

## YMCA update for staff and volunteers - Thursday 6 August

### Speakers: Carolyn Morris, Amanda Locke, Fiona Preston and Mick Cronin

All staff and volunteer webinar Thursday 6 August 2020

**Carolyn Morris** – CEO YMCA Victoria and Kingswim

**Amanda Locke** – Executive General Manager, Children's Programs and Kingswim

Fiona Preston – Executive General Manager of Recreation

**Mick Cronin** – Executive General for Youth Justice and Social Enterprise

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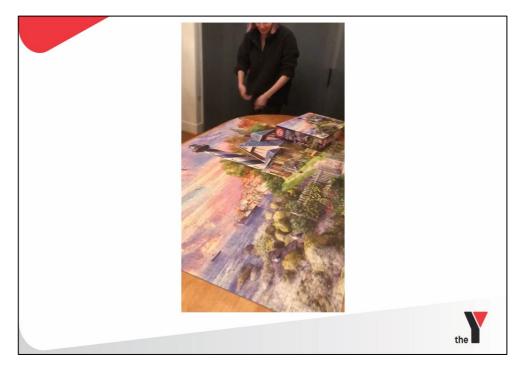
#### Carolyn

- Welcome everyone.
- Before I begin, I'd like to acknowledge the traditional owners of the land on which we meet today and pay my respects to Elders past, present and emerging.
- Today I am joined by Amanda Locke who will provide an update about Children's Programs and Kingswim, Fiona Preston who will speak about Recreation and Mick Cronin who has some exciting news to share in relation to YMCA ReBuild.
- Before I begin today, I'd like to tell you about a puzzle my family and I completed. A few weeks ago, my daughter and I started what seemed an impossible task of completing a complex 4,000 piece puzzle.
- Over the course of completing the puzzle, we were confronted with challenge after challenge, and when we tried to complete the sky area, which alone contained 1,000 pieces, my daughter almost gave up. I decided to keep



plugging away at it, completing only 20-30 pieces a week, but once we were over the invisible hump, my daughter stayed up all night and finished it.

- COVID-19 currently seems like an impossible task, but I believe that if we work together and get over that invisible hump or six weeks of lock down, our state won't be known as 'Sicktoria' anymore.
- Once this is over, and it will be over, we will feel liberated just as you do
  when you destroy a puzzle. I'd like you to keep this in mind throughout this
  webinar and for the rest of lock down. While COVID-19 seems like an
  impossible task we will get through it together.
- And to prove that my daughter and I actually did complete the puzzle, here's a short video.



- Unfortunately, this week has been another challenging week. There are now over 18 million confirmed cases of coronavirus across the globe, and over 700,000 reported deaths. In Victoria, we have over 13,000 confirmed cases and sadly 162 deaths.
- The people who have passed away are real people who have families and friends, and I want to take a moment and give my condolences to those who have lost a loved one due to COVID-19.



• This virus is a lot more aggressive and serious than any of us imagined, which is why the Victorian Government announced further restrictions over the weekend and on Monday.

# **Metropolitan Melbourne – Stage Four restrictions**

Those living in Melbourne must now stay within 5km of their home and can only leave for one of the following reasons:

- To shop for necessary goods and services (one person per household)
- · For one hour of exercise per day
- To receive health care or attend medical appointments, and to provide caregiving
- · For work if you are an essential or permitted worker
- You can also leave your home if there is an emergency or you are experiencing family violence. Safe accommodation and support for family violence is available – you can call safe steps on 1800 015 188.



- From 6pm on Sunday 2 August, Stage Four restrictions apply across Metropolitan Melbourne, and further restrictions came into force for workplaces at 11.59pm last night on Wednesday 5 August.
- For the avoidance of doubt, this means that those living in metropolitan Melbourne must now stay within 5km of their home, and can only leave their home for one of the following reasons:
  - To shop for necessary goods and services. However, only one person per household can leave home to go to the supermarket.
  - For one hour of exercise per day. If you leave the house, you can exercise by yourself or with one other person, and if you are a parent or guardian who is caring for a young child or someone who cannot be left unattended, then they may accompany you.
  - To receive health care or attend medical appointments, and to provide caregiving. You can also take a pet to the vet.
  - For work if you are an essential or permitted worker, and we'll speak about the paperwork you'll need for this later. However, those who can work from home, must do so.



 You can also leave your home if there is an emergency or you are experiencing family violence. Safe accommodation and support for family violence is available – you can call safe steps on 1800 015 188.

## Regional Victoria – Stage Three restrictions

For those who live in regional Victoria, there are only four reasons to leave the house:

- · Shopping for food or other essential items
- To provide care giving, for compassionate reasons or to seek medical treatment
- For exercise (outdoor exercise only, with only one other person or members of your household)
- Work or study if you cannot work or study from home



- From 11:59pm last night Wednesday 5 August, Stage Three restrictions apply across regional Victoria, including Mitchell Shire, and face masks are now compulsory across the state.
- None of us wanted to go back into lock down, let alone Stage Four restrictions, however the government is acting with our best interests in mind.
- Without these latest restrictions, we would've been facing a much longer lock down period of up to six months. I understand that our daily habits have been severely impacted, but it is so important that we all follow these new restrictions so we can stop the spread of this virus.
- As this pandemic continues, we are now gaining a better understanding of the health effects of COVID-19. Early research shows the virus can cause persistent symptoms such as fatigue and brain fog, affecting the heart and causing gut issues.



• We still have much to learn about the long-term effects, so I want to reiterate just how important it is that we follow the guidelines to protect our own health and the health of our loved ones.

# Government support for those who don't have sick leave

If you are still working and you do not have sick leave, you can:

 Apply for a \$300 COVID-19 Test Isolation Payment that provides financial support while you isolate and wait for the results.

If the test comes back positive, you can:

 Apply for a \$1,500 payment to support you while you quarantine at home.



- Please remember to get tested if you are showing any symptoms or are feeling unwell. If you are still working and you do not have any sick leave, you can apply for a \$300 COVID-19 Test Isolation Payment that provides financial support while you isolate and wait for the results. If the test comes back positive, you can then apply for a \$1,500 payment to support you while you quarantine at home.
- Please note that if you do test positive, you are not allowed to leave the home for any reason, including exercise. This rule has recently been updated as too many people with confirmed cases were found not at home when the Australian Defensive Force went door knocking.
- In line with the Stage Three restrictions in regional Victoria, our recreation centres and camps have closed, while our early learning centre and OSHC services remain open.



- And in line with the Stage Four restrictions in Metropolitan Melbourne, our early learning centres and OSHC services are now only open to those families with permitted workers and children who are vulnerable.
- The restrictions in other states and territories have not changed, and our centres and services, including SAALC, Kingswim, Happy Days and Action Sports, outside of Victoria remain open.
- Unfortunately, this means that many of our staff will be stood down again. Those of you who are being stood down will be notified by your manager.
- The situation is changing daily and I want to thank you for showing such incredible resilience throughout this year. I know it seems like a step backwards, but I want you to know that we are still here for you. I am confident that if we do the right thing now, we will see restrictions ease after six weeks.
- During this time we will also support staff who are home schooling their children. I will provide further details in relation to this in my follow up email.
- The government has also announced a number of changes in relation to businesses, and unfortunately there hasn't been any additional relief funding announcement that will support the Y. We will continue working with our government partners to advocate for support.
- Although our centres are closed in Metropolitan Melbourne, some of our staff will be required to attend a workplace to provide an essential or permitted service that cannot be done from home.
- For example, Children's Programs staff providing childcare to essential services staff, Recreation facilities management staff, Bridge and Rebuild staff, and some team members working on Virtual Y who are unable to do so from their homes.
- Each of these roles has been individually assessed to ensure they are permitted under the current restrictions. Virtual Y, as an example, is permitted under the health and assistance sector guidelines as an approved serviced related to the COVID-19 Health response.
- We support all government initiatives for the current lockdown and will ensure
  we meet our obligations by reviewing which staff members require permits on
  a case by case basis. It is our aim to limit the movement of our staff as much
  as possible



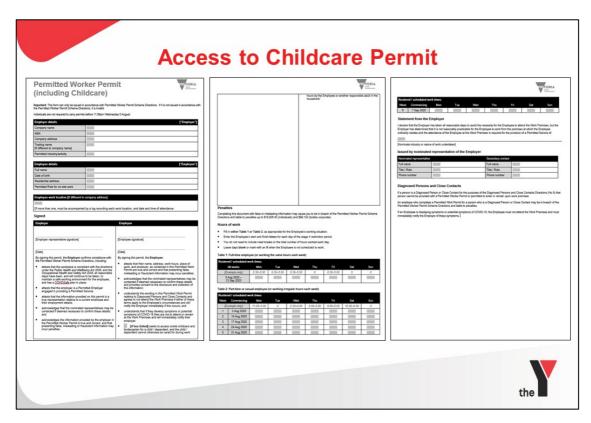
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- Managers will determine which staff need a Permitted Workers Permit and provide this information to the People and Culture team, who will ensure the correct permit is finalised, signed and provided to the staff member.
- If you are one of those staff members, you will receive a completed permit –
  like the one you can see on the screen which you will need to sign and carry
  with you when you are travelling to work. It is important to note that only
  permits issued by the People and Culture Team are authorised for use by
  YMCA Victoria staff.
- Again, this permit is only for workers who cannot work from home, and there
  will be on-the-spot fines issued to individuals and businesses who breach
  these requirements. Therefore, you must only travel to work if you have been
  provided with a Permitted Worker Permit signed by the People and Culture
  team.
- If you are asked to present your permit to authorities, they will be checking with the Y that the permit is valid.
- I will now handover to Amanda.



### Children's Programs and Kingswim - Amanda

- As Carolyn mentioned, the State Government made several announcements that will impact how YMCA Children's Programs will operate for the next six weeks.
- In metropolitan Melbourne, we will be offering our services to families that include permitted workers and vulnerable children who can't be cared for at home.
- Vulnerable children are considered those from out of home care or known to child protection, medically or socially vulnerable children, and Aboriginal or Torres Strait Islander children. And permitted workers are considered those working in the sectors that will remain open or open with restricted operations.



 To support parents who are working from home in permitted industries, the government has introduced an Access to Childcare Permit that will sit alongside the Permitted Worker Permit.



- This permit is only for people working from home in permitted industries who aren't able to supervise their kids and who don't have anyone else in the household who can supervise them either.
- For permitted workers who are required to attend work onsite, there is a component on the existing Permitted Workers Permit where they can confirm no one else in their household is able to supervise their child.
- Our regional Victoria sites will remain open for all children with all of our COVID-safe measures in place.
- On Monday, we held a webinar for our Children's Programs families, and they have been advised that they do not need to cancel existing bookings with us as we are able to waive their gap fees if their child is absent.
- I ask that you please reiterate this message to our families, as retaining bookings is essential to the sustainability of our Children's Programs.
- Due to these restrictions, we will be changing our rostering to reflect the number of children in our services. As Carolyn mentioned, this will regrettably result in a number of stand downs and reduced hours.
- I understand how devastating this news is for those of you who are impacted by these changes, especially as the early learning sector is currently not receiving JobKeeper.
- Please know that we are still working with other industry bodies and advocating to get support for Children's Programs staff who are not working.
   We are doing everything we can to try and influence this, as we consider the current arrangements to be extremely inadequate and disadvantaging essential workers who have continued to work through this whole pandemic.
- From myself and from our families, we are so appreciative of the work you have been doing.



# How to apply for JobSeeker

- 1. Create a MyGov account: http://www.my.gov.au/
- 2. Link your Centrelink account.
- Once you have done this, you will see a prompt on your MyGov welcome page to register your intention to claim – click on this link.
- 4. Once you lodge your intent to claim, Services Australia will contact you as soon as possible to talk through next steps. For new customers, this will include setting up a Customer Reference Number (CRN).



- If you are stood down, you will still maintain your employment at the Y. However, I would like to encourage you to apply for JobSeeker so you are financially supported during this time.
- If you are on JobSeeker, the government allows you to earn up to \$300 per fortnight and you will receive your JobSeeker payment. We may roster JobSeeker staff from time to time, as we want to ensure that our staff are supported as much as possible.
- Under the temporary COVID-19 JobSeeker arrangements, you may be eligible for payments if you are 22 years or older, meet the rules about Australian residence, and have been stood down.
- To apply you will need to log into your existing MyGov account and link your Centrelink account. You will then need to follow the prompts, and make a claim by selecting the Payments and Claims option from the menu.
- If you are stood down, you will still maintain your employment at the Y. However, I would like to encourage you to apply for JobSeeker so you are financially supported during this time.



- I understand the JobSeeker process is not straight-forward or easy, and we will provide you with links to the relevant services in the follow up email.
- If you are experiencing financial stress, you can also apply for the YMCA's
  Hardship Fund. To apply, you will need to complete an application form and
  send it to <a href="https://www.humanresources.vic@ymca.org.au">https://www.humanresources.vic@ymca.org.au</a>. Again, a link to this form will be
  included in the follow up email. Please note each application must be
  assessed on a number of criteria to ensure the funds are provided to those
  who need it most.
- I know this news is devastating, especially after months of hard work to keep our early learning centres and OSHC services open and our children safe.
- To provide more detail, we will be holding a separate webinar for Children's Programs staff at 7pm tonight and you should already have received the link via email.
- As Carolyn mentioned, we hope that this six week lock down will allow us to operate at a normal capacity much sooner than anticipated.
- I believe that if we abide by the rules, the quicker we will be able to return to normal. We have seen this at our Kingswim sites in other states and territories.
- For instance, all three QLD centres are running at an average of 88% occupancy. NSW and ACT are both currently running at 74% occupancy.
- This is a huge achievement and I would like to congratulate our Kingswim staff on responding to the government announcements in a proactive and agile manner.
- Fiona will now provide an update on recreation.

#### Recreation – Fiona

- Thanks Amanda.
- Our recreation sites have also been impacted by the latest government announcements. While centres in metropolitan Melbourne will remain closed under the Stage Four restrictions, all regional centres that were open have closed from last night.



- I'd like to thank our regional staff who actively and responsibly embraced wearing a face mask for three days before the restrictions came into effect.
- I'd also like to thank those staff who worked on restarting Swimming Lessons at Numurkah and Horsham. Although the centres have had to close again, it was great to see so many of our families were eager to return to the pool. We will be taking the learnings from this process to help our other centres when they are ready to restart their Swimming Lessons.
- Although our centres are closed, we are still working closely with council
  partners to plan for the future and discuss what services will reopen when
  restrictions ease.
- To ensure we have smooth processes in place for when we reopen, we have established a number of restart working groups that will refine these processes over the next six weeks. Now is our chance to work proactively and ensure we have everything ready to go when restrictions begin to ease.
- We are also learning from the South Australian Aquatic and Leisure Centre, who have now been open for a couple of months. Some of these learnings include how the centre has worked with government restrictions on gatherings, by introducing a QR code system making it easier to record customer contact information and to undertake contact tracing if required.
- In response to a hand full of recently recorded COVID-19 cases, the South Australian Government is tightening some restrictions, one of which is reverting to the one person per four square metres rule. The team at SAALC are working on implementing this at the centre, a further demonstration of the agility we need in our operations to adapt to changing restrictions.
- We will continue drawing on the capabilities and expertise of our workforce during this lockdown to ensure we are in the best possible position for when we reopen.
- The closure of our centres unfortunately means that our members will no longer have access to our physical spaces. We will therefore be providing them with information on how to sign up to Virtual Y and access hundreds of on demand fitness videos – most of which are run by our own YMCA fitness instructors.
- If you haven't already, I encourage you to sign up to Virtual Y and access the content available to you. We are going through an extremely difficult time, and it's important to stay active and healthy throughout this period.



- I encourage all of you to continue reaching out to one another and speaking up if you need support. Although our centres are closed, manager check ins will continue and our EAP services are available to you 24/7 on 1300 361 008.
- Thank you for your hard work over these past few weeks and for your resilience during this time. We have a great momentum going through recreation that will serve us well when we get to the other side of this lock down.
- Mick will now share some exciting news with you all.

#### YMCA ReBuild - Mick

- Thanks Fiona. For those of you who don't know me, I'm the Executive Manager for Youth Justice and Social Enterprise, which includes the YMCA Bridge Project and YMCA ReBuild.
- I'd like to start by acknowledging how difficult COVID-19 has been for our other sectors across the Y. Me and my team are truly grateful that the YMCA Bridge Project and YMCA ReBuild has been able to continue operations under the current government restrictions.
- YMCA ReBuild is our social enterprise that employs young people in the justice system and offers facility and maintenance services. I'm proud to say that this year is our ten-year anniversary.





- During COVID-19, we've been working on a new project to grow the business and create more opportunities for disadvantaged young people. I'm excited to announce that we will be expanding our impact and launching a YMCA ReBuild online shop next week.
- As a part of the YMCA ReBuild training, participants have been making handcrafted wooden toys for almost two years now, which you may have seen at some of our early learning centres and some of our previous events.
- We have expanded the production, and now have a number of products ranging from fold out desks to planter boxes and chopping boards. These products will be available to purchase via our online store, which is hosted by Y Services who have made this project possible – so big shout out to them.
- Due to a high demand for home office set ups, we have a number of products that arrive fully assembled, so you don't have to worry about the stress of building a flat pack.
- All of the profits made from the sales of the products will go straight back into the training and employment of young people – when you purchase a product, you will be buying for purpose.



 We are constantly working on new products, so please share the link with your friends and family. The work we do directly supports young people, which is what the Y is all about.



- To celebrate the launch of the YMCA ReBuild shop, we're giving one lucky staff member the chance to win one of our products. The products that you could win include a large desk, small desk, small planter box or a chopping board.
- We'll be providing you with a link to win one of those products in the follow up email, so be sure to check your inbox later on tonight. The winner will be drawn and announced in next week's webinar.
- That's it from me. I'll now open up the floor to Q and A.

### **Conclusion – Carolyn**

- Thank you for your time and questions today, and thank you to Amanda, Fiona and Mick for joining me.
- Please remember that you have access to free health and wellness content, as well as our online youth hub on Virtual Y. I'll be tuning into Body Balance with Wendy tomorrow at 9am through the virtual fitness timetable. You can join me by signing up at <a href="https://www.virtualy.ymca.org.au">www.virtualy.ymca.org.au</a>.