

YMCA update for staff and volunteers - Thursday 16 July

Speakers: Carolyn Morris and Shane Riddle



Carolyn

- Good afternoon everybody and thanks for joining this week's update. I'm here today with Shane Riddle, our Executive Head of IT.
- Shane will be providing an update on some of the new and innovative technologies being introduced at the Y, but first I will take you through an update for the organisation and some of the latest government announcements.
- Last week those of us living in Metro Melbourne and Mitchell Shire returned to Stage Three restrictions, which meant we had to close down many of our services in these areas.
- The State Government have said that Stage Four lockdowns have not been ruled out if the number of confirmed cases start to don't decrease. Stage Four restrictions would be even stricter than Stage Three, and the government have said that they will communicate with the community if this plan is to go ahead.

- So, regardless of if you live in metro Melbourne or regional Victoria, I strongly encourage every one of us to continue strictly adhering to social distancing rules, practising hand hygiene, and as Daniel Andrews has recommended, wearing a mask where you can't reasonably social distance, such as on public transport or in the supermarket.



Wear a mask to protect yourself and others.

UNMC
University of Northern
Medicine

the Y

COVID-19 carrier Healthy person

| Carrier Mask | Healthy Person Mask | Risk Level |
|------------------|---------------------|-------------|
| Wearing mask | Wearing mask | LOW RISK |
| Wearing mask | Not wearing mask | MEDIUM RISK |
| Not wearing mask | Wearing mask | MEDIUM RISK |
| Not wearing mask | Not wearing mask | HIGH RISK |

WHY WEAR A MASK?

Studies have recently shown that, even when factoring in imperfections and human error, wearing face masks can **reduce transmission of coronavirus by around 60%.**

- Studies have recently shown that, even when factoring in imperfections and human error, wearing face masks can reduce transmission of coronavirus by around 60 per cent.
- The slide on screen shows the impact that wearing a mask can have in reducing the transmission of COVID-19 both if you are a carrier – and remember, you can be carrying COVID-19 without knowing it – or you are COVID-free. Ultimately, if you are both wearing a mask, this gives you the most protection.



- There are number of things to be aware of when wearing a mask correctly:
 - Before putting on your mask, wash your hands thoroughly with soap.
 - Place your mask over your mouth and nose.
 - Tie it behind your head or use ear loops and make sure it's snug.
 - Don't touch your mask while wearing it.
 - If you accidentally touch your mask, wash or sanitise your hands.
 - Remove the mask by untying it or lifting off the ear loops without touching the front of the mask or your face.
 - Wash your hands immediately after removing your mask.
 - Regularly wash your mask with soap and water in the washing machine. It's fine to launder it with other clothes.
- I believe at the Y we are all leaders, and I believe that right now, as leaders we have a responsibility to set an example in our communities. Wearing a mask can feel uncomfortable at first, but the more people who wear them, the less weird we will all feel.
- You can buy masks online from a lot of retailers now as businesses are realising the importance of this product, or you can head to your local pharmacy or even Bunnings to purchase one.

- When you return to work, we will provide you with masks. For example at State Office, masks are available at reception for everybody who involved in the filming for Virtual Y.
- Of course, wearing a mask does not replace any other measure we must be taking, it is simply additional to social distancing, hand hygiene and not going out if you have symptoms.
- So while we hope to avoid heading into a Stage Four lockdown in Victoria, we also await the Federal Government's next major announcement next **Thursday 23 July**. Next Thursday, the Federal Government will be announcing their plans for any further economic support for businesses and individuals during COVID-19.
- At the Y we have been constantly advocating for our people, knowing that the sports and recreation industry has been the hardest hit during COVID.
- In Australia, the number of jobs in Sports and Recreation shrunk by 32.5% between March and the end of May. This is greater than any other industry in the nation. By comparison, in the same period, data shows that the number of jobs in the Arts and Recreation Services sector shrunk by 26.3% and jobs in the Food and Accommodation Services shrunk by 29.1%.
- This is why we have been advocating, and we have asked our LGA partners to advocate for us too by providing information and letter templates for them to send to their own government contacts.
- Since the Federal Government's announcement will occur next Thursday, we will be holding our weekly webinar next Friday to allow time to work through any announcements and what they mean for the Y.
- Before I provide some sector updates from around the Y, I'd like to also provide an update regarding our support services staff who are currently working from home.
- We have a small number of people who are working from home in areas like Human Resources, Communications, Marketing, Risk, Safety and IT. During the lockdown period, these staff have been requested to take at least one week of annual leave during the lockdown period, or to work reduced hours.
- The staff who have worked from home throughout COVID-19 have worked extremely hard in a completely new and challenging environment, so they really need a break.

- This also includes the Executive Leadership Team who will be working reduced hours and/or taking annual leave during the lockdown period.
- Now on to some sector updates.

Kingswim:

- Our Kingswim sites in Canberra will reopen for weekly Learn to Swim lessons from next Monday 20 July for the first time since lockdown began.
- In Queensland Term 3 lessons began this week and the Queensland Government has just allowed change rooms to be open as of this week which is a great step forward.
- In New South Wales Term 3 lessons will begin next week.
- And both New South Wales and Canberra are currently running their school holiday program this week, with Canberra having to add extra sessions as the program sold out very quickly.

Recreation:

- For Recreation, we're really proud of our regional sites, they have been incredibly engaged with customers and the positive impact these sites are having on the community is so wonderful to see.
- Thirteen of our regional recreation facilities have opened and have moved into phase two of our membership reactivation process, meaning members now have the option to restart their membership or keep it on suspension.
- Metro sites are of course closed until restrictions are eased and I thank the teams involved in re-closing our centres, communicating with members, and supporting one another through this process.

YMCA Swimming Lessons:

- For YMCA Swimming Lessons, regional schools have been given the green light from the Department of Education to resume excursions, which includes swimming lessons.
- We are working with the regional centre managers to map out their upcoming programs under an exclusive facility use arrangement as per the current Department of Health and Human Services restrictions in place. This means schools can have an unlimited number of students in the pool exclusively dedicated to that particular school group.

- The team are also workshopping with the regional centre managers to bring back some aquatic programming to their centres.
- For our metro sites, we will continue to provide ongoing learning engagement material through social media engagement. This will include edition three of Philbert the Frog's Learn at Home activity book.
- For Children's Programs, this week has been the first week back of paid childcare and as expected families who were utilising the free care arrangement have begun to drop off in attendance at some sites, but not all.
- Last week our key message for Children's Programs was to encourage families to not cancel their bookings as non-attendance will not incur any gap fees. This remains the key message this week.
- JobKeeper ends next Monday 20 July for this sector, but we are hoping that the Federal Government announcement next Thursday will address this sector again now that we are back in lockdown in metro Melbourne.
- I'll now hand over to Shane for a technology update.

Shane

- Thanks Carolyn.
- While many of us are back in lockdown, the IT team have been using this quieter period to collaborate with other Ys across the country to further advance our online booking system, **Nabooki**, as well as other initiatives.
- During this crisis it has been really important that we share innovations and collaborate on resources with our other Y Associations, and so far we now have 150 online booking engines running through Nabooki across Australian Ys.
- For regional sites that remain open in Victoria, we have moved into phase two for memberships, meaning that members can now choose to restart their membership or keep it on suspension. For those who have restarted, we are about to introduce a feature in the online booking process that will recognise a member so that they do not need to pay for their booking. They then head into centre and display their membership details at the front desk.
- We are also working on a **spectator management app**, to enable visitors who don't wish to use the facility for themselves but wish to supervise or be a

spectator at an event or class - for example for parents supervising children swimming or wanting to watch their child play basketball.

- We are starting to trial this app at South Australia Aquatic and Leisure Centre, and once we have more information around its operation we will be able to share this with you.
- One of the really exciting things about this is that the South Australia Swimming Association are also interested in using the app once it's ready.
- You might remember back in April when we undertook the complicated process of registering for JobKeeper, that we engaged a technology agency to help streamline the process for staff to apply.
- This involved using technology that would pre-fill a staff member's details and once completed would send the forms out to the relevant parties. The alternative was for staff to fill in every detail of the form and email it back, which just wasn't an option for us due to the volume.
- What we were able to achieve was fantastic and done in a really short turnaround. It was a big undertaking, and the agency we worked with, Barhead Solutions, this week won a Microsoft Partner of the Year award. They were up against over 3,000 companies across a hundred countries, so this is a big win and we're proud to have been involved with this work – in fact, it was our concept. We will continue to work with Microsoft and Barhead on future technology projects and architecture at the Y.
- We've have also recently implemented **IVR technology** across our phone system for Y services. When a customer calls a centre, they are greeted with an automated message that provides options to common questions and queries and allows them to self-navigate. If the IVR doesn't answer their questions, they will be put through to our membership services team.
- This process has been running for two weeks so far and we will continue to test and tweak as we work out what works best for customers. A big shout out to Donna Bell for doing the voice recording, you did a fantastic job!
- And finally, we have some cyber awareness training coming up. This will initially be run for support services staff as a pilot and then rolled out to the rest of the organisation. Cyber security is everybody's responsibility, and at the Y we are constantly monitoring the activity across all of the organisation's assets as well as understanding the current security landscape and its implications to us.

- We are not immune to hackers at the Y and as they get smarter and smarter in their processes, we need to continually match them.
- We've just started scanning the dark web and identifying compromised YMCA profiles that are for sale. The dark web is the underground of the internet, where you can pretty much purchase anything you want. This is one avenue for hackers to make money by selling YMCA profiles. We are continually finding profiles that do belong to us week in week out. If your profile is found on the dark web we will be in touch with you very quickly to update your password.
- For those who are invited to the pilot cyber awareness training, it will be delivered online and you will receive a monthly email that will direct you to a short video and you will need to complete a few accompanying questions.
- Cyber security can be a dry topic, so the videos have been designed to be quite comical and fun, and from previous experience, people begin to look forward to the next video coming out.
- We'll now move into Q+A.

Q+A

Carolyn

- Thanks everybody for your questions this week, I hope that you're all taking care of yourselves.
- I once again encourage you all to keep following the government's advice around restrictions and remind others to do so as well.
- Please take care, and just a reminder that next week's update will be on Friday.
- Thanks Shane for joining me today. Bye everybody.