

Introduction

Welcome to all who have offered to take up the role of Facilitator or Leader for classes and programs offered by U3A Maribyrnong. Our organisation is based on the efforts, competency, enthusiasm and knowledge of all members who volunteer time and knowledge to share with other members. Without your efforts, U3A Maribyrnong would not exist.

This Handbook includes information to help you in your role. Please read it carefully. Your comments about the content are always welcome and should be sent to courses@u3amaribyrnong.org.au.

You will also be offered information and training on how to use the UMAS membership/program enrolment system and running a happy and rewarding class or activity.

U3A Maribyrnong

The Organisation

U3A Maribyrnong is volunteer led and run. U3A Maribyrnong values lifelong learning and is committed to providing opportunities for participation in educational, cultural, physical and socially inclusive programs and activities.

We are an incorporated association run by its members. The Committee of Management (CoM) elected annually from the membership is responsible for running the organisation. The President and the Vice President, the Secretary and the Treasurer make up the executive. The Committee also has 2 ordinary members and up to 4 co-opted members.

The Constitution of U3A Maribyrnong draws on the Model Rules for an Incorporated Association which have been adapted specifically for U3A Maribyrnong. A copy of the Constitution and our policies are available on the U3A Maribyrnong website (www.u3amaribyrnong.org.au).

The Members

People can join U3A Maribyrnong on-line. Members pay an annual membership fee and use their membership number to enrol in programs. Members are given a name tag to be worn when attending all U3A activities.

Program of activities

Deciding the activities program

Our program relies on members volunteering to share their skills, knowledge and passions and on our members letting us know their interests and the types of activities they would like to join. Members may volunteer to facilitate an activity or we may approach members to facilitate an activity. We then negotiate details of the activities and offer the activities to members. It is the Facilitator's decision if there are sufficient enrolments for the activity to be held.

Class enrolments

All activities are advertised on the website. Most activities are free, although there is sometimes a small cost. Members enrol in courses online. If there is a Waiting List, members enrolling online will see this. Facilitators can see class enrolments and waiting lists on the UMAS system.

All participants in activities are expected to notify U3A Maribyrnong if they are unable to attend. Participants are also required to wear name tags.

Class locations

Programs and activities are offered at several venues with-in or neighbouring the City of Maribyrnong. These include community centres, public spaces, libraries, cafes, outdoor locations, bookshops, concert halls and theatres, depending on the requirements of each program. The location of each program is recorded on the class description on the U3A Maribyrnong website.

Facilitator roles and responsibilities

Facilitator agreement

As a facilitator you agree to:

- become a member
- volunteer your time, skills and knowledge
- not use U3A Maribyrnong for any private business or commercial gain
- follow U3A Maribyrnong procedures and policies including U3A M Code of conduct, use of UMAS, class record keeping, privacy, use of name tags, safety etc
- plan and provide agreed programs and activities and respond to participant feedback.

To support you U3A Maribyrnong shall:

- provide facilitator insurance
- provide training
- promote agreed programs and activities
- facilitate access to appropriate facilities and resources.

Classes and activities

UMAS

Facilitator and participant details are recorded on UMAS, the U3A membership data base. As a facilitator you can use UMAS when you log into U3A Maribyrnong. UMAS is used to record program details, enrolments and member contact information.

Facilitators are given access to UMAS you can look at enrolments and waiting lists using the Tutor Access link when you log in on the website. You can print class lists and attendance sheets. Facilitators are also able to email reminders or class changes to participants.

Privacy and confidentiality

UMAS member information is covered by privacy and may only be used for U3A purposes. You must use the BCC option when sending class emails to protect email addresses. The class may exchange emails and/or contact numbers only with the permission of participants. You may provide your contact numbers to participants at your discretion, with consideration of your own privacy and safety.

Participants often share information about themselves with facilitators and the group. This information should be treated as confidential and not shared outside the group.

Code of conduct

All members whether facilitators or participants are bound by the Code of Conduct. The Code of Conduct is for the benefit and protection of the organisation and of member's personal rights. It supports a safe, respectful, supportive and inclusive learning environment. Facilitators should encourage individuals to resolve any personal issues or difficult situations in the first instance. Facilitators should report any breaches of the Code of Conduct to the secretary of the committee.

Running the session

Each session the facilitator:

- carefully completes the attendance sheet, particularly important in case of participant injury e.g. in exercise classes. Any apologies or new participants should also be recorded.
- checks that participants are wearing a name tag for **all** activities. This is a requirement and helps everyone remember names. Name tags also have emergency contacts on the back.
- sets up and puts away any equipment or furniture, leaving the venue clean and tidy,
- follows any safety requirements,
- reminds participants to let the facilitator know of absences. This can be done on line in the membership section of the website, by text, by phone or in class.

After the session

The facilitator:

- emails the completed attendance sheet to courses@u3amaribyrnong.org.au
- refers any concerns, including welfare, to the Committee of Management using courses@u3amaribyrnong.org.au
- reports any equipment damage or faults. If there is significant damage it would be helpful if you take a photo and send this with the attendance email.
- reports any safety incidents to the venue and to U3A Maribyrnong info@u3amaribyrnong.org.au
- plans future sessions and activity content in response to members' needs and interests,
- confirms proposed changes to dates, times or venues with the Committee and notifies class members of the changes.

Venues

We offer programs in a range of community, public and private venues. The venue is listed under each program on the home page and can also be found on UMAS.

Safety

U3A Maribyrnong must satisfy the *best endeavours* and *duty of care* safety requirements of U3A insurance. Facilitators and members are responsible for acting safely and responsibly. If you have a first aid certificate or are interested in first aid training, please let the committee know.

Venue safety

Overall safety is the responsibility of the venue staff. Facilitators and participants must follow the safety procedures and emergency directions of staff in all venues including community centres, libraries, cafes, theatres, galleries, sports centres etc.

Staff at each community venue will provide you with a basic safety overview. You should familiarise yourself with the centre's location of first aid kits, fire alarms, defibrillators, fire extinguishers and evacuation procedures.

Class safety

You should include safety considerations in planning your classes or activities including any safety risks associated with specialist equipment used in the sessions.

Facilitators should **caution members and give general advice on how to minimise risk to themselves during class activities**. Facilitators should remind participants that they:

- are responsible for completing the emergency details on the back of their name tags,
- must wear/bring their name tag to every class, visit, outing, event etc,
- should participate according to their own estimation of their capability,
- participate at their own risk,
- might not be able to participate fully in some movements or exercises, and
- must follow safety instructions given by facilitators and/or venue staff,

- must understand that in the event of a health incident or injury a call may be made to 000 for emergency assistance.

If there is a serious medical incident or injury follow the venue's safety requirements. If there is no venue staff in the building:

- check that the area is safe,
- provide emergency first aid if appropriate,
- call emergency services, answer the operator's questions and follow instructions,
- if ill or injured participant agrees or is unable to agree, inform participant's emergency contact,
- check that ill or injured participant can get home safely,
- complete venue's incident reporting requirements,
- notify U3A Maribyrnong.

If there is a significant safety incident such as fire, rain inundation/flood or threat, follow the directions of the centre/venue and

- ask participants to stay together and go calmly to designated safe area,
- check that all participants are accounted for, using the class list/attendance sheet,
- check if participants need medical assistance,
- check that participants can get home safely,
- complete venue's incident reporting requirements,
- notify U3A Maribyrnong.

These are the **only** responsibilities that the Facilitator is asked to accept during an evacuation. You are **not** expected to take control of the emergency, fight fires or attempt to contain a fire. Personal safety is paramount.

Use the following checklists to familiarise yourself and activity participants with safety procedures

Safety checklist - community centres; neighbourhood centres etc

Complete this checklist for the venue.

This information will help you and your group use the facility safely.

Centre name:

.....

Address:

.....

Centre contact number: (for building access, problems if no staff in building)

.....

Person responsible for first aid/emergencies, safety:

.....

If you are in this venue without any centre staff present, you will need the information in this checklist:

<input type="checkbox"/>	Participants are reminded of safety precautions for the specific activity – e.g. appropriate clothing or footwear etc;
<input type="checkbox"/>	You have a copy of Emergency Contacts for all participants or Participants are wearing name tags with emergency contacts.
<input type="checkbox"/>	Participants are reminded to assess their own capability to participate safely.
<input type="checkbox"/>	Disability access/entrances/exits are
<input type="checkbox"/>	Emergency exits are
<input type="checkbox"/>	Emergency assembly area is located
<input type="checkbox"/>	Fire alarm is located
<input type="checkbox"/>	Nearest fire extinguisher is
<input type="checkbox"/>	Nearest defibrillator is
<input type="checkbox"/>	Furniture/equipment faults or damage are reported to
<input type="checkbox"/>	Safety incidents are reported to

Safety Checklist for activities in public and private venues

This checklist is for activities in:

- public open spaces e.g. parks, walking tracks, foot paths, bike paths, beaches, sports grounds
- public venues including libraries, galleries, museums, universities, theatres
- private venues such as cafes, shopping centres, nurseries, commercial gymnasiums

<input type="checkbox"/>	Participants are reminded of safety precautions for the specific activity – e.g. water, sunscreen, appropriate clothing or footwear etc; watching for traffic, .
<input type="checkbox"/>	You have a copy of Emergency Contacts for all participants or Participants are wearing name tags with emergency contacts.
<input type="checkbox"/>	Participants are reminded to assess their own capability to participate safely.
<input type="checkbox"/>	Appropriate safety equipment is available for higher physical risk activities (e.g. first aid kit for cycling group)
<input type="checkbox"/>	Participant attendance list is completed and names of new members added
<input type="checkbox"/>	Safety incidents are reported to venue staff and to U3A Maribyrnong.