Data collection

Collecting registration and survey information is an important part of your role as a facilitator. These processes help MyTime program managers understand who is attending, measure the program's impact, and make sure the program can continue to improve and be sustained.

Member registration

Member registration is a requirement of the MyTime program. **All parents and carers who wish to attend MyTime regularly must register as members within their first three sessions.**

Registration helps by:

- offering insight into how many parents are accessing MyTime
- ensuring the program is reaching diverse families
- informing group and session planning (for example, cultural or literacy considerations)
- ensuring funding requirements are being met, so the program can continue.

Talk with your coordinator if you're unsure about the registration process. Forms, guidance, and the Facilitator Portal Manual are available here.

Member (and facilitator) surveys

Surveys are a key way to demonstrate the impact of MyTime. They help explain what's working, identify areas for improvement, and demonstrate to the funder that the program is making a difference for members.

Member surveys capture changes in wellbeing, confidence, and connection. Combined with facilitator feedback (received through Facilitator surveys), they give a national picture of how MyTime supports families. They also help uncover powerful stories and highlight the benefits of MyTime.

- **Member surveys** – cover members' needs and wellbeing, and how the program can be improved to better support parents who attend.
- **Facilitator surveys** – highlight the skills you use, the challenges you face, and how peer support comes to life in your group. It helps build a clearer understanding of how the program works, so facilitators get the necessary support to feel confident.

Together, these insights build strong national evidence about how MyTime works and why it matters.

This evidence not only helps MyTime program managers to refine the program, but also to advocate for better support for parents of children with additional needs.

You play an essential role in this process by encouraging members to complete surveys and by sharing your own experiences. Your role is to:

- remind members about surveys
- make time for members to complete them if needed
- explain why their feedback matters.

We're always improving our systems, which means how and when we collect information might change.