MyTime

supporting parents of children with disabilities

www.mytime.net.au

Registration – Facilitator tips

Registration - What you need to know

Anyone who regularly attends your group, and meets MyTime eligibility requirements, needs to be registered with MyTime. Only registered member attendance are reported to the MyTime funders, so if your group has a lot of visitors who attend sessions every week, your attendance numbers will still be low.

It's OK to let people attend a couple of sessions before they fill in the form. This might be a good idea if you sense someone might be a little reluctant to provide their information. If you do wait, we recommend you mention registration on their first session (you might like to show them a copy of the form), and follow up the next time they attend. Attendees should be registered by the third session.

Your coordinator and the Parenting Research Centre (the national MyTime coordinators) use the number of registered members, and how often they attend, to see how your group is doing. The Parenting Research Centre also needs to report attendance to the Department of Social Services (the MyTime funding body).

A few things have changed...

We've had a lot of feedback about registration, and we've made some changes.

- If your members have already given you all the information asked in the MyTime form, they no longer need to fill in two forms. Just send the information to your coordinator in whatever form you have it in.
- We have taken out the question 'Are you eligible for the Carers Allowance (Child)'. We still ask if member's are eligible in the FACILITATOR ONLY section (our funders want to know this), but you won't have to explain the difference between eligible and receiving any more.
- You might notice a few questions have been removed. We know your members have to fill in a lot of long forms, so we shortened ours. We have also tried to make the language simpler.
- The new look forms are easier to print, and will print in black and white if you don't have a colour printer.

How do I talk to members about registration?

It can be difficult to bring up filling in a form with people, we often think they won't want to fill in anything. Sometimes, the way we bring up registration can help members feel better about completing the form.

- Remember that registration is important for your group. Group registrations are the best way we have to tell our funders how much MyTime is valued.
- Have the Commonly Asked Questions document available to refer back to. You might like to print out the document to take to groups with you.
- Be positive. We say a lot about something in our body language, tone of voice, and words we choose.
- Try discussing registration immediately after the session. New attendees will be able to see what MyTime is

Suggested script

"Now that you've seen what MyTime is all about, I can give you a registration form so you can become a member. It should only take 5 minutes to fill in."

If members are unsure about filling in a form:

"I understand how you feel. If you like, we can fill in the form together, and go over any concerns you have. You might also find it helpful to read through these Commonly Asked Questions."

If people are still reluctant...

The most important thing is to have people registered. The questions on page one **must be answered** to register someone with MyTime. However, we have a few suggestions that may make people feel more comfortable.

- The reason we ask for a members name is so we can identify them. Members can use a nickname or alias, as long as they use the same name for each session.
- If members don't like including their full date of birth, you can just include the year.
- Members can register without providing the information on page two occasionally, but this should happen rarely.