO Box	\$400.00	Other	\$0.00	
Class Materials	\$1,500.00	Raffle Tickets	\$1,000.00	
Photocopier & Other Equipment	\$1,000.00			
Tea/Coffee	\$450.00			
Miscellaneous	\$450.00			
Annual Lunch - Tutors/ Committee	\$600.00			
One Music Australia (APRA)	\$250.00			
Be Connected Program	\$2,000.00			
AGM / Art Show	\$1,000.00			
<b>Total</b>	<b><u>\$20,029.13</u></b>		<b><u>\$27,595.00</u></b>	<b><u>\$7,565.87</u></b>

## Operating Highlights

As a result of the lockdowns arising from the COVID-19 health crisis, we were only able to hold physical classes during the initial half of the financial year. Since then, a number of classes have continued using Zoom. Participation levels have been encouraging and it is good to report that many members have conquered their fears and adopted technology. Virtual classes have enabled these members to keep in touch with each other.

## Committee Reports

### Secretary/Newsletter

The Secretary is required to be an organiser and the person most involved in the practical running of the U3A to keep the wheels of the organisation turning. David Purdon has been the facilitator for change aimed at bringing greater efficiency into the background operations that enable U3A to run smoothly.

The year started by running strategic planning sessions. As summarised elsewhere in the report these sessions enabled our committee to set clear goals. Most of these relate to processes which have now been updated. Further detail is provided by the specific Committee members. Included are:

- Member application process

- Member records (database)
- Member badge process
- Financial status
  - Reduced venue costs
  - Change of Banker to Bendigo
- Fee payment process
- Class registration process
- Class schedule
- Class attendance
- Course handbook
- Email communications
- Position Descriptions

In addition, items not specifically highlighted by the planning session have also been improved:

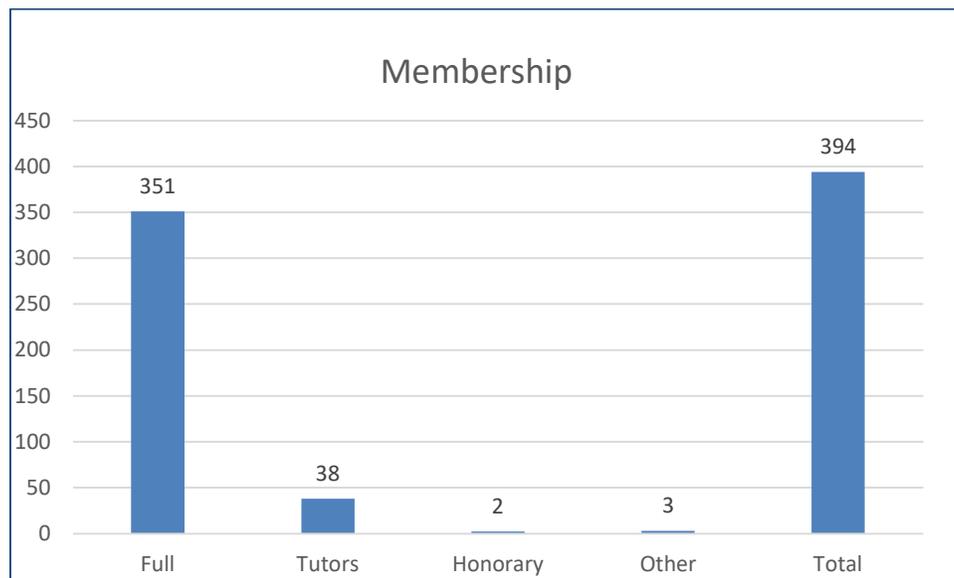
- Website
- By-laws
- Member Handbook
- Executive documents now available on website
- Health & Safety Policy
- U3A Dandenong cyclists now wearing “Dandy Bikers” shirts
- First Aid courses planned for nominated members
- Member announcements
- NBN implementation
- Seven Zoom classes continuing throughout “lockdown”
  - Current Affairs
  - Computers – Windows 10 workshop
  - Gardening
  - PowerPoint
  - Beginner French
  - French Song
  - Learning Chinese through Singing



The newsletter continues to be published twice yearly, towards the conclusion of each term in order to provide an update on class activity. This has also been supplemented with Member Announcements issued via our newly adopted computer system (UMAS).

The newsletter is now formatted in a column style to make reading easier. Distribution was initially a challenge as many email addresses were incorrect and/or emails were going to spam. Once again, the use of the UMAS email has largely countered this problem. There are still some members who do not have email and printed copies are provided for them (except when not permitted, during COVID-19 restrictions).

## Membership



Establishment and maintenance of member records has posed administrative challenges for the members providing support. The most challenging were:

- Keeping member records up to date
- Management of membership renewals and payment of fees
- Annual production of member badges
- Email communications to/from members

Following an in-principle decision by the Management Committee, the Network recommended computer program (UMAS) was checked to determine if it provided an appropriate functionality fit for U3A Dandenong's requirements. It was recognised that a lot of work was required to implement UMAS but it presents real opportunities to introduce administrative efficiency. In doing it becomes easier to maintain and, in particular requires less support effort.

The down side is the amount of effort required prior to implementation of the change. Work done has included:

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- Review and update of existing excel records prior to them being exported to UMAS
- Review and update of *forms* and *procedures* which are used so that they now align with UMAS. This includes:
  - Member application
  - Updated terms and conditions
  - Members Handbook
  - Health & Safety Guide
  - U3A Dandenong By-laws
  - U3A Dandenong COVID-19 Policy
  - Membership fee payment (online and/or in person)
- Email – Our single email address [u3adandenong@froggy.com.au](mailto:u3adandenong@froggy.com.au) had become unmanageable. Too many emails being sent to a single address and issues with spam and other unwanted communications. This has been solved by providing new email addresses:
  - For each position on the Committee of management
  - Three separate administration addresses for *enquiry*, *admin* and *bookings*

President	<a href="mailto:president@dandenongu3a.org.au">president@dandenongu3a.org.au</a>
Vice-President	<a href="mailto:vicepresident@dandenongu3a.org.au">vicepresident@dandenongu3a.org.au</a>
Secretary/Newsletter	<a href="mailto:secretary@dandenongu3a.org.au">secretary@dandenongu3a.org.au</a>
Treasurer	<a href="mailto:treasurer@dandenongu3a.org.au">treasurer@dandenongu3a.org.au</a>
Executive Officer	<a href="mailto:admin@dandenongu3a.org.au">admin@dandenongu3a.org.au</a>
Health & Safety/ Regional Rep.	<a href="mailto:healthandsafety@dandenongu3a.org.au">healthandsafety@dandenongu3a.org.au</a>
Membership	<a href="mailto:membership@dandenongu3a.org.au">membership@dandenongu3a.org.au</a>
Webmaster	<a href="mailto:webmaster@dandenongu3a.org.au">webmaster@dandenongu3a.org.au</a>
Program Coordinator	<a href="mailto:program@dandenongu3a.org.au">program@dandenongu3a.org.au</a>
Publicity	<a href="mailto:publicity@dandenongu3a.org.au">publicity@dandenongu3a.org.au</a>

- Website design – The UMAS website follows a standard template but this then needs to be modified in order to meet our specific needs. This has required considerable effort from our Member and website representatives with guidance from U3A Network Victoria.

The results:

- We now have a new website and many associated new forms and procedures
- Members have the capability to update their own member records

- Member fees are now paid online. For the technology challenged they can still be paid “at a specified location on memberships day(s) where support staff will enter the detail online
- Member badges are now issued once only, removing the requirement to reissue each year.
- UMAS is used for bulk email communications to members

## Program

### *Venue Hire*

Following the strategic review, which was conducted at the beginning of the financial year, it was clear that we needed to reduce the cost of booking classrooms.

A detailed review was carried out to determine venue usage, total cost and cost per participant. This information enabled us to determine how we could reduce the use of more expensive venues and maximise the use of less expensive locations. Whilst these results offered an improvement in our financial position, we still needed to save more money. An extensive search was conducted of other potential premises including other council venues, community venues, church halls, guide halls, scout halls and sports premises. We needed to be mindful that whilst cost reduction was necessary, we also needed to carry the members with us. Discussions with tutors assisted the management committee to ensure that we would still meet the key needs of tutors and their class participants, whilst bringing down costs to U3A Dandenong.

The major achievement was an agreement between U3A Dandenong which now enables us to use a room within the Gloria Pyke Netball stadium for 4 days per week at a fixed weekly cost. These premises provide free parking, good classroom facilities including free wi-fi, data projection and easy access to toilet facilities.

### *Our Courses*

We have continued to offer a wide range of courses in the following categories:

- Computer
- Sports & Exercise
- Games
- History
- Hobbies
- Language
- Lifestyle
- Music

Most classes have between 10 and 20 members attending.

During the restrictions forced upon us by the COVID-19 emergency, we initiated online classes for:

- Current Affairs
- PowerPoint
- Computers/Windows 10
- Gardening

- Beginner French
- French Song
- Learning Chinese through Singing

These classes have been well received.

## Web

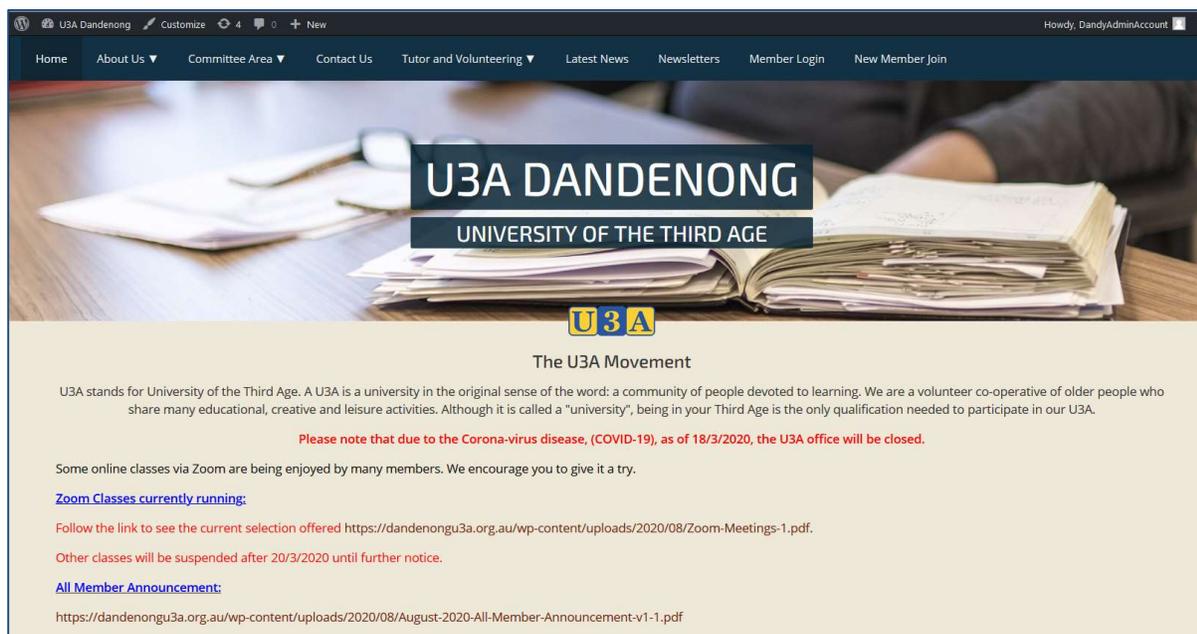
Thanks to the considerable efforts of our webmaster and membership leader with support from Network, we are excited that Dandenong U3A now has a new website!

The new website setup provides functionality to manage membership data, payments, enrolments and bulk emails.

Development of the new Dandenong U3A web site aligns with the standard U3A web sites and gives a fresh new look. It has been populated with links to the many new documents which provide valuable information for members and easy access to UMAS.

Please take a look around, and don't forget to check out our NORMAL [course timetable](#). During COVID-19 some classes are still running see [Zoom Classes](#). If you have any questions, don't hesitate to [get in touch](#).

Even if you look for our old website at <http://www.dandenongu3a.org> a link to this new-look website will be displayed.



Explore the links from the 'Home' page or click on one of the Menu items at the top of the page. Initially you may find the new website unfamiliar but you will soon get the hang of it!

### UMAS (U3A Membership Administration System)

The new website provides you with improved layout and better access to UMAS which is our online record of members, programs, timetables and enrolments.

When you log in to look at or edit your member page, check out programs, or enrol, you will be using UMAS.

### Other Activity

The Committee focus has been on finance and operations with key parts performed by President, Secretary, Membership, Program, Treasurer and webmaster. Contributions from other roles has included:

- Publicity
  - Public Relations Plan
  - Article in the Dandenong Journal
  - Newspaper advertisement
- Health & safety
  - Publication of new policy
  - First aid courses and attendees planned
- Social
  - Tutor/Committee lunches & Christmas celebration
- Office
  - Ongoing support and welcome at the office

### Tutor Update

We have close to 30 tutors facilitating classes every weekday. They spend a great deal of time in preparation for each class and must be recognised for their dedication. Even during COVID-19 some tutors have turned to zoom and ensured that we continue to provide members with an option. Other tutors/members have kept in contact with other members during COVID-19 via zoom, WhatsApp, email and phone, maintaining much needed social contact.

Most classes have between 10 and 20 participants. Line Dancing has over 40! Zoom classes are smaller but both Current Affairs and Computers regularly have 10 – 12 on zoom. Spanish class has been using a variety of applications to keep in touch - WhatsApp, facetime, email and telephone calls with up to 16 participants.

### *Class Achievements*

Whilst all of our classes attract participants to regularly return, the following classes have advised these achievements:

- Current Affairs
  - Maintaining classes via zoom
  - Creativity and problem solving by the group.
  - Fun & friendship
- Cycling (Wednesday and Friday)
  - Social riding en-route with enjoyable morning tea/coffee stops
  - Discovering some new routes
  - Running the Hastings-Balnarring ride in the short break between lockdowns provided a welcome relief from staying at home!
  - Review and discussions with the COGD Strategic Transport Engineer of planned extensions to the Djerring and Eastlink trails near Yarraman station.
- French song
  - Increase of number of participants
  - Members eager to attend
  - Happy faces
- Gardening
  - A very friendly group where everyone participates
  - Group outings to Nurseries and Gardens
  - Home visits to members gardens
- Hike Group
  - Managed to achieve 4 hikes this year between lockdowns
  - Fun & friendship
  - Encouraging each other to go the extra yard
- History of Ancient Battles
  - Understanding the circumstances which led to the battles, the major characters involved, the economic, political as well as social conditions which led to these conflicts.
  - PowerPoint presentations with graphics outlining the course of battles
  - The outcomes are discussed
  - Fun & friendship
- History of Melbourne
  - Course explored the origins of Melbourne, it's geography, patterns of settlement and social history
- Learning Chinese thru singing
  - Good start
  - Bright, shiny eyes are shown on screen
- Parchment Craft

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- Parchment Craft is not suitable for Zoom meetings and some do not have computers. However, the class leader has kept in touch by phone and encouraged past students to return.
- Photography
  - Restarting class after a hiatus of 1 year
- PowerPoint
  - Maintaining classes via zoom, successfully provided a platform for learning on-line.
- Spanish
  - Maintaining a positive and welcoming environment that promotes learning and participation
  - Students developing the skills to effectively use the Spanish language in everyday situations
  - Tutor having great rapport with all students which makes every class a joy to teach
- Windows 10 & Microsoft Word
  - Continuing via online Zoom classes - Keeping U3A members in touch with each other and making sure they are OK

### *Class Wish List*

We asked tutors to give us their wish list:

- Four classes requested a data projector and associated equipment (microphone/ Speakers)
- Some classes wished to continue zoom links so that persons otherwise unable to attend could participate whilst others attend in person. To do this they required external cameras and wi-fi enablement
- Almost all classes would like more members
- All classes welcome the return to physical meet when COVID-19 restrictions are lifted
- Some wished were specific to certain types of class:
  - Hiking
    - Maps and ideas for walks
    - Map reading and compass training
    - Some compasses
    - Walk leader trainings
    - First Aiders and a hike first aid kit
  - Cyclists
    - Council to action improvements and extensions to cycling paths
    - Increase numbers of female cyclists on our Wednesday rides
  - Parchment
    - The Australian agent for supply of parchment tools has gone out of business. A new source is needed

## Looking Ahead

It is now time to look ahead. After a year in which the focus has been to bring back U3A Dandenong to a sound financial position and to establish efficient operating procedures, the new financial year should enable:

## U3A Dandenong / Annual Report 2020

- Implementation of new venues
- Implementation of the operation procedures prepared in FY20
- Establishment of a new Management committee, preferably smaller in number but helped by member support teams
- A focus on:
  - Increasing the number of members
  - Obtaining grants and sponsorship
  - Kicking off the first Annual U3A Dandenong Expo
  - Supporting our members to increase their computer literacy



**Gabrielle Williams MP**  
STATE MEMBER  
FOR DANDENONG

Gabrielle Williams MP  
1/8-10 Halpin Way, Dandenong VIC 3175  
☎ 03 9793 2000  
✉ [gabrielle.williams@parliament.vic.gov.au](mailto:gabrielle.williams@parliament.vic.gov.au)

Gabrielle Williams is the Member of Parliament for the Dandenong electorate in the Victorian Parliament.

U3A Dandenong thanks Gabrielle Williams for the valuable assistance provided in the preparation of printed copies

of this Annual Report.  
**U3A DANDENONG**  
UNIVERSITY OF THE THIRD AGE

### U3A DANDENONG Inc.

proudly supported by:



**Noble Park Football Club**

## Appendix A

 Vivienne Fernandes President	 Jim Archibald Vice-President	 David Purdon Secretary & Newsletter	 Claudia Cespedes Treasurer
 Shirley Constantine Life Member	 Jeanette Keane Membership	 Raelene Curtis Programme	 Beryl Potter Social
 Rikki Davies Health & Safety	 David Nassau Web	 Alan Stevenson Publicity	 Yvonne Toomey Committee
 Heather Seymour Committee	Photo not available	 <b>Management Committee</b> <b>2019/2020</b>	
	Audrey Goldberg Committee		

## Appendix B

Function	Status at January 2019			Status 30/6/2020	Comment
	Admin Overhead	Info Maintenance	Overall Status		
<b>Membership Administration</b>					
Member Application	↑	↑	↑	←	<ul style="list-style-type: none"> <li>January 2019 - Manually completed form with some (but not all details captured into the database). Haphazard maintenance.</li> <li>Current – UMAS now implemented enabling target below to be achieved.</li> <li>Target - To provide online form (wherever possible completed by the applicant). All data captured directly to the UMAS database. Users able to update their own profile details in order to keep data updated.</li> </ul>
Database	↑	↑	↑	←	<ul style="list-style-type: none"> <li>January 2019 - Excel database. Not containing all required information. Random maintenance.</li> <li>Current - UMAS now implemented enabling target below to be achieved.</li> <li>Target - UMAS database will become the sole source of data enabling updates to be automatically link to other functions eg email distribution lists. Users able to update their own profile details in order to keep data updated.</li> </ul>
Membership Tags	↔	↑	↔	←	<ul style="list-style-type: none"> <li>January 2019 – Membership tags were produced individually but by renewal 2019 a mail merge function was developed, reducing workload.</li> <li>Current – UMAS now implemented enabling target below to be achieved.</li> <li>Target - Member tags issued to general members, once on joining. Separate tags could be produced for Committee positions or badges issued for each Committee position to be worn additionally to the member tag. When joining the committee new tag with committee role added – same for tutors</li> </ul>
Associate Membership	↑	↑	↑	←	<ul style="list-style-type: none"> <li>January 2019 – Associate members are permitted. We rely on the honesty of the member to confirm that they are a member of another club.</li> <li>Current – Now removed this category of membership</li> <li>Target – Awaiting implementation</li> </ul>
Tutor Membership Fee	↑	↑	↑	↔	<ul style="list-style-type: none"> <li>January 2019 – Tutors pay a 50% membership fee</li> <li>Current – This has been fully considered and would have been implemented; however it was recognised that it would cost too much to implement now and has therefore been paused for 12 months</li> <li>Target - Adopt the same as other clubs – if a tutor does not attend any other classes other than the <u>one</u> he/she is tutoring then there is no fee but otherwise they should pay a normal fee.</li> </ul>

Function	Status at January 2019			Status 30/6/2020	Comment
	Admin Overhead	Info Maintenance	Overall Status		
Memberships Payments	↑	↑	↑	←	<ul style="list-style-type: none"> <li>• <b>January 2019</b> - Prior to 2019 all payments were made in cash or cheque.</li> <li>• <b>Current</b> - UMAS &amp; PayPal now implemented enabling target below to be achieved.</li> <li>• <b>Target</b> – We must also provide a credit card option (approved by the Committee). All payments should be made online. Kingston Club has successfully implemented this policy. Technically challenged members are assisted in the office whilst the details are entered. In almost all cases, these members have successfully paid online in the following year. 100% online payment provides tight financial control and clear audit trail. UMAS will NOT enable the member to register for any class until the membership fee is paid.</li> </ul>
<b>Classes</b>					
Class registration	↑	↑	↑	←	<ul style="list-style-type: none"> <li>• <b>January 2019</b> - Class registration entails advising the office who then pass on the information to the tutor. High administrative overhead.</li> <li>• <b>Current</b> - UMAS now implemented enabling target below to be achieved.</li> <li>• <b>Target</b> – Online registration via UMAS including membership payment.</li> </ul>
Class Schedule	↑	↑	↑	←	<ul style="list-style-type: none"> <li>• <b>January 2019</b> - Maintained manually based on advice to the Office.</li> <li>• <b>Current</b> - UMAS &amp; PayPal now implemented enabling target below to be achieved.</li> <li>• <b>Target</b> – Details of each class are input to UMAS which then has the capability to produce a class schedule. UMAS will be the only source for this information and so, providing details are input then the schedule will always be up to date and available on line</li> </ul>
Class Attendance	↑	↑	↑	←	<ul style="list-style-type: none"> <li>• <b>January 2019</b> – Dependent upon manual completion of returns (which are sent once per semester).</li> <li>• <b>Current</b> – UMAS does enable attendance sheets to be printed and also supports reporting non-attendance. However, it does not enable online attendance logging.</li> <li>• <b>Target</b> –</li> </ul>
Course Handbook	↑	↑	↑	←	<ul style="list-style-type: none"> <li>• <b>January 2019</b> – There is no course handbook</li> <li>• <b>Current</b> - UMAS now implemented enabling target below to be achieved.</li> <li>• <b>Target</b> – UMAS enables the automatic production of a handbook, Tutors complete the information for their class and all data is then compiled and issued by UMAS.</li> </ul>

Function	Status at January 2019			Status 30/6/2020	Comment
	Admin Overhead	Info Maintenance	Overall Status		
<b>Office</b>					
Email Administration (incl. Distribution Lists)	↑	↑	↑	←	<ul style="list-style-type: none"> <li>• <b>January 2019</b> – The email inbox is flooded with emails including scams. Outlook is used for email distribution lists but when the database is updated, no synchronisation takes place between outlook and the database. This means that out of date distribution lists are used and we fail to reach the correct recipients.</li> <li>• <b>Current</b> – UMAS supports the establishment of email addresses for each portfolio position. This has now been done together with some additional admin addresses. Access to these addresses can be transferred when the position holder changes. Although introduced, this has not been well taken up by office holders probably due to guidance challenges during Covid restrictions.</li> <li>• <b>Target</b> – Full implementation and use of the standardised email addresses.</li> </ul>
Admin Roster	↑	↑	↑	↑	<ul style="list-style-type: none"> <li>• <b>January 2019</b> - We lack sufficient support to manage all the current administration requirements effectively.</li> <li>• <b>Current</b> - No change</li> <li>• <b>Target</b> - Many of the initiatives will lead to a reduction in the administrative workload. In addition, an admin support roster should be considered. Members who contribute 10 hours per semester should be given a reduction on their next membership fee. Work Instructions for office staff required as reference and for training and latest updates made available</li> </ul>
Computer Hardware	↑	↑	↑	←	<ul style="list-style-type: none"> <li>• <b>January 2019</b> – Computer hardware in the office is old and slow. Internet speed is very slow. When classes are being conducted, using the internet then the office computer grinds to a halt.</li> <li>• <b>Current</b> – NBN has been implemented. Cloud based computing via UMAS has been implemented. Although office hardware has not been updated, the dependency is much reduced.</li> <li>• <b>Target</b> – Transfer to cloud-based computing (Office 365 and UMAS) enabling support to be provided from home. Replace the office computer.</li> </ul>
<b>Committee</b>					
Position Description	↑	↑	↑	←	<ul style="list-style-type: none"> <li>• <b>January 2019</b> – No position Descriptions</li> </ul>

Function	Status at January 2019			Status 30/6/2020	Comment
	Admin Overhead	Info Maintenance	Overall Status		
Committee Structure	↑	↑	↑	↑	<ul style="list-style-type: none"> <li>● <b>Current</b> – Position Description have been prepared but these are still awaiting confirmation. Currently Members were not clear as to who does what. This has been remedied by including a summary description of each position in the Members Handbook which is posted to the website.</li> <li>● <b>Target</b> – Finalise all Position Descriptions.</li> <li>● <b>January 2019</b> – We have a membership of 400+ and Management Committee with 14 positions, 3 without portfolio and 4 portfolio positions vacant. This compares with Melbourne City U3A which has 1200 members and a Committee with 10 positions.</li> <li>● <b>Current</b> – No change</li> <li>● <b>Target</b> – It is easier to get things done with a smaller committee. Note how many action items have not been followed up. Currently, meetings do not have time to follow up on these.</li> <li>● There should be no general Committee membership. Each person should have a portfolio. A revised structure whereby there is a small Committee of Management                         <ul style="list-style-type: none"> <li>○ President</li> <li>○ Treasurer</li> <li>○ Secretary</li> <li>○ Grants &amp; Sponsorship</li> <li>○ Program</li> <li>○ Membership meeting monthly.</li> </ul> </li> </ul> <p>In addition a General Committee consisting of the COM</p> <ul style="list-style-type: none"> <li>○ Web master</li> <li>○ Social</li> <li>○ Health &amp; Safety</li> <li>○ Publicity</li> <li>○ Newsletter</li> </ul> <p>General Committee members to attend the Committee of Management only when there is a specific matter (relating to their portfolio) which they require to discuss.</p>