



BENALLA
UNIVERSITY OF THE THIRD AGE

Convenors A – Z - 2024

A resource for new convenors, committee members and office volunteers
(Website)

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Please note the asterisked details* will be provided to convenors separately.

***Wi Fi Access:** (The code and password will be provided to convenors, however can also be found under the modem or the pink magnetised Telstra label adhered to the inside front of the top drawer of the office filing cabinet.)

***Photocopier Password** – (To be provided separately)

Course Coordinator – Anne Nelson 0438 447 379

Membership Officer – Len Jeffers – len.benalla@gmail.com 0407 199 247 for enrolment details, assistance contacting members.

Treasurer – Corrie Witlox - reimbursements; banking money, etc. 0429 90225 or 5762 8225
cwitlox02@bigpond.com

<p>Adult Learning</p>	<p>How you run your course is up to you and your members. There are some principles of adult learning to keep in mind which can assist you to run a successful course or activity.</p> <p>“Many U3A’s refer tutors to <i>Adult Learning Principles</i> by Malcolm Knowles, who advises</p> <ul style="list-style-type: none"> • Adults are autonomous and self-directed. They like to direct their own learning, to be actively involved in learning and work around their specific interests and personal goals. Generally, they like to take on leadership roles. • Adults bring life experiences and knowledge to learning experiences. This may include work-related activities, family responsibilities, and previous education. <i>(It’s always worthwhile to ask members to introduce and say a little about themselves in the first session, or when new members join the class. It also gives people a connecting point when chatting during morning tea!)</i> • Adults are goal-oriented. They like to know what the session is about and how it relates to things of importance to them • Adults are relevancy-oriented. They need to see a reason for learning something. When they see the applicability they also see the value in the experience. Theory needs to be related to practical experiences. • Adults are practical. They like to be able to apply their knowledge. <p>Adult learners like to be respected. They bring considerable life experiences to their classes. They like to be treated as equals, to voice their own opinions and to have a role in directing their own learning.” <i>U3A Tutor Handbook</i></p>
<p>Accessibility - Memory/Sight/Hearing /Mobility</p>	<p>Convenors can assist learning by, for example, reviewing plans, material already covered, etc; reinforcing information by presenting it in different ways; increasing size of print; projecting voice; keeping in sight of the group when speaking; using print & voice simultaneously; using a microphone*; turning on subtitles when using YouTube or other screened programs when available. A useful hint is to press Control ‘+’ to increase print size on screen (Control ‘-’ will reduce it).</p> <p>Particularly when sessions are monthly and involve guest speakers, excursions, and so on, members appreciate receiving a reminder email a few days before sessions. Using the group email lists provided by Len Jeffers on Dropbox can make sending out emails relatively easy, remembering, of course, to ‘bcc’ the list.</p> <p>Drawing members’ attention to the Calendar on the Home Page of the website and the What’s On page of the Newsletter is also helpful.</p> <p>*There is a wearable microphone located in its box at the front of the room. If speaking from the front of the room, place the speaker on the table towards the back of the room to maximise reception.</p>
<p>Air Conditioning</p>	<p>The switch for the sensor for the air-conditioner/heater in the U3A meeting room is near the door. The instructions are on the wall next to the switch. Simply adjust MODE on the lefthand side dial to ‘heat’, ‘cool’ or ‘OFF’. The council arranges for the temperature to be set to suit the season. The windows & doors to Room 1 can also be opened.</p>
<p>Apologies</p>	<p>U3A practice is for class members to phone the convenor if they are not attending. Please remind your class of this.</p>
<p>Attendance</p>	<p>The attendance book is usually found on the desk at the front of the room. Make sure the attendance book is filled out. A tick for each</p>

	<p>person attending and, if possible, your signature at the bottom of the column at the end of the session to assist with insurance in case of a claim. For convenors operating out of the Hub, the Attendance Book is on table near entrance to the Hub. For Outreach Activities (including the auditorium) a roll is to be kept with a tick for each person attending, again with the convenors' signature at the bottom of the column at the end of the session. It is useful to keep a record of home visits attended and attendees at café meetings in your diary/calendar. Attendance often trends downward (ie. it's not your fault!)...</p> <ul style="list-style-type: none"> • During school holidays, when some members have grandparent duties • In Winter, with members heading north & an increase in colds & flu. • Later in the year, when the weather improves & family activities increase.
Calendar	<p>An Online Calendar is maintained by the Newsletter/Web team on the home page of the website and in the drop-down box under News. It is updated at least monthly, when the newsletter is published, and is used to create the 'What's On' page of the newsletter. Newsletter reports provide information on upcoming events/timetable changes, however, sometimes changes need to be made during the month. If you have an item which you would like to add to the calendar, if you would like to make a change to the calendar, or if you notice an error in the calendar, please contact Bev on 0478 607 838 or 57628171 or bevlee47@gmail.com. It is useful to 'cc' Bev into emails you are sending to group members about changes in times, dates, events to make sure they appear on the calendar.</p>
Car Pooling	<p>Some convenors organize car-pooling. The preferred meeting place is the car park behind the Seniors building, though some groups still meet in the Barkly St tennis court car park behind Aldi. Costs per person have been set by the Executive Committee at a \$5.00 flat rate with \$7.50 recently suggested for a longer trip. This rate will be reviewed by the Committee early in the new year. The Convenor will announce the cost per person. Drivers are to collect any money owing on the day. This rate is regularly reviewed by the committee.</p>
Challenging situations	<p>We don't wish members to feel uncomfortable or consider leaving classes because challenging situations disrupt the class. Such situations are rare, however if they do arise, can become stressful. U3A Network Victoria's <i>Dealing with Challenging Situations Project</i> recommends three steps to be used if you experience any disruption in your classes:</p> <ol style="list-style-type: none"> 1. Ask the member to stop and let another member have their say. 2. You have been asked to let other members speak. Please stop. 3. You are not listening, so please leave. <p>It is important for convenors to use a consistent approach. If you require support, please contact Margaret on 0424 454 313.</p>
Class times	<p>Classes are largely scheduled from 10 am to 12 noon and 2 to 4 pm, although there are variations to enable additional classes to be scheduled within the day and to suit course needs. Additional time is scheduled by some groups where needed to, for example, work on projects ('Patchwork', 'Family Research'). There is some flexibility to meet at other times (eg in the 5th week of month) – consult with Len Jeffers. Please check timetables to find out if you need to vacate the</p>

	room quickly. Aim to finish classes promptly – where classes are likely to go over, make sure the room is not already booked.
Coffee/Tea Break	<p>Coffee/Tea Breaks not only keep group members hydrated, they provide the chance for social connections between class members to be enriched.</p> <p>There is a hot/cold water tap for tea/coffee above the sink in the big kitchen. For larger groups an urn is available.</p> <p>Coffee, tea, milk and biscuits are provided by U3A. Supplies are kept in the U3A cupboard area in the kitchen near the sink. Cups and mugs are also kept there. Milk is kept in the small U3A fridge.</p> <p>Please let Lin Ryan 0438 365 797 know if tea/coffee supplies need replenishing. Separate arrangements are in place for external venues.</p>
Committee (see also U3A Management and Structure)	The Committee meets monthly on the second Thursday of the month from 1.30 to 3.30 pm. This date can be important to convenors – for example, if a request or issue to be considered has been raised with the committee. A copy of the minutes will be available in the office for reading on request.
Communications Books	A communications book used by Office Volunteers during enrolment periods is held in the office, while a communications book for building users with messages to cleaners is held in the cleaner’s storeroom.
Computers/Digital Literacy	U3A Benalla has prioritized and received grant monies for digital literacy programs. A library of iPads, Samsung Tablets and smart phones can be drawn upon by tutors and mentors to support members who would like to develop digital literacy. Members sign an agreement relating to their use and return. Contact Ruth Jelliff 0437 904 554 (Android) or Jenny Sawyer 0409 545 182 (Apple).
Convenors	<p>The role of course convenor is central to the functioning of all U3As, reflecting the value of reciprocity in which members are also teachers. Meetings of convenors are held at least once a year to share news and information from the committee to convenors, between convenors and, very importantly, from convenors to the committee.</p> <p>This A-Z has been developed to assist convenors. The Convenors’ Page on the website also contains posts and links to resources of interest to convenors.</p> <p>Sharing some of the load within your group is worthwhile in providing support if you are unwell or away and in succession planning. Consider encouraging group members to take on roles – examples include - a 'back up' convenor to lead the group if the convenor is absent; a 'newsletter correspondent' to prepare the newsletter report; a keen photographer to take photographs; a ‘treasurer’ to collect gold coin donations if applicable. Some groups have a ‘leadership team’, with one member designated as the contact person.</p>
Copyright	<p>U3A Victoria has purchased a copyright use arrangement which covers U3A’s in Victoria –guidelines are to be followed within this.</p> <p>Remember that:</p> <p>The rules for personal research are that the following can be copied...</p> <ul style="list-style-type: none"> ● article from a periodical; or ● if ‘work’ published as edition’: 10% of pages or a chapter; or

	<ul style="list-style-type: none"> • if 'work' in electronic form: 10% of words or a chapter; or • if use is otherwise 'fair' having regard to factors in the Copyright Act <p>For more information, check out http://copyright.com.au/about-copyright/exceptions/</p> <p>In April 2024 U3A Network informed us of plans to use State Government funds to pay for a music licence which will cover copyright for the music used by all groups of all U3A branches. The music covered is for the Ukelele group, the Recorder Group, the Singing Groups, the Exercise Group and also the Film Group.</p>
Correspondence	<p>U3A Email Account/s – the U3A Benalla gmail account is u3aben@gmail.com This is to be used by Office Volunteers. Mailbox Address is PO Box 674 Benalla Vic 3672 Letterbox outside building with for regular post for 18 Fawckner Drive Website's Contact Us Page – messages are redirected to the u3aben@gmail account by the web manager in the first instance. Other contact addresses and phone numbers are listed at top of Newsletter.</p>
Course Allowance	<p>If any equipment or subscription is required for the benefit of the group, the Convenor of the group is to contact either the President or the Course Coordinator to discuss what the group requires. This requirement will then be taken to the next Committee meeting for approval.</p>
Course Development (see also Program of Courses and Activities)	<p>If you have an idea for a new course or activity, there is a Program (Course /Activity) Proposal Form (Word and PDF) on the Convenor's page of the web site which provides a guide to issues which need to be considered.</p> <p>The Program Suggestions page provides examples of courses which have been developed in the past and contains a 'Contact Us' box at the bottom of the page.</p> <p>Contact the Course Coordinator, Anne Nelson on 0438 447 379 to explore your idea further, or run your idea past members of the Program Committee, currently Margaret Jenkins, Geraldine McCorkell, Julie McNeill, Dorothy Webber, Bev Lee.</p>
COVID Safety	<ul style="list-style-type: none"> • Any member of U3A Benalla who is feeling unwell is asked not to attend a class or group to which they belong, but instead get tested for COVID 19 either by using a RAT test or by phoning Benalla Health to make an appointment. • If you have symptoms of a sore throat, headache, runny nose or cold, please do not come to U3A sessions until your symptoms disappear. • Members when attending U3A Benalla groups, classes or functions may choose to wear a face mask indoors. • Convenors are asked to ensure ventilation is maximised and room furniture arranged to enhance social distancing. • Hand sanitisers are available at each entrance to the Seniors Building. • Should pandemic situations escalate, government requirements, arrangements for Council buildings and U3A Network Victoria

	<p>advice will be drawn upon and Covid Safety Plans developed and posted on the notice board outside the U3A meeting room.</p> <ul style="list-style-type: none"> • A note re masks in teaching settings during a Covid Escalation - Using masks makes it difficult for hearing impaired class members who lip read to supplement hearing loss. This has been provided for in past Covid regulations. Teachers and class members can lower masks while speaking to the group if people are socially distanced according to regulations at the time.
Donations	<p>Some convenors collect donations at each session towards additional expenses such as accessing sets of plays for play reading courses; hiring a specialist venue; making an end-of-year donation to an organisation providing venue; etc. For accountability and accounting purposes the money collected is provided to and receipt given by the Treasurer Corrie Witlox - 0429 90225 or 5762 8225.</p>
End of Year	<p>The end of year period begins on the third Wednesday in November with the 'Meet and Mingle' end of year concert, quilt display and morning tea in the Seniors Auditorium.</p> <p>Organised by the Wine Appreciation group, the Christmas Luncheon is held at a regional winery/restaurant, with many members choosing to book a seat on a bus booked to leave from Benalla Bus Lines.</p> <p>In addition, some groups celebrate the end of year by having morning tea or lunch together, sometimes at a local café or pub, sometimes during the last class, sometimes by having a themed session, such as Collectors' 'Christmas' theme. The celebration can be as simple as sharing Christmas cake or biscuits at morning tea.</p>
Enrolment Days	<p>Convenors or their representative/s are asked to attend U3A Benalla's Enrolment Day/s to provide information and answer questions about their course/s. Enrolment Day is held in the auditorium of the Seniors Community Centre in mid-January from 9.30 to 11.30 am. Laminated signs are available for each course. Instructions for late enrolments can be found on the <i>Join Us</i> page of the website. Membership Officer Len Jeffers has set up a drop box address in which he regularly updates enrolment results/details for each convenor.</p>
Equipment/ Information Technology	<p>U3A Room 1 computer/large monitor: Instructions are available in the pamphlet box at the front of the room. Separate instructions have been prepared for using the Apple TV. Training in using this and other technology can be made available on a one-to-one basis as required.</p> <p>U3A Room 2 - Small Classroom: The small classroom has a PC with a Smart TV on which the PC screen is cast by turning on the remote. A password is not required.</p> <p>Contact Bev Lee, Graeme Greed and Neville Gibb can all provide support in using the computer/large monitor in Rooms 1 and 2.</p> <p>Overhead Projectors:</p> <ul style="list-style-type: none"> • Classroom 1 - An Overhead Projector installed in Classroom 1 in 2018 is used in conjunction with the laptop stored in the cupboard under the large television. The back wall has a surface prepared to enhance screening. Laminated instructions are included in the pamphlet box on the cupboard under the large television on the back wall. Contact Margaret Jenkins 5762 6944 if you need additional support in using the overhead projector.

	<ul style="list-style-type: none"> • Auditorium – The Overhead Projector installed in the Auditorium in late 2023 is simple to operate – contact Margaret Jenkins for support. <p>Microphone: support members with hearing loss by using the wearable microphone located on the table under the smart TV in Room 1.</p> <p>Wi Fi Access: The U3A Benalla Wi Fi access name will be provided in a separate document, however the Wifi access code can also be found underneath the modem near the U3A meeting room door or on the pink magnetised Telstra label adhered to the inside front of the top drawer of the office filing cabinet.</p> <p>Cooinda Hub: Please contact Dorothy 0412 263 071 or Margaret 5762 6944 if you require support with the equipment in the Hub.</p> <p>Assets Register: An assets register is kept by Len Jeffers. An Access Data Base with details of IT devices is held on the office PC.</p>
Filing Systems	<p>Filing Cabinet - Documents which need to be retained at a central location (incident reports; insurance matters; Incorporation Certificate; Constitution, etc.), are held in a filing cabinet in the office. Minutes are also available to read on request by members to committee. The filing cabinet is monitored by the Secretary.</p> <p>The ACER PC computer in the office is not a central on-line records repository as the President, Secretary, Treasurer, Membership Officer, Newsletter Editor, etc. ‘work from home’ on their own computers. An <i>Office Volunteers</i> folder has been created and used which will contain non-confidential documents. Office Volunteer input into this folder will be sought as the role develops.</p> <p>The Website provides access to resources including: <i>Enrolment Documents</i> – Refer ‘Join Us’ Page/Drop-Down Menu <i>Past and Present Newsletters</i> - (Side column –Newsletter page) <i>Constitution and related documents</i> – refer About/Our U3A</p>
First Aid/Medical	<p>The general rule is to call an ambulance immediately, making sure someone remains with the person and that the person is comfortable within the rules of basic first aid. There is a comfortable armchair near the Seniors’ office; there are also comfortable office chairs in the small classroom and office.</p> <p>Use common sense – eg. access person’s support networks in U3A to find out family contact details if necessary and maintain follow up. Be aware that when calling an ambulance, you will be required to answer an extensive list of questions.</p> <p>A defibrillator is kept in the Seniors auditorium area near the kitchen. Instructions are provided with the defibrillator when using this – there is a training DVD in the cabinet ‘Valuable resource - Call Push Shock’ – Frequently Asked Questions regarding handling cardiac arrest and use of the Defibrillator from Ambulance Victoria – download PDF</p> <p>There is also a First Aid Kit in the kitchen on the wall behind the defibrillator.</p>
Guest Speakers	<p>If you would like to give a U3A pen as a token of thanks to a guest speaker, gift pens are kept in an oval tin in the cupboard below the television screen.</p>
Housekeeping	<p>Cleaning of rooms is organised by the Council; however, we need to ensure that the bench and sink area is kept clean and tables wiped.</p>

	<p>Please remind new class groups to wash their own cups. Use hot water to wash cups or the dishwasher for larger groups. There is only one button to press if you use the dishwasher. If you would like a lesson on using the dishwasher, contact Dorothy on 0412 263 071. There is a <u>Communications Book</u> in the cleaner's storeroom for housekeeping issues which need to be addressed by the cleaners. Write your concern in the book and the cleaners will reply. If the issues are unresolved, contact Margaret 5762 6944 or 0424 454 313.</p>
Indigenous people – acknowledgement	<p>At a meeting in 2022 the U3A Benalla Committee agreed that an indigenous acknowledgement to country will be made at each Annual General Meeting.</p> <p>The suggested wording is: <i>'We acknowledge the traditional custodians of the land on which we meet and pay our respects to Elders past, present and emerging.'</i></p>
Insurance	<p>Insurance coverage is provided for Victorian U3A branches through U3A Network Victoria with the Victorian Managed Insurance Authority. The relevant Incident Report Form can be found at the back of the folder containing class rolls. A downloadable form is available on-line. A recent incident report form has been uploaded to the Convenors' page of the website. Please contact the President in the first instance.</p>
Keys	<p>Room Keys for the building, U3A classrooms and storage are made available to convenors with classes in the Seniors Community Centre using a sign out/sign on return system.</p>
Meeting Rooms	<p>When leaving U3A classrooms please make sure all blinds are pulled down; lights and air conditioner switched off; benches tidied and wiped down; cups washed. Make sure that classroom doors are locked, and if the last U3A person in the building, that the side door of the building is locked. If the last person in the building, also check that the front door is locked. If necessary, switch the control on the LHS of door to 'Locked'.</p>
Membership Officer	<p>Membership Officer Len Jeffers can provide class lists and other enrolment related reports drawing upon the data base customised for U3A Benalla. Len is happy to assist you in sending out emails to your group members. Len's contact number is 0407 199 247 or email len.jeffers@gmail.com</p>
Mobile phones	<p>Remind participants in the first session about turning their mobiles off/on to vibrate, and suggest they let you know beforehand if they are likely to receive an urgent call. U3A members are usually very mindful of turning off their mobile phones in class and having them on vibrate if they do expect an urgent family related call.</p>
Newsletter	<p>Monthly group reports in the newsletter feed into the website and calendar and play a central role in our communication with members.</p> <p>The deadline for newsletter articles is the 25th of the month. Send reports to the Newsletter Editor, Heather Wallace, at newsletter.u3abenalla@gmail.com. The newsletter is posted at the beginning of the next month. Contact Heather 0418 353 244.</p> <p>Word Limits: There is no minimum word limit, however 150 to 200/250 words is a comfortable word range in which to report on the activities of most groups. Groups in which group members contribute</p>

	<p>content each session may require a higher maximum. If this applies, aim for under 350 words, and no more than 500 words.</p> <p>NB Longer reports with very detailed information about class sessions are better suited to the website. In this case, please submit a shorter report for the newsletter with the longer report for the website.</p> <p>Many convenors write the newsletter report for their group and submit photographs, while others have a newsletter correspondent and/or photographer who enjoys writing the report or taking photographs, helping to share the load.</p>
Outreach Activities	Rolls for outreach activities must be kept as a record by convenors and handed to Secretary Nicole McFarlane at the end of the semester.
Photocopying/Printing	<p>*The log in to the photocopier is available to convenors separately.</p> <p>Please be mindful of cost of paper use, printing on both sides where possible. Colour copying is more expensive so use sparingly.</p> <p>Please replenish paper supply in the bottom tray if required. It is important to take paper in the photocopier out and fan it several times if using the copier after a break or if the weather is damp.</p> <p>If the photocopier is not working properly screen-based instructions are provided. Let Geraldine (0408 522 662) know if a maintenance visit is required or if you would like training to use the photocopier.</p> <p>A USB can be inserted into a port in the photocopier for direct photocopying.</p> <p>The Samsung laser printer in the office is not linked to WiFi. It is recognised as Samsung ML-1710 in the printer drop down box.</p> <p>Small Canon Wi-Fi printers for practical work are located in Meeting Room 1 (near the photocopier) and Meeting Room 2. They are recognised by our computers as Canon MG 3600 series in the printer drop box.</p>
Photographs	<p>Permission to take photographs of members during classes and activities is usually given by members on the membership form which states <i>"Photos taken at U3A activities and functions may be used in U3A Benalla publications and media."</i></p> <p>When photos are to be taken of classes and activities for the newsletter, web site or other media, seek permission, explaining what they will be used for.</p>
Policies	<p>In 2023 the U3A Benalla Committee commenced a two-year process of reviewing the Policies of U3A Benalla, drawing on the Policy Guidelines developed by U3A Network Victoria, and the U3A Lakes Entrance Policies. The following policies have been released for publication (as at 22 May 2024):</p> <p>Anti-Discrimination</p> <p>Bullying</p> <p>Code of Conduct</p> <p>Grievance</p> <p>Privacy</p> <p>Sexual Harassment</p>

	<p>These policies are available above, on the Our U3A page of the website and in the 'Policies' Folder located in the U3A Office. The Committee is currently reviewing the remaining policies. U3A Network Victoria Policies will continue to apply for the following policies in the interim.</p> <p>Risk management Policy Health and Safety (Serious Injury and Incident) Policy Conflict of Interest Policy.</p>
Privacy	<p>'U3A Benalla complies with national and state U3A privacy regimes. Members agree that their names, telephone numbers and email addresses may be circulated to other members. Photos taken at U3A activities and functions may be used in U3A Benalla publications and media.' (U3A Benalla Application/Renewal Form 2023)</p> <p>It is important to maintain confidentiality of members. Dilemmas for convenors can include people in the community and past members asking about existing members. Use common sense – remembering it is preferable for discussion to occur/information be shared between class members than for a convenor to contribute information unless asked by the person. Err on the side of caution.</p> <p>If sending out emails to a list, select the 'BCC' blind carbon copy option so that individual member email addresses remain private. If you unintentionally forget –try to remember next time. (The enrolment form does make provision for sharing of such information between members – refer above)</p>
Professional Development	<p>Regional, statewide and national conferences provide opportunities for professional development. There will be a U3A Network Victoria conference in 2024. Money may be available to reimburse committee members and convenors for conference registration fees to relevant events.</p>
Program of Courses and Activities	<p>U3A Benalla is offering over 45 courses in 2024 as listed in the Programs Guide 2024 (as at 3 January). Program guides are published on the 'Join Us' page of the website.</p> <p>The Course Coordinator works with a small team to monitor and produce the program guides and timetables each year and provides encouragement and support for new courses and activities.</p> <p>Let the Course Coordinator, Anne Nelson M 0438 447 379, know about ideas for new courses or any issues you may come across in running and continuing your course/activity.</p> <p>The Course Proposal form on the Convenors' page of the website is often helpful when brainstorming ideas for new courses.</p>
Publicity	<p>The Publicity Officer and Secretary submit articles to the Ensign and may contact convenors regarding developing articles or adding photographs highlighting course/group activities for the newspaper.</p> <p>Please contact Publicity Officer David Palmer if you have a story for the Ensign or other publicity related idea – M 0408 470 468.</p>
Security	<p>Make sure that classroom doors are locked, and if the last U3A person in the building, that the side door of the building is locked. If the last person in the building, also check that the front door is locked. If necessary, switch the control on the LHS of door to 'Locked'</p>

Sustainability	When possible, pull the blinds right up rather than turning the lights on. Don't forget to switch off urn (if used) after the break and photocopier to power save during and off at the end of class. Strategies include - double sided photo copying; use of mugs rather than paper cups. The council has installed timers on the lights in the toilets - light switches do not need to be touched.
Timetables	Two versions of the timetable are prepared – a ' Month Overview ' timetable which assists members to plan their diary and U3A Benalla to publish an overview diagram of both room use and overall activities. The ' U3A Timetable with Dates ' provides more specific information as to classes, hours, venues, dates and convenor information. Both documents are available on the website and in the enrolment information kits prepared at the beginning of the year. Convenors play an important role in liaising with members about timetable changes. There are instructions to assist convenors send out group emails on the Convenor's page of the website. Many members keep an eye on the website's calendar for timetable changes –please cc bevlee47@gmail.com when sending out emails about timetable changes so that changes are also recorded on the web calendar.
U3A Management and Structure	<p>The Annual General Meeting of Benalla and District U3A is held in March as part of Meet and Mingle. As a rule of thumb – the President, Vice-President and Treasurer are elected in 'even numbered' years and the Secretary and Publicity officer in odd numbered years. In addition to rotating positions on the Executive there are vacancies for two general committee members.</p> <p>In 2024 the Annual General Meeting will be held on Wednesday 15th March. Information about the AGM and nomination forms will be made available by the Secretary, in the newsletter and on the website.</p> <p>The Executive Committee meets monthly on the 2nd Thursday at 1.30pm. There two sub-committees –Programs and Finance.</p> <p>Regional meetings of 16 to 18 U3A groups, are held twice yearly at a branch location from Kilmore to Wodonga or on Zoom.</p> <p>Benalla U3A is an active member of U3A Network Victoria. Benalla's delegate, Nicole McFarlane, reports to the Executive Committee. U3A Network is increasingly using Zoom meetings to provide online training/discussion with member U3A's.</p> <p>State U3A Networks have formed a national alliance to share common concerns, an alliance which may develop into a national peak body over time. State Networks have annual conferences which representatives from other states can attend. The U3A Asia Pacific International Alliance holds a regional conference of U3A.</p>
'U3A Online'	'U3A Online' (https://www.u3aonline.org.au/home) provides two modes of study – <i>courses with a course leader</i> and <i>independent study courses</i> and two membership levels – <i>individual</i> and <i>organisational</i> . Enrolment by individuals costs \$30 for multiple courses. Organisational membership (\$20 pa from 20/1/2024) enables site licences for particular courses to be purchased for \$25 (from 210/1/2024), enabling materials to be printed or accessed online by

	<p>class members. This can be useful in supporting a new self-help/guided group. If you would like to access these resources contact the Course Coordinator, Anne Nelson, on 0438 447 379. For more details on Online U3A, go to https://www.u3aonline.org.au/content/membership-information.</p>
Useful Phone Numbers	<p>President – Margaret Jenkins - 5762 6944 or 0424 454 313 – email margaretjenkins@bigpond.com Vice President – Anne Nelson 0438 447 379 gables5@bigpond.com Secretary – Nicole McFarlane 0428 606 408 nicnakmac90@gmail.com Treasurer – Corrie Witlox 0429 90225 or 5762 8225 cwitlox02@bigpond.com Membership Officer/Timetables – Len Jeffers 0407 199 247 len.jeffers@gmail.com Course Coordinator – Anne Nelson 0438 447 379 gables5@bigpond.com Publicity Officer/Marketing – David Palmer 0408 470 468 Newsletter – Heather Wallace 0418 353 244 newsletter.u3abenalla@gmail.com Computer/IT Officer – ? Position description under development <i>General Members of Committee:</i> Geraldine McCorkell Julie McNeill Neville Gibb Helen Jeffree <i>Non-Committee members providing Program and other support: eg-</i> Website/Social Media – Bev Lee 0478 607 838 bevlee47@gmail.com Coffee/Tea Supplies – Lin Ryan Wellbeing Officer – Lorraine Knox (Phone 5762 1531 or 0427376991)</p>
Website/Social Media	<p>Our website is updated monthly when the newsletter is published.</p> <p>Course/Activity Pages There is a page on the website for each course/activity group. The group’s monthly newsletter report is added to this web page together with any photographs submitted to the newsletter or directly to web manager bevlee47@gmail.com. Additional resources can be added to group pages – eg. lesson notes; popular links; course handouts; YouTube clips; other photographs. Check out other pages for ideas or discuss options with Bev.</p> <p>Convenors’ Page –the Convenors’ Page on the ‘About’ drop down menu includes resources and notices relevant to convenors.</p> <p>Calendar – the Calendar on the home page of the website is used by many members to check times and changes to events. There is also a Monthly Calendar. Please let Bev know if you would like to make changes to the Calendar or notice errors which need to be altered.</p> <p>Social Media – The U3A Benalla & District Facebook Page provides a complementary source of news for members who use Facebook. Posts on outdoor activities Easy Walks, Wine Appreciation and Birdwatching are contributed by avid photographers Bev Thornell and Andi Stevenson along with posts by the Newsletter/Website team.</p>
Wellbeing	<p>Please let our Lorraine Knox (Phone 5762 1531 or 0427376991), know if a participant in your group is in hospital; if a participant or their partner is deceased; or if congratulations are in order such as</p>

	receiving a Queens' Birthday or Australia Day honour. Lorraine will arrange for a card to be sent to them from U3A.
WIFI	U3A Benalla has made NBN access available to U3A classes and members within the Seniors Community Centre building. The U3A Benalla's Wi Fi access will be provided separately, however, if you need the WIFI access code urgently, it is printed on the label on the bottom of the modem near the door of the meeting room. Telstra's pink magnetised details label can be found in the office filing cabinet, top drawer, inside front of the drawer.
Zoom	Free Zoom accounts remain a useful tool for some purposes. We have an account which can be on a free subscription if necessary. Online training resources have been added to the website - https://u3abenalla.weebly.com/using-zoom.html

This A-Z for Convenors was last edited on 3 May We hope new committee members, convenors and office volunteers will find it useful. Please email us at u3aben@gmail.com if you have any suggestions for improving it further!