

## **All staff webinar – Friday 28 August**

### **Speakers: Carolyn, Kerryn, Catriona**

#### **Carolyn**

- Hi everybody, I hope you've had a good week. Today I'm joined by some more new faces to the webinar, Kerryn from People and Culture and Catriona from the Virtual Y team. We also have Martina available for Q+A.
- I'd like to acknowledge the traditional custodians of the lands we meet on today and pay my respect to Elders past and present.
- Today I'm going to provide an update on JobKeeper, and a People Systems project update. Kerryn will provide some information for learning and development during lockdown, and Catriona will share her experience of being a Fitness Instructor for Virtual Y.


#### **JobKeeper update**

- I'll start with JobKeeper. Thank you to everyone who filled in their nomination form for JobKeeper 1.5 on time. It was a tight turn around, so I appreciate you checking your inboxes over the weekend and submitting the form.
- If you were eligible for JobKeeper 1.5 and submitted your JobKeeper Nomination Form, you can expect your first payment on Wednesday 2 September. This payment will include three JobKeeper payments including two in arrears and one in advance.
- As we have explained, the Y is providing the JobKeeper wage subsidy on behalf of the Federal Government. As you've heard the Prime Minister say, essentially they asked us to administer these payments like Centrelink does for JobSeeker.
- That means that we have to follow all the rules set out by the ATO and cannot make an exemption for individual cases or for Children's Programs. We know from the manager check-ins that there has been some disappointment from staff who missed out on JobKeeper and I am *really* sorry about that, but these aren't our rules and the government has indicated there will be heavy penalties for organisations who do not follow the rules to the letter of the law.
- Our EAP counselling service is available to you and your immediate family on 1300 361 008 and this includes financial counselling if you require it. I will provide these details in my follow up email, along with information about how to access JobSeeker in case you haven't already sought out government support.
- Now that we have finalised JobKeeper 1.5, we are working hard to prepare for JobKeeper 2.0.
- JobKeeper 2.0 is the extension of the current JobKeeper subsidy that will commence on Monday 28 September.

- JobKeeper 2.0 will be paid via a two-tiered system. The payment rate will be reduced to \$1,200 per fortnight for those who work an average of 20 hours or more per week, and to \$750 per fortnight for those who work an average of less than 20 hours per week.
- To determine whether you work an average of 20 hours or more per week, the government requires us to assess the hours you worked in the last two fortnights prior to 1 March or 1 July 2020, and the period with the highest number of hours will be used for the assessment.
- This assessment criteria has been set by the Australian legislation, and again we can unfortunately not make exceptions for individual staff. In saying that, we will be looking at each staff member's hours and will take into account if you took annual or sick leave during this time or for some other reason didn't work your normal hours.
- We are currently working through this assessment and will be notifying all eligible employees from Monday 7 September of what tier they are in.
- To be clear, everyone who is currently receiving JobKeeper will automatically be eligible for JobKeeper 2.0. You won't need to fill out another nomination form.
- We are still doing the assessments to requalify as an employer for JobKeeper 2.0. Based on our projections, we have gained confidence that we are an eligible employer in each entity.
- David Thorpe, who is managing JobKeeper 2.0, will be on the webinar next week to talk further about it.

#### PSI/RITEQ

- I'll now move on to the People Systems project update.
- We are continuing to look at the root issues that might be causing significant manual work and rework in our rostering, time and attendance and payroll systems.

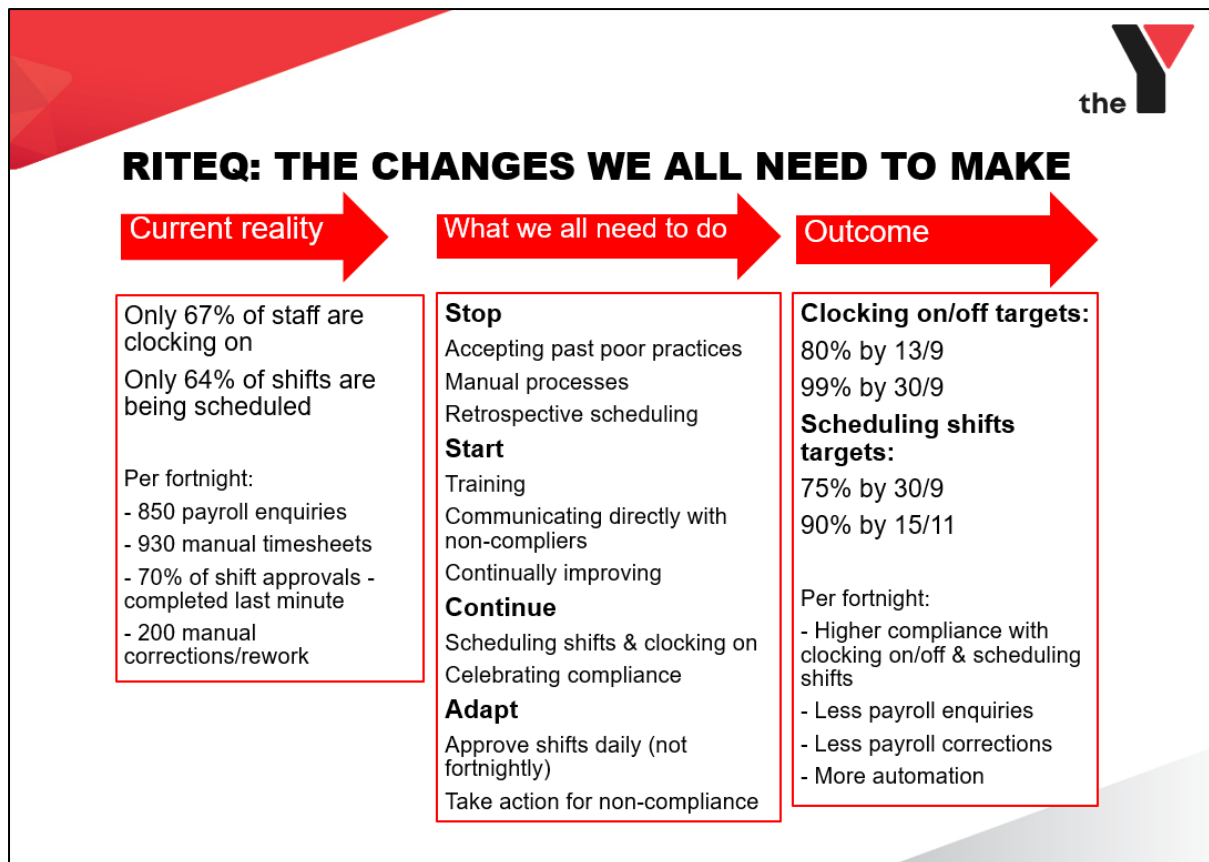


**The People Systems project team**

The People Systems project team is made up of the follow areas of the Y:

- Payroll team
- IT & Systems
- People & Culture
- Roster, Time and Attendance team
- Governance

- To provide more context for the People Systems project, the slide on screen shows the areas of the Y that are involved.
- The teams involved are the Payroll team, IT and Systems, People and Culture, the Roster, Time and Attendance team and our governance team.
- Each plays a significant role in helping to strengthen our systems, look at data and performance, provide training, or process timesheets.



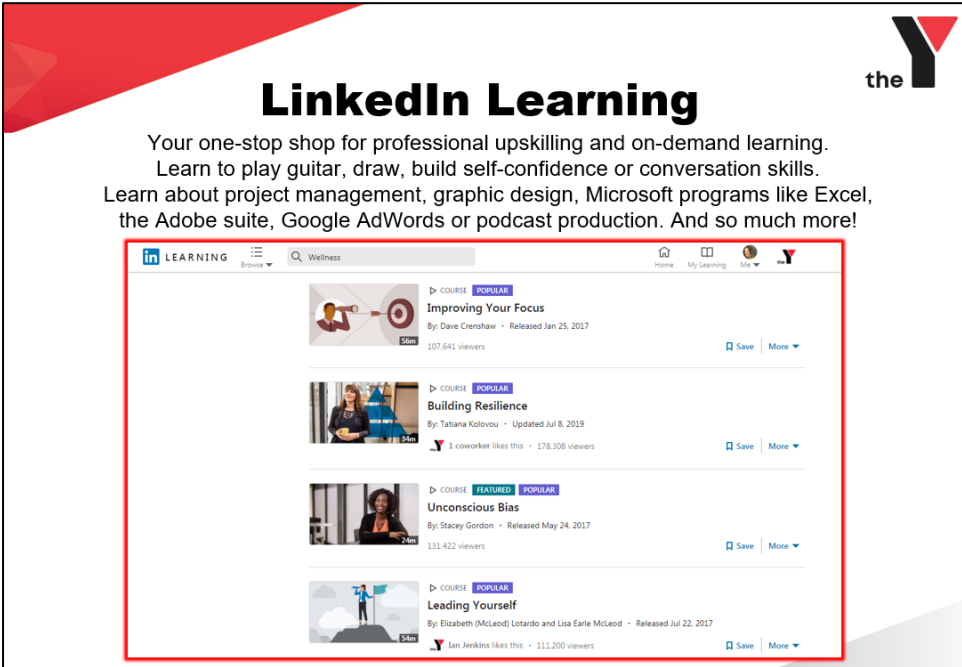
- The next slide shows where we are up to in the project, our current situation, the things we need to change, and what our objectives are.
- To understand this slide, on the right side is our current situation. As you can see only 67% of staff are clocking on/off, and only 64% of all shifts are being scheduled.
- This means that per fortnight there are approximately 840 payroll enquiries, 930 manual timesheets, 70% of shift approvals are completed at the last minute, and there are around 200 manual corrections/rework to be processed.
- These are the things we need to all work together to change.

- To do this, the middle section shows the things we need to need to stop, start, continue and adapt.
- What we need to **stop** is accepting poor past practices and people not using our systems. They are there for a reason and assure us that we pay you for the hours you work without manual intervention. Like I mentioned, Payroll are having to process nearly 1000 manual timesheets every fortnight so this needs to stop.
- Likewise, approving shifts in advance before the work has been completed or leaving shift approvals to the last minute also needs to stop.
- Something we need to **start** doing is more regular RITEQ training for everybody – which you will be invited attend via email beginning next week. We also need to start developing a process for feedback and ongoing improvement of our processes.
- Things we need to **continue** doing is, of course, scheduling and clocking on/off. Thank you to those who are already doing this! We will continue to recognise and celebrate those who are getting it right and encourage others to do the same.
- Things we need to **adapt** are things like changing the way we approve shifts to daily, rather than at the end of the fortnight, and holding others accountable for non-compliance.
- By introducing these measures, our goal is to increase these percentages up to full compliance across the organisation.
- On the right of the slide are our targets, which are 80% for clocking on in the next pay cycle, and 99% in the one after that. And for scheduling, our targets are 75% compliance in the next pay cycle and 90% by the following month.
- If we can achieve our compliance targets, it means we will be much better prepared for future re-openings to have less manual timesheets, less payroll enquiries, less manual corrections. Also, we can have better roster scheduling and more automation of our controls.
- I have to thank-you. After the webinar last week I can see you are all committed to helping us change to this practice. Immediately following my update we had a 6% improvement in compliance around scheduling and clocking on and off which is great (this includes 20% more people clocking on and off than the week before).
- I have great confidence that we will continue to improve and this will make a massive difference to our payroll area.
- I'd like to give a shout out to our Payroll team. Our payroll team have done a fantastic job getting JobKeeper to you during COVID and have worked long hours and weekends to get it right.

- So to get this right, we all need to work as a team and play our part in following the right processes for rostering shifts, clocking on and off and approving timesheets.
- Just for context, salaries and wages represent approximately 60% of our expenses so it's really important that we have good controls around this and that everyone plays their part in the process.
- Thanks everyone, I'll now handover to Kerryn.

### Kerryn

- Hello everyone I'm Kerryn, Senior Learning and Development Advisor at Y Vic. Over the next few minutes, I'd like to share some development opportunities to help you maximise your learning during lockdown.
- Right now, some people are experiencing a lack of motivation and a sluggish mind, which is understandable given the significant changes to our daily lives and ongoing challenges of lockdown.
- But...while we're in lockdown, and the restrictions continue, you have an opportunity to invest in your personal and professional development through a variety opportunities.
- In addition to Virtual Y, TED talks and podcasts, there are many more online learning opportunities available, which I would like to share with you now.



- The first of these is **LinkedIn Learning**, which offers over 16,000 courses, video content and podcasts on almost any topic you can think of! This content is not just for

workplace upskilling – you will also find a range of content on things like how to draw or play the guitar, conversation skills, and building self-confidence. Personally I like to listen to courses as I go for a walk.

- There are skill specific courses covering areas such as project management and graphic design, Microsoft programs like Excel and the Adobe suite and online tech topics such as Google AdWords and podcast production.
- Now, the great news is, the Y is offering free LinkedIn Learning subscriptions for employees – why not create your own personal development plan? With so many high-calibre courses, your biggest challenge will be which course to do first! If you are interested, reach out via email and I will allocate a subscription for you. My contact details will be included in Carolyn's follow up.
- For those of you who have already discovered the valuable content on LinkedIn Learning, we would love to hear from you. Learning new skills and applying them is a rewarding journey for you and when you share your new talents, rewarding for those around you. As an example, Leon Tan from the P&C team recently completed a course on Power BI. After completing this course Leon has impressed the P&C team with the way he presents data relating to manager check-ins, but more importantly, how he generates valuable insights from this data.
- We will have Leon on an upcoming webinar to demonstrate what he has learnt and what it means for the business.



## Work for Victoria

Free online short courses to upskill you by providing practical, job-specific skills.  
Free TAFE courses leading to a recognised qualification from Cert 3 to Diploma level.  
Anyone under 20 is automatically eligible and those over 20 if the course you enrol to is a higher level qualification than your existing qualification.

[vic.gov.au/free-tafe](https://vic.gov.au/free-tafe)  
[skills.vic.gov.au/victorianskillsgateway](https://skills.vic.gov.au/victorianskillsgateway)

## ‘Upskill’ by Business Victoria

Topics covered span a number of different areas, including leadership, marketing, innovation and technology.

Courses are run by high education institutions including the University of Melbourne, RMIT and Latrobe University.

[upskill.business.vic.gov.au/](https://upskill.business.vic.gov.au/)

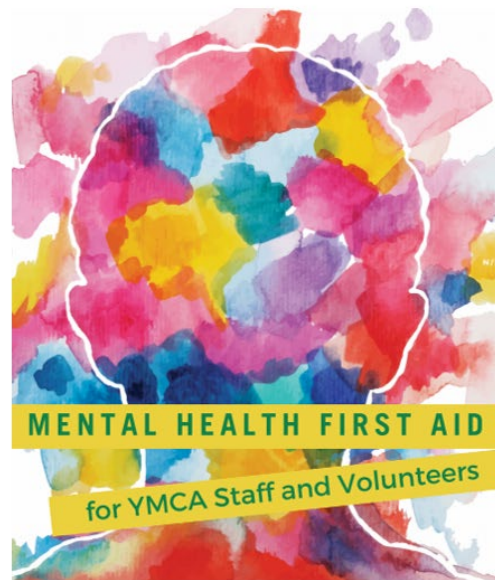
- The next opportunity I'd like to share is called **Work for Victoria**. This is an initiative funded by the Victorian Government to connect Victorians with new opportunities and support the state's response to COVID-19.
- As part of Work for Victoria, there are two types of training available. Depending on eligibility, the training options are:
- Free online short courses. These are to help you upskill by providing practical job-specific skills. Examples include introduction to customer service needs, safe work practices for direct client care, infection prevention & control and working with the NDIS.
- There is also a selection of free TAFE courses, leading to a recognised qualification. These range between a Cert 3 and Diploma level qualification. The skills and qualifications achieved from these courses are aimed at equipping Victorians with relevant skills for future employment opportunities. Note: Tuition is free, although you may need to pay materials and student services fees, depending on the course.
- This initiative is designed to support young people under 20 and those looking to upskill. Anyone under 20 is automatically eligible and those over 20 are eligible if the course you are enrolling into is a higher level qualification than your existing qualification.
- So if you, or someone you know is either under 20, or looking to reskill, let them know about these free TAFE courses.
- Another opportunity to check out, is an initiative by **Business Victoria** called '**Upskill**' for even more free courses.
- Topics covered span a number of different areas, including leadership, marketing, innovation and technology.
- Courses are run by higher education institutions including the University of Melbourne, RMIT and Latrobe University.
- These are a great way to add new skills to your resume, or perhaps learn about something you've been wanting to learn for a while. It's a perfect time to try something completely different to revive a sluggish mind!
- We covered a lot, so keep your eyes open for Carolyn's follow up email, which will contain links to information about the opportunities I've just outlined.

## Mental Health First Aid



This training provides skills, tips and information on how to not only manage and nurture your own mental health, but how to look out for others as well.

More sessions coming soon! Details will be shared with staff and volunteers to book in.



- The final opportunity I'd like to share with you is **Mental Health First Aid Training**. This valuable training is run by our very own Jeanette Horsley. This is the type of training you don't realise you need - until you do! Have you ever noticed a colleague in distress and wondered what to do, or what to say?
- This training provides skills, tips and information on how to not only manage and nurture your own mental health, but how to look out for others as well.
- Mental Health First Aid is more important than ever before, and because the previous sessions were fully booked, we will be hosting another series of these workshops for Y staff and volunteers over the coming weeks, and the dates for these will be posted on YNet shortly.
- Thanks for your attention. I hope this information has been helpful and of interest. Right now we have a unique opportunity to take advantage of COVID downtime for personal and professional development. If you would like to talk about how to access any of these opportunities, just reach out – I'm here to help.
- I'll now hand over to Catriona.

### Catriona

- Hi everybody, my name is Catriona, I'm one of the fitness instructors for Virtual Y, and when not in lockdown I work at Hawthorn Aquatic and Leisure Centre.



- I've participated in Pilates classes since 1997 (!), after I accidentally discovered Pilates Mat exercises, as a "warm up" routine prior to classical ballet classes.
- Since then I've discovered the joy of Pilates studios, and was inspired to do my Level 2 APMA Pilates Method training in 2016. I've been instructing Pilates Mat and Reformer classes around Melbourne since then (gyms, corporate classes).
- I even visited the original Joseph Pilates studio location in New York City in July 2019. I covered a Pilates Mat class for nine months at Hawthorn Aquatic and Leisure Centre in 2018 and have been instructing Zumba Gold and Barre there since 2019.
- Instructing for Virtual Y has allowed me to be part of a team, giving me purpose, structure, support and stability during a period of major upheaval and uncertainty.
- It's been exciting, challenging, mentally stimulating, rewarding, and I've improved my instructing skills - really thinking about my verbal cues, recognising people can't always watch the screen 100% for example.
- It's been wonderful to connect with a totally different area of the YMCA, and to have some of the opportunities I've had that I never would have before COVID – for example recording some videos on Mindfulness and Resilience.
- What I've learnt about myself is that I actually really enjoy presenting, facilitating, leading and educating - whether it is group fitness classes or other formats.
- Considering I used to "wag" compulsory school sport and did my year 12 English oral presentation to my teacher in his office, it's rewarding to see how far I've grown.
- Visiting Virtual Y opens up a whole new world of possibilities; to move, to learn, to connect and be part of something. In your own time, and when it is convenient for you. It supports your physical health, mental and emotional wellbeing, and also provides a chance to develop new interests.
- Virtual Y has only been going for a few months so the amount we have achieved together so far is amazing. This is a project that will continue to grow and we are constantly improving things like our video production, equipment and content delivery. I'm really proud to be involved in this awesome initiative and I hope that you've taken some time to check it out – there really is something for everybody.
- My educational tips: (will perhaps demo shoulder shrugs/rollbacks, encourage kneeling quad/hip flexor stretch, simple glute squeeze and release while sitting, and of course encourage to visit classes on Virtual Y).
- Thank you and I'll now hand over to Carolyn.

### **Carolyn**

- Thank you Catriona and Kerryn.
- We will now move on to Q+A and we have Martina here for any P&C related questions too, so fire away!

## Q+A

### Conclusion

- Finally, before we wrap up, next week we will be announcing a new employee benefits program available for all YMCA Victoria (which includes SAALC) and Kingswim staff and volunteers. The benefits include discounts at a range of retailers, including Coles, Woolies, Kmart, Target and David Jones, as well as discounted tickets to movies and events.
- Also next week we will be releasing an EOI for a grant writer. With so many tenders and business opportunities for the Y coming up, there's an opportunity for the right person with the right skills to contribute to the Y's future business prospects by supporting our tenders team.
- More to come next week!
- Until then, enjoy your weekend and take care.