

**YMCA update for staff and volunteers - Thursday 9 July**

**Speakers: Carolyn Morris, Amanda Locke and Martina Smythe**

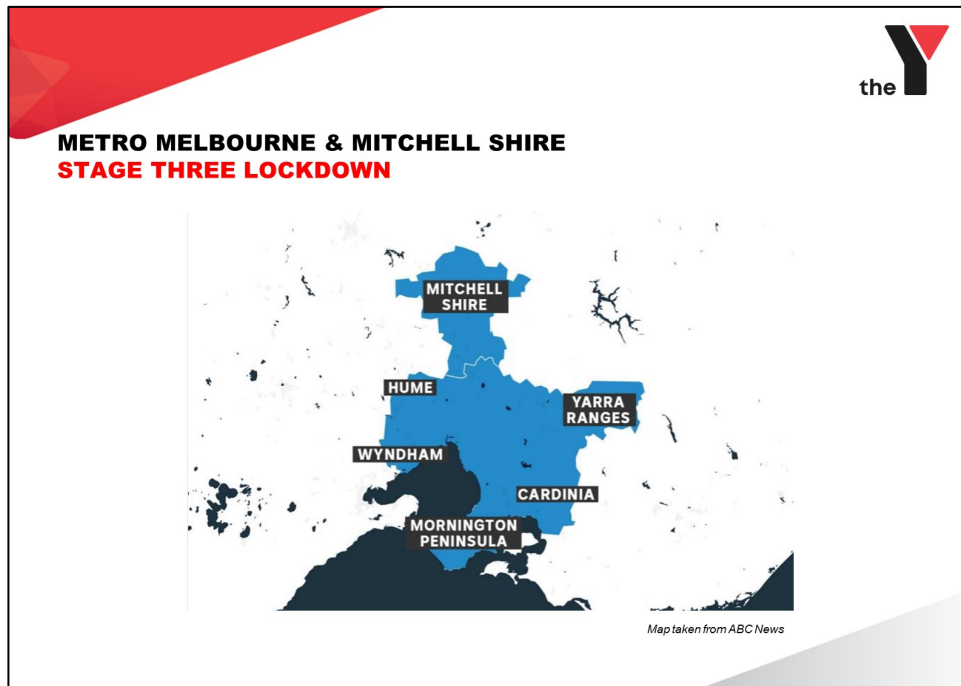


**Carolyn**

- Good afternoon everybody and thanks for joining today's update.
- I'd like to begin by acknowledging the Traditional Owners of the land on which we meet today, and pay my respects to Elders past and present.
- I'm here with Amanda Locke and Martina Smythe.
- It's been another challenging week for many of us, so I encourage you to use the Q+A function if you have a question or concern and we will answer as many as possible at the end as usual.
- Today we will be covering off the latest government announcement in Victoria, what it means for the Y, and a Children's Programs update.

## Government updates

- As I'm sure you're all aware, the Victorian Premier Daniel Andrews this week announced that all of metropolitan Melbourne and the Shire of Mitchell is to return to Stage Three restrictions.



- The map on screen shows the area of metropolitan Melbourne and the Shire of Mitchell.
- The restrictions for these areas began at midnight last night and the government has stated that they will be in place for six weeks.

**METRO MELBOURNE & MITCHELL SHIRE**  
**STAGE THREE LOCKDOWN**

For those who live in metro Melbourne or the Shire of Mitchell, there are only four reasons to leave the house:

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

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- I know this news is really disappointing, especially as I know everybody at the Y has all been doing the right thing and following the government's advice regarding social distancing and hygiene.
- But I also know that the government is making all decisions with the health and safety of the whole community in mind.
- Beating COVID-19 is a community effort. Unfortunately in Victoria we are not on top of controlling the virus with confirmed cases rising at unacceptable levels. The government has made the necessary decisions and we must support this.
- This doesn't make it any easier, I know, but the good news is that this time we do have an end date of six weeks, which I hope makes this lockdown a little easier.

## Organisation updates

- Of course, these new restrictions do have a big impact on the Y operationally.
- The majority of our Victorian recreation centres, Kingswim, camp sites and skate parks have now either closed or will remain closed.
- Macey Heights Adult Day Centre will remain open for centre-based programs and services only. Community based disability programs and services remain closed.
- For Youth Services, Virtual Y continues to be their core focus. Our physical youth hubs are closed and the Youth Parliament team are working to finalise alternate timing and the delivery method for 2020 participants.
- Due to the closures, this does mean that some of you have been stood down again if you work in an affected centre.
- This means we will also need to review business critical staff in support services and we are in the process of doing that.
- For those who are eligible, JobKeeper is still in place. Amanda will talk about Children's Programs staff specifically in a moment.
- Again, I know this is incredibly disappointing. It feels like just yesterday we were so excited to reopen facilities and we've been doing it to great success, with our safety and hygiene practices and customer engagement second to none.
- It is really testing all of our resilience to have to close and open and close and then in six weeks' time hopefully open again. We are going to be so good at this!
- We now have strong confidence in our processes, we know that customers and staff feel safe in our facilities, and that if there is a confirmed case we have a thorough plan for dealing with it.
- I also want to acknowledge and thank you all for being so terrific during the reopenings. You have been absolutely wonderful as we have reopened, and have also been very willing to get tested for COVID-19 when necessary.
- I know these tests are uncomfortable so I really appreciate everybody's willingness to do the right thing.

- We are now more determined than ever to band together throughout this hibernation.
- We will use this time to improve the way we do things, and when we are able to reopen again we will be ready.
- I also want to give a call out for the facilities that are outside of metro Melbourne. While many of us are going back into lockdown I'm pleased that we do have some sites that can remain open at this time to support our regional communities.
- I'll now handover to Amanda for a Children's Programs update.

### Children's Programs update - Amanda

- Thanks Carolyn. While many of our facilities are going back into hibernation, Children's Programs remain an essential service and therefore will continue to operate throughout the restrictions.
- Around two thirds of our Children's Programs are inside metro Melbourne with one third located across the Bellarine and Bendigo regions and one service in Sydney.
- So while all Children's Programs remain in operation, we do anticipate that those that are located within metro Melbourne may experience a drop in attendance.
- I know that many staff are feeling nervous about this and what it will mean for their rosters, particularly as the JobKeeper will be ending for this sector on 20 July.
- However, what we do know is that the way the government *is* supporting us is by incentivising families to not cancel their bookings even if they don't plan on attending.
- The current government support means that **families will not be charged the gap fee if they are absent for a booking** and they will be able to use additional absentee days.
- This means they can retain their spot with no financial impact if they are absent. For us, it means that if families keep their bookings, we will keep receiving the Child Care Subsidy (CCS) for all bookings *including* absentee bookings.

- This is really important.
- For Children's Programs staff, I really encourage you to talk to families at your site and explain that they do not need to cancel their bookings right now if they are planning on being absent as there is no financial impact to them, but there is a positive financial impact for us.
- It also means that if we are able to retain more children in our program we are able to roster more employees, which is so important right now.
- We will also be phoning families to explain this too.
- I'd also like to highlight that Melinda Crole, the CEO of YMCA Australia, is in the process of appealing to the federal government for more support for this sector. While I can't give you any more detail at this time, I am optimistic that the government will want to support the childcare sector given the new lockdown period.
- I would also like to thank the teams at the Craigieburn West and Derrimut centres.
- Both Early Learning Centres recently had confirmed cases of COVID-19 – Craigieburn in the OSHC space and Derrimut in the early learning space.
- Craigieburn West has now reopened after a closure of three business days, and Derrimut is scheduled to reopen on Monday.
- I want to thank the teams at these centres for handling the process of managing a confirmed case with such professionalism and composure.
- All staff at both sites have been tested for COVID-19 and all staff returning to work have tested negative.
- Both facilities received a professional and extensive deep clean which involved the cleaning and disinfection of every surface and touchpoint, steam cleaning the carpets and replacing all linen.
- While I know that having to go through this process is not ideal, it's thanks to the steps we have in place that the process went as smoothly as it possibly could, and the Department of Health and Human Services were able to immediately begin contact tracing with the detailed information we provided them.

- I don't know if this will be the last time we need to go through that process but we can be confident that should we need to we are well-equipped and ready to help reduce the spread like we did in these two instances.
- I'll now hand over to Martina for a P&C update.

## **Martina**

- Thanks Amanda.
- I'd like to echo Carolyn's sentiment earlier. The news that many of us are returning to Stage Three restrictions is certainly disappointing, and I know that many of you will be feeling unsettled by the news.
- As Carolyn mentioned, the good news is that we have an end date in sight, which I do think will make this lockdown period that little bit easier.
- For those of us who are returning to lockdown, I've heard many people already express that the novelty of baking bread and hosting Zoom parties has worn off.
- Some of us are feeling anxious at the prospect of another six weeks of isolation, so it's more important than ever to ensure we are checking in with ourselves to assess how we are feeling.
- Taking care of our mental and physical health is crucial to keeping well during such difficult times, so I encourage you to eat well, keep active and stay connected.
- I also encourage you to think of those you may know who are might be struggling - perhaps those who live alone, or are finding the lockdown particularly difficult.
- I encourage you to reach out to those people to let them know you're thinking of them and to remind them that they're not alone.
- Fortunately, this time around as we head into lockdown, we have our Virtual Y. One of the most popular features of Virtual Y has been the online fitness classes, where our own Y fitness instructors have delivered fun and engaging classes for those who have registered.
- There is also a huge amount of content that aims to support mental wellbeing, social connection, and fun. So I encourage you to register if you haven't already, and let your friends and family know about Virtual Y too.

- You can also reach out to the Virtual Y team if you want to get involved as they're always on the hunt for more content creators and new ideas.
- Please also remember, our Employee Assistance Program is available free of charge for all staff, volunteers and immediate family. Everybody has access all of the services they have available. If you require additional services please just get in touch with P&C and this can be arranged.
- The Y also has a hardship fund for those staff who are doing it particularly tough. The details of the hardship fund can be found on the **[emergency.ymca.org.au](https://www.emergency.ymca.org.au)** website. Applications are carefully considered taking into account a number of criteria. I encourage you to apply if you think you need that extra support.
- If you have any questions about anything to do with the stand downs or any of the services that the Y provide, please feel free to contact us through the HR inbox, which is [human.resources@ymca.org.au](mailto:human.resources@ymca.org.au).
- I'll now hand back over to Carolyn.

## Carolyn

- Before we move into Q&A, I have some positive news! Many of you last week asked about salary increases and last night we presented our recommendation to Board members and the following was approved.
- The annual salary increase of 1.75% will go ahead for all staff excluding managers effective from 1 July 2020.
- The 1.75% is in alignment with the Fair Work annual wage review. Due to an unusual decision by Fair Work under its annual wage review and in response to COVID, this year the majority of our staff are not eligible to receive this increase until 1 November or 1 February.
- However, we have elected to pay the increase to all staff from 1 July.
- This is in recognition of the hardship we have faced and includes staff from all sectors.



- For managers, we will keep to the government's timetable and will review whether there will be an increase in February next year. We will provide specific communication to managers and answer your questions next week.
- We will now move into Q+A.

## Q+A

### Thank you

- Thanks everybody for your time this afternoon. I want to reiterate that while the news of the lockdown is disheartening, I do believe that we are in a better position than we were last time.
- I encourage you and your families to register to Virtual Y as Martina recommended. I know that the online workouts have been really beneficial for me – just this morning I did a yoga session with Olivia and loved it.
- We will continue to update you with our weekly webinars.
- Thanks Amanda and Martina for joining me today. Please take care everybody and I'll see you next week.