

# Members Handbook

Revision	Reasons	Author
Feb 2020	Initial issue	J Keane – Membership Officer
August 2020	Updated for introduction of UMAS and new venues	J Keane – Membership Officer
September 2020	Updated venues	J Keane – Membership Officer
19 June 2021	Updated office hours, Web site details due to web site changes,	J Keane - President
July 2022	Minor changes throughout due to change in membership year, update to committee roles, updated terms and conditions and Health and Safety section.	J Keane - President
March 2023	Updated Membership and courses sections and Reviewed T&Cs	J Keane - President

## Key Information & Contacts

**Address** - Paddy O’Donoghue Centre, 18 Buckley Street, Noble Park. 3174

**Telephone** - 03 9546 2997

**Note** please save this number on your phone as you will have to call it to gain access to the office.

### Office Hours

Office hours are dependent on availability of volunteers and where possible coincide with classes held at Paddy O’Donoghue. Since office hours may change – refer to the web site for latest office hours <https://dandenongu3a.org.au/>

Not Open, *public holidays or during semester breaks*

### ✉ Email

**Office admin** [@dandenongu3a.org.au](mailto:dandenongu3a.org.au)

**NEWS Contributions** – [news@dandenongu3a.org.au](mailto:news@dandenongu3a.org.au)

**Facebook** - [Facebook.com/u3adandenonginc/](https://www.facebook.com/u3adandenonginc/)

### Meeting Venues

- Paddy O’Donoghue Centre, 18 Buckley St, Noble Park, Dandenong North
- Senior Citizens’ Club, Latham Crescent, Dandenong North
- Tirhatuan Park - (Enter Kriegel Way) off Outlook Drive, Dandenong North
- GPNS - Gloria Pyke Netball Stadium, off Bennet Street, Dandenong
- Endeavour Hills Library 10 Raymond McMahon Blvd. Endeavour Hills
- Noble Park Community Center memorial Drive Noble Park

## Contents

Key Information & Contacts.....	2
1 Introduction .....	4
2 U3A Dandenong Inc. Vision & Objectives .....	4
2.1 Vision.....	4
2.2 Mission.....	4
2.3 Aims.....	4
3 Purpose .....	5
4 Constitution .....	5
5 Organisation.....	5
5.1 Roles/Responsibility.....	6
5.1.1 President .....	6
5.1.2 Vice-President .....	7
5.1.3 Finance (Treasurer).....	7
5.1.4 Secretary .....	7

5.1.5	UMAS Administration and Communications .....	7
5.1.6	Program Coordinator .....	7
5.1.7	Web Master .....	7
5.1.8	Office Manager .....	7
5.1.9	Risk Management .....	8
5.1.10	News Editor .....	8
5.1.11	Publicity /Marketing/ Social media (role can be split amongst sever committee members).....	8
5.1.12	Grants & Sponsorship .....	8
5.1.13	Social .....	8
5.1.14	Welfare.....	8
6	Courses.....	8
7	Membership.....	10
7.1	Application .....	10
7.1.1	Renewal and New Membership Payments.....	10
7.2	Policies and Procedures .....	11
7.3	Carers .....	11
7.4	Refunds .....	11
7.5	Terms and Conditions .....	12
8	Code of Conduct.....	13
8.1	Examples of Conduct.....	14
8.1.1	Facilities.....	14
9	Risk Management .....	14
10	Health & Safety .....	15
10.1	Excursions .....	15
10.2	Evacuations .....	16
10.3	Medical.....	16
10.4	Calling an Ambulance.....	16
10.5	First Aiders/ First aid equipment .....	17
10.6	Reporting an Accident or Incident .....	17
10.7	Harassment .....	18
11	Tutors .....	19
12	Communication.....	19
12.1	Online.....	19
12.2	Emails .....	20

---

12.3	Hard Copy communications.....	20
12.4	Verbal.....	20
12.5	Photos.....	20
13	Appendices.....	21
13.1	Refund policy.....	21
13.2	Hard copy Attachments.....	22
13.2.1	Health and safety policy.....	22
13.2.2	Covid Policy.....	22
13.2.3	Privacy policy.....	22

## 1 Introduction

---

The purpose of this handbook is to:

- Provide new members with an introduction to the workings of U3A Dandenong Inc.
- Include Terms and Conditions for being a member of U3A Dandenong Inc.
- A reference book for all members.

The information in this handbook should not change frequently. Details which are subject to regular update (e.g. semester timetable) will be published in the newsletter and/or the web site. Short-term notices will be given via a class notice. [Policies and Procedures are located on the dandenongu3a.org.au web site.](http://dandenongu3a.org.au)

Members are encouraged to review the content of this handbook and participate as Tutor/Course Coordinators. Where the term “Tutor” is used it implies “Tutor/Course coordinator”.

## 2 U3A Dandenong Inc. Vision & Objectives

---

### 2.1 Vision

- Live - Learn – Enjoy.

### 2.2 Mission

- To promote Fitness in Mind & Body.

### 2.3 Aims

- To be a fully autonomous, self-supporting and voluntary organisation.
- To provide a creative use of leisure time.
- To establish and maintain educational, cultural and physical programs.
- To broaden intellectual horizons irrespective of background.
- To promote and further the concept and adoption of U3A in the general community.
- To seek and maintain contact with organisations and individuals involved with the U3A.

### 3 Purpose

- To provide mature individuals in complete or partial retirement from the workforce, or at home, programs, activities and social contacts for development and stimulation.
- To create an association within the City of Greater Dandenong, where we learn from each other, and where the activity is conducted voluntarily and knowledge freely given by members to other members.
- To operate this Association in such ways that learning is pursued without any reference to entry criteria, qualifications or assessments.
- To assist in dispelling the notion of intellectual decline with age, by making others aware of the potential of older adults for intellectual, cultural, physical and aesthetic capabilities.
- To assist where appropriate, investigations into the process of ageing in society and the condition of the elderly in our community.
- To exchange ideas and resources with other U3As in both Australia and overseas.
- To encourage the establishment of other U3As in other parts of Australia.

### 4 Constitution

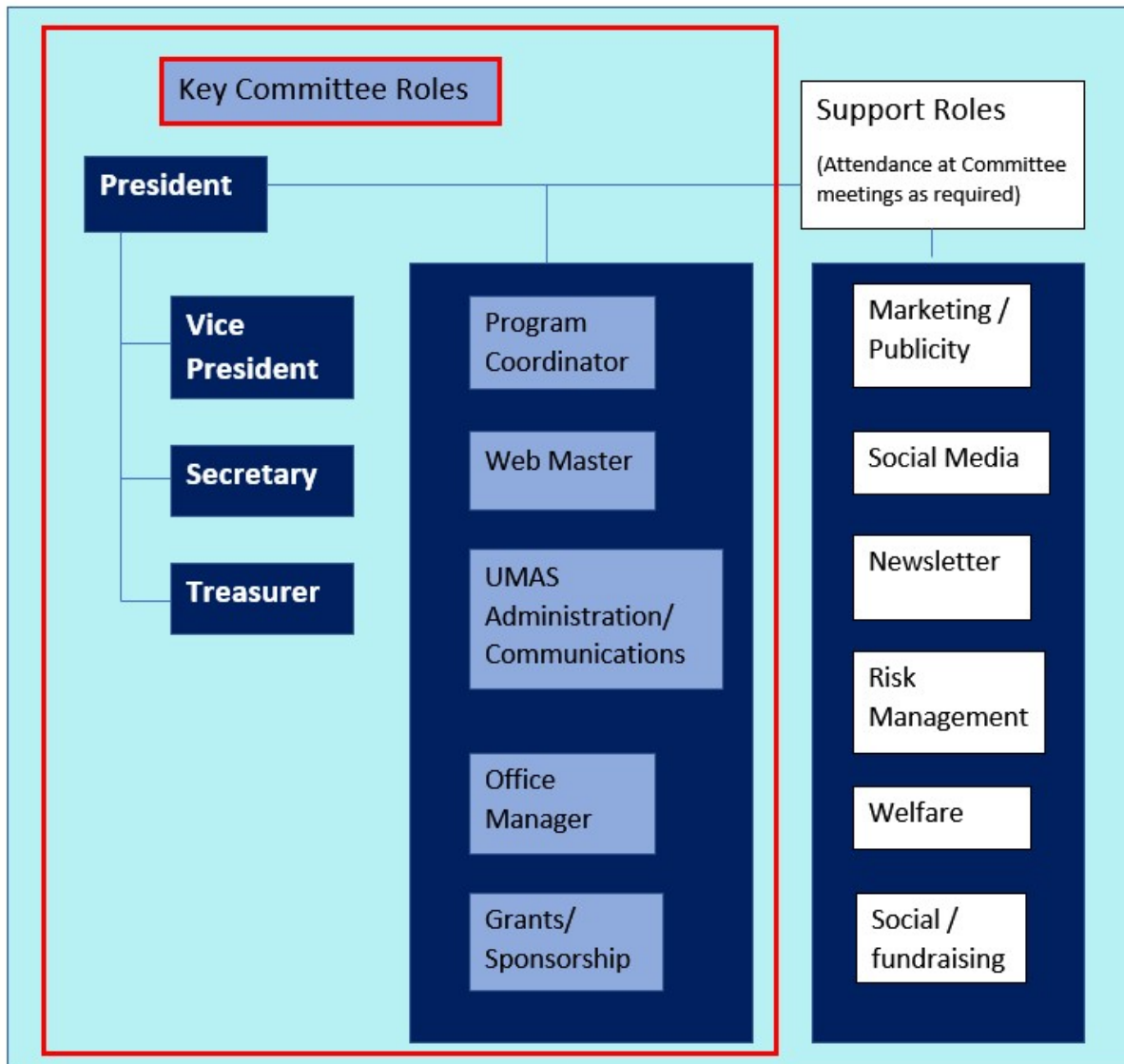
The full constitution is available from the [U3A Dandenong Inc. web site](#).

Highlights are:

- U3A Dandenong Inc. is a “Not for profit” organisation.
- Purpose – detailed in full in the next section.
- Membership year is Calendar year and ends on 31 December.
- Any person who supports the purposes of the U3A Dandenong Inc. is eligible for membership.
- After 10 days as an approved full member the right to vote is given.
- Membership ceases on resignation, expulsion or death.
- Disciplinary rules and grievance procedure.
- Meeting rules and conduct.
- Roles and responsibility as per the Constitution based on Associations Incorporation Reform Act 2012.

### 5 Organisation

The Committee (Governance Board) is responsible to lead the organisation. The structure is shown below. [See website for current people holding these positions](#). These positions are not always filled and multiple roles may need to be covered by a committee member to ensure all the required duties for the operation of Dandenong U3A Inc are performed. Volunteers who wish to become active members of the committee are very welcome to join the committee.



## 5.1 Roles/Responsibility

### 5.1.1 President

- Maintain an overview of strategic planning initiatives.
- Overview the management and administrative operation.
- Ensure financial management procedures and budgeting remains on target.
- Ensure the list of responsibilities delegated to the Club Committee and various office bearers are widely communicated and understood.
- Governance is maintained including Health & Safety.
- Represent U3A Dandenong Inc. at a local, district and regional level in a positive and professional manner, actively promote U3A Dandenong Inc.

**5.1.2 Vice-President**

- To support and backup for the other committee members by performing related duties, as required to cover absences.
- To provide support for the president

**5.1.3 Finance (Treasurer)**

- Payment of invoices/expenditure, records.
- Profit & Loss Statement.
- Balance Sheet.
- Managing Grant funding.

**5.1.4 Secretary**

- Ensure all member details in (UMAS) the membership database, are maintained by UMAS Administration and Communications Officer.
- Organise agenda and produce minutes for all committee meetings and AGM
- Backup of essential computer records.
- Prepare and distribute class notices.
- Perform required governance and regulatory reporting

**5.1.5 UMAS Administration and Communications**

- Administration and training for the membership database (UMAS).
- Communication with members as required.

**5.1.6 Program Coordinator**

- Manage the program schedule and venues.
- Engage with members to identify and recruit new tutors.
- Arrange and maintain the class timetable and venues.
- Provide member feedback to the Committee of Management.
- Talk to prospective tutors about all aspects of tutoring with U3A Dandenong Inc.
- Organise promotion of all new courses in the next newsletter/Class Notices.

**5.1.7 Web Master**

- Update website content and review Search Engine Optimization.
- Monitor and analyze site performance. (e.g., traffic, conversions)
- Address user complaints.

**5.1.8 Office Manager**

- To provide a professional and friendly Front desk contact and support to members.
- Training the Front Office volunteers.
- Acting as liaison between Committee of Management and members.
- Receive and handle day to day communications including:
  - Correspondence/emails, Class Notices, PO Box.
  - Requests for payment.
  - Class Notices.

**5.1.9 Risk Management**

- To ensure, as far as reasonably practicable, that the appropriate measures are in place for the health and safety of members.
- Maintain Risk Register and lead review to ensure strategies are in place to minimize risks identified

**5.1.10 News Editor**

- To co-ordinate the planning, production and distribution of the Newsletter.

**5.1.11 Publicity /Marketing/ Social media (role can be split amongst sever committee members)**

- Develop and implement a public relations plan that will better market and promote U3A Dandenong Inc. activities in the area.
- Write and issue regular media releases concerning upcoming events, interesting personalities and club activities and achievements.
- Build functional and easy-to-use and Facebook page.

**5.1.12 Grants & Sponsorship**

- Sourcing/Applying for grants and acquitting them.
- Sourcing/Writing to sponsors.
- Delegating responsibility for project/event.

**5.1.13 Social**

- Co-ordinate social activities.

**5.1.14 Welfare**

- Make contact with members who maybe unwell

Further details about the Committee and Meetings of the association, are contained in the constitution and rules.

## **6 Courses**

---

The following are typical courses that may be offered by U3A Dandenong Inc. The courses provided vary from semester to semester and so it is not guaranteed that courses detailed below will always be available. Further details of the courses can be obtained from the [U3A Dandenong Inc. web site](#) or Office.

Be aware that the material presented in all our classes is at the discretion of the tutor or group leader and does not necessarily reflect the views of U3A Dandenong Inc.

Members are solely responsible for the choices they make. Course details indicate the content to be covered/activity level and you should seek clarification from the tutor if required.

Some classes require you to have a certain level of ability which needs to be reviewed, or are very popular and room capacity is met quickly so you may be placed on the waiting list. Waiting lists are reviewed frequently. Please do not attend the class until you have received the email to say you have been accepted.



## **Computers**

- Computers -(use of Microsoft applications)
- And other computer courses depending on member requirements/ Tutor availability

## **Games**

- Scrabble
- Rummy cub
- Mahjong
- And other Games depending on member requirements/ Tutor availability

## **History**

- Genealogy
- Historical Battles
- Australian History
- Ancient Worlds
- And other History courses depending on member requirements/ Tutor availability

## **Hobbies**

- Photography
- Knitting & Crochet
- Drawing/Painting
- Gardening
- Book Club
- And other hobbies depending on member requirements/ Tutor availability

## **Languages**

- Italian
- Spanish
- And other languages depending on member requirements/ Tutor availability

## **Lifestyle**

- Behavioral Science
- Effective Communication
- Philosophy
- Current Affairs
- And other lifestyle courses depending on member requirements/ Tutor availability

## **Music**

- Singing Groups
- And other Music courses depending on member requirements/ Tutor availability

## Sport & Exercise

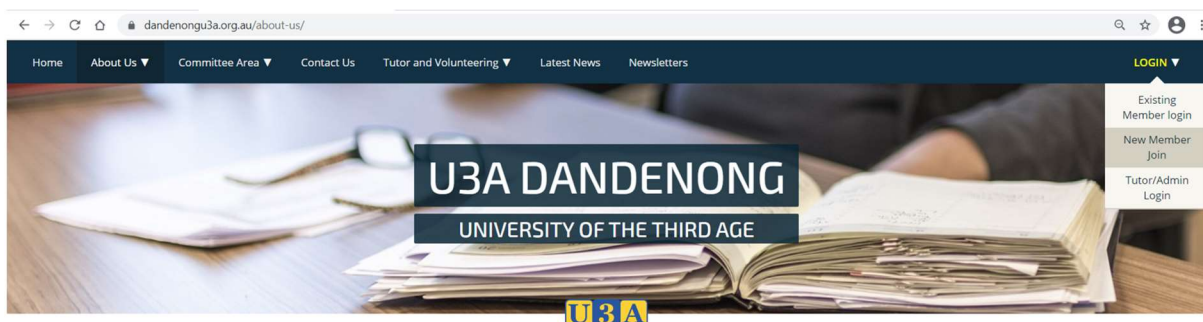
- Cycling
- Exercise Class
- Walking
- Hiking
- Tai Chi
- Line Dancing
- And other Sport/Exercise activities depending on member requirements/ Tutor availability

## 7 Membership

This handbook is available on the [U3A Dandenong Inc. website](http://U3A Dandenong Inc. website). Alternatively a hard copy is available in the office. The Terms and Conditions for membership are included in this Membership Manual. Members should review this document on joining or renewing membership.

### 7.1 Application

To join Dandenong U3A, prospective members must complete the application process and pay the membership fee. They can do this by accessing the [Dandenongu3a.org.au website](http://Dandenongu3a.org.au website). – [New member Join](#). (use the down arrow against log in to display the log in options)



A [guide to using the membership system](#) can be found on the dandenongu3a.org.au web site by clicking on Memberships (under the “About Us” menu).

Alternatively, application, payments and enrolments may be made in person at U3A Dandenong Inc. office (18 Buckley St, Noble Park during office hours as noted on the U3A Dandenong web site) where the friendly office staff will assist you in completing the application, processing payment and enrolment processes.

#### 7.1.1 Renewal and New Membership Payments

The current membership fee is available from the website or by contacting the office. The Membership Year is the same as the calendar year. Renewal payment is normally due each year at the end of the Year i.e., December The preferred methods of payment are Pay Pal or Credit/Debit card made through the [Dandenongu3a.org.au](http://Dandenongu3a.org.au) website.

1. Cash payments are only accepted in the office (in person or via a delegate). Please check the website for opening hours.

**Membership tags will not be issued until membership details have been entered and payment completed.** . Membership tags no longer have date so no need to get a new tag each year. (Tutors know if you have not paid by “Not Active” appearing against your name on the attendance list) Please make sure you have your membership tag with you at each class and the emergency contact details on the back of your tag are still correct.

To renew your membership and enrol, go to [Dandenongu3a.org.au website](http://Dandenongu3a.org.au) Existing Member log in and log in with your membership number (found on your membership badge) or email address and password. (There are options on the web site if you have forgotten your password and /or don't know your membership number).

A guide to using the membership system can be found on the [Dandenongu3a.org.au web site](http://Dandenongu3a.org.au)

## 7.2 Policies and Procedures

[Policies and Procedures](#) are maintained on the [Dandenongu3a.org.au](http://Dandenongu3a.org.au) web site and include documents such as

Documents found on <a href="http://dandenongu3a.org.au">dandenongu3a.org.au</a>		Within this Membership Manual
Health and safety policy	U3A Dandenong Inc. By Laws	Terms and Conditions
Covid19 Management documents	U3A Dandenong Inc. constitution	Code of Conduct
	Privacy policy	Risk Management
	Guides to using membership system	Harassment Refund policy

## 7.3 Carers

A carer (under the Australian Government Carer Recognition Act 2010) is someone who gives care and support to a relative or friend who: has a disability. has a medical condition (terminal or chronic illness) has a mental illness. is frail because they are old (known as 'frail and aged')

If a member requires a carer to be with them, the Tutor needs to be notified that the person with them is a carer. The carer may assist the member in participating in the activity but not participate as a member.

The carer is expected to comply with the U3A Dandenong Inc. Health and Safety policy and Code of Conduct

## 7.4 Refunds

The membership fee or any amount paid in advance by an applicant for an activity or other service may be refunded only in the circumstances described in the Refund policy

## 7.5 Terms and Conditions

When a member pays the required membership fee and ticks the 'I agree to the Membership Conditions' box either on the application form or online, they enter in to an agreement with U3A Dandenong Inc. and must follow the terms and conditions as listed below:

All members must:

1. Always act in the best interests of U3A Dandenong Inc. and never do anything to bring the U3A Dandenong Inc. into disrepute.
2. Wear or carry their U3A Dandenong Inc. identity name tag at the time of course or activity attendance. It is not transferable. It is to include details of an emergency contact as detailed in the [Medical](#) section in this Members Handbook.
3. Be able to physically cope with the activities in which they enrol. As per the Health and Safety Policy - Members are expected to accept that they are responsible for their personal safety. Note - U3A Dandenong Inc. is insured with VMIA established by the Victorian State Government. This does not include cover for Personal injury that members may incur during U3A Dandenong activities.
4. Abide by U3A Dandenong Inc. [Health & Safety Policy](#) and Health & Safety section 10 in the U3A Dandenong Inc. Members Handbook.
5. Understand U3A Dandenong Inc. has your permission to call a medical attendant or ambulance in case of an emergency. The ambulance, if called for a member, would be at that member's expense if not covered by pension status or their own insurance.
6. Agree to support the purpose and aims of U3A Dandenong Inc. and abide by the [Constitution and By-Laws](#).
7. Comply with and support the decisions of the elected committee including abiding by any future policies, approved by the U3A Dandenong Inc.
8. Abide by the U3A Dandenong Inc. Code of Conduct section 8 in the U3A Dandenong Inc. Members Handbook.
9. Recognize that U3A Dandenong Inc. needs all members to share the workload involved in the operation of U3A Dandenong Inc.
10. Communicate respectfully as per [Communication](#) section in this U3A Dandenong Inc. Members Handbook.
11. Advise of any changes to personal details by updating details in the U3A Dandenong Inc. web site [member login](#) or by email to [umas@dandenongu3a.org.au](mailto:umas@dandenongu3a.org.au) or through the office volunteers.
12. Understand that U3A Dandenong Inc. reserves all rights to film, photo and video classes and activities, but will endeavour to respect members' privacy if known. U3A Dandenong Inc. may use photographs and/or videos of members for advertising and/or publicity purposes. If members do not wish for any photographs and/or videos to be used by U3A Dandenong Inc. please ensure that this is made known to the individual taking the photo or video on behalf of U3A Dandenong inc.

13. Understand that some classes and activities may attract an additional charge to cover extra costs or outlays. This will usually be stated in the course outline on the website.
14. Notify the tutor/course coordinator or the office, if they are going to be absent. (this can be done via the web site) Due to the popularity of some classes if a member fails to attend three (3) consecutive classes without a valid reason they may be removed from the course and their place may be offered to someone on the waiting list.
15. Understand that refunds are not usually available. Refer Refund policy in this U3A Dandenong Inc. Members Handbook.
16. Understand that any data collected for U3A Dandenong Inc. management activities will be strictly in accordance with [U3A Dandenong Inc. Privacy Policy](#).
17. The main method of communication with members is email. Email is used to keep members informed about U3A Dandenong Inc. classes and activities, and community news thought to be appropriate (eg Dandenong Council seniors outings).
18. U3A Dandenong Inc. may provide members with links to other websites and this in no way constitutes an endorsement of those sites or their content and U3A Dandenong Inc. has no control over the conduct of the companies or organizations operating those sites.

## 8 Code of Conduct

---

### **Every member has the right:**

1. To feel safe and respected. This includes safety from sexual harassment in all its forms. Respect includes any verbal interaction between members, volunteers and venue staff. Courtesy at all times is the rule.
2. To a supportive and positive learning environment.
3. To participate in learning, social and recreational opportunities.
4. To make a complaint and receive prompt and fair resolution thereof.
5. To have access to relevant U3A guidelines, policies and procedures.

### **Every member has the responsibility:**

1. To respect the beliefs, needs and backgrounds of others.
2. To treat fellow members with courtesy and act and speak respectfully at all times.
3. To understand the obligations of membership and follow U3A guidelines, policies and procedures.
4. To carry out all activities in an appropriate manner.
5. To work cooperatively for the benefit of U3A members.
6. To maintain positive relationships.
7. To care for the property and possessions of others.
8. To help create an inclusive environment.
9. To report actual or potential unsafe situations or conduct.

---

## 8.1 Examples of Conduct

Being honest and ethical in all dealings with U3A Dandenong Inc., its members and other related organisations.

Being punctual and reliable in attending U3A Dandenong Inc. classes/events/office rosters or other commitments; and forewarning of unavoidable absences, withdrawals from classes, events, or volunteer commitments.

Observing strict confidentiality regarding organisational and members' personal information to which you may have access; never disclosing contact details of any U3A Dandenong Inc. member or tutor to anyone without their permission.

Abiding by any reasonable directive or prerequisite specified by the tutor or the organiser of that event.

### 8.1.1 Facilities

When Kitchen facilities are open for use, it is to be remembered that they are shared with other centre users and must be left in immaculate condition after use. Crockery and cutlery are to be washed in hot soapy water, dried using a clean tea towel and returned to their appropriate storage location and bench tops wiped clean. For reasons of hygiene please do not confuse the tea towel and hand towel.

Toilet facilities are expected to be used in a respectful and hygienic manner

It is inevitable that when using shared facilities there will sometimes be problems with noise. You are asked to be tolerant of other venue users at all times, all have equal rights to enjoy the facilities.

---

## 9 Risk Management

Our risk management process accords with the Australian/New Zealand standards 4630-1999.

The process is ongoing and incorporates the following functions

1. Identification of all potential risk exposures
2. Examination of possible solutions / remedies
3. Selection of the most appropriate solution / remedy
4. Implementation of the selected solution / remedy
5. Monitoring of the solution to ensure effectiveness

Implementation of risk management procedures is simply common sense documented that will improve safety and minimise the risk of incidents that may be detrimental to the health and well-being of U3A members and guests involved in U3A activities. The risk management process recognises situations which have the potential to cause harm to people or property and take measures to minimise the risk of the hazardous situation occurring or a person being harmed. Risks other than Health and Safety risks are also considered and managed.

## 10 Health & Safety

---

Health & Safety is of paramount importance to U3A Dandenong Inc. As older citizens we are more likely to be exposed to Health & Safety situations and less likely to be able to avoid them. Members are expected to comply with the [Health and Safety Policy](#) and other U3A Dandenong Inc. [Policies and Procedures](#) found on the U3A Dandenong Inc. web site

We have a committee member who is dedicated to minimising risks to your Health and Safety when involved in U3A Dandenong Inc. activities. Expect to see regular contributions in the newsletter and Class Notices.

Health and Safety requirements may change to maintain compliance with regulations. Any changes in requirements will be documented and these documents uploaded to the web site and communicated to members by Tutors through class notices.

It is also our intention to include Health & Safety in our induction workshops. All members may be called upon from time to time to participate in Health & Safety training either as part of an existing class or as a specific activity.

Always store items in appropriate locations so they don't become trip hazards or block access to emergency equipment. (eg bags on the floor)

### 10.1 Excursions

Those planning an excursion should:

- Consider age, health and physical capacity of participants, weather forecast, conditions underfoot, and any other hazards.
- Properly plan potential activities and events to ensure they are viable with an acceptable level of risk.
- Ensure first aid and emergency contingencies are considered when conducting an activity/event

Members undertaking excursions should:

- Make every effort to ensure all members remain in contact with the group. This may be achieved by different methods depending on the activity and could include – ensuring mobile phone numbers of group members are known, ensuring all in the group meet at scheduled specific locations and times, remaining in visual contact, stopping at times to allow all slower members to catch up.
- Be confident that your state of health is good and that you are able to undertake any physical requirements that may be necessary.
- Understand that you are the person who is fully responsible for your state of health and undertake to do all that is necessary so as not to place other participants under stress or duress or to put them in any danger because of the state of your health.

## 10.2 Evacuations

Due to the variety of public venues used in the course of U3A Dandenong Inc. activities, please follow directions provided by your Tutor. If an evacuation is required, evacuate the building promptly and stay together as a group to make it easier for your tutor to ensure all class members have evacuated the building safely. The tutor should take the marked roll to account for class members.

Your Tutor will liaise with building or emergency services as required. Do not re-enter the building unless advised by your Tutor that it is safe to do so.

## 10.3 Medical

As per the Health and Safety policy, members are solely responsible for ensuring their medical and physical fitness for all classes especially those involving physical activity such as Cycling, Walking, Line dancing and all Exercise classes.

If uncertain they should seek medical advice before enrolling or participating at any time. The class leaders may request verbal confirmation that medical advice has been obtained and is being followed.

Prior to any class involving physical activity, members must be personally satisfied they can complete the activity and if uncertain they should not attend on the day.

Members must wear or carry their U3A Dandenong Inc. identity name tag including details of any emergency contact telephone number, relevant medical condition or vital medication, to alert medical professionals who may be called on their behalf.

A first aider is to be identified for each physical activity class and where possible for every other class.

Tutors are to ensure class members are aware of the Medical requirements.

## 10.4 Calling an Ambulance

U3A Dandenong Inc. has a duty of care to its members and others to call an ambulance in the event of a medical emergency.

If the member or other person resists the need to call an ambulance and it is believed urgent medical attention is required, an ambulance is to be called regardless of the wishes of the member or other person.

Any costs incurred will be the responsibility of the member or other person receiving treatment or service from paramedics or other medical professionals.

Persons applying for membership and members are required to accept this policy as part of the Terms and conditions of membership of U3A Dandenong Inc.

It is essential to immediately call "000" Emergency Services for an ambulance when symptoms such as; uncontrollable bleeding, cardiac arrest, heart attack or suspected heart attack (even if mild),



unconsciousness, unresponsiveness, chest pain, suspected or fractured limbs or any other severe symptoms are present.

Follow any instructions from Emergency services and remain in contact until the paramedics arrive.

Ascertain from the paramedics the hospital to which the member or other person is to be conveyed.

If the member is not able to notify their emergency contact themselves, the person nominated on the member's U3A Dandenong Inc. identification badge as the emergency contact is to be immediately notified.

Make arrangements for any property including e.g., motor vehicle to be collected, delivered or secured as appropriate.

The Risk Management officer is to be notified of the details of the incident and an incident form is to be completed.

### 10.5 First Aiders/ First aid equipment

First aid kits are to be carried by the first aider for the cycling and walking activities. The first aider is responsible to ensure a basic first aid kit is readily accessible during their class.

For all activities held in a U3A Dandenong Inc. hired venue, the tutor and/or first aider must be aware of the location of the first aid kit and the Automated External Defibrillator where one is available.

If required, the Automated External Defibrillators are located in the Paddy O'Donoghue centre, Latham Crescent and Senior Citizen clubs and Endeavour Hills Leisure centre. Use the AED in accordance with the instructions from Emergency Services or the manufacturer's instructions.

Any incident requiring first aid is to be reported to the U3A Dandenong Inc. office and can be done via the Tutor. Tutors need to ensure they are aware of who is the First Aider for their activity.

### 10.6 Reporting an Accident or Incident

An 'accident' or 'Incident' refers to any event that caused, serious injury, property damage or environmental harm. Such events include a person collapsing, fire, accidents, equipment failure etc. "Near miss" refers to any event that has the potential to cause an Incident.

The Accident Report form is available on the [dandenongu3a.org.au](https://dandenongu3a.org.au) site under [about Us / Health and Safety](#)

Dandenong U3A Inc. requires incidents that occur as part of a Dandenong U3A activity to be reported immediately to the Risk Management officer who will notify the President. The Tutor or person organising the activity is to ensure the incident notification is done immediately and completed report is email to

[healthandsafety@dandenongu3a.org.au](mailto:healthandsafety@dandenongu3a.org.au) and [president@dandenongu3a.org.au](mailto:president@dandenongu3a.org.au)

(note signature of affected person may not be able to be obtained at the time and this should not delay sending a draft copy to the Health and Safety officer)

All incidents are to be reported by the Risk Management officer to our insurers as soon as possible (within 24 hours preferred)

---

Where an incident results in a death:

- a) Emergency Services will be notified (telephone 000) immediately
- b) Dandenong U3A Inc.'s President will be notified immediately
- c) The site of the incident will be secured until a Victoria Police officer arrives unless disturbance to the site of a fatality is for the purpose of aiding a person injured in the incident

Dandenong U3A Inc. requires 'near misses' that occur as part of a Dandenong U3A activity to be reported to the Health and Safety officer

The incident/Near Miss investigation will be led by the Risk Management officer and a plan will be devised and implemented to address the cause and to minimise the risk of recurrence.

## 10.7 Harassment

U3A Dandenong Inc. has zero tolerance towards all forms of harassment, discrimination, bullying, aggressive and abusive behaviour directed at members or by members, including but not limited to:

Any behaviour that unfairly or unreasonably offends, humiliates or intimidates, including

- passive intimidation,
- Bullying,
- Aggressive and abusive language (including face to face, by telephone, in written or electronic communications),
- Rudeness and derogatory comments,
- Threat of or physical violence,
- Persistent unreasonable demands

All forms of unlawful and unreasonable discrimination, (including on the grounds of; race, culture, impairment, religion, sexual orientation, ethnicity, gender, and excluding and isolating individuals)

Complaints process is available in the Constitution and Rules

## 11 Tutors

Without Tutors, there would be no U3A. We depend on these members to volunteer and facilitate classes. Sometimes this means passing on skills to others and sometimes it just means bringing people together to do something. The something might be no more than arranging a regular coffee chat. That still fulfils our purpose as it brings people together to talk, think and learn.

The Tutor's responsibilities include:

- To work with the Program Coordinator in order to schedule and locate their class.
- Awareness of Emergency procedures to exit the class.
- Ensure that they know where the first aid kit is located and who is the nearest first aider.
- Ensure they know where the AED is located in venues which have an AED.
- General Health & Safety awareness.
- Maintain a register of attendees and submit it (at end of each semester) to the office or email a scanned copy to the [UMAS@dandenongu3a.org.au](mailto:UMAS@dandenongu3a.org.au). The Tutor is to ensure only members who have paid their membership attend their classes. (Unpaid members will be noted on the attendance sheet at the start of the semester and need to be followed up to ensure they have paid within the first few weeks of the semester. Any joining part way through the semester should be checked in UMAS to make sure they have paid their membership. (Assistance can be sought from the office or emailing [UMAS@dandenongu3a.org.au](mailto:UMAS@dandenongu3a.org.au))
- Attend Tutors meetings and workshops.
- Provide feedback including articles in the newsletter.
- Conduct classes in a manner that respects all present.
- To provide feedback to the Program Coordinator if there are any venue issues.
- To encourage others to become tutors particularly by seeking their participation in tutoring "their" class. This may include coordinating a roster for members of the class to take their turn.
- Ensure the venue used for their course is left clean, tidy and all equipment is returned to its storage location.

For further information can be found on the web site under <https://dandenongu3a.org.au/tutor-and-volunteering/resources-for-tutors/>

## 12 Communication

Communication Media includes:

### 12.1 Online

- Web – <http://www.dandenongu3a.org.au/>
- Facebook - <https://www.facebook.com/u3adandenonginc/>
- Newsletter – Issued via email to all members with email address and posted on the web site
- Addresses Email – can be found on the Dandenongu3a.org.au [website](#)
- Newsletter Email submissions to the newsletter – [news@dandenongu3a.org.au](mailto:news@dandenongu3a.org.au)

---

## 12.2 Emails

The main method of communication to members is using email.

As emails, messaging and social media have become increasingly common modes of communication, U3A Dandenong Inc. requires the same standards of courtesy and respect (as described in this Members Handbook) to apply to all forms of communication.

Where a member does not have email, it is recommended that they find a friend and ask them to be their “email buddy” so that when emails are sent to members, their “email buddy” will contact them and tell them the contents of the email.

## 12.3 Hard Copy communications

Some communications are also made available in hard copy

- Class Notices
- Annual Report
- Newsletter:

Notes:

- The newsletter is issued via email but hard copies are printed only for members who do not have email.
- Members with reduced vision who need an enlarged copy of the newsletter should contact the office as we will endeavour to make special arrangements for them. (This does not apply to members with online access as they can use their computer to enlarge the view).

## 12.4 Verbal

- Class Notices will be read out to each class when they are issued. They will be emailed to Tutors.
- The office can be contacted for support during opening hours ( see Key Information & Contacts )

## 12.5 Photos

By taking part in U3A activities you grant the organisers full rights to use the images resulting from the photography / video filming and any reproductions or adaptations of the images for fundraising, publicity or other purposes to help achieve U3A Dandenong Inc.’s aims. This might include (but is not limited to) the right to use them in their printed and online publicity, social media, press releases and funding applications. If you do not wish to be photographed, please inform the activity organiser at the time the photos/video filming is being done.

---

## 13 Appendices

---

### 13.1 Refund policy

The joining fee or annual subscription required with an application for membership or any amount paid in advance by an applicant for an activity or other service may only be refunded or waived in whole or in part when;

1. the application for membership is not approved by the Committee, or
2. the applicant withdraws the application before approval is granted, or
3. the Committee became aware immediately after the application was approved, exceptional circumstances arose and the applicant was unable to continue with the application.
4. An application by a member for refund of an additional fee or charge paid for an activity will only be considered up to two weeks before the activity commences or after that time if the Tutor agrees that another member (members on the course waiting list must be considered first) would be suitable to fill the vacancy and that member agrees to pay the additional charge in full.
5. A refund of an additional charge paid by a member for an activity or other service will not be made once the activity or other service has been arranged or booked unless the refund will not impact adversely on the financial viability of the activity or other service or cause an increase in costs to other members attending or U3A Dandenong Inc.
6. if any costs e.g., bank fees are associated with providing a subscription, refund of fees and charges the amount may be deducted from the amount claimed.
7. If an activity or other service is cancelled at any time by U3A Dandenong Inc. for reasons other than cancellations by members or others conducting the course, event or other service financially unviable, refunds or discounts will be considered by the committee. Any costs associated with providing a refund must not be deducted from the sum to be refunded.
8. Applications for all refunds are to be assessed by the Secretary to determine whether the request meets the criteria of this policy.
9. If an application satisfies the criteria, the Secretary will determine the amount of the refund and inform the applicant, in writing, of the decision. Any dispute in relation to the amount of the refund determined by the Secretary is to be referred to the Committee for determination.
10. If an application does not satisfy the criteria of this policy, the Secretary is to inform the applicant in writing that the application has not been approved. The applicant may request the decision be referred to the Committee for further consideration of the decision.
11. Payment of refunds must not be made from a cash float and the Treasurer must accurately record in the accounts details of each transaction involving a refund at the time of the transaction.

## 13.2 Hard copy Attachments

Any hard copies of this manual need to have the following documents as attachments.

these documents can be found on the Dandenong U3A web site

13.2.1 [Health and safety policy](#)

13.2.2 [Covid Policy](#)

13.2.3 [Privacy policy](#)