

Playgroup WA Membership System Instructions

MANAGING AN ENQUIRY

This document contains details on how to manage a playgroup enquiry on the Playgroup WA Membership system. Enquiries to your playgroup will still be made using the ['Find a Playgroup'](#) page on the Playgroup WA website.

1. Log in to manage Playgroup Profile

1.1. Navigate to pgwamembership.com.au and log in using your personal email

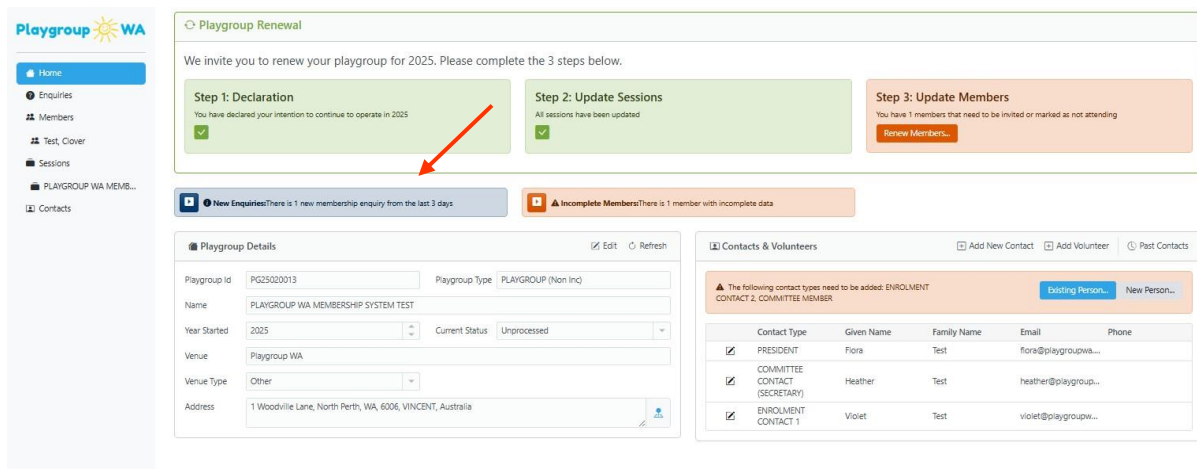
1.2. Select **'Manage Playgroup Profile'**

2. New Enquiry Notification

2.1. When a new enquiry is submitted, a navy banner will appear on the **'Home'** screen

2.2. To action the new enquiry you can click the notification banner or access through the **'Enquiries'** tab on the side navigation menu.

2.3. *You will also receive an email with this enquiry but please action using the Membership System*



Playgroup Renewal

We invite you to renew your playgroup for 2025. Please complete the 3 steps below.

Step 1: Declaration
You have declared your intention to continue to operate in 2025

Step 2: Update Sessions
All sessions have been updated

Step 3: Update Members
You have 1 members that need to be invited or marked as not attending

New Enquiries: There is 1 new membership enquiry from the last 3 days

Incomplete Members: There is 1 member with incomplete data

Playgroup Details

Playgroup Id: PG25020013 | Playgroup Type: PLAYGROUP (Non Inc)

Name: PLAYGROUP WA MEMBERSHIP SYSTEM TEST

Year Started: 2025 | Current Status: Unprocessed

Venue: Playgroup WA | Venue Type: Other

Address: 1 Woodville Lane, North Perth, WA, 6006, VINCENT, Australia

Contacts & Volunteers

The following contact types need to be added: ENROLMENT CONTACT 2, COMMITTEE MEMBER

Contact Type	Given Name	Family Name	Email	Phone
<input checked="" type="checkbox"/> PRESIDENT	Flora	Test	flora@playgroupwa...	
<input checked="" type="checkbox"/> COMMITTEE CONTACT (SECRETARY)	Heather	Test	heather@playgroup...	
<input checked="" type="checkbox"/> ENROLMENT CONTACT 1	Violet	Test	violet@playgroupw...	

3. Actioning New Enquiry

3.1. Click edit  next to the enquirer's name under **'New Enquiries'**

3.2. **Internal Notes:** these will not be visible to the enquirer, use this section to keep record e.g. 'attended Monday session on xx/xx/xxxx' etc.

- 3.3. **Applicant Message:** This message will be added to the automated email sent to the enquirer. This will remain for future reference.
- 3.4. Click '**Update Status**' and select a status
 - 3.4.1. **Invite to join:** if this enquirer has trialled, invite them to join the playgroup. This will send a registration link to their email
 - 3.4.2. **Invite to trial:** invite enquirer to attend your playgroup for a trial session. This will send a registration link to their email
 - 3.4.3. **Request more information:** (via phone) Playgroup Contact has phoned enquirer to clarify further information required. This is an internal note for the Playgroup Contacts
Request more information: (via email) Playgroup Contact is requesting more information from enquiry. Include a message to enquirer with what information is being requested e.g. phone number or children's ages if not filled in etc. This message will be sent to the enquirer.
 - 3.4.4. **Decline application:** please select a reason for rejecting enquiry and include a message explaining or directing them to the 'Find a Playgroup' page to find another playgroup that will suit them.
- 3.5. Click '**Save**' and an email will automatically be sent to the enquirer