

**U3A Sunshine Coast AGM - 10am Saturday April 30<sup>th</sup> 2022**  
**Lecture Theatre 7 University of the Sunshine Coast**

**Opening and welcome by the President, Glyni Cumming, with acknowledgement of the traditional custodians**

This morning's AGM begins by acknowledging the Gubbi Gubbi people, Traditional Custodians of the land on which we meet today. We pay our respects to their Elders past, present and emerging as they hold the memories, traditions and culture of this land.

We extend that respect to anyone of Aboriginal and Torres Strait Islander heritage who is here today. All our members and guests are welcome and encouraged to stay afterwards for refreshments and conversation.

**Bursary recipients 2022 presentation**

U3A Sunshine Coast is very grateful to our host body, the University of the Sunshine Coast. As part of our support for USC, it is both our privilege and pleasure to contribute bursaries annually to three worthy students.

Today we welcome those of this year's chosen bursary awardees who were able to attend our AGM and I will invite them to come and tell us a little about themselves and how their bursaries, of \$2000 each, will be of use to them:

Our three students are Breanna Medcalfe, Rosemarie Johnson, and Natasha Cassidy.

**Breanna Medcalfe** is a law student in her 3rd year of part-time study at the University of the Sunshine Coast. Breanna has lived with a C1/C2 incomplete spinal cord injury since birth, which limits movement from her neck to her toes. However, this doesn't stop Breanna from loving life and pursuing her passions of advocacy, horse riding, singing, and art. Her quadriplegia means she needs a lot of physical assistance in everyday life, including university tasks such as taking and organising notes from lectures, typing assignments, and driving her modified vehicle to and from campus.

Our bursary will give Breanna the freedom and ability to set up her workspace with an integrated desktop computer system and iCloud, so she can more effectively and independently utilise assistive technology such as dictation software.

These funds will also go towards purchasing her textbooks and university supplies throughout the year, the running costs for her wheelchair accessible vehicle, and facilitate Breanna's travel requirements for her involvement in health consumer representative work (both paid and voluntary) through the Sunshine Coast University Hospital and statewide networks.

Breanna expresses her thanks to U3A Sunshine Coast for our support and continued encouragement for local university students.

**Rosemarie Johnson** is a third-year USC psychology student who is currently working towards her future goal of becoming “Dr. Rosie”.

During the past three years, she has had the privilege of volunteering at USC Moreton Bay, forming the Moreton Bay Psychology Club, becoming a member of the Pines Toastmasters Club, as well as being an advocate for the Mini Farm Project. Currently, Rosie is working on a health initiative exclusively for Moreton Bay students, based at their campus gym.

Prior to studying, Rosie wrote and successfully delivered a personal development program for women in business within the cosmetics industry, and she would like to expand this program to a wider audience to include a program for men or women in domestic violence, as a social enterprise.

Other than her studies, Rosie’s focus is caring for her elderly father. She believes it is an honour to serve someone who has spent his life serving not just herself, but communities at large as a clergyman. Rosie and her father are both very grateful for the generosity of U3A Sunshine Coast, as the bursary will be used towards a shared goal of dignity and independence in her father’s golden years.

Rosie quotes Pablo Picasso, “The meaning of life is to find your gift. The purpose of life is to give it away.” Rosie thanks us for our support in helping to shift this adage from a dream to reality.

**Natasha Cassidy** is studying for a Bachelor of Animal Ecology at the University of the Sunshine Coast.

Natasha’s life journey initially followed a traditional path, marrying young and having two children, becoming a housewife and stay-at-home mother. However, she suffered domestic violence and when her children were very young she was left as a single parent.

The trigger for her life’s change happened at her local beach one afternoon, where she met members of the Coolum and North Shore Coast Care’s turtle nest monitoring program as they were examining a patch of sand covering a nest of hatchlings 60 cm below the surface.

Natasha’s early passion for marine life came flooding back and she joined the group, first as a volunteer and now she is a team leader, monitoring the turtles over the nesting season and assisting at marine strandings for whales, dolphins and turtles. She also presents education talks on local Sea Turtle Nesting behaviour and Marine Debris.

Volunteering with Coolum and North Shore Coast Care was the encouragement Natasha needed to start studying at USC despite the challenges for a single parent with very limited income. Our bursary will help significantly with day-to-day living expenses, and will also help Natasha to obtain her career-wise Open Ticket for scuba diving. Natasha expresses her thanks and appreciation to U3A Sunshine Coast for believing in her and supporting her to continue her studies and to reach her goals.

**Keynote speaker: Tanya Dave**

Tanya Dave holds a Masters in Gerontology and has over 20 years experience working in the aged and community care sector. She is passionate about her vocation to better

understand the complexities of the ageing mind and body and enjoys sharing her wealth of knowledge.

Over the years Tanya has developed various strategies and creative interventions to enable older people to thrive, especially those with complex health issues and challenging behaviours who are at risk of hospital re-admission and social isolation. Tanya loves being the go-to person for the management of complex cases and takes great pride in seeing her clients overcome challenges and setbacks.

Tanya is the Director of "IAgeWell", and her company publishes the "Lifestyle 55+" magazine, runs an annual expo for seniors, delivers community education on various health related topics, organises health retreats and provides private case management services.

Tanya is a great believer in the power of community to address the myriad of challenges faced by our older cohort and aims to empower people and communities to re-imagine ageing and embrace the possibilities.

She established the Sunshine Coast Senior Leadership Awards to recognise and encourage seniors to become the voice of change in their community.

Tanya is also a former COTA Queensland peer educator, a board member of Volunteering Sunshine Coast (VSC) and a member of the Healthy Ageing Partnership currently working with the Sunshine Coast Council and local service providers to make the Sunshine Coast Australia's most age friendly community.

**Thank you to Tanya Dave and a short break in proceedings for photographs with our invited guests.**

### **Business Session:**

#### **Apologies**

We have received apologies from the following people, and the President will use her prerogative to declare them accepted.

### **Acceptance of the Minutes from the 2021 Annual General Meeting**

During the business session, please can movers and seconders of motions stand and state their name clearly for the Secretary's minutes.

Members have all had the opportunity to read the minutes of the last AGM held in April 2021, either online or delivered to your email inbox.

- May we have a motion to accept those minutes?
- And a seconder to accept those minutes?
- Is there any discussion as to the factual correctness of the minutes?
- All those in favour of accepting the minutes, please raise your right hand

### **Election of Management Committee by Returning Officer**

The President will now stand down as chairperson and invite Returning Officer Geoff De Lacy to take over control of the meeting and run the election as per the printed list of nominations.

*To facilitate the running of the AGM, outgoing executive members will continue in their role and hand over to incoming executive members upon conclusion of the meeting.*

### **Confirmation of the Treasurer's Report including the Financial Statements and the signed Audit Report for the year ended 31 December 2021:**

Our Treasurer has continued the careful financial control and management of the organisation's finances, which despite the continued challenges of the past two years, continue to be in sound financial shape.

As our members have found in their own household budgets, U3A Sunshine Coast does face some challenges over the next twelve months with rising costs particularly in insurance and venues.

At the end of the reporting period, we have \$217,000 in term deposits, \$70,800 under cash management and \$70,000 in the current account.

Members were encouraged to read the signed off Financial Statements and audited accounts, available on the U3A website or posted to those members without email, to give them the overall financial picture of our association. This also provided enough time for members to review the financial reports and to pose any questions prior to the AGM. However, should any questions arise, these will be taken on notice to give the Treasurer time to respond.

It is noteworthy to quote the commendation received from our Auditor:

*"There were no issues found whilst preparing the audit. All tested samples were reconciled and traced with ease, the QuickBooks file has been kept up to date and everything has been reconciled. The audit report was prepared with the use of bank statements, invoices, bills and the QuickBooks file. Again, great work by the treasurer with record keeping and bookkeeping."*

- May I have a motion to accept the Financial Statements?
- And a seconder to accept that motion?
- All those in favour of accepting the Financial Statements, please raise your right hand
- Are there any questions on notice?

Today our Treasurer Evonne Walker is standing down, and the Management Committee thanks her and acknowledges her many years of very competent service.

We are very pleased that we are able to hand over a portfolio in an excellent state to our incoming Treasurer Karen Martin.

### **Appointment of Linda Beard of Accounting Services Pty Ltd as Auditor for the 2022 financial year**

- May we have a motion to accept Linda Beard of Accounting Services Pty Ltd as Auditor for the 2022 financial year?
- And a seconder to accept that motion?
- All those in favour of accepting that motion, please raise your right hand.

## **Presentation of Life Membership: There were no nominations this year for Life Members**

### **Brief overview of the year on behalf of the Management Committee**

It does seem like yesterday that we were last here, on Saturday April 17<sup>th</sup> 2021, in this venue when we had to be limited in our numbers owing to COVID 19. It's great to be here today minus the need for masks or vaccination certificates or social distancing. Friends might even return to hugging each other, despite the fact that the numbers of daily Omicron cases in Queensland continue to be in the thousands!

We remain extraordinarily proud of our organisation. Over the past 12 months, U3A Sunshine Coast has again continued to grow in what we have to offer our members. Yes, numbers dropped off at the start of this year, as we had to follow Queensland Health directives and introduce a Vaccination Policy. However by the end of Term 1 we returned to a healthy number, and again following Queensland Health directives, we were able to drop the Vaccination Policy for Term 2. However, we are a voluntary organization, and we have encouraged tutors to make their own decisions to recommence class and accept members based on their particular health circumstances.

The biggest task that we followed up is the new Strategic Plan, a document to guide us through our aims and objectives for the next 5 years. It is still in essence a wish list and requires member feedback as well as operational goals and incremental milestones. Upon conclusion of our formal AGM report, I invite our Communication Officer John Armstrong to present a visual PowerPoint display of our Strategic Plan.

### **Communications:**

Our Communications Officer John Armstrong has continued to develop our e-Voice newsletter and he has now completely redesigned the U3A Sunshine Coast website, which contains much more information in a modern, interactive design. It includes a comprehensive events calendar, marketing pages to attract new members, a dedicated Members section, and stories about maintaining a healthy and active lifestyle.

We are rather proud that the U3A Queensland Network recognised our Communication Officer's talents. As their new Vice-President, he has redeveloped their website as well, which will be launched at the Network's AGM in June this year.

The e-Voice newsletter is now produced every two months, although members are still kept informed by e-letters of major developments in between the delivery of newsletters. The e-Voice is now emailed to members as a brief document, encouraging members to open the stories with headlines that link to posts on the website that open up each story. All stories can also be accessed on the website under the 'E-VOICE POSTS' menu item. Members without Internet access can still receive a printed copy of the newsletter via postal delivery.

As we reported last year, an online digital Hub is also now under way, with membership limited to specific groups within U3A, such as Arts and Literature. It is a social media platform, with Facebook-style pages.

## **System Management:**

Our Membership and Enrolment System (U-MAS) is now used in more than 60 U3A sites throughout most states in Australia.

Enhancements in the system over the past 12 months have made it more user friendly, such as an upgrade which gives members the ability to access our U-MAS website using phones, tablets, iPads, laptops or PCs.

A further upgrade now enables members to login, pay their membership, then when enrolling through the U-MAS system, to view either all courses, or courses by category, or by using a keyword accessing only specific courses - such as Pickleball, Yoga, Music, Games. These are added to a 'cart' similar to most online shopping sites, then members can checkout and pay - either online or through the office.

Training of Office or Member Services volunteers has been ongoing as they assist members who don't have computer access, to pay membership, enrol in courses or solve issues for other members with computer access.

Members will become more proficient as usage increases and move into the 21<sup>st</sup> Century of technological change. This was highlighted when Open Day was cancelled this year because of the threat of COVID 19. Instead of many accessing the office as in previous years, 1811 users accessed our website to renew their membership and enrol in courses on that one day.

Also, our website was accessed over 80000 times during the month of January which shows that Sunshine Coast residents have considerable interest in what courses are offered through U3A Sunshine Coast.

Our System Administrator Grant Matthews has always been available to help any member with any issues be it a member, tutor or volunteer and we have received many favourable responses for this assistance. Grant will continue to provide this help to any members, tutors or volunteers in the future.

## **Courses and Classes:**

U3A Sunshine Coast is very fortunate to have a talented group of tutors who freely provide their services to meet the needs of currently about 1800 students via about a hundred and thirty classes.

Over the past twelve months, tutors have continued to offer a number of continuing classes. And despite the restrictions of COVID 19, our tutors have also added many new classes to the U3A curriculum with very favourable feedback.

Term 1 of 2022 was staggered, with tutors given the choice to delay starting and lessen the risk of possible COVID infection.

The varied interests of our members necessitate a wide variety of courses for our membership.

It is pleasing to see that Book Groups have regained popularity, with three new groups recently formed in response to members' enthusiasm.

Physical exercise classes continue to be very popular. Bushwalking, yoga, table tennis, line dancing, pickleball, tai chi and belly dancing attract high numbers of members eager for places in these classes. Writing classes are also very popular with members.

Languages are very popular. A dedicated group of tutors spend a great deal of time and effort in preparing and delivering a variety of language classes, such as French, Mandarin,

Spanish, Italian, Latin, German, Japanese and Thai: all are on offer to U3A members. However, U3A Sunshine Coast members are always keen to learn a new language, and members who are multilingual are encouraged to become Tutors. Music and Theatre always attract many participants, as does any class in the Games and Puzzles and Discussion categories. The important social aspects of being a member of U3A can be seen with the proliferation of Dining Groups. A few years ago there was only one of these classes on offer and currently there are five dining and two luncheon groups! The success of U3A depends entirely on the quality and willingness of its tutors and we encourage any interested members who are willing to volunteer to run a course, to take on a tutor support role, or perhaps volunteer to run either a class or a 'one-off' lecture presentation based on their own life experiences and knowledge. Our Tutor and Course Coordinator, Wayne Curran does a champion job in sourcing members who are willing to become tutors, and in providing support to new tutors so they find the challenge enjoyable and fulfilling. And in Term 2, we are planning to hold a gathering for Tutors to form a Tutor Reference Group where they can exchange ideas and ask questions. Overall and given the difficult circumstances of the past year, it is very encouraging that U3A Sunshine Coast continues to grow with the support of existing and new members.

## **Lectures**

Our U3A continues to offer members the opportunity to attend excellent lectures at four venues across the Sunshine Coast:

- North Shore Community Centre Mudjimba, now from 1.15 to 3.15pm Thursdays
- Masonic Lodge Hall Maleny 9.30-11.30am Tuesdays
- CWA Hall Nambour 9.30-11.30am Wednesdays
- U3A classroom USC Campus Sippy Downs 9-11am Tuesdays

COVID 19 has affected the Lecture Series during the last year, with the cancellation and re-scheduling of a number of presentations and some presenters withdrawing either temporarily or permanently.

However, the opportunity for Zoom meetings was explored, with member Stephen Ormerod offering to assist.

Along with the contribution of regular presenters' time and resources, many new lectures were offered, showing both members' resilience and our Coordinator Lyn Lovell's ability to tap into new sources of presenters willing to contribute to the success of the series. Each of our lecture groups can only function with class captains to take care of the administration.

In 2022 we welcome new volunteers, Kaye Butler who has taken over from Margaret Boyd at Nambour, and Karen Martin who has taken over from Brian Holliday at Mudjimba. Marty Foster continues at Maleny, and Ann Main runs lectures at USC.

Our Equipment Officer (and Vice President) John Saint Smith has been available to assist both at USC and at Nambour with the use of audiovisual equipment. John has been known to simply down his volunteer's gardening tools at the Foote Sanctuary in Buderim to come to the rescue of lecturers in need.

We appreciate our own members of U3A offering to contribute to the lecture series, and at the start of the year, our System Manager Grant Matthews always provides a list of new members to be scanned for potential presenters, and Lyn also encourages volunteers at the New Members' morning tea.

However, we also often look for or are offered volunteers from both academic and commercial groups to address issues relevant to seniors' needs.

## **Venues Coordination**

The challenges of 2021 continued for our Tutors and members as we responded to our venue providers' COVID requirements. Again, it was pleasing to see members and tutors' positive response to the additional cleaning requirements imposed on us.

However, it is becoming more difficult to meet the challenge of locating and providing appropriately comfortable venues at a reasonable price for our activities, with many associations continuing to pass on cost increases annually in today's user pays and COVID safe environment.

Even though there has been an easing of COVID restrictions, venue providers are asking more of their users in cleansing and social distancing. This continues to make our tutors' tasks more onerous and we thank them for their additional workload and diligence.

Our Venue Coordinator Dawne Clark especially thanks all our Tutors who continue to assist in venue identification when required and to those members who open their homes weekly during term time for the enjoyment of other members.

We are very pleased that Jodie Thomas, a member, a Tutor, and an office volunteer, has offered to take over the significant workload of this role, as Dawne already holds the secretarial portfolio.

## **Equipment**

Our Equipment Officer John Saint Smith continues to provide excellent support to our members and tutors who request assistance with audiovisual support, sometimes at very short notice!

U3A's range of equipment includes laptops, projectors and screens, and portable public address systems. Our U3A office also provides access to photocopying on our excellent photocopier, which we obtained last year courtesy of the Sunshine Coast Regional Council, which enabled us to produce our own Christmas cards and 25-year membership certificates last year.

In addition, U3A supplies specialist equipment for classes in music, art and sporting groups such as Pickleball and Table Tennis, for which we provide both new equipment and pay for the maintenance of older tables.

Tutors are welcome to contact the Equipment Officer to discuss any problems that may arise from time to time - although they in turn are responsible for monitoring the maintenance, safety and security of the equipment they are using.

Our Equipment Officer is also willing to assist members who have experienced difficulty with their hearing or sight during their classes, and he is keen to look out for practical solutions when issues arise.

## **Administrative Support:**

The U3A Sunshine Coast office year officially starts with our Open Day; however, owing to fears about COVID 19 in 2022 all enrolments on January 15<sup>th</sup> took place on line.

Our U3A Office Coordinator Jennifer Strike reports that two Office Volunteer Information sessions were conducted and we now have six new and very efficient volunteers who are showing great enthusiasm in their roles. Presently, most days are sufficiently covered with two "OV's" in the office each day from 9 to 12 noon, but new volunteers are always welcome.

In February, Jordan Gover, the USC Emergency and Fire Safety Officer, conducted four separate sessions for all U3A office volunteers in fire/emergency training and evacuation



procedures. A total of 17 office volunteers attended with Dawne Clark representing the Management Committee. A3 laminated Emergency Evacuation Plans have been placed in each of the office, Lecture and Tutorial rooms.

Busiest times at the U3A Office in B Block USC are both at the commencement of the year and each term. Our office volunteers handle numerous enquiries about enrolments, membership fees, cancellation of classes and the necessity for some refunds thanks to COVID and the postponement of some classes to Term 2. Although our new U-MAS online system is easier to negotiate, some members still prefer to talk to a real person when they are enrolling and paying for their classes!

Office volunteers will be able to enjoy a refresher session towards the middle of this year to cover such topics as opening and closing procedures, emails, membership database and payments.

It is wonderful to have both Jennifer and our Project Officer Karen Martin, both of them Day Leaders, available to the Management Committee to answer questions, resolve problems and follow up issues.

Karen has proven to be invaluable in assisting with the development of the Strategic Plan, refining the various requirements for venues regarding safety and cost effectiveness, coordinating volunteers for the IAgeWell Expo, supporting the Communication Officer with publicity promotions, and mapping where members attend courses.

Karen is also 'stepping up to the plate' at this year's AGM to take over a huge role from our outgoing Treasurer Evonne Walker.

### **Policies:**

The Management Committee has continued to develop and refine our policies. Our Code of Conduct has proven to be extremely helpful, enabling us to follow up instances of harassment and intimidation. A new Grievance Policy has been adopted courtesy of the U3A Queensland Network, although it will become better known as a Complaints Policy. Its first premise is that the aggrieved person must start the process by contacting the person who has breached the Code of Conduct, a task easier said than done!

### **Acknowledgements:**

I wish to thank members of the Management Committee who have continued to work productively for the benefit of our members throughout the year, as evidenced in this report.

It is wonderful that we have had several changes to announce at this AGM, with our Project Officer Karen Martin stepping up to take over the role of Treasurer from Evonne Walker, and we welcome newcomer Mike Loftus. Just by reading his profile, you can tell he is going to make a very strong and positive contribution to our organization.

### **A new Strategic Plan**

At this AGM, we are releasing our new 5-year Strategic Plan. It is now open for member consultation and we welcome your feedback. Later in the year, we propose to run a formal on line consultation and all ideas will be considered. As mentioned at the start of this AGM report, we now invite Communication Officer John Armstrong to present a PowerPoint to outline our direction for the next 5 years.

**Close of Meeting & invitation to meet the committee at morning tea.**