

TIMEBANK SIGN UP AND ORIENTATION PROCESS

HOW PEOPLE FIND OUT ABOUT THE TIMEBANK AND APPLY

1. We have various marketing materials etc – create a marketing plan with a range of resources that work in your area, to let people know about the Timebank.
2. People find out about the Timebank.
3. People apply to join on CW3 (using the Join button on the CW3 website) or they contact us directly and we can help them to sign up if they need it.
4. Ways people initially sign up/join:
 - a. They fill in their contact details and confirm their email address as a first step, they will be linked to read and accept the terms and conditions. The coordinator will be notified of an application and will send an email to progress the application process.
5. TB coordinator regularly checks for new applications on CW3 - and follows up.

SIGN UP PROCESS AND ORIENTATION

1. They sign up
2. The coordinator gets an email that someone has signed up
3. The coordinator enters their details into the member management spreadsheet
4. 1st email sent - asking for two referees if we don't know them and offering to send our information sheet if they would like more information. Ask if they would like to be put on the newsletter email list - if they say yes subscribe them to the newsletter.
5. The coordinator follows up the referees for vetting.
6. 2nd email sent - to say that vetting has been done and to make an appointment to do the orientation and go through the handbook.
7. Before the orientation meeting, approve their membership.
8. At the orientation:
 - a. Thank them for joining and start with a discussion - Who are you, who are we (history and grounding it in the context for them), motivations for joining (expectation management), why are they interested in Timebanking, why are they joining, what do they need, what do they do ect...
 - b. Go through the handbook and highlight key points, including key policies.
 - c. We look at the CW3 website together. Log them in.
 - i. Show them their profile and how to fill it in if they haven't already done it.
 - ii. Show them that they can choose who can see their contact details.
 - iii. Show that they can choose how many emails/digests they receive from us.
 - iv. Tell them not to fill in the times they are available.
 - v. Get their permission to sign them up to receive our newsletter if they haven't already given it.
 - vi. Sign them up to our FB page to receive updates.
 - d. Go through how CW3 works with them.
 - i. Do it on their device of choice - smartphone or laptop
 - ii. How to view offers and requests and post them - requests are important

- iii. Negative and positive balances
 - iv. Logging an exchange - either person can do
 - v. View and contact members - including talents
 - e. Give them the handbook to take away.
 - f. Homework = fill in your bio and encourage them to post two requests and two offers, saying they will be credited 1 time credit if they do this. Let them know that people may not respond to their first offers and requests, but encourage them to keep trying.
 - g. Have they got any other questions?
9. Credit them 2 time credits for the orientation.
10. Follow up 2 - 3 weeks later - credit them 1 credit for posting.

EMAIL TEMPLATE: 1ST EMAIL AFTER SIGN UP

Kia Ora,

I'm, the Coordinator for Coastal New Brighton Timebank. Thanks for signing up and welcome. We are a network of community members who share time, skills and resources with each other. If you would like more information about the Timebank, please let me know and I can send you our information sheet.

As a first step, we undertake a vetting process for new members. This involves members giving us the contact details of two people who they are happy to act as referees for them. If you are happy with this, could you please email us the phone numbers of two people who you would be happy to act as character references for you. We will be asking them about 'how long they have known you?' and 'would they consider you as being suitable to go into their and other people's houses for Timebanking?' Once we've spoken with your referees I will be in touch to arrange a time to meet and go through a brief orientation process.

In the meantime, would you like me to sign you up to our monthly email newsletter? It highlights what's happening on the Timebank, like Timebank events and some of the latest offers and requests from our Timebank members. We have some exciting events coming up such as....

If you have any questions, please feel free to ask. I'm available by email and cell phone on:
 cnbtimebank@gmail.com
 022 622 033

Thanks again for getting involved. I look forward to catching up.

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EMAIL TEMPLATE: 2ND EMAIL AFTER SIGN UP

Kia ora,

We've been in touch with your referees and they were happy to support your application. Welcome to the Timebank.

The next step for us is a catch up to go through a brief orientation. This will give us a chance to talk about timebanking, how it might work best for you and how to use the website. After this meeting, you will be approved for membership and you can start trading.

What works best for you to catch up? I am quite flexible for days and hours. We could meet at a local cafe or if you are able to we have a drop in service every Monday between 10am and 2pm at 105 New Brighton mall.

Before we meet you may want to click the link below to read through the Coastal New Brighton Timebank policies. However, I will also go over key policies, when we meet. [Our Policies](#).

Thanks again for getting involved, and I look forward to catching up.

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ONGOING FOLLOW-UP OF MEMBERS

1. As the coordinator you can do a bit of matchmaking using CW3.
 - a. Look at what people request and then try to find someone who is relevant, then put them in touch together.
2. Follow up new members after orientation 2 to 3 weeks later to see how they are going and if they have made offers and requests. Credit them for this if they have done it. If not, encourage them.
3. Monthly newsletter.
4. Consider quarterly get-togethers.
5. Run Timebank events.

