



U3A Ipswich & West Moreton Inc  
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## HANDBOOK FOR VOLUNTEERS

Booval Campus	Woodend Campus
<p>Office &amp; Campus            U3A House            25 Eileen Street            Booval Qld 4304            Phone: 07 3282 7484</p> <p>Campus Manager: Geoff Mayhew</p>	<p>Campus Only            Woodend Nature Centre            35 William Street            (off Harlin Road)            Coalfalls Qld 4305</p> <p>Campus Manager: Eric Boel</p>
<p>Office hours            10 am to 12 noon            Not open during school holidays            Photocopier &amp; Internet available</p>	<p>No office roster            Photocopier &amp; Internet available</p>
<p>Email: <a href="mailto:contact@u3aipswich.org.au">contact@u3aipswich.org.au</a>            Web: <a href="http://www.u3aipswich.org.au">www.u3aipswich.org.au</a></p>	

Welcome and thank you for offering to be a Volunteer with U3A Ipswich & West Moreton Inc (U3A Ipswich). We hope you will find it a happy and rewarding experience.

This handbook is a working guide for Volunteers. It contains information and guidelines to assist you with your volunteering duties. It is designed to provide basic information in regard to:

- the role, rights & responsibilities of a volunteer
- how U3A Ipswich functions, its Constitution, By-Laws & Policies.

Whether you are a new or experienced U3A Ipswich Volunteer, please read this handbook to ensure you know and understand its contents.

Further information is available from the Volunteer Coordinator.

## **Volunteer Rights and Responsibilities**

### **Rights**

- a role description clearly stating the aim of the role and tasks to be undertaken
- a suitable assignment with consideration for personal preference, temperament, abilities, education and employment background
- be treated as a colleague – not just free help
- know as much about the organisation as possible – its policies, people and programs
- continuing education as follow-up to initial training
- clear information on new developments
- training, thoughtfully planned and effectively presented
- sound guidance and direction by an experienced and well-informed person who has the time to give support and supervision
- a place to work which is orderly, designed for the purpose, conducive to work and worthy of the role
- a safe and healthy work environment and appropriate insurance cover for injuries and accidents
- experience a variety of roles and transfer from one activity to another on request and according to need
- be heard
- feel free to make suggestions
- be shown respect.

### **Responsibilities**

- examine your motives and be sure they match your volunteer role
- understand the purpose and philosophy of U3A Ipswich before committing to it
- understand our Constitution, By-Laws, Code of Conduct and policies
- keep your details up to date on Online Member Services OMS
- be loyal to our organisation
- be willing to train for the role and take part in training when offered
- accept support and supervision
- participate in planning and feedback about the role
- be reliable
- work as a team member
- keep information confidential
- office supplies are available for use for U3A Ipswich class preparation
- as we are financed solely by membership fees resources used for personal consumption must be paid for
- keep the office tidy
- paperwork and computer documents must be readily located by those entitled to use them
- workstations should be kept clean and clear of all items not needed for immediate tasks

<b>FOV Folder</b>	The Front Office Volunteer folder which is kept on the FOV desk contains all the information to assist you to fulfill your role as a front office volunteer. Make your self familiar with all the information contained in the folder and if you have any queries, please contact the Volunteer Coordinator.
<b>U3A OMS</b>	The U3A Online Member Services is a computerised membership administration system. It is accessed by the members & tutors via our U3A Ipswich website, and by the FOV's via an icon on the FOV computer located at reception. Within the FOV Folder is the manual for OMS. Most of the enquiries dealt with by FOV's can be found on OMS – membership fees, classes, timetables, tutor & member information. Training will be provided.
<b>Management Committee</b>	Members of the Management Committee are listed on the website under the 'About Us' tab. Management Committee meetings are usually held on the third Friday of each month from 9.30am until about 1pm.
<b>Privacy and Confidentiality</b>	U3A Ipswich has a duty of care to ensure that privacy and confidentiality are maintained at all times. Member's personal information must be kept private & secured. FOV's are required to abide by our By-Laws and policies all of which are available on our website. A FOV is required to fill in & sign a Confidentiality Agreement.
<b>Workplace Health &amp; Safety</b>	All volunteers must follow safe practices to ensure they do not injure themselves or others. Do not lift heavy objects. A First Aid Kit is located on the kitchen wall in U3A House in Booval and inside the walk-in pantry at Woodend.
<b>Emergency</b>	Volunteers must familiarise themselves with the Emergency Diagrams for each campus, location of fire extinguishers, fire blankets, evacuation routes and assembly areas. These are clearly displayed in U3A House at Booval and Woodend centre.
<b>Access via back door</b>	Each volunteer rostered for office duties will be provided with a Keysafe code for the back door at U3A House, Booval. Use the code to unlock the key safe; use the key to unlock the back door; replace the key in the Keysafe immediately; use code to replace the Keysafe lid. The same key locks both the security screen and wooden door. The Woodend Campus has the same code for the coded lock on the back door.
<b>Arrival at the office</b>	<ul style="list-style-type: none"> <li>• turn on lights and aircon if necessary</li> <li>• sign the Visitors Book and sign in to the QR Code</li> <li>• unlock front door and screen door when ready</li> <li>• place doorbell outside on velcro strip</li> <li>• turn sign inside window to OPEN</li> <li>• keep the screen door locked (visitors to use the doorbell)</li> <li>• check the letter-box at the front gate for mail &amp; place unopened mail in corresponding Management Committee pigeon holes in tray located near photocopier</li> </ul>
<b>COVID SafePlan</b>	Please refer to our full COVID SafePlan under 'About Us' on the website.

	<p>Hand sanitizer and disinfectant wipes are provided to clean the reception and any frequently used areas. Wipe any area you feel appropriate for your COVID safety.</p> <p>Before closing the office please clean:</p> <ul style="list-style-type: none"> <li>• frequently touched areas and surfaces</li> <li>• telephone handpieces and computer equipment – keyboard, mouse, monitors</li> <li>• tables and chairs used during the day</li> </ul>
<b>Answering the phone</b>	<p>You are the first point of contact for any caller. Familiarise yourself with U3A Ipswich timetables and activities which may be of interest to members.</p> <p>When answering please identify yourself, example:  “Good morning, this is (your first name) at U3A Ipswich. How can I help you?” If it is the caller’s first contact ask how they heard about U3A. This informs our marketing strategies. Record the call in the Communications Book.</p>
<b>Check phone messages</b>	<p>Checking voice-mail: press the red light on the phone to listen to messages. Record the messages in the Communications Book then delete the message from the phone. Notify the intended recipient by email, phone or text then record your actions in the Communications Book.</p>
<b>Computers and Photocopier</b>	<ul style="list-style-type: none"> <li>• to be used for U3A Ipswich business only, including research for class material</li> <li>• no fee is charged for using computers and internet for U3A purposes</li> <li>• for personal photocopying please deposit 10c a page in the Honesty Box next to the photocopier</li> </ul>
<b>Housekeeping</b>	<ul style="list-style-type: none"> <li>• make sure flyers and brochures are replaced with updated versions</li> <li>• originals are kept in the FOV Folder</li> <li>• check that rubbish bins are emptied regularly plastic bags are in kitchen cupboard</li> <li>• check kitchen is left tidy, the office cleaner regularly vacuums and cleans bathrooms and kitchen</li> </ul>
<b>Resources</b>	<ul style="list-style-type: none"> <li>• the FOV Folder contains contact details of members of the Management Committee and Tutors as well as relevant passwords which are regularly updated</li> <li>• the photocopier manual is on the floor next to the copier</li> <li>• familiarise yourself with the contents of cupboards, drawers, pigeon holes and use of the photocopier</li> <li>• when possible, assist Tutors using the photocopier and the computers</li> <li>• stationery is kept beside the photocopier &amp; advise the Volunteer Coordinator or Campus Manager when supplies run low</li> </ul>
<b>Tea &amp; coffee facilities</b>	<ul style="list-style-type: none"> <li>• coffee and tea is free for volunteers and Tutors</li> <li>• general members are asked to contribute to the Honesty Box in the kitchen or to bring their own supplies</li> <li>• crockery and cutlery in kitchen are for use by all members but must be returned cleaned and dried</li> <li>• please re-supply tea, coffee, sugar, and milk from the cupboard or advise the Volunteer Coordinator of a shortage.</li> </ul>

<p><b>Exiting the office</b></p>	<ul style="list-style-type: none"> <li>• bring doorbell inside</li> <li>• lock screen door by moving the snib to the left (forcefully)</li> <li>• lock wooden door by slamming it shut</li> <li>• sign-out the Visitors Book</li> <li>• turn Open sign to Closed</li> <li>• ensure the office is left tidy</li> <li>• phone is always automatically on answer/record messages</li> <li>• close computer programs but do not turn off computer</li> <li>• put photocopier on stand-by by pushing 'energy saver' button, top right under Power button</li> <li>• pull wooden back door closed behind you – it will lock automatically</li> <li>• retrieve key from Keysafe to lock the back security door, return key to Keysafe and lock it.</li> </ul> <p>If committee or other members are still on site:</p> <ul style="list-style-type: none"> <li>• advise them of your departure</li> <li>• proceed with steps above except turning off lights and equipment</li> <li>• if U3A general members are using the office facility advise that they will have to vacate if no-one else is in the office, proceed to lock up</li> </ul>
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### **Woodend Campus**

<p><b>Entry and Exit</b></p>	<ul style="list-style-type: none"> <li>• open the kitchen door using the keypad which is fixed on the door</li> <li>• there is a back-up key which is stored in a safe box mounted at the back by the kitchen window</li> <li>• the code is not to be shared with any other person</li> <li>• only the Campus Manager, Management Committee members, Tutors and office volunteers may have access to these codes or keys</li> <li>• the Campus must never to be left open unattended</li> <li>• check that the Campus is left tidy</li> <li>• check that all windows are locked and secured</li> <li>• turn off lights, computers and photocopier</li> <li>• on arrival and departure sign the Register Book located on the desk in the Main Room</li> <li>• lock front door by letting the door slam shut and check it.</li> </ul>
<p><b>House-keeping</b></p>	<ul style="list-style-type: none"> <li>• keep classrooms tidy and chairs and tables stacked</li> <li>• empty rubbish into bins at the front of the Campus. It is not necessary to put out the bins for Council collection</li> <li>• use the vacuum cleaner, stored in the first bathroom storage cupboard, when necessary</li> <li>• our office cleaner vacuums floors and cleans the toilets and bathrooms on a weekly schedule</li> </ul>
<p><b>Computers, the Internet, telephones and photocopiers</b></p>	<ul style="list-style-type: none"> <li>• free for U3A business only, including research for class materials</li> </ul>

	<ul style="list-style-type: none"> <li>• personal photocopying can be paid using the Honesty Box provided (10c a page)</li> <li>• please advise the Volunteer Coordinator if supplies run low</li> <li>• Woodend has no phone, but uses an iPhone as a hotspot connected to the internet, broadcasting via a WiFi extender to the whole building</li> <li>• please ask the Campus Manager, Volunteer Coordinator or a Management Committee member for the password if required</li> <li>• there are two PCs at Woodend using WiFi for internet connection via the hotspot</li> <li>• the large Smart TV is connected via the hotspot to the internet.</li> </ul>
<b>Tea &amp; Coffee Facilities</b>	<ul style="list-style-type: none"> <li>• coffee, tea, sugar and milk is free for Volunteers</li> <li>• general members are expected to contribute to the Honesty Box or bring their own supplies</li> <li>• cutlery and crockery must be cleaned, dried and replaced</li> <li>• advise the Volunteer Coordinator if supplies run low</li> </ul>

## A General Overview

### U3A Ipswich & West Moreton Inc:

- established 1994
- a not-for-profit organisation registered with the Australian Charities & Not-for-Profit Commission (ACNC), Australian Business Number (ABN) 23 186 788 461, not registered for GST
- run by volunteers from our membership
- target membership is retirees and seniors and membership fees are kept affordable
- no formal qualifications for tutors are required and no degrees, diplomas or certificates are awarded
- aims to provide members with the stimulus of mental or physical activity, to enable members to take up new interests and extend old ones leading to the satisfaction of a continuing contribution to society and
- open up new horizons offered through retirement by drawing on the life experiences, skills and energy of our members.

### Our Vision

To foster the joy of lifelong learning and social connection for all seniors to enhance quality of life.

### Our Mission

To grow membership through good governance and to ensure that all seniors in the region have opportunities for personal growth through learning, exercise, volunteering and social interaction.

### Our Values

- valuing volunteers who are the core of the organisation
- respecting each other
- working together
- striving for improvement in all aspects of the organisation

### Constitution, By-Laws & Policies

- Copies of our Constitution, By-Laws, Code of Conduct, Complaints & Grievance Policy and all other relevant policies are available on our website under the 'About Us' tab.
- Our 2021 – 2024 Strategic Plan is available on our website under the 'About Us' tab.
- It is a condition of membership that all members agree to abide by our Constitution, By-Laws and all Policies.

### Management Committee

U3A Ipswich is run by a Management Committee. The names & contact details of Committee members are on our website.

All members of the Committee are volunteers elected by, and from, our membership at our AGM, usually held in March.

### Insurance

We maintain appropriate insurance policies, including Public Liability Insurance for \$20 million. Our insurance policies are taken through our membership of the U3A Network Queensland. Our insurance policies are available to members for inspection. For further information, please contact the Secretary.

## **Visitors & Guests**

- a prospective member is entitled to one class free before signing up as a member
- a prospective member's details must be given to the tutor by email or phone if the prospective member is to attend the free class
- prospective members names must be added to the class Attendance Sheet by the Tutor on the day of their visit
- a prospective member can register their details into OMS, then pay the membership fee once they have attended the class and decided to join

## **Personal Safety and Security**

For premises without adequate air-conditioning: if the temperature is forecast to be 38 degrees or more, the class or activity should be suspended for that day at the discretion of the Tutor. Tutors and students who disregard this recommendation do so at their own risk.

## **Reporting Accidents, Incidents, Complaints or Grievances**

All forms (both fillable & printable) & policies are available on the website under the 'About Us' tab.

Whether an accident or incident appears minor or not the Accident/Incident Form must be completed and lodged with the Secretary or a Management Committee member as soon as possible.

Examples of issues requiring the Complaints & Grievance procedure may include:

- inappropriate behaviour
- disruption to the conduct of the class by overly assertive argument
- displayed distress of a class member as a result of class discussions.

Once received, the information on the Form is recorded by the Secretary in the Accident & Incident Register and in the case of a Complaint or Grievance the form must be submitted to a Management Committee member.

It is essential this information be accurate and filed. The strictest confidence is ensured by the Management Committee. Do not hesitate to contact any Management Committee member if you need assistance.

These forms must be completed and lodged as soon as possible. Completed forms can be left in a sealed envelope addressed to The Secretary, U3A Ipswich at U3A House, Booval or emailed to [contact@u3aipswich.org.au](mailto:contact@u3aipswich.org.au)

## **Emergency Procedures**

- Dial 000 (zero, zero, zero) for all emergencies – for example, if you suspect heart attack, stroke, fainting, serious injury, severe pain or trauma, severe blood loss
- should a person on site require medical attention stay with the person until medical help arrives
- call the nominated ICE contact found in OMS on the website after the person in need of attention has been cared for
- emergency evacuation procedures, provided by Glebe Road Uniting Church, for U3A House in Booval are prominently displayed in U3A House
- the Emergency Evacuation Diagram for Woodend, prepared by the Ipswich City Council, is prominently displayed in the Woodend facility.