



ONLINE MEMBERSHIP PORTAL INSTRUCTIONS

This document contains details on how to access and modify items within the Membership Portal. To access the Online Membership Portal go to: <http://pgwamembership.com.au> The following list is covered within this document:

- 1 - How to get log in details
- 2 - How to log into the Playgroup WA Membership Portal
- 3 - Update Playgroup Details
- 4 - Update Committee Details
- 5 - Update Session Details
- 6 - Adding a Family or Volunteer
- 7 - Making Payment

Please note: you **do not** need to complete and send in a Membership Renewal or Update Report if you process your memberships online. An email is sent through to our office summarising the families who have paid and the payment details once the payment batch is completed and saved.

1. How to get log in details.

Please note: Only Committee Members that have been advised to PGWA can complete this step. You will receive an email containing your User ID and Password which you can then use to log into the membership website.

- 1.1 Open the website: <http://pgwamembership.com.au>
- 1.2 Click on “I would like to administer my PG”
- 1.3 Enter your playgroup ID number and click “register”
- 1.4 Select your name from the list of contact

2. How to log into the Playgroup WA Membership Portal

- 2.1 Open the website: <http://pgwamembership.com.au>
- 2.2 Enter the user name and password sent by email
- 2.3 Click on “Login”

3. Update Playgroup Details

- 3.1 Click on “Playgroup Details”
- 3.2 Check all of the information listed under this tab is correct. Change information as needed. To change the Playgroup Name, Venue and Address details please send the updated information to hotline@playgroupwa.com.au
- 3.3 Click on “Save”



4. Update Committee Details

When doing Committee handover please ensure that the **last** task is to change your record because you will instantly lose access to the system.

4.1 Click on **“Contacts”**

4.2 If replacing a committee member click on **“Add a new contact for this role”**, enter details and click **“save”**

4.3 If updating a current committee member’s details click **“Edit this contacts details”**, update details and click **“save”**

Please note: The Enrolment Officer will have their email address as the contact on the Playgroup WA website. If they do not wish for this to happen please update the enrolment officer one contact to **hotline@playgroupwa.com.au**

5. Update Session Details

5.1 Click on **“Sessions”**

5.2 If adding a new session click on **“Add a session”**, enter session details and click on **save”**

5.3 If updating a current session, click on **“edit this session’s details”** next to the session to be updated, make changes and click on **“save”**

6. Adding a Family or Volunteer

6.1 Click on **“Families”**

6.2 **Adding a New Family**

a. Click on **“Add family/volunteer/paid elsewhere”**

b. Select the member type **“A family who has paid”**

c. Select the member’s fee type – Family, Playgroup Plus (for concession card holders) or Family Day Carer

d. Complete all fields including child’s details and session attended. (**Please note:** All fields must be completed except Country of Birth, Parent’s Date of Birth and Mobile Number)

e. Click on **“save”**

6.3 **Adding a Family Who Has Paid at Another Playgroup**

a. Click on **“Add family/volunteer/paid elsewhere”**

b. Select the member type **“A family who has paid elsewhere”**

c. Enter member’s ID number and click **“Add member”**

d. Select the member’s fee type – Family, Playgroup Plus (for concession card holders) or Family Day Carer.

e. Update any details that have changed and ensure the session attended is selected (**Please note:** All fields must be completed except Country of Birth, Parent’s Date of Birth, Mobile Number and Email address)

f. Click on **“save”**



6.4 Adding a Volunteer

- a. Click on “Add family/volunteer/paid elsewhere”
- b. Select the member type “Add Volunteer”
- c. Enter Volunteers details and the session they attend (**Please note:** All fields must be completed except Country of Birth, Parent’s Date of Birth and Mobile Number)
- d. Click on “save”

6.5 Updating a Current Family Member

- a. Click on “Families”
- b. Click on “Edit Details” next to the family being updated
- c. Make changes and click on “save”

6.6 Renewing a Current Family Member

- a. Click on “Families”
- b. Click on “Edit Details” next to the family being updated
- c. Update the member Fee Type and click “save”

6.7 Updating a Current Family Member Inactive (non renewing)

- a. Click on “Families”
- b. Click on “Edit Details” next to the family being updated
- c. Select “Inactive” and click “save”

7. Making Payment

7.1 Click on “Payments”

7.2 Click on “Add a Payment Batch”

7.3 Select “Payment Type”, eg Cheque, Money Order, EFT, etc

Cheque Payments: please complete the cheque number, BSB, Account Number and Account Name fields.

Cash Payments: If paying by cash, please hand deliver to the PGWA Office, please do not send through the mail.

7.4 Complete “Sent Date” field (**Please note:** This field must be completed with the date that the payment is being paid/sent to Playgroup WA (Inc))

7.5 Click on “Payment Note” field (**Please note:** This field can be used for any additional information including Receipt number and date payment was made for EFT payments.)

7.6 Complete Payment Breakdown (**Please note:** Click on the tick box next to each family you wish to pay for.)

7.7 Click on “Save” (**Please note:** A summary of the payment and the list of families relating to this payment will) automatically be sent to the Playgroup WA office once this is saved.

(**Please note:** There is an option to print the payment page and we advise you do this so you have a copy of the payment for your records.)



7.8 Promptly send payment by EFT, Cheque or Money Order.

If you have any queries, please do not hesitate to contact the Administration Team on **1800 171 882** or **(08)9228 8088**.








Tips and advice for managing your playgroup

General tips for new members




-  Ensure you fill in all the information required as prompted in the Committee Portal for each family member.
-  To be covered by insurance all families need to be members of Playgroup WA. Families can attend up to two (2) visits prior to paying the Playgroup WA fee and still have insurance cover.

Membership Fees




The Playgroup WA membership runs from 1 January to 31 December each year. Each year, members are required to pay the membership fee to be eligible for the Playgroup WA member benefits. The types of membership fees are detailed below:

-  **Family (F):** Families who attend playgroup pay a Family membership fee of \$35.00 incl GST.
-  **Playgroup Plus (PGPL):** Families who have a current health care or pension card receive a reduced fee of \$15.00 inc GST. A current card must be sighted by the Enrolment Officer.
-  **Volunteers (V):** Volunteers are not required to pay a membership fee but must be listed on your Application/ Membership Report as a member for insurance purposes. A Volunteer is someone who attends playgroup without any children. Playgroup Committee Members do not come under this category.
-  **Family Day Carer (FDC):** Family Day Carers attending a community playgroup will be required to pay a FDC membership fee of \$35.00 incl GST. Family Day Carers will need to hold a current licence that must be sighted by the playgroup to be eligible for this concession. The decision to allow Family Day Carers to attend a community playgroup will remain at the individual playgroup's discretion, taking into account the ratio of adults to children, size of venue, practical and safety issues.
-  **Paid Elsewhere(PE):** If a family has paid their membership fee to another playgroup, please ask them for their membership number and enter their details as Add Family/Volunteer/Paid Elsewhere selecting a Family who paid elsewhere and entering the Family ID number.

When collecting fees please note:

-  Each family pays only one membership fee per year regardless of the number of playgroups attended and the number of children in the family. It's a good idea to check that families haven't paid their Playgroup WA fees through another playgroup
-  As new members join through the year, please ensure you forward these fees within the month of receipt so families can begin to enjoy their Playgroup WA member benefits as soon as possible.
-  Playgroup WA is unable to give refunds on membership fees. However, membership is transferable between states.







Families who have paid elsewhere:

-  Families who have paid their membership fee to another playgroup need to provide their membership number so you can record their family ID number when entering them as a Family who has paid elsewhere.
-  If a family has paid their Playgroup WA membership at another playgroup but have no membership number, please ask them to follow it up with the playgroup they paid and contact Playgroup WA.
-  Do not add families who have paid their Playgroup WA membership at another playgroup until you can enter their family ID number in the Family ID box.



Playgroup Session Types

All playgroups are similar in nature; babies and young children accompanied by caring adults meeting regularly to play and learn together however some sessions may be specific for families with similar interests or needs. When completing the Membership Application Form or the online membership portal you will need to specify your Session Types for your playgroup sessions. These types are detailed below to help you choose the correct one for your playgroup.

-  Family/All ages: A family playgroup consists of children aged birth to 5 years with their parents and/or carers.
-  Baby: These sessions cater for families with young babies between 0-1 years of age.
-  Toddlers: These sessions include children between 1-2 years of age. They may include younger siblings and provide suitable activities for the range of ages in the session
-  3YO: These sessions cater for families with children 3 years of age and can include siblings.
-  4YO: These sessions cater for families with children 4 years of age and can include siblings.
-  Intergenerational: These sessions aim to bring together families with young children and older generations (which may or may not be related) in play environment.

Playgroup WA also has Session Sub-Types like special interests or cultures. This can also be indicated on the Membership Application Form or within the online portal. These subtypes include language groups, multiple births, fathers group, ASD or hearing impaired groups to name a few.