

YMCA update for staff and volunteers - Thursday 20 August

Speakers: Carolyn Morris, Phil Doorgachurn, Jack Dunstan Kergen Angel and Min Hum



**All staff and volunteer webinar
Thursday 20 August 2020**

Carolyn Morris – CEO YMCA Victoria and Kingswim

Phil Doorgachurn – National Executive – Safeguarding Children and Young People

Jack Dunstan – Program Coordinator – Camp Manyung

Kergen Angel – Program Director Youth Parliament

Min Hum – HR Business Partner



Carolyn

- Hi everybody thanks for joining me today. Today I am joined by Phil from Y Australia's National Safeguarding Unit which is the area that helps the Y across Australia with our Safeguarding Children and Young People or as you know it SCYP, Jack from Camp Manyung, Kergen, our Youth Parliament program director, and Min HR Business Partner in the People and Culture team.
- Before we get started, I would like to acknowledge that I am on the land of the Wurundjeri people of the Kulin nation, I value their cultural heritage, beliefs and relationship with the land, sea and skies, which can all learn from and are important to all of us.
- Last week I discussed the new People and Systems Integration project, which is looking at our systems and processes and ways we can improve.
- Today I'd like to cover a RITEQ innovation and a shortcut that has been created so that you can clock in and out on your phone wherever you are including working remotely.

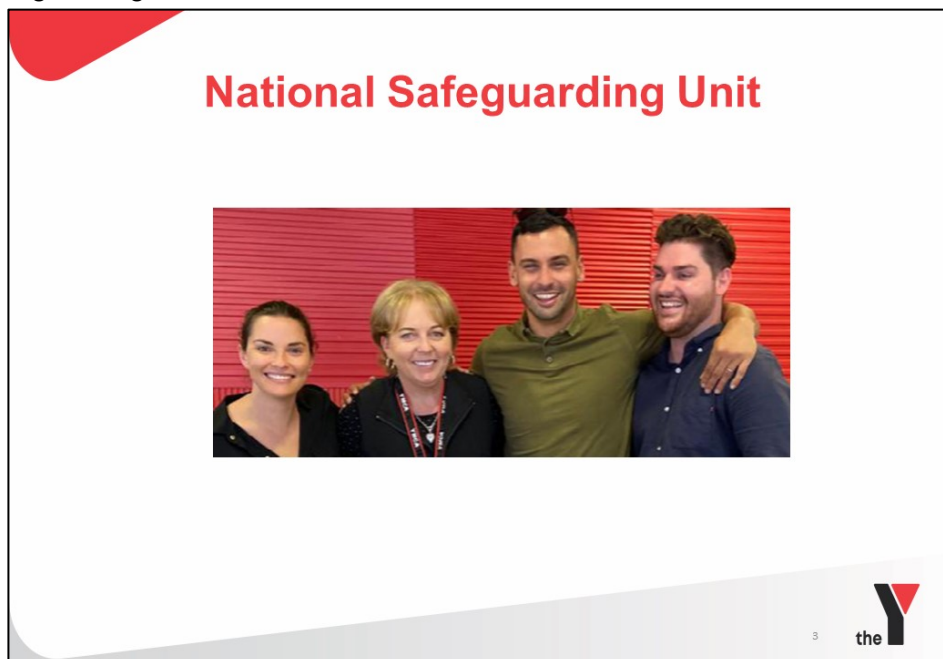
- What we have learnt through our review is that more than 35% of hours are being paid based on manually-entered timesheets. This is creating nearly 1,000 manual timesheets every fortnight for our payroll team to process.
- This practice is not adding any value and is creating manual work and rework. So I am asking everybody to always clock on and off on RITEQ when you are working.
- RITEQ is our source of truth and if it is not used properly then we cannot ensure people are paid properly for the hours they have worked without significant manual processing and/or rework.
- Last week I spoke to managers about the importance of using RITEQ correctly, and assured them, as I am assuring you now, that you will receive proper training if you haven't already on how to use it.
- I know that many of you are not currently working, so it might feel like a strange time to be learning this, but please take note as this will be important for when you do return to work, or for the hours worked while you are working remotely.
- On the screen I will play a video that demonstrates how to login and save a shortcut to your phone, similar to an app, to simplify the clock in process.



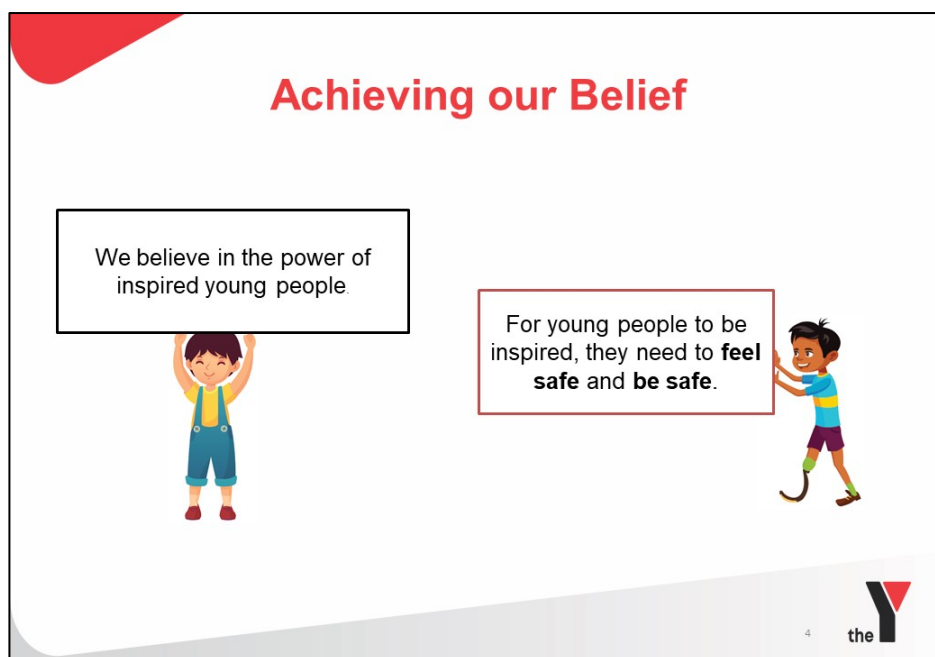
- As you can see this is really easy and into the future we are going to show you more functionality on this RITEQ shortcut so you can do things like swap shifts, submit leave, and remove all the manual processes we currently have in place like using Facebook groups to swap shifts.
- Since last week's meeting with managers, we have already seen a 20% increase in the correct use of RITEQ, so that's fantastic and I thank everybody for being early adopters.
- Now for those of you thinking 'what if I don't know my login and password'...
- This week the IT team has released a self-service portal that allows you to reset your network password without having to call the help desk.
- To be able to use this you will need to register first at **selfservice.ymca.org.au** and I will include this link in my follow up email for you all.
- Next up, Phil is going to talk to you about Safeguarding Children and Young People. His content includes reference to child sexual abuse. If this causes you any distress please reach out to our EAP for support. I'll now handover to Phil.

Phil

- Hi everybody, my name is Phil, I'm the National Executive - Safeguarding Children and Young People at the National Office in Essendon. My role is to lead the safeguarding work across the YMCA Movement.



- In 2019, the National Safeguarding Unit was established to support Member Y Associations, like Y Victoria to embed the highest standards of safeguarding practice. The National Safeguarding Unit has four experienced safeguarding professionals supporting all Y People to keep children and young people safe.



- The National Safeguarding Unit's ultimate aim is to empower all children and young people to feel safe and be safe. By enabling all children and young people to feel and be safe, we can then achieve our mission – of inspired young people.

What is the issue?

23.9 years

the **average time** taken for victims and survivors of institutional child sexual abuse to disclose – Royal Commission

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- In 2013, there was a Royal Commission into Institutionalised Child Sexual. This Royal Commission, found that, on average it takes a survivor 23.9 years to disclose their abuse.
- We believe this is unacceptable and want to create a change. To facilitate this change, we have developed the Y's "Stay Safe Tell Some Program". Let me tell you a little more about this Program.

So what did we do?



- Undertook research and heard from **517** children and young people from **17** different locations across **5** States and Territories from ages **3 – 18** and spoke with children and young people from diverse backgrounds including:



- Aboriginal or Torres Strait Islander
- Culturally and Linguistically Diverse Disability or mental illness
- LGBTIQ+
- Homelessness, or housing insecurity
- Misuse alcohol or other drugs
- Exclusion from mainstream education.

- In February 2019, we engaged Delroy Consulting to seek the views of children and young people about their safety within Y programs; and how we *communicated messages about their safety* within these Y programs.
- We heard from 517 children and young people across 5 States and Territories from ages 3 – 18.

What did they tell us?




The best way for children and young people to learn about safety, and to raise concerns, is through **direct communication with a trusted adult**.



Keep information simple. Use images and words, and remind children and young people regularly of that information.


- We also ensured that we spoke with diverse children and young people including our indigenous communities and those from the LGBTIQ+ community as well as many more listed on the slide.

So what did we do?

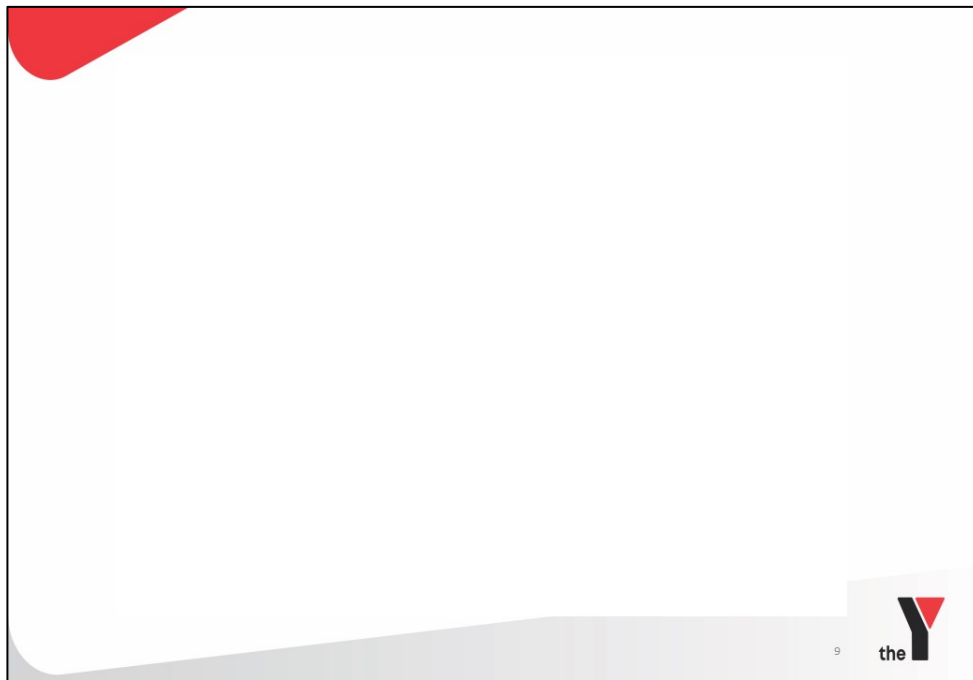


We created the Stay Safe – Tell Someone Program, interactive short education sessions that are fun and inclusive for ages:

- Early Years (under 6)
- Primary (6 -12)
- Young People (13 – 30)
- Y People (18+)



- From this research, Children and young people told us two key messages – the first, is that the best way for children and young people to learn about safety, and to raise concerns, is through direct communication with a trusted adult and the second key message was that we should keep information simple, by using images and words, and remind children and young people regularly of that information.
- So we listened to children and young people and co-designed the Stay Safe Tell Someone Program. The Program is an interactive education session that empowers children, young people and adults to tell someone if they are worried or concerned.
- This Program is unique as it can be delivered to 3 year olds in our kinders or to 17 year olds in our camps or on our sports fields.
- It has a range of resources to support you in helping keep children and young people safe, one resource is the video that I will show you now.



(Video -

What do we need from you?



Stay Safe - Tell Someone Training

Join us during National Child Protection Week by clicking the link below at the start time:

Monday 6 September - 12pm	click here
Tuesday 7 September - 6pm	click here
Wednesday 8 September - 3pm	click here
Thursday 9 September - 10.30am	click here
Friday 10 September - 12pm	click here

NationalSafeguardingUnit
Feel Safe, Be Safe



1. Undertake the Stay Safe – Tell Someone Program training:
 - Monday 6 September – 12pm
 - Tuesday 7 September – 6pm
 - Wednesday 8 September – 3pm
 - Thursday 9 September – 10.30am
 - Friday 10 September – 12pm
2. Educate the Y's Children, Young People, Families and Communities when our services resume.



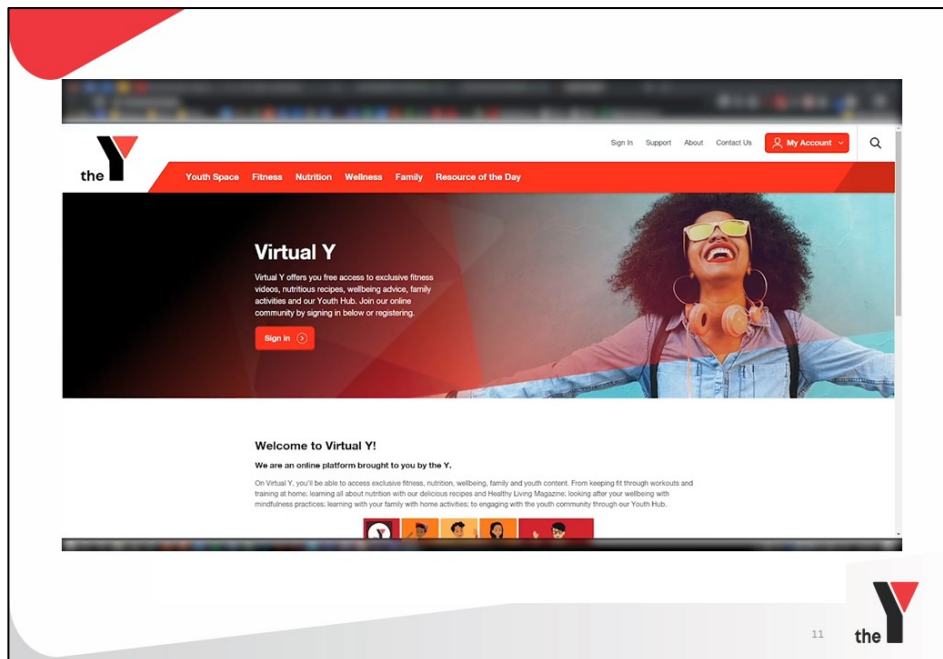
- Quite impactful wouldn't you say? This is just one of the resources that is available as part of the Program. We will be implementing the Stay Safe – Tell Someone Program across all of our Ys and we really want all of you to get

involved. One way you can do this, is by joining us on one of the Stay Safe Tell Someone Training sessions that we will be delivering online during National Child Protection Week in September. The links to these sessions will be made available to you after this webinar.

- Thanks, I'll now hand you over to Jack.

Jack

- Thanks Phil. Hi everybody, my name is Jack, I'm the Program Coordinator at Camp Manyung in Mt Eliza. It is very quiet here and this is the longest we have gone here at Manyung without Campers since we first started running camps in 1925! We certainly miss having campers here enjoying the Camp Manyung experience and immersing themselves in nature.
- While our camps are closed due to the lockdown, we've been looking at ways to bring the camping experience into people's homes. Last week, we launched the Outdoors and Environment section on Virtual Y, which features content created at our own YMCA camps that allows children to continue learning while they are stuck at home.
- It also includes dedicated curriculum based resources to help teachers facilitate camping inspired classes while remote learning is in place.
- Excitingly, we have now shared Virtual Y to over 900 school contacts, so that schools can begin using these free resources with their students and keep them engaged with the outdoors and the environment from home.
- The sessions range from 'How to pack for an outdoor adventure', to virtual wildlife encounters and map drawing lessons, our virtual camping content allows children to continue learning and growing while they are stuck at home. We've even got a number of more resources that will be posted in the upcoming fortnight focusing on leadership skills and camp games for children to enjoy. New content is constantly being created with stage 2 filming of sessions beginning next week!
- We've created a short video to show you some of the content available and where to find it.



- You will find the outdoors and environment content under the youth space tab in Virtual Y
- To allow teachers to use the resources in the classroom and as part of their teaching all of our content is based off the Victorian curriculum and the Y Camping learning framework.
- We travelled to a number of our campsites across the state highlighting coastal, bush and lake environments. So hopefully it will give you a great sense of the different locations our Y camps are located in.
- We've aimed to empower all people to gain the knowledge and experience to stay safe and enjoy themselves in the outdoors.
- You can even join me learning how to prepare yourself for an outdoor adventure. In these sessions we cover the basic outdoor skills you will need for going on an outdoor adventure.
- We've worked extremely hard to give everybody the opportunity to experience the beauty of our Campsites and bring the outdoors to your homes.
- Finally I'd just like to thank Greg Mason, Y Camping's Area manager who really spearheaded the whole project.
- From all of us who worked on the project we hope you enjoy what we have created!

- Thanks, I will now handover to Kergen.

Kergen

- Hi everyone! My name is Kergen, I use he/him pronouns, I'm on Wurundjeri lands in Naarm, or Melbourne, I'm 22 and have been a volunteer at the Y since I was 18.
- I was recently appointed to be a member of the Victorian Youth Congress. As part of a 21-strong team of young leaders across the State, we'll be working with the Department of Premier and Cabinet to guide and inform a more holistic Government youth strategy.
- It's a direct opportunity to bring the community-building spirit that is so markedly the Y into shaping public policy and improving the wellbeing of young people across the State.
- This is an incredible opportunity to be in this position during lockdown, because what young people are telling youth peak bodies is what they're missing most is connection to others. We know at the Y that our unequivocal strength in building empowering spaces for young people to connect is critically important.
- While being a part of the Victorian Youth Congress is an exciting opportunity, I'm also here to tell you another story of how the Y has adapted its platforms for advocacy for young people during lockdown.
- I lead a team of 15 young volunteers who have worked tirelessly to run the YMCA Victoria Youth Parliament and YMCA Youth Press Gallery program remotely.
- This is no small feat. Having only ever run residentially for its 34-year-history, these volunteers innovated and adapted what would normally be a nine-day residential program including days of debate at the Parliament House of Victoria, into a suite of online training delivery across five weeks and months of continued engagement.
- The stats say that we engaged consistently with 100 young people across the State throughout this period. We have connected with over 10 MPs, to bring them into the same room as our young people to listen to what they have to say. We are in the final stages of finessing 19 documents of direct advocacy to be handed to the Cabinet in early-September.
- We maintained and built relationships with the Department of Premier and Cabinet, Parliament House and the Victorian Electoral Commission to ensure

all young people in the State are given the opportunity to engage in our programs. Now and into the future.

- I'm also really pleased to let you know that the vast majority of media is created by young people through our Youth Press Gallery program. This directly provides opportunities for portfolio and skill building for young journalists and ensures young people are being reported on by young people. A true testament to our belief statement.
- These volunteers navigated absolute upheaval in their own lives to still build better standards for civic education for young people. These challenges included job loss, disconnection, remote study, or lack of ensured financial stability without JobKeeper. Their normal term would end at the start of August, yet they have stayed the course through to mid-October to adapt to these changes. Collectively they have volunteered 3,247 hours or 135 days, averaging to nine days per person.
- Their commitment to building stronger, more connected communities through active citizenship is a testament to what the Y truly stands for. Young people will not go unheard with these volunteers at the forefront of our belief in inspired young people and our purpose to improve the mind, body and spirit of all communities.
- Before I wrap up, I wear another hat at the Y working in Youth Services on the Virtual Y project. We are excited to launch our Youth Voice platform in the coming month, weaving the momentum of advocacy our Youth Parliament and Youth Press Gallery volunteers have mustered into the fabric of this exciting project.
- My Y leads the charge globally giving young people the skills and knowledge they need to make change. We provide a platform for them to then achieve this, too. No matter the situation or the circumstance.
- Thank you. I'll now handover to Min

Min

- Thanks Kergen. Hi everybody, my name is Min, I work as HR Business Partner in the People and Culture team. The message I'd like to share is for those of you who are working from home with children in your care, particularly those required to home-school.
- Home schooling while working from home is not easy, and it's become harder for many Victorian households who are entering their fifth month of isolation and second term of remote learning. We acknowledge that every working parent and carer has different challenges, but please know, the YMCA and

your leadership team are here to support you the best we can. The P&C team have developed the Remote Schooling guidelines for Working Parents and Carers. These guidelines offer practical tips for staff and managers on how to implement an effective plan while working and home-schooling, and examples of options available to parents and carers.




- Some examples of the options available to you are flexible work arrangements such as varying your hours of work to fit your family's schedule, changing your days of work, setting hours of availability that make it easier for you to attend meetings or meet deadlines, accessing your leave entitlements or a temporary reduction of your work hours.
- Your managers and the P&C team are here to support you and can talk you through some working options that suit your individual circumstance. We know every family is doing it tough, I personally feel that this stage of lockdown has proven the most difficult for my family. So we urge you to seek help if you need it, if you are struggling to balance the commitments of work and family, speak up and be honest with those around you. Reach out to your manager to get support, or speak to the P&C team about options available to working parents and carers.
- For further assistance, please contact your manager, your HR business partner or email the P&C team at Humanresources.vic@ymca.org.au
- The guidelines will be included in Carolyn's follow up email after this webinar for those who would like to read through.
- If you have any questions about your specific circumstances [as a working parent and carer](#), you are welcome to ask them using the Q+A function and I'll do my best to answer them for you.
- I'll now hand back over to Carolyn


Carolyn

- Thanks Min. Now before we move onto Q+A, I'm going to announce the winners of the YMCA ReBuild competition for staff and volunteers. As you know YMCA ReBuild have launched their online store selling handmade desks, chopping boards and wooden toys, made by young people at Ravenhall juvenile detention centre.
- All proceeds from the store go back into the program, which supports young people who are at risk of becoming stuck in a cycle of crime and imprisonment.

- Firstly, thank you to all staff and volunteers who entered the competition. We had 117 of entries which is fantastic.

Congratulations to the YMCA ReBuild competition winners!
You have won one of the following handmade items:

<p>Small planter box Winner: Robyn Fowler</p>		<p>Small fold out desk Winner: Joseph Flor</p>	
<p>Chopping board Winner: Luize Svikers</p>		<p>Large fold out desk Winner: Rob Di Paola</p>	



- So without further ado, the winners are Robyn Fowler from Dandenong Oasis who has won a small planter box, Luize Svikers from Ashburton Pool and Recreation Centre who has won a chopping board, Joseph Flor from Kingswim has won a small desk and Rob Di Paola has won a large desk!
- Congratulations to our winners. The team will be in touch to arrange the delivery of your prize!
- You may have noticed that we didn't cover JobKeeper today. That's because tomorrow we will be hosting a special JobKeeper webinar. We have to process the next steps of JobKeeper in two phases. Tomorrow we will cover phase one which is for people who just missed out on JobKeeper 1.0 who may now eligible due to eligibility being updated from 1 March to 1 July.
- There's a lot to cover and this is going to be incredibly time sensitive. We only have a week to get this done.
- It may impact up to 1,000 of our staff so if you please encourage as many people as possible to attend so they can understand what they need to do.

- I thank you for your patience as we work through the new rules and legislation. A link to tomorrow's JobKeeper webinar will be sent via SMS tomorrow and will be recorded if you can't make it at the time.
- Now let's move on to Q+A

Q+A

- Thank you all for joining today and thank you to our speakers – Phil, Jack, Kergen and Min.
- I'll see you tomorrow for the JobKeeper update. Take care.