MYTIME FACILITATOR PORTAL MANUAL

May 2023

PARENTING RESEARCH CENTRE

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Getting Started

The facilitator portal has been created to streamline the tasks required of both facilitators and coordinators of MyTime groups. This portal will enable you to:

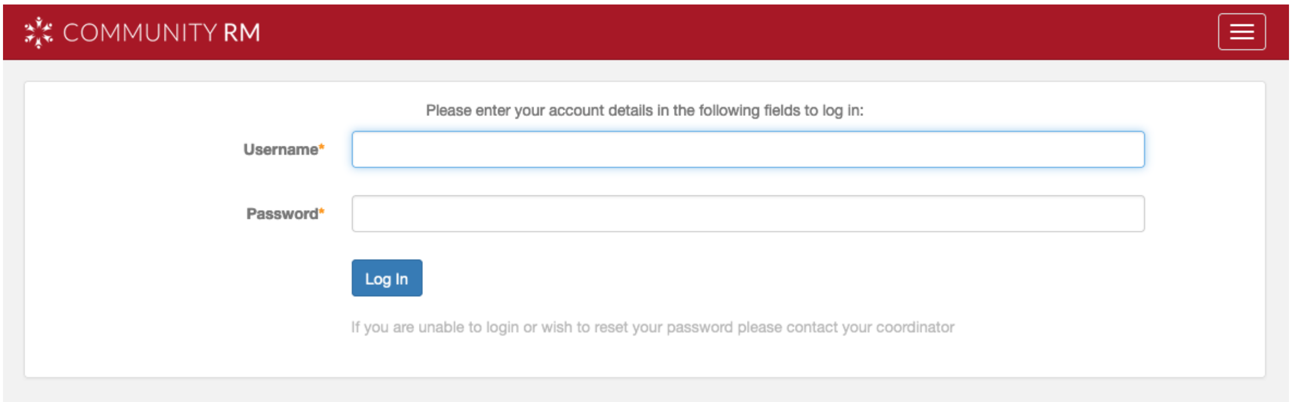
- View and update upcoming group sessions.
- Enter compulsory group session data.
- Add group member attendance records.
- Complete new member registration forms.
- Complete new member and follow-up member surveys.

We recommend you verify the time and dates of group sessions in advance, and that you complete (finalise) group sessions in the portal the same day they take place. By doing this, you will be able to update the group session with accurate details while they are still fresh in your mind.

We strongly recommend that you access the portal using a computer or tablet, as the site is not optimised for use on mobile phones.

To log in to the portal, enter this address into a connected internet web browser (preferably [Google Chrome](https://www.google.com/chrome/)): https://mytime.portal.communityds.com.au/login

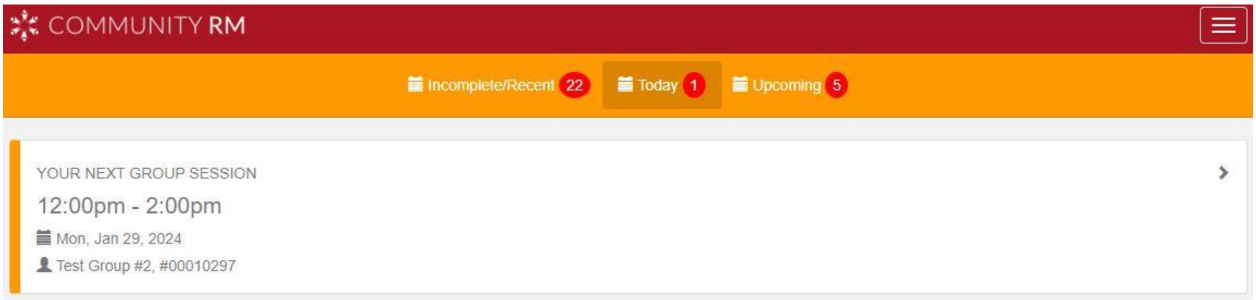
This website will take you to the following logon screen:



1. Enter your username and password; these details will be provided by your coordinator.
2. When you have logged in, the home screen will be visible. The details presented here are your MyTime sessions scheduled for today.
3. The orange navigation panel across the top of the screen (see below image) can be used to move between sessions that:
    a. are scheduled for *Today.*
    b. have taken place (via the *Incomplete/Recent* tab), or
    c. will take place in the future (via the *Upcoming* tab).

HANDY HINT

To navigate back to the home screen (the *Today* tab) at any time, select the COMMUNITYRM logo at the top left-hand corner of the red navigation panel, or select *My Schedule* under the dropdown icon at the top right-hand corner of the red navigation panel.



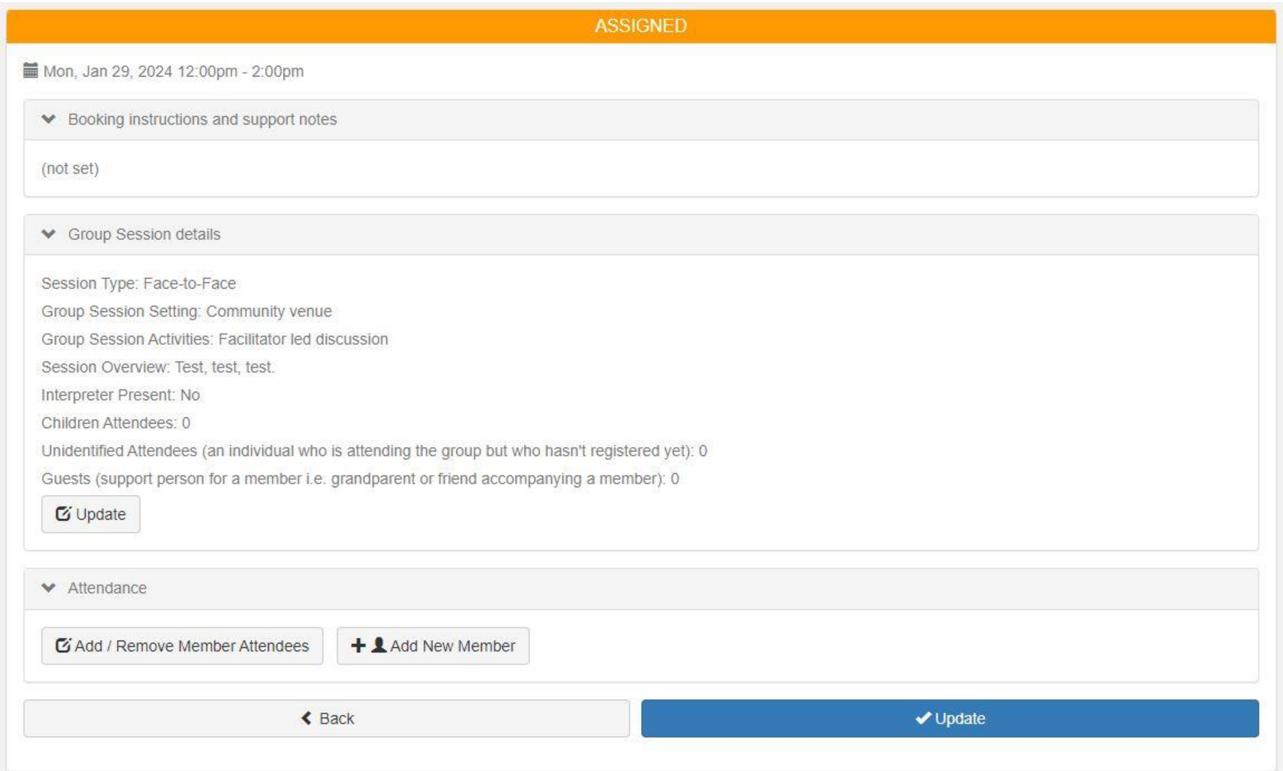
Navigating the Portal

Today Tab

Your Next Group Session

1. To check or update details ahead of your next scheduled group session, remain within the *Today* tab and select the session listed at the top. Group sessions scheduled today that have not yet taken place will also be listed under the *Upcoming* tab.

2. When you click on a scheduled group session, you will see a webpage that looks like the image below.



3. The date of the group session and the start and end times will be listed at the top of the page underneath *Assigned*. These details reflect what has been entered by coordinators in the database. To edit these, follow the instructions in the section **Updating Group Session Details; *we recommend you only update these fields when completing the group session to minimise your workload.***

4. Check under *Booking instructions and support notes* to read any notes entered by the coordinator to support the delivery of the group session. If the coordinator has not entered anything into this field, you will see “(not set)”.

5. Check under *Group Session* details to verify the details entered by your coordinator about the planned session. To edit these, follow the instructions in the section **Updating Group Session Details**; ***we recommend you only update these fields when completing the session to minimise your workload.***

6. Check under Attendance to find the members expected to attend the group session; if the coordinator has entered any members when booking the group session, you will see their names listed here as blue hyperlinks alongside “-Contact Client”. Clicking these hyperlinks will load the selected member’s portal profile.

7. Select *Back* to return to the previous screen.

WHAT DOES THIS MEAN?

You will notice the left-hand bar of group sessions in the *Incomplete/Recent* tab are coloured red or green, while this same bar is coloured orange for group sessions in the *Today* and *Upcoming* tabs.

The colours give you an indication of the group session’s status:

Green — Group session data is complete

Red —Group session data is incomplete

Orange — Group session has not yet taken place

Upcoming Tab

To view your upcoming group session bookings:

1. Select the *Upcoming* tab from the orange navigation panel across the top of the screen.

2. The *Upcoming* tab displays up to 10 future group sessions chronologically on a single page; you can move between pages of upcoming group sessions by selecting the navigation buttons at the bottom of the screen.

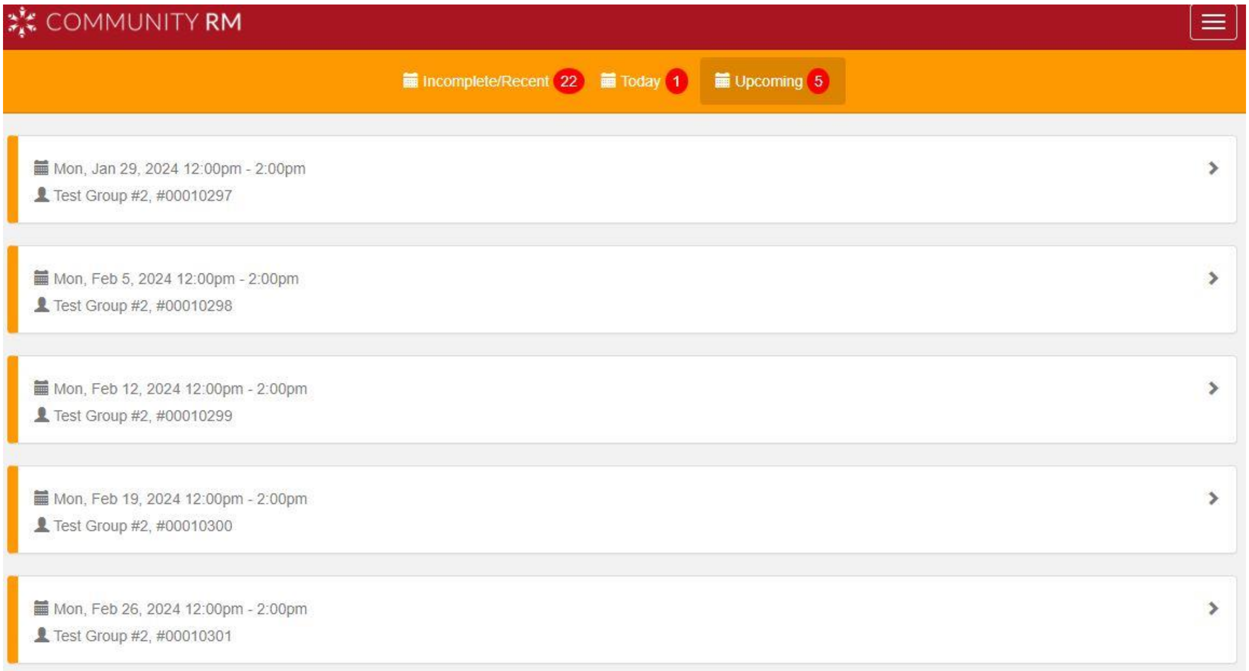
   If there are fewer than 10 upcoming group sessions, there will be no navigation buttons at the bottom of the screen as the sessions will be listed on a single page.

3. Clicking on any upcoming group session will take you to the details screen for that session. You can navigate between upcoming group sessions by selecting the arrows in the orange navigation panel across the top of the screen. To edit group session details and/or attendance ahead of a scheduled session, follow the instructions in the section **Updating Group Session Details**.

Incomplete/Recent Tab

To view group session bookings that have already taken place:

1. Select the *Incomplete/Recent* tab from the orange navigation panel across the top of the screen.



2. Once a group session is finished, facilitators are required to complete the group session information to accurately reflect what took place. Including updating session details, attendance list, and relaying anything for coordinators to action. **Until you review and finalise this information, a group session is considered incomplete.**

3. Unlike the *Upcoming* tab, which displays all future group sessions booked by your coordinator, the *Incomplete/Recent* tab has a 30-day history. If a group session is incomplete and took place more than 30 days ago, please contact your coordinator as they can still access it on the database.

Portal Functions and When To Use Them

Adding/Registering New Members *UPDATED JAN 2024*

All first-time MyTime attendees must be added to the system to complete the member registration form.

Member registration is a requirement of the MyTime program. Registration information provides important insight into how groups are running.

As part of the funding agreement with the Department of Social Services, MyTime has minimum membership numbers. Each member who registers helps demonstrate that MyTime is reaching those who need it, which contributes towards ensuring MyTime's ongoing funding.

Eligible parents/carers need to register if they would like to join a MyTime group. There are two ways members can complete a registration form:

- On your device via the Facilitator Portal
- Complete a paper copy*

**If members use a paper form, enter their answers into the online portal as soon as possible after the session and then destroy the paper form.*

You can assist the parent/carer to complete their form if needed.

Members must be registered with MyTime no later than the end of their third session.

New members can feel anxious about attending their first MyTime session. It's OK to wait until a member's second or third session until you ask them to fill in a registration form.

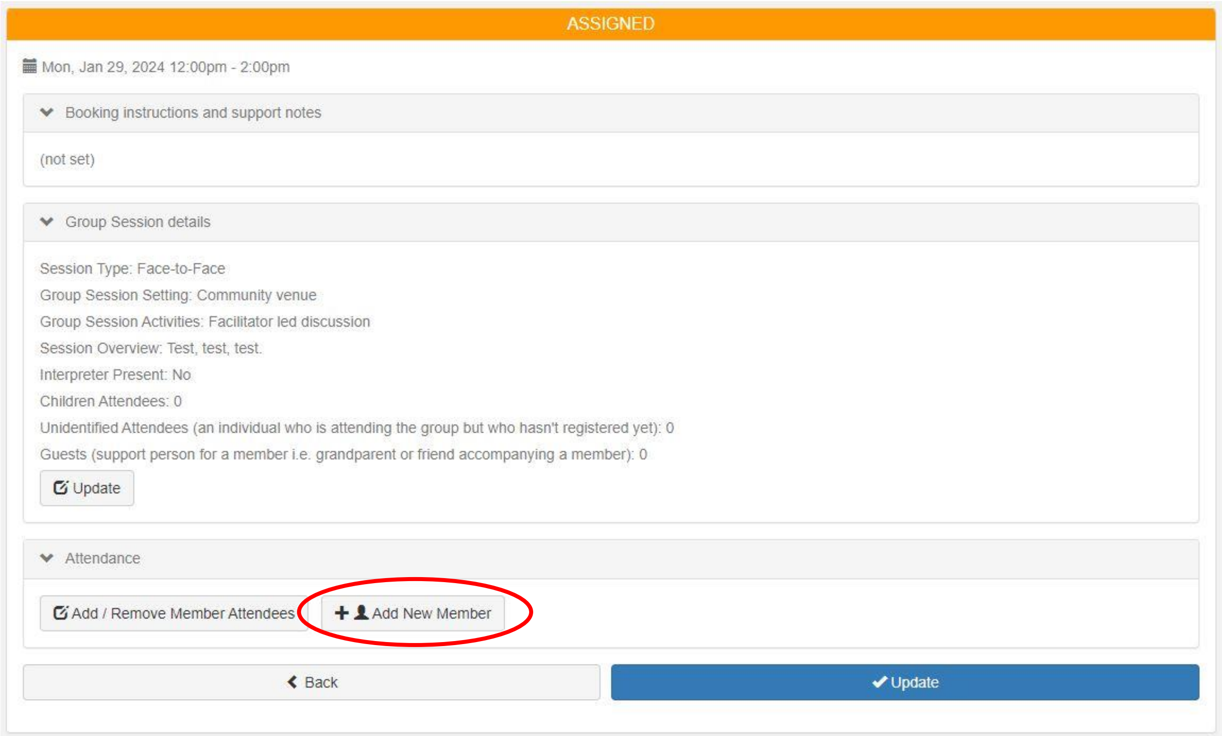
The Data Collection Guide for facilitators includes FAQs has been created to help facilitators support members with this process.

YOUR ORGANISATION'S REQUIREMENTS

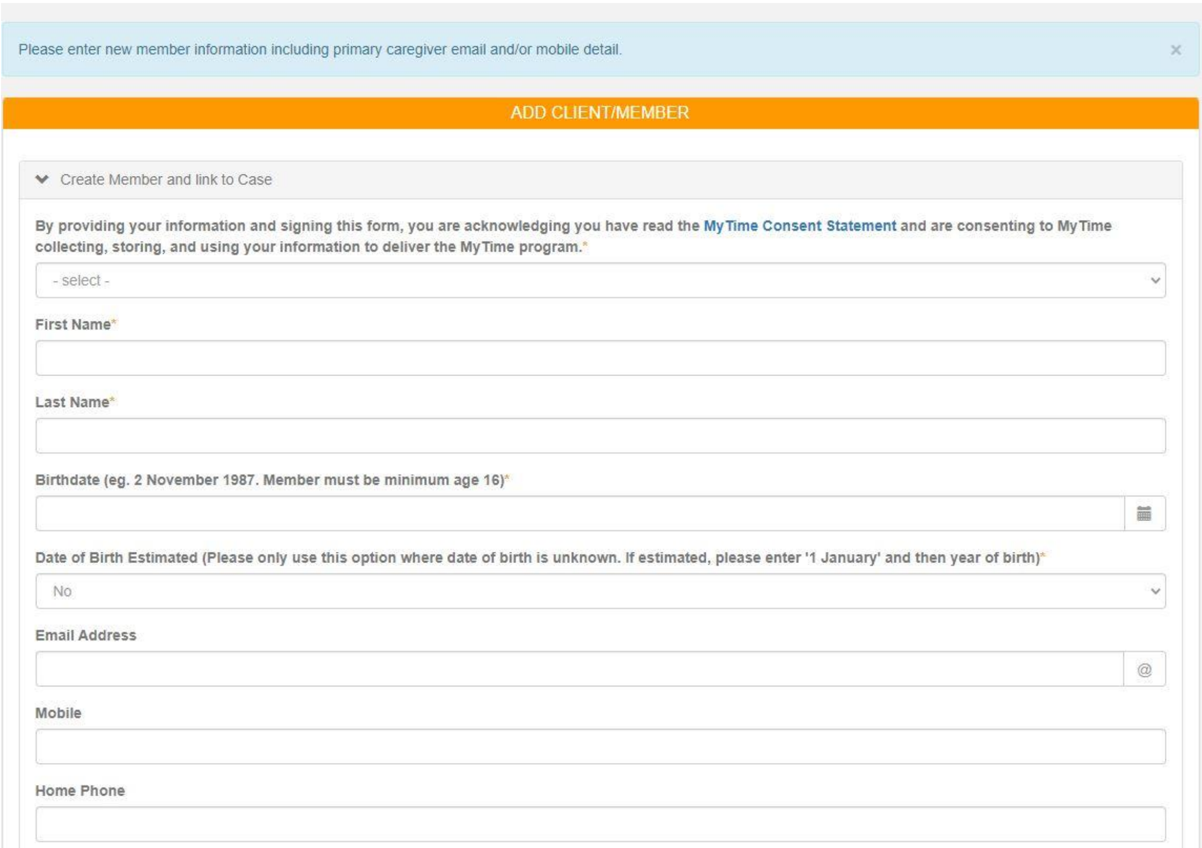
Your organisation may require members to complete a separate registration form. Always complete MyTime registration forms first before asking members to complete other forms. Registration with your organisation does not register someone as a MyTime member. You must not use information from your organisation's registration form to complete a MyTime registration form on a members' behalf. Doing so violates MyTime's privacy policy and the Australian Privacy Act (1988).

To register a new member:

1. Select *Add New Member*.



2. When you click this button, the resulting webpage should look like the image below; this is the new member registration form.



MEMBER CONSENT *UPDATED JAN 2024*

You need a member's consent to collect their registration information.

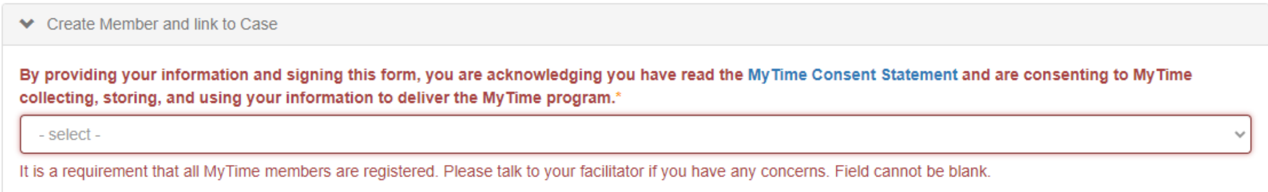
If members are completing a paper form, make sure they have understood the consent statement on the form and ticked the box before they hand you their completed form.

3. If members are completing an online form, they will only be able to proceed after providing their consent. The statement above the consent field is as follows:

   By providing your information and signing this form, you are acknowledging you have read the MyTime Consent Statement and are consenting to MyTime collecting, storing, and using your information to deliver the MyTime program.

   The member can click on the link to view the MyTime Consent Statement.

4. If the member does not select Yes, the following warning will be displayed, and they will not be able to proceed with registration.



If the member has concerns, then you can use the following resources to help reassure the member:

- Data Collection Guide for facilitators includes FAQs (PDF for facilitators)
- Member Welcome Letter (PDF for Member)
- What happens with Member Data (Information for Member on MyTime website)

5. Once the member has given consent, go ahead and complete all fields. Fields marked with an orange star (*) are mandatory and must be filled to successfully create a new member profile and complete the registration form.

6. When you are finished entering the appropriate information, click the *Create* button at the bottom of the fields and you will return to the session details page.

7. You can confirm that you have successfully registered the new member by checking that their name is listed under *Attendance* as a blue hyperlink.

8. Clicking this hyperlink will take you to the member's portal profile. From here you can edit and update a member's contact details and enter Member Survey data.

HANDY HINT

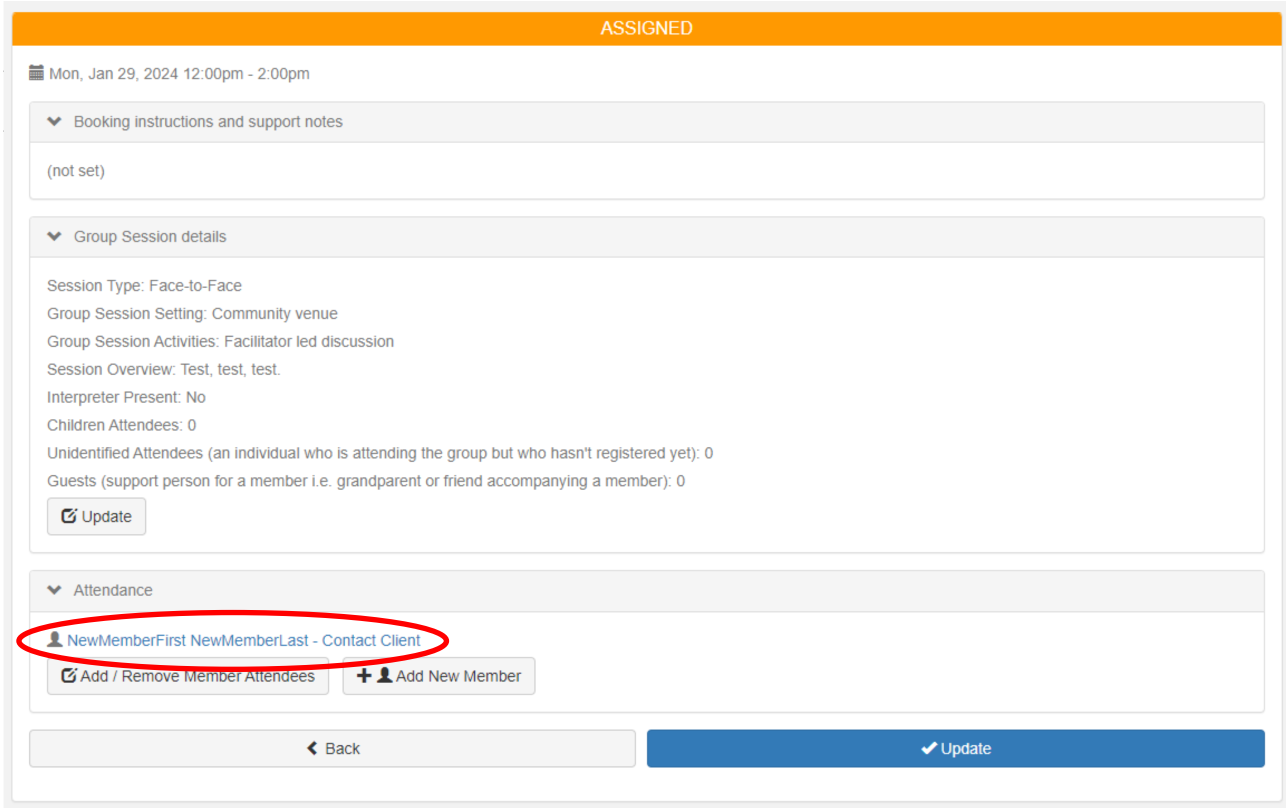
To more efficiently enter data into the **country of birth** and **main language spoken at home** fields, type the first letter of the country/language while the dropdown menu is open to be taken immediately to that section of the alphabetical list.

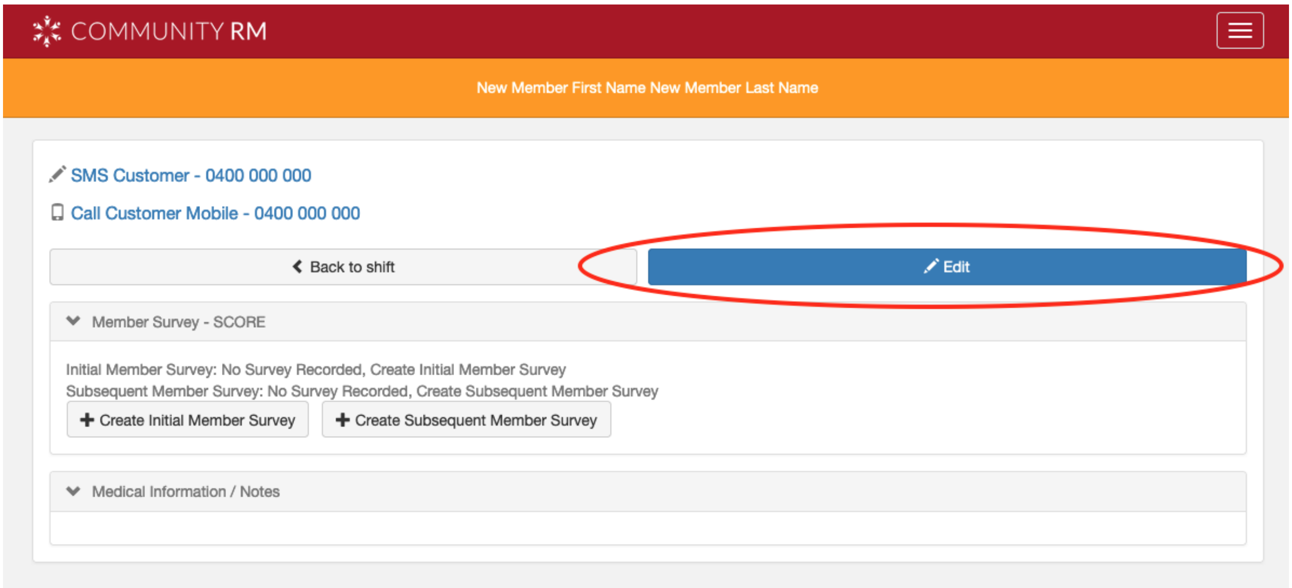
For example, typing the letter F will make it quicker and easier to select a birth country of France than manually scrolling down to the countries starting with F.

Editing and Updating Member Contact Details

Member details can be edited at any time by navigating to that member's portal profile via the appropriate hyperlink under *Attendance* (see image below).

NOTE: If you need to update the details of a member who has already attended a MyTime session for your group, to access their member profile you must first add them to the attendance list.





Member Surveys *UPDATED JAN 2024*

Surveys are an important part of MyTime. They help us demonstrate that MyTime is having an impact and help us learn about where we can make improvements. They also show the Department of Social Services that MyTime is making a difference for our members and that the program is reaching the people it needs to.

MyTime surveys include:

- New Member Survey – for all new members
- Follow-up Survey – to be completed by members who joined before December 30, 2023. Your coordinator will let you know who is eligible to complete this survey. This survey will be phased out and replaced with the Check-in Survey by end June 2024.
- Check-in Survey – to be completed by all members in May and November each year. This survey will be made available to you once it is ready for use.

As a facilitator, you have an important role to play in ensuring members complete the surveys.

- Let new members know about the survey. You can do this by providing them with a copy of the Member Welcome Letter or the member survey guide when they register.
- If you choose to use a paper version, this is a great time to provide these resources to the member.
- The Data Collection Guide for facilitators also provides information to support you in talking about surveys with your members.
- If members want to know more about what happens with their personal information, you can share the link to how MyTime member details are protected.

'New members' are those who have just joined a group for the first time and those who have re-joined after a break longer than 6 months.

Reminders

Check in with members to ensure they have completed their surveys. Ask if they had any trouble completing the survey.

Remind them that it will only take 5–10 minutes to complete and encourage members to complete it before they leave the session if they have not filled it out.

Facilitators are encouraged to choose the survey data collection method that best suits them and their group members.

HOW TO COLLECT MEMBER SURVEYS

There are 2 ways members can complete their surveys:

1. Print a paper copy to be completed during the session. You can then enter the information into the Portal (following the below instructions) during your admin time.
2. Use the Portal to open the survey (following the below instructions) that the member can complete on your device during the session.

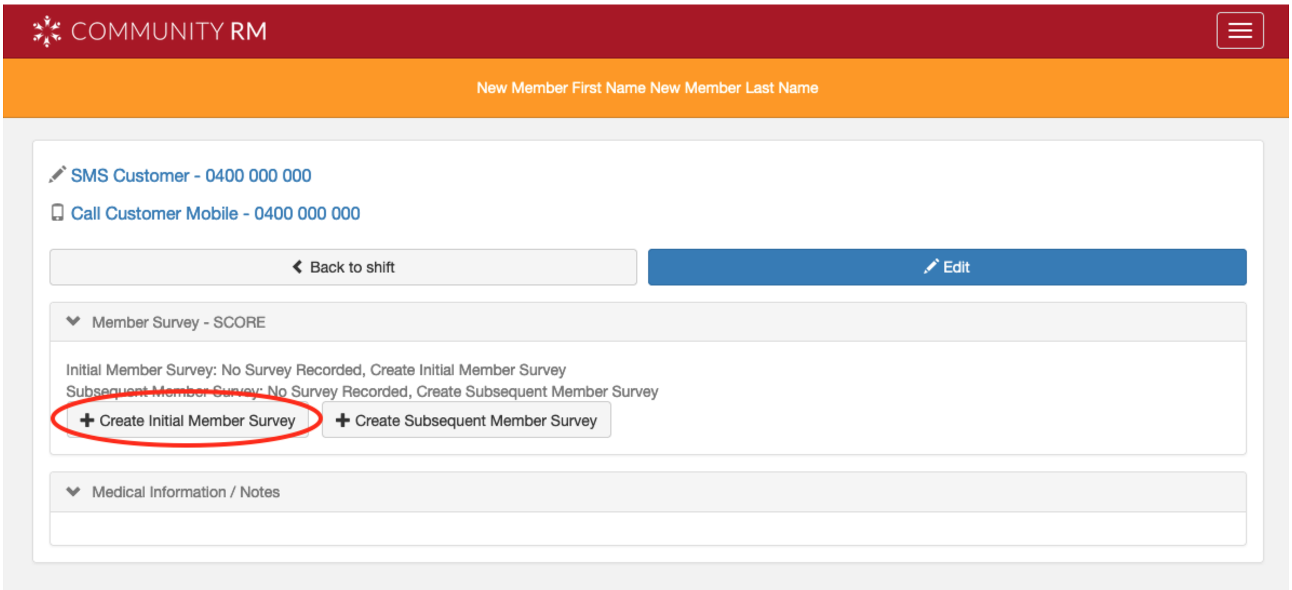
New Member Surveys

New Member Surveys provide an understanding of a member's situation at the time when they first begin accessing the MyTime program. The survey contains questions that ask members about their current experiences as both individuals and as parents/carers. Things to note:

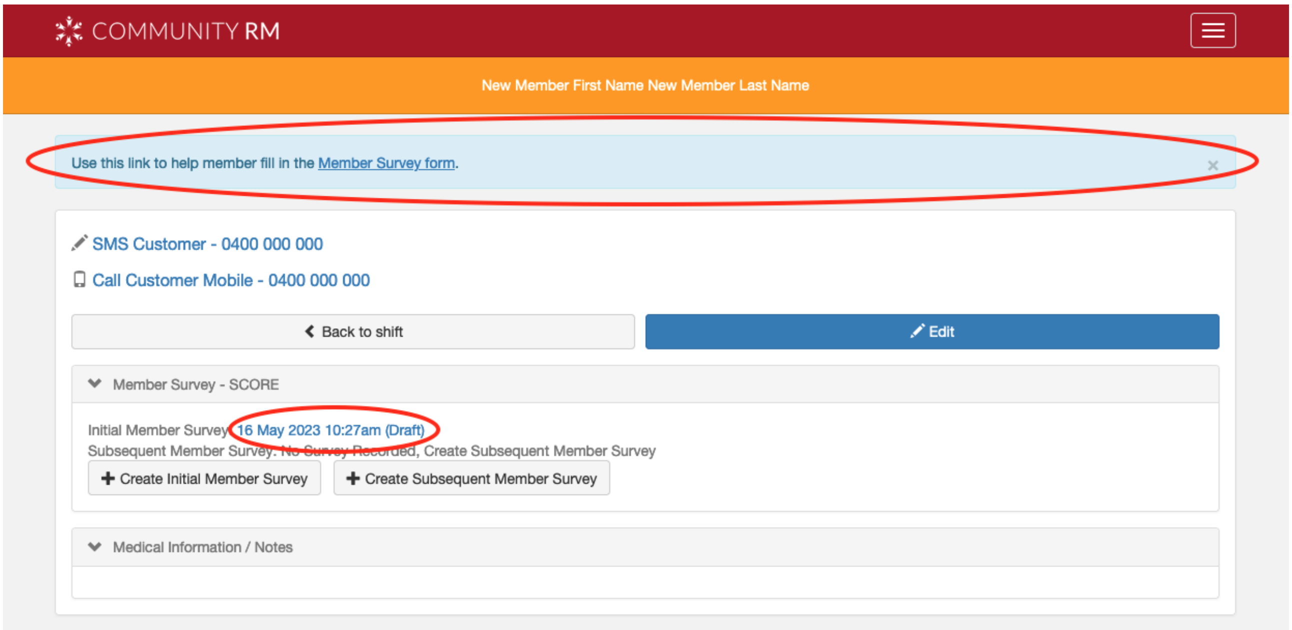
- Our surveys are voluntary; however, all new members need to be invited to complete a new member survey when they register. Members can complete surveys online or using a paper survey.
- If a member completes a paper survey, you must enter their answers into the online portal as soon as possible after the session and then destroy the paper survey.
- If a member doesn't want you to see their answers, encourage them to complete the survey online. If this is not an option, provide an envelope for them to place their completed survey in. This envelope should be sealed by the member before being returned to you. You will need to post the envelope to your coordinator as soon as possible so they can enter survey answers into the MyTime database.
- Some members may be reluctant to include their name on paper surveys. In this case, you can use another system of identification (e.g. member initials plus date of birth) to help with accurate data entry.
- Members need to read the information on the form before completing the survey.

To create and complete a New Member Survey in the portal:

1. Select the *Create Initial Member Survey* button on the member's portal profile.



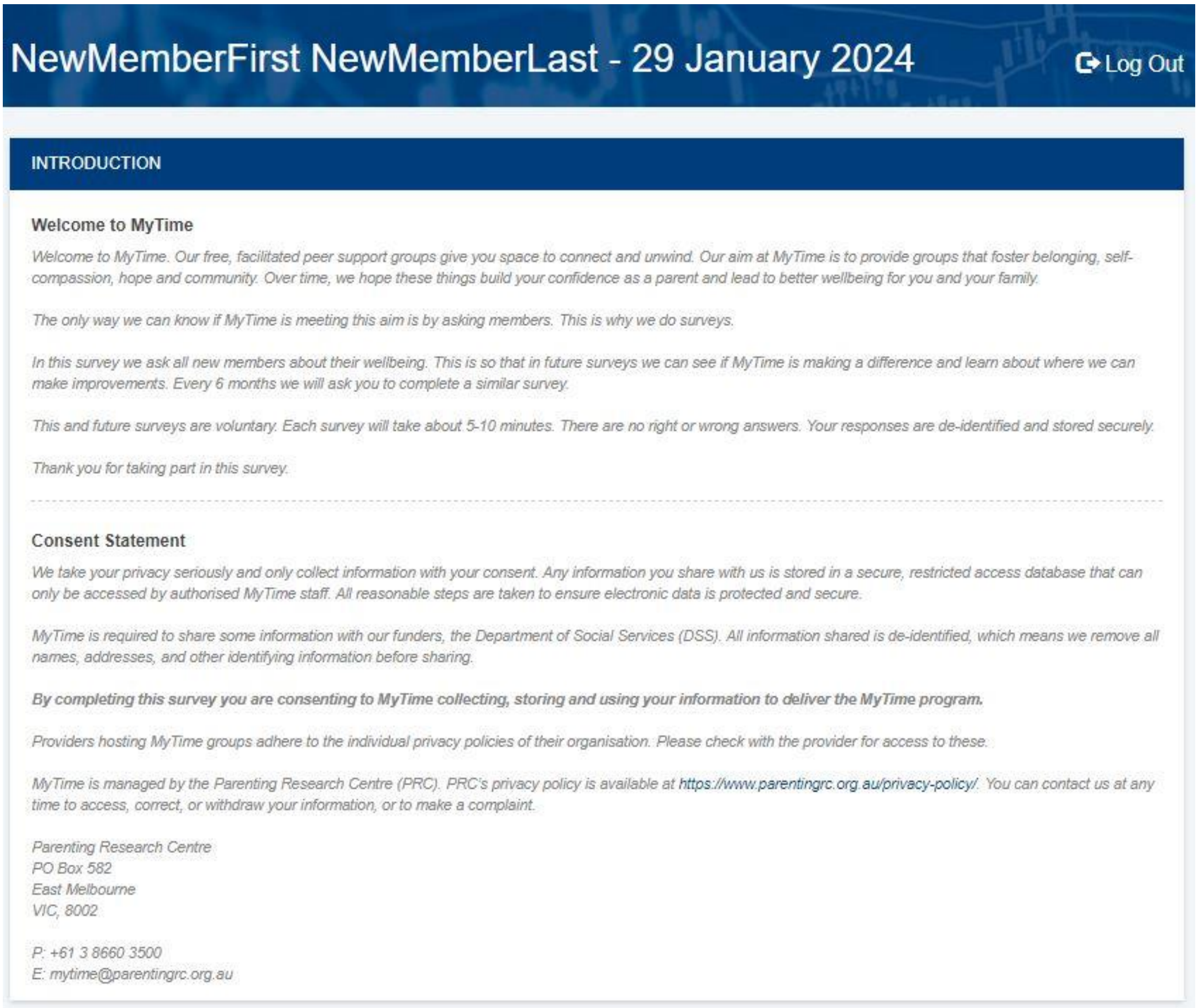
2. You will know you have created a New Member Survey when you see a blue confirmation box at the top of the screen and a hyperlink listed next to *Initial Member Survey* in the "Member Survey - SCORE" section. The blue box disappears when you navigate away from the page, but the hyperlink is always accessible from the member's portal profile.



3. Please be aware that generating a survey can take time. Please try to be patient and wait until the blue confirmation box appears at the top of the page. Also, once the member has submitted the survey, the status may not change from (Draft) to (Completed) right away. You may need to refresh the portal a few times or even wait after the session to refresh and see if the status has updated.

4. Clicking either hyperlink (circled above) will open a new tab with the New Member Survey.

5. The introduction has a summary of why we ask members to complete the survey as well and below this is the Consent Statement. It is important to note that by completing the survey, the member is consenting to MyTime collecting, storing, and using their information to deliver the MyTime Program.



NewMemberFirst NewMemberLast - 29 January 2024

Log Out

INTRODUCTION

Welcome to MyTime

Welcome to MyTime. Our free, facilitated peer support groups give you space to connect and unwind. Our aim at MyTime is to provide groups that foster belonging, self-compassion, hope and community. Over time, we hope these things build your confidence as a parent and lead to better wellbeing for you and your family.

The only way we can know if MyTime is meeting this aim is by asking members. This is why we do surveys.

In this survey we ask all new members about their wellbeing. This is so that in future surveys we can see if MyTime is making a difference and learn about where we can make improvements. Every 6 months we will ask you to complete a similar survey.

This and future surveys are voluntary. Each survey will take about 5-10 minutes. There are no right or wrong answers. Your responses are de-identified and stored securely.

Thank you for taking part in this survey.

Consent Statement

We take your privacy seriously and only collect information with your consent. Any information you share with us is stored in a secure, restricted access database that can only be accessed by authorised MyTime staff. All reasonable steps are taken to ensure electronic data is protected and secure.

MyTime is required to share some information with our funders, the Department of Social Services (DSS). All information shared is de-identified, which means we remove all names, addresses, and other identifying information before sharing.

By completing this survey you are consenting to MyTime collecting, storing and using your information to deliver the MyTime program.

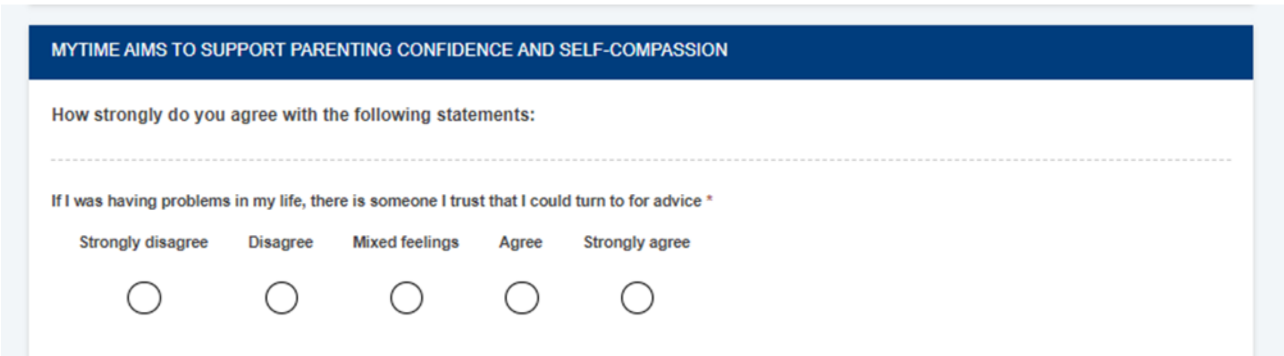
Providers hosting MyTime groups adhere to the individual privacy policies of their organisation. Please check with the provider for access to these.

MyTime is managed by the Parenting Research Centre (PRC). PRC's privacy policy is available at https://www.parentingrc.org.au/privacy-policy/. You can contact us at any time to access, correct, or withdraw your information, or to make a complaint.

Parenting Research Centre
PO Box 582
East Melbourne
VIC, 8002

P: +61 3 8660 3500
E: mytime@parentingrc.org.au

6. To complete the New Member Survey, the member will need to select the bubble underneath the answer that corresponds with each question. Every question that has an orange asterisk is mandatory. **The survey will not be able to be submitted if any the mandatory questions are not answered.** Once the questions have been answered, select *Complete*.



MYTIME AIMS TO SUPPORT PARENTING CONFIDENCE AND SELF-COMPASSION

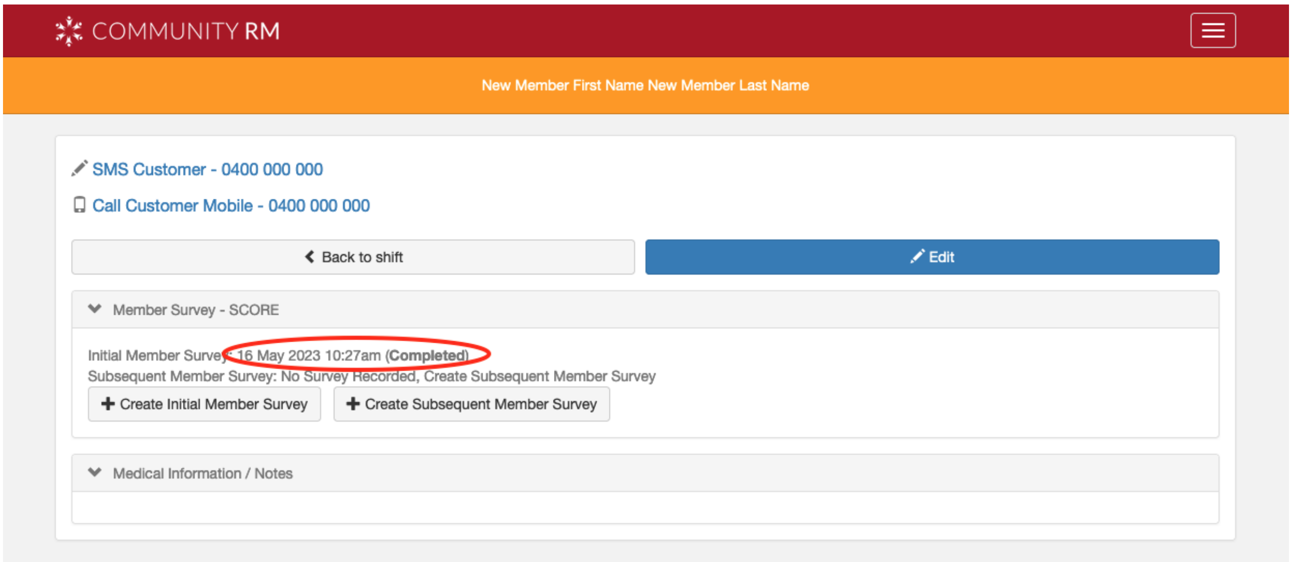
How strongly do you agree with the following statements:

If I was having problems in my life, there is someone I trust that I could turn to for advice *

Strongly disagree	Disagree	Mixed feelings	Agree	Strongly agree
○	○	○	○	○

7. The New Member Survey page will reload to display responses to the survey questions along with a "Completed" status, which is confirmation that the survey has been successfully received by the system. From this point, the survey can only be edited by selecting the *Revert to Draft* button as seen in the image below. **However, completed surveys should not need to be edited, so please avoid reverting a survey to draft; only completed surveys are considered valid.**

8. After completing the New Member Survey, the hyperlink will disappear, and the text will reflect the date and time at which the survey was completed. PLEASE NOTE: once the member has submitted the survey, the status may not change from (Draft) to (Completed) right away. You may need to refresh the portal a few times or even wait until later to refresh and see if the status has updated.



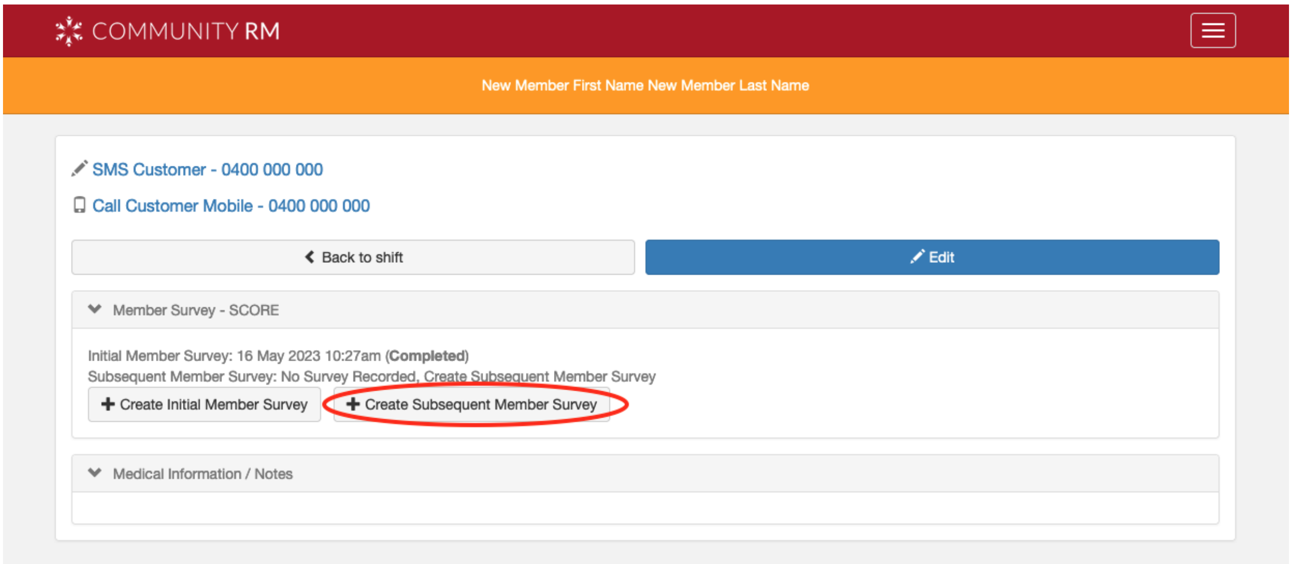
Follow-up Member Surveys *UPDATES COMING SOON. STAY TUNED! *

Follow-up Member Surveys help us understand if and how MyTime is making a difference for members. MyTime's Follow-up Member Survey contains questions that ask members about their current experiences as both individuals and as parents/carers as well as their experience with the MyTime program.

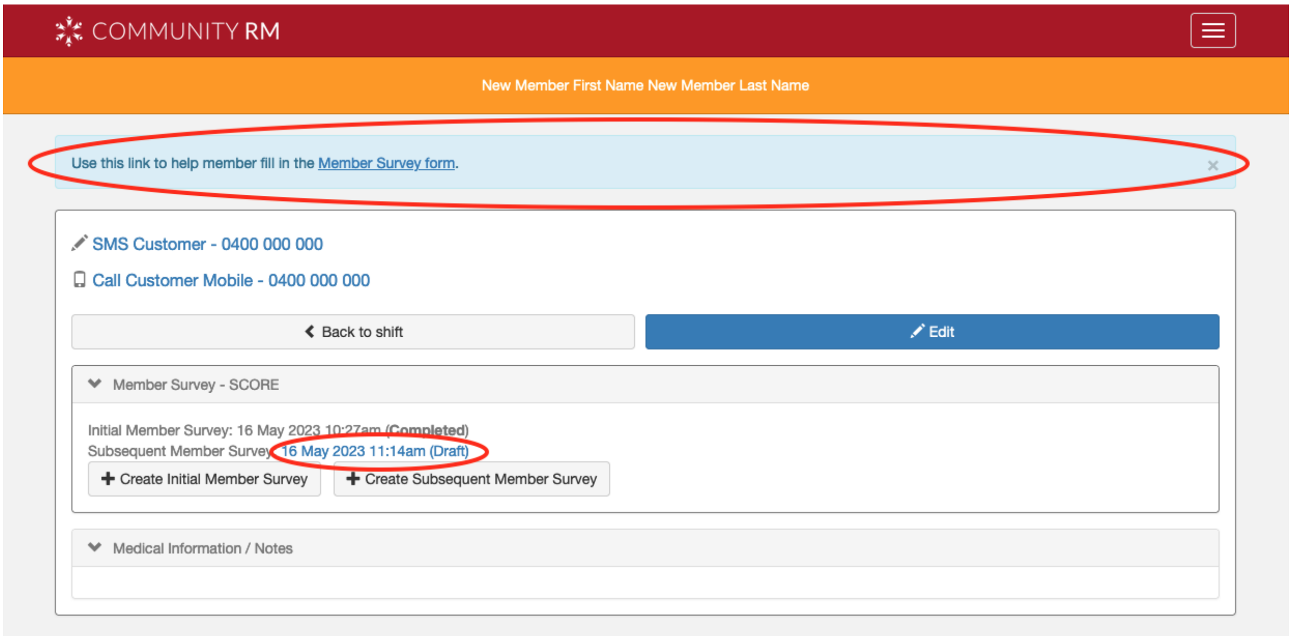
The Follow-up Member Surveys are to be completed by members who joined before December 30, 2023. Your coordinator will let you know who is eligible to complete this survey. This survey will be phased out and replaced with the Check-in Survey by June 2024.

To create and complete a Follow-up Member Survey in the portal:

1. Select the *Create Subsequent Member Survey* button on the member's portal profile.



2. You will know you have successfully activated a Follow-up Member Survey when you see a blue confirmation box at the top of the screen and a hyperlink listed next to *Subsequent Member Survey* in the "Member Survey - SCORE" section. The blue box disappears if/when you navigate away from the page, but the hyperlink is always accessible from the member's portal profile.

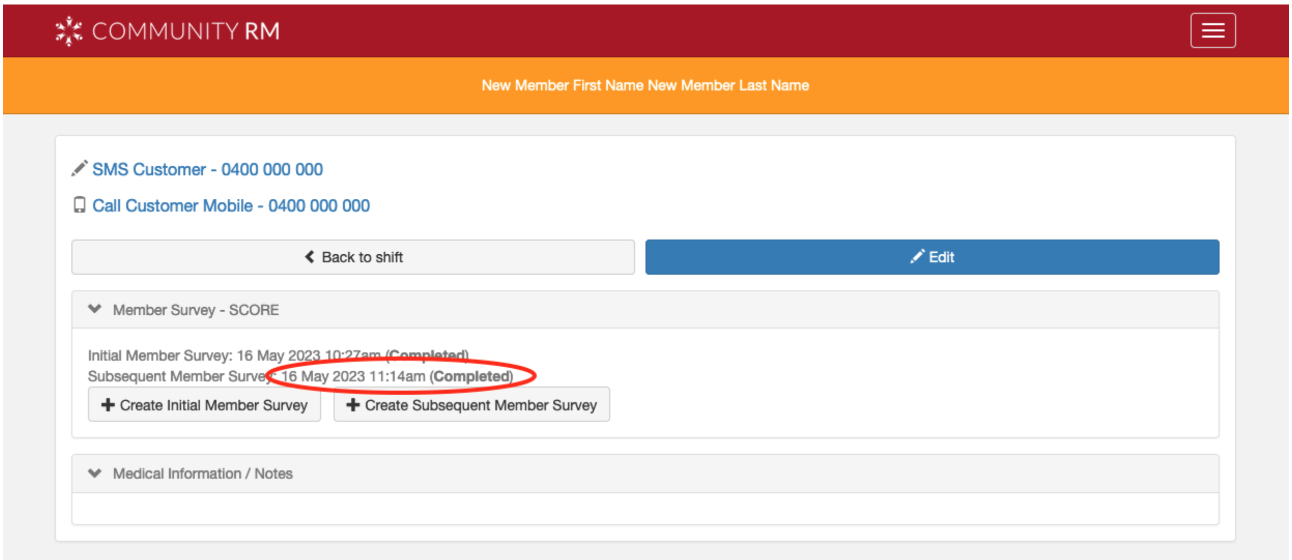


3. Clicking the hyperlink will open a new tab with the Follow-up Member Survey.

4. To complete the Follow-up Member Survey, select the bubble underneath the answer that corresponds with how the member has responded to each question. Once all questions have been answered, select *Complete*.

5. The Follow-up Member Survey will reload to display responses to the survey questions along with a "Completed" status, which is confirmation that the survey has been successfully received by the system. From this point, the survey can only be edited by selecting the *Revert to Draft* button as seen in the image below. **However, surveys should not need to be edited, so please avoid reverting to draft; only completed surveys are considered valid.**

9. After completing the Follow-up Member Survey, the hyperlink will disappear, and the text will reflect the date and time at which the survey was completed. PLEASE NOTE: once the member has submitted the survey, the status may not change from (Draft) to (Completed) right away. You may need to refresh the portal a few times or even wait until later to refresh and see if the status has updated.



My Group Session Has Finished: What Now?

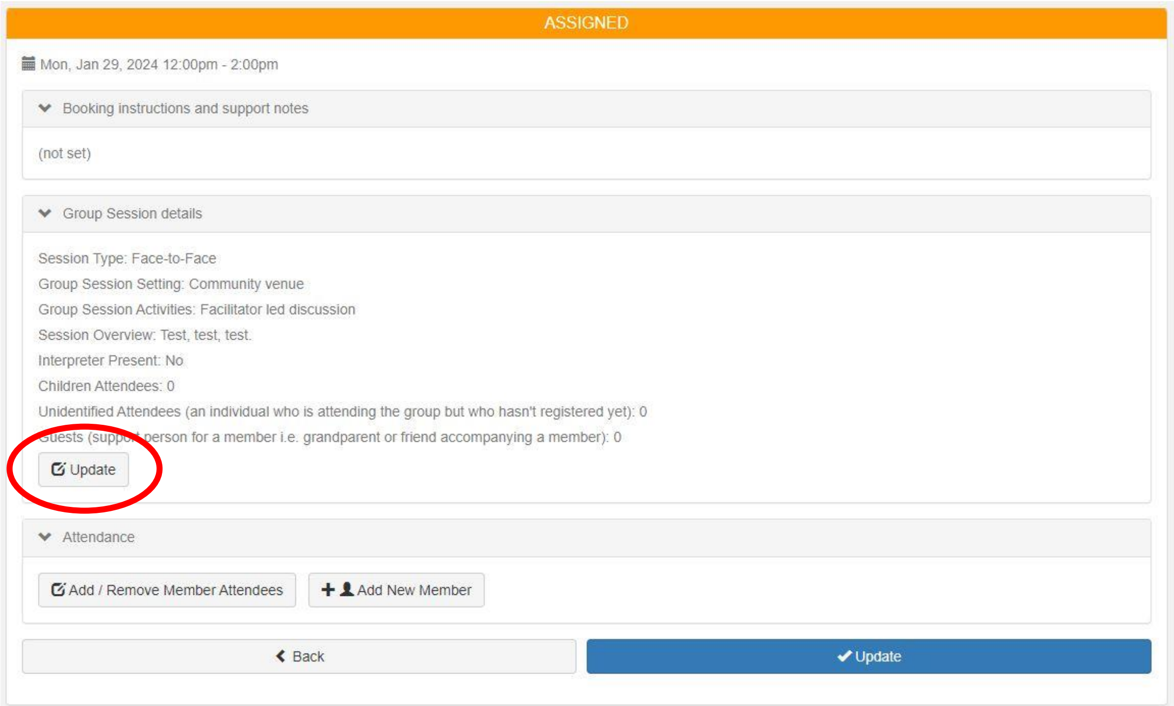
Once your group session has finished, you are required to complete it in the portal by finalising the group session data. This will then be reviewed by your coordinator in the database. The order of steps to complete a group session is as follows:

1. Confirm and/or update group session details
2. Confirm and/or update group session attendance
3. Finalising the session and changing the session status

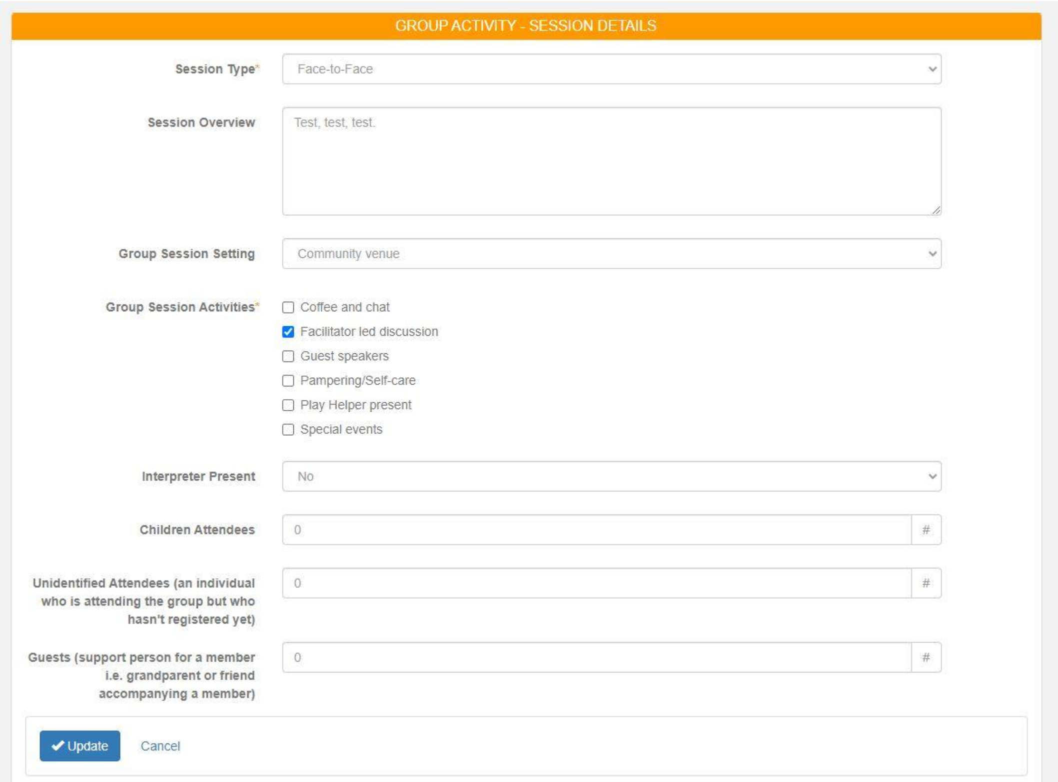
Updating Group Session Details

To update the group session details:

8. Click *Update*.



9. Fields marked with an orange star (*) are mandatory and <u>must be filled</u> to successfully update the session details.



10. Select the appropriate *Session Type*: face-to-face, phone, email, online, or other.

11. Enter the names of play helpers and guest speakers into the *Session Overview* field. You should also enter any important information to communicate to your coordinator about the session (e.g., technical issues you experienced during the session, member feedback, your insights on improving future sessions, etc.).

12. Select the appropriate *Group Session Setting*: organisation outlet/office, client's residence, community venue, partner organisation, telephone, online service, video, healthcare facility, education facility, or justice facility.

13. Tick all applicable boxes under *Group Session Activities*: coffee and chat, facilitator led discussion, guest speakers, pampering/self-care, play helper present, and/or special events.

14. Select the appropriate answer under *Interpreter Present*: yes or no.

15. As a numeral, enter the number of children present at the session under *Children Attendees*.

16. As a numeral, enter the number of non-member adults present at the session under *Unidentified Attendees*. An unidentified attendee is someone attending the group but who hasn't registered yet.

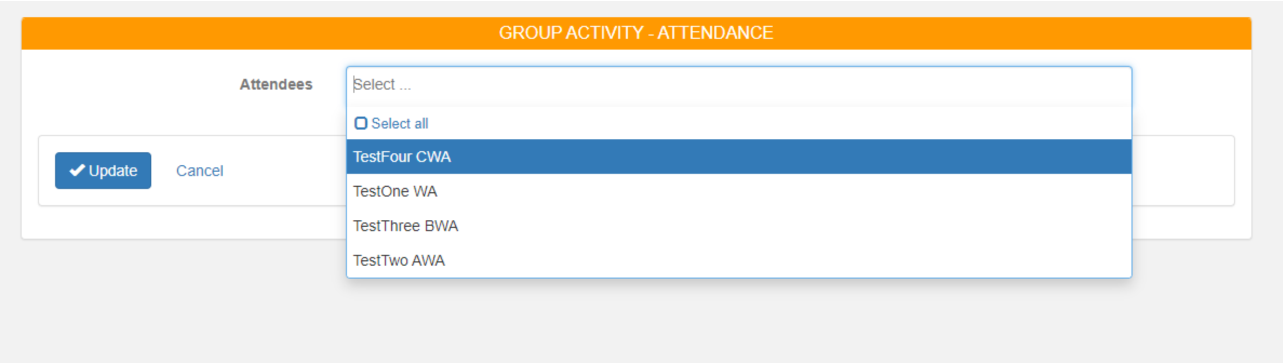
17. As a numeral, enter the number of guests present at the session under *Guests.* A guest is a support person for a member (i.e. grandparent or friend accompanying a member).

18. When you are finished entering the appropriate information, click the Update button at the bottom of the fields. This will return to the session page. These details can be edited and updated as many times as needed by following this same process.

Updating Group Session Attendance

Facilitators can update attendance details via the portal. To update attendance:

1. Select *Add / Remove Member Attendees.* Any attendees previously entered by coordinators will be listed here, if no members have been entered, you will see “Select …” in the *Attendees* field.



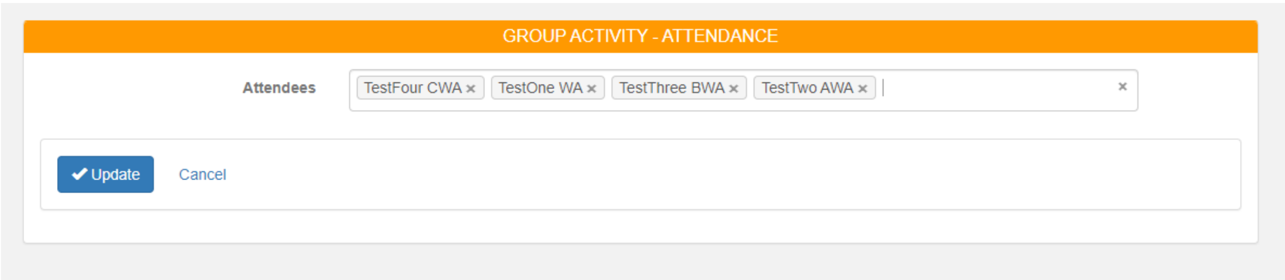
2. To add members to this group session’s attendance list, click in the *Attendees* field to reveal a dropdown list of all active members registered to this MyTime Group.
    a. You can add all members by clicking the *Select all* hyperlink at the top of the dropdown list.
    b. You can add members individually by selecting their names (hold the control key while clicking to keep the dropdown list open until you are done).
3. You can confirm that a member has been added to the group session’s attendance by checking that their name in the dropdown list is highlighted and written in blue.

IMPORTANT HINT

If a member’s name does not appear but you know that they should be in the system OR you try to register them, and a message comes up saying that they are already in the system **please do not try to add them again**.

Please add a note for your coordinator who will amend the attendance list in the database. This helps to prevent duplicates of member data and ensures our data is as accurate as possible.

4. To remove members from this group session’s attendance list, you can do this individually by selecting the x at the end of their name(s), or you can remove all members by selecting the x in the top righthand corner of the *Attendees* field.

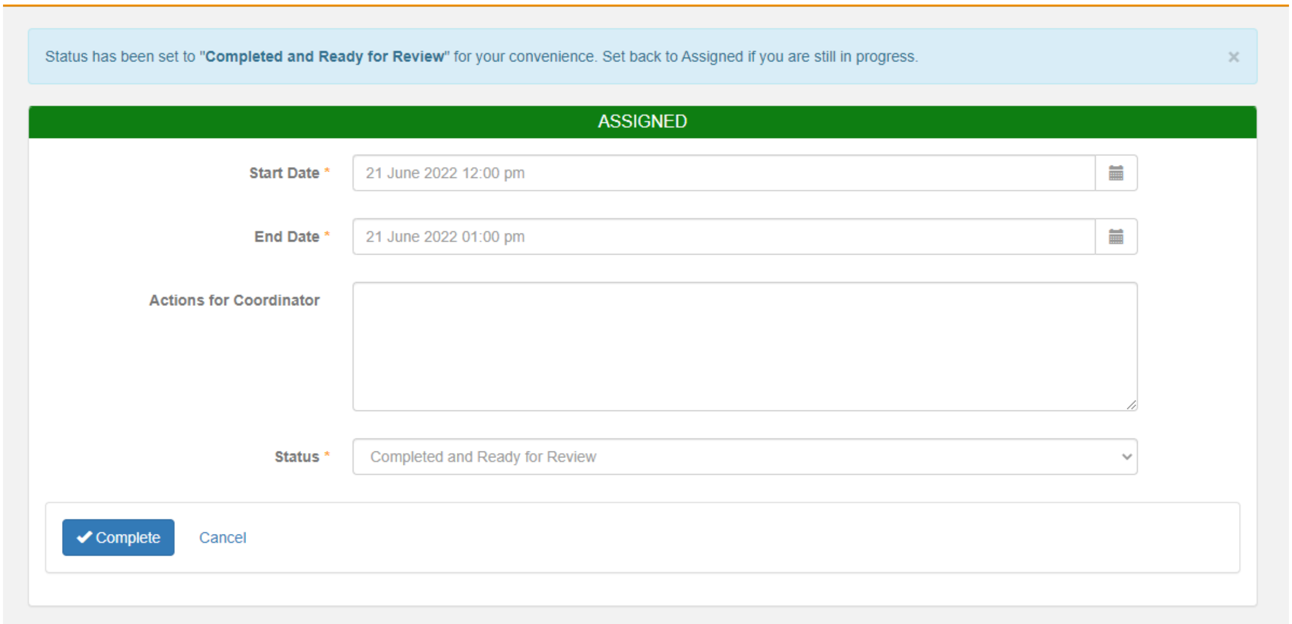


5. Select *Update* once you have finished editing the attendance list. If you select *Cancel*, the webpage will return to the session details and will not save any edits you may have made to the *Attendance* list.

Final Steps: Changing the Group Session Status

When you have finalised the group session details and attendance:

1. Click the *Complete* button at the bottom right-hand side of the fields. When you click this button, the resulting webpage should look like the image below.



2. Verify the date and times of the group session. If the session took place as planned, you do not need to adjust these options, simply confirm they display the correct information. To adjust them:
    a. Select the correct start time and date under *Start Date*.
    b. Select the correct finish time and date under *End Date*.

3. Enter any tasks that need to be followed up by your coordinator in the *Actions for Coordinator* field. Speak to your Coordinator about what information they would like you to provide.

4. Select the appropriate option under *Status*.
    a. *Assigned* is used when you are still editing and reviewing the group session details. Selecting this status means the session is still incomplete.
    b. *Completed and Ready for Review* is used when you have finalised group session details and attendance, and you are ready to complete the group session for your coordinator to review. **This is the default *Status* option.**
    c. *No Attendees* is used when you ran the group session as planned but no members attended.
    d. *Cancelled (Cannot Deliver Service)* is used when the group session was cancelled and could not take place as scheduled.

5. When you are ready, click the *Complete* button at the bottom left-hand side of the fields to complete the session. When a group session is successfully completed, you will be returned to the *Today* tab, and "Group Session completed" will be listed in a green box at the top of the webpage. You can also verify this by toggling back to the *Incomplete/Recent* tab and checking the colour of the session's left-hand bar.

HANDY HINTS

To select *No Attendees* or *Cancelled (Cannot Deliver Service)*, the attendance list CANNOT contain any members.

When changing a session's status to either of these options, the session will not appear under the *Incomplete/Recent* tab.