

YMCA update for staff and volunteers - Thursday 2 July

Speakers: Carolyn Morris, Nathan Costin, Peta Gilles and Nick Buskens

Carolyn

- Good afternoon everybody and thanks for your time today.
- I'd like to begin by acknowledging the traditional owners of the land on which I am located on today, the Wurundjeri people of the Kulin nation, as well as the traditional owners of the many lands that you are all across today for this webinar.
- I pay my respect to elders past, present and emerging, and any Aboriginal and Torres Strait Islanders who may be tuning in today.
- In light of recent world events, Ys across Australia and worldwide have come together to reaffirm our support and commitment to the Aboriginal and Torres Strait Islander community and people of colour.
- We renew this commitment in acknowledgement that systemic inequality, exclusion and discrimination continues to exist and we call on all our communities and governments alike to work together for a more just world.
- This week's update is jam-packed as usual as there are many moving parts occurring at the Y right now.
- I'm joined by Nathan, Nick and Peta. In what feels like a time where good news is really needed, Nick and Peta will share some exciting updates. But first, I will take you through a current status update regarding government restrictions and the COVID testing process for staff.
- For those of us in Victoria, it has been another tough week. Victoria has now recorded double-digit COVID cases every day for more than two weeks straight.
- Many of these cases have been traced to known outbreaks, which are located in what you may have heard as 'hot zone' areas.

GOVERNMENT UPDATES IN VICTORIA

On Tuesday this week the Premier Daniel Andrews announced that 36 suburbs within 10 postcodes of the 'hot zones' are returning to Stage Three restrictions beginning midnight yesterday until 29 July. These suburbs include:

- 3012 (Brooklyn, Kingsville, Maidstone, Tottenham, West Footscray)
- 3021 (Albanvale, Kealba, Kings Park, St Albans)
- 3032 (Ascot Vale, Highpoint City, Maribyrnong, Travancore)
- 3038 (Keilor Downs, Keilor Lodge, Taylors Lakes, Watergardens)
- 3042 (Airport West, Keilor Park, Niddrie, Niddrie North)
- 3046 (Glenroy, Hadfield, Oak Park)
- 3047 (Broadmeadows, Dallas, Jacana)
- 3055 (Brunswick South, Brunswick West, Moonee Vale, Moreland West)
- 3060 (Fawkner)
- 3064 (Craigieburn, Donnybrook, Mickelham, Roxburgh Park, Kalkallo)

- On Tuesday this week the Premier Daniel Andrews announced that 36 suburbs within 10 postcodes of these hot zones would be returning to Stage Three restrictions beginning midnight yesterday until 29 July.
- The suburbs displayed on screen are the current areas included in the Stage Three restrictions.
- Just for clarity, Stage Three restrictions are the restrictions we experienced in May. Specifically this mean there are only four reasons to leave the home – to purchase food and supplies, medical care, exercise, and work or education.
- Wherever you can, you should do these things as close to home as you can.
- If you do need to leave your postcode, it must be for the same four reasons.
- If you live outside these locations, the same four reasons to come into these communities also apply.
- If you live in a restricted postcode you cannot visit friends and family who live at another household or have visitors to your home. The exception to this is if you are providing caregiving or visiting for compassionate reasons, providing a service or for work purposes.

WHAT DO STAGE THREE RESTRICTIONS MEAN?

If you live in these locations, there are again only four reasons to be out:

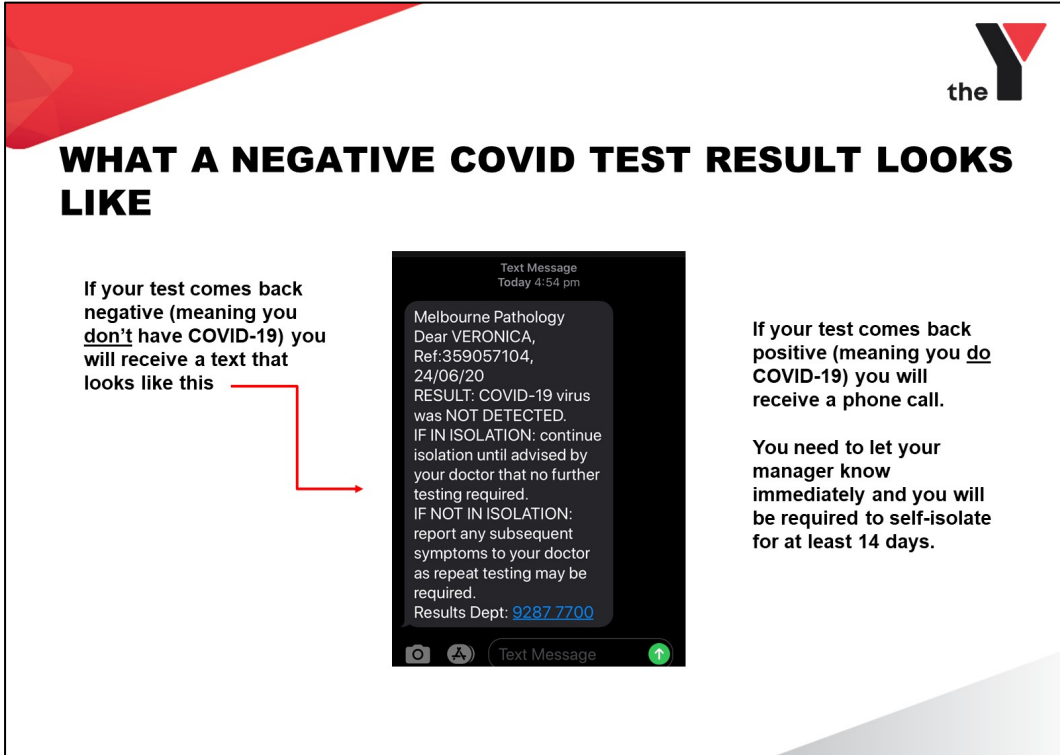
- Shopping for food and supplies
- Care and caregiving
- Exercise
- Study or work – if you can't do it from home.

Wherever you can, you should do these things as close to home as you can. If you do need to leave your postcode, those same restrictions – those same four reasons – travel with you.

If you live outside these locations, there's only four reasons to come into these communities: shopping for food and supplies, care and caregiving, exercise, and study or work – if you can't do it from home.

- For the Y, this has meant we have had to close Fawkner Leisure Centre and cancel the planned reopening for RecWest Footscray, which was planned to reopen yesterday. We've also had to delay the opening for Oak Park and Coburg.
- Brunswick Baths and Macey Heights adult disability day service which are located just one suburb away from the hot zones, will remain open, but on high alert.
- Staff who have been working at the sites I have mentioned will be communicated with directly by their manager, and unfortunately some will be stood down during the closures in these hot zone areas.
- This announcement is a stark reminder that we are still in a pandemic and we cannot be complacent. The virus will continue to spread and we need to be careful and compliant.
- We must all continue to be vigilant and make a conscious effort to social distance and remind others to do the same. For instance, this means no hugging and kissing our family and friends in our homes. If you go to a restaurant and people aren't socially distancing – just don't go in.
- While it is upsetting and frustrating for those who are doing the right thing, the government will continue to take the necessary measures to protect the community and we must respect these hard decisions.

- It's really important that we all get tested for COVID-19 if we have symptoms or have been in contact with someone with COVID-19.
- We will support you through this process.
- If you do test positive, that's okay – it's better that we know.
- The important thing is that we continue to be vigilant and responsible so we can minimise the spread.



WHAT A NEGATIVE COVID TEST RESULT LOOKS LIKE

If your test comes back negative (meaning you don't have COVID-19) you will receive a text that looks like this

Melbourne Pathology
Dear VERONICA,
Ref:359057104,
24/06/20
RESULT: COVID-19 virus was NOT DETECTED.
IF IN ISOLATION: continue isolation until advised by your doctor that no further testing required.
IF NOT IN ISOLATION: report any subsequent symptoms to your doctor as repeat testing may be required.
Results Dept: [9287 7700](tel:92877700)

If your test comes back positive (meaning you do COVID-19) you will receive a phone call.

You need to let your manager know immediately and you will be required to self-isolate for at least 14 days.

- If you get tested because you are showing symptoms or you've come into contact with someone with COVID-19, you cannot return to work until you get a negative test result.
- If you are getting tested but not showing symptoms you can return to work as per the government's health advice.
- On the screen is an example of what a negative result looks like.
- You will receive a text message if the result is negative, meaning you do not have coronavirus.

- If your test comes back positive and you do have coronavirus, this information will be communicated with you over the phone.
- And you will then need to immediately let your manager know and will be required to self-isolate for at least 14 days.
- If you can't return to work because of coronavirus – either because you are awaiting test results or you do have COVID-19 - you may be eligible to access your sick leave, please check with your manager in regards to this.
- If you don't have any sick leave remaining, the government have provided a hardship fund for financial support. You will need to apply through Centrelink to receive this. If you are in this position please reach out for the People and Culture team for assistance in applying.
- There was a confirmed case of a student at Aitken Creek primary school which is co-located with Craigieburn West YMCA Early Learning Centre and Outside School Hours Care.
- We followed our seven step process for a confirmed case and have closed this service, it will receive a deep COVID clean tomorrow and all staff members have been requested to get a COVID-19 test.
- We expect the service to be reopened on Monday.
- I wanted to provide a quick update following on from last week's announcement around reviewing roles within shared services and recreation, and the subsequent redundancies that occurred.
- I want to assure you that the people affected are being supported one on one by the people and culture team.
- To be clear, these staff members have been given the option to undergo a redeployment process, where we will work to try and find another suitable role for them at the Y.
- We are aware that the message last week that redundancies were occurring can cause feelings of uncertainty, and I know some staff have already expressed this.
- Please reach out to the P&C team if you would like to speak to somebody, and also remember that you and your immediate family have access to our Employee Assistance Program.

- I know I mention it all the time, but it really is a great service that provides a whole suite of options for you including confidential counselling and support for financial concerns as well. And you don't have to speak to somebody over the phone, they also offer email and online chat services as well if this is something you're more comfortable with.
- I'll now handover to Nathan for a restart update and the staff and volunteer access card.

Nathan

- Our Kingswim sites in New South Wales and Queensland, have been able to open and have experienced huge customer demand, with approximately 80% of families already returning.
- This is also reflected in the demand for our recreation services in Victoria, seen through our online booking system – we have experienced high booking numbers and very few no shows.
- Since reopening, I am pleased to report that we have been able to stand up a number of staff.
- The number of staff who remained working full time or were on reduced hours in March was around 520, and this number has now increased to around 1,750.
- As time goes on, this number will continue to increase as restrictions ease further.
- I know that many of you are waiting in anticipation for restrictions to ease so that more people can return to work.
- For those of you who are still stood down, we want you to know that we haven't forgotten about you and assure you that we are working towards welcoming you back.
- We continue to work closely with the Prime Minister's Office to work through a support package for the recreation and community sport industry, which is inclusive of recreation, Kingswim, and camping. This would either be to extend JobKeeper or to create a special industry package.
- While we cannot provide any further update on this, we want you to know that we are really trying hard to secure further government support for you.
- The reason we are highlighting the strong customer demand we are currently experiencing is to assure you that when restrictions do ease further, we anticipate the demand for our services will continue and we will be able to stand up even more people.

PROPOSED MEMBERSHIP RE-ACTIVATION APPROACH
HEALTH & WELLNESS, AQUATICS, SWIMMING LESSONS

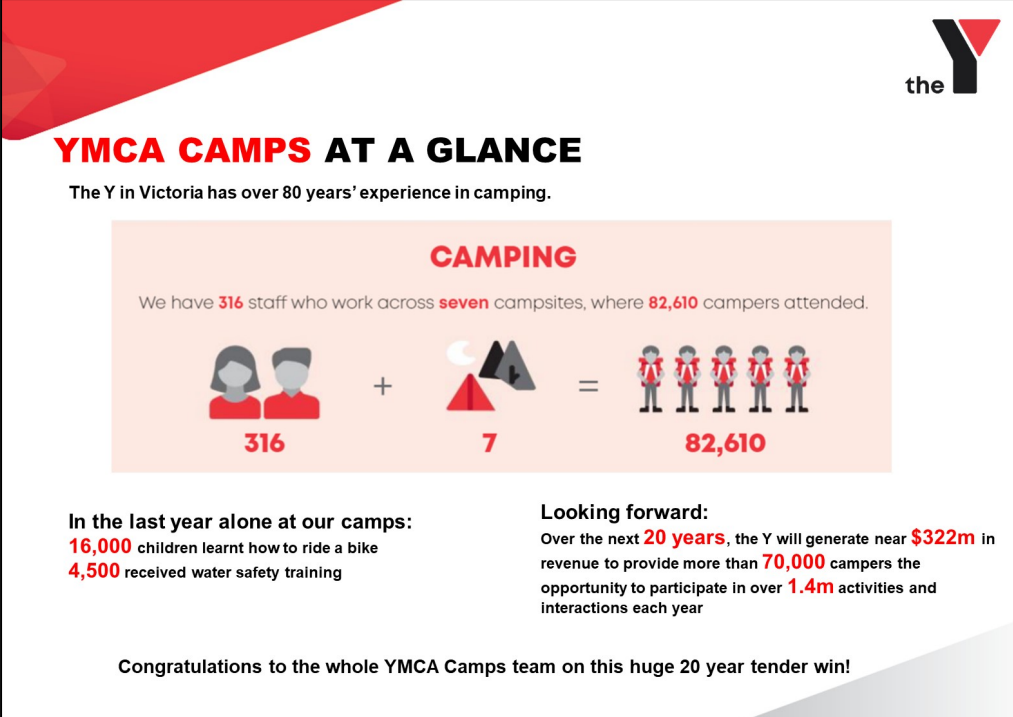
| DETAILS | PRIORITY | OUTCOME |
|--|--------------------------------|--|
| PHASE 1: Casual bookings <ul style="list-style-type: none"> Casual (pay as you go) bookings for health club/gym, group fitness, rec swim | COMMUNITY ACCESSIBILITY | All members of the community will have to opportunity access to facilities in a safe manner. |
| PHASE 2: Flexible options <ul style="list-style-type: none"> Casual (pay as you go) Opt-in to reactivate your membership | FLEXIBILITY | Customers and community have increased options as restrictions relaxed. |
| PHASE 3: Post-COVID full service <ul style="list-style-type: none"> Opt-out of membership Casual bookings remain with unlimited access | SUSTAINABILITY | Post-COVID Normal operations (hours, services & programs), memberships reactivated. |

- Currently our centres that are open are using an online pay as you go booking system for customers.
- Many members have expressed their desire to reinstate their memberships, which is a great!
- Last week we presented to our council partners the Y's proposal for reinstating memberships.
- In the three-phase process we have started with the pay as you go model, which is the current status quo, as phase one.
- Phase two would be opt-in to membership terms based on customer acceptance of restrictions and limitations.
- And phase three would be to notify and reactive memberships with an option to continue their suspension once we are back to pre-COVID operations.
- We don't have dates for when the next two phases will occur, but as soon as we can develop and implement the technology we need for those members who wish to restart their memberships we will move into phase two.
- The next point I'd like to cover it the Staff and volunteer access card expiry extension

- As you are aware, staff and volunteers must currently pay to use our recreation facilities while the current restrictions are in place.
- This week we moved into a new financial year, and normally this would mean our staff and volunteer access cards would have been posted out with a new expiry date for the following year.
- Given the current situation we are in, the executive team have decided to extend the expiry date until 31 December this year meaning your existing card will remain valid.
- Although these cards currently cannot be accepted in centre, we wanted to provide this update so you are aware that the staff and volunteer access cards have not been forgotten, and when we are in a position to do so we will develop and distribute new ones.
- If you signed up for the free Les Mill On Demand service provided a few months ago, you will have received an email letting you know that the free access to this premium service has come to an end for the Y.
- The good news is, the new Virtual Y platform has great quality online fitness classes for you to join daily. If you haven't already, please register at virtualY.ymca.org.au to gain access to this exciting new service many Y staff and volunteers have been involved in building and delivering.
- Peta will talk more about this shortly.
- I'll now handover to Peta who has some really exciting news to share.

Peta

- I am thrilled to announce we have been successful in securing the contract to continue managing the five Sports and Recreation Victoria (SRV) camps sites until 2041.
- These campsites are:
 - Anglesea Recreation Camp,
 - Camp Manyung,
 - Howmans Gap Alpine Centre,
 - Lady Northcote Recreation Camp, and
 - Mt Evelyn Recreation Camp.



YMCA CAMPS AT A GLANCE

The Y in Victoria has over 80 years' experience in camping.

CAMPING

We have **316** staff who work across **seven** campsites, where **82,610** campers attended.

316 + 7 = 82,610

In the last year alone at our camps:
16,000 children learnt how to ride a bike
4,500 received water safety training

Looking forward:
 Over the next **20 years**, the Y will generate near **\$322m** in revenue to provide more than **70,000** campers the opportunity to participate in over **1.4m** activities and interactions each year

Congratulations to the whole YMCA Camps team on this huge 20 year tender win!

- The Y has a long history with camping with hundreds of camps worldwide and over 15 camps nationally. Here at the Y in Victoria we have over 90 years' experience in residential camping.
- To give you a bit of context, last year alone our seven camps hosted 82,000 campers.
- That's 82,000 young people and community groups who in just one year that have had the opportunity to experience the outdoors, get active learn new skills, challenge themselves and develop new friendships.
- As part of this, we taught 16,000 children how to ride a bike and 4,500 received water safety training at our camps along with many other physical literacy skills and life skills.
- Being the successful tenderer for the SRV campsites means that for the next 20.9 years, the Y will generate near \$322m in revenue to provide more than 70k campers the opportunity to participate in over 1.4m activities and interactions each year.
- While we are still impacted by COVID-19 with all campsites currently closed, we have not simply closed the gates, instead the team have taken their expertise and passion and created digital camping programs that are now being delivered online through virtual-y
- We're really excited about what the next 20(.9!) years brings for our camps and the camping industry. We look forward to continue making a positive impact on the broader community and deliver outcomes of active, healthier and more connected communities.
- I would like to thank and congratulate Brendan Smith, Greg Mason, Emma Hoppe and Wade Mackrell for their extraordinary work in putting together such a professional and

compelling tender, and of course the entire camps team who have worked so hard both to support the tender process, but also for having delivered such a remarkable camping program for so many years, ensuring that the Y are the standout provider for such an important service to our communities.

- It's safe to say that we have known for a very long time that the Y is absolutely the best provider of camping programs, the awarding of this tender confirms that and given the length of this contract, The Victorian Government recognise this aswell!
- If you do get a chance to reach out to any of the camping team and congratulate them on this significant win for the Y
- While I'm at it, another really positive and exciting week for the virtual Y Team, with new content online, including fitness on demand – which means you can access our classes anytime, anywhere!
- This week we've also finalised out evaluation framework, which means that registrants will soon be asked to provide feedback and participate in various surveys to help us demonstrate the impact we are having, while also evolving the context to ensure its ongoing relevance. This data will also be key to us being able to seek ongoing funding to support our great work
- We've also now had the grant funds hit our bank account and have commenced discussions with other YMCA Associations across Australia and our global networks, as well as other potential external funding partners.
- Rather than listen to me talk I thought we'd show our latest teaser video with a bit of a compilation of content and programs we've been delivering so far

https://www.youtube.com/watch?v=KdO8BZ0Ymao&feature=youtu.be&mc_cid=e0a7a96d37&mc_eid=4909c0c910

- Before I hand over to Nick to share some more good news, just a quick reminder that we are always looking for more presenters to take part in delivering content. This is a paid opportunity so if you are interested please go to the **[emergency.ymca.org.au](https://www.emergency.ymca.org.au)** website to submit your expression of interest.
- Over to you Nick!

Nick

- Thanks Peta and hi everybody, my name is Nick Buskens, I'm the National Program and Events Manager for YMCA for Action Sports. My role within the Y, is to work with governments, YMCAs and other like-minded organisations to form partnerships so we can get more people to access YMCA programs across Australia.

- About eight months ago, I met with one of our camp managers down on the Mornington Peninsula - Jim Boyle - and we discussed his relationship with local Willum Warrain Aboriginal Association. And how Jim was as was eager to support them to provide educational, spiritual and recreational experience that reconnects Aboriginal young people to country and culture.
- Now, I was informed last week that the Y will receive a grant from the Federal Government's Department of Health to fund eight camps and a series of 30 ongoing active recreation programs for Aboriginal young people.
- Our Aboriginal partner organisations will deliver a large portion of the programming, providing opportunities for participants to meet Aboriginal elders and learn more about the culture and land they meet on. The Y will provide all the recreational and camping activities, healthy food and fun that comes with a Y camp experience.
- The funding will engage over 320 young Aboriginal people in local communities at the following Y-managed camps:
 - Camp Manyung
 - Anglesea Recreation Camp
 - Howmans Gap
 - Lady Northcote
- As part of the camp program, the YMCA Action Sports team will deliver a variety of family fun days and active recreation sessions so the young people that attend the camps can continue to come together as a community to reinforce friendships and bonds created during the camps.
- As Carolyn mentioned, the Y is committed to supporting Aboriginal and Torres Strait Islander communities.
- At a time when there is heightened pressure from community organisations to do more, the Y believes this is one way it can use its position to have a positive impact.
- This funding also of course means that those 38 Actions Sports staff that were stood down will have some really exciting and meaningful work to come back to shortly.
- The other positive news for our Actions Sports teams, is that we have seen a rise in interest from local governments to start back up our programming.
- I can confirm that the Tassie and South Australia programs are set for a full restart in September.
- Thank you, I'll now handover to Carolyn who will begin the Q+A section.

Carolyn

- How exciting about the news of the SRV tender and the new funding grant we have received to deliver more camps for Aboriginal young people.

- The Y is committed to taking a pragmatic approach to addressing systemic inequality and discrimination, in particular that is experienced by the Aboriginal and Torres Strait Islander community.
- Our YMCA Camps have worked hard to establish and maintain relationships with the local Aboriginal organisations in their communities, to learn from them and learn about the land our camps are located on.
- In turn we have been able to create a wonderful program together for young Aboriginal people where they get the opportunity to meet with Aboriginal elders and learn more about their culture.
- This is a great example of intergenerational leadership.
- We will now move into the Q+A.

Q+A

Carolyn

- Thanks everybody for tuning in this afternoon, I hope the information provided has been useful and inspiring to you.
- We will send out a follow up email to summarise the key points for those who couldn't make it later today.
- Thanks to Peta, Nick and Nathan for joining me, and we will see you next week for another update.