

## INFORMATION FOR PLAYGROUPS

### Coming in 2025: Playgroup WA Membership System

Playgroup WA is in the process of getting a new membership system, which is planned to go live on 1 February 2025.

This will replace the Playgroup WA database system we have now. The new system is being designed to reduce playgroup administration time by enabling individual families to directly pay Playgroup WA membership fees and enter their own family information online. Playgroups will remain in control of their own membership process and will approve any members in the new portal before families can join Playgroup WA.

**If playgroups are promoting memberships for 2025, please *do not* collect Playgroup WA membership fees for 2025. More information on how to do this will be coming soon.**

For the rest of 2024, it continues as usual, including the discounted rate to join in Term 4 until the end of the year. More detailed information and support, with documentation, will be provided soon. We understand that with running a playgroup, committees would like to know this as soon as possible.

#### **Consultation with playgroups ...**

We have consulted with playgroups about the membership system over the past few years in several different ways including a thorough review, survey, focus groups and subsequent discussions. In the annual member survey, a new portal system was the most requested improvement.

#### **New system for “3 tiers” – Playgroup WA, playgroups and families**

We have listened to playgroups and focused on finding a new system that meets the requirements. The “three tier” set up of Playgroup WA, playgroups and family members is unique and there was not an existing system that matched our collective requirements and so we are custom building a system that aims to address the way we operate. Demonstrations and testing of the system will take place soon with some playgroups.

#### **Custom-built system for now and the future**

It is noted that there are many different types of playgroups with unique cost and memberships structures with different ways of collecting fees/information, including different amounts and different timelines (weekly/monthly/per term/per year). As such,

this new system will initially only collect Playgroup WA fees. In the future, as the new system is custom-built, we can add functionality as we progress. For example, online attendance records and payment of fees to playgroups, are options for potential additions in the future. The new system places importance on playgroups maintaining control of your members, including renewals, new members joining and sessions. Playgroups will be able to download the membership data needed for your playgroup records.

## **To answer some questions:**

- Playgroups will have your own log in and will be able to see the status of members, allocate members to sessions, and communicate with families through the system. Playgroups will also have control over who they accept as members. You will be alerted to action items that need attention, such as requests to join your playgroup and you will receive weekly summary emails.
- Playgroups will be able to add new members to the system if a person contacts your playgroup; by entering initial details of name, email and mobile number, the system will then email the new member to complete their details and pay fee.
- Families will input their information directly which ensures accuracy. Playgroups told us this is an issue with the current system.
- The review and tracking of the membership status will be easier, with additional staged status updates
- The renewals process will be easier. Existing information will be carried over for the playgroup to confirm, including sessions, locations, times, members.
- The data will be downloadable

The main aim of this system is to support playgroups. Families will input their information directly, saving playgroups administration time. Resources on the new system will be provided to assist playgroups to manage enrolments and provide information to your members. The Playgroup WA Resource Kit website will also have information on the new system soon. Keep an eye out for emails and the Committee Connect newsletter.

## **Contact us**

If you have any concerns or questions, please contact Playgroup WA Hotline via email:

[hotline@playgroupwa.com.au](mailto:hotline@playgroupwa.com.au)