

*Australian Seniors  
Computer Clubs Association*

**ASCCA**

ABN 47 097 847 642

# ***Development Kit 1***

# ***Seniors Computer Clubs***



**Produced by ASCCA**

Author: Nan Bosler

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Postal address: **ASCCA**, level 4, 280 Pitt Street, Sydney NSW 2000

Email address: [ascca@ascca.org.au](mailto:ascca@ascca.org.au)

Phone: (02) 9286 3871

Fax: (02) 9286 3876

Website: [www.ascca.org.au](http://www.ascca.org.au)

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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 near to their own homes. 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](http://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.



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 the son or daughter has reassured 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 seniors to a club for a number of reasons. 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. All enjoy the social inclusion that belonging to a club means to them.

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 was then able to delight in the work she could 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 Seniors Computer Club that person is likely to succeed.

## About ASCCA

**ASCCA**, is the National Peak Body for Seniors and Technology. It is run by seniors for seniors. **ASCCA's** services are provided by volunteers to assist older and disabled Australians to access computer technology. It is a Public Benevolent Institution.

### INITIATIVE

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 Seniors Computer Club that person is likely to succeed. **ASCCA** received the 2005 Seniors Achievement Award for Education/Life Long Learning.

### ACHIEVEMENT

**ASCCA** 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 how to use technology. Most older people prefer to be taught by people of a similar age, they want to learn specific things and most of all they want to learn at their own pace.

It is estimated that more than 125,000 seniors have already learned how to use a computer through **ASCCA's** peer assisted learning programs. There are currently more than 41,000 members in our member clubs and organisations. These clubs are located in every state of Australia.

**ASCCA** includes 'those with a disability' in their mandate. Members with disabilities include those who have had strokes, suffer from MS or Motor Neurone Disease, Parkinson's etc, but **ASCCA** considers that many disabilities that effect their members are actually a normal process of ageing so they help them, when possible to continue enjoying and benefiting from the use of their computer.

**ASCCA** undertook a research project, *Barrier Free Access*, to provide information to clubs about adaptive technology and produced two brochures and a webpage which also provides contact details so they can talk with 'an expert'.

**ASCCA** has given a sense of unity, purpose, and representative strength to the many small and diverse seniors computer clubs around the country. The "voice" of seniors computer clubs and their interests, problems, issues, and concerns in communication technologies can now be heard. **ASCCA** has provided leadership in the development of a wide range of programs, training, and networking, which has significantly contributed to the goal of enhancing the lives of many seniors and disabled older people who would have otherwise not had those opportunities. 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 Seniors Computer Club that person is highly likely to succeed with their lives enhanced accordingly.

**ASCCA** has identified that those living in retirement villages are often disadvantaged by lack of mobility or transport and find it difficult to join in community activities. To help these older people **ASCCA** helps form clubs

auspiced by retirement villages and since 1998 has successfully started many such clubs in retirement villages.

In 2005 **ASCCA** commissioned an "Interactive Communications Manual" to provide members with a user-friendly information guide that informs them about new technology applications for either their own personal, or club use.

The project objectives were to conduct the wide ranging research about new technologies such as Webcams, Voice over Internet Protocol (VoIP), and Teleconferencing and Videoconferencing applications. This includes the investigation of user-experiences, plus the technical, regulatory, and consumer protection issues surrounding these applications.

**ASCCA** continues to research communication technologies and as a member of the Telstra Consumer Consultative Council received funding for a Consumer Issues project. The grant was used to conduct a survey through member clubs to establish a profile of just what seniors want when they connect to the Internet, and to find out what other telecommunications issues concern and interest them.

More than 500 responses were received from every state in Australia to enable **ASCCA** to draw a realistic picture of what Seniors want from telecommunications. The survey allowed individual members to contribute information to assist **ASCCA** to inform Government Departments and Telcos of their concerns. There are more than 20,000 members of seniors computer clubs in Australia and they are all consumers who want to be able to speak with a powerful voice and say "Seniors WANT ..... Seniors NEED....."

### **IMPACT**

Seniors can be hesitant to attempt to use a computer. Computer Clubs provide an excellent solution - they provide a friendly and non- threatening environment and an opportunity to socialise. The senior gains confidence as they learn to use a computer, their self esteem improves and so does their general well-being. The computer skills gained by seniors are often used to enable them to participate in other community groups, e.g. as Secretary, Treasurer etc. Yet others use their new skills to take up work, usually part time and very often in a family business; and imagine being able to swap emails with grandchildren!

### **NETWORKS**

**ASCCA** had built, and maintained, a worthwhile network spanning community organisations, government department/agencies, Industry, media and the general public.

### **FUTURE**

**ASCCA** aims to develop according to the needs and interest of its members. Future needs have included changing technology and the different expectations of the baby boomers.

## **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 Seniors Computer Club 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. 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 software organised through **ASCCA** for approx. 4% of the rrp
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 Club membership is \$110 per annum

## **Getting Started**

### **Initial Planning**

1. A new club should be considered if there appears to be the need for a Seniors Computer Club. Is there interest and a population of older persons to support a club.
2. Contact should be made with key people who show interest in computers.
3. Determine a possible source of funding necessary to establish the new club. There is the possibility of a seeding grant from Council. The 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 have 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 Seniors Computer Club.
4. Take any opportunities you can find, or make, to talk to groups such as Rotary, 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 discuss the establishment of 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.

## **Setting up the meeting**

1. Organise venue, date and time for the meeting.
2. If possible organise a speaker who is a 'well known' person with an interest in computers and a 'key' local personality to introduce the speaker.
3. Advertise the meeting by an item in the local paper (avoid paid advertisements if possible), Senior Citizens' mail outs, seniors' clubs, Local Council, etc.
4. If you plan to offer refreshments organise who will be responsible.
5. Establish a contact person and phone number or address before the meeting and make it available to those attending to enable them to be able to contact the group at a later date.
6. Prepare an interim membership form.
7. Delegate someone to bring a receipt book, attendance book and keep minutes of the meeting. The attendance book should be ruled up to provide columns for name, contact details and signature.

## **The Initial Meeting**

1. The meeting should be very relaxed but kept focused. All those attending should sign the attendance book and receive a copy of an interim membership form.
2. The speaker should enthuse those attending about the advantages and benefits of using a computer.
3. A second speaker needs to outline the formation of a Seniors Computer Club; what members can expect from membership and what responsibilities membership carries. Stress the need for both beginners and more experienced computer users. Seniors Computer Clubs provide the opportunity to learn and teach.
4. 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 a bank account, take out insurance and begin to seek incorporation.
5. Be prepared to allow plenty of time for questions and answers.
6. Motions are required from the meeting to establish a club; decide on the name of the club, consider fees and form a steering committee. (The meeting may prefer not to set fees but to instruct the steering committee to consider possible fees and report back to a general meeting for approval.)
7. Elect a steering committee. The term of office for the steering committee is to be decided by meeting. E.g. 3 months, 6 months or until their brief is completed.
8. Make a date for the first meeting of the steering committee.

## 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

The *Australian Seniors Computer Clubs Association (ASCCA)* can provide advice on forming a club. This advice is available without the need for membership.

Contact options:

Post: Level 4, 280 Pitt Street, Sydney NSW 2000;

Phone: (02) 9286 3871;

email: [ascca@ascca.org.au](mailto:ascca@ascca.org.au)

Membership of *ASCCA* is open to Seniors Computer Clubs; Seniors Organisations interested in the use of technology by Seniors; and Computer Clubs that include seniors among their membership. The membership fee per club is \$110 per annum (includes GST).

Be aware that this development plan is a guide only and may need to be adapted to your area.

Most importantly remember that help, or a sounding board, is only as far away as your phone or email.

## Accommodation

Ideal minimum requirements for a club-room are:

1. An area of at least 4 metres by 4 metres if you are planning one-on-one training. A larger room will be needed if you are going to conduct small group classes.
2. Secure premises so that computers and other equipment are not at risk of theft or damage.
3. At ground level so that members using wheel chairs and those with limited mobility have access.
4. Relatively quiet to facilitate instruction.
5. Good lighting.
6. Preferably available 9 am – 5 pm Monday to Friday, and of course, because you are a *very* not for profit organisation made up of seniors many of whom are pensioners, with a relatively low or subsidised rental.
7. Preferably close to parking and public transport.
8. With access to a telephone socket to allow access to the Internet.
9. Access to a toilet; and
10. Tea making facilities are desirable.

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 club-room.

## Your Management Committee

Each club should have a Management Committee. A set of job descriptions has been prepared as a guideline. You should 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 undertake. The more working committee members a club has the less the load on individuals. Nine is probably the maximum number as some of the additional roles such as Catering Officer can be filled by a non committee member.

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### ***President***

The President:

1. Must be a financial member of [club's name]
2. Will be responsible for chairing all meetings.
3. Will 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 or set of rules.
5. Will be the final club arbiter on 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 learn how to become competent in the use of a computer.

### ***Vice President***

The Vice-President:

1. Must 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 or set of rules.
4. Should be computer literate, or prepared to learn how to become competent in the use of a computer.

## **Secretary**

The Secretary:

1. Must 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 committee meeting.
5. Should be computer literate.

## ***Assistant Secretary***

The Assistant Secretary:

1. Must 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 general meetings.
5. Should be computer literate, or prepared to learn how to become competent in the use of a computer.

## ***Treasurer***

The Treasurer:

1. Must 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 committee 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 and prepare list for insurance cover
8. Should be computer literate and preferably competent in the use of an appropriate accounts program.

NOTE: For further information about Club Financial Management see page 24

## ***Assistant Treasurer***

The Assistant Treasurer:

1. Must 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 learn how to become competent in the use of an appropriate accounts program.

## ***Training Co-ordinator***

The Training Co-ordinator:

1. Should be a financial member of [club's name].
2. Should be computer literate.
3. Will be responsible for the overall co-ordination of the tutors.
4. Will encourage a friendly and supportive atmosphere for all members prepared to give their time as tutors.
5. Will be responsible for the initial handling of any complaint which relates to training from either members or tutors.
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 and 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. Should 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 inclusion in the Assets Register.
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. Must be a financial member of [club's name].
2. Shall be appointed by the Management Committee.  
This position is usually held by the Secretary but any other financial member of the Club may be appointed to undertake this role.
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 and general 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 [Name of club] in safe keeping.

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

NOTE: A new Act has been foreshadowed in NSW and one of the changes will be the abolishment of the role of Public Officer.

## Publicity Officer

The Publicity Officer:

1. Should be a financial member of [club's name].
2. Must 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 must 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 media releases should reflect such competency.

**Note:** If a Club does not have a 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 the Treasurer or Secretary

1. Keep membership records; reminders re payment of fees can be sent to individuals through newsletter or noticeboard,
2. Ensure adequate membership forms are available for prospective members.

### ***Housekeeping / Maintenance Officer***

1. Maintenance of furniture in the club-room.
2. Investigate availability and price of additional furniture required for the club-room.
3. Organise purchase of any additional furniture approved by the Committee.
4. Have approval to a set amount of Petty Cash for the purchase of minor requirements without reference to the Committee.

### ***Catering Officer***

1. Make sure that there are adequate supplies of tea, coffee and sugar.
2. Be responsible for catering for functions, organising assistance if necessary.
3. Organise replacement of missing/broken cups etc. as needed.

## **Meetings**

A number of meetings are held by Clubs. The Committee must meet at least three times a year but usually monthly or bi monthly. An Annual General Meeting will be held once a year between July and December. The Management Committee may decide to hold General Meetings monthly, bi monthly or quarterly.

## **Agenda and Minutes**

### **Example Agenda**

#### **AGENDA**

**Meeting of Seniors Computer Club Greenville Inc.  
to be held at Greenville Community Centre  
on Thursday 5 February 2009 at 2.00 pm.**

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

## ***Example Minutes of a Meeting***

**Minutes of Meeting of  
[Seniors Computer Club Greenville Inc.]  
held at Greenville Community Centre on  
Thursday, 5 February 2009 at 2.00 pm.**

- 1. Present:**  
Jan Gow (in the chair), Mary Smythe, John Figgers, Jill Anson, Peter Able, Ken Anderson, Alex Jenson.
- 2. Apologies:**  
Jim French.
- 3. Minutes of last Meeting:**  
Minutes of last meeting were read. Accepted by Mary Smythe, seconded by Alex Jenson. Carried.
- 4. Business arising from minutes:**  
**Insurance Policy renewal** Jill Anson advised that the insurance policy has been renewed.

**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:**  
Committee.

Newsletter from ASCCA.

Information about Seniors Week from Department of Ageing Disability & Home Care.

**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. Carried.

Cheques 504 - 510 drawn since the last meeting were ratified.  
Moved Peter Able, seconded Ken Anderson. Carried.

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 one of our potential trainers, Kathy Freedman. Two of the trainers are brushing up on Windows Vista (the software provided through 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 program Windows Vista 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:**

**i Open Day for Seniors Week**

Council will promote our Open Day that will be held 20 March, 10 am to 4 pm.

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

**ii Newsletter**

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

**10. Date of next Meeting:**

Thursday, 5 March 2009 at 2.00 pm.

**11. Meeting Close**

Meeting declared closed 3.50 pm.

-----  
Chairman. 5/3/09

NOTE: All minutes should be pasted into a minute book and signed. Minutes are legal documents and minute books need to be kept for seven years.

## **Insurance**

All clubs should have cover provided by a Public Liability Insurance Policy.

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 at least \$5 M cover, often \$10 M cover to be held by all hirers of their community facilities.

The following insurance is suggested as a minimum for all Seniors Computer Clubs:

- Ø Public Liability Insurance for \$10 M
- Ø Contents - including theft and fire
- Ø Volunteer Insurance

Contact ASCCA for details of suggested insurance brokers.

## **Finance**

It will be necessary to open a bank 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. If a signing officer does not hold another account with the selected bank they will be required to provide 100 points of identification.

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. As a computer club it is appropriate to investigate the use of Internet Banking.
5. 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.
6. 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.
7. 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.
8. It is appropriate for a computer club to have its financial records kept on a computer. There are excellent programs available e.g. Quicken, Money, Excel. Usually one of the club's computers will have the selected program installed and the Treasurer will also have the same program on his/her 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 club-room. It is also necessary to print out a financial statement each month for presentation at the Committee meeting and for inclusion in the minute book.

9. 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 and budgets.

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

Income

Membership fees	Grants	Donations	Bank interest
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Expenditure

Rent	Hardware Software	Administration	Stationery	Telephone	Petty Cash
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11. 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. The Treasurer should also maintain the Club's Register of Assets.

12. The Club should also obtain an ABN from the Australian Taxation Office.

## ***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 two weeks before the club is actually incorporated and becomes a legal entity. Alternatively if the completed forms are taken into the Office of Fair Trading it will only take a short time as long as they have been witnessed by a Justice of the Peace.

1. Make the decision to incorporate at the first meeting of the Steering Committee, and decide who will be your Public Officer - make sure that the meeting is correctly minuted.

Obtain an Incorporation kit from the NSW Office of Fair Trading: (Office of Fair Trading, Head Office, 1 Fitzwilliam Street, PARRAMATTA NSW 2150; Telephone 02 9895 0111 – see following pages for contact details for Office 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 \$22.50 \* for non-members and \$19 for members of the Council of Social Services. Phone number is (02) 9211 2599.
4. There is a useful page on the NSW Office of Fair Trading website entitled "Setting up an Incorporated Association" at [http://www.fairtrading.nsw.gov.au/About\\_us/Publications/Cooperatives\\_and\\_associations/ft06settingupanincorporatedassociation.html](http://www.fairtrading.nsw.gov.au/About_us/Publications/Cooperatives_and_associations/ft06settingupanincorporatedassociation.html)
5. Reserve your organisation's chosen name on the appropriate Office of Fair Trading form (form 3). There is a \$40\* 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 Office of Fair Trading at [http://blis.fairtrading.nsw.gov.au/\\_data/assets/licence\\_file/101827/ap4550a.pdf](http://blis.fairtrading.nsw.gov.au/_data/assets/licence_file/101827/ap4550a.pdf) [http://www.fairtrading.nsw.gov.au/pdfs/About\\_us/Publications/ft119.pdf](http://www.fairtrading.nsw.gov.au/pdfs/About_us/Publications/ft119.pdf) 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 of Association (form 1) which can be found at

[http://blis.fairtrading.nsw.gov.au/\\_data/assets/licence\\_file/102313/ap4550.pdf](http://blis.fairtrading.nsw.gov.au/_data/assets/licence_file/102313/ap4550.pdf) There is a fee of \$105\*

- 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. Notice of Appointment and Address of Public Officer (form 9) which can be found at [http://blis.fairtrading.nsw.gov.au/\\_data/assets/licence\\_file/98275/ap4550b.pdf](http://blis.fairtrading.nsw.gov.au/_data/assets/licence_file/98275/ap4550b.pdf)

\* Always check the amount payable as costs change!

Completed forms can be sent together with a cheque to:

Registry of Co-operatives and Associations  
154 Russell Street  
Bathurst NSW 2795

**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. Contact details follow.

### **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.

### **Contacts**

<b>Australian Capital Territory</b>	ACT Office of Fair Trading 255 Canberra Avenue FYSHWICK ACT 2609  GPO Box 158 Canberra City ACT 2601 Phone: 02 6207 0400 Fax: 02 6207 0424
<b>Northern Territory</b>	Department of Justice 66 The Esplanade DARWIN NT 0800 Phone: 08 8999 1999 Phone: (From NT Only) 1800 019 319 SMS: 040 111 6801 Web: <a href="http://www.nt.gov.au/justice/consaffairs/">www.nt.gov.au/justice/consaffairs/</a> Email: <a href="mailto:consumer@nt.gov.au">consumer@nt.gov.au</a>

<b>South Australia</b>	<p>Office of Consumer and Business Affairs Business &amp; Occupational Services Level 3, Chesser House 91-97 Grenfell Street ADELAIDE SA 5000</p> <p>GPO Box 1407 ADELAIDE SA 5001 Phone: 1300 138 918 Fax: 08 8204 9771 Web: <a href="http://www.ocba.sa.gov.au/Associations/">www.ocba.sa.gov.au/Associations/</a> Email: <a href="mailto:businessnames@agd.sa.gov.au">businessnames@agd.sa.gov.au</a></p>
<b>Tasmania</b>	<p>Consumer Affairs and Fair Trading Level 3,15 Murray Street HOBART TAS 7000</p> <p>GPO Box 1244 HOBART TAS 7001 Phone: 03 6233 2225 (Business Affairs) Phone: 1300 654 499 Fax: 03 6233 4882 Web: <a href="http://www.consumer.tas.gov.au">www.consumer.tas.gov.au</a> Email: <a href="mailto:business.affairs@justice.tas.gov.au">business.affairs@justice.tas.gov.au</a></p>
<b>Queensland</b>	<p>Office of Fair Trading Ground Floor, Brisbane Magistrates Court 363 George Street BRISBANE QLD 4000</p> <p>GPO Box 3111 BRISBANE QLD 4001 Phone: 13 13 04 Fax: 07 3008 5946 Web: <a href="http://www.fairtrading.qld.gov.au">www.fairtrading.qld.gov.au</a></p>
<b>Gold Coast Region</b>	<p>Office of Fair Trading 7 Short Street SOUTHPORT QLD 4215</p> <p>PO Box 2565 SOUTHPORT QLD 4215 Phone: 07 5581 3388</p>

<b>Western Australia</b>	Department of Consumer & Employment Protection 219 St Georges Terrace PERTH WA 6000  Locked Bag 14 Cloisters Square PERTH WA 6850 Western Australia 6850 Phone: 1300 304 054 Phone: 08 9282 0777 Fax: 08 9282 0850 Web: <a href="http://www.commerce.wa.gov.au">www.commerce.wa.gov.au</a> Email: <a href="mailto:consumer@commerce.wa.gov.au">consumer@commerce.wa.gov.au</a>
<b>Victoria</b>	Consumer & Business Affairs Victoria Victorian Consumer & Business Centre 113 Exhibition Street MELBOURNE VIC 3000  GPO Box 123 MELBOURNE VIC 3001 Victoria 3001 Phone: 1300 558 181 Web: <a href="http://www.consumer.vic.gov.au">www.consumer.vic.gov.au</a> Email: <a href="mailto:consumer@justice.vic.gov.au">consumer@justice.vic.gov.au</a>
<b>New South Wales</b>	Office of Fair Trading Head Office 1 Fitzwilliam Street PARRAMATTA NSW 2150  PO Box 972 PARRAMATTA NSW 2124 Phone: 02 9895 0111 Fax: 02 9895 0222 Web: <a href="http://www.fairtrading.nsw.gov.au">www.fairtrading.nsw.gov.au</a>

## Equipment List

One of the first questions asked by those interested in starting a Computer Club is

“Where do we get the equipment from?”

It will be a great advantage for you that you already have the furniture and hardware provided as part of the Broadband for Seniors program.

Your local Council or businesses can be approached to donate surplus machines when they update their business equipment. You can purchase re-conditioned computers such as those available from WorkVentures. Computers provided by WorkVentures are preloaded with XP as the operating system and Office 2003 and cost less than \$300 [these figures are correct at the beginning of 2009 but costs should be checked before budgeting this amount.] There are other refurbishing organisations including Technical Aid for the Disabled which will sell refurbished machines to a club for a reasonable amount

Some clubs have been given a donation of a computer by a member or the son or daughter of a member.

## Suggested Initial Equipment List

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

### *Hardware*

1. Four (4) personal desktop computers (PCs). If possible, your computers should be Pentium IV 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.
2. The screens on these computers preferably should be at least 17" (43 cm) diagonally so that visibility and clarity is maximised.
3. A colour printer.
4. A phone connection and an Internet connection.

### *Operating Systems*

The operating system on these computers should be Microsoft Windows XP or Windows Vista. Some clubs like to experiment with alternate operating systems.

## ***Application Software***

1. Microsoft Office 2007 includes Word, Excel, Publisher, Front Page, PowerPoint and Access. If you have decided to become a financial member of ASCCA this software is available for use on club computers for approx. 4% of the retail price through DonorTec.
2. A less expensive software package would be Microsoft Works Suite. There are also open source software packages available.
3. Before obtaining any 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.
4. Virus protection software is essential and important for all of your computers. ASCCA will provide information about free anti virus programs; there are also several excellent commercially available programs.

## ***Furniture***

1. You will need tables for the computers and other equipment. Pay careful attention to the height needed for the tables
2. Chairs for each of the computers plus additional chairs for the tutor(s) will be required. Ideally these chairs should be ergonomic. That is, they have padding, are height and back adjustable, have lower back support (no armrests for tutor's chairs) and limited floor movement (castors on carpet, or sliders on lino/wood).
3. You will need a lockable cupboard or filing cabinet where you can keep spare disks, program originals, printer paper and cartridges plus the Club's minute book, correspondence etc.
4. Tea making facilities are optional but most desirable.
5. Sufficient power connections - minimise the number of power points needed by using power blocks with surge protection.
6. Consider the need of your students and tutors and make sure that you have a heater for cold weather and a fan for summer or other means of temperature control.

## **Future Planning**

A wish list would include the following equipment:

1. 2 new computers - particularly if you have started your Club with pre-loved computers
2. Flatbed scanner.
3. Digital camera.

## Suggested Training Policy - Training Objectives

A Training Co-ordinator should be appointed who will, where possible, work in conjunction with a Equipment Co-ordinator.

### *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:

1. Tutor characteristics
2. Appropriate teaching methods
3. Adult learner characteristics
4. Learning environment.

### Tutor Characteristics

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

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
6. Endless patience would be a great help.

## **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 addressed.
3. Barriers to participation can include lack of mobility, hearing impairment and poor eyesight.

## **Tutor Support**

1. Regular tutors' meetings should be held and all tutors encouraged to attend.
2. All tutors should have the opportunity to contribute to the development of the Club through the training process.
3. It is expected that tutors 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.

