FROM THE PRESIDENT

The Shutdown

We certainly live in extraordinary times. I notice that in my President’s Message in the March newsletter I referred to the need to delay the opening of the Hughes and Cook offices until January 20 because of the health risks associated with smoke from bushfires surrounding the ACT. Now we are in the lockdown stage of the Coronavirus pandemic which on March 17 led to the suspension of all U3A face to face activities. There is no indication of how long the lockdown stage will last but it could go on for months and if there is a gradual lifting of restrictions U3A activities will be one of the last to be cleared to resume. We have all had to transform our daily lives and practise social isolation and are constantly reminded that as older Australians we are in the most vulnerable category. One of the few pieces of good news has been the announcement from the ACT Government that we will not be charged rent for the use of U3A facilities at Hughes and Cook and Flynn for the duration of the shutdown.

Keeping in touch

I applaud the pioneering efforts of many in our U3A community in finding creative ways of staying in touch with each other in this difficult time. I am aware that many classes are using online platforms like Zoom and email to keep in touch and I commend the article from Julie Polson and Bill Blair in this newsletter that draws together a number of video conferencing and other online options.

The U3A Committee was very keen that this Newsletter be distributed in electronic form even though face to face activities have been suspended. It is too difficult and costly to organise a hard copy mailed version of the Newsletter which I know will be a disappointment to many of our long established members. However this electronic version of the Newsletter performs a useful function in keeping our members informed and the Newsletter will continue to be produced electronically until further notice. Note that the usual Newsletter item ‘Calendar of Events’ will not appear during the shutdown.

Weekly eBulletins

I remind everyone that the eBulletin will appear during the shutdown and appear every Monday. Past eBulletins are posted on the U3A website. It is proposed that the eBulletin will contain short items of information relating to U3A and the broader ACT community. I commend the members of the eBulletin team for keeping us informed. Contributions can be sent to ebulletin@u3acanberra.org.au

Bob Nield
President
From the Editor

This edition of our Newsletter comes at a time when we are coping with unprecedented changes in our personal and wider social communities. For many, the enforced cancellations, shutdowns and isolation create fear and loneliness. Many of our members, however, are creatively discovering new ways to stay in touch and even to participate (remotely) in activities they enjoy.

Many of the articles that follow show how members are sharing information, continuing classes online, and generally staying connected with their U3A colleagues during the COVID-19 shutdown. If you and your U3A colleagues have not yet taken the plunge, I hope that you will be inspired by the stories that follow.

Most important of all — stay well!

Kate Hobbs

Newsletter Timetable for 2020

Please observe the deadline for each edition — it makes our job much easier.

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<tr>
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David Wilson
editor@u3acanberra.org.au

U3A Offices: Addresses and Phone Numbers

The U3A ACT Office (ph. 6281 6998) is in the Hughes Community Centre at 2 Wisdom Street, Hughes, ACT 2605, and is usually open Monday to Friday from 9.30 to 4.30. All general enquiries should be directed to this Office.

Our Cook facility (ph. 6251 8005) is in the Cook Community Hub at 41 Templeton Street, Cook, ACT, 2614, and has the same opening hours.

Our Flynn Teaching Rooms (Course activities only; NO public or member enquiry services) are at Flynn Community Hub at 21 Bingle St, Flynn, ACT, 2615. Please note: Access to U3A at the Flynn Community Hub is from Hedland Circuit. For more information on holding a course at Flynn please contact the course coordinator for Flynn at flynn@u3acanberra.org.au.

Our mail address is now: U3A ACT Inc.
Hughes Community Centre
2 Wisdom Street
Hughes ACT 2605

IMPORTANT — PLEASE NOTE:
CURRENTLY ALL U3A OFFICES ARE CLOSED AND REMAIN SO UNTIL FURTHER NOTICE.
The members of the U3A Communications Team will have a vital role to play in the weeks and months ahead until U3A classes resume through keeping members abreast of developments, providing advice on approaches by courses to maintaining contact etc. The efforts of the Comms team are crucial to maintaining the strong sense of community and belonging that is a defining characteristic of U3A in Canberra.

The U3A Management Committee recently agreed to filling the vacant Communications Team Manager position on an interim basis by Alex Gosman during the “lockdown”. This follows the resignation of the previous occupant Joelle Vandermensbrugghe to take an overseas position.

Alex is a member of the Management Committee, has a background in communications and has worked closely with the communications team through for example publicising the Tuesday Lunchtime Forum.

We should acknowledge the efforts of the communications team in already stepping up to the mark with, for example, some quite lengthy and very informative e-Bulletins. It is worth highlighting the members of the team:

**eBulletin Editors**
- Lex Beardsall
- Lawson Lobb
- Juantita Gabriel
- Helen Palethorp

**Facebook Content Editor**
- Julie Polson

**Web Content Editor**
- Anne Franklin

**Newsletter Editors**
- David Wilson — Editor In chief
- Chris Wilson
- Bill Blair (and zoom guru)
- Kate Hobbs
- Dennis Flannery
- Vanessa Baird-Gunning

If members have any suggestions on subjects to be addressed etc please pass on as we welcome all contributions.

*The U3A Communications Team*
U3A Course News

U3A Groups and Courses – Shutdown Initiatives

U3A recognises and encourages informal social gathering made possible by technology. Virtual alternatives such as emails, phone groups, video conferencing, online learning platform, can keep communication and involvement going. Using these requires commitment from course leaders and members; as well as an understanding that not all members are familiar and comfortable with modern technology.

U3A stories

Some U3A programs have successfully set up virtual communications channels. If you have also initiated new changes, do let U3A know. Your experience might be useful to other course convenors and members. The following is a collection of approaches groupings have provided over the past month.

Examples of some initiatives

The **U3A Weston Book Club**, established nearly thirty years ago is running two email streams to maintain contact. In the first, Book of the Week, a nominated discussant reviews a book, which members then discuss. The second email stream, Conversation, covers general reading matters (for example, new books, books to read in self-isolation). The Club is also considering on-line conferencing facilities. But the email approach is working well and indeed attracting input from members who in face-to-face sessions tend to be quiet.

The **North side book group** which meets monthly is now conducting its meetings in a 2-stage process. Two days before the scheduled meeting we all post our comments on that month’s book on our common email address. Then, two days later, we discuss the book via Zoom, using the emailed comments as a reference point. This two-stage process is an attempt to include those members of the group who are reluctant to adopt the Zoom model.

The **Seminal Years of Music** course general email on music is receiving a lot of attention. Members contribute articles/items of interest — many pandemic parodies (to the tune of “I can’t get no satisfaction”, “Bohemian Rhapsody”), cover versions etc. A second email stream will be introduced to enable members to nominate their Self Isolation Discs — similar to BBC radio program Desert Island Discs — where a guest nominates the eight records they would take to self isolation.

The **Tai Chi classes at Flynn** are running a Facebook Group Page with about 12 students. Emails are also being sent out on a regular basis. Links are also provided to on-line lessons such as Tai Chi for Rehabilitation.

The **Canberra Mental Health Forum** has moved to Zoom with a much shorter session than normal — one hour to ease communication. The Forum usually meet once a month but are now planning some additional Zoom sessions with guest speakers to hear what is going on in the mental health community and how the challenges of COVID-19 are being dealt with. More regular short sessions are also a way to keep members in touch with each other.

The **Acton Discussion Group** is keeping in touch by email and using the time to plan for our next 'term' of eight weeks — scheduled for September but designed to be flexible so it can start whenever social distancing restrictions are eased. The chosen topic is 'Courage and Resilience' and speakers will talk about people who have demonstrated these characteristics.

The Wednesday **U3A Australian Sporting History Series** is moving to holding Zoom-based meetings on a fortnightly basis with some 25 members looking to participate. A very active group that in general relies on members to discuss various sporting related matters, including personal experiences, the first session will be on the Sports Rorts Affair by Greg Blood on Wednesday 15 April. This will include a series of cartoons on the subject.

Some **language courses** are using free video conferencing facilities Zoom and Jitsi. They find it works relatively well for small groups. Google Hangout and Moodle are also used.
In the changed circumstances where our U3A meetings are no longer able to meet face-to-face, the members of the Opinions, Issues, Ideas group have been encouraged to engage in a discussion about each week’s chosen articles via email.

In addition, we have commenced running a **weekly Zoom meeting** with growing numbers participating in the digital discussion. This has worked very well. Participants have been happy to learn new technology skills and they are quite confident in using them to join a meeting and to actively participate. A chair leads the discussion, with individuals raising a hand to indicate willingness to speak next.

**Conchordia Choir** started Term 1, 2020 in anticipation of another year of singing together. We began by learning a new song for the choir — *You Raise Me Up* written by Brendan Graham and Rolf Lovland. We also started preparations for performances at local retirement villages and aged care homes. However since the shutdown of all U3A activities, Conchordia has been keeping in regular contact with the choir members both personally through emails between members, and, in an organised format by the conductor, with distribution of MP3 files which enable our choristers to access our repertoire of songs. This method has been enthusiastically received and embraced by all members.

The **Recorder Rondo group** is normally based in the Raiders Club at Weston Creek on Thursday mornings. As a fairly big group they have split their normal 2-hour class into 2 x 1-hour sessions. The group cannot play together on line but mute microphones and play along to a computer-generated version of a piece of music. The only player we can hear is ourselves. “Not ideal but we are playing music”. However, members spend at least half of each session chatting and catching up on each other's news. This is perhaps the most important aspect of our sessions as many of our members live alone and some are not going out at all so the social interaction is a cheery time in the day.

**The Write Stuff**, a short story writing group, used to meet at Hughes Room 3 on a monthly basis. We have 16 participants. As a result of the closure we have set up an email group and once a month share our stories for the subjects nominated for that month.

A number of the group find this approach has a number advantages by receiving a ‘hard’ copy of a story. Receiving a ‘hard' copy’ allows, if they wish, to read it more than once, which enables them to assimilate the author’s intent by a period of reflection, to digest new information or the significance of something more fully. So that has been a plus. This seems to work well. We then publish two volumes of the best stories at the end of the year. However, for obvious reasons, we unfortunately had to forgo our afternoon teas and a quick chat.

**Make a Mark 1** (MaM 1) a smaller group of Art people used to get together in Room 3 at Cook each Monday morning of school term. Our normal approach was to set a three week challenge for Art. The person that nominated the challenge would be the ‘Person out Front’ who was responsible for researching material for the challenge. As we cannot meet at Cook, we follow our normal approach by email. So the 'Person out Front' advises the group of the material that is appropriate for the challenge — by email. At the end of the three weeks challenge we then share our efforts in Art by emailing photographs of the Art we have completed at home.

The discussion group "**The Uluru Statement from the Heart — Our response?**" is publishing a newsletter ("Talk Back Uluru " or TABU for short), which is made up of contributions from members. Although the group did have a curriculum it's becoming evident that some subjects touch members more than others. TABU members are preparing a regular newsletter and Issue Two is ready to go and almost entirely made up of contributions from class members.
**U3A Poetry Appreciation** led by Colin Campbell have conducted one Zoom meeting (and due to run another after Newsletter deadline). Nine invitees ‘attended’ and all were impressed how easy it turned out. They are keen to attend future Zoom meetings.

The **U3A Film Course** "Divided Communities" — the convenor, Gail Ford, was worried about some members of the group getting rather isolated, so set up a "Zoom group" about three weeks ago. Only about half the full group joined.

About 25 or so have joined in. There was a lack of technical confidence by a number of people, but I've got three group members they can call for help.

Members were asked to submit suggestions of films from SBS On Demand, and a film is selected each week for everyone to watch prior to the Zoom discussion.

We now have had two good discussions of 1.5–2.0 hours with 22 and 25 members taking part. Those doing so seem to be getting more confident about using this format.

*Compiled by Alex Gosman from contributions by members.*

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**Corona virus and how the Apple Chat Group is maintaining participation and learning**

With the increasing level of public health restrictions during these challenging times we are endeavouring to keep in touch with our group via email.

Our aim is to keep our members connected and to provide strategies to assist them in their communications with loved ones and friends.

Group emails (Bcc — in keeping with U3A privacy requirements) are sent to the class on an ad hoc basis. Each email contains notes and links to websites on selected topics. As there are no longer constraints imposed by room size we are also emailing people on the waiting list.

Our course is predominately designed for beginners, although there are a wide range of abilities within the membership of the class. For that reason we have decided to remain low tech in our approach to maintaining contact, to ensure no one is left behind.

Discussion points at our regular chat group meetings before the restrictions, were determined by members’ interests, and in that respect nothing has really changed. Members of the class are being encouraged to email suggestions for future topics.

Personal questions relating to problems members are having with their technology are responded to individually. As the issues raised are usually of general interest, the original problems and the solutions are then broadcast to the rest of the class by email, without identifying the members. To date this approach seems to have worked well.

Although we miss the personal interaction within the class and the monthly chats around the tea urn, all our class members still have the opportunity to remain engaged in our course. Except they can now enjoy a brief snooze without us noticing!

*David Raff and David Wilson*
The World of Issues, Ideas and Opinions Group

I am one of the newest members of this long-standing group that meets every Thursday morning from 9:45-11:45am. There is a maximum of 16 members. When we were no longer able to meet face-to-face I began to look around for virtual meeting options. My book group had just used Zoom for the first time and as it had worked successfully I suggested that we might try Zoom for our U3A group. I did explore other platforms including Jitsi, WhatsApp and Houseparty. I found Jitsi and Zoom to be the best in terms of access and the interface between the participants.

We have met three times so far on Zoom with eight members online. Some of the challenges we have faced were how the different devices (computer, iPads and tablets) connected to Zoom. Some devices were more streamlined than others. For example, sound can be slow to kick in for some members but once we are all online the meetings go quite well. There are other issues such as privacy/security, living in rural NSW and readiness to use this new technology.

For those members who are yet to join us on Zoom I am offering help outside our meeting time. It may not be a perfect system but it is the best way at the moment to keep our group interacting on the world around us.

Pam Rosser

An Individual’s Perspective

It is so heartening to hear that people are maintaining a positive attitude throughout this ‘lockdown’ situation and creating new ways for themselves and for others to get through it with good cheer. Here are some of the ways that I cope with the isolation:

- I email friends directly or utilize the Bcc for the Distribution List for my groups — this is to respect the wishes for privacy and protect against unwanted contacts.
- I write letters or notes to individual members, (in my best ‘cursive’ handwriting), to add a personal touch to my contacts — they are surprised and happy and the Post Office is very happy.
- I call friends on my mobile to check on their wellbeing and to add a touch of companionship (much can be revealed of their feelings by their tone of voice).
- I pop around with parcels and leave them near the front door, then ring to let friends know that an item has arrived (social distancing at work).
- I leave a mobile message for folk, just to let them know that they are thought of, and in case they wish to ring back when they have time.
- I am learning about Zoom (thank you to Mr Bill Blair for his Zoom cautionary procedures to avoid scams) to conference, communicate and interact with others in various courses, so that we can maintain certain skills (physical, musical, literary, intellectual …). Some of our members are learning a new language, others send in humorous contributions, cartoons, musical lyrics, poetry, quips (for example, the latest drink called Quarantini is a martini that one drinks alone) and parodies etc, based on the Corona Pandemic. It keeps our spirits up (pardon the pun!).

Lutana McLeod
U3A Member

My body has absorbed so much soap and disinfectant lately that when I pee it cleans the toilet.

U3A ACT Inc. Newsletter, May/June 2020
The arrival of COVID-19 and the subsequent closure of U3A Canberra face to face courses have certainly triggered a flood of innovative replacements. We are hoping this article might be able to both congratulate those who have stepped into breach, as well as perhaps encouraging others to consider it for their courses.

There has been an immense interest in the Internet video conferencing application called Zoom (and we will speak to it here too) but there is a broad spectrum of options out there, and some other approach may suit your needs better. To explore the space, here are some ways to think about these ‘solutions’ which might assist in determining which ways you might go.

- **The medium.** Video conferencing gives both vision and sound, but perhaps sound only might suffice for your means. Perhaps text (and perhaps still image) would suit you better.

- **Real time or not.** Video or voice conferencing requires everyone to be present at the same time — a bit like the conventional classroom situation — but maybe this may not be necessary or even may not be convenient for your class. Some solutions permit students to participate at a time of their own choosing.

- **The devices.** Some of the solutions require computers, cameras, speakers etc that not everyone has in their home. Our U3A Canberra family is not homogenous and there is a diversity that needs to be recognised. For instance, there are those who operate Apple based equipment as compared to PC, or different mobile devices. Some of our members might be limited to simple home phones and not even own a mobile phone.

- **The ‘service platform’.** Many of our community have strong views on certain platforms — just mention the name of a particular ‘social media’ giant and listen to the response. The ‘divide’ between Apple and the rest can come home here with some platforms (e.g. Facetime) not being available on other brands. Here we also must consider the need or otherwise for participants to ‘sign up’ for the service and maybe pay.

- **Numbers involved.** Different approaches may suit different number of participants.

- **Interactivity.** Some platforms are designed for one-way traffic — e.g. lecturer to student. We suspect many courses would be looking for some kind of interactivity (response from the student body).

So, let’s look at some of the technological options out there and examples from U3A Canberra. When we refer to ‘mobile devices’ here, we are speaking about smartphones or tablets such as iPads.

### Telephone Conferencing

Here we consider the ubiquitous telephone as the device and the opportunity for many people to converse together over the phone. This is the subject of a separate article by Julie later in this Newsletter.

The following approaches require participants to have Internet enabled devices (computers or even mobile devices).

### Email

It is impressive how many of us in U3A Canberra have adopted email (though it is still not universal). An approach using email is well advanced within a number of courses and I won’t dwell on its characteristics.

We are aware of a number of course co-ordinators disseminating course material to their classes — we understand that the *Apple Chat* may have been one of the first ‘out of the blocks’. Some via simple text emails or more sophisticated via attached documents like we’ve seen in the *U3A Camera Club – Otium* newsletter plus, we believe, Doug Finlayson’s *Canberra Landscapes – their origin and evolution*. We believe U3A Canberra has a policy to limit the dissemination of individual email addresses so the examples we’ve seen have had to struggle with the limitations that brings. If students are Bcc’d then they can only reply to the course co-ordinator. If a high degree of interactivity, or group ‘discussion’ is sought, then course co-ordinators become a post-office forwarding on the emails.

An alternative approach related to email that might be considered are email forwarders or groups. Mary Pedersen’s *Digital Technology for All* course employs Google Groups so that emails can be easily disseminated to all students, but moreover, the replies go back to the entire group to evince group discussion. These groups can be setup to protect the privacy of email addresses. Management of the group platform is relatively simple and the participant involvement is no different to their use of email.
Publication on the Web

We’ve not seen any course doing this though of course U3A Canberra itself does so through the <u3acanberra.org.au> webpage. It is an excellent way to disseminate one way, though the issues of website hosting and technical skills to operate do need to be addressed. Interaction would need to be provided by another means such as email. Variations on this idea are addressed next and ease these burdens.

Social Media

U3A Canberra has its own Facebook page <https://www.facebook.com/groups/u3a.act/> where information can be disseminated and interaction be conducted. Unlike many Facebook pages, access to U3A Canberra is private to members who seek access. Julie is the Administrator and would support courses using this medium. Of course, most Social Media platforms (Facebook, Instagram, Twitter etc), require participants to ‘sign up’ and this may prove to be a barrier. The U3A Camera Club have adopted a variation of this approach using Google Slide effectively as a private forum for image sharing. Participants use either specific ‘apps’ downloaded from the relevant store or their favourite web browser.

Getting connected to Facebook isn’t hard and there is an easy tutorial located at this website: <https://mashable.com/2012/05/16/facebook-for-beginners/>. If you decide to join Facebook, don’t forget to follow the U3A Facebook page.

Blogs

We’ve not heard of any courses that have adopted the blog approach. Do you (or your course) want to share information and invite responses, then why not set up a blog? What is a blog — a blog (shortening of “weblog”) is an online journal or informational website displaying information (‘posts’) in the reverse chronological order, with the latest posts appearing first. Readers then have the opportunity to respond with comments/discussion points which are recorded and displayed alongside each post. The main purpose of a blog is to connect you to the relevant audience. There are several free websites that will give you Internet space to host your blog. Here are some examples to get you started.

- **Weebly**: <https://www.weebly.com/start/blogging>

The ‘blog-master’ usually has the ability to hide the blog from web search engines, invite participants and control the responses from the participants. The uploading of posts by the blog-master can be via a specific mobile device app or via browser. Participants only need an Internet connected browser to view or make comments.

Internet Video Conferencing

Once the preserve of major corporations, this has now become a major player in homes around the world, a central pillar for the younger generation’s enforced distance education and a major topic of discussion on broadcast media. It arguably requires an investment in equipment (computer with attached camera and speakers) but since these items are built into mobile devices, vidcon might be more accessible than you think. These services are a natural alternative to face to face lectures with the ability to also show slide presentations, movies (the quality of the video can be quite poor), music clips and demonstrations of the use of computers themselves.
A number of courses have taken the plunge. The aforementioned Digital Technology for All course (pictured here) would have been chastised if it hadn’t started vidcon lectures.

Hottest item in this space is something many of us had never heard of last year — Zoom. It is somewhat contentious and we’ll discuss it in more depth later in this article.

There are however a myriad of alternatives — with various advantages and disadvantages:

- **Skype.** This is perhaps the oldest version — it was originally a one-to-one service but now supports up to 50 participants. Skype appears in two forms — an app on your computer or mobile device which requires you to be signed up (free) — and another where a signed-up member can set up a ‘meeting’ at a website.

- **Whatsapp.** A go-to solution for those who are hyper-sensitive to security. Not a package we are using/familiar with so won’t say much here.

- **Facetime.** Limited to Apple users only.

- **Facebook Messenger.** Limited to Facebook users only.

- **jitsi, Webex and others.** The ‘host’ establishes a ‘meeting room’ on the services website and send out the web address to participants who use web browser or perhaps an app on mobile devices to connect. Hosts may need to have signed up for the service. Free services often have less functionality than paid subscriptions.

- **Google Hangouts Meet.** This is part of the Google GSuite. Since U3A Canberra has paid for Google GSuite to support the ‘corporate’ email system, it may loom larger soon within U3A Canberra. Participants can be anyone with a browser (or downloaded app on mobile devices) however the meeting host has to have a GSuite email address.

- **Zoom.** As we said earlier, Zoom has become a market leader and also the subject of intense scrutiny. Much has been written of security problems, but the company is undertaking significant efforts addressing the identified faults. Because of the significant interest in Zoom in particular, the U3A Canberra IT/AV Helpdesk has been expending significant effort in investigating the package. The U3A Canberra membership need to understand that careful management of Zoom sessions by hosts will mitigate risks. The Helpdesk has established an email Google Groups discussion forum for anyone undertaking the host function (for U3A Canberra courses or elsewhere) — just email <helpdeskcouch@u3acanberra.org.au> if you’d like to join in the discussion or receive the most up to date ‘hints for hosts’ documents. Meanwhile hints for participants are at this DropBox link (you can safely ignore any invitations to sign up to DropBox).

A large number of U3A Canberra courses have made Zoom their solution or perhaps part of a combination approach — we’ve already mentioned Mary Pedersen’s Digital Technology for All course. Others that we are aware of are Poetry Appreciation, Cook with Colin Campbell”, The World of Issues, Ideas and Opinion with Dr Mary-Jane Mountain, Conversation Spanish with Mariluz Gonzalez, Spanish Intermediate 2 with Ines Flores and many more are slowly coming to our attention. More are considering for instance Reading Shakespeare for Pleasure with David Rumble and Klara Beresnikoff as well as Popular Music Course with Peter Bazeos.
U3A Canberra’s *Brindabella Orchestra* have also adopted Zoom, but at this stage just for get-togethers. *Music Makers* with Suzanne Eggins are Zooming to chat, working with a mode of one person with their microphone alive streaming the sound to all the other Music Makers. A number of the music-oriented bodies have discovered that the ‘latency’ (time for sound to go from one participant to another) makes keeping in time impossible if everyone has their microphone on trying to combine the sound. There is a small group of U3A Canberra members continuing to investigate possible solutions to enable live, combined, rehearsals. *Recorder Rondo* with Pam Cooke are persisting with Zoom until something better can be found. We await in interest.

As one of our U3A Canberra member said to us “One benefit of using Zoom is that some participants are really proud that they have overcome some technical issues that have arisen when initially connecting to Zoom” — an excellent attitude to take within a learning organisation.

Regardless, we are conscious that there are many people for whom the various technologies discussed above are beyond their ability or the equipment they have available. In addition, there are some for whom the ‘bad press’ make them reticent (a discussion with their course co-ordinator or to helpdeskcook@u3acanberra.org.au may offer some reassurance.) It is encouraging to see many courses are adopting innovative solutions using a variety of channels to ensure that as many students as possible can join in and reduce the impact of any ‘digital divide’.

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**Keeping in Touch by Phone – Telephone Conferencing**

How are you going keeping in touch with your U3A groups or other friends and family? One option you may not have considered is to use telephone conferencing to bring people together. Organisations in the UK have been hosting weekly phone chats for housebound people to breakdown the social barriers that lack of mobility can present for several years. The conversations are facilitated by one person and can cover anything from the news, travel stories, book reviews, current affairs or local issues. The UK model suggests conversations that include three to four people work well and afford everyone the chance to talk. Larger groups of six or seven make it a little harder to follow the conversation but can work if someone facilitates the conversation.

If you decide to use telephone conferencing, you need to get someone to take the lead. The lead can make a conference call using their mobile (noting both Samsung and iPhone limit the number of people on a conference call to five). People should check their mobile phone plans and landline rules to check if there is any financial implications of you making these calls.

Below are instructions for making a conference call using two of the most common mobile phones. If you have a different mobile phone, ask a friend to help you locate the instructions on how to make conference calls.

**Making a conference call on an iPhone**

This process works on older iPhones and on newer devices, including the iPhone X, 11 and iPhone 12 series devices and is extremely easy.

- Make a call to the first person you want to speak with.
- Once they pick up and the call begins, tap **Add Call** from the in-call menu.
- The original call will be put on hold while you dial the second number.
  - (If you don’t see the in-call menu, tap the **Hide Keypad** item to get to the in-call screen).
- Once the second number picks up, you can tap **Merge Calls** to combine all your current calls into one.
- You can repeat this step until you have five people within one call.
Making a conference call on a Samsung

- Start the **Phone** app.
- Call the first party in the usual way. You can use the keypad to dial a number or select someone from your contacts or recent calls.
- After the first party has answered and you're connected, tap **Add Call** on the phone screen.
- Place the next call, using your keypad, recent calls list, or contacts.
- After the new party connects, in the entry for the second call at the top of the screen, tap **Merge**. All parties are now on the same call.
- Once merged, you can tap **Conference Call** at the top of the screen to show a listing of all the parties on the call. Tap **Drop** to disconnect a specific party from the conference call.

How to add additional parties to a conference call

- Once you have a three-way call in progress, and have merged both calls, tap **Add call**.
- Repeat the process to place a new call.
- After the new party answers, tap **Merge** to add it to the call.

**Guides to Internet Video Conferencing**

Internet video conferencing has become very popular. Bill Blair has produced some beginner's guides to two of the packages — jitsi and Zoom. Both of these were promoted in a recent eBulletin.

We've also learnt that you can join Zoom without a camera on your computer and even without a microphone (though you'll need speakers to listen). He's put the detailed instructions (along with the original beginner guides) in Dropbox. You can access the Dropbox folder by clicking this link.

**Blogs for Course Interaction**

Julie and Bill wrote elsewhere in this issue about the spectrum of Internet enabled tools that U3A courses might use. Julie (as the U3A Canberra Facebook manager) is also writing an article about Facebook, meanwhile we’d like to explore with you an alternative — blogging.

We’d argue that the U3A Canberra Facebook is an excellent social media forum for general U3A Canberra news, as well as a way to contact a broad range of members in regards your course — perhaps encouraging folk to join your course. However, we would see that the page is not appropriate for specific course material.

The audience is both too broad (all members of U3A Canberra are eligible to view) and too narrow (only people signed up to Facebook can join the page). An alternative system that operates in a very similar fashion (but in specific ways very differently) is blogging. This is a good solution for U3A courses because the course presenter can publish course material on the web in a very simple fashion, students can view the material and interact by making responses visible to all other viewers. Another benefit is that the material remains on the web for future reference rather than being hidden away in email in-boxes.

In terms that we used in our original article; blogs can be considered in terms of:

- **The medium.** Blogs are generally textual, but as the owner, you can upload other media including files such as Adobe pdf, images or movie clips. It is fundamentally a ‘pull’ medium. Participants go to a website and view the material on the site. There are two aspects of ‘push’ — the participant can opt to get email notifications (eg when new material has been put onto the blog) and secondly that the reader can push comments onto the blog (see ‘Interactivity’ below).

- **Real time or not.** Blogs are not real time so students can participate at a time of their own choosing.
The devices. To view and contribute to blogs participants, require Internet access, a computing device (desktop or mobile device) and maybe speakers if the blog master uploads something with sound, but generally nothing much more than you need to receive emails. It is agnostic as to whether you have an Apple, Windows or Android etc device. Most importantly, the blog manager can add material and manage the site from any of these platforms (possibly downloading an app if managing from a mobile device — Bill manages his two blogs from his phone from wherever he might be in the world).

The ‘service platform’. The web services that support blogs don’t have the same profile as Facebook etc so it is less likely that there will be objection to their use. Only the person managing the blog needs to be a subscriber — participants are just looking at webpages. As we said last time, there are a number of providers that provide Blog services for free. For the cynical amongst you, the company makes money by limiting the storage space on the free service and enticing you to find the service so important that you want more space or capability.

Numbers involved. The number of participants is unlimited. For U3A use, the people who can see the blog can be controlled by the blog administrator (for instance to limit it to enrolled students) ensuring privacy.

Interactivity. Blogs are designed to be interactive ie getting responses and engaging with the student body. The blogger puts up some information (a post). Interested participants can then respond with comments encouraging interactivity. Other interested participants can respond to the original post or indeed comment on earlier comments. This can be controlled by the blog administrator (to ensure only appropriate material is published).


To look at some sample blogs:

- A very high end, fancy blog is the Planthunter — very upmarket and doesn’t look like your conventional blog where posts are marked with dates. See <https://theplanthunter.com.au/>.
- Also very pretty, but with a more obvious sequence of posts is Hiking Fiasco. See <http://hikingfiasco.com/>
- Canberra Anglers’ blog makes Bill’s look very pedestrian. See <http://canberra-anglers.asn.au/blog/>

Just don’t forget, that much of the ‘look’ of these blogs is driven by what is called a ‘theme’. You as the web blogger focus on the material. The blog uses a theme that drives the appearance, and these can be easily changed.

A longer article is available on Bill’s DropBox.

Julie Polson and Bill Blair
facebook@u3acanberra.org.au and helpdeskcook@u3acanberra.org.au

Quarantine Day 5: Went to this restaurant called THE KITCHEN. You have to gather all the ingredients and make your own meal. I have no clue how this place is still in business.

Thirty days hath September, April, June, and November, all the rest have thirty-one — Except March which has 8000
Virtual Cake for the Camera Club

Covid19 has denied us our candles and cake on May 5 when the Camera Club would have been meeting to celebrate our 6th Birthday. Instead, we are taking a lesson from the Resistance (not Dad’s Army) during the Second World War and going underground — well, onto the Internet, to be precise. For example, while the Government is talking about putting businesses into “hibernation”, our top aim is to keep our class going by creating virtual galleries so members can share their photos with one another.

To display and share, we are using Google Slides: members email me their pictures and I enter them into a slide show which, once complete, can be browsed by all class members simply by clicking on a link. This is, in effect our Virtual Gallery. By restricting access to the slide show to only those on the mailing list and adding a by-line to each image, we feel we have done our best to protect privacy and intellectual property rights.

There is a catch: Google, like many other global behemoths, has decreed that by using their products we license them to use our content for their own purposes. Members have been advised of this and are happy to take the risk: as many said, they are on social media and other platforms as well as Google, and so have already sold their souls.

To increase communication among members, in addition to our regular monthly newsletter Communiqué, a new blog called Otium (which Google Translate says is Latin for “Idle hours”) is going out every few days. Already, members are contributing their own articles of interest so that, in some ways, we are all getting to know each other even better than in the past.

Members of U3A interested in visiting our new “Virtual Gallery” may do so but will first have to email me so I can allow them access. Note, however, that they too will necessarily have to have a Google account. In your email please include your name, email address and current U3A membership number.

Furthermore, a limited number of members of U3A for whom photography as a fine art is an important creative hobby will be granted temporary membership of the Camera Club so they too can submit their photos for inclusion in our Virtual Gallery. Anyone interested in taking part in this way please first email me for more information. If accepted, these members will, of course, be able to view the galleries.

Applications to be allowed to view the Virtual Galleries or for temporary membership of the Camera Club will both close at the end of April.

Bob Hay
Presenter, U3A Canberra Camera Club
bob4236@gmail.com
U3A Canberra Recorder Orchestra

Margaret Wright, who has been teaching music through recorders with U3A for 26 years, some years ago instigated special themed ‘big days’ to include U3A members from around Australia to join us here in Canberra. The U3A Canberra Recorder Orchestra proudly owns some rare huge recorders, thanks to the generosity of its members and a grant from U3A.

On Sunday 1 March this year, the National Eight Foot Recorder Orchestra performed in Canberra.

“The National Eight Foot Pitch Recorder Orchestra is the highlight of my musical year!”

This is from a recorder player who drove for nine hours from his home in Victoria to join 50 other players of the deep recorders, half of whom had driven or flown from their home towns to Canberra. Friendships were renewed, and new contacts made.

The Eight Foot Pitch Day is so called because only the deep recorders, sounding like deep organ pipes, were invited for this particular event. With two sub-contra-basses, one sub-great-bass and numerous contra and great basses, the tenors enjoyed being on the top line.

Music ranged from the Renaissance to Contemporary, and from the first note we knew it would be a rare and fabulous day.

Some of the comments received are below:

- ‘Just to say ‘thank you’ for the wonderful day of music and socialisation. The day was well organised (music, refreshments, the ladies at the front desk). The choosing of music for these events, and its organising is a huge task. I know I am not the only one who has made a note to attend next year.’
- ‘Thank you so much for the fabulous day. The selection of music was superb. You obviously put in many hours to make this day an exceptional one for us, and everyone so enjoyed it.’
- ‘I enjoyed it immensely and learnt so much.’
- ‘What energy you have to conduct for so long! It was great that Lance Eccles took one session to give you a rest.’
- ‘Wow! I have never played such lovely music with such a great bunch of musicians! Thank you for all your fabulous organising and leadership. I hope others were taken away like us with the gorgeous Tallis and Schubert! These 2 pieces in particular, brought tears to my eyes! Aren't we lucky to be so moved by simple tunes played well! I have never heard the dynamic of so many low-register recorders, and I will be humming Shubert for some days to come! Just divine!’
- ‘Do please keep up the great work that you do to promote the recorder.’

Margaret Wright
U3A Canberra Recorder Orchestra

I used to spin that toilet paper like I was on Wheel of Fortune.
Now I turn it like I'm cracking a safe.
Landscapes Around Canberra – Their Origin and Evolution

During the 2020 havoc in our lives caused by the COVID-19 virus, delivering a U3A course by drone is not really an option, so we have to scratch our heads to think of other ways-and-means to keep our members happy while learning in their own homes.

The course *Landscapes around Canberra — their origin and evolution* has been delivered for the last five years at the Hughes Community Centre by normal lecture room facilities to a class of about thirty students and, by all accounts, has been quite successful. Over six weeks a friendly atmosphere was created with a mixture of good science and good humour for three classroom sessions followed by three self-drive excursions around the Canberra region.

Not having the facilities of a professional studio and video conferencing I resorted to delivery of a structured series of PDF files delivered by Bcc email over a period of about four to five weeks. At the time of writing more than half the course has been delivered. The thing missing from this delivery method was the immediate classroom questions and answers plus banter and anecdotes that were a characteristic of the Hughes lecture room.

The sessions delivered by PDF file are essentially a breakdown of PowerPoint classroom lectures into topics that I think would be easy to digest on users’ own home computers or tablets, with pointers to other educational geoscience resources available on the internet. Usually this means a PDF file being emailed 5–6 times a week. All the PDF files are scrutinised by my wife Caryl who is not afraid to tell me when she can’t understand a series of slides generated on PowerPoint!

Immediate feedback and questions are sought, but are often slow in coming without prompts, making it difficult for me to gauge the success of the course. But as one student said, “Many may be like me — very busy on projects. In my case I’ve started a major revamp of my garden and have been more than occupied …”. And other feedback from a professional geologist “Just like to congratulate you on the quality of your slides, it’s a pity we don’t get to hear the accompanying commentary and any subsequent discussion”.

A few short excursions have been suggested around central Canberra for days when solo exercising is necessary on a good sunny day, for example, the National Rock Garden or the Geoscience Australia Time Walk. If one is allowed to visit the Sculpture Garden at the National Gallery of Australia or a golf course, I think a walk in parkland near Scrivener Dam is OK.

Doug Finlayson
Warrani Chorale – Apart But United!

Warrani Chorale, like most organisations, has been in recess since mid-March due to the COVID-19 lockdown. Members greatly miss our weekly singing practices and are heartened to hear that some dedicated people are looking at ways to bring musicians together on the internet. We hope that they have some success as it would be wonderful to be able to sing together during this time of isolation.

In the meantime, Warrani choristers are regularly in touch with each other by telephone and the internet while keeping busy with activities such as cleaning, reading, gardening and other hobbies. Some are sharing music and amusing stories on-line and talented “crafty” people like Robyn Laird are taking the time to fashion hand-made cards for choir friends.

At the time when Warrani Chorale had its last practice, we were concerned for three of our choir members who were holidaying on cruise ships including the Ruby Princess. We were relieved to learn that all have returned safely to Australia after various adventures and that none have contracted COVID-19. They have recently completed their self-isolation after which one reported her excitement at going to the supermarket — something she had never felt before!

We look forward to getting back together to sing in the future. Best wishes to everyone at this difficult time — stay safe and well.

Margaret Martin

Handmade card by Warrani member, Robyn Laird

U3A Walks & Tours Program

Regrettably, as a consequence of the COVID-19 pandemic, all previously planned activities have had to be either cancelled or deferred. The current situation is as follows. Further details will follow once the situation becomes clearer. In the meantime, bookings are not being taken, but you would be wise to save the dates if interested.

“Rotherwood” and Bungonia This one-day coach tour, which was to have taken place on Wed 8 April, has been deferred in the hope that it might be possible to offer it on a new date in Spring. The majority of those who had paid in full — 56 out of 66 original bookings — have elected not to seek a refund at this stage and will be offered places ahead of any new applicants. In the event that no replacement is possible, or that the date is inconvenient to anyone who has already booked, full refunds will be paid.

ANZAC Southern Aurora Rail Tour: This tour, organized by St James Rail of Sydney will, hopefully, now be held over the same period in 2021 — Saturday 24 to Thursday 29 April 2021 — with basically the same itinerary. Six of the eight U3A members, who booked for 2020, are currently holding their places. Some new bookings may be possible at a later date.

Historic Braidwood: Our proposed participation in visits to seven historic Braidwood properties, organized by the Women’s Committee of the National Trust (NSW), was to have comprised two one-day coach tours ex Canberra for members of U3A ACT and the National Trust (ACT). Its cancellation happened quite soon after our bookings opened. The latest news is that the Women’s Committee hope to offer the same program on the weekend 17–18 October. Watch this space for further developments.

Norfolk Island: This tour from 26 July to 3 August, to have been led by Pam Behncke, was unfortunately cancelled by Potter Travel, who were organizing it. No replacement has been indicated at this stage.

Fiddler on the Roof: This proposed one-day coach tour to a matinee performance at the Sydney Opera House on Sat 12 September is in limbo, pending advice from Opera Australia on their future plans.

Garth Setchell
U3A ACT Tours Officer
Following are some photos from previous Walks & Tours


Above: Photo from a 2015 tour of the garden of ‘Culzean’ at Westbury (Tasmania).

Above: ‘Central Australia’ — guess where?
Like-Minded Programs

Lunchtime Melodies in 2020

It will come as no surprise that Ginninderra Rotary and Raiders Belconnen have to cancel Lunchtime Melodies until further notice. Indeed, the final blow came today when Raiders closed all of its venues for all functions. But the need to cancel had come even before that.

We thank you all for the support, publicity and attendances that you have provided at Lunchtime Melodies over the past four years. You can all be pleased with the opportunities for local musicians and groups performing, the joy shared by our audiences, the outings provided to so many retired folk, and the friendships developed over the years.

As soon as the corona virus crisis and restrictions allow, we will endeavour to bring you Lunchtime Melodies again.

Meanwhile, stay safe and healthy (and as joyful as possible) until we meet again. Thank you so much.

Barry Howe
Convenor, Lunchtime Melodies
Ginninderra Rotary Club
barryehowe@gmail.com or 0412 783 038

Real-Life Experience in a Medical Crisis

Steve and Eileen Morton are members of Southlakes U3A (Morisset, near Newcastle). They lived through the Western African Ebola virus epidemic (2013–2016) and have graciously shared their real-life experience in a medical crisis. They provide some perspective on how to better cope when confronted with a previously unknown situation such as the COVID-19 environment that we are currently experiencing.

Key take-aways include useful suggestions about coping with fear, exposure to media, planning your time, communication, exercise and appreciating what we still have.

The article is meant to encourage all our members to look for that small break in the clouds and have faith in the future. It also highlights the fact that when people come together as one, positive progress is achieved.

Read the full story by clicking this link to the Times of Adversity article on the Southlakes website.

Southlakes U3A
<http://southlakes.u3anet.org.au/>

U3A Online – Delivering Online Learning via the Internet

I joined U3A Online at <https://www.u3aonline.org.au/> out of curiosity more than anything else. It cost me $30 to join. I’d never heard of it until it was mentioned in a recent U3A ACT eBulletin!

About U3A Online

Where did U3A Online come from and how long has it been operating?

According to information provided in the U3A Online “About” page:

The U3A Online project is the initiative of a group of U3A enthusiasts. It was originally funded for one year by the Australian Government as a project for the United Nations International Year of Older Persons in 1999. Funding was continued for two further years until the fully volunteer based model became established.

Initially Adult Learning Australia partnered the project but full responsibility for its operations has now passed to U3A Online Inc. which is incorporated in NSW as a non-profit association.
Griffith University in Brisbane provided significant support for many years via the hosting of the site and providing other support through its Community development resources. U3A Online will forever be thankful for the major role Griffith played in keeping the U3A Online dream alive until the organisation was able to stand on its own.

In 2008 a consortium of four partners including U3A Online won the Australian Government $15 million Broadband for Seniors contract.

Courses they offer

There are two main types of courses — Independent Study Courses, and With a Course Leader.

The Independent Study Courses are free (that is, no room costs etc), and the courses with a Leader attract an additional small cost to attend online.

1. Independent Study Courses

These courses do not have course leaders, per se, but they do have an online forum where students (is that the right word to use?) can ask questions.

Financial members have free access to all of these courses.

Current course categories and number of courses within each category are:

- World Affairs and History (18)
- Nature (5)
- Writing and Creativity (16)
- LifeStyle (15)
- Science (14)
- Short Courses (5)

Most of them, for my palette, are a bit dry, consisting mostly of plain text with photos and diagrams. One could probably find similar topics and text for free on the internet — all nicely formatted in friendly HTML.

However, I did find the Number Theory course interesting.

2. Courses with a Leader

There is a starting date for the course and each week for the next eight weeks (or for the number of units/topics in the course) a new topic is released.

You work through the topic at your own leisure throughout each week (no actual 'meeting' times) and chat to other participants and the course leader through the online Course Discussion Forum.

After the last topic is released the course notes and discussion remain available until the end date listed for the course and then access is denied.

There is only one category at the moment (World Affairs and History), with two scheduled online courses, *British Society in the Early 18th Century* and *Kings and Queens of England* both indicating no current enrolments. However, there are many other categories with courses that have not yet been made available for enrolment (see <https://www.u3aonline.org.au/learn/>).

There is an extra cost of $5 to attend leader courses. Courses run for a set period with start and end dates.

And finally

U3A Online provides a free monthly newsletter called GEMs. One does not have to be a member to receive it.

David P. Hildyard
(u3acanberra webmaster & IT team member)
HAGSOC 2020 E.M. Fletcher Writing Competition

Entries are now open for the 2020 E.M. Fletcher Writing Competition, an initiative of the Heraldry and Genealogy Society of Canberra (HAGSOC).

The competition is a great opportunity for family history enthusiasts to share their writing, and is a forum to foster the preservation of family history research through stories.

The competition will be judged to select the best short story (1,500–2,000 words) on a family history/genealogy theme. The genre of writing is not limited and the broad theme allows plenty of scope for creativity.

The 2020 judges are historian Professor Peter Stanley, and long standing HAGSOC members Barbara Moore and Kerrie Gray. The closing date for entries is 15 July 2020. There is a chance to win $1,000 plus special HAGSOC membership prizes.

The entry fee is $20.00 for HAGSOC members or $30.00 for non-members.

Terms and conditions and an entry form are available on the HAGSOC website.

Enquiries can be directed to writingcompetition@familyhistoryact.org.au.

Canberra Spinners and Weavers Inc

Canberra Spinners and Weavers (CSW) has been an integral part of Canberra’s creative community for more than 50 years. We are dedicated to furthering the art of hand-spinning, weaving and related crafts.

When life in Canberra gets back to normal, CSW offers members the following:

- Monthly newsletter and members meetings with speakers (details listed on our website);
- Extensive library resource, including magazine subscriptions;
- Drop-in days for companionship and technical support (information on our website);
- Interest groups (spinning, weaving, knitting, rugging, tapestry, basketry, dyeing). Meeting times can be found on our website.
- Shop — equipment hire;
- Textile Works Gallery — changing exhibitions throughout the year;
- New program of workshops each year (members discount);
- Exhibition and Open Day sales opportunities;
- Yearly retreats and country members visits; and
- CSW support for emerging textile artists.

We meet at Textile Works, Chifley Health and Well-being Hub, 70 Maclaurin Crescent, Chifley, ACT 2606
Canberra Spinners and Weavers adapts to Online to cope with COVID-19

Canberra Spinners and Weavers are finding ways to survive the COVID-19 shutdown. Probably the biggest hurdle was to conduct our AGM online. After a lot of hard work by the Committee and a good response from members who were willing to take part, it was managed successfully.

The illustrated talk on The Shetland Wool Week planned for our March Members Meeting and the AGM is now available on our website. Our Newsletter is an important means of keeping in contact. We asked members to think about including “What am I doing at Home?”, to contribute photos and descriptions of works in progress, as well as works made at recent workshops.

The newsletter included pictures from our recent exhibition of prize-winning entries from the Royal Canberra Show.

We will continue to ask members to send material for next month’s newsletter; whatever they are creating, planning or might come up with.

Our first workshop for the year was held before close-down, but sadly the rest of our excellent program of workshops for the year may have to be postponed.

The Executive continues to meet at a distance to discuss keeping us connected during our closure.

And the best news of all: the ACT Government will waive our rent for six months, which will help us survive without income from our workshops.

Jean Lombard
canberraspinners1@bigpond.com
www.canberraspinnersandweavers.org.au

Just for Laughs!

I need to practice social-distancing from the refrigerator.

Still haven’t decided where to go for Easter — The Living Room or The Bedroom.

Home-schooling is going well. Two students suspended for fighting and 1 teacher fired for drinking on the job.

Every few days try your jeans on just to make sure they fit. Pyjamas will have you believe all is well in the kingdom.

I don’t think anyone expected that when we changed the clocks we’d go from Standard Time to the Twilight Zone

This morning I saw a neighbour talking to her cat. It was obvious she thought her cat understood her. I came into my house, my old dog — we laughed a lot.

So, after this quarantine, will the producers of My 600 Pound Life just find me or do I find them?

Day 5 of Home-schooling: One of these little monsters called in a bomb threat.

I’m so excited — it’s time to take out the garbage. What should I wear?

I hope the weather is good tomorrow for my trip to Puerto Backyarda. I’m getting tired of Los Livingroom.

Day 6 of Home-schooling: My child just said “I hope I don’t have the same teacher next year”. I’m offended!

Better 6 feet apart than 6 feet under.
Key Contacts within U3A

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<th>Name</th>
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<td>New volunteers</td>
<td>Julie Polson</td>
<td><a href="mailto:volunteerliaison@u3acanberra.org.au">volunteerliaison@u3acanberra.org.au</a></td>
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</tr>
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<table>
<thead>
<tr>
<th>OUR SERVICES FOR COURSE LEADERS</th>
<th>Role</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chair Courses Sub-Committee</td>
<td>Alison Wyse</td>
<td><a href="mailto:chaircsc@u3acanberra.org.au">chaircsc@u3acanberra.org.au</a></td>
<td>0418 435 085</td>
</tr>
<tr>
<td>Proposals for new courses</td>
<td></td>
<td><a href="mailto:courses@u3acanberra.org.au">courses@u3acanberra.org.au</a></td>
<td>6287 7758</td>
</tr>
<tr>
<td>Changes to or cancellations of</td>
<td></td>
<td><a href="mailto:coursesdata@u3acanberra.org.au">coursesdata@u3acanberra.org.au</a></td>
<td></td>
</tr>
<tr>
<td>Room bookings enquires for Cook, Hughes or Flynn</td>
<td></td>
<td><a href="mailto:roombookings@u3acanberra.org.au">roombookings@u3acanberra.org.au</a></td>
<td></td>
</tr>
<tr>
<td>Requests to book equipment</td>
<td></td>
<td><a href="mailto:courseleaderassistance@u3acanberra.org.au">courseleaderassistance@u3acanberra.org.au</a></td>
<td></td>
</tr>
<tr>
<td>IT and AV problems: Cook</td>
<td></td>
<td><a href="mailto:helpdeskcook@u3acanberra.org.au">helpdeskcook@u3acanberra.org.au</a></td>
<td>0419 293 910</td>
</tr>
<tr>
<td>IT and AV problems: Hughes</td>
<td></td>
<td><a href="mailto:helpdeskhughes@u3acanberra.org.au">helpdeskhughes@u3acanberra.org.au</a></td>
<td>0414878167</td>
</tr>
<tr>
<td>IT and AV problems: Flynn</td>
<td></td>
<td><a href="mailto:helpdeskflynn@u3acanberra.org.au">helpdeskflynn@u3acanberra.org.au</a></td>
<td></td>
</tr>
<tr>
<td>Facilities Officer</td>
<td>Pierre Patron</td>
<td><a href="mailto:facilities@u3canberra.org.au">facilities@u3canberra.org.au</a></td>
<td>0452 602 009</td>
</tr>
</tbody>
</table>

Note: A full listing of contacts for all our volunteer coordinators and managers and key volunteers is available for downloading and printing on the members’ pages of our website at the Contacts Tab.