



U3A ARMADALE COMMITTEE HANDBOOK

Compiled with assistance from members June 2023
Updated in April 2025 by Committee Members

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Introduction

It is the responsibility of committee members to read the agenda, understand it, make motions, and then follow through with the resolutions of their actions. Committee members are expected to make relevant and focused comments during discussions that will facilitate the efficiency of the committee.

When new committee members are required to take the positions of exiting members, a personal approach can be made to people recommended by the committee members or a more generalised request to all members via email or letter. This should be achieved firstly by a talk at the open meetings.

Some Clubs operate a rolling Committee structure in order to facilitate smooth transitions from election to election. In this approach, a designated number of Committee members stand down after a set period to enable fresh input from newly elected members. Even in these situations, there is the potential for important knowledge to be lost unless the Club is careful about the sequence and timing of the process.

Our U3A is fortunate as there are a great number of members overall, and many outside of the committee, who currently fulfil important roles such as managing the education area, organising the IT, collating the newsletters, organising day trips and other areas which allows members to receive a high level of opportunities.

Committee members orientation

New committee members are required to understand their responsibilities and the workings of the association. The orientation handbook provides new committee members with the necessary information including:

- information on the association
- the role of committee members
- a list of committee members and their contact details
- general requirements and expectations
- the Constitution <https://www.u3aarmadalewa.org.au/Membership/>
- a guide to meeting procedures

Committee member expectations

Work as a team; sign a statement confirming understanding as to what is expected of them; contribute to the overall running of the meetings; any lack of understanding to vocalise to the management team; refer any member comments or questions to the relevant committee member; welcome new members by showing a positive friendly attitude and assisting them to understand the general meeting procedures.

President

- Represent U3A Armadale at meetings with other agencies as required.
- Oversee our branch
- Check for opportunities for further promotion of group- eg Local expos, Have a Go week etc.
- Read through notices to ensure appropriate and ready to be sent to members as required.
- Chair committee meetings, approve agenda for sending to committee members, approve minutes before secretary sends them out. Follow the agenda at committee meetings and ensure each person has time

to bring up issues but within allotted time. Encourage all committee members to participate in the meeting.

- Ensure policies and procedures are adhered to and updated when necessary.
- Approve expenditure and discuss with treasurer.
- Review information sheets for members and assist in reviews when necessary.
- Write a report for each quarterly newsletter. Ensure newsletters and information brochures are up-to-date and accurate. Liaise with webmaster and send copy for printing to local MP'S office for designated printing. Currently, collect printed copies for members without emails. Take a ream of paper to the office and a gift of wine at Christmas.
- Liaise with the Vice president, Secretary and Treasurer.

Tuesday meetings

- To run each member meeting and be responsible for any queries both within and outside the membership.
- Greet and meet members at each meeting.
- Listen to feedback from members- complaints/suggestions.
- Ensure the speaker's gift is ready.
- Speak with guests and new members when introduced to me by liaison officer.
- VP or speaker coordinator to introduce speaker to me.
- Introduce VP/speaker coordinator after initial housekeeping who will then introduce speaker.
- Liaise with non- committee members who choose to take an active part outside the realms of the committee ie grants, technology, kitchen staff, subgroups.

After morning tea –

- Check that no further questions for speaker- usually VP will do this and request that the Raffle is drawn by speaker and give out prize voucher.
- Give notices and information to all members, introduce the group leaders who will then give updates to the members on activities.
- Remind members who will be on Kitchen roster/helper for next meeting.
- Check to see if any members have topics for discussion or questions.
- Close meeting- remind members of next speaker.

AGM

- Prepare report of year's activities.
- Ensure that nomination forms have been sent to members and nominations noted by Secretary.

Vice President

Vice President Duties

- Liaise with President.
- In the absence of the President, to act on the President's behalf.
- Along with the President, meet and greet members and visitors at each meeting.
- Greet the Speaker for the meeting and introduce to the President.
- Escort Speaker out at end of meeting or earlier if necessary.

- Any other tasks as required.

At Meetings

- Assist with set up of chairs/tables etc.
- Help kitchen staff with setting up Hot Water Urns and any other issues.
- Set up any items required by speaker.
- Greet speaker and assist with bringing in equipment.
- At start of meeting – introduce speaker to the members.
- Thank speaker at end of presentation and either ask for questions or announce that it is time for morning tea. Designated person to take microphone round for members who wish to ask questions.
- If no questions prior to morning tea, ask again when meeting resumes.
- Present speaker with gift and ask them to draw the raffle.
- Assist speaker to pack up and help with taking out equipment. Escort to the door.
- Assist the President and stand in for the President in their absence.
- Deal with anything else that comes up.

Secretary

Committee Meetings:

- Request reports from Subgroups, Sub Committees, Treasurer and agenda items by Sunday prior to 3rd Thursday of each month for committee meeting.
- Prepare Agenda for Committee meetings by Sunday prior to 3rd Thursday of each month, send to President for approval and once approved, distribute to Committee members.
- Print copies of Agenda for committee members without email.
- At Committee meetings: Take minutes. Prepare minutes, send to President for editing if required by Tuesday following meeting.
 - NB: A Minute secretary can be appointed to relieve secretarial duties.
- Distribute to Committee members and print for those without email and for paper file.
- Attend to any correspondence, referring it to the appropriate person.
- Distribute notices of all upcoming events to all members where possible.

Other duties

- Check for incoming mail and emails and inform President, deal with any issues. Advise President of any action taken. The Post Office box (291) is situated at Kelmscott Post Office. Currently the President and the Treasurer have a key as they live in Kelmscott.
- After general meetings, transfer attendee names to electronic copy from paper copy which door team compile.
- Make venue bookings for courses and amend, when necessary, via City of Armadale Council. When invoice received, this is to be forwarded to the treasurer for payment.
- Keep details updated with the U3A Network, U3A NSW, etc following changes in committee.
- Report to Government Agencies annually; Australian Charities and Not for Profit Commissions (ACNC) & Associations Online by end of January every year. Charities registered with the ACNC must submit the Annual Information Statement to them by 31st January each year to demonstrate U3A's commitment to accountability and transparency.

It is submitted by logging into the [Charity Portal](#): using the required email and password and selecting U3A Armadale Inc found under the Charities heading. Help is available by [Annual Information Statement guide and other resources](#).

Emails to members:

- Send out monthly timetables to all members and copy to webmaster.
- Send out details of education courses and other flyers to all members when received from relevant person.
- Email electronic copy of newsletter to members and produce paper copy for those without email and visitors.

AGM – Annual General Meeting

- Send out nomination forms, requests for agenda items for AGM and notices as per schedule. Ensure all members receive all notices either by email, mail or by hand.
- Collate and distribute list of nominations with the agenda as per Schedule to all members. Send by email where possible and print for those without email, copies of previous years AGM minutes for all members.
- Ensure that President report and Financials are available at AGM for all members.
- Print, or get printed at MP office, copies of all paperwork for the AGM, reports, Agenda, etc. Email to as many members as possible to reduce printing costs.
- Take Minutes. Prepare minutes and distribute to Committee.

U3A Phone

Secretary keeps the phone charged and answers any calls, returns missed calls, addresses any issues that arise, forwards information to anyone requesting it and directs calls to the relevant person. The number is 0414 053 421. The phone account must be renewed each year to keep the number viable.

U3A Laptop and printer

Secretary manages these and maintains separate hard drive along with the Membership Officer.

Secretary Duties at Member Meetings

- Print and bring to meeting – Attendance sheets, visitors attendance sheet, copies of current Events Timetable – about 15 copies.
- Put a copy of Events Timetable on the whiteboard/notice board.
- Put up current copy of kitchen roster on white board.
- Assist with set up of chairs and tables.
- Set up Hearing Augmentation Equipment on back table and issue to any members who require it.
- Talk with members.

Assist Membership Officer in talking to visitors, give out information re U3A Armadale, take membership fees, issue receipts and introduce visitors to Education Officers and Trip organizer. Assist visitors to find a seat.

Treasurer

Treasurer's Responsibilities:

- After the AGM - arrange for all the signatories to meet at the Bendigo Bank in Byford; make sure one of the previous signatories accompanies you. Fill in the New Signatories form at the bank. The bank will then give each of you an access code for internet banking. You can either use your PC to access internet banking or download the Bendigo Bank App. Also, you can use your phone to access the code which the bank sends each time you log in. If you do not have a reliable mobile phone you can ask the bank to send you emails instead. Once all the new signatories have been established complete a "Delete Non-Titled Member" form. Both the Treasurer and the President must sign it and take it to the bank. You may need to use a couple of forms.
- For each fortnightly member meeting, purchase a gift card to the value of \$30.00 for the raffle prize and a \$20 gift card for the door prize. In addition you need to purchase a box of chocolates for the *second* raffle prize drawn just before the close of each member meeting.
Draw out \$100 for speakers' fuel and put 4 x \$25 into envelopes with a thank you card in each. Give the \$30 raffle card to the person running the raffle and put the other two on the desk at the front. Write on the envelopes as to their contents: that is, "Door Prize" and "Speaker gift".
Note: the speaker can choose from the following thankyou gifts: \$25 cash for fuel or a bottle of wine or a box of chocolates or a set of handmade wooden coasters branded with the U3A insignia.
The speaker co-ordinator will advise as to which gift the speaker has chosen. The chocolates should be purchased the day before the meeting and the supply of wine prizes, which are kept in the storeroom, should be checked and replenished on a regular basis. The coasters are also kept in the storeroom. Once a year purchase 6 bottles of wine for Tony Buti's office as a thank you gift for them printing extra copies of the newsletter for the club.
- At each meeting ensure any person collecting money has a small zip-close plastic bag containing a cash record docket which needs to be complete. The membership officer will need this during the 'renewal of membership' process from about July to September each year.
- At the end of the meeting all the bags containing money are collected by the Treasurer.
- The Treasurer will count all the money and check that it balances with the amounts on the cash record dockets. All the amounts must then be entered into the U3A Meeting Cash spreadsheet.
- The bank deposit slip is completed and taken with the money to Bendigo Bank, the club's bank.
- Once the funds have been deposited, the details are entered into the current

Financial Reports 2022/2023 spreadsheet.

- When making payments make sure the item for payment is approved by either the Vice President or Secretary; then enter the payment into the Bendigo Bank. If neither is available, another committee member can approve but that person cannot complete the final transfer.
- Once the payment has been entered, email the President or another signatory to complete the Bank authorization.
- When the payment is completed, the bank receipt is printed and filed with the appropriate documentation in the U3A financials file. It is then entered onto the financials spreadsheet under Cheque Register and under the Monthly Income and Expenditure.
- With incoming deposits, advise the appropriate person, Outings, Education or Membership, of the funds received. Enter the Financials spreadsheet under Monthly Income and Expenditure.
- Update the Financial Reports spreadsheet with any items that have come in via EFT for that month and any items that have been paid, ensure the spreadsheet agrees with the bank balance.
- Update the Education Budget spreadsheet with any items relating to Education.
- Prepare a Treasurer's report detailing the current bank account balances and any recent payments and refunds.
- Update the insurance savings spreadsheet with the monthly \$60 transfer. The Sunday before the Committee meeting send all the reports and spreadsheets to the Secretary.

Attendance Sheet

Keep the attendance sheet up to date with members names and highlight in yellow any members who are plate providers to indicate that they do not have to pay the entrance fee. Give a copy of the current attendance sheet to the person collecting the entry fee.

Visitors

Make sure visitors' names, phone numbers and email address are entered on the visitors' list.

The 'Meet and Greet' Committee member (or the volunteer meet and greet person) assisting at the front desk will take visitors into the hall and show them around; introduce them to the Committee members and Committee office bearers; and ensure they are looked after at morning tea.

For the AGM

Once a year prepare a balance sheet showing the opening bank balance,

the income and expenditure for the year and the closing bank balances. Also prepare a Treasurer's report covering income over the previous year detailing the current bank account balances and any recent payments and refunds.

Cash docket for meetings

Date Source Amount Signature No Persons	U3A Income	
		Treasurer Initial

CASH RECEIVED spreadsheet (under other spreadsheets)

Page 1

07/03/23

Door	Cash	\$206		40.0	70.0	30.0	24.0	29.0	7.0	2.6	3.1	.3	206.0
Raffle	Cash	.00		0	0	0	0	0	0	0	0	0	0
Members	Cash	\$100				10.0	78.0	11.0	1.0				100.0
hip	Cash	.00				0	0	0	0				0
Education		\$			30.0	5.00	2.00		.50				37.50
		37.50			0								
		\$50.00	50.00										50.00
		\$393.50											\$393.50

Page 2

_Complete page 2, then Copy Page 2 below and paste after last entry on Page 1 highlight the two

items and print selected items. Deleted page 2 entry from page one. Attach the various Cash dockets to the printout and file in U3A Financials file.

U3A Armadale		
Cash to bank 08/03/23		
\$100.00		\$0.00
\$50.00	1	\$50.00
\$20.00	2	\$40.00
\$10.00	10	\$100.00
\$5.00	9	\$45.00
\$2.00	52	\$104.00
\$1.00	40	\$40.00
\$0.50	17	\$8.50

	\$0.20	13	\$2.60
	\$0.10	31	\$3.10
	\$0.05	6	\$0.30
Chq			
Total			\$393.50

Front Door Entry Team

The team should consist of 3 people.

- **Person 1:** collects the cash and ticks off the name on the attendance sheet template.
- **Person 2:** The Treasurer records the details of any visitors which are then given to the Membership Officer. He / She also operates the card reader and takes payments as required. (See attached forms).
- **Person 3:** The liaison person assists with card reader payments and takes visitors into the main hall and introduces them to the Membership team.
- At the front entry desk, the Treasurer records the details of any visitors and how many times they have attended on the "Visitors Info Form"; this info is then entered on the form for Membership Officer which is then given to the Membership Officer. The reason for two forms is that there is often a rush at the front desk and filling in the first form can be rather a mess, so a second form neatly filled out makes life easier for the membership officer. The Treasurer also operates the card reader and takes payments as required. (See attached forms)
- During morning tea, the treasurer and the person who collected the members' entry cash return to the front desk and balance up the takings and fill out the forms for the Membership Officer. At this time further payments may be made using the card reader. All card reader payments are recorded on the card reader form. The Treasurer then takes the card reader home and uploads the information to Square.
- At 9.55 am, the front desk closes and the team enters the main hall for the speaker presentation of the day. Seats are reserved on the back row near the roller door so other members are not disturbed.

CARD READER INSTRUCTIONS

Daily Transactions

Before the meeting check the Card Reader and Modem are fully charged and check the Card reader for updates.

At the meeting Turn on Telstra 4G mobile modem - slide to unlock.

Turn on Square Card Reader. If it requires a password it is –

Name u3aarmadalewa@gmail.com Password is ...

The checkout screen should be on 'view'. If it is not - select it at the bottom of the screen.

Current items available:

Education Courses 3 items \$25, \$20 and variable

Christmas 1 Variable for members

Christmas 2 variable

Outings Variable

Meeting \$3.00

Membership Full \$30

Membership Half Year 15

Miscellaneous variable

Raffle \$2

Note: items can be added and deleted - see **Add and Delete Items**

Select the item you want:

That is:- Meeting - press once for 1 person; press twice for 2 people

- Press review to view the total
- At this point click on 'Add Customer'
- Key in the first name into the search box
- Select the name from the drop-down list.
- Click on the **Charge** blue box.

At this point if you have made an error and wish to cancel the transaction click on the ... in the top right-hand corner and select 'Clear Items'.

If you are happy with the transaction then get the customer to tap, swipe or insert their card.

NB: Do not log out at any time

To close the reader, press the button at the bottom of the left-hand side until "Power Off" appears on the screen press on it to turn the reader off.

If you ever accidentally log off the log in details are: -

name – u3aarmadalewa@gmail.com

password –

Turning on Offline Payments

At the bottom of the screen select **More**, then select **settings**, then select **Hardware**

Click on Square Terminal – No connectivity. Click on enable offline payments.

Click on O-----Click on **allow**

Checking WiFi

At the bottom of the screen select **More**, then select **settings**.

Then select **Hardware**

Select **Network**, select **Telstra** The Telstra password is **zp5*9Am!**

Quite often the Telstra Wi-Fi is not strong enough then you will have to operate offline.

To Add a customer

From the main screen select “**More**” from the list across the bottom of the screen - Select “**customers**”

Click ... at the top right-hand corner.

Select “**Create Customer**”:

Click in First name box and enter first name.

Click in Last name box and enter last name.

Click on Save in the right hand corner.

Click on the ← arrow.

Search for a customer

From the main screen select **More** from the list across the bottom of the screen Select **customers**

Scroll Down to find customer

- then click on **name**
- Add **items**
- To add an item, select **More**
- Select **items**
- Select **All Items**
- Click on **create Item**
- Key item name and save.
- Exit at X

To delete an item

Select **More**. Then Select **items**. Select **All Items**, Select item to be deleted.

Scroll down to bottom and click on ‘**Delete Item From This Location**’.

Click on red box saying ‘**Confirm delete**’

Save and exit.

Turn off Square Reader

Press the small button at the bottom of the left-hand side, hold it down until a box appears press "Power Off"

Charging Square Reader and Mobile modem

On the Monday before the meeting ensure both the square reader and the modem are fully charged. Also check to see if there are any updates.

Early on the day of the Tuesday member meeting turn on the modem, then the square reader and check for updates again, if there are updates select download now as it only take a couple of minutes.

Square Reader Reports

Log into the square reader website

https://squareup.com/login?lang_code=en-au Log in name is u3aarmadalewa@gmail.com

Password is:

In the date box select the appropriate date

From the list on the left-hand side select Reporting
(not Reports)

A text box will appear select '**Transactions**'.

Select '**Export**' at the top right.

Select Items Detail CVS

An excel file will be downloaded.

Go to Downloads on your computer.

Open the file and scroll to the left if necessary, then delete all the columns you do not want you will be left with the following headings, **Time, Item, Qty, Amount, Customer Name**.

Insert a sheet row above the headings and key in Card Reader Transactions and the relevant date, make it bold and underlined.

At the bottom of the page, total the amounts; then under the total key in the fees and total the amount less the fees.

Under that key in the items that have been paid ie Meeting, Raffle, Membership etc. keys in the total amount for each item and total it. It should match the total from the downloaded file.

Card Reader Transactions**03.10.23**

Time	Item	Qty	Amount	Customer Name
9:54:21	Meeting	2	\$6.00	Mary Blog
9:54:21	Raffle	1	\$2.00	Mary Blog
9:52:26	Meeting	2	\$6.00	John and Ella Black
9:52:26	Raffle	2	\$4.00	John and Ella Black
9:39:45	Meeting	2	\$6.00	Micky Mouse
9:39:45	Raffle	2	\$4.00	Mickey Mouse
9:37:56	Meeting	2	\$6.00	Canon Brown & wife
9:37:56	Raffle	2	\$4.00	Canon Brown & wife
9:19:37	Meeting	1	\$3.00	Edna Print
9:19:37	Raffle	1	\$2.00	Edna Print
9:18:18	Membership	1	\$30.00	Keith Van der Valk
9:15:16	Meeting	1	\$3.00	Patsy Kline
9:15:16	Raffle	1	\$2.00	Patsy Kline
9:13:56	Christmas 1	2	\$110.00	Noelle Jarvis
9:13:56	Meeting	2	\$6.00	Noelle Jarvis
9:13:56	Raffle	2	\$4.00	Noelle Jarvis
9:10:05	Meeting	1	\$3.00	Peter Print
9:10:05	Raffle	1	\$2.00	Peter Print
9:07:05	Meeting	1	\$3.00	Valerie Bank
			<u>\$206.00</u>	
	Fees		<u>-\$3.30</u>	
	Balance		<u><u>\$202.70</u></u>	
	Meeting	14	42.00	
	Raffle	12	24.00	
	Membership	1	30.00	
	Christmas	2	<u>110.00</u>	
	Total		<u><u>206.00</u></u>	

Save the excel file at Financials, the current year, Card Reader Payments DD.MM.YY.

Print a copy off to go into the U3A Armadale Financials, File for the current financial period.

Make sure the Meeting numbers agree with the Card reader items on the Attendance Sheet.

Enter the items into the Financial Reports (current year) spreadsheet Monthly Income & Expenditure tab, enter the whole amount into the various items in the income section and enter the fees into the expenditure section under card reader fees. Also enter the card reader fees into the Cheque Register tab as a direct debit.

Once everything is entered make sure the Financial Reports Cash at Bank tab agrees with the actual bank balance.

The Card Reader instructions:

The card reader operates off-line at Evelyn Gribble as there is no Wi-Fi available.

- To operate the card reader, press the “**on**” button on the side.
- A display will appear listing all the payment options, select the one required.
- If more than one type of payment is required, you can select multiple.
- When all payments have been selected, select the payment button then swipe or tap the person’s card.
- You can then print a docket for them to take to the person doing raffle, education, outings or membership as required. Note the name of the person and what they are paying for on the Card Reader Form.
- Later the Treasurer reconciles this with the email received from Square for transactions for the day; the information is then entered into the financial spreadsheet making sure any fees are entered as a cost in the Cheque Register Tab and in the Expenditure section of the Monthly Income Tab. The figure will show up on the bank statement as the amount less the fees. File the paperwork with the bank statements in the U3A Financials file.
- **NB:** The card reader is kept by the treasurer so that details of payments can be entered onto the spreadsheets after each meeting. It is essential that the card reader is full charged the night before the meeting.

(For a short time, it was possible to pay the membership fee via a button on the website. However, this caused many issues such as overseas people being linked to the bank account. This was taken up with the makers of the machine and the link was removed, the foreign names with their emails and personal details were erased and a new account was set up with a new password).

Visitors' details form

[illegible]

Form to be given to to the Membership Officer from the Entry Team

Date

Visit No

Name		
Email		
Phone		

Name		
Email		
Phone		

Name		
Email		
Phone		

Name		
Email		
Phone		

Name		
Email		
Phone		

Name		
Email		
Phone		

Other Tasks currently performed by the Treasurer - as at financial year 2024/2025

Maintenance of the Attendance Spreadsheet, information is taken from the attendance list completed at each meeting.

The Attendance Spreadsheet is under 'Other Spreadsheets'. It is then sent to the Committee once a month

Membership Officer:

- The Membership Officer is responsible for maintaining the membership records electronically. Current paper copies should be kept for the current year (July to June) but can be shredded when the member rejoins or not the following year after September.
- Distribute to the Committee Office holders (President and Secretary and any member who requires access to contact details to perform their roles - such as the welfare officer), a list of members contact details on a regular basis, ensuring they have access to accurate and current, details. Notify the relevant committee members whenever there are changes to contact details or resignations.
- Add details of new members to the spreadsheets and notify relevant Committee members of details.
- Send Kitchen co-ordinator updated list of current member names (only) to enable her to organise or amend the kitchen roster.
- Update the Emergency Contact Details spreadsheet. Send updated emergency contact details to sub-group leaders (in particular trips leader and education leaders).
- Send out renewal notices for membership reminding members that membership fees are due by 30th June each year.
- Keep record of renewals and payments. Send a copy to the Secretary as a backup. Transfer all details to a new spreadsheet for the upcoming year. Send list of updated names only to Kitchen Organiser.
- Send out a further letter, by mid to late August, reminding those who have not renewed that it is a requirement of our constitution that they must pay by the end of September, or it will be assumed that they no longer wish to be a member and their details will be removed from our records.

At Tuesday meetings

- Visitors/prospective members are shown into the hall and introduced to the Membership Officer, when possible, who will talk a little about U3A Armadale and check as to whether they have received any information about U3A and if not, provide same.
- Keep an informal record of any visitors spoken with and have given information. Members on door duty have a full list of the visitors with email and phone numbers.
- If there are visitors who are listed but that Membership Officer has not been able to talk with, try at morning tea to find and talk with them— giving them the Welcome Pack. which includes a Membership Application, explaining about the fees (\$15.00 for a half year \$30 for a full year). Then introduce them to the Education Officers and Outings officer with an explanation of what they do. It is useful to introduce them to either President or Vice President so that they are fully informed of prospective new members.
- For visitors who wish to join, ensure that the membership form has been completed and signed. If the membership fee has been paid in cash or at the Point-of-Sale machine, they should have been given a receipt for their fee by the front door volunteers and details of the payment added to their form.

- Keep the membership form. If they wish to pay online or say they have paid online, ask the Treasurer to check the bank account for the payment details. Internet banking payments do not receive a handwritten receipt but “Internet” must be written in the Receipt Number section of the form, adding the date of payment. If the Secretary has the U3A laptop available at the meeting, the bank account can be checked for payment.
- All new members application forms are presented to the Committee at the next Committee meeting.
- Once the new member has been approved, a welcome letter – template to be provided, is sent out. Signed – xxxxxx, Membership Officer, on behalf of the Committee of Management, U3A Armadale. Produce and a name tag with lanyard is issued.
- Develop and maintain the New Members Information Pack, subject to Management Committee acceptance, that provides an overview of the organisation, its purpose, how to become a member and other information such as the Management Committee may consider relevant.
- Follow up prospective new members to maintain their interest in joining our organization. If there is anyone who was not spoken with at a meeting, it can be useful to ring or send an email follow up in a few days asking if they would like some information re U3A, explaining who you are. This could be the information pack, a Welcome Pack with a Membership Form, an Events Timetable for the current month and the next month if available, copy of the latest Newsletter.
- Produce and maintain all **name badges** for members ensuring that colour coding of badges is correct. (White for members, green for Committee members).
- Ask members to ensure that on the reverse of their name badges, their emergency contact details are clearly written. The minimum requirement is a name, telephone number and relationship details. Individuals may add other details, such as a medical condition, at their discretion.
- Add new members details to the main spreadsheet.

Liaison Officer:

- Welcoming visitors to our meetings and introduce them to President and Vice President and other members when possible.
 - Explain the meeting format, give them a newsletter and other various literature.
 - Welcome our guest speaker and accompany him/her into the hall and introduce them to our President. The Vice President often accompanies the speaker also.
 - At the interval, offer the speaker a cup of coffee/tea plus refreshments.
 - Set up the front desk early and fill in out the front when needed.
 - Endeavour to make sure that members that don't have email are given the relevant information.
 - Generally, contribute to the committee meetings.
-

All Committee members

Provide general assistance and support at the general member meetings and/or functions:

- Be fully prepared by reading documents which are due to be discussed at the committee and take part in the committee meetings.
 - Take stacks of chairs out to set up the hall.
 - Help tidy up afterwards.
 - Talk to people who may be new or are sitting alone. Introduce them to nearby members.
 - Help with the library where necessary.
 - Help set up AV equipment.
 - Prepare raffle baskets for special raffles such as Easter, Melbourne Cup and end of year lunch
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Welfare Officer

- Keep track of members wellbeing and contact any not attending for a significant period.
- Card /flowers to be sent to a member who is ill for a lengthy period.
- Report via email to President as to who has received cards/flowers; or report on welfare of members at a committee meeting.

Committee Structure:

- Four Office Bearers - President, Vice President, Treasurer, Secretary.

Committee members x 7

1. Membership Officer – Responsible for signing up new members, taking membership fee, updating members register. Printing off all new membership paperwork, member badges.
2. Committee member – responsible for speakers list, contact potential speaker, collect details on subject and pass onto President before each meeting. Check that the speaker is still able to attend 2 days before. Organize gift for speaker.
3. Committee member – mark off attendance at members meeting- take entrance fee, , direct new members to New Membership officer / introduce to President.
4. Committee member - Hearing augmentation
5. Committee member – Welfare Officer / Liaison Officer
6. Committee member - Minute Taker
7. Committee member – Notice Board and Suggestion Box Monitor – put up notices and take down old notices; tidy up board; put out and put away Suggestion box and empty as required.

Library Organiser:

- Sorting/Labelling areas of fiction and non-fiction
- Introducing new books from member donations.
- Maintaining books suited to our members age bracket.
- Removing older books, taking them to charity shops.

- Keeping books tidy and in their relevant sections.
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Education Program

The Education Program is comprised of:

- Courses (In-home facilitation and the hire of an external facilitator)
- Visits to institutions such as the WA Art Gallery and the WA Museum
- Trips to theatre productions
- Visits to public spaces and facilities in conjunction with courses
- Monthly Movie Tuesday

Process

Courses

- Ask members (in the last quarter of the year) what they would be interested in studying, researching, or visiting in the following year.
- Investigate possibilities for courses in areas of interest.
- Secure external facilitators, keeping records of agreed costs, dates etc.
- Professional facilitators usually charge \$90 - \$100 per hour for their service and sometimes expect much more. This proves to be restrictive in some circumstances. The Education Program organizers balance the year's expenditure on courses by facilitating in-home courses, where the cost is mainly the venue hire.
- The cost to members is deliberately kept low to provide affordability for all.
- Currently course fees to members are assessed at \$5 per session. For example, a 4-week course costs members \$20.
- The full amount of the course is payable prior to the commencement of the course and is nonrefundable once the course has started. Members are not able to pay for individual sessions of a course.
- Hire facilities – Availability of Evelyn Gribble can be checked on the City of Armadale Website. The Secretary books the room. The availability of library facilities is done with the library staff and booking forms are subsequently emailed to the library.
- The Waterwheel Community Shed at Bedfordale has limited use for courses.
- Evelyn Gribble has no internet connection that is suitable for use by the Education Program.

- Seville Grove Library has the AV equipment; however, it is difficult to get consecutive weekly bookings for a course.

The Education Program entails:

- Design courses to avoid coinciding with other U3A Armadale activities wherever possible.
- Produce Flyers for all activities.
- Produce registration forms.
- Receipt money received for the courses from members.
- Liaise with external facilitators, ensuring their commitment.
- Receive and forward external facilitators invoices for payment to the Treasurer and President.
- Courses using in-home facilitation are often sourced from U3A Online of which U3A Armadale is a member organization, annual cost for an organization is \$15.
- Each U3A Online Course used costs an additional \$20 for the license.
- U3A Online charges are paid by Education Program organizer and reimbursed from the Education Program Account by Treasurer and President.
- Courses are sometimes compiled and delivered by the Education Program organizers.
- Photocopying of units for the in-home courses is supplied by Tony Buti's office staff. Copy paper is supplied by the Education Program.
- Provide coffee, tea, biscuits etc. for members at courses, cost reimbursed with receipts from the Treasurer and President.

Visits to institutions etc.

- Liaise with staff at institutions being visited.
- Receipt money received for the activity from members.
- If volunteers are used by the institutions a follow up thank you email is sent.
- Receive and forward invoices from the institutions for payment by the Treasurer and President.

Miscellaneous tasks

- Provide a monthly report for the U3A Armadale Committee.
- Provide flyers for Information Days and Community Expo.
- Send a flyer advertising the Movie Tuesday monthly event to the Secretary for distribution to members.

Speaker Coordinator

1. Finding a speaker:

Go through previous speaker lists and pick speakers who were interesting and have not presented in recent times. Ask if they can do a similar talk to last time or a new topic? (Remember: new members may not have heard this speaker before).

Members will often give details of speakers they have heard elsewhere – get phone number and email if possible and contact them.

Keep in touch with other U3A branches to find speakers they have used. There is useful information on the various U3A local websites.

Sometimes you will see on TV an organisation that would be interesting to listen to so contact them to see if they do presentations.

Some of our own members may be willing and able to offer a presentation.

2. To contact speakers:

Give the speaker or organisation a call to give them a heads up re U3A and that we are a voluntary organization so that money is limited and ask if they would be willing to give a presentation in either the 1st or 2nd semester. Give them a brief outline of what happens on the day. When first talking to them some will lock in a date straight away, so always have our member meeting dates on hand.

After talking to them and have their agreement to do a presentation, send them an email which should contain a brief description of U3A, our address, starting time of meeting and the time they should arrive and mention the technical equipment that is available for them to use. List the dates that are available, asking them to let you know which one they would like. Invite them to join the members for Morning Tea.

Once the speaker has confirmed a date for his or her presentation, enter the information into the Speakers List for the relevant Semester along with phone number and email address; include what the speaker would prefer as a gift – wine or voucher.

Present planned semester list to committee at committee meeting for confirmation.

Send contact details of speaker to President and Secretary

Send a list of the approved speakers and dates to the Webmaster for publishing on the website.

Around 2 to 3 weeks prior to presentation, send another email or call them to ensure that they are still on track.

Send a brief resume of speaker to president.

2 -3 days before presentation send a message (SMS) to confirm that they are still on track for the following Tuesday. Advise that a parking place will be available.

A cone and no parking sign will be available to save a parking space.

3. On day of presentation:

Put out the cone and sign to ensure there is a parking space available for the speaker.

Check that there is a gift ready for the speaker.

Greet the speaker on arrival and assist with bringing in any equipment. Introduce them to I T coordinator to organise the technical equipment, (microphone, PowerPoint etc).

Introduce speaker to the president.

Outline again the procedure on the day – re length of talk and Q & A after the presentation.

Let the speaker know that you will tell them when there is approximately 5 minutes left.

The speaker may be willing to talk individually to members during morning tea to clarify specific points.

Ensure runner has microphone to take to members who have questions.

Ask the Speaker to draw the raffle after morning tea.

Ensure there is a gift for the speaker and present it to the speaker prior to leaving.

Escort the speaker to the door or to their car, helping to take out any equipment.

Kitchen duties

The kitchen helpers organize morning tea for members and visitors. There is a coordinator and an assistant on duty at each meeting. They are assisted each meeting with 1 member as a kitchen helper and 4 members, on roster, who bring a plate of food of their choice.

Duties involve:

- Setting up the tables in the hall. 2 tables with hot water urns, cups, tea, coffee, sugar, water and milk jugs.
- Setting out 2 other tables for food, napkins and paper plates. These go at either end of the hall.
- Any food which requires warming such as sausage rolls are placed in the oven.
- Other food is put onto plates and covered with plastic wrap and taken to the tables.

Duty of the helper:

- To do any task that helps with above.
- After morning tea, to help clear the tables and take everything back into the kitchen.
- Help with the washing up and ensure kitchen is left clean and tidy.

The Co-ordinator:

- Prepares a roster every 6 months with the names of the members who will either be a helper or one of the 4 plate providers. The Secretary provides the coordinator with a current list of members with notations alongside their names showing those members who are unable to help in the kitchen, those who can only provide food and those who cannot or will not help at all.
- Committee Members plus anyone with a designated task on meeting days e.g. raffle ticket seller, education info, front door etc are not asked to help in the kitchen, however all are on the roster as food providers.
- The roster is sent by email to the secretary who then sends to all members to check if their name is on the roster. This is also sent to the Editor of the newsletter for inclusion and a hard copy for the white board at the meetings.

- If any member feels that they are unable to be a helper, they need to notify the coordinator so that their name is only down as a plate provider.
- If a plate provider discovers that they will not be able to attend on their rostered day, they are to let the co-ordinator know so that their date can be changed.
- It is a good idea for the kitchen coordinator to contact those on the roster, for the next meeting, a few days prior to remind them. Some members don't come regularly enough to hear their names being read out at the meeting, so a text is a good reminder. They will also notify the coordinator at this time if they can't/won't be at the next meeting.

The Co-ordinator also purchases stock such as paper plates, napkins, biscuits, tea, coffee, milk and ensures there is enough stock in the kitchen cupboard. The receipts for these are given to the Treasurer for reimbursement.

Kitchen Procedure

- Take pie warmer trolley and cup trolley from storeroom to kitchen.
- Turn Oven on to 200 degrees and pie warmer to maximum temperature.
- Take urns from pantry and fill with hot water.
- Place foil trays in oven.
- Wear disposable gloves when handling food.
- Place food in oven for heating and transfer, after approximately 15 mins, to pie warmer.
- Cold food to be divided to allow similar plates of food for each table, cover with plastic wrap.
- Tablecloths to be put on all tables.
- Rubbish bin for plates to be placed near urn table.
- Urns transferred to tables – urns require extension leads which are in the storeroom. Turn urns to high and turn down once boiling.
- Coffee, tea, sugar and cups to be placed on tables at either side of the room next to the urns.
- Fill both milk jugs and leave in fridge until morning teatime during warm weather or place on tables when cooler.
- Fill three water jugs – one for speakers table with a glass.
- Place napkins and plates on each table with the food.
- Switch oven off before joining the meeting.
- Be seated by 10.00 am.
- When the bell rings for the speaker to finish up, quietly leave the meeting and place hot food on plates, turn off pie warmer and take through to meeting room.
- After morning tea, remove food plates and start washing up but return to meeting in time to hear balance of meeting. Bag up any left-over food and leave on front table for members to take home.

- When meeting winds up finish washing up, empty urns, wash & rinse cups, place upside down on trolley and cover with a tea towel to dry. Return urns to pantry and lock up pantry, return trolleys to storage room so that they can be locked in securely. Ensure that the committee member who is locking the storeroom is aware that the trolleys must be locked in to the storage area.

Coffee and Lunch Group

- Liaise with colleague in early January to plan year's outings. If we plan to have a meal at the Bentley Pines Training Restaurant at South Metro TAFE, it needs to be booked as soon as possible after it opens in February.
- We plan breakfast, coffee mornings and lunch.
- Local areas include Kelmscott, Gosnells, Armadale and Byford.
- Venues are usually booked a week ahead unless we need to reserve places for breakfast and lunch which are booked well ahead.

Recent examples with numbers for 2023 are:

February- breakfast at Avocados	21 members.
March- Coffee at Armadale Park café	9 members
April- Coffee at the Pink Deli in Kelmscott	13 members.
May- Coffee at Dot's Kitchen in Amaroo Village Gosnells,	
June- Coffee at Crossways Café Railway Ave, Kelmscott.	
July- Lunch at Byford Country Club.	
September-Lunch at Taste of Italy Armadale. We need to liaise with the chef 3 months prior regarding menu & prices.	

Ramblers Group

Once a month, a designated member seeks out a gentle walk for members in our local area and afterwards, they meet up for coffee at a nearby cafe.

Book Club

This is held once a month in the local Kelmscott library where members discuss a set book.

Day trips

Currently the coach firm used is Club 55. They provide a wide range of day tours for seniors' clubs and our organizer liaises with members and the committee before arranging a trip for when there is a 5th Tuesday in the month. Sometimes a special trip may take place on a different day.

Other groups

There may be other groups available dependent on members' interests. These may be held in a variety of venues and at different times but usually in daylight hours.

Tuesday meetings

- Committee members are to be present in the hall by 9.00 for set up. All U3A members can and do help in setting up.

- The chairs are spaced out so they are staggered to allow each member to see ahead of them.
- Tables at back of hall for Membership Officer, Education officer, Secretary and the Trips organizer.
- Table in foyer for members who are taking entrance fees and marking off attendance for members and guests. Members must be seated by 09.55 so that the meeting can start promptly at 10.00. Reserved chairs at back for kitchen and entry staff members
- Table for morning tea at the back which the Kitchen helpers will complete with tablecloth and some food plus another table at front of hall for 2nd food table.
- Tables either side of hall for cups, urn and tea and coffee.
- Table for IT set up and speaker. Lectern may be used too.
- Raffle table set up just inside hall for member who runs the raffle.
- Smaller tables for cups placed around the hall for use at morning teatime.
- Magnetic whiteboard wheeled in with relevant information attached.
- After morning tea, the raffle is drawn by guest speaker after any questions relating to the talk are answered and who then leaves accompanied by VP or speaker organizer.
- Notices read by President with input from group leaders on upcoming activities. Notices may be given before the speaker's talk, especially if money needs to be paid to a group leader that day so that the member can pay in the morning tea break.
- All members are asked if they have any issues, comments, suggestions they would like to raise.
- Meeting closed between 11.40 and 12noon.

Items to note:

- **Guests** may visit 3 times for free but after the 3rd visit must join and also pay the meeting attendance fee.
- Hard copy documents for general members sans electronic communication and guests.
- Free cup of tea or coffee for new members at Coffee/Lunch group x 1. The Group leader has a float of \$30.00 to cover costs for a few months and will save the receipt for the relevant drink plus the name of new member for whom drink purchased. When the float is low, all receipts will be given to the treasurer for a replacement float. This also ensures that no one is out of pocket.
- **Hearing Augmentation Kits.**
These were purchased for members to use with the aid of a grant made to us from Lotteries West.
Members can use them with a hearing aid or without and provide enhanced hearing. They are stored in the storage area and are recharged using the facilities there.
- **Grants:**
From time to time, we may be able to access grants from various organizations such as Lotteries West, Burt Volunteer via our federal MP, local charities such as Second Chance and the City of Armadale. These have enabled equipment to be bought, education to be provided and the Conference in 2022 to be run.
- **Member extra requirements:**

Members and guests do need to be self-sufficient or have a carer accompany them at all times. In 2023 a guest with some disabilities slipped from her chair to the floor and several members rushed to her aid. This could have caused harm to those members as well as the guest. Advice was taken from other U3A branches as well as St John's Ambulance Service. The advice

received was that if any person falls to the floor and is unable to get up, then an ambulance must be called to ensure the safety of all. Consequently, a sentence to this effect is in the membership application.

- Names of those who have contributed to this handbook in 2023.

Education Officers: Judy Marston and Marilyn Harris.

Kitchen Coordinator: Rose McBride.

Coffee/Lunch group: Rodenia Choyce.

Speaker Coordinator: Peter de Josselin.

Webmaster: Phil Aked.

And Committee in 2023

President: Marian Smith

Vice President: Peter de Josselin

Secretary: Diane de Josselin.

Treasurer: Valerie Jarrett.

Membership Officer: Patsy Eastough.

Liaison Officer: Caroline McKebery.

Other committee members:

Terry Edmett, Anne Gyford, Rodenia Choyce.

Updated April 2025

Val Jarrett

David Spicer

Annika Van Der Heyden