

*Australian Seniors
Computer Clubs Association*

ASCCA

ABN 91 795 053 790

Development Kit

to help start New

Seniors Computer Clubs

Produced by **ASCCA**

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Introduction

The ***Australian Seniors Computer Clubs Association (ASCCA)*** is managing enquires from people living in many areas of Australia seeking computer clubs in their own areas. When someone is keen to try and help form a new club ***ASCCA*** will provide them with as much assistance as possible. A copy of this kit has been provided to individuals or groups who want to see a Seniors Computer Club established in their area, and are prepared to act as the driving force to see the establishment of such a club.

This Kit provides a blueprint to begin a club. It includes information about committee structure, agenda, minutes, financial record keeping, Insurance and Incorporation. It has been written to make the establishment of new computer clubs for seniors as easy as possible.

There is an emphasis in this Kit on forming an incorporated organisation, so a second Development Kit has been written to help start a computer activity under the auspices of an established organisation such, as a Senior Citizens Centre or a Computer Group as an additional facility within a Retirement Village.

The Kit has now also been published electronically and can be downloaded from ***ASCCA***'s Website www.seniorcomputing.org by clicking on Development Kit. If you prefer the kit can be read on-line and printed out as required.

ASCCA is anxious to provide as much support as possible to help start new Clubs; contact is available by email, telephone or snail mail.

Nan Bosler,
President,
Australian Seniors Computer Clubs Association

Why Seniors Come to Computer Clubs

Many Seniors arrive at a club and confess that son or daughter has just bought a new computer and has given them the old one. They hasten to add that the son or daughter is extremely clever but very busy and they haven't had time to show them how to work the computer. Usually expressing the reassuring comment to their parent that it is quite easy and that they should have no trouble. After a pause the Senior then quietly asks "*Could you show me how to turn it on please?*"

Yet others come to a club because their family has encouraged them to '*go and do something about learning to use a computer*'. However, they don't even know if they want to use a computer! The Clubs assure them that they can learn to use a computer at the club to find out for themselves if they want to become a computer user.

Seniors who have recently retired and have had some computer experience in the workplace join because they want to extend the perimeters of their knowledge and learn how to use a computer for their own purposes.

It is pleasing to note that the computer skills gained by Seniors are often used to enable them to participate in other community groups, eg. as Secretary, Treasurer etc. Others use their new skills to take up work, usually part time and very often in a family business.

The Internet draws other seniors to a club. Some want to be able to keep in touch with friends and families. Yet others want to learn how to use the Internet to shop, chat, research, buy and sell shares, and pay bills.

Age is certainly no barrier. One lady decided at the age of 93 that she would like to write her memoirs and she decided to learn how to use a computer to help her achieve her objective. She is now 97 and has published two volumes of her memoirs!

Another lady, aged 84, wrote to *The Australian* complaining that no-one had offered to teach her how to use a computer. One of our club members saw the letter and passed it on to the club nearest to where the writer lived. She was invited to join the club, did so and now delights in the work she can prepare using her computer for her local CWA group. She has been heard to say:

You know, when I visit my friends in hostels and even nursing homes, instead of glumly contemplating my future entry, I look about to see where my computer will fit, and think happily of all the time I'll have available to work on it.

Learning is a life-long experience and if a Senior is motivated to use a computer and seek the support and encouragement of peers at a Computer Club for Seniors that person is likely to succeed.

About ASCCA

The **Australian Seniors Computer Clubs Association** (known as **ASCCA**) is a non-profit organisation linking Computer Clubs for Seniors. It provides a channel for communication between like-minded people, who want to share in the potential of the computer age to serve their individual and community goals. It became an Incorporated Association on 14 August 1998 and is now a Company limited by guarantee and recognised as a Public Benevolent Institution. It is the peak organisation for Seniors and Technology.

Membership of **ASCCA** is open to all Computer Clubs for Seniors, Organisations with a membership of seniors, and Organisations that recognise the value of computer technology for seniors. Cost of Membership is \$100 per year. Corporate membership is also available.

The Association will advise and support; help establish new clubs, liaise with the three spheres of Government and other organisations on behalf of the membership, organise seminars and like activities and seek out discounts and advantages for members. It has become a catalyst to enthuse, encourage, empower and assist seniors to explore the satisfaction and advantages of using computer technology.

The prime objective of the clubs is to teach seniors to use and enjoy computer technology. Each club has a number of members who act as tutors or trainers. The important difference in this learning style is that most older people prefer to be taught by people of a similar age, they want to learn specific things and not undertake a course of information that may or may not be of use to them. Most of all they want to learn at their own pace.

Seniors can be hesitant to attempt to use computer technology, they can be plagued by negative thoughts - will I be able to do it - could I make a fool of myself? Seniors Computer Clubs provide an excellent solution - they provide a friendly and non- threatening environment. The new member gains confidence in using a computer and in using the programmes on the club's computers.

ASCCA is managing enquires from people living in many parts of Australia seeking computer clubs in their own areas. Enquires are also being managed from South Africa, USA, Canada and New Zealand.

ASCCA has produced this Development Kit as a resource and useful tool to be used as a blueprint to encourage the development of Seniors Computer Clubs within a locality. It may be as an activity in a Retirement Village, an incorporated community group, as or a group within an organisation such as a Senior Citizens Centre, a Probus Club, the University of the Third Age (U3A), or similar organisation.

The kit covers all that you need to know to start a computer club, or actually any other type of community group.

ASCCA has established worthwhile contacts in Government Departments, Corporate Organisations and Educational Bodies through a willingness to participate in workshops, forums, conferences, etc. **ASCCA** has participated in activities and events for the International Year of Older Persons, the International Year of Volunteers and is already working on

projects for 2002 Year of the Outback. **ASCCA** has been represented at many Conferences, Congresses, Expos and Seminars - presenting papers and conducting workshops etc.

Seniors Computer Clubs are helping to meet the needs of seniors who want to know more about computers.

Clubs have a variety of software installed on their computers to suit the needs and interests of their members and include word processing, spreadsheets, databases, desktop publishing, graphics, financial packages etc. Established clubs are linked to the Internet.

Clubs usually have a monthly meeting where guest speakers are invited to demonstrate new software or hardware, introduce a Website such as their local council's Website, or explain how to use ATMs, EFTPOS, phone banking or the Internet for banking.

These Clubs provide a non-threatening and friendly environment where seniors can learn from seniors. They can learn what they choose to learn and they can learn at their own pace.

Trainers in computer clubs are volunteers who pay to belong to the club. Some clubs waive term fees for trainers.

Training in the clubs is usually on a one to one, to a one-to-three basis. Some clubs also offer small classes as an option on specific software programmes. Several clubs have also developed special interest groups such as family history or graphics. Those participating in special interest groups usually have some basic computer knowledge and find the small group excellent for learning and interaction.

Advantages of Joining ASCCA

ASCCA has written two guides that are given without cost to individuals or groups of people to help them establish a Computer Club for Seniors in their area. It may be as an incorporated club or a group/club/activity under the auspices of an already established organisation.

ASCCA will provide as much support and encouragement as possible to help with the establishment of that club. This support will include suggestions regarding Insurance, Incorporation, equipment etc.

After the club is established formal membership of **ASCCA** usually follows. All clubs are autonomous but **ASCCA** will liaise with the three spheres of Government & other organisations on behalf of the membership, organise seminars and like activities, undertake projects, offer advice on all matters if requested and seek out discount opportunities for member clubs.

There are many advantages to be gained by joining the Australian Seniors Computer Clubs Association Inc. I have listed just a few.

1. To become part of a network of clubs to share information.
2. To have a louder voice, because of combined numbers of members when seeking support from government departments, corporate bodies or business entities.
3. To be able to acquire free software organised through **ASCCA**
4. To be able to seek advice and support from **ASCCA** in all matters.
5. To be able to share in the discounts organised by **ASCCA**
6. To have a free Website presence organised by **ASCCA**
7. To be able to participate in a variety of community activities which will help seniors find out about using computers and give you the opportunity to promote your own club
8. To have a discount price for attendance at Seminars, workshops etc. organised by **ASCCA**

Each club is given an information kit as soon as they join. This kit provides a variety of information on such topics as funding, newsletter, free and discounted software, suggested guest speakers, etc. It is only available to financial members of **ASCCA**.

Cost of membership is \$100 per annum. It is interesting to note that during the last twelve months many of the **ASCCA** clubs received more than \$1000 worth of free software, plus other discounts and advantages organised through **ASCCA** - a fair return on \$100!

Getting Started

Initial Planning

1. A new club should be considered if there appears to be the need for a Seniors Computer Club, that is; interest, and a population of older persons.
2. Make contact with key people who show interest in computers - eg. Local Council
3. Determine source of funding necessary to establish the new club. There is the possibility of a seeding grant from Council. Initial membership fee paid by members usually provides sufficient finances to get started.

Establishing Interest

1. Contact your local paper and arrange to have a small article published stating that you are interested in hearing from other Seniors interested in forming a Computer Club.
2. Talk to your local council - there should be someone in the Community Services Department designated as a Community Development Officer - Aged Services (or the like); explain to him/her just what you had in mind. Perhaps Council could include a flyer, or paragraph in a mail-out that they are planning to send to Seniors Centres and organisations etc.
3. If you have a community radio station, ask to be interviewed about your proposal to form a computer club for seniors.
4. Take any opportunities you can find, or make, to talk to groups such as Lions, Apex, View Clubs, U3A, Church Groups etc. about the advantages of setting up such a club.

Planning the Initial Meeting

1. By now you should be collecting some names of others also interested in a club.
2. Meet with them, face to face or over the phone, and decide on a location and date for a public meeting to try and establish a club.
3. Your Local Government contact may be able to arrange free accommodation at a Council owned building for this meeting and send out a flyer to all clubs with a membership of Seniors.
4. Setting up the meeting:
 - i. Organise venue, date and time for the meeting
 - ii. Organise speaker from **ASCCA** if possible or an established club or a 'well known' person with an interest in computers, and a 'key' local personality to introduce the speaker.
 - iii. Advertise the meeting; item in local paper (avoid paid advertisements if possible), Senior Citizens' mail outs, Seniors' Clubs, Local Council etc.
 - iv. Organise refreshments (if there are going to be any.)
 - v. Establish a contact person and phone number or address before the meeting to enable those who attend the meeting to be able to contact the group at a later date.
 - vi. Prepare an interim membership form.

- vii. Delegate someone to bring a receipt book, attendance book and keep minutes of meeting.

The Initial Meeting

1. The Meeting should be very relaxed but kept focused. All those attending should sign an attendance sheet and receive a copy of an interim membership form.
 - i. Speaker to outline the formation of a Seniors Computer Clubs; what members could expect from membership and what responsibilities membership carries.
 - ii. Stress the need for both beginners and more experienced computer users. Computer Clubs for Seniors provides the opportunity to learn and teach
 - iii. Be prepared to allow plenty of time for questions and answers
 - iv. Establish the feelings of the group - encourage the benefits of the proposed club. Discuss the need to form a committee, establish a financial base, open bank account, take out insurance and begin to seek incorporation.
 - v. Motions required from meeting to establish a club; decide on name of club, consider fees and form a steering committee. (Meeting may prefer not to set fees but instruct steering committee to consider possible fees and report back to a general meeting for approval.)
 - vi. Elect steering committee. Term of office for steering committee to be decided by meeting. Eg. 3 months, 6 months or until their brief is completed.
 - vii. Make a date for the first meeting of steering committee.

After meeting completed membership forms and fees to be collected (optional).

(Suggest that only membership fee be collected and that term fees not commence until the club is operating. If no fee structure has been established it may be appropriate to suggest to those present that a \$2, \$5 or \$10 donation (let the meeting decide the amount) would be appreciated to help with the initial mailing out and other expenses.)

The Role of the Steering Committee

The Role of the Steering Committee is to:

1. Locate possible venue. Negotiate rent, space and conditions, subject to formal establishment of the club.
2. Develop a set of rules (constitution) for the new club
3. Arrange public liability insurance ready to be taken out when club formally established
4. Establish a bank account (your bank may require that the club actually be formed before being prepared to open an account for you.)
5. Propose a fee structure
6. Prepare papers for incorporation of club
7. Ascertain the possibility of the group obtaining hardware/software .

(When these tasks are completed, another meeting should be called and the proposed rules, fee structure etc are then presented to the meeting. If approved the club is then formally established office bearers are elected and the public officer is instructed to submit an application for incorporation. - help will be available to assist you through all of this if required!)

Immediate Issues

1. The ***Australian Seniors Computer Clubs Association (ASCCA)*** can provide advice on many probable issues including: Insurance and Incorporation. This advice is available without the need for membership. (contact for ***ASCCA*** is Nan Bosler, 280 Pitt Street, Sydney NSW 2000; Phone: (02) 9286 3871; email asca@seniorcomputing.org)
2. Membership of ***ASCCA*** is open to Computer Clubs for Seniors; Seniors Organisations interested in the use of computers by Seniors; and Computer Clubs that include seniors among their membership. The membership fee per club is \$100 per annum.
3. An outline of Computer Pals for Seniors 'Greenville' Inc. is attached to give you an idea of how some clubs run. Each club will be slightly different, reflecting the needs, skills, available accommodation and interests of its members.
4. Be aware that this development plan is a guide only and may need to be adapted to your area.
5. Most importantly remember that help, or a sounding board, is only as far away as your phone or email.

Accommodation

Ideal requirements for club-room:

- Area of at least 3 metres by 4 metres,
- Secure, so that computers and other equipment are not at risk of theft or damage,
- At ground level so that wheel chairs and those with limited mobility have access,
- Relatively quiet to facilitate instruction,
- Available 9 - 5 Monday to Friday, and of course, because we are a *very* non-profit organisation made up of seniors many of whom are pensioners, with a relatively low, or subsidised rental,
- Preferably close to parking and public transport,
- Access to a telephone socket if club plans to access the Internet.

This small area should be used for training and small meetings. A larger area is also required for general meetings and special functions. If possible this should be in the same building as the clubroom.

Your Management Committee

Each club should have a management committee. A set of job descriptions has been prepared as a guideline. It is normal to have at least a President, Secretary, Treasurer and Public Officer. Each club will have to decide the number of people on their committee and the roles those committee members will take.

President

The President:

1. Will be a financial member of [club name]
2. Will be responsible for chairing all meetings.
3. Represent the Club when liaison is required with Federal, State or Local Government Departments, and other organisations
4. Is responsible for the smooth running of the Management Committee and should endeavour to ensure that all actions of the committee comply with the requirements of the Club's constitution.
5. Will be the final arbiter of matters pertaining to grievance and complaint within the Club. Should the President be unable to find a solution that is satisfactory to all parties concerned with a specific grievance or complaint reference should be made to an independent arbitrator.
6. Will prepare an annual report covering the happenings of the previous year for the Annual General Meeting.
7. Should be computer literate, or prepared to endeavour to learn how to become competent in the use of a computer.

Vice President

The Vice-President:

1. Will be a financial member of [club's name]
2. Will be responsible for chairing all meetings if the President is unavailable.
3. Will assist the President in the smooth running of the Management Committee and should endeavour to ensure that all actions of the committee comply with the requirements of the Club's constitution.
4. Should be computer literate, or prepared to endeavour to learn how to become competent in the use of a computer.

Secretary

The Secretary;

1. Will be a financial member of [club's name]
2. Will be responsible for taking the minutes of all committee meetings. A copy of the minutes of each meeting will be kept in a book which is kept specifically for such purpose and signed by the chairman of the next meeting as a true and correct record.
3. Will attend to the correspondence of the club.
4. Will submit a list of all correspondence, both incoming and outgoing, to each monthly meeting.
5. Should be computer literate.

Assistant Secretary

The Assistant Secretary;

1. Will be a financial member of [club's name]
2. Will work in close co-operation with the Secretary, and undertake tasks as requested by the Secretary.
3. Will undertake the role of Secretary should the Secretary be unavailable.
4. Will be responsible for arranging guest speakers for the monthly general meeting.
5. Should be computer literate, or prepared to endeavour to learn how to become competent in the use of a computer.

Treasurer

The Treasurer;

1. Will be a financial member of [club's name]
2. Will ensure that the financial affairs of the Club are properly recorded and kept in order.
3. Will submit a financial report to each monthly meeting. A copy of such report should be included with the minutes as a permanent record in the minute book.
4. The Committee at the next meeting must ratify all payments made between meetings.
5. Will prepare the Club's financial books for an Auditor prior to the Annual General Meeting.
6. Will present an audited financial statement to the Annual General Meeting.
7. Will maintain the Club's Asset Register.
8. Should be computer literate.

Assistant Treasurer

The Assistant Treasurer:

1. Will be a financial member of [club's name]
2. Will work in close co-operation with the Treasurer, and undertake tasks as requested by the Treasurer.
3. Will undertake the role of Treasurer should the Treasurer be unavailable.
4. Should be computer literate, and prepared to endeavour to learn how to become competent in the use of an appropriate accounts program.

Training Co-Ordinator

The Training Co-ordinator;

1. Will be a financial member of [club's name]
2. Should be computer literate.
3. Will be responsible for the overall co-ordination of the trainers.
4. Will encourage a friendly and supportive atmosphere for all members prepared to give their time as trainers.
5. Will be responsible for the initial handling of any complaint which relates to training from either members or trainers.
6. Should seek out and encourage involvement in the training process by other members of the club who have skills and knowledge to share.
7. Will investigate possible training opportunities, purchasing opportunities, enhancement of equipment to the advantage of trainers.
8. Will work in close liaison with the Equipment Co-ordinator.

Equipment Co-Ordinator

The Equipment Co-ordinator;

1. Will be a financial member of [club's name]
2. Should be computer literate.
3. Will be responsible for the overall co-ordination of the hardware and software held by the club.
4. Will keep as up-dated as possible on appropriate hardware and software which should be obtained by the club.
5. Will be responsible for the maintenance of the Club's equipment.
6. Will ensure that records are kept of the hardware and software held by the Club and prepare a list for annual audit.
7. Will ensure that the Club holds appropriate proof of ownership/license for all software on the Club's computers.
8. Should investigate, when appropriate, the best prices and opportunities available for the purchase of hardware and software by both the club and individual members.
9. Will work in close liaison with the Training Co-ordinator.

Public Officer

The Public Officer

1. Will be a financial member of [club's name]
2. Shall be appointed by the Management Committee.
3. The role and responsibilities of The Public Officer are as defined by *the Associations Incorporation Act 1984*.
4. Is responsible in bringing all documents received by him/her to the attention of the Management Committee as soon as practicable.
5. Must keep a register of Committee members.
6. Must lodge with the Department of Fair Trading Annual Statements as required by *the Associations Incorporation Act 1984*.
7. Shall keep the Common Seal of [Computer Pals for _____ Inc] in safe keeping.

NOTE: The Public Officer is not elected but is appointed.

Publicity Officer

The Publicity Officer;

1. Should be a financial member of [club's name]
2. Should keep a copy of any publicity relevant to the club. These cuttings should be mounted on A4 paper and kept in a display book. Each cutting to have recorded the paper/magazine it appeared in and the date.
3. Should seek appropriate opportunities to promote the club and its activities.
4. When possible he/she will discuss proposed promotion and publicity with the executive of the committee before taking action.
5. Should be computer literate and all press releases should reflect such competency.

Note: If there is not an elected publicity officer this role can be included in the job description of the President, or Assistant Secretary.

Additional Roles

Tasks to be included in job descriptions - or specific roles for committee members who are not office bearers:

Membership

(This is usually part of the role of Treasurer) keeping records; reminders - to individuals or through newsletter or noticeboard?

Ensuring adequate membership forms available for prospective members.

Housekeeping / Maintenance Officer

Maintenance of furniture in the clubroom.

Investigate availability and price of additional furniture required in clubroom.

Organise purchase of any additional furniture approved by committee.

Have petty cash approval to set amount for purchase of minor requirements without reference to Committee.

Catering

Make sure that there are adequate supplies of tea/coffee/sugar.

Be responsible for catering for functions, organising assistance if necessary.

Organise replacement of missing/broken cups etc. as needed.

Agenda & Minutes

Example Agenda

AGENDA

**Meeting of Computer Club for Seniors Greenville Inc. to be held in Greenville
Community Centre at 2.00 pm, Thursday 7 February 2002**

1. Meeting Opened, Welcome
2. Present:
3. Apologies:
4. Minutes of last Meeting:
5. Business arising from Minutes
 - i. Insurance Policy renewal
 - ii. Grant Submission
6. Correspondence:
7. Financial Report:
8. Training Co-ordinator's Report :
9. Equipment Co-ordinator's Report :
10. General Business:
 - i. Open Day for Seniors Week
 - ii. Newsletter
11. Date of next meeting:
12. Meeting closed:

Example Minutes of a Meeting

**Minutes of Meeting of
[Computer Club for Seniors Greenville Inc.]
held in Greenville Community Centre
at 2:00 pm, Thursday 7th February 2002**

1 Present:

Jan Gow (in the chair), Mary Smythe, John Figgers, Jill Anson, Peter Able, Ken Anderson, Alex Jenson

2 Apologies:

There were no apologies.

3 Minutes of last Meeting:

Minutes of last meeting were read. Accepted by Mary Smythe, seconded by Alex Jenson

4 Business arising from minutes

- i. **Insurance Policy renewal.** Jill Anson advised that the insurance policy has been renewed.
- ii. **Grant submission.** An application for a Greenville Council Community Development Grant has been submitted. Funding has been requested to establish a Family History Resource Unit within the club so that we can commence a special interest group for members keen to learn how to use a computer to record their family history. Alex Jenson was congratulated for preparing such an impressive submission.

5 Correspondence In

Account for rent from Greenville Community Centre Management Committee.

Newsletter from ASCCA

Information about Seniors Week from Ageing Disability &

Home Care Department

Correspondence Out:

Grant Application to Greenville Council

Get well card to Jim French

6 Financial Report:

Present balance of account is \$3,577.49 and there are no outstanding cheques. Treasurer, Jill Anson moved that the financial report be accepted, seconded by Peter Able.

Cheques 504 - 510 drawn since the last meeting were ratified.

Moved Peter Able, seconded Ken Anderson.

No accounts were tabled for payment.

7 Training Co-ordinator's Report:

Jim French has been away ill for the last two weeks and it is unlikely that he will be able to resume as a trainer for at least another three weeks. Ken Anderson has taken over Jim's students with the help of a one of our potential trainers, Kathy Freedman. Two of the trainers are brushing up on Windows XP (the software given to us by Microsoft) so that they can begin teaching it.

8 Equipment Co-ordinator's Report:

Computer No. 4 has been upgraded and now has CD-ROM capabilities. The new software programme Windows XP has been installed on three machines as per the licence agreement. John Figgers has undertaken to investigate various scanners to ascertain which one will be the best to purchase.

9 General Business

1 Open Day for Seniors Week

Council will promote our open day that will be held 25th March, 10 am to 4 pm.

Up to 6 people can be taken each hour. Final details to be organised by the trainers. Mary Smythe to organise refreshments for the day - just tea/coffee & biscuits.

2 Newsletter

Notice about discount offer for members purchasing Quicken Deluxe to be included in next newsletter. Clubroom phone number to be included under our address on the right hand side of the Newsletter banner.

10 Date of next Meeting

Thursday 7th March 2002 at 2:00 pm.

11 Meeting Close

Meeting declared closed 3:50 pm.

Chairman. 7/3/02

Insurance

1. All clubs should have the cover provided by a Public Liability Insurance Policy.
2. Even though it is no longer a pre-requisite for Incorporation, it is suggested that a policy for \$10 M should be negotiated. It is usual for Councils to require that at least \$5 M cover, often \$10 M cover be held by all hirers of their community facilities.
3. The following insurance is suggested as a minimum for all Computer Clubs for Seniors:
 - Public Liability Insurance for \$5 M
 - Contents - including theft
 - Volunteer Insurance
4. Contact ASCCA for details of suggested insurance brokers.

Finance

It will be necessary to open an account in the name of the new club. This account should preferably be a cheque account. Be careful that the account is not opened as a business account because the fees charged will be higher than for a community account.

1. It is usual for the President, Secretary and Treasurer to be signatories for the account but many clubs include a fourth committee member. The authority to operate the account must require at least two signatures to operate. It is advisable that those signing cheques should not be related.
2. All amounts received by the club must be receipted and banked in full as soon as possible after being received.
3. The Treasurer holds the cheque book and is required to keep an accurate record of all transactions. It is recommended that cheques should be signed by both signatories at the time the cheque is drawn.
4. All expenditure must be authorised by the committee. It is usual to authorise the Treasurer to make any regular payments between meetings but these payments must be ratified at the next committee meeting. All financial matters should be recorded in the minutes.
5. The Committee will usually authorise the setting up of an impress petty cash system for the Secretary and probably the Equipment Co-ordinator. A motion to this effect must be moved and seconded, and voted upon by the committee.
6. An amount is set for an impress petty cash system, eg. \$100. The person authorised to use it is required to keep a record of any amount spent, and a receipt to substantiate it (usually in a note book kept for the purpose). The amount spent is deducted from the opening balance of \$100. When the \$100 is almost expended the person authorised to use the impress petty cash system submits a record of the amount spent to the committee meeting and the Treasurer issues a cheque to 'top up' the petty cash to the original \$100. Petty Cash records need to be submitted with all other financial records to the auditor at the end of the club's financial year.
7. It is appropriate for a computer club to have its financial records kept on a computer. There are excellent programmes available eg. Quicken, Money, Excel. Usually one of the club's computers will have the selected programme installed and the Treasurer will also have the same programme on his personal computer. This enables the Treasurer to work at home on the Club's books. All accounts must be backed up and stored away from the clubroom. It is also necessary to print out a financial statement each month for inclusion in the minute book.
8. The club's account should be kept in a manner that enables a quick and clear record of both income and expenditure to be easily seen. This is to be done by keeping a separate column for each type of debit or credit transaction. This enables the club to be able to easily identify just how much money is being paid out for any one item, and facilitates the creation of the annual financial statements.

9. The following tables show some examples of possible column dedication:

Income

Membership fees	Grants	Donations	bank interest
-----------------	--------	-----------	---------------

Expenditure

Rent	Hardware	Software	Stationery	Telephone	Petty Cash
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1. It is the Treasurer's responsibility to prepare the club's books for the annual audit and to present the financial statements at the Annual General Meeting. The Club's Auditor is appointed at the Annual General Meeting.
2. The Treasurer should also maintain the club's Register of Assets.

Incorporation

Incorporation is an inexpensive form of protection for committee members against the possibility of being held personally responsible for an organisation's debts and liabilities. The Act protects them if they carry out their responsibilities "...in good faith and with care, diligence and skill". Groups seeking government grants will usually find that one of the conditions of their grant is that they be incorporated.

It is wise to address the issue of incorporation at the very beginning of the life of a new club. Incorporation is fairly straightforward and once the club sends in the completed application form and club's approved constitution, it should take less than a week before the club is actually incorporated and becomes a legal entity.

1. Make the decision to incorporate at the first meeting of the steering committee meeting, and decide who will be your public officer - make sure that the meeting is correctly minuted.
2. Obtain an Incorporation kit from the Department of Fair Trading: (Level 21, 227 Elizabeth Street, Sydney; Telephone (02) 9619 8700 for New South Wales – see following pages for contact details for Department of Fair Trading in other States)
3. The Council of Social Service of New South Wales has published a book "Incorporation, an explanation of the Associations Incorporation Act", cost is about \$20*. They also have a disk - *Aid to Incorporation* which is available in IBM & Macintosh version 3.5" floppy disks at a cost of about \$18*. This user-friendly disk is an invaluable companion to the book and requires a minimum of Microsoft Word 5.0 (Mac) or Word for Windows 2.0 for PCs. These can be purchased over the phone using a credit card. There is a reduced cost if you purchase both items. Phone number is (02) 9211 2599
4. Reserve your organisations chosen name on the appropriate Dept. of Fair Trading form (form 3). There is a \$30* fee. If you wish to call your club Computer Pals (or Computerpals for Seniors) indicate on your application form that you are aware that other Computerpals groups are already registered and that you are continuing on in that established tradition.
5. Prepare a draft constitution, or set of rules. It will be easier to use the model rules supplied by the Department of Fair Trading and adapt them to your club's needs.
6. When you lodge your application for incorporation you will need to send the following:
 - i. A completed Application for Incorporation (form 1)
 - ii. A set of rules with a statement of compliance. If you adopt the model rules then indicate this on form 1.
 - iii. A current reservation of name slip (which is returned to you when the name is approved after you have sent in your Application for Reservation of Name (form 3).
 - iv. \$80* reservation fee
 - v. Notice of Appointment and Address of Public Officer (form 9).

- Always check the amount payable as costs change!

Note: The process of Incorporation is similar in each State but please check the requirements if you are in a state other than New South Wales.

Consumer Affairs

Note: Consumer Agencies are available in all states and territories of Australia and perform a variety of functions apart from the standard protection issues. Clients should be referred to the Consumer agency in the state where the issues being complained about arose.

Contacts

Australian Capital Territory	<p>ACT Office of Fair Trading Director: Tony Brown Advice Level 2 GIO House City Walk Civic ACT 2600</p> <p>GPO Box 158 Canberra City ACT 2601</p> <p>Phone: 02 6207 0400 Fax: 02 6207 0424</p>
Product Safety	<p>Phone: 02 6207 0725 Web: www.consumer.act.gov.au</p>
Northern Territory	<p>Department of Industries & business Consumer and Business Affairs Division Minerals House 66 The Esplanade Darwin NT 0801</p> <p>Phone: 08 8999 1999 Phone: (From NT Only) 1800 019 319 Fax: 08 8999 6260 Web: www.nt.gov.au/caft</p>
South Australia	<p>Office of Consumer and Business Affairs Commissioner: Mark Bodycoat 4th Floor Chesser House 91 Grenfell Street Adelaide SA 5000</p> <p>GPO Box 1719 Adelaide SA 5001</p> <p>Phone: 08 8204 9777 Phone: 13 1082 Fax: 08 8204 9769 Web: www.ocba.sa.gov.au</p>

Tasmania	Consumer Affairs and Fair Trading Acting Director: Roy Ormerod 15 Murray Street Hobart Tasmania 7000
	GPO Box 1244 Hobart Tasmania 7001
	Phone: 03 6233 3630 (small claims) Phone: 1300 654 499 Fax: 03 6233 4882 Web: www.justice.tas.gov.au/ca

Queensland	Office of Fair Trading Deputy Commissioner: Matt Miller State Law Building, Cnr George & Ann Streets Brisbane Queensland 4000
	GPO Box 3111 Brisbane Queensland 4001
	Phone: 07 3246 1500 Fax: 07 3239 6219 Web: www.fairtrading.qld.gov.au

Gold Coast Region General Consumer Issues (excluding building)	Office of Fair Trading 7 Short Street Southport Queensland 4215
	PO Box 2565 Southport Queensland 4215

Gold Coast Region Building Licensing and Consumer problems	Queensland Building Services Authority Suite 7, 86 Robina Town Centre Drive Robina Queensland 4230
	PO Box 3186 Robina Town Centre Robina Queensland 4230
	Phone: 07 5575 7999 Fax: 07 5575 7666 Web: www.bsa.qld.gov.au

Department of Consumer & Employment Protection
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Western Australia	Commissioner of Fair Trading: Patrick Walker 219 St Georges Terrace Perth Western Australia 6000 Locked Bag 14 Cloisters Square Perth Western Australia 6850 <hr/> Phone: 1300 304 054 Fax: 08 9325 6536 Phone: 08 9244 1299 (Trade Measurement) Web: www.fairtrading.wa.gov.au
Victoria	Consumer & Business Affairs Victoria Director: Bernadette Steele 2 nd Floor, 452 Flinders Street Melbourne Victoria 3000 GPO Box 123A Melbourne Victoria 3001 <hr/> Phone: 03 9627 6001 Fax: 03 9627 6007 Web: www.consumer.vic.gov.au
New South Wales	Department of Fair Trading Head Office 1 Fitzwilliam Street Parramatta NSW 2150 Phone: 02 9895 0111 Web: www.fairtrading.nsw.gov.au

<p>NSW Regional Centres</p> <p>Phone 13 3220</p>	<p>Level 3A, Kildcare Road Blacktown 2148</p> <p>Level 3, 4 -8 Woodville Street Hurstville 2220</p> <p>Ground Floor, 1 Fitzwilliam St Parramatta 2150</p> <p>518 High St Penrith 2750</p> <p>Level 21, 227 Elizabeth St Sydney 2000</p>
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Direct Line Services	
Association Incorporation	Phone: 02 9619 8700
Business Licensing Information – BLIS	Phone: 02 9619 8722
Business Licensing – Application, Renewals	Phone: 02 9619 8711
Business Name Registration	Phone: 02 9619 8700
Home Building Licensing	Phone: 02 9377 9375
Property and Real Estate Licensing	Phone: 02 9619 8733
Rental Bonds	Phone: 02 9377 9000
Rental Bonds Claims Fax	Fax: 02 9283 1490
Renting Tenancy Information	Phone: 02 9377 9100
Renting Tenancy Information – Aboriginal	Phone: 02 9377 9200 Freecall 1800 500 330
REVS	Phone: 02 9633 6333
Strata Schemes	Phone: 02 9338 7900

Equipment List

One of the first questions asked by those interested in starting a Computer Club is “Where do we get the equipment from?”

Your local Council or businesses can be approached to donate surplus machines when they update their business equipment. Personal computers have a useful life of about four (4) years in business and about ten (10) years domestically or in seniors computer clubs. This leaves about six years of useful computer life in seniors computer clubs!

Some clubs have been given a donation of a computer by a member, or the son or daughter of a member. Organisations such as Technical Aid for the Disabled will sell refurbished machines to a club for a reasonable amount.

Suggested Initial Equipment List

The following suggested list of equipment will give you a good start.

Hardware

Four (4) personal desktop computers (PCs). If possible, your computers should be Pentium 1 or better. Most clubs find it much easier to obtain and use PCs. The newer the computer, the longer it is hopefully going to last and the maintenance should be less.

The screens on these computers should be at least 15” (38 cm) diagonally so that visibility and clarity is maximised.

A colour printer is a useful addition, so that learners can print their work.

Operating Systems

The operating system on these computers should be Microsoft Windows 98 SE, or Windows 2000 or Windows XP. Some clubs are experimenting with alternate operating systems.

Application Software

These are the programs that run on the operating system eg. **Microsoft Works Suite Works Suite 2001** integrates six products into one, including the full and latest versions of Microsoft Word, Works, Encarta® World Atlas 2001, Money, Picture It!® Publishing, and AutoRoute® 2001 Plus you get Internet Explorer 5.5 and Outlook® Express for Internet and email use. or **Microsoft Office**, integrates Word, Excel, Publisher, Front Page, PowerPoint and Access.

Before purchasing these programs check to ensure that your computer(s) can run the software, by checking with the minimum requirements. To run effectively, most programs require significantly more than the minimum requirements.

Virus protection software is an important application that is essential if people practice their work at home and use 3½” disks to transfer information, or the club is connected to Internet. (Vet anti-virus is available free for all your computers if Club is a financial member of **ASCCA**.) It should be noted that you need a separate copy of each software programme for each machine.

Furniture

You will need tables for the computers and other equipment. Pay careful attention to the height needed for the tables.

Chairs for each of the computers plus additional chairs for the trainer(s). Ideally these chairs should be ergonomic. That is, they have padding, are height and back adjustable, have lower back support (no armrests) and limited floor movement (castors on carpet, or sliders on lino/wood).

A lockable library or filing cabinet where you can keep spare disks, programme originals, printer paper and cartridges plus the club's minute book, correspondence etc.

Tea making facilities (optional).

Power connections (minimise the number of power points needed by using power blocks), with surge protection equipment.

Future Planning

A wish list would include the following equipment:

2 new computers

A phone connection and a modem for Internet connection.

Flatbed scanner

Digital camera

Suggested Training Policy

Training Objectives

For Members

1. To encourage members to explore the advantages and satisfaction of using computer technology
2. To empower members by providing learning opportunities
3. To provide learning opportunities in a manner appropriate to the individual needs of members

For Trainers

1. To encourage trainers to explore the advantages and satisfaction of using computer technology
2. To encourage trainers to make use of the principles of adult education
3. To encourage the sharing of skills and knowledge
4. To promote the enhancement of skills and knowledge

Principles of Adult Education

Adult education, or learning, can be considered in four areas:

- i. Tutor characteristics
- ii. Appropriate teaching methods
- iii. Adult learner characteristics
- iv. Learning environment.

Tutor Characteristics

Effective adult learning is enhanced if the tutor follows the following guidelines:

1. Gives support, and can cope with individual personalities
2. Is enthusiastic, and knowledgeable, about his/her subject
3. Is prepared to learn as well as to teach
4. Is imaginative and has a sense of humour
5. Can think on his/her feet and is relaxed and confident in teaching

Appropriate Teaching Methods

1. Teaching methods should be selected while keeping in mind the members reasons for learning, abilities and previous experience.
2. Members should take a role in deciding what will be learned, and the time frame
3. Methods used should be appropriate to the objectives and motivation of members and at their own pace
4. "I hear and I forget, I see and I remember, I do and I understand"!
5. A non threatening and supportive atmosphere should be created

Adult Learner Characteristics

1. The characteristics of adult learners can be reflective of their independence and wealth of experience
2. Motivation for learning can be related to family, personal interest, personal crisis, or work
3. Age can influence self esteem and confidence - few want to run the risk of looking a fool or being a failure
4. Adult learners need a variety of teaching approaches
5. If a session or class is not meeting a member's expectations, if there are insufficient payoffs or if there are conflicting options a member has the opportunity of "voting with his/her feet" - attendance is not compulsory.

Learning Environment

1. A learning environment should be comfortable and conducive to learning
2. It should be accessible and barriers to participation should be removed.
3. Barriers to participation can include lack of mobility, hearing impairment and poor eyesight.

Tutor Support

1. Regular trainers' meetings should be held, and all trainers encouraged to attend
2. All trainers should have the opportunity to contribute to the development of the club through the training process
3. It is expected that trainers should all be prepared to teach members what they want to know, if it is within their range of skills, and not impose their preferences upon them. However, other options can be suggested.

A training Co-ordinator should be appointed who will where possible work in conjunction with an Equipment Co-ordinator.

Members' Information Brochure

This is an excerpt from a club brochure to give you an idea of how many clubs operate. Computer Pals for Seniors Greenville Inc.

WHO WE ARE

Computer Pals for Seniors - Greenville is one of a popular and expanding network of similar computer clubs in Australia. The principal aim of the Club is to assist its members in learning how to use a computer and to help members gain an understanding of computers. Assistance is given by people of your own age usually on a one-to-one to one-to-three basis. There is no feeling of being pressured as there might be with formal computer classes. You learn what you choose to learn and at your own pace.

Computer Pals is a members club, a non-profit organisation run by its members. All pay to belong including trainers and our committee. We are all volunteers.

TRAINING

Club trainers are rostered to assist you from Mondays to Fridays inclusive (except on public holidays and during the summer break from late December to early January). At present, to be fair to our members, only one training session per person per week can be scheduled beginning and ending on the hour.

It is worthwhile discussing your level of experience and what you wish to do with a computer, this will assist us to suggest the most suitable trainer. If you already have a certain level of skill and as your confidence grows you could think about becoming a trainer.

MEETINGS

A monthly meeting for all members is held at 2.00 pm on the third Thursday of each month. They usually include an address on a computer-related topic given by a guest speaker. These meetings help to increase our understanding of computers and their potential uses. There is an opportunity for members to discuss any matters concerning the club. The meeting concludes with tea and coffee.

LIBRARY & NEWSLETTER

The Club has a growing library including manuals. Some items may be borrowed for up to a two-week period. A newsletter is produced each month containing condensed committee meeting minutes, computer information, and a calendar of future activities.

HOW TO JOIN

If you feel that the Club can help you please complete the application form and together with the \$25 membership fee plus \$30.00 to cover the first calendar quarter lodge these with the duty trainer. Quarterly fees are due on the 1st day of January, April, July and October. If you choose to pay for a year's membership in advance then a \$30.00 discount applies.

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