

INFORMATION FOR PLAYGROUPS

New Playgroup WA Membership System

Updated 9 January 2025.

Playgroup WA is in the process of getting a new membership system, which is currently planned to go live on **4th March 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.

For playgroups processing memberships for 2025, please *do not* collect Playgroup WA membership fees. This will be collected directly from the family to Playgroup WA when the new system launches.

Families can still join your playgroup now and can be covered by Playgroup WA insurance, noting:

1. You can continue to have members renew and join your playgroup as usual (noting *not* to collect the Playgroup WA fee; this will be paid directly by the family to Playgroup WA when the new system is launched)
2. 2024 families continue to be registered and covered by Playgroup WA insurance until 31 March 2025.
3. ***New families joining your playgroup in 2025:*** Please collect and keep records of the families attending, including birthdates of children, and the family's contact details (name, email and mobile). If your playgroup has these records, Playgroup WA insurance will cover these families until the new system is established. You can either keep these records yourself or (optional) you can email this in excel spreadsheet form to hotline@playgroupwa.com.au

It is important that you **DO NOT** collect the Playgroup WA 2025 membership fee (\$35 per family / \$15 concession for Healthcare card holders). When the new system is launched, families will pay this directly to Playgroup WA via an online form. If you have already collected this fee, please refund it to the family and let them know this will be requested to be paid in March.

New committee members

The membership portal is currently closed while the new system is developed. If you are no longer a committee member and there are new playgroup committee members, to ensure the current committee members are included in our communications, please update Playgroup WA by emailing: hotline@playgroupwa.com.au

Instructions on how to use the new membership system

Playgroup WA will provide instructions and resources on how to use the new membership system before it is launched.

If you have any questions or concerns, please contact our friendly administration team via email: hotline@playgroupwa.com.au

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. Several playgroups will be involved in testing the new system before it is launched.

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 about the new membership system:

- 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