

# TUTORS HANDBOOK 2017



## U3A MELBOURNE CITY

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**(Office Hours: 10.00–3.00 Mon–Fri)**

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## History and philosophy of the U3A

The U3A Melbourne City was the very first U3A in Australia.

The idea sprang to life in 1984 in a coffee shop when four people involved in education for older people talked about a model of education that was being very successful under the auspice of Cambridge University in the UK. This model emphasised the great reservoirs of knowledge and skill that older people had, and at the same time, the drive for many to learn things that in their earlier lives they had not had the time to pursue. Why not establish an organisation that promoted the free exchange of these skills and knowledge?

The first public meeting in Melbourne was held in July 1984 at the Council of Adult Education (CAE) and the CAE undertook to provide accommodation and support for the new organisation. The first classes were held in March 1985.

The basic principles, formulated in 1984, still underpin the U3A today.

- All work is voluntary, both administrative and tutorial.
- Fees should be kept low, so anyone can join.
- Auspice of another educational body should be sought to provide accommodation and other resources.
- The target membership is people in retirement, in recognition that we do not stop living and learning when we stop earning.
- No formal qualifications are required and no certificates are awarded.

U3A Melbourne City is an incorporated association. Its current membership is around 1500. The Annual General Meeting is held in November, and is open to all financial members.

It is now over 30 years since the U3A Melbourne City opened its doors. In that time, some things have changed. While all the work to maintain the organisation is still voluntary, it is difficult, in times of 'user pays', to get a major educational body to auspice us. However, the Victorian Government understands the contribution that U3As make, and provides a basic small grant. For many U3As their local government is now their source of support.

The **U3A Network** is an incorporated body that acts as an umbrella and liaison organisation for U3As in Victoria (of which there are around 100). It assists new U3As to get established, runs training courses and negotiates with the State Government on funding.

## U3A Melbourne City today

Essentially, U3A Melbourne City is a self-help, not-for-profit organisation, operating through its body of tutors and Let's Do convenors, its administrative and office staff, course coordinators, and a management committee which meets monthly to discuss policy and financial issues, and review operations. *Everyone* involved is a volunteer.

It is funded through member subscriptions, a small grant from the state government, and member support through donations and the Patrons' Program.

## Tutors

Without tutors there would be no U3A. U3A tutors in general have a passion for their subject and in the process of sharing their knowledge build lasting friendships. There were around 125 active tutors in 2016 and new tutors join throughout the year. Some tutors run year-long or semester courses; others prefer a short course format running from 2 weeks to 16 weeks, or sometimes one-off presentations and workshops.

## Tutor membership of U3A

For insurance purposes, all tutors are required to be current members of U3A Melbourne City and should renew their membership annually either through our online Membership and Enrolment system, *MyU3A* (see p. 8), or the office. Most tutors, as well as other volunteers, are financial members of the organisation and often attend classes given by another tutor, and participate in other activities on offer.

However, if you do not wish to be a financial member, you can be a non-fee paying member, but you will not be entitled to attend courses or other member specific events. Note you still need to join or renew.

## Volunteer agreement

In 2011, a formal tutor's position description and volunteer agreement were introduced by the Committee. The position description spells out the role, responsibilities and support for tutors and group leaders as discussed with you by the course coordination team. The volunteer agreement outlines general volunteering principles, and the benefits and specifics of your volunteer role within U3A Melbourne City. It needs to be signed only once by tutors and placed on the volunteer register.

### Course coordination

The U3A Melbourne City course coordinator is Elizabeth Way, assisted by team members. Together, their role is to:

- talk to prospective tutors about all aspects of tutoring with the U3A;
- approve and assist tutors to develop course proposals;
- schedule classes - both short, semester/yearlong - for the start of each year;
- schedule short courses offered in subsequent terms;
- organise tutor meetings and workshops;
- collaborate in implementing the Strategic Plan regarding courses and tutors;
- obtain student feedback on courses;
- report to the Committee of Management on a monthly basis.

### Course planning and promotion

**When you start**, and in August of each year, you will be asked to complete a *Course Planning Form* outlining the subject of your course and the way you propose to run the classes, preferred dates and times chosen from those available, and indications (if needed) of the level of previous knowledge required, as well as other administrative information which informs timetabling, equipment and room bookings. This information forms a major part of the program for the following year. These forms are available in the office and can also be downloaded from the Tutoring page of our website.

For short courses, you can also lodge a *Course Planning Form* throughout the year for short courses starting in term 2, term 3 or term 4 and should note the **deadlines** on the Planning Calendar on the back page of this guide. The Course Coordinator will contact you to discuss your proposal.

### Promoting your course

The **newsletter** and **My U3A website** are the principle ways in which your courses are promoted to members. The newsletter, which is sent five times a year by mail and email, advertises new courses and course vacancies, and has articles of general interest to members. The MyU3A website provides information about your course, but it does not accommodate active hyperlinks to other

#### ***Tutor Profiles on the Web***

*Many tutors have provided a photograph and some information about themselves for our website. Others also have a short video about their course. If you wish to include a profile or video, please email Helena (see Contacts page)*

material for downloading (e.g. reading lists) at this stage. Such material can, however, be added to your tutor profile page. The **tutor profile** and **course videos** give members an insight into your background and passion for the topic to help in their course selection.

Currently, classes start in early to mid-February and end in late November. The year-long and semester course guide comes out with the November newsletter, and short courses starting in February and March are advertised in the following newsletter in January.

## Conducting your class

You have the freedom to develop the content and format of your course in accordance with the approved course proposal. It is expected that classes will be conducted in accordance with adult learning principles, enabling respectful participation by all students and accommodating a variety of learning styles.

In keeping with our basic philosophy and **U3A Code of Conduct**, you are however asked to refrain from any comments /actions that could be seen as promoting a personal business, ideology, or placing members in a vulnerable situation, eg financial, physical, psychological. Please also refer to the Harassment Policy which is available on the policies page of our website.

## Student Privacy

It is your responsibility to ensure the privacy and confidentiality of student information. This applies to both personal information shared within the class and contact information provided by the office. Remember to use BCC when you email your class.

In some classes students want to share their phone contact details with other students. You as tutor, with the agreement of the class, may give out the information or students can share contact information with other students on an individual basis.

Office volunteers have been instructed not to give out personal details but instead will pass messages on to tutors to respond to directly.

## Back-up Tutors/Leaders

In some instances such as holidays or illness you may need to be absent from your class for an extended period. Please discuss with the course coordinator and students the option of the course continuing with a back-up tutor/leader or a class monitor. Once approval is given, ensure that the

office has all relevant contact details for your replacement and that they sign the Volunteer Agreement.

## Tutor resources

### Equipment

The office has a store of audio-visual equipment which tutors may borrow if they are teaching in Ross House. It includes laptops, data projectors, DVD players, and CD players. *There is a full list in the office for you to consult.* You must complete the equipment borrowing sheet before removing equipment from the office. It is your responsibility to familiarise yourself with how equipment works prior to the commencement of your class. Most equipment has an operating manual and in some circumstances in-person familiarisation can be organised by the course coordinator.

In-house audio-visual equipment is also available at most external venues, so please familiarise yourself with that system and its compatibility with your own equipment/resources well in advance of your course commencing.

### Resources on the Web

The tutoring pages of the website provide some useful links, information and form downloads. Your suggestions for these pages are most welcome and should be directed to the course coordinator or Helena Ling in the office. See <http://www.u3amelbcity.org.au/tutoring>

### Tutors' meetings

Tutor meetings are held from time-to-time and give everyone – admin, office, course coordinators, the Committee and tutors themselves – an opportunity to share information about our U3A and talk over issues that need resolving. A report from these meetings is sent to all tutors and to the Management Committee.

## Course program development

Under the current Strategic Plan, three goals relate to the expansion and quality of our course program. The key areas for implementation are:

- Foster more active engagement by tutors in U3A as a whole.
- Actively recruit new tutors.
- Improve quality, depth and extent of programs.

Your contribution and involvement in achieving these goals is strongly encouraged.

### **Tutors' workshops**

From time to time tutors' workshops are organised to provide tutors with the opportunity to discuss their teaching approaches and to learn from each other, as well as skill development such as use of equipment and IT. The content of the workshops is based on tutors' suggestions and is run collaboratively.

### **Student Feedback Policy**

In 2010, the Committee introduced a policy of written student feedback about their experience of their course. This aims to provide students with a voice in shaping the course program and provides tutors with valuable information for reviewing and planning their courses. It also aims to enhance course coordination and promotion of our program, eg students quotes are used in annual reports, grant applications and to promote your course on the website.

The student feedback survey is implemented at the end of each new short course and cyclically for yearlong, semester and repeated short courses. Information from this feedback process is provided to tutors directly and via the tutors' meetings and our website.

### **MyU3A Online Membership and Enrolment System**

MyU3A is a cloud-based system which was introduced in 2015, and replaced all previous manual and stand-alone database procedures and processes. It can be found at [www.u3amelbcity.org.au/myu3a](http://www.u3amelbcity.org.au/myu3a) The membership app allows people to join up, pay subscriptions, amend personal details and volunteer on line. The enrolment app allows enrolment into any bookable event (courses, lectures, social events, forums, etc.), amendment to enrolment, waitlisting, recording of apologies for non-attendance at courses, etc.

The system also includes other broader management functions.

### **The Tutor Portal**

As a tutor, you can access your course(s) online via any internet-enabled device. You can view or download your student list, contact and emergency details for our students, the waiting list for your courses in priority order, and your class roll for marking.



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You will be asked during your induction session if you wish to mark your roll on line, or whether you require the office to provide you with a printed copy of the roll for manual completion.

Training sessions are held periodically for new tutors on the system, and training notes are also available on request. A number of more experienced tutors are available as mentors or to assist you with problem-solving – contact the office for further information.

## Course administration

### The office

The office coordinators, office volunteers and tutors work together to ensure that everything goes smoothly for everyone. The office is staffed by a team of 20 volunteers who are rostered in pairs for one day per fortnight. Office volunteers are there to help you!

Planning and administration is undertaken by a team of four office coordinators, currently Helena Ling, Fran Sciarretta, Kai Simpson and Paul O'Brien.

The office is located on the 4th floor of Ross House, and admin. volunteers are responsible for:

- Maintaining the integrity and accuracy of the MyU3A system, including member and course records.
- Room bookings and cancellations.
- Orienting new tutors to office procedures.
- Resolving day-to-day issues that arise for tutors.

If you have a query, ask the volunteers who are on duty at the time. If they can't help you, they will pass it on to one of the office coordinators who will contact you as soon as possible.

#### **Office Hours**

*The office opens for  
tutors at 9.45 am  
and closes at 3.00  
p.m. from Monday  
to Friday.*

### Room bookings

When you complete the *Course Planning Form* (**see p. 5**) you will let us know how many students you would like in the class, and what equipment you may need. This information is used by the Room Booking Coordinator in booking an appropriate room for your use. Note that rooms are NOT booked for breaks specified by you on your Course Planning Form. If your plans change, you will need to notify the room booking coordinator by email to [coursecoord@u3melbcity.org.au](mailto:coursecoord@u3melbcity.org.au) Please do NOT negotiate

changes with the venue directly yourself. Classes are carried out at a number of venues, and details are listed on **pp. 15-21**.

Often another class/meeting will follow directly on from yours, potentially changing with new courses each term. **Please be considerate** and finish teaching five minutes before the end of your class time to enable packing up and a smooth transition for the next class/meeting.

## Room Problems

If you have any complaints about your room, please contact the office in the first instance and they will either deal with it, or pass it on to the Room Booking Coordinator to handle.

## Class cancellations

Because we are charged by the hour for room hire at all of our venues, and billed monthly, it is important that you **immediately inform the office if you have to cancel a class, giving as much notice as possible**, so that they can cancel the room and prevent us being billed, thus saving us money. Also, be sure that all students on your roll are informed. Office staff will ring/email class members on your behalf if you request it.

### ***Class Cancellations***

*Let the office know  
so that we can  
cancel the room  
booking and save  
money.*

**Classes are not held on public holidays** and some tutors opt not to teach during *school holidays*. Please check with external venues whether they are open on Cup Eve.

## Maintaining records

Everything is done directly on the MyU3A system in the office so whatever is on that system is the most accurate and up-to-date record for your course. Members, either online or with office assistance, can enrol, withdraw and record apologies for non-attendance at a particular class or classes.

### **Marking the Roll - Online**

Our goal is to have all rolls marked online, either by the tutor or by a class assistant (see p. 12 below). You or your class assistant can mark the roll online, in class, using any internet-enabled device, or you may chose to print the roll at home and take it with you to class, and then enter it on the MyU3A system later in the day.

If you indicated on your Class Planning Form that you would like a class assistant to mark the roll, the office will send an email to all class members prior to the commencement of classes asking for a volunteer; instructions and/or training will be provided.

### **Marking the Roll - Manually**

In the event that neither you, nor a class member, is able to mark the roll online, then for

**Classes in Ross House** - you can collect a hard copy roll from the office and return it after your class for entering online by office volunteers.

**Classes in Other Venues** – the office will email you a copy for printing at home and you will have to advise the office either by email or phone of attendance each week.

Marking the roll for each class is important,

- a) because students who are absent without apology for three consecutive weeks are deemed to have forfeited their place, which is then offered to the next person on the waiting list or advertised as a vacancy in the next newsletter; this gives new members who join throughout the year an opportunity to get into their preferred class; and
- b) for emergency situations.

If you are completing a hard copy of the roll, please clearly distinguish between apologies (AP) and failure to attend (AB).

### ***Serial Non-Appearance without Apology***

*Students who fail to attend three consecutive classes without apology forfeit their place although we normally give them a call first before offering it to someone else.*

## **Student enrolments and admitting new students**

Most students enrol in year-long and semester course/s at the end of the previous year. Inevitably, some will drop out. Enrolments will continue in your course either directly by members online or through the office until it is full, and then maintained at full capacity from any waiting list, unless you have indicated an enrolment cut-off date. You will be given the name and phone number of a new student by the office, so you can make contact prior to the class if you wish to (sometimes important in language and other progressive classes).

## **Temporary Admission to Courses**

Where a current student has advised they will be absent for 6 weeks or more, you may choose to admit on a temporary basis a member from the

waiting list. Please advise the office about this on your Planning Form.

## Trial Attendance at Classes

If there are vacancies, prospective students may attend one class session on a trial basis before joining, ***but this arrangement must be made through the office and with the tutor's agreement.***

## Attendance by Non-Enrolled Students

If someone attends your class who is not on the roll, and you have received no advice about them from the office, you can either send them to the office immediately if you are teaching in Ross House, or allow them to sit in if the class isn't full that day, and get them to clarify/rectify their status either online through MyU3A or with the office after the class. Remember that there are often waiting lists, and people cannot just turn up to your class without following the proper procedures which are there to ensure fairness and equity.

## Class Assistant

Tutors may appoint a class assistant to help them with any of the following tasks: marking the roll online via *MyU3A*; collecting from and returning hard-copy rolls and equipment to the office; setting up the classroom; maintaining the roll (eg taking apologies, advising office to fill vacancies); photocopying; collecting photocopying money, etc. Tutors who appoint a class assistant should advise them to complete a Volunteering Form and the Volunteer Agreement at the office so that their name is placed on the volunteer register and they are covered by our insurance policy, and recorded on MyU3A as your assistant.

## Photocopying

Tutors must organise their own photocopying and seek reimbursement of their costs from class participants. The cheapest rates (8c per side) can be found at *Office Works* in Elizabeth Street, near the corner of Collins Street.

To reduce photocopying, tutors may wish to email materials to class members or via the office have their material placed on their course page of the website for downloading by class members.

## Copyright

The Australian Copyright Act governs the making of photocopies or other reproductions of copyrighted material. The Act states that copied materials are to be used for research or study and no other purpose and that the

amount copied is in accordance with the copying limits laid down in the Act. These **fair use** limits are:

- A "reasonable portion" - 10% or one chapter of a published literary or dramatic work,
- One article from an issue of a periodical,
- More than one article from the same issue of a periodical provided they're not for different research or study.

A copy of the U3A Network-Victoria copyright agreement is available in the U3A office, and applies to all U3A members.

## Wellbeing and safety issues

### Member Identification

Members are provided with Member ID cards, plastic pockets and lanyards and are required to wear these whilst attending classes and other U3A events. We request your support in implementing this policy which has been introduced for health and safety reasons, and to assist in member identification. Please set the right example by wearing your own ID card and discussing the importance of this procedure with your class.

### Grievance and dispute procedures

If you're unhappy about your work conditions as a tutor or have difficulties with students in your class, please consult the U3A Grievances Policy and Procedures. We encourage you to resolve issues informally and feel free to contact the Course Coordinator, Elizabeth Way, or for administrative matters, either Helena Ling or Fran Sciarretta via the office, to discuss the matter in confidence.

If the issue is not resolved to your satisfaction, you can then write to the Secretary, c/o the office, marked Personal & Confidential. The Secretary will follow up with you and other relevant parties as per our policy. In the final instance, more formal mediation procedures may be instigated.

### Insurance

Our cover includes volunteers' personal accident insurance. However, this only applies to volunteers in the course of performing voluntary work for the organisation. So you are covered whilst you're teaching, and travelling to and from U3A but not when you're attending a class or event as an ordinary member.

## Incident Report

An *Incident Report Form* must be completed whenever there is a problem such as loss, theft or damage or an accident occurring in class, or travelling to or from it. You are responsible for this. Copies are available in the office and completed incident reports must be signed by the parties involved and sent to the Secretary, via the U3A office as soon as possible.

## Medical emergency

If the situation seems serious, e.g. loss of consciousness, unstoppable bleeding or severe pain, call 000 for an ambulance, then call Ross House Reception or the office. If you are in another venue, make sure you also advise Reception.

Personal emergency contact details are available from the Tutors Portal on MyU3A which you or the office can print out. Please ensure your list is updated as students can change throughout the course. Details are also written on the back of each member's card. Please ensure that your students complete and wear this card when attending your class.

## Ross House fire and emergency evacuation procedures

- **Assist** anyone in immediate danger, if safe to do so.
- **Evacuate** room and close door to contain fire and smoke.
- **Do not try to put out the fire** or use fire extinguishers, unless trained.
- **Call 000 then Ross House reception, 9650 1599.** Alarm will go off.
- **Evacuate** the building using stairs in single file. Do not use lifts.
- **Obey directions from Fire Wardens:** there are four on each floor. They will also direct anyone needing assistance until the Fire Brigade takes over.
- **Keep fire doors to stairwells** closed to block out smoke and fire; stairwells are fireproof for hours.
- **Assemble after evacuation** at the 7 Eleven store on corner of Flinders Lane and Swanston Street.

Visitors and/or tenants who are in the building at the time of an emergency evacuation and are using wheelchairs or walking frames should go into the stair wells (with the Floor fire warden and/or a classmate) as these are fire and smoke proof for 2 hours. They should wait there until the Fire Department evacuates them.

Please familiarise yourself and your class with these procedures. In Ross

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House instructions are displayed in meeting rooms and inside the door on each floor.

### **Emergency evacuation procedures for other venues**

Please get a copy of the relevant emergency evacuation procedures and familiarise yourself with these. Check whether there is a copy posted in the room.

## **U3A class accommodation**

Low-cost classroom accommodation in Melbourne's CBD is very difficult to find, and is becoming increasingly so. We are fortunate to have access to various venues but we have to play our part in being good tenants.

More detailed information sheets on external venues are available and provided to tutors teaching off-site.

### **Ross House – 247 Flinders Lane**



We occupy space in Ross House which is managed by the Ross House Association whose members are small, self-help community and environmental groups. The Ross House Committee sets rules governing the rights and responsibilities of its members, and we are accountable to the RH Committee for U3A and the way it conducts itself. We are keen to work co-

operatively with the RH Committee and maintain a good relationship with them. As tutors, you have a responsibility to respect the rights of other tenants and to encourage your students to do likewise.

#### **Room Hire**

1. Rooms are hired by the hour and the charge includes equipment installed in the room, with the exception of Room 4.1 which incurs an additional charge.
2. Ross House requires 48 hours' notice for room cancellations, otherwise we forfeit 50% of the room hire fee.

#### **Access, Security and Equipment**

1. All floors of Ross House are accessible by lift and have an accessible

toilet, located at the back or half-way along the corridor of each floor.

2. **After Hours Access**—Because of security issues, only you are authorised to let students into the building if you are running a class after hours. If others trying to gain entry, point to the sign on the door.
3. **Equipment**—you can borrow laptops, data projectors, CD players from the office (see also p.7). If we have pre-booked the built-in equipment in Room 4.1 (which incurs an extra charge) or the Mezzanine Room, apply at RH Reception for a key and return it after use. If you have not booked it, contact the office with at least two days' notice.
4. **Wi-Fi Access** — Wi-fi was upgraded in November 2016. Tutors can login as a Ross House guest. Search for "RH-guest" and enter password Sup3rf45t!

Room	Equipment in rooms	Cost	You supply	Wi-fi
Gr. Fl, MR1 4.1	DVD Player & Monitor Whiteboard	Included in room rate	Own or office laptop. U3A data projectors, CD players, DVD player speakers	See above.
3.1 & Mezz	TV flat screen with connections for playing CD, DVD, using USB stick			
All other rooms	Whiteboard			
4.1	Data Projector & PA system. Book 1 wk before through U3A office	Extra charge - \$14.28 per hour	Can supply own if desired at no extra cost.	

### House Rules while using Ross House Premises

1. Tables and chairs are NOT to be removed from meeting rooms as it is a safety hazard for those with vision impairments. If you do move table and chairs we may be charged a housekeeping fee.
2. **Noise** is an issue at Ross House because partitions do not go up to the ceilings, and many people in the building are working in offices. The Ross House Noise Policy requires that the use of audio-visual equipment be restricted to several rooms (Mezzanine, Ground Floor MR1, 3<sup>rd</sup> Fl MR1, 4<sup>th</sup> Fl MR1) and that all class discussion be kept to



reasonable noise levels at all times. Please bear this in mind when you conduct your classes as we do not want to jeopardise our room access because of complaints. If you have any difficulties, please talk to the office staff.

3. **Room Capacity**—Ross House rooms are rated for a certain number of occupants, and this must be adhered to. It is not acceptable for tutors to allow the number of students in a class to go above the capacity of the room, nor should they move chairs between rooms. All tables and chairs should be returned to their original layout and the room cleared before leaving.
4. **Use of Kitchen**—There is a communal kitchen policy and your class may hire cups from Reception, at no charge, if you are having a coffee break. In general, encourage your students to provide their own water bottles.

### Induction

1. If you wish to check out your room before your class starts, please contact Katie on the Ross House reception desk by ringing 9650 1599 or email [rosshouse@rosshouse.org.au](mailto:rosshouse@rosshouse.org.au)
2. Fire exits are located at the front and rear of each floor. Exits and corridors should be kept clear at all times in case of an emergency.
3. Please familiarise yourself with the fire procedure notice on the wall next to the door of each floor for detailed information about fire exit strategy.

## The Library at the Dock



<b>Address</b>	107 Victoria Harbour Promenade, Docklands
<b>Tel:</b>	Reception: 9658 9998; Technical Team: 9565 9379
<b>Web</b>	<a href="http://www.melbourne.vic.gov.au/community/hubs-bookable-spaces/library-at-the-dock/Pages/gallery.aspx">http://www.melbourne.vic.gov.au/community/hubs-bookable-spaces/library-at-the-dock/Pages/gallery.aspx</a>
<b>Our contact</b>	Iris Parker, Community Hubs Officer Tel: 965 89161 Email: <a href="mailto:bookingthedock@melbourne.vic.gov.au">bookingthedock@melbourne.vic.gov.au</a> Email: <a href="mailto:Iris.Parker@melbourne.vic.gov.au">Iris.Parker@melbourne.vic.gov.au</a>

### Room Hire

1. The room charge includes the use of audio-visual equipment which is built in to each classroom.
2. Free Wi Fi is available throughout the centre, providing there are not too many people trying to connect at once.
3. Tutors must bring their own Lap-tops and Apple connector (if necessary) for classes.
4. There is an electronic screen with information regarding all courses. There may have been some room changes since our newsletter was published so please consult the screen for your final venue.
5. Tutors must notify U3A, not the Library, of any room cancellations or requested changes to room bookings. Email [citymelb@u3a.org.au](mailto:citymelb@u3a.org.au) or telephone the Office on 9639 5208. The office will then request the cancellation/change directly with the Library, and make the necessary changes on MyU3A. This is necessary for confirmation and billing purposes and the accuracy of our records.
6. Participant members will be able to access all levels via the lift.

### House Rules While Using DLCC Premises

You and/or your students must:

1. refrain from taking tea/coffee/food into the class room to avoid spills;

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2. if you move the furniture, put it back as per recommended plan;
3. report any faulty equipment, spills or damage to the facility immediately to Library staff and U3A office for our records;
4. return any equipment provided by DLCC reception;
5. not crowd around the entrance to the classroom, chat loudly or disturb the members of the previous class while waiting for the start of the next class;
6. turn off or make silent mobile phones while in the centre.

### **Induction**

1. **New tutors** will be given an orientation to the building and equipment by DLCC staff. Please contact customer Service Officer on 9658 9379 or email at [Iris.Parker@melbourne.vic.gov.au](mailto:Iris.Parker@melbourne.vic.gov.au), at least three weeks prior to commencement of the class to arrange an appointment.
2. Please familiarise yourself with relevant emergency evacuation procedures and check whether there is a copy posted in the classroom.
3. Please find out the venue's protocol for dealing with a Medical Emergency and keep a record of it with you at classes.

### **Facilities**

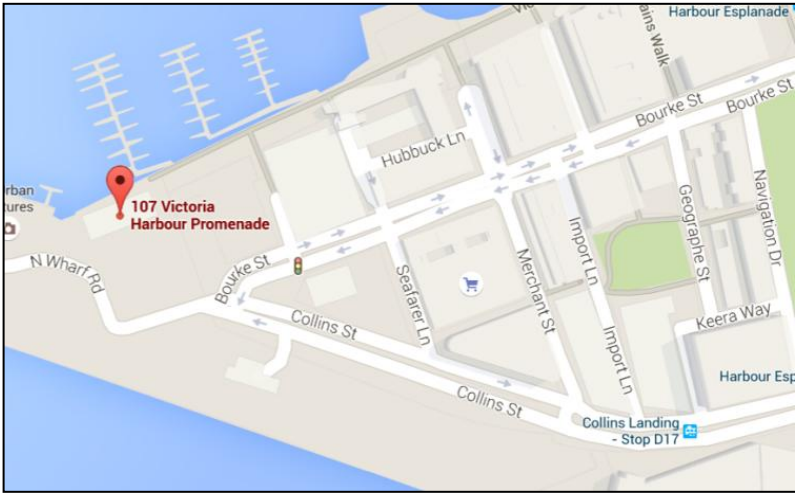
1. Tutors must bring their own lap-tops and Apple connectors (if required)
2. I-pads are available for your use on application.
3. Free WiFi is available throughout the centre and audio-visual connections are available in all rooms.
4. Technical staff are available by appointment to advise and help set up equipment.
5. A microwave, boiling water, drinking water and a sink are provided in communal areas.
6. There are places in the centre designed for rest, recreation, socialisation and other activities, including an on-site cafe.
7. You can join the fully stocked library as a full member, or use your membership from other Melbourne City libraries.
8. There is wheelchair access with lifts.

Equipment in rooms	Cost	You supply	Wi-fi
Data projector Speakers Screen	Included in hourly room rate	Own laptop Apple connector	Yes, throughout
n.b. Multi-region DVD player owned by U3A stored here – used by Movies of Merit.			

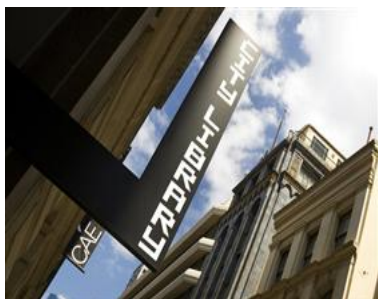
**Public Transport And Parking**

Take trams 48 or 11 in Collins Street to the Docklands terminus. Walk a short way towards the waterfront past buildings under construction. There are a number of alternative entrances to the building.

Use of public transport is recommended.



### **City Library — 251 Flinders Lane, next door to Ross House**



The City Library has limited facilities which are heavily used by community groups. We mainly use the Group Study Room for small classes.

#### **Access, Security and Equipment**

Tutors are required to present a membership card at the desk in order to gain access to the 1st Floor room. The card can be collected from the U3A office and should be returned after your class for use by other tutors.

<b>Equipment in room</b>	<b>Cost</b>	<b>You supply</b>	<b>Wi-fi</b>
TV DVD player	Included in hourly room rate	CD player/laptop	Yes.

#### **House Rules While Using City Library Premises**

1. You need to give the U3A office 48 hours notice if you need to cancel a class, otherwise we will be charged.
2. You must leave the room clean and tidy for the next Meeting Room users. Furniture and equipment is to be returned to where they were found. Crockery washed, dried and returned to storage cupboard. Charges will apply for non-compliance.
3. We will be charged for the repair or replacement of damaged property.
4. There are no storage facilities at the City Library.

#### **Induction**

1. Please familiarise yourself with evacuation procedures for the Library.
2. Report any hazard, incident or injury to people or property to the library and to U3A Melbourne City within 24 hours.
3. In the event of an injury or condition requiring an ambulance, contact the emergency number supplied with the key as soon as possible and before leaving the site.

## **Melbourne Natural Wellness Centre – 4th Floor, 178 Collins St**



Located in Pleasance House, just up from the Town Hall and opposite Regent Theatre. The entrance is between *R.M. Williams* and *Husk*.

This venue is used for our Yoga or other exercise classes.

Note that there are 3 steps at the front of the building at the Collins Street entrance, and the building is therefore not wheelchair accessible.

On the 4<sup>th</sup> floor, turn right when exiting the lift to go to the studio.

### **Access, Security And Equipment**

1. If the studio is locked and there is no receptionist, the key to the studio is kept in a key box behind the white clinic door. The code to the key lock box to open the studio is 1403. Ensure you have returned the key to the lock box straight after you have opened the door and ensure the code is scrambled
2. The lights and fans are on the right hand wall as you walk into the studio and next to the couch.
3. No one is to enter the building except when a scheduled U3A class is being run, or unless prior arrangement with management is made.
4. Class participants should use the baskets provided to take all valuables into the class.
5. Nothing else is to be brought into the class apart from a towel and water bottle if required.
6. After the class, tidy up all equipment, the circles and blankets and rollers are kept in the men's change room neatly, mats to be stacked neatly and in order. All other equipment should be in its place.
7. If there is not a class to immediately follow, turn off all heating, air conditioning and lighting before leaving.
8. Shut the main white door to studio when you leave- If receptionist is not in and the clinic is closed on the other side.
9. Free Wi-fi is available. Apply to reception for password.

<b>Equipment in room</b>	<b>Cost</b>	<b>You supply</b>	<b>Wi-fi</b>
CD player Yoga mats, blocks provided Digital Projector on request.	Included in hourly room rate	Laptop if digital projector required.	Yes – apply to reception for password.

### **House Rules While Using MNWC Premises**

1. Please note that MNWC is a quiet, tranquil space. Shoes, if worn must have 'quiet' soles due to the noise factor on the wooden floors disturbing other clients.
2. Dress code must be neat and tidy.
3. A digital projector is available on request. This must be arranged by the U3A Office.
4. Please refrain from taking tea/coffee/food into the class room to avoid spills.
5. Cushions from the waiting room are NOT to be taken into the yoga studio.
6. Report any faulty equipment, spills or damage immediately to MNWC staff and U3A office for our records. U3A is liable to pay for all damage to the facility caused by its members.
7. Do not crowd around the entrance to the studio or disturb the members of the previous class while waiting for the start of the next class.
8. Turn off or make silent mobile phones while in the facility.
9. No photocopy access is available on site.

### **Induction**

1. Tutors can arrange to meet Jodie Coall prior to the first class, but only if further information and instruction re use of rooms and facilities is needed. There is no formal induction process, but please make contact at least 2 weeks prior.
2. Please familiarise yourself with relevant emergency evacuation procedures and check whether there is a copy posted in the classroom.
3. Please find out the venue's protocol for dealing with a Medical Emergency and keep a record of it with you at classes.

## Multicultural Hub



The City of Melbourne's Multicultural Hub is like a neighbourhood house, a friendly place where people from Melbourne's many different cultures can get together and work, share and learn in a safe and supportive environment. The Multicultural Hub is owned by the City of Melbourne and is managed by AMES.

<b>Address</b>	506 Elizabeth Street (opposite the Queen Victoria Market), Melbourne VIC 3000 (See map on Website)
<b>Tel:</b>	(03) 9092 1500
<b>Email</b>	<a href="mailto:enquiries@multiculturalhub.com.au">enquiries@multiculturalhub.com.au</a>
<b>Web</b>	<a href="http://www.ames.net.au/working-with-the-community/multicultural-hub.html">www.ames.net.au/working-with-the-community/multicultural-hub.html</a>
<b>Our contact</b>	Tracy Nguyen Tel: 9092 1508 Email: <a href="mailto:NguyenT@ames.net.au">NguyenT@ames.net.au</a>

## Room Hire

1. The hourly room charge does not include equipment hire. If you indicated on your Course Planning Form that you needed equipment for every class, then it would have been booked for you as part of the room booking process. If you did **not** indicate that you needed equipment or indicated that you only needed it occasionally, then you must request it through the U3A office, one week in advance in order to avoid disappointment. There will be a separate charge for this and for any other extra facilities which were not requested at the time of the original booking and U3A Melbourne City will be invoiced accordingly. If you need equipment on the day, ask MCH Reception staff to arrange it and they will contact the U3A office to seek permission.
2. There is a blackboard at Hub reception listing class names and venues.
3. Tutors must notify U3A, not the Hub, of any room cancellations or requested changes to room bookings. Email [citymelb@u3a.org.au](mailto:citymelb@u3a.org.au) or telephone the Office on 9639 5208. The office will then request the cancellation/change directly with the Hub, and make the necessary



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changes on MyU3A This is necessary for confirmation and billing purposes and the accuracy of our records.

4. The Multicultural Hub requires one month's notice of room cancellations; otherwise we still have to pay.

### **House Rules while using MCH premises**

1. Please refrain from taking tea/coffee/food into the class room to avoid spills.
2. Tables and chairs are to be put back neatly in the room as per recommended plan. (See photograph in each room).
3. Report any faulty equipment, spills or damage to the facility immediately to Hub reception and U3A office for our records.
4. Equipment provided by MCH can be left in the classroom.
5. Do not crowd around the entrance to the classroom, chat loudly or disturb the members of the previous class while waiting for the start of the next class.
6. Turn off or make silent mobile phones while in the centre.
7. Exit classrooms on time so as the next class can start on time.

### **Induction**

**New tutors** will be given an orientation to the building and equipment by Hub staff. Please contact Tracy Nguyen on [9092 1508](tel:90921508), [2 weeks in advance](#) to arrange a time before your first class for a tour of the facility and help to set up equipment if required.

### **Facilities**

1. Technical staff are available by application to Hub Reception to advise and help set up equipment.
2. Free WiFi is available throughout the Centre, providing not too many people are trying to connect at once. Each room has one internet connection by cable, except the Rehearsal and Rainbow rooms.
3. Data Projector connections are available in all rooms.
4. There is wheelchair access with a lift to the 1<sup>st</sup> floor.
5. A microwave, boiling water, drinking water and a sink are provided in the Common Kitchen area opposite the Purple Room in communal areas.

Equipment available	Cost	You supply	Wi-fi
Data Projector Laptop Speakers Screen Microphones/PA system Whiteboard	Not included in room rate; must be pre-booked with room booking.	You can supply your own laptop if you wish. Apple connector if necessary	Yes.

### **Transport and Parking**

1. Take any tram in Elizabeth Street to the Victoria Market. The MCH is opposite the market at the tram-stop.
2. Parking is available on-site at your own expense on application to MCH, but use of Public Transport is recommended.

### **Welsh Church Hall — 320 La Trobe St. bet. Elizabeth & Queen**



At the Welsh Church the Board of Management worries a great deal about security (with good reason, as intruders have been discovered in the building on several occasions). We therefore need to keep the doors locked at all times, including during your class, and to cooperate fully with the caretaker's instructions. Tutors are responsible for opening the front door for their students when the bell rings. If you ever find yourself locked out of the building, contact the Welsh Church

on 9329 5139 or the U3A Office.

<b>Equipment in room</b>	<b>Cost</b>	<b>You supply</b>	<b>Wi-fi</b>
Piano.	Included in room rate.	Everything else.	No
Note that a U3A-owned CD player is stored in the office for use by tutors.			

## **Kathleen Syme Library and Community Centre**



The Kathleen Syme Library & Community Centre (KSLCC) opened in July, 2015. This centre is an old primary school which has been completely re-developed into a modern facility.

We use a number of rooms over two floors, accessible via lift. All rooms have in-built audio-visual facilities.

<b>Address</b>	251 Faraday St, Carlton, 3053 GPO Box 1603 Melbourne 3001. See map on website.
<b>Tel:</b>	03 9658 7294
<b>Email</b>	<a href="mailto:kathleensymecentre@melbourne.vic.gov.au">kathleensymecentre@melbourne.vic.gov.au</a>
<b>Web</b>	<a href="http://www.melbourne.vic.gov.au/community/hubs-bookable-spaces/kathleen-syme-library-and-community-centre">www.melbourne.vic.gov.au/community/hubs-bookable-spaces/kathleen-syme-library-and-community-centre</a>
<b>Our contact</b>	<b>Tim Horn</b> , Community Hubs Customer Support Officer Tel: 9658 7311. Email: <a href="mailto:Tim.Horn@melbourne.vic.gov.au">Tim.Horn@melbourne.vic.gov.au</a>

### **Room Hire**

1. The hourly room charge includes the use of audio-visual equipment which is built in to each classroom.
2. Free WiFi is available throughout the centre, providing there are not too many people trying to connect at once.
3. There is a reception desk just inside the entrance of the building. There is also an electronic screen with information regarding directions to classrooms.
4. Tutors must notify U3A, not the Library, of any room cancellations or requested changes to room bookings. Email [citymelb@u3a.org.au](mailto:citymelb@u3a.org.au) or telephone the Office on 9639 5208. The office will then request the cancellation/change directly with the Library, and make the necessary changes on MyU3A. This is necessary for confirmation and billing purposes and the accuracy of our records.

### **House Rules while using KSLCC premises**

You and/or your students must

1. refrain from taking tea/coffee/food into the class room to avoid spills.
2. put back tables and chairs as per recommended plan. (see website)

3. report any faulty equipment, spills or damage to the facility immediately to KSLCC staff and U3A office for our records.
4. return any equipment provided by KSLCC to Tim Horn via reception.
5. not crowd entrances to the classrooms, chat loudly or disturb the members of the previous class while waiting for your class.
6. turn off or make silent mobile phones while in the centre.

## **New Tutor Induction**

1. You are required to book an orientation to the building and equipment with KSLCC staff. Please contact Tim Horn (contact details above), **2 weeks in advance** to arrange a time before your first class for instruction, help to set up equipment and if desired, to book a KSLCC Lap-top.
2. Tutors may bring their own Lap-tops and Apple adaptor (if necessary) for classes.
3. Please familiarise yourself with relevant emergency evacuation procedures and check whether there is a copy posted in the classroom.
4. Please find out the venue's protocol for dealing with a Medical Emergency and keep a record of it with you at classes.

## **Facilities**

1. Free WiFi is available throughout the centre and audio-visual connections are available in all rooms.
2. Tutors can borrow the lap-top from KSLCC by telephoning Tim Horn on 96587311; it must be booked in advance and will be supplied free of charge.
3. I-pads are available for your use by swiping a valid library card.
4. There is wheelchair access with a lift and ramp.
5. A microwave, boiling water, drinking water and a sink are provided in the Seminar rooms and communal areas.
6. There are places in the centre designed for rest, recreation, socialisation and other activities, including an on-site cafe.
7. You can join the fully stocked library as a full member, or use your membership from other Melbourne City libraries. Just ask the librarians.

Equipment in room	Cost	You supply	Wi-fi
Data projector Screen Speakers	Included in room rate	Laptop Apple connector	Yes
n.b. A laptop is available for loan but must be pre-booked with Tim Horn, see above. I-pads are available for use within the venue if you have a library card.			

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### **Transport and Parking**

1. Take any tram up Swanston Street and get off at the terminus at Melbourne University. The KSLCC is only a short walk away in Faraday Street, just past Cardigan Street.
2. There is meter parking in the surrounding streets and in nearby carparks, but it is expensive. Use of public transport is recommended.

### **Greek Centre for Contemporary Culture**



The Greek Centre for Contemporary Culture (**GCCC**) (operated by The Greek Community of Melbourne), houses four levels dedicated to the interests of all Greek Australians. The Centre features function and exhibition spaces, education and

community meeting spaces and the Greek Community of Melbourne's offices.

<b>Address</b>	166-170 Lonsdale Street, Cnr Russell Street, Melbourne Vic 3000, 2 <sup>nd</sup> floor, accessible by lift.
<b>Tel:</b>	9662 2722
<b>Email</b>	<a href="mailto:info@greekcentre.com.au">info@greekcentre.com.au</a>
<b>Web</b>	<a href="http://www.greekcentre.com.au">www.greekcentre.com.au</a>
<b>Our contact</b>	<b>Antonia Tsamis</b> 9662 2722 or 0456 375 667 Email: <a href="mailto:antonia@greekcommunity.com.au">antonia@greekcommunity.com.au</a>

### **Room Hire**

1. The room charge includes the use of AV equipment within the room. For larger classes (more than 15 students) rooms 2.2 & 2.3 will be booked by the U3A for additional space.
2. Free WiFi is available to U3A Tutors on application to GCCC for a password. General access to WiFi is not available.
3. Tutors must bring their own Lap-tops and Apple connector (if necessary) for classes.
4. Tutors must notify U3A, not the Greek Centre, of any room cancellations or requested changes to room bookings. Email [citymelb@u3a.org.au](mailto:citymelb@u3a.org.au) or telephone the Office on 9639 5208. The

office will then request the cancellation/change directly with the Greek Centre, and make the necessary changes on MyU3A. This is necessary for confirmation and billing purposes and the accuracy of our records.

- Classes may be re-located to other rooms/venues during festival times when the building is heavily utilised, eg Comedy Festival.

## **Access, Security and Equipment**

- Tutors must sign in and sign out on level 3. This is to confirm that the class was held and identify the person responsible for class. Once you have signed in, lift access to Level 2 will be enabled for your students.
- Class members will be able to access level 2 via the lift but only if you have signed in. Let your students know that if they arrive early and level 2 is locked off, they should go to the office on level 3. Tell them NOT to use the stairwell as it is easy to get locked in it!
- Tables and chairs are to be put back in the room as they were found.
- Tutors must switch lights and air-conditioning on at the commencement of the class and switch them off at the end of class.
- If you are using a laptop, you should also collect a bag containing connecting cables and return this after your class, as well as signing out.
- Tutors must return any equipment provided by GCCC to the locked cupboard on level 2. The key to the locked cupboard will be attached to the signing in sheet and must be returned there after the class.
- U3A will store a small CD player in the locked cupboard for tutor use; return it here after the class.
- Report any faulty equipment, or damage immediately to GCCC staff and U3A office for our records. U3A is liable to pay for all damage to the facility caused by its members.
- No photocopy access is available on site.

<b>Equipment in rooms</b>	<b>Cost</b>	<b>You supply</b>	<b>Wi-fi</b>
Data projector Screen Speakers	Included in hourly room rate	Laptop Apple connector	Yes – tutor should obtain password from GCC office

## **House Rules while using Greek Centre premises**

Tutors must advise their class members of the following and ensure that these rules are adhered to:

- No tea/coffee/food will be provided or allowed in the class rooms. We will be charged for cleaning if breaches of this rule result in spillage.
- Students are not to crowd around the entrance to rooms or disturb the members of current classes while waiting for the start of their class.
- Students must turn off or make silent mobile phones while in classes.

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4. Rooms are to be vacated promptly at the scheduled end of your class. Additional charges may be incurred for late departures.

### **Induction**

1. New tutors will be given an orientation of the building and equipment by GCCC staff. Please ring Antonia Tsamis on 9662 2722 or 0456 375 667 or email [antonia@greekcommunity.com.au](mailto:antonia@greekcommunity.com.au) at least 2 weeks before the commencement of your classes to arrange a time.
2. Please familiarise yourself with relevant emergency evacuation procedures and check whether there is a copy posted in the classroom.
3. Please find out the venue's protocol for dealing with a Medical Emergency and keep a record of it with you at classes.
4. GCCC does not provide assistance in setting up equipment for the class.

### **Transport and Parking**

Take any tram along Swanston Street, or a train to Museum Station and walk up Lonsdale Street to Russell Street. Use of Public Transport is recommended.

## Committee of Management

The Committee of Management is responsible for the performance of U3A Melbourne City and for guiding its strategic direction. Minutes are available on the website and for perusal in the office. In 2017, the Committee comprises:

Pam Davies, <i>President</i> Jenny Holling, <i>Vice President</i> Shirley Arbuthnott, <i>Secretary</i> Ann Johns, <i>Treasurer</i>	Merilyn Harris Helga Kuhse Helena Ling	Anne Patterson Margaret Smith
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## Key contacts

Name/Position	Contacts
<b>Elizabeth Way</b> Course Coordinator (Yearlong courses)	9410 0242 0431 737 156 <a href="mailto:coursecoord@u3amelbcity.org.au">coursecoord@u3amelbcity.org.au</a>
<b>Jeanette Bosisto</b> Room Booking Coordinator	9639 520 (U3A office) <a href="mailto:coursecoord@u3amelbcity.org.au">coursecoord@u3amelbcity.org.au</a>
<b>Helena Ling</b> Office Coordinator Website and E-bulletin	9882 8668 0434 237 531 <a href="mailto:hdling@optusnet.com.au">hdling@optusnet.com.au</a>
<b>Fran Sciarretta</b> Office Coordinator	9376 6429 <a href="mailto:citymelb@u3a.org.au">citymelb@u3a.org.au</a>
<b>Graham Oliver</b> Newsletter Editor	0418 359 067 <a href="mailto:editor@u3amelbcity.org.au">editor@u3amelbcity.org.au</a>
<b>Kai Simpson</b> Office Coordinator & MyU3A Coordinator	0414 305 949 <a href="mailto:kai.simpson@gmail.com">kai.simpson@gmail.com</a>



## Planning Calendar 2017

<b>MONTH</b>	<b>ACTIVITIES</b>
JANUARY	Jan 16—Office opens Jan 18—Newsletter posted inc Feb-March short courses
FEBRUARY	Feb 6—First week that classes can start Feb 20—Deadline for submission of Course Planning Forms for short courses starting Apr-May-June.
MARCH	March 1—Copy deadline for newsletter. March 22—Newsletter posted inc April-May-June short courses.
APRIL	Apr 18—Term 2 starts
MAY	May 15—Deadline for submission of Course Planning forms for short courses starting in July-Aug-Sep May 24—Copy deadline for newsletter.
JUNE	June 14—Newsletter posted inc July-Aug-Sep short courses
JULY	July 17—Term 3 starts
AUGUST	Aug 4—Course Planning Form for 2018 sent to tutors. Aug 14—Deadline for submission of Course Planning Forms for short courses starting in Oct-Nov Aug 23—Copy deadline for newsletter
SEPTEMBER	Sept 8—Course Planning Forms due for 2018 semester/long & Feb-March short courses Sept 13—Newsletter posted inc Oct-Nov short courses.
OCTOBER	Oct 9—Term 4 starts Seniors Week—1st week in October. 2018 Yearlong and Feb-Mar short courses room Bookings finalized. Oct 18—copy deadline for November newsletter. Oct 20—Draft 2018 Yearlong/Semester Course Guide sent to tutors for checking.
NOVEMBER	Nov 8—Newsletter and 2018 Yearlong/Semester Course Guide posted.
DECEMBER	Dec. t.b.a. — office closes

## Your Notes