Landcare
in West Gippsland

Membership Portal

Introduction guide for Landcare groups

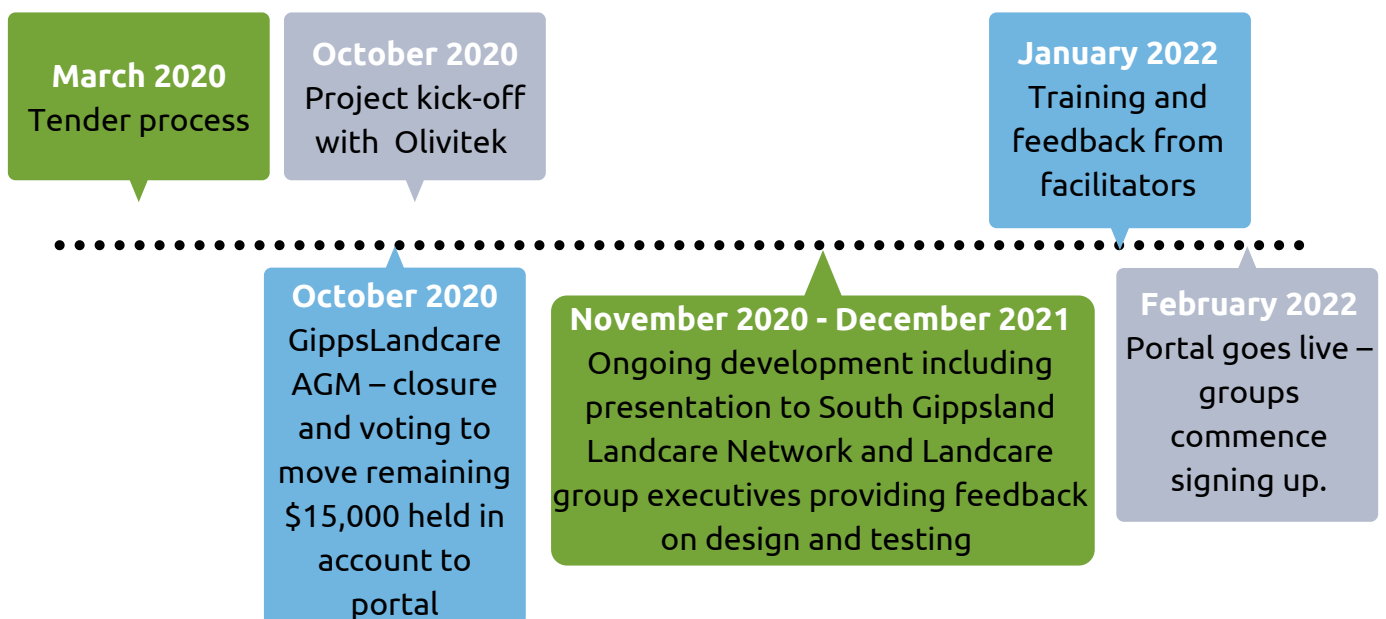# Background

Upon the closure of GippsLandcare at its AGM in 2020, all five Landcare Networks in West Gippsland voted to use the leftover money to develop a membership portal to assist Landcare groups in the region. It was hoped a membership portal would be an efficient way of assisting groups with overcoming the time-consuming burden of managing members.

West Gippsland Catchment Management Authority managed a tender for the project development, eventually hiring a local software designer in Dumbalk called Olivitek Software, who designed a portal that suited the unique needs of Landcare groups in the region. Landcare Networks stated they wanted the portal to be easy to use, safe and secure, accessible to both groups and networks, helpful for insurance reporting and communication. The portal has been launched in February 2022 at www.landcare.wgcma.vic.gov.au

The timeline for the portal development is summarised below:

March 2020
Tender process

October 2020
Project kick-off with Olivitek

January 2022
Training and feedback from facilitators

October 2020
GippsLandcare AGM – closure and voting to move remaining $15,000 held in account to portal

November 2020 - December 2021
Ongoing development including presentation to South Gippsland Landcare Network and Landcare group executives providing feedback on design and testing

February 2022
Portal goes live – groups commence signing up.

The portal

This portal has been designed with several layers of permissions and functionality. Network admins can access and manage groups within their network. Groups can access their group membership information. The member login has the least functionality and the lowest access. They can only pay fees and change their personal details.

Here is what a group admin will see upon login:

Profile button- click here to manage account, log out

Click here to update group email address, logo, stripe keys or membership fee

Click here to see financial summary

Use this to download member list or move selected member to archive

Click here to see archived members

Begin typing a member's name to search for them on the list

Update a member's contact details

Click here to manually add a new member or admin

How groups benefit?

The portal aims to take the burden out of membership management by making it easier for any of the 52 West Gippsland Landcare groups to manage their members, collect payments and sign-up new recruits. The portal is non-compulsory for Landcare groups.

01. Easier for members

Members can sign-up and pay their fees either by credit card, cash or cheque. Existing members can update their details, set up automatic yearly renewals payments or receive an automatic email when their fees are due.

02. All your payments in one place

Members can now pay their fees via credit card and set up automatic yearly renewals. They can also pay manually by cash or cheque. The group admin will receive an email when a member signs up or pays a fee via the portal. They can check member payment history, register and void a manual payment, set/adjust group's annual membership fee and view the group financial summary. Expired memberships will be set an automatic renewal email.

03. Real time membership data

Groups will be able to easily have a 'live' database of their memberships and their current payment history. Admins can add new members, change personal details, issue password reset emails, change group email and logo, download a list of member names and contact details as CSV, Excel or PDF.

Key features

01. Memberships- calendar year

While each group can set their price, memberships fees are standardised to be for the calendar year i.e. From 1st January to the 31st of December. There is an "early sign-up period." This is a period towards the end of the year where any new memberships roll-over to include the next year. This length of the early sign-up period is normally 60 days but can be changed to suit a group by their network administrator."

02. Memberships - household/family

Memberships are typically for a household or family (this meets group and Landcare Victoria Inc voting requirements i.e. one membership per vote). Please let the Super-admin know if your group requires a separate membership per person.

03. Cost of platform

To set up automatic payments into your group's bank account each group must register for a Stripe Account via stripe.com/au . There is a cost for this service of 1.75% plus 30c per transaction but the benefit is that members can pay instantly via credit card, and their payments can be automatically debited each year. Manual payment via cash, cheque or direct deposit can also be made.

04. Ongoing management

Management of the portal will be supported via your network facilitator and the WGCMA Super-admin at rlc@wgcma.vic.gov.au. Contact them to:

- Receive general help or support
- Add a Landcare group to the portal (or delete one)
- Advise of any errors or bugs you discover
- Provide feedback on how the Portal can be improved

Start-up Checklist for Landcare Groups

Things to do to set your group up correctly in the Landcare portal:

◯ Register your group executives as Group Administrators with your network facilitator.

◯ Open up email and login to set/reset password, check profile information and upload own photo/image.

◯ Enter correct Group contact email, membership fee and upload your logo to 'Group Settings' page.

◯ Login to Stripe website to set your group up with a product (membership fee) if using Stripe.

◯ Enter Stripe information to 'Group Settings' page (if using Stripe).

◯ Begin sharing the Landcare portal link with group members or begin adding New Members manually via the 'Add new member' button on the Group administration page.

◯ Your group contact email address will begin receiving emails when members have begun signing up and/or paying fees. Keep an eye on this email account!

Support

Stuck? Please get in touch with either your local Landcare network or your regional Landcare staff at the West Gippsland Catchment Management Authority. We'd also love to hear of ideas or ways we can improve the portal.

Contact

West Gippsland
Catchment
Management
Authority

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