



A – Z for New Convenors 2025

New convenors are invited to read through this A-Z to gain an overview of convenors' roles and responsibilities, then use the index to find topics as needed. If using as a Word Doc, you may be able to locate individual topics by pressing 'Control+Click'.

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This A-Z for New Convenors was last edited on 2 January 2025.

Over the years it has become quite a long document, so we are planning to reformat it in future.
In the meantime, we do hope that you will find it useful!

'Help!' Numbers * Details to be provided separately to new convenors.

***Wi Fi Access:** Not available on web version of New Convenors A-Z

***Photocopier Password** – Not available on web version of New Convenors A-Z

Course Coordinator – Anne Nelson 0438 447 379

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

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

Newsletter Editor – Heather Wallace 0418 353 244. Newsletter deadline – 26th of month apart from February, when it is the 24th. Email newsletter.u3abenalla@gmail.com

Technical Support – eg. Graeme Greed 0428 848 486 (Apple Classroom 1 and 2 and auditorium); Bev Lee 0478 607 838 (Windows/Android) and Neville Gibb (if in the class/building) (Classroom 1 & 2 Equipt)

<p>Acknowledgement of Country</p>	<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. 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>
<p>Adult Learning Principles</p>	<p>How you run your course is up to you and your members. The following principles of adult learning can assist you to run a successful course/activity: "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... • Adults bring life experiences and knowledge to learning experiences. This may include work-related activities, family responsibilities, and previous education. <i>(It's worthwhile asking members to introduce and say a little about themselves in the first session, or when new members join the class. The benefits are evident during breaks, as people have connecting points to discuss when chatting during morning and afternoon 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 - Sight/Hearing/ /Mobility/Memory</p>	<p>Assist learning by, for example,</p> <ul style="list-style-type: none"> • keeping in sight of the group when speaking • previewing material to be covered, reviewing material already covered • presenting information in a variety of ways • increasing the size of print on handouts and power point presentations • pressing Control '+' to increase print size (Control '-' will reduce it). • projecting voice and/or using microphone* • using print & voice simultaneously. • turning on subtitles (CC) when using YouTube or other film/video • reducing fast speech on YouTube videos using 'Settings' • supporting class members who may need to bring a cushion and/or stand up from time to time. • making provision for space for mobility aids where required • reinforcing the need for a tea/coffee break for group members to rehydrate, relax and refocus (and interact socially with others) <p>Most courses incorporate varied activities and member choice. If you are teaching a content-heavy course, think of ways to reduce memory overload - members describe finding a lecture over two hours overwhelming, even with a break (University lectures are only 50 minutes long!). Members appreciate and enjoy changes of activity such as breaks for discussion, watching related videos and listening to member contributions.</p> <p>When sessions are monthly, members appreciate a reminder email a few days beforehand, particularly when there are guest speakers and excursions. Using</p>

	<p>the group email addresses provided by Len Jeffers on Dropbox makes sending out emails relatively easy, remembering, of course, to 'bcc' the list.</p> <p>Remind members that they can always use the Calendar on the Home Page of the website and the What's On page of the Website and Newsletter</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>
Air Conditioning	<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>
Apologies	<p>U3A practice is for class members to phone the convenor if they are not attending. Please remind your class of this.</p>
Associate Members	<p>From time-to-time you may find 'associate' members in your class who are members of other U3As, and that members of your group are attending classes at other U3A's. Some U3A's charge an associate membership fee. U3A Benalla does not do this, however it is important that associate members are enrolled.</p>
Attendance Records	<p>Classroom-Based Activities The attendance book is located on a front desk. Each session, tick off attendees who have forgotten to do so and sign off at the bottom of the column. At the Coinda Hub, the attendance book is on the table near the entrance.</p> <p>External Activities Rolls for external activities are prepared by Len Jeffers and are to be handed to Secretary Nicole McFarlane at the end of the semester. Tick attendees who have forgotten to sign and sign at the bottom of the column.</p> <p>Other Activities It is suggested that you use a diary or calendar to track home visits and café meeting attendees.</p> <p>Attendance Trends - It is normal for attendance to drop during school holidays, when members have grandparent duties; during winter, due to colds, flu or travel; and later in the year, when family activities increase.</p>
Calendar	<p>There is an Online Calendar on the home page of the website and in the drop-down box under News. It is updated for upcoming events/timetable changes during production of the newsletter. If you would like to add an item to the calendar, to make a change or notice an error in the calendar, please contact Bev on 0478 607 838 or bevlee47@gmail.com. Consider 'Cc'ing Bev into emails you are sending to group members about changes in times, dates, events to increase the chance they will appear on the calendar.</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.</p> <p>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	Classes are largely scheduled from 10 am to 12 noon and 2 to 4 pm, with 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 work on projects ('Patchwork', 'Family Research'). There is some flexibility to meet at other times (eg in the 5 th week of month) – consult with Len Jeffers. Please check timetables to find out if you need to vacate the 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>There is a hot/cold water tap for tea/coffee above the sink in the big kitchen of the Seniors Community Centre. 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 Dorothy Webber 0412 263 071 know if tea/coffee supplies need replenishing. Separate arrangements are in place for external venues.</p>
Convenor Roles and Responsibilities	<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.</p> <p>This A-Z has been developed to assist new convenors to manage their roles and responsibilities. The Convenors' Page on the website also contains resources to support convenors.</p> <p>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. (Link to 2024 meeting photos)</p> <p>Roles and responsibilities can be shared with your group members to allow your group to continue to operate if you are unwell or away and to assist in succession planning. Group members are often happy to lead the group if you are absent; prepare the newsletter report; take photographs; collect donations. 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. Remember that: 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 • 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, Recorder Group, Singing Groups, Exercise Group and also the Film Group.</p>
Correspondence (Office)	<p>The U3A Benalla gmail account is u3aben@gmail.com 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	If any equipment or subscription is required for the benefit of the group, contact either the President or the Course Coordinator to discuss what the group requires. This requirement will be taken to the next Committee meeting for approval.
Course Guide	U3A Benalla is offering over 50 courses in 2025 as listed in the Programs Guide 2025 which can be found on the ‘Join Us’ page of the website. Convenors are asked to review the course description and details for their course in early November each year and to liaise with Len Jeffers –0407 199 247 len.jeffers@gmail.com - to ensure that the upcoming course documents reflect planned course details.
Course Suggestions	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. The Program Suggestions page provides examples of courses developed in the past and contains a ‘Contact Us’ box at the bottom of the page. Contact Course Coordinator, Anne Nelson 0438 447 379 to discuss your idea, or run your idea past members of the Program Committee, currently Anne Nelson, Margaret Jenkins, Dorothy Webber and Len Jeffers.
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 by using a RAT test. • 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 advice will be drawn upon and Covid Safety Plans developed and posted on the notice board outside the U3A meeting room. • 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 if people are socially distanced according to regulations at the time.
Digital Literacy	The IT skills of U3A members vary widely. If you notice class members struggling with their devices, the Be Connected program has an excellent online Topic Library for members keen to improve their skills. U3A Benalla also offers several digital literacy programs. In 2025 the <i>Be Connected – Android</i> group is being offered by Ruth Jelliff 0437 904 554; there is also a ‘Tech Advice’ program with one-to-one mentoring by Robyn Lukey 0403 164 931 (Android Devices) and Jenny Sawyer 0409 545 182 (Apple Devices). A library of iPads, Samsung Tablets and smart phones can be drawn upon to support members who would like to develop digital literacy. Members sign an agreement relating to their use and return.
Donations	Some convenors collect donations at each session towards 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.
End of Year	The end of year period begins on the third Wednesday in November with the 'Meet and Mingle' concert, quilt display & morning tea in the Auditorium. Organised by the Wine Appreciation group, the Christmas Lunch 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. Many groups celebrate the end of year by having morning tea or lunch together, sometimes at a local café or pub, sometimes during the tea break of the last class. The celebration can be as simple as sharing Christmas cake or biscuits at morning tea.
Enrolment Days	Convenors or their representative/s are asked to attend U3A Benalla's Enrolment Day/s to in mid-January 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 12 noon. 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. There is no Enrolment Day for Semester II , as most courses are yearlong. However, there are usually some new Semester length courses and timetable adjustments in Semester II. Enrolment kits will be available at RedB4, on the table outside Room 1 and through the office for new students. The U3A Benalla Enrolment Fee stays the same until Seniors Month in October, when ' Taster enrolments ' are offered to potential new members or members considering a new course/activity in the coming year. Taster enrollees are asked to add their name to the roll when they attend.
Equipment/ Information Technology	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. 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. Bev Lee, Graeme Greed and Neville Gibb can all provide support in using the computer/large monitor in Rooms 1 and 2. Overhead Projectors: <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 for support in using the overhead projector. • Auditorium – The Overhead Projector installed in the Auditorium in late 2023 is simple to operate – contact Margaret Jenkins for support. Microphone: support members with hearing loss by using the wear-able microphone located on the table under the smart TV in Room 1. Wi Fi Access: The U3A Benalla Wi Fi access name and password are not available on the web version of the A-Z but will be provided separately to new convenors. The Wifi access code can be found underneath the modem near

	<p>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 and Office Shelving - 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 and in A4 Arch Folders on the top of the storage cabinet. Minutes are available to read on request to the committee.</p> <p>While some key files for office volunteers and working files are kept on the computer in the office, it is not a central on-line records repository. The President, Secretary, Treasurer, Membership Officer, Newsletter Editor, etc. largely 'work from home' and save/manage files on their home computers.</p> <p>The U3A Benalla Website provides convenient access to resources including: <i>Enrolment Documents & Timetables</i> – Refer ‘Join Us’ Page/Drop-Down Menu <i>Past and Present Newsletters</i> - (Side column –Newsletter page) <i>Constitution, Policies and related documents</i> – refer About/Our U3A</p> <p>A communications book used by Office Volunteers during enrolment periods is held in the office.</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 –for example, access person's support networks in U3A to find out family contact details if necessary and maintain follow up.</p> <p>Be aware that when calling an ambulance, you will almost certainly be required to answer an extensive list of questions before they will attend.</p> <p>There is also a First Aid Kit in the kitchen near the door into the Auditorium. A defibrillator with instructions is kept in the Seniors auditorium near the kitchen. There is a training DVD in the cabinet. Recommended reading - ‘Call Push Shock’ – Frequently Asked Questions regarding handling cardiac arrest and use of the Defibrillator’ (Ambulance Victoria)</p>
Guest Speakers	<p>When planning for guest speakers – consider</p> <ul style="list-style-type: none"> • Requesting the speaker use a font size for Power Point presentations large enough to be seen from the back of the room eg. 28 - 32pt • Placing the guest speaker at the centre of the front of the room and having the lights on - this assists people affected by hearing difficulties and/or poor acoustics in the room. • Using the microphone kept on the cupboard under the television if the speaker has a soft voice. <p>It is customary to give a U3A Benalla pen as a token of thanks to a guest speaker - gift pens are kept in an oval tin in the cupboard in Room 1.</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.</p>

	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.
Insurance and Incident Reports	Insurance coverage is provided for convenors of Victorian U3A branches through U3A Network Victoria with the <u>Victorian Managed Insurance Authority</u> . 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.
Keys	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. A master list of keys is held by Len Jeffers.
Meeting Rooms	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'.
Membership Officer	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 <u>len.jeffers@gmail.com</u>
Mobile phones	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 mindful of turning off their mobile phones and will set them to vibrate if they expect an urgent call.
Newsletter	<p>The deadline for newsletter articles is the 26th of the month or the 24th in February. Send reports to the Newsletter Editor, Heather Wallace (0418 353 244) at <u>newsletter.u3abenalla@gmail.com</u>. The newsletter is posted at the beginning of the next month.</p> <p>Word Limits:</p> <ul style="list-style-type: none"> • There is no minimum word limit, however 150 to 200/250 words is a comfortable range in which to report on the activities of most groups. • Groups in which group members contribute content each session may require a higher maximum. Aim for 350 words, and no more than 500. • 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>While most convenors write the newsletter report for their group, others appoint a newsletter correspondent and/or photographer to share the load.</p>
Photocopying/Printing	<p>Photocopying is available for new convenors using a login number to be provided privately. Please:</p> <ul style="list-style-type: none"> • Be mindful of cost of paper use, printing on both sides where possible. • Remember colour copying is more expensive so use sparingly. • Replenish paper supply in the bottom trays if required, taking out paper and fanning it if using the copier after a break or if the weather is damp.

	<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 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>
<p>Photographs</p>	<p>Photographs of classes and activities are highly valued as they enliven our newsletter, website and Facebook page.</p> <p>Permission to take photographs of members during classes and activities is usually given by members on the membership form <i>“Photos taken at U3A activities and functions may be used in U3A Benalla publications and media.”</i></p> <p>A small number of U3A Benalla members will have registered indicating they do not wish to have photographs taken, while others will not wish to have them taken on the day. Where possible, seek permission of group members when taking photographs of classes/activities, explaining what they will be used for.</p>
<p>Policies</p>	<p>In 2024 the U3A Benalla Committee completed a two-year process of reviewing the Policies of U3A Benalla, drawing upon Policy Guidelines developed by U3A Network Victoria and U3A Lakes Entrance:</p> <p>U3A Benalla Policies</p> <ul style="list-style-type: none"> • Anti-Discrimination • Bullying • Code of Conduct • Conflict of Interest • Grievance • Health & Safety • Privacy • Risk Management • Sexual Harassment <p>These policies are available via the links above, on the Our U3A drop down menu of the website and in the ‘Policies’ Folder located in the U3A Office.</p>
<p>Privacy</p>	<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 2025).</p> <p>These provisions cover most situations, however we recommend convenors –</p> <ul style="list-style-type: none"> • Select the ‘BCC’ blind carbon copy option when emailing to class mailing lists so that individual member email addresses remain private. If you unintentionally forget–try to remember next time. • Maintain discretion if, for example, community and past U3A members ask about existing members. It is preferable that information is shared between class members than by convenors, unless asked by the person. • Ask for permission before photographs are taken and explain what the photograph is to be used for.

Professional Development	<p>From time-to-time training is offered to the committee, convenors and targeted groups, for example in 2024 we offered training to our Tech Advice, Digital Literacy and technical support tutors and volunteers in AI, Canva and Social Media/Website integration. We have also offered 'Call Push Shock' training in using the defibrillator at Meet and Mingle.</p> <p>Regional, statewide and national conferences provide opportunities for professional development. Money may be available to reimburse committee members and convenors for conference registration fees to relevant events.</p>
Publicity	<p>The Publicity Officer and Secretary submit articles and advertising to the Ensign and may contact convenors regarding developing articles or adding photographs highlighting course/group activities for the newspaper.</p> <p>Please contact Acting Publicity Officer Doug Smith if you have a story for the Ensign or other publicity related idea – M 0417 527 171</p>
Ride Sharing	<p>At the 2024 Conference organized by U3A Network, Anne Nelson found out that it is illegal to charge passengers who are going to a U3A activity. However, should someone ride share, they can donate to the driver.</p>
Security	<p>Make sure that classroom doors are locked when you leave if no one is waiting to enter. If you are the last U3A person in the building always lock the side door of the building as you leave. If you are the last person to leave the building, also check that the front sliding doors are locked, switching the control on the LHS of door to 'Locked' if necessary. Finally, if you are the only person/class in the building, consider locking the external doors.</p>
Sustainability	<p>When possible, pull the blinds right up rather than turning the lights on. Remember to turn off the air conditioning, computers and printers when leaving classrooms. Other strategies include - double sided photocopying; use of mugs rather than paper cups. Note that the council has installed timers on the lights in the toilets - light switches do not need to be touched.</p>
Technical Support	<p>If you need support with computer and/or sound equipment in the classrooms or auditorium, orientation, basic training and help is available. Plan ahead and seek out support before your first session or when you have, for example, a guest speaker coming who will need help in using equipment you are not familiar with.</p> <p>Graeme Greed: 0428 848 486 Troubleshooting and Support Apple IT/Sound Equipment/General Support</p> <p>Bev Lee: 0478 607 838 Troubleshooting/support/referral on if necessary</p> <p>Neville Gibb, Rene Martens and Elly Smith also provide support if available.</p>
Timetables	<p>Two versions of the timetable are prepared by Len Jeffers</p> <ul style="list-style-type: none"> - The 'Month Overview' provides an overview of courses/activities and room use and assists members to plan their diaries. - The 'U3A Timetable with Dates' provides information on classes, venues, times/dates and convenor information. <p>Timetables are produced for both Semester I and Semester II, however there is only one enrolment day as most courses are yearlong. Adjustments for Semester II course descriptions, etc. can be made by contacting Len Jeffers.</p> <p>Convenors play an important role in communicating timetable changes to group members. There are instructions to assist convenors send out group emails on the Convenors page of the website. Len will assist if required.</p>

	<p>Convenors can also contact or cc bevelee47@gmail.com when making ‘between newsletter’ changes so they are recorded on the calendar.</p>
U3A Management and Structure	<p>The Annual General Meeting of Benalla and District U3A is held in March as part of Meet and Mingle. The President, Vice-President and Treasurer are usually 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 2025 the Annual General Meeting will be held on Wednesday 19th March at 10 am. 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 on the second Thursday of the month from 1.30 to 3.30 pm. This meeting can be important for convenors – for example, if a request or issue to be considered has been raised with the committee. A copy of the minutes is available in the office for reading on request. There two sub-committees—<i>Programs</i> and <i>Finance</i>.</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 often uses Zoom meetings to provide online training/discussion.</p> <p>State Networks have annual or biennial conferences and have formed a national alliance to share common concerns.</p>
U3A Online	<p>‘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.</p> <p>Convenors can draw upon the courses and resources offered by U3A On-line. Organisational memberships (\$20 pa from 20/1/2024) provide for site licenses for courses to be purchased for \$25 each (from 21/1/2024), enabling materials to be printed or accessed online by class members. This can be useful in supporting new groups. For more details on Online U3A, go to https://www.u3aonline.org.au/content/membership-information.</p>
Useful Contact Numbers (Summary)	<p>President – Margaret Jenkins - 5762 6944 or 0424 454 313 – email margaretjenkins@bigpond.com</p> <p>Vice President and Course Coordinator – Anne Nelson 0438 447 379 gables5@bigpond.com</p> <p>Secretary – Nicole McFarlane 0428 606 408 nicnakmac90@gmail.com</p> <p>Assistant Secretary (Enrolment Information) - Helen Jeffree</p> <p>Treasurer – Corrie Witlox 0429 90225 or 5762 8225 cwitlox02@bigpond.com</p> <p>Membership Officer/Timetables – Len Jeffers 0407 199 247 len.jeffers@gmail.com</p> <p>Publicity Officer (Acting) – Doug Smith M 0417 527 171</p> <p>Newsletter – Heather Wallace 0418 353 244 newsletter.u3abenalla@gmail.com</p> <p>Immediate Past President and Wellbeing Officer (including Coffee/Tea Supplies) –Dorothy Webber 0412 263 071</p> <p>Printer Contact & Supplies/Printing of Newsletter - Geraldine McCorkell</p> <p>Other –</p> <p><i>Website/Facebook/IT Support</i> Bev Lee 0478607838 bevelee47@gmail.com</p> <p><i>Technical Support</i> – Apple IT; Sound Equipment - Graeme Greed 0428 848 486</p>

Website/Social Media	<p>Our website is updated monthly when the newsletter is published. There is a webpage on the website for each course/activity group. Additional resources can be added to group pages – eg. photographs, lesson notes; popular links; course handouts; YouTube clips. Check out other pages for ideas or discuss options with Website Manager Bev Lee. The Convenors' Page on the 'About' drop down menu includes resources for convenors.</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, Andi Stevenson and Rene Martens along with posts by the Newsletter/Website team.</p>
Wellbeing	<p>Please let Dorothy Webber 0412 263 071 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 receiving a Queens' Birthday or Australia Day honour. Dorothy will arrange for a card to be sent.</p>
WIFI	<p>For U3A Benalla's Wi Fi access and password are not available on this website version of the A-Z and will be provided privately to new convenors. The WIFI access code is printed on the label on the bottom of the modem near the door of Meeting Room 1. Telstra's pink magnetised details label can be found on the inside front of the top drawer of the filing cabinet in the office. There is also Community Access WiFi in the Seniors Building.</p>
Zoom	<p>U3A Benalla has a Zoom account (currently on a free subscription) although you are free to use your own. Online training resources are available at https://u3abenalla.weebly.com/using-zoom.html</p>

This A-Z for Convenors was last edited on 2 January 2025. Over the years it has become quite a long document, so we are planning to reformat it in future. In the meantime, we do hope you will find it useful. Please email us at u3aben@gmail.com if you have any suggestions for improving it further!