

YMCA update for staff and volunteers - Thursday 12 June

Speakers: Carolyn Morris and Amanda Locke

Carolyn

- Good morning everybody and thanks for your time today.
- Today I am joined by Amanda Locke, Executive General Manager for Children's Programs and Kingswim.
- We will provide an update on:
 - Our restart progress;
 - What the latest government announcements mean for the Y; and
 - The insights we have gained from our customer research.
- As usual, if you have a question, please use the Q+A function and we will answer as many as possible.
- To begin, I'd like to remind everybody that we are all required to complete the COVID-Safe training which was emailed to your personal and YMCA email last week.
- Please make this a priority if you have not already, as you cannot return to work until you have completed the training and sent the certificate to your manager to be logged in INX. Please note that you can send your certificate to your centre or site manager rather than line manager if you are unsure if your line manager is currently working.
- Yesterday afternoon I met with our council partner CEOs to discuss our recommendations for reopening recreation facilities and the financial modelling that we are providing for them to inform their decisions.
- I spoke about the success we have already experienced at the pools we have reopened.
- The online bookings have worked really well with a big demand for lap lanes, and feedback from customers is that the safety and hygiene practices we have implemented have been second to none.
- We've now welcomed lap swimming back to South Australia Aquatic Leisure Centre, South Gippsland SPLASH, Brunswick Baths, Northcote, Kensington, and SAALC have also now reopened for gym users.
- We are also running some recreation-based school holiday programs through Boroondara, Drouin, Macleod, Horsham and Darebin, which is exciting.
- While we of course still have a lot of work to do, things are moving rapidly.

Current restrictions across Victoria, NSW and QLD according to state government websites

Victoria 22 June	NSW 13 June	QLD Currently
<ul style="list-style-type: none"> Indoor sports centres and gyms with 20 people per separate enclosed space, subject to the 4 metre squared rule. 1.5 metre social distancing still in place for sport and exercise activities. Swimming teachers can now be in physical contact with children as required for teaching of swimming. We are eagerly awaiting the next announcement before June 22 where we anticipate an increase in gatherings to either 50 or 100 people. 	<ul style="list-style-type: none"> Indoor pools, gyms, pilates, yoga and dance studios can reopen with up to <ul style="list-style-type: none"> 10 people per class and 100 people in an indoor venue. Indoor pools and saunas will also be allowed to reopen, with restricted numbers. The 4 metre squared rule still applies. Swimming teachers can now be in physical contact with children as required for teaching of swimming. 	<ul style="list-style-type: none"> Fitness, gyms, pilates, yoga and dance studios can reopen for up to 20 people. 1.5 metres social distancing. Outdoor pools can operate for up to 20 people. Swimming teachers can now be in physical contact with children as required for teaching of swimming. From 10 July gatherings of up to 100 will be permitted in indoor facilities

- This slide shows the current status across the states according to each state's government website.
- As you can see New South Wales and Queensland are a little ahead of Victoria in relaxing restrictions with limits of 100 people allowed in enclosed spaces allowed from tomorrow in New South Wales and from 10 July in Queensland.
- We anticipate another update from the Victorian Government next week, where we expect restrictions to be further relaxed ahead of the 22 June milestone.
- One of the exciting announcements that came through this week was from The Department of Health and Human Services in Victoria who provided an update on physical distancing during swimming lessons. I'll now hand over to Amanda who will talk us through this announcement.

Amanda

- Thanks Carolyn. Yes, the Victorian DHHS has confirmed that swimming teachers can be in physical contact with children as required for teaching of swimming.
- This is a result of the advocacy we undertook with other industry bodies for swimming lessons, so it's really exciting that we have been heard, and that children

and families have been heard. It also demonstrates the government's understanding of the importance of swimming lessons for children.

- As Carolyn has explained, we are still restricted to the 20 person maximum per enclosed pool space and three people per lane for lap swimming, as well as change rooms remaining closed. This means we are still limited in our reopening plans, but it is a promising step forward.
- There have been some exciting developments in both Queensland and New South Wales too. In both these states, for children, social distancing is no longer mandatory in the water so swimming teachers can teach their lessons safely. In Queensland from 10 July gatherings of up to 100 will be permitted in indoor facilities, while in New South Wales from 13 June – tomorrow – a limit of 100 people in indoor facilities will come into effect.
- Once the government have clarified our questions on these restrictions, we will be providing more information to the relevant staff on Monday.
- This is an exciting development and it's great to see restrictions continuing to ease as it means we are getting closer to resuming more services.
- While on the topic of swimming and aquatics The National Aquatic Industry Safety Committee met yesterday to discuss the grace period currently in place for aquatic qualifications until the 1st of July and the committee have decided that there will be no further extension of the grace period.
- The qualifications covered by the grace period are – Swim Teachers, Pool Lifeguards and Aquatic Program Instructors – so if this is you, please ensure your qualifications are up to date before 1 July so you can return to work.

Early Childhood Education and Care Relief Package announcement

- Many of you will have heard the Federal Government's announcement over the weekend regarding the extension of the Early Childhood Education and Care Relief Package to 12 July. From the 13 July we will still be receiving a reduced subsidy package called a transition payment and families will resume paying the daily fee.
- Our families have been notified how the changes impact them and that they will need to update their details in order to receive the CCS subsidy from Monday 13 July.
- As we return to normal operations, Children's Programs staff will be paid as normal and the JobKeeper subsidy will no longer apply from Monday 20 July.
- The news regarding JobKeeper was unexpected but please be assured that Children's Programs staff are still essential to our business. We view this announcement as a sign that the sector has rebounded and is continuing to recover.
- Our Children's Programs have provided an invaluable essential service to the community throughout the COVID-19 crisis, and so while JobKeeper for this sector

may be ending, we anticipate we will still have a strong demand for our services, and therefore for the staff resourcing required for our Children's Programs.

- The demand for our services are starting to return to normal, with numbers for our upcoming school holiday programs looking really positive. As well as some strong attendances in our early learning centres.
- I do understand this announcement needs further clarification for Children's Programs staff. An email was sent this week to all Children's Programs staff with a link to submit questions. I, along with Lucy Stabb and Michael Ford will be hosting a webinar for Children's Programs staff next Tuesday at 7pm to provide a further update on what these changes mean for our staff and answer your questions.
- I encourage all Children's Programs staff to watch the webinar, however if you are unable to make it, we will be recording it and sending it to you in a follow up email.
- I want to thank all of our Children's Programs staff for their hard work during this difficult period and support as we work through the new government announcements.

Carolyn

- Before I talk about how we are implementing our safety practises operationally at our sites, I'd like to share some of the customer insights we have gained through our research with our recreation customers.
- The research undertaken is already helping inform plans for reopening and how we communicate to customers to assure them we understand their concerns and are already addressing them.

What our customers are telling us

<div style="background-color: #800040; color: white; padding: 5px; text-align: center; font-weight: bold;">CONCERNS AND QUERIES ABOUT REOPENING</div> <ul style="list-style-type: none"> <li style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;">Fees and structuring of payment will be a key challenge. If the opening is 'phased' and they don't have full access to facilities. There will be sensitivity here. <li style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;">Cleaning and hygiene of equipment and surfaces is key. This must be consistently and constantly communicated. <li style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;">Health of staff and other members is a bigger fear than expected. They want to know that temperature checks are being done on those entering the facility. <li style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;">Spacing and social distancing in the facility. Guidelines and rules to instruct customers. From single swimming lanes to staggered equipment. <li style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;">Enforcing the rules and making sure there are consequences applied for not doing so. This shouldn't be up to the customers themselves. This is on staff. <li style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;">Change rooms are going to be a challenge. For many they are a big part of the privacy required to feel comfortable at a facility. <li style="background-color: #f0f0f0; padding: 5px;">Reduced numbers in areas will also placate and help consumers feel more comfortable. 	<div style="background-color: #800040; color: white; padding: 5px; text-align: center; font-weight: bold;">IN THEIR WORDS...</div> <ul style="list-style-type: none"> <li style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;"><i>"I'd be happy to try with reduced services and functionality but I think that should be reflected in the price."</i> <li style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;"><i>"I would not be concerned if the facility was not fully functional. If what I wanted to use was available, I would return if I felt comfortable doing so."</i> <li style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;"><i>"I would return as soon as possible, even if it was just for gym a few nights a week, even if swimming was off the cards, or vice versa, if the pool opened first and no gym. If there was no showers though, I would not want to pay for full facilities, I would only want to pay for the gym itself."</i> <li style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;"><i>"Obviously there will need to be changes in the way that people access the facilities and the ways the facilities organise the start and finish times of the programs they offer. There will also likely need to be the provision of things like hand sanitiser and wipes for equipment."</i> <li style="background-color: #f0f0f0; padding: 5px;"><i>"Separate lanes for each swimmer and a time limit, probably no showers at the facility and therefore showering at home afterwards."</i>
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- As we reopen facilities, there are some key concerns and queries that customers have, these include:
 - The structure of fees and payments – with reduced or restricted access and availability, customers expect this to be reflected in the costs
 - Increased cleaning and hygiene practices, especially in relation to equipment and surfaces
 - And they want to see clear evidence of social distancing practices not just being put in place, but also being actively monitored and enforced

Customers confirmed that they had high expectations. There are **three key elements of the experience they are not willing to compromise on:**

ACHIEVEMENT	COMFORT	ENJOYMENT
		
<p>Many customers have particular routines and objectives they are looking to achieve when attending. If they are aren't able to complete them they want to wait.</p> <p><i>"I only use the pool for laps, if that wasn't available I won't be waiting. If numbers are restricted, I would need to know before travelling down weather or not I would be able to swim."</i></p> <p><i>"I would expect a minimum number of classes that I could attend. Prior to COVID I attended every day, as an absolute minimum I would want to do 4-5 classes a week."</i></p>	<p>Many are creatures of habit and want the comforts they are familiar with. They would reassess or be unsure about the comfort if change rooms weren't available.</p> <p><i>"Perhaps no access to a change room? Are we meant to go home wet or get changed on pool deck? I drive 45mins to use the pool, I wouldn't be happy about that!"</i></p> <p><i>"Access to change rooms. Disaster. Kids will be getting changed everywhere. How do you put your bathers on? Where are the toilets?"</i></p>	<p>Many get enjoyment out of the experience. The connection to community and others within their networks is important. Safety is key but they still want to be able to smile and enjoy the experience too.</p> <p><i>"I love being able to connect with the community and that is what I miss most. The other stuff can't come at the cost of my happiness."</i></p> <p><i>"I love seeing my toddler smile at their lessons. The lessons bring them so much joy. If we lose the fun I doubt I keep going."</i></p>




- The research has also told us there are three critical elements which are important to them, these are:
 - **Achievement:** people are creatures of habit. If they aren't able to come in and resume their particular routines and objectives then they would prefer to wait until they can.
 - **Comfort:** customers want to be able to use the facilities that make their experience easier. While they understand why showers and change rooms are unavailable while restrictions are still in place, this may be a barrier for them to return for a number of reasons including religious, cultural and privacy.
 - **Enjoyment:** while safety is critical, customers want to be able to enjoy being back at centres and connecting with the community. In particular this has

been highlighted by parents who miss seeing the joy children get out of participating in our programs.

Based on the current data, respondents indicated a high likelihood of attending providers they went to prior to the lockdown, with many actually wanting to return within a month after they reopen.

However, 2 in 3 are not willing to pay extra when they return and expect the providers to cover this cost.

There's also interest for a pay-as-you-go service, which has the potential to draw in more customers.

- Based on the current data, respondents indicated a high likelihood of attending providers they went to prior to the lockdown, with many actually wanting to return within a month after they reopen.
- However, 2 in 3 are not willing to pay extra when they return and expect the providers to cover this cost.
- There's also interest for a pay-as-you-go service, which has the potential to draw in more customers.
- It's great to know our customers are looking forward to returning, but they have made it very clear that they expect us, the staff, to maintain safety and hygiene measures to a really high standard.
- At the Y we take safety really seriously. With customers telling us this is something they value, especially right now, we are confident in rising to this challenge and we are already getting feedback from customers telling us the professionalism in opening up our centres is second to none.

The Y's 6 COVIDSafe Commitments

In order to be COVIDSafe at all Y facilities, we are committed to:

Temperature Scanning

Temperature scanning will occur at all Y facilities. Staff, visitors and patrons will be scanned upon entry.

Social Distancing Requirements

A distance of 1.5m between people throughout our facilities and programs. All spaces have been measured and 4m² capacity restrictions are in place for all facilities and spaces. Staff, visitors and patrons will be counted as they enter and exit facilities. Removal of seats and equipment has occurred to ensure social distancing.

Signage and Instruction

Throughout each facility you will find signage and instructions on how staff and customers can be COVIDSafe. Hygiene signage and floor, seat and bench stickers have been installed to assist with distancing.

Increased Hygiene and Cleaning

Each facility has hand sanitiser stations at entry/exit, in high touch point areas and areas of high traffic. Cleaning has been increased with regular touch point cleans, 24 hour facility cleans and ready for decontamination cleans in the event of a confirmed case of COVID-19.

Training for Staff

All staff have been trained in the COVID Safety training provided by the Health department. Staff have also undergone Y Victoria training and signed a commitment to being COVIDSafe. Role-specific training has also been completed to ensure all programs the Y offers within our facilities are COVIDSafe.

Process for a Confirmed Case

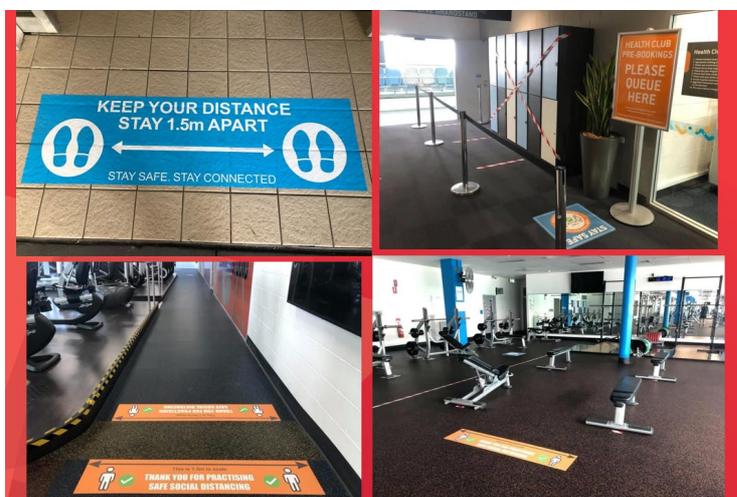
In the event of a confirmed case of COVID-19 the Y has an 8 step confirmed case flowchart. This flowchart ensures isolation, reporting, tracing and cleaning occurs before an area or facility can reopen. Everyone who enters our facilities will have their details recorded to assist with case tracing.

Our commitment to community safety – Carolyn Morris YMCA Victoria CEO




By now you should be familiar with our 6 COVIDSafe Commitments.

- Our six COVIDSafe Commitments are:
 - Temperature scanning
 - Social distancing
 - Signage and Instruction
 - Increase hygiene and cleaning
 - Training for staff
 - Process for confirmed cases



- To give you an idea of how these commitments to health and safety are playing out in our centres operationally, this slide shows some photos of some of signage and changes to the layout of our gyms to meet the current government restrictions.
- As I mentioned, we met with our council partners yesterday to present some of this information to inform them of our safety practices, how our customers are feeling, and to demonstrate that we are ready to reopen.
- To give you an idea of the demand, our phone calls from customers have gone from 150 to 500 in one day, with many keen to know when their facility will be back up and running in this new normal.

Carolyn - Conclusion

- Thanks for all the questions.
- Before we finish up, a big shout out to the team behind Virtual Y. Virtual Y was launched this week to the public so if you haven't check it out be sure to have a look.
- And if you would like to get involved, the Youth Services team are putting the call out for staff and volunteers from across the Y to become Video Content Creators for the platform's Youth Space.
- They are looking to build a wide range of fun and engaging video content for young people to engage with so if you are interested in being a presenter, please visit the Internal Job Opportunities page on the YMCA Emergency website for more information.

Thank you

- Thank you for your time this morning, and thanks Amanda and Nathan for joining me.
- I will see you all next week for another update, until then take care and enjoy your weekend.