

All staff and volunteer webinar - Tuesday 22 December

Speakers: Carolyn, Amanda, Fiona, Martina, Nathan, Nicole, Peta, Peter and Shane

Welcome

- Good morning everybody and thank you for joining the very last webinar of 2020!
- Today I'm joined by Amanda, Fiona, Martina, Nathan, Nicole, Peta, Peter and Shane – also known as the Executive Leadership Team.
- First, I would like to acknowledge the traditional owners of the lands on which we are meeting across today. For me, that's the Wurundjeri people of the Kulin nation and I pay my respects to Elders past, present and emerging.
- This is our 40th all staff and volunteer webinar since we started doing them back in March. We've also done countless others for our local government CEOs, Children's Programs families and our managers.
- We have received great feedback this year that our webinars have provided an opportunity to stay connected and keep updated during a time when things felt uncertain and our lives had been turned upside down.
- Behind the scenes, a lot of work goes into these webinars to ensure we have all the right information to share with you each time. I'd like to thank Eloise from the Communications team for supporting me and the ELT each week, making sure we share relevant and timely updates with you all.
- Eloise calculated that she has spent over 300 hours this year helping support the planning and writing for our webinars, so thank you Eloise.
- I'd also like to thank Sonia, our executive assistant, who has become a technical expert in all things Zoom this year. Sonia ensures that there are no technical difficulties and that the slides and videos run smoothly each time. Thank you, Sonia – we couldn't have done these every week without you.
- Before we begin reflecting on the year, Martina will provide a quick update on JobKeeper.

Martina

- Thanks Carolyn and hi everybody.
- As you know, a reduction to JobKeeper payments is coming up in the January to March quarter as announced by the Federal Government back in August.

- In terms of eligibility as an organisation to continue receiving the subsidy, we have to wait until the end of the current quarter to confirm our eligibility for the January quarter.
- For peace of mind - we do believe that all entities who currently receive the subsidy will be eligible.
- Yesterday all eligible JobKeeper employees received an email from me informing you that the final JobKeeper payment at the current rate must be paid prior to Monday 4 January, and will therefore be paid as part of the Y's regular pay cycle on Wednesday 23 December. The first payment at the reduced rate will be paid on Wednesday 6 January.
- I'll now handback over to Carolyn.

Carolyn

Highlights and reflections

- Thanks Martina.
- We all know this year has not been easy and we have all been challenged in many areas of our lives. But, what we have achieved this year at the Y - and as a country - has been nothing short of remarkable.
- While we had to make incredibly tough decisions like standing down thousands of Y and Kingswim staff at short notice, the reasons for doing so – that is, putting community health first and protecting our most vulnerable– always meant that we knew we were doing the right thing.
- Fortunately, we are now recovering as an organisation and, particularly for Victorians after a second lockdown things are feeling much more positive. However, the outbreak in Sydney is a reminder that we really cannot become complacent and that this virus does not go away, as much as we wish it to. Our thoughts are with our colleagues in NSW and hope that we can get on top of the outbreak as soon as possible.
- This time last year, I presented to the Board on what we were looking forward to in 2020 after a period of significant transition. This included the sale of Lincoln on the Surf Coast, winning the Boroondara tender and exiting or renegotiating contracts that were costing us money that we couldn't afford.
- Of course, this year turned out pretty differently to what any of us could have imagined... but we still achieved so, so much.
- Now it's over to ELT to share some highlights.
- Over to you Fiona.

Fiona – beginnings of COVID/bushfires

- Thanks Carolyn.
- Starting the year having to temporarily close some of our facilities due to the bushfires and dirt rain was hard enough, it wasn't long before we had to completely close everything due to COVID. With the exception of our wonderful Children's Programs, Bridge, ReBuild and Disability Services, our customer facing services and programs including right across Recreation shut down.
- If that wasn't bad enough, we then enjoyed a few short weeks or partial reopening before a second total close down – followed by the happy relief of another restart.
- After shutdown one, we watched on from Victoria as SAALC became the first aquatic facility to reopen in Australia. We also watched with envy as they traded throughout lockdown – but we took the opportunity to learn, to try new procedures and tech solutions and to refine approaches across different program areas to maintain COVID safety.
- If we had any doubt patrons and members wouldn't want to return to our facilities, these were quickly shattered with over 200,000 online bookings taken in the few short weeks between the two shutdowns.
- We picked up and dusted off after the lockdown that lasted 11-odd weeks, and kicked off Rec Restart 2.0 in Victoria with the reopening of Warragul before any other centre in Victoria.
- We tightened COVID Safe plans in line with tighter Government restrictions. We masked up, entered working bubbles, carried permitted worked permits and lived with the ring of steel.
- We survived – and indeed, we did well.
- We negotiated every contract we had with local government and landlords
- We tendered for – and won – the management contract for the brand new \$57m Gippsland Recreation and Aquatic Centre
- We created and adopted a new way of working – across functions, in collaborative, cross-functional teams and sharing knowledge and experience between operations, RSEQ, P&C, IT, L&D, Finance, and engaged with LSV, ARV, BV, SV, and a range of other functional and industry groups known by their acronyms

- Amongst all this, we hosted monthly LGA webinars, had three local government contracts apply for and so far, two receive ministerial exemptions for re-tendering us in a show of faith in us, and have a further two Victorian councils confirm their intentions to extend our contracts and SA Government commit a further three years under our management.
- What a year it has been!
- Over to you, Amanda

Amanda

- Thanks Fiona, and to think you only started with the Y half way through the year.
- Kingswim – reopening of sites staggered across states and our interstate sites are now achieving 89% bookings compared to the same time last year.
- Over 1,500 enquiries are being generated per day.
- In Macarthur Square in NSW, we received high praise from the NSW Health Department for the quality of our COVID safe plans.
- Our marketing teams stepped up the online engagement with families by creating a new online activity book for kids.
- And through my involvement with Kingswim, I was invited to become the inaugural Chair of the Victorian Aquatic Industry Alliance advocating for the safe and viable reopening of pools coming out of the second lockdown.
- In Children’s Programs;
- It seems so long ago but we opened two new Early Learning Centres earlier this year, in Tarneit and Wyndham Vale.
- We won 2 new OSHC services in Bendigo and Traralgon as well as renewing our other Bendigo services for another 2 years.
- We also engaged in online content, with a training package designed for our staff, and some fantastic content created by our educators to engage children stuck at home. We also launched Storypark; an online communication package to engage with families in real-time.
- We also dealt with the reality of covid, having 4 instances of close contacts in our services, but the response and support from the health and safety team was incredible
- Our CEO of YMCA Australia, Melinda Crole did an amazing job of positioning the Y in an important advocacy alliance which helped the government truly understand the importance of early childhood education in early learning and OSHC settings, resulting in 3 funding packages. Our finance team helped us navigate this incredibly complex environment.

- In some other projects, with the help of Luke and Tim we managed to negotiate an incredible \$3.4Million in permanent rent savings with our landlords.
- And finally, I'd like to thank the People Systems Integration project Steering Committee and Working Groups for your work in this complex and demanding project.
- Over to you Martina

Martina

- The welfare of our staff and volunteers has been the People and Culture team's number one priority this year, after having to stand down or defroster 4,800 staff.
- Pauline, who couldn't make it today, even began seeking external job opportunities at Coles and Woolies for our staff.
- Thank you for payroll, COVID hours
- We advocated to every level of government for financial support and when JobKeeper was thankfully announced, with it came an enormous challenge of establishing not only if we as an organisation were eligible, but then establishing as individuals who was eligible. This was a huge undertaking where the project team spent many late nights working away, ensuring we met the government requirements to make these payments possible.
- On that note, I would like to thank the Payroll team for their tireless work this year to ensure everybody was paid on time and correctly. At a time when financial concerns were heightened, your efforts to enable staff to get paid was incredible and you should be proud.
- At the height of COVID, many staff were on reduced hours with heavy workloads to get through each week. We had staff who went beyond their usual dedicated capacity, pulling together to become more agile and responsive and challenging themselves.
- We implemented staff pulse surveys to get your feedback on how you were feeling and how the Y could support. These surveys will continue in the New Year and will be used to help shape how the organisation supports you.
- We also organised free LinkedIn Learning and Les Mills On Demand for all staff and volunteers this year to provide opportunities for connection and wellbeing at home.
- Thank you to everybody for your support this year.
- I'll now handover to Shane.

Shane

- Having joined in late January it wasn't long before everything was turned upside down with COVID. It was a busy time for the IT team as we had to move everyone working from the office to working from home. We introducing new tools such as Microsoft teams and Zoom and everyone went through a steep learning curve. Even our board met for the first time on Zoom in March. Our board meetings then went from monthly to weekly, meeting on Zoom each week until the end of May. With that, I just wanted to say a big thankyou to our board members who are volunteers and continue to give up so much of their time and even more so during this very crazy COVID period.
- The IT team had many challenges through the year and we have seen some great innovation with the introduction online bookings for the rec centre to QR codes to help manage our customers and spectators. The online world presented many challenges to our cyber security. We introduced a new security framework and have made significant time & investment to ensuring our environment stays safe.
- I would like to end on our work around job keeper. We used various tools in the Microsoft stack to accomplish the management of the job keeper program for all of our staff. This didn't go un-noticed with Silicone Vally hearing about the innovative approach we used. As a result, Microsoft asked me to speak at their global CXO event around the innovative approach we undertook. This was a very proud moment for both myself and the Y to be talking on a global stage on innovation we are undertaking at the Y.
- I'll now handover to Peta.

Peta

- What a year! So much to say – so little time.
- Brendan, Greg and Camps team – Thanks & cracking job on securing the SRV camps tender for the Y – this is valued at over 322m over the next 20.9 years – solidifying the Y as the very best in the Industry.
- In not wanting the community to miss out on the wonders of camping, the team turned their hand to developing virtual camping content and grant writing - securing \$170k in COVID support grants and playing a key role in securing a \$310K Commonwealth grant for the development of an Aboriginal Camping and Active Recreation Project.
- Mick, Gary, Damien & the Bridge, Rebuild & Sport & Rec team at Ravenhall- Well done and congratulations for your unrelenting commitment and resilience in ensuring these essential services and programs have been delivered throughout the year – ensuring that some of the most vulnerable people in our communities are supported and have continuity of employment during such uncertain times.

- And of course the recent creation and launch of 'Time to Rebuild' – our new podcast serious! Inspiring work and such a great way to shine a light on the inspiring work you do day in day out.
- Rach & VY Project team – with the state government grant of \$1.6M and \$150k from VicHealth we delivered Virtual Y – converting many of our customer programs to digital so we could continue delivering on our mission despite not being able to do it in a face to face environment.
- This created more than 106 jobs for Y staff across all sectors and shared service teams. Together, the team delivered over 130,000 sessions to more than 10,000 Victorians – And with the external report now in, its clear this has had a very positive impact on the physical and mental wellbeing of our communities - nothing short of amazing - I'm thrilled at the increased visibility this has given the Y amongst our external industry colleagues and peers.
- Ian, Jess & Team – You've lead the way on Social impact for Virtual Y and the foundations for the broader org, as well as developing some key strategic partnerships to ensure our ongoing relevance and success.
- Ang, Della, Kate, Kerg, Nicole & Team – Virtual Y Youth Space content, Youth Parliament, Press Gallery, Volunteer connection & engagement – all redeveloped and delivered virtually – a significant achievement.
- Kylie, Jeanette, Jamie & teams – Youth Space continuing supporting young people throughout.
- It's clear through Virtual Y and our hubs that our mission (and social impact) has been more relevant, sought out and prominent through Covid – and we've well and truly risen to the challenge.
- Marina, Suzanne, Toni & Teams - thanks & congrats for ensuring these essential services have been delivered throughout the year – and for participants that haven't been able to attend they have been able to stay connected through Virtual MaceY and Virtual Y.
- Amanda Pearce – who amongst all else has been working closely with me throughout the year to help lay the foundations for our future strategy.
- Before I hand to Nicole I'd also like to acknowledge and thank our shared services teams for their support, guidance and comradery throughout the year.
- Without our RSEQG, Marketing and Comms, People & Culture, Finance IT and corporate services teams, there is absolutely no way we would have been able to achieve all that we have. So thank you.
- Over to you Nic

Nicole

- Thanks Peta.
- It's been a busy year for the Risk and Safety team this year, introducing our Six COVID Safe Commitments to ensure the safety of our people and communities as we navigated the pandemic as an organisation. Our Six COVID Safe Commitments were rolled out nationally to other Y associations and have received recognition from state governments for our excellence in safety standards.
- This year we also:
 - Launched a national Safeguarding Children and Young People campaign, Feel Safe, Be Safe.
 - Completed the Y Manningham merger
 - And for our Governance team, we coordinated weekly board meetings and 40-something sub committees.
- Thank you to the whole Risk, Safety, Environment, Quality and Governance teams this year, you have all been amazing.
- I'll now handover to Nathan.

Nathan

- I'd like to acknowledge the hard work of the Marketing, Communications, Digital, Operations, and Customer Care teams.
- This year the team....
- Supported the Y and customers with critical communications, collectively the team delivered over 1.8 million emails and SMS's covering over 823 topics.
- Throughout 2020, the digital team also supported the build over 20 new websites including a new Children's Programs, COVID Emergency Response, Virtual Y and Camps website and they look fantastic.
- Renegotiated hundreds supplier contracts reducing significant operating expenses to ensure we could continue beyond the lockdown
- The communications team today celebrate their 40th Webinar supporting scripts, slides and follow up EDM's
- As movement we launched our first ever National Brand Campaign for the Y – starring some of our very own and very talented you people.
- Despite the pandemic we still managed to award our 55th Victorian Father of the Year and celebrate some of our staff and volunteers virtually.
- We began centralizing customer calls across Children's Programs and Recreation.

Peter

- And the good news is, the Y survived and our bank balance hasn't decreased.
- We sold College Square for \$760K – an asset that had been left idle for over four years.
- We secured a CBA Line of Credit for \$10M to help with contingency for funding of JobKeeper payment
- We implemented weekly cash forecasting in Castaway.
- We completed year-end audit with new accounting standards e.g leasing and impairment analysis
- We also welcomed some new team members into Finance, including Gary, Will and Kathleen.
- Thank you to the whole Finance team, you've been amazing this year and I hope you all enjoy our end of year starting lunch very shortly!
- I'll now hand back over to Carolyn.

Q+A

Carolyn

Final thank you

- I'd like to finish by thanking you all, from the bottom of my heart. It's been a huge year and I've been truly inspired and in awe of our people as we've navigated 2020 together.
- We held our Staff and Volunteer Awards back in November, but I wanted to share on screen the full list of everybody who was nominated – not just those who were shortlisted.

ALL S&V Award Nominees



IC HOWARD Y INTERNATIONAL SCHOLARSHIP

Emily Greco
Leon Tan

PROGRAM OF EXCELLENCE

Tulliallan OSHC
Sonia Sood Tulliallan
James Vilinsky
Latrobe Youth Space
Akoona Park Mens Shed Fitness and Flexibility Program
Jeanette Horsley
The Bridge Project Sport and Recreation Team (Peter Hill)
Kergen Angel
Tulliallan OSHC
Michael Feehan
Nicole Comelli
Erika Patterson
Alannah Coulson
Skate Park Activation Project

SAFEGUARDING AWARD

Michael Delaney
Rosina Savino
YMCA Victoria Youth Parliament volunteer Taskforce
1)Michael Delaney 2)Jessica Gaunt (combined award recipients)
Jessica Dyer

STAFF MEMBER OF THE YEAR AWARD

| | | |
|-------------------|----------------------|--------------------|
| Matthew Shaw | Paul McPherson | Surmeet kaur |
| Shellie Melrose | Emma Hosking | Samantha Tantum |
| Elizabeth Taylor | Sarah Hadjialexiou | Alannah Coulson |
| Brett Andraesen | Surmeet kaur | Hasanthi |
| Madison McLure | Todd Nicholls | Lalit Pant |
| Caitlyn Meehan | Lucy Stabb | Surmeet Kaur |
| Meg Dunne | David Cullis | Niroshan Ekanayake |
| Sarah Birkinshaw | Tanisha Bergamin | Min Hum |
| James Frazer | Damien Carmody | Surmeet kaur |
| Michelle Prezioso | Todd Nicholls | Ang Cuy |
| Danica Di Ciero | James Hayden | Lily Smith |
| Clare Coffey | Alex Hamilton | Brenden Shanks |
| Clare Coffey | Stacey Mancer | Shelly Jarret |
| ALICIA ADEM | Lyndal Blackman | Michael Delaney |
| Surmeet kaur | Katina Soulis | Sonia Sood |
| Melanie Vetrano | Komal Ahuja | Surmeet Kaur |
| Alicia Adem | Surmeet Kaur | Michael Delaney |
| Min Hum | Toni Thatcher | Sure Ethan Kaur |
| Rhianna Earl | Kerry Hayden | Saute Sapolu |
| Sarah Ryan | Matt Shaw | Lydia Murgiah |
| Matthew De Poilly | Nicole Comelli | Tanya Zuccarino |
| Tori Norris | Cassandra Zaccagnini | Susie Nogic |
| Surmeet Kaur | Juliana Sbaglia | Paris Wages |

ALL S&V Award Nominees cont.



THE 2020 HERO AWARD

Jeanette Horsley
Adam Luscombe
Hannah Battista
Brunswick Baths Team
Lydia Murgiah
Nicole (Nikki) Lovell
James Weston
Samuel Forster
Ang Cuy
Youth Services Team
Surmeet Kaur
YMCA ReBuild
Shane Riddle
e-Y-Space (Online Volunteer Community)
Youth Space Team - Virtual Y
Gurjeet kaur
Virtual Y Team, led by Rachael Dobson
Tiffany Oldrey
YMCA Victoria Youth Parliament Taskforce
Susie Nogic

THE POWER OF INSPIRING YOUNG PEOPLE AWARD

Kergen Angel
Stephanie Dimitrio
Nicolas Bridgman
Leon Tan
Jake Alway
Sayalee Rakh
Kergen Angel

VOLUNTEER OF THE YEAR AWARD

Georgia Mackenzie
Lincoln Ingravalle
Sean McLoughlin
Chris Hunter
Ashleigh Barraclough
Kergen Angel
Stephen Ellich
Kergen Angel

(We are all winners!)

- As you can see, there were so many nominations for individuals and projects who have made an impact this year.
- The number of nominations not only demonstrates the wonderful work you have all done, but also shows the appreciation and recognition you have for your fellow colleagues and volunteers. That's what makes the Y so special – we are a team, and this year we have worked together to achieve so much.
- But whether nominated or not, everyone has done an incredible job this year. We have all played our part and contributed to something bigger than ourselves, which is something we should all be proud of.
- As we head towards the end of the year, please take a moment to congratulate yourself this year – you deserve it.
- Please have a safe festive season and enjoy a well-earned break. I look forward to seeing you all in the New Year.
- Thanks everybody!