



# Convenor's Handbook

First Issue 2023- Updated 2024

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U3A Mackay Inc.

## Management Committee 2024

Muriel KILCULLEN	President	0409 495 5250 <a href="mailto:administration@u3amackay.com">administration@u3amackay.com</a>
Bobbie BARKER	Secretary	<a href="mailto:secretary@u3amackay.com">secretary@u3amackay.com</a>
Jan WILKIE	Treasurer	<a href="mailto:treasurer@u3amackay.com">treasurer@u3amackay.com</a>
Iris HARVEY	Course Coordinator	0418 620 589 <a href="mailto:courses@u3amackay.com">courses@u3amackay.com</a>
Winsome BROWN	Assistant Course Coordinator	
Liz SPRINGALL	Newsletter Editor	<a href="mailto:editor@u3amackay.com">editor@u3amackay.com</a>
Alan PORTER	Vice President/Health and Safety Officer	0467 939 665
Judy MORRIS		
Susan VINCE		
Cath DAVIS		

### U3A Contact Details

#### **Postal Address:**

PO Box 1431  
MACKAY, Queensland 4740

#### **Location:**

Senior Citizen's Centre  
58 Macalister Street  
MACKAY Qld 4740

### Office Hours

Mondays and Fridays  
9:00am to 11:00am

**Phone:** 0493 360 261

**Web:** [u3amackay.org.au](http://u3amackay.org.au)

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## Insurance

U3A has three separate insurance policies through our broker.

- Personal Accident – Members and Volunteers.
- Business Pack – Theft, Public Liability, Products Liability, Participation Cover.
- Clubs Association Liability – Professional Indemnity.

Public Liability is \$20,000,000

Products Liability is \$10,000,000

Professional Indemnity is \$1,000,000

Copies of our insurance policies are available at the office on request. Please note the policies must be read in conjunction with the schedule.

For further details of the above, contact the Management Committee.

## Membership of Tutors

People may become tutors for “U3A Mackay Inc.” without becoming members. This allows our organisation to source individuals to tutor who would otherwise be ineligible, ie. not retired or semi-retired.

## Membership of Convenors

All convenors should be current financial members of U3A Mackay Inc.

## Contacts

The normal chain of command for Convenors in our organisation, if assistance is required, is to contact the Course Coordinator. If the Course Coordinator is unable to ‘fix’ the problem it can then be referred to the Management Committee.

The Course Coordinator's contact details are;

Iris Harvey

Phone: 0418 620 689

Email: [courses@u3amackay.com](mailto:courses@u3amackay.com)

## Guidelines

- Costs: Convenors may not make any personal profit from their classes, but may charge a small fee from students to cover costs. All costs to the participant should be listed, and there should be no extra or hidden charges.
- Venues: Convenors choose and organise their own venues. Assistance in finding a suitable venue is available from the Course Coordinator. We ask you to choose as inexpensive a venue as can be found, out of consideration for our members. **Ask for the location of First Aid Kits and Emergency Assembly Points.** Where there is a charge for hire at a venue, convenors may charge participants a small fee to cover this cost. Convenors are responsible for attending to payment for venues. Where there is a hire charge, the invoice is to be sent to the Treasurer for payment (email [treasurer@u3amackay.com](mailto:treasurer@u3amackay.com)). Some venue managers require evidence of our insurance, in the form of a Certificate of Currency. You can obtain this from the Office – contact Secretary for a copy.

- Attendance Record Sheets:

- In accordance with current Privacy laws.

Convenors are required to use the Master Attendance Record sheet showing member number, member name, phone number and email address. Contact details are not to be divulged and can only be used by convenors strictly pertaining to U3A purposes.

An additional Record sheet (Weekly Attendance Record) minus the members' contact details, will be available for members to sign each week when they attend class.

Any new member joining the class throughout the term is required to provide to the Convenor all details for the Master Attendance Record then initial the Weekly Attendance Record.

We require the Convenor to forward both the Master Sheet and the Weekly Attendance Record to the office at the end of each term.

- Photocopying:

Small amounts can be done on the Office copier at no charge Mondays and Fridays 9:00am – 11:00am in the office.

### Enrolling Participants into Your Class

All participants are required to be financial members of U3A Mackay Inc.

Once members have paid their membership fee, they are issued with a receipt, a Membership Number, Badge and a Welcome Pack. They are then entitled to contact convenors and ask to be enrolled in classes. Convenors who are contacted should always ask whether the enquirer is a member and should advise the person that proof of membership (receipt or badge) must be shown at the first lesson.

Visitors may attend **two free classes** before acquiring membership of U3A MACKAY .

It is the **convenor's responsibility** to ensure that members attending U3A classes have current membership. This is easily managed by ensuring a current badge is worn by class participants.

Please contact the Course Coordinator if you have any problems or concerns. Also if there is:

- Any change of venue,
- Cancelling or discontinuation of a class for any reason,
- Extension of a class for any reason

the Course Coordinator and also the Secretary should be advised ([secretary@u3amackay.com](mailto:secretary@u3amackay.com)).

### Communication:

- Where possible all contact between Convenors, the Course Coordinator and Management should be via Email in the first instance or by phone.
- The Course Coordinator does not work from the U3A Office.
- If the matter can be resolved via the Office, the hours are  
Mondays and Fridays 9:00am to 11:00am  
Email: [administration@u3amackay.com](mailto:administration@u3amackay.com)
- **When BULK emailing, CONVENORS please BCC your class members email addresses so they won't be displayed to the other people on the email chain. Using BCC not only protects the privacy of our members, but also prevents any Reply All-related mishaps.**

### Process for Starting Your New Class

1. Collect Handbook in folder from office. Attendance Form in folder.
2. Familiarise yourself with the Handbook.
3. Inform Course Coordinator of members.
4. Courses will be published in the Newsletter
5. U3A members who are interested will contact the Convenor directly.

### Excursions:

For activities where trips are scheduled, please ensure that any medical issues are noted

### Room Setup

Some classes may need different arrangement of the room. It is your responsibility to arrange for equipment and room set up prior to the commencement of your class. You can choose to do this yourself or arrange for members of your class to do it. It is a requirement that at least two people are present during set-up.

**Please leave the room as you found it.**

### Maintenance of U3A Equipment

If maintenance/replacement of U3A assets is required, please contact Course Coordinator (email [courses@u3amackay.com](mailto:courses@u3amackay.com))

### Health and Safety and Environment Policies

Refer any issues to Health and Safety Officer.

### Emergency Procedures

Convenors must ensure that all class members are fully aware of the closest exit door/s, assembly points. When a new member joins a class please ensure they are informed.

### Smoking Rules.

As apply in Queensland, ie not indoors or in public access areas. Only permitted in designated areas.

### Calling an Ambulance

Ring 000 (ie zero, zero, zero) for all emergencies. This could be but not limited to, if you suspect a Heart Attack, Stroke, unexplained Fainting, serious injuries, severe pain or trauma, severe blood loss.

### Location of First Aid Kits.

Locate First Aid Kit at your venue.

### Accident / Incident Reporting

All accidents and / or incidents must be reported. Fill in all incident reports immediately and forward to [secretary@u3amackay.com](mailto:secretary@u3amackay.com)

N.B. Participants are covered by venue Public Liability but Convenors are covered through U3A.

### Privacy

Personal information must not be divulged without the person's consent.

### Capital Expenditure

Items of a capital nature required for classes can be requested for purchase through the Management Committee. Normal consumable items are still to be purchased by participants in the class.

### Members Guests

Reciprocal membership is recognised and members are permitted to participate in class activities.

### Copyright

All materials required for 'class' work will be subject to the normal copyright restrictions. In part under the Act this means;

Where making a copy of a work is a fair dealing under section 40 of the Copyright Act 1968, making that copy is not an infringement of the copyright in the work.

It is a fair dealing to make a copy, for the purpose of research or study, of one or more articles on the same subject matter in a periodical publication or, in the case of any other work, of a reasonable portion of a work. In the case of a published work that is of not less than 10 pages and is not an artistic work, 10% of the total number of pages, or one chapter, is a reasonable portion.

U3A Mackay Inc. has a copyright licence in accordance with the above guidelines. U3A is classified as an Adult Education entity.

For reference please check the web site: [www.copyright.com.au](http://www.copyright.com.au) sub-section 40 (2).



## You, the Convenor, are Responsible for Safety

As a member of a group activity,

1. Your primary concern should be your personal safety and well-being
2. You should also accept a reasonable degree of care for the safety and well-being of all other participants in the activity.
3. You should be aware of participants' medical limitations
4. Complete and be cognisant of risk factors.
5. You must avoid doing anything that exposes any person, including other participants in an activity to unreasonable risk of injury or loss.
6. You should likewise avoid doing anything that exposes the organisation to unreasonable risk of loss or liability.

## U3A Mackay Policies.

A complete understanding of our policies and procedures should be undertaken by Convenors, they are all available on our website at [u3amackay.org.au](http://u3amackay.org.au)

### **Our policies and procedures include:**

Code of Conduct

Constitution

Grievance Policy and Procedure

Privacy Policy

Records Management Policy

Risk Management

## Conflict Resolution

As a Convenor you have the choice as to who you have in your class. If you choose to exclude someone from your class your reasons need to be fair and non-discriminatory. You give your time freely and are not expected to cope with difficult people who sometimes forget that we are all volunteers. Should a situation arise where conflict is not immediately resolvable, please contact the Complaints Officer.

## Risk Management

Risk assessment for your activity will be developed by you and the Health and Safety Officer using the Risk Assessment Calculator that identifies the probability of an event occurring and its related consequences.

### RISK CALCULATOR

What is the **PROBABILITY** of it happening  
What are the **CONSEQUENCES** if it does

	A	B	C	D	E	PROBABILITY	CONSEQUENCE
1	25	24	20	16	15	A = Frequently	1 = Fatality
2	23	21	17	14	10	B = Likely	2 = TPI
3	22	18	13	9	4	C = Possible	3 = LTI
4	19	12	8	5	2	D = Unlikely	4 = Doctor
5	11	7	6	3	1	E = Rarely	5 = 1 <sup>st</sup> Aid

TPI = Totally & Permanently Injured. LTI = Lost Time Injury

HIGH	MEDIUM	LOW
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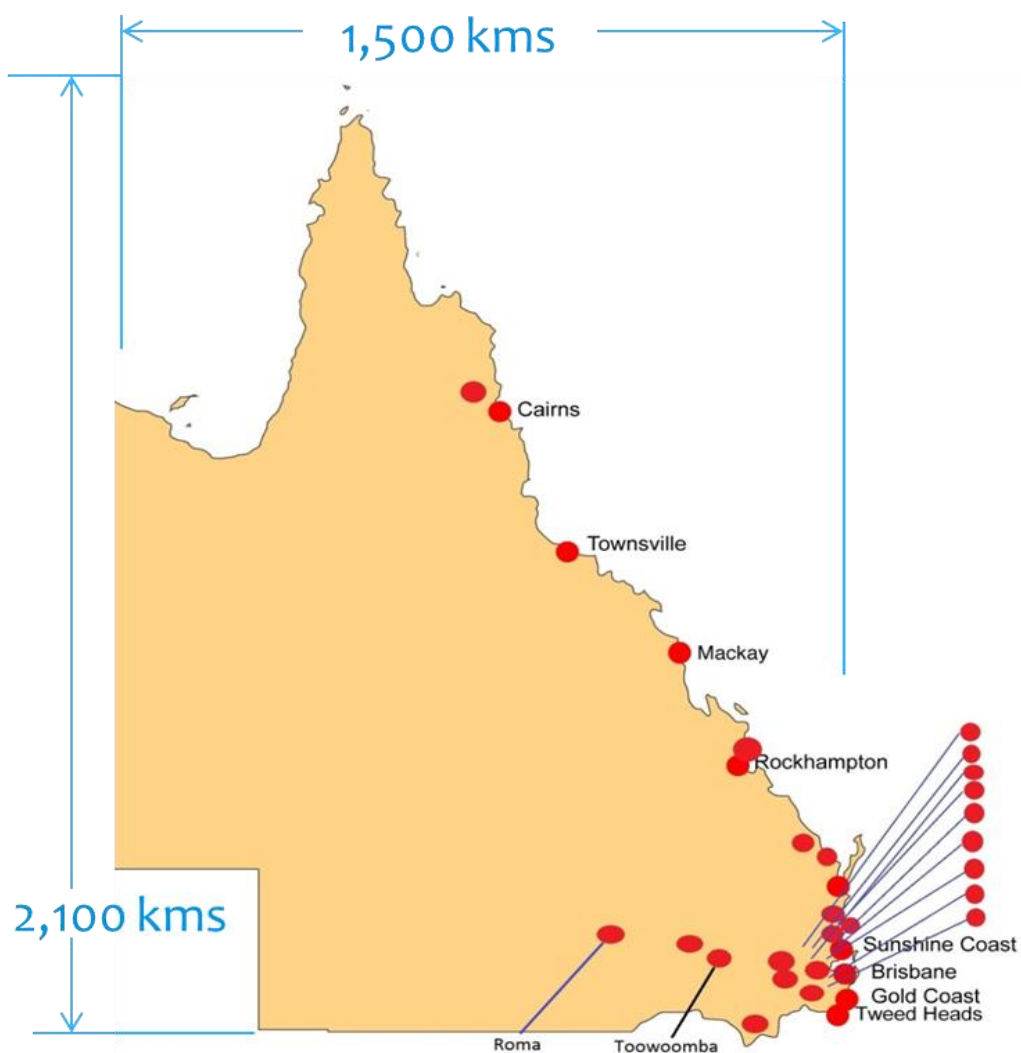
## Hazard Report

(send a copy of this to U3A office: PO Box 404 Drayton North 4350 or scan and Email to [info@u3atoowoomba.au](mailto:info@u3atoowoomba.au))

Venue:.....		Location / Room:.....	
This report was completed by (print name):.....		Signature:.....on(date).....	
Hazard No.	Hazard identification and possible risks	Responsible person hazard reported to	Date fixed, by whom

- **N.B.** If you have difficulty in completing this form, contact the Health and Safety Officer for assistance.

## Queensland U3As



U3A Atherton Tablelands Inc.

U3A Cairns Inc.

U3A Townsville Inc.

U3A Mackay Inc.

U3A Capricorn Coast Inc.

U3A Rockhampton & District Inc.

U3A Gladstone Inc.

U3A Bundaberg Inc.

U3A Howard District Inc.

U3A Hervey Bay Inc.

U3A Maryborough Inc.

U3A Gympie Inc.

Noosa Regional U3A Inc.

U3A Sunshine Coast Inc.

Bribie Island U3A Inc.

U3A Caboolture Inc.

U3A Beachmere Inc.

Roma U3A Inc.

U3A Dalby Inc.

U3A Ipswich & West Moreton Inc.

U3A Boonah Inc.

Beaudesert U3A Inc.

U3A Tamborine Mountain Inc.

U3A Warwick Inc.

U3A Granite Belt Inc.

U3A Pine Rivers Inc.

U3A Redcliffe Inc.

The University of Third Age Brisbane Inc.

The University of Third Age Redlands District U3A Inc.

U3A North Gold Coast Inc.

U3A Gold Coast Inc.

U3A Broadbeach Inc.

U3A Southern Gold Coast Inc.

U3A in Toowoomba Inc.

## This image shows a single page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, leaving small margins at the top and bottom. There is no handwriting or other markings on the paper.

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U3A is the University of the Third Age, which is the age of active retirement, coming after the age of youth and the age of working life.

U3A began in France in 1973 and has since spread to countries around the world. It promotes learning for personal enjoyment and satisfaction.

U3A requires no prior learning or knowledge of a subject. An eager anticipation of stretching the mind and building new friendships are important reasons to participate.

U3A is run by volunteers and therefore is low cost and affordable.

U3A courses cover Art, Academic, Computers, Craft, Games, Sport, Physical Activities, History, Languages, Music, plus many more.

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## MACKAY U3A Inc.



### Medical Form – Confidential

Name: .....

Address: .....

.....

Date of Birth: .....

Home Phone: ..... Mobile: .....

Course: .....

.....

Please complete the following information prior to attending your U3A course if you have a medical condition.

**Known medical condition** (including any allergies):

Any additional information you think may be needed ( eg. current medications)

#### Emergency Contacts:

Name: ..... Name: .....

Phone no. .... Phone no. ....

Participation in any U3A Mackay activity is the responsibility of the member. U3A Mackay inc. cannot be responsible and accepts no responsibility for the accuracy of the information contained in this form. Please advise any changes to medical details.



U3A Mackay Inc

## RISK ASSESSMENT

Course Name: \_\_\_\_\_

### Identify the Risk

1	Fall/ slip/ trip	2	Cut/Scratch/ Bruise	3	Heat stress/ dehydration
4	Injury due to equipment	5	Bites/Stings	6	Other

### Complete the risk calculation

		Injury requiring no treatment.				Injury requiring first aid treatment.				Injury requiring medical treatment				Injury requiring specialist medical treatment or hospitalisation.				Injury resulting in loss of life or permanent disability					
		Consequence																					
		Likelihood		Insignificant				Minor				Moderate				Major				Critical			
Expected to occur in most circumstances	Almost certain	Medium				Medium				High				Extreme				Extreme					
Will probably occur in most circumstances	Likely	Low				Medium				High				High				Extreme					
Might occur occasionally	Possible	Low				Medium				High				High				High					
Could happen at some time	Unlikely	Low				Low				Medium				Medium				High					
May only occur in exceptional circumstances	Rare	Low				Low				Low				Low				Medium					

**Inherent Risk level** (Highest level of likelihood x consequence)

Insignificant	Minor	Moderate	Major	Critical
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Convenor's Signature: \_\_\_\_\_

H & S Officer: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



U3A Mackay Inc  
 University of the Third Age  
 PO Box 1431  
 Mackay Old 4740  
 ABN: 61 704 989 139

## VENUE BOOKING AGREEMENT FORM

### Venue details

Name of venue	
Contact person for booking	
Phone number	
Email address	
Address of venue	
Name/description of room/building to be used	

### Booking details

U3A Group												
Name of U3A Group Convenor												
Booking frequency Tick relevant box.	Daily	Weekly	Bi-weekly	Monthly	Bi-monthly	Other						
Booking day(s) Tick relevant box.	Sun	Mon	Tues	Wed	Thurs	Fri	Sat					
Booking months(s) Tick relevant box.	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Specify Other details												
Booking dates	Start date					End date						
SCHOOL TERM Booking dates	TERM 1	Start date					End date					
	TERM 2	Start date					End date					
	TERM 3	Start date					End date					
	TERM 4	Start date					End date					

### Costs

Frequency of payment	Daily	Weekly	Bi-weekly	Monthly	Bi-monthly	Other
Payment amount						
Specify how collected	U3A Banked/Treasurer invoiced			Paid directly    Receipted — Yes    No		

We, the undersigned acknowledge the above information as accurate and confirm acceptance of the booking.

Signed U3A group convenor: \_\_\_\_\_

Date: \_\_\_\_\_

Signed venue representative: \_\_\_\_\_

Date: \_\_\_\_\_





## COURSE PROPOSAL

U3A Mackay Inc

I thank you for offering to run a Course/ Activity/Group for U3A Mackay Inc. Your contribution adds to the range of creative, physical, academic, and social opportunities and enjoyment our members experience.

**Please download this document and save it before you start filling in your details.** This will enable you to keep a copy as well as send the completed form to [courses@u3amackay.com](mailto:courses@u3amackay.com) or drop it into the office (Monday/Friday 9am -11am) at the Senior Citizen Centre, Macalister Street, Mackay.

<b>Convenor personal details</b>			
Name:			
<b>Contact details:</b>			
Phone (mobile and/or landline)			
Email			
<b>Course/Activity details</b>			
Course/Activity title:			
<b>Scheduling details:</b>			
Preferred day of the week <i>Please tick relevant box</i>		Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/>	
Frequency <i>Please tick relevant box</i>		Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly <input type="checkbox"/> Other (please state) <input type="checkbox"/>	
Duration	School term (10 weeks) <i>Please tick relevant box(es)</i>		1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> All 4 <input type="checkbox"/>
	Yearly or portion thereof		Start date
			End date
Preferred venue/location			
Is your preferred venue/location booked?		Yes <input type="checkbox"/> No <input type="checkbox"/>	
If booked please provide physical address			
<b>Costs</b>			
Costs for venue/location hire payable by participants <i>Please tick relevant box and if applicable and enter \$ amount.</i>		None <input type="checkbox"/>	
		\$ <input type="checkbox"/>	per session
		\$ <input type="checkbox"/>	per term
		\$ <input type="checkbox"/>	annually
Costs for any materials required to participate in course/activity		\$	

Brief description of materials required:		
<b>Course/Activity structure</b>		
<b>Does the course/activity have a set session by session structure?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/> N/A <input type="checkbox"/>
<b>If Yes</b> - Please attach a copy of the program. This need only be a brief outline of session content. <i>E.g. Course - Book Club: Session 5 – The Old Girl's Network/chapter 7/discuss, answer set questions</i>		
<b>Does the course include excursions?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are excursions    Regular (weekly/fortnightly/monthly) <input type="checkbox"/> Occasionally <input type="checkbox"/>		
How is transportation organised? <b><i>Please provide brief details below.</i></b>		
<b>Is a level of physical activity required to participate in the course/activity?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>If Yes</b> – Does a current risk assessment exist?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are individual participant risks identified and recorded?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are emergency contact details completed by participant?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>Is any material, information or website information given during the course subject to or likely to be subject to copyright restrictions?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/> N/A <input type="checkbox"/>

<b>Course/Activity outline</b>
<p>A short outline of the course/activity (maximum 150 words) is highly desirable as it will be included in an information booklet to be used on GIAGD, added to Facebook and the webpage, given to potential new members to inform their decision making and as an aide for volunteers who man the office to inform enquiries</p> <p><b><i>Please use the following blank page to create the outline.</i></b></p> <p>As a guide this outline should describe what the course/activity is about or covers and involves. It should also state any costs involved and/or equipment required along with the day/time/place details. Lastly a mention of the health, social connectivity, and emotional wellbeing benefits of joining like-minded people, may be beneficial.</p> <p>Any photos would be terrific especially for the webpage etc..</p> <p><i>Writing an outline not your thing? – No worries, please just jot down some dot points instead or contact a committee member for a chat to create one.</i></p>

### Course/Activity outline

Name of Course:	
Name of Convenor:	
Outline	