

## YMCA update for staff and volunteers - Thursday 25 June

### Speakers: Carolyn Morris and Martina Smythe

#### **Carolyn**

- Hi everyone. I hope you are all well and I trust that you are doing everything you can to stay fit and healthy.
- It's hard to believe, but this is our 18<sup>th</sup> all-staff webinar where we've been able to talk together live via Zoom. And it's almost 4 months since we closed our first recreation centre back in March – and so much has happened in that time.
- As we know, over the last few months, as a result of the coronavirus, the world has changed dramatically. Despite everything that has changed, the implications of COVID-19, within Australia and globally, are still yet to be fully understood.
- I'm here today with Martina Smythe, General Manager People and Culture, and she is here to help with any Q&A that you may have at the end of today's webinar.
- Today, I am going to take you all through some upcoming organisational changes and what they mean for the Y and for you all.
- As we've spoken about before, the financial impact of the coronavirus has been significant and the Y will continue to feel these impacts for the foreseeable future.
- Even before COVID, we were facing reduced revenue and support service income as a result of the competitive environment we work in as well as the loss of some contracts. Most recently we lost the Nillumbik contract.
- As part of this increasingly competitive environment we are also under more pressure from our local and state government partners because of their financial situations to review our Shared Services fees to ensure we are being as efficient as possible.
- All of this has been exacerbated by the devastating impacts of COVID-19. So, we have to make some hard yet necessary decisions to ensure the future of the Y.
- Like so many organisations we are fighting for survival, we need to create a new Y that is fit for the new COVID world and one that can deliver for our communities in an increasingly challenging environment.
- This means we've had to review our current operational plans and structure - including a full review of roles.

- And in the context of our current competitive environment and COVID shutdowns - and with the survival of the Y in mind this unfortunately means, we need to make some roles redundant.
- I know this is difficult news to hear and I am very sorry to have to deliver it.
- We are a family here at the Y so this decision is certainly not one we've made lightly.
- I'd like to also point out that these redundancies are in no way a reflection on anyone's performance but rather a necessary decision we've had to make to ensure the long-term viability of the Y.
  
- In terms of the process, each impacted person has already been advised that their role will not continue beyond 30 June - the date when all impacted roles will be made redundant.
- This is a difficult time for them and I'd like to reiterate to all people affected - we are here to support you as much as we can.
- The thinking behind telling everyone impacted this week was to provide as much notice as possible so they have the best opportunity to find a new role.
- The areas affected are Marketing, Risk, IT, P&C, Recreation and Operations.
- We will be providing a range of services to support our people affected including:
  - The choice to be on an extended redeployment until 27 September. This will provide additional time to seek alternate opportunities within the Y or, of course, externally.
  - JobKeeper wage subsidy will continue until 27 September (unless the government changes the legislation to bring forward the end date of the JobKeeper wage subsidy).
  - Should anyone find employment outside of our Y community those affected can choose to leave at any time with full redundancy entitlements.
  - Access to a dedicated outplacement agency that will undertake workshops to help with resume building and interview techniques and individualised Linked In training which will be implemented for each person.

- This will help navigate re-entering the workforce – giving the best opportunity possible before the end of JobKeeper payments.
  - An extension of staff and volunteer card for the next 12 months.
  - Eligible lump-sum redundancy payments will be calculated in advance to help our people understand financial position at the end of September.
  - Our impacted team members and their families will continue to have access to our Employee Assistance Program until the end of the year or beyond if needed.
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- We will also be working with our internal Y networks and broader external partners to uncover opportunities for affected people. You may recall we worked really hard with our partners when we first had to stand down so many people at the start of COVID and 1500 of our people were successful in attaining alternative employment.
  - Please know this situation is absolutely no reflection on anyone's performance and whatever new direction our colleagues who are on redeployment take, everyone will always be a part of the Y family.
  - I know this is difficult news to hear and this decision is not one we ever wanted to make.
  - I'd also like to acknowledge that this decision comes after a really challenging couple of months where I know everyone has been tested - personally and professionally.
  - You may be wondering if there will be more changes to structures and roles and although we can never rule this out - at this stage we have no plans to do so.
  - And I recognise the impact these changes will have on all of you and we want to make sure everyone has access to any ongoing support you may need.
  - If you are feeling uneasy or concerned about anything I've spoken about today, please reach out to your manager and please remember that you can also access Employee Assistance Program for free and confidential counselling for you and your immediate family.
  - We want to be as open, honest and transparent as possible to the entire organisation about this change and the future challenges ahead.
  - If your role has been affected by this change you will already know.
  - For those of you not impacted when it becomes apparent who the team members are, I encourage you to reach out and be there for your colleagues in recognition that everyone's contributions matter.

- As an organisation we must face the situation we are in. Unfortunately this means making difficult decisions that have consequences for people who have helped make the Y what it is today. These decisions are ones that we hoped we would never have to make but we unfortunately we must.
- As a not for profit, focused on community building - this has challenged us to our core.
- We are the current custodians of the Y which has been in existence for 168 years and so we have the heavy responsibility to ensure the Y can continue to deliver for young people and the broader community well into the future. By making this decision we are confident we will continue to do so.
- And of course, we will help those people affected as much as we can to secure new opportunities.

### **Martina**

- Hi everyone. I want to acknowledge the Victorian Government's announcement last weekend where a number of changes were made regarding the easing of restrictions.
- Fortunately, most of these changes had no significant impact on the Y as gyms were still allowed to reopen. However we must strictly enforce the government's social distancing guidelines. We must do this both professionally and personally.
- Our number one priority continues to be the health, safety and wellbeing of you, our customers and the entire community as we monitor the current situation closely.
- There are several COVID 'hotspots' in Victoria including the local government areas of Moreland, Brimbank, Hume, Casey, Cardinia and Darebin- and this is due to the high level of community transmissions in recent weeks. In particular, within people's homes a place where we normally feel safe and perhaps we have let down our guard too much.
- The nation's Chief Medical Officer has advised that people living in these areas should not be travelling interstate or regionally in order to avoid spreading the virus.
- We will watch this situation closely as it develops as we have many local government partners and facilities located in these regions.

## Carolyn

- Thanks Martina. I understand the news I have shared today is a lot to take in so I'd like to take a moment to open up Q&A with Martina and I.

## Q&A

## Carolyn

- For those of you whose questions we didn't get to or if you think of something else, please contact your line manager or the P&C team.
- This has been an extremely difficult week and a difficult time.
- As one of the largest Y's internationally, we have been one of the hardest hit. Over the last three months we have learned that despite the best efforts of many, we are not immune to the impacts of a pandemic and the largely unknown economic environment ahead.
- For those of you now on redeployment, I want to thank you, from the bottom of my heart, for your outstanding contributions and commitment to the Y. I am truly sorry that this has happened.
- For those who remain on stand-down, we thank you for your patience as we work through our phased reopening. We look forward to having you back.
- And for those who have continued to work tirelessly through this period, I am inspired by your ongoing commitment.
- Thank you again for taking the time to listen... now, more than ever, we need to be looking out for each other.
- Thank you Martina, and goodbye.