

## YMCA update for staff and volunteers - Thursday 4 June

Speakers: Carolyn Morris, Peter Jordan, Shane Riddle

### Carolyn

- Good afternoon everybody and thanks for joining us this week. I have two very special guests with me today, our Chair of the Board, Peter Jordan (hi Peter!) and our Executive Head of IT and Strategy, Shane Riddle.(Hi Shane!)
- In today's webinar
  - Peter will provide an update from our Board of Directors
  - Shane will take us through some new technologies including our online booking and digital temperature scanning systems
  - I will talk about Learn to Swim, centre openings and COVIDSafe training
  - And of course we will answer some questions, so don't forget to use the Q+A function if you would like to ask something.
- It's not often an organisation of our size has the opportunity to hear directly from our Chair live, so I'm really pleased to be able to introduce you all again to Peter Jordan.

## Our Board of Directors



- YMCA Victoria is governed by a volunteer board of directors who oversee each of our entities and meet monthly. However during COVID-19 they have been meeting weekly, and now fortnightly – a positive sign as things begin to move towards recovery.
- Peter Jordan has sat on the Board for two years and became the Chair at the end of last year. Needless to say, Peter's first few months as Chair have probably not been anywhere close to what he may have envisioned.
- From the devastating impacts of the bushfires, to the complete halt to operations the coronavirus has brought to businesses across the country. It certainly has been a year none of us will ever forget.
- But as an organisation the Y will come out of these challenges stronger than ever, and Peter joins us today to share with us a message from the Board as we begin to progress further towards recovery for the Y.
- Over to you Peter.

#### **Peter**

- Hi everyone and thanks Carolyn for the chance to join in today.
- As Carolyn said, this has already been a year we'll never forget. It was only a couple of months ago that Carolyn and I did a video as our centres were being forced to close – but that already feels like a year ago.
- At that time, we were just starting to face into the challenges COVID-19 was throwing at us. We hoped then that our communities would be safe and not follow a path we were seeing unfold overseas. We've seen success on that front, but also massive challenges.
- Based on the efforts of many, I am hopeful that the rest of this year will be more predictable as we re-emerge.
- I wanted to begin by thanking you all for your support and patience during the lockdown. I have been tuning into the weekly webinars. The level of engagement and support shown in these forums is inspiring.
- Amongst the questions raised in the Q+A sessions, there have also been many messages of thanks and support to management and staff who have been working around the clock to ensure we all have a Y to come back to.
- I'd like to echo that thanks and express my gratitude on behalf of the board. Firstly, to Carolyn, for leading us all through this unprecedented crisis in such a positive and dedicated way.

- Providing weekly live updates is a first for the Y and has been a good way to provide information so that we understand the decisions that had to be made – in chaotic times - and give people an opportunity to ask questions and clarify things.
- As well as Carolyn, the other leaders at the Y who have joined her on the webinars – Pauline, Amanda, Martina, Nicole, Shane, Peter Cargin and Peta Gilles – thank you too for your leadership during this challenging time.
- I'd also like to thank all of the management and staff who have worked around the clock through this difficult period. Around the clock is no exaggeration here - everyone has willingly worked nights and weekends to get the job done for all of us.
- And for everyone who has been stood down, I want to acknowledge you and sincerely send my best wishes to you all. This has been a really challenging time for you, and from the Board's perspective, having to stand down so many of our people was the most difficult thing we have seen a leadership team have to do in all of our careers combined.
- So I want to say thank you for your continued support for the Y during such trying times. It's so good to see people now starting to return to work - with many more to follow in the coming weeks as things start to open back up.
- To explain a little bit about the Board at the Y. We all come from different professional backgrounds. However, the thing we have in common and the reason we choose to volunteer our time is because we believe wholeheartedly in the work the Y does for our communities – particularly for young people.
- The Board's biggest job is to ensure the Y is positioned to carry out our mission and be confident we can do that sustainably. COVID-19 presented extraordinary challenges on that front and demanded difficult decisions to ensure our survival. Government support like JobKeeper and assistance for the childcare sector have also been crucial.
- Challenges are going to continue as we slowly start back up and as government assistance winds down. However, the signs are positive that – thanks to everyone's effort and support - we are going to succeed.
- Despite the challenges we have all faced in the last few months, I hope you have been able to connect with your fellow Y staff and volunteers and support one another. I'm sure that our own Y community will be strengthened by this.
- This has clearly been one of our most challenging years. However, we are seeing light at the end of the tunnel and are looking forward to restarting more of our services so we can get back to doing what we do so well - inspiring young people and connecting with our communities.
- Thanks again, and I'll hand over now to Shane.

## Shane

- Thanks Peter and hello everybody.
- I joined the Y just a few months ago as Executive Head of IT and Strategy, so it's great to get this opportunity to introduce myself to you all.
- I'm here to take you through two technologies we have implemented at our sites due to the COVID-19 restrictions: the TempSafe temperature scanners and the Nabooki online booking system.
- I'll take you through the temperature scanners first.

## TempSafe temperature scanners

TempSafe temperature scanners use facial recognition to take your temperature.

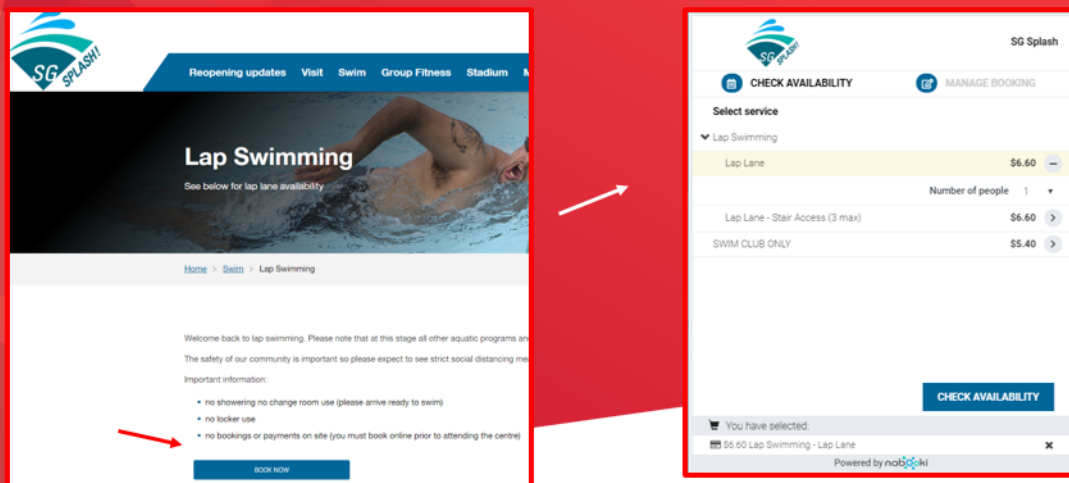
It is a no-contact and self-serve process that only takes a few seconds to complete.



- The temperature scanners are called TempSafe, and use facial recognition to take your temperature. This means it is a no contact and self-serve process that only takes a few seconds to complete.
- You simply stand in front of the machine and allow it to check your temperature before entering the facility.

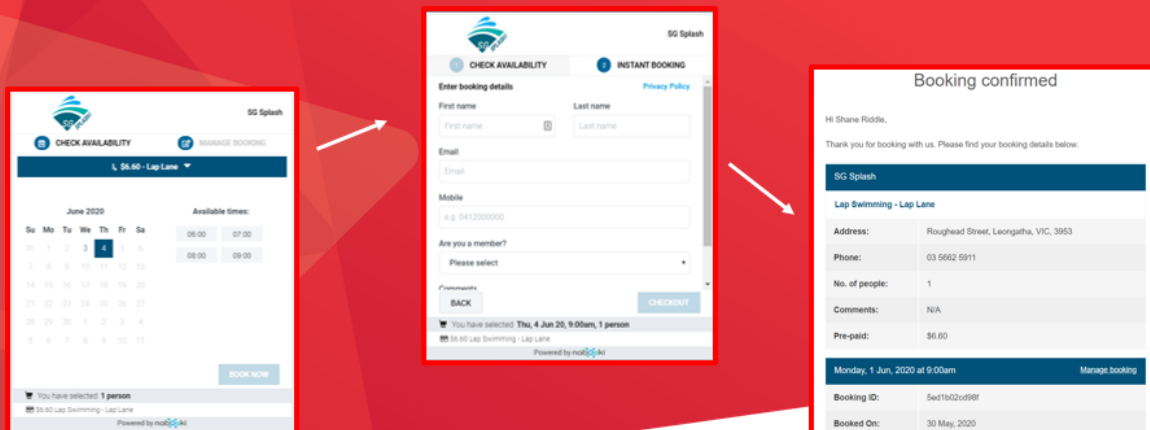
- This applies for all customers as well as staff.
- We believe that this non-invasive and easy process will make everyone who comes through our doors feel safe and assured that we are taking their health and safety very seriously.
- We've seen from the temperature checking at our Children's Programs sites over the last couple of months that it has given our staff and customers confidence in our COVIDSafe environment.

## Nabooki – Our new online booking system



- I'll now explain how the online booking system works. The online booking system is called Nabooki, and is already currently being used at all Y recreation centres that have opened up to great success.
- We've never had an online booking feature before, so it's very exciting.
- As centres reopen, customers will visit their centre's website, where they will see the 'book now' button. They simply follow the prompts to book the date and time and payment details to confirm.

## Nabooki – Our new online booking system



- Once this process is complete, staff at the centre will receive a notification to let them know another booking has been made. The customer will also receive a confirmation notice.
- The booking system allows us to control the head count at our sites so we can adhere to government restrictions. This booking system also means that everybody has the same access to the facility in a fair and equitable way. It's a first in first serve basis.
- This system is currently in place for lap swimming and court hire.
- All payments for the bookings must be made online, and the customer is able to manage their booking and change times based on the rules set at each centre.
- As more of our facilities begin to reopen, you will see this booking feature on more and more of our websites. While this technology has been introduced in order to manage our facilities during these government restrictions, it's exciting to see how it can benefit us as we move further into the recovery phase.
- I'll now hand back over to Carolyn.

Carolyn

- Thanks Shane
- Moving on to a restart update, I am excited to announce that we have contracted an Executive General Manager of Recreation while Alex Ash is on maternity leave. Fiona comes to the Y team with a breadth of senior management experience gained across a range of sectors and industries including Not for Profit, Public Health, Banking and Utilities.
- At a time like this following a major interruption to everyone's 'normal', Fiona is really looking forward to working with the team to transition our Recreation operations back to full capacity.
- Many of you asked last week about the reopening of swimming lessons.
- Obviously as a large provider of learn to swim, with over 65,000 lessons per week, we **must** adhere to the government's restrictions and guidelines.
- Currently the government has specified that for all our services except Children's Programs and Disability we must adhere to 1.5 metre social distancing, this is applicable both in and out of the water.
- As a result we cannot provide our swimming lesson programming until the 1.5 metre social distancing restriction is relaxed or specifically exempted. This is because the majority of our programming requires a teacher to be assisting children in the pool.
- We believe that swimming is part of our children's core educational curriculum and we don't want children and young people to miss out on more months of lessons. With this in mind we are asking the State Governments to exempt social distancing for swimming education. To add to our credibility we are partnering with industry bodies such as Life Saving Victoria and our competitors in this advocacy work.
- We have to also recognise that the restriction of only having 1 or 3 people per lane, 80 people per facility or 20 people per enclosed space is not necessarily practical for learn to swim and we are advocating for the easing of these restrictions as well.
- I'm hopeful the government will allow swimming lessons to resume, like it has for schools and early learning environments. We will give you more information on when our Learn to Swim at the YMCA and Kingswim can resume as soon as we know.
- We have been busy opening or planning to open many centres for limited services.
- Over the next couple of days, more recreation centres will be reopening their pools for lap swimming. You can find a complete list of these sites and their reopen dates at the [emergency.ymca.org.au](https://www.emergency.ymca.org.au) website

- This week our Disability Services at Macey Heights reopened, with 18 very excited participants visiting the centre on their first day back.
- As for Camps and our face to face youth programs, these sites will remain closed in line with current government restrictions. We will continue monitoring the government's announcements and will let you know as soon as new information comes to light.
- In preparation for re-openings, this week you should have received an email from **humanresources.vic** with details and links to the COVID-Safe training we all must complete prior to returning to work. Staff who are currently working, including myself, will also need to complete this training if they haven't already.
- Once you have completed the training requirements, you simply need to email the completion certificates for COVID & Safeguarding Training to your manager.
- In my follow up email this afternoon I will provide these training details and links for you again, but if you have not received an email by the end of the week, please email **humanresources.vic@ymca.org.au** to let them know.

## Virtual Y: A sneak peek for staff & volunteers

Shared tomorrow to Inside the Y, the sneak peek includes access to the Virtual Health and Wellness Timetable.

If you have feedback on:

- Session times
- Class types
- Instructors

Email your thoughts to: [virtualy@ymca.org.au](mailto:virtualy@ymca.org.au)

Virtual Y will launch to the public on Wednesday 10 June and will feature pre-recorded, live and interactive content focused on Mental Wellness, Physical Health, Social Connection, Skills & Advocacy!



- Our Virtual Y team are excited to announce a sneak peek of the new platform will be launched to staff and volunteers tomorrow! The new website will be shared on Inside the Y tomorrow, where you will be able to access the online fitness timetable.



- Next week Virtual Y will launch in full to the public with the youth hub, wellness and nutrition content.
- If you would like to provide feedback you can email [virtualy@ymca.org.au](mailto:virtualy@ymca.org.au) and let the team know.
- I also just wanted to take the opportunity to acknowledge the amazing work that the Bridge Project, Rebuild and Ravenhall Sport & Recreation teams have been doing throughout the entire closure period.
- The support and opportunity these programs provide to young people in the justice system is exceptional, and we have actually seen an increase in demand for our facility maintenance services over the last months.
- As a result we are currently recruiting highly committed and motivated staff to join the Rebuild team as Crew Leaders. The roles are for an initial three months and are an excellent opportunity to work directly with our young trainees, providing on-the-job mentoring, support and development. For more information please see the Careers and Opportunities section on YNET.
- The team have also been working hard on the development of an e-store where staff, volunteers and other supporters will be able to purchase some of the quality items that our program participants at Ravenhall have designed and built. Watch this space for further updates.
- We will now move into answering some of your questions

## Conclusion

- I'd like to thank Shane and Peter for your time, your insights and amazing innovations today.
- On Saturday it is the YMCA's 176th birthday. Normally we would find a way to celebrate at our workplaces, but given this year is a little different I wanted to take a moment to recognise our 176-year history.

# Happy 176<sup>th</sup> Birthday to the Y

A piece of history: The old Y building in the Melbourne CBD built in the 1920s



- Finally, I would like to encourage you all if you don't already, to follow the Y Victoria on Facebook and Instagram, as well as the social media of your own Y or Kingswim site. During a time of so many changes and updates, this is another place where you can stay connected and see how we are communicating with our communities and customers.
- Thank you, I'll be back with another update next week, but until then have a wonderful and safe long weekend!
- Take care.