

**All staff webinar Thursday 18 June 3.00pm**

**Speakers: Carolyn Morris, Nathan Costin, Fiona Preston, Peta Gillies**



## **Carolyn**

- Good afternoon everybody and thanks for joining this week's webinar.
- Today I'm joined by Nathan Costin, General Manager for Marketing and Operations, Peta Gilles, Executive General Manager for Youth, Camping and Disability, and a new face to the Y, Fiona Preston, our new Executive General Manager for Recreation.
- Today Fiona will provide the latest restart update and the progress we have made since last week, Peta will share some updates for Virtual Y, and Nathan will provide a brand and customer update.
- As usual we will then open up for questions so please use the Q+A function to write in your questions and we will get through as many as we can.
- Before I hand over to Fiona, I have a few updates to share myself.

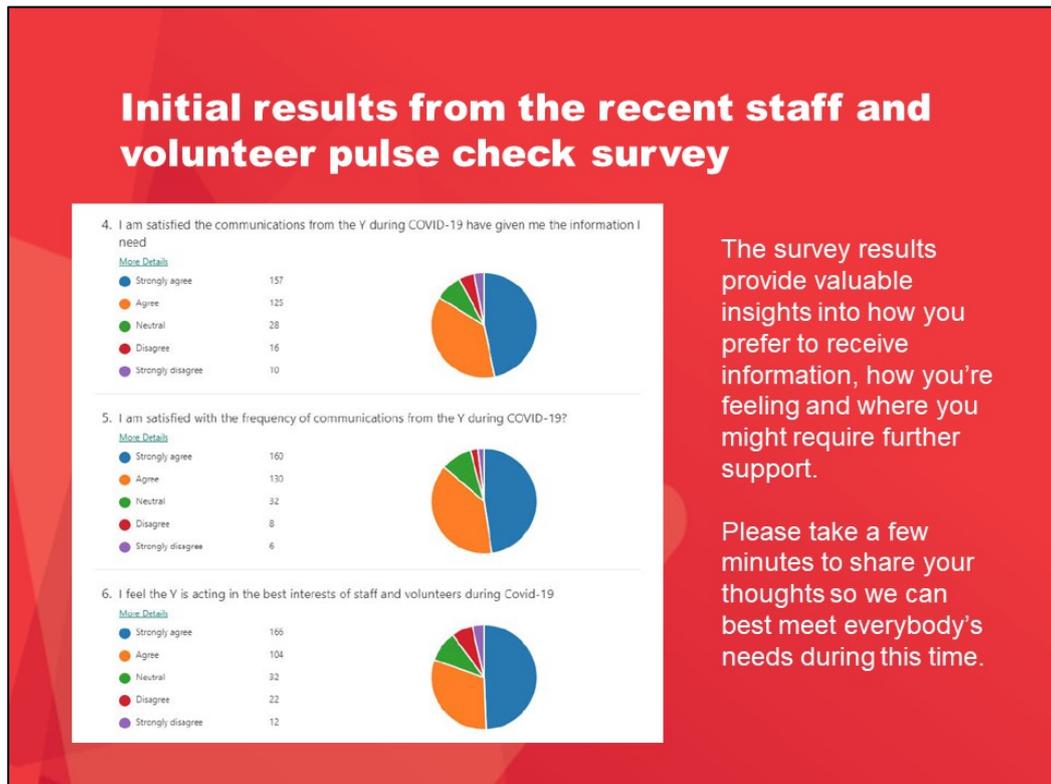
## **New process for submitting compliance certificates and documentation**

Our new process is to simply email your compliance certificates to: **[compliance.vic@ymca.org.au](mailto:compliance.vic@ymca.org.au)**

Managers, if you have certificates to send through for your team, please send them to this email address instead of loading into INX (if you have already loaded them to INX, no problem. You can use this new process going forward).

- Firstly, with the amount of new compliances staff have been required to undertake for COVID-19, it has led the leadership team to come up with a new process to alleviate the current pressure on managers to upload documents to INX themselves.
- Our new process is to email your compliance certificates to the email address on the screen, which is [compliance.vic@ymca.org.au](mailto:compliance.vic@ymca.org.au)
- So managers, if you have compliance certificates from your teams please send them to this email address rather than upload to INX – unless you already have of course.
- I hope this process makes things a lot easier for everybody.
- Some of you will have received an email this week with instructions on completing your child-safety compliance if it is currently out of date or not on our records. It's vital that you make this a priority, as you cannot complete any shifts with the Y until your compliance is up to date.
- We have had a fair few questions about staff and volunteer access to recreation facilities as they begin to reopen. In answer to these questions, the current position is that staff and volunteers need to book and pay through Nabooki for the time being.

- It has always been the organisation's position that our staff cannot replace a paying customer for our recreation facilities and given the current restrictions we have to respect this.
- Of course, this is only temporary and as our services return to normal, and when memberships for customers are resumed, staff and volunteers will once again be able to access our recreation facilities at no cost.



- And finally, you may recall we sent out a link to complete a short survey recently to share your thoughts on how you are feeling regarding the communications tools we have been using during the lockdown.
- Thank you for everybody who took the time to let us know how you're feeling. These results will help to determine how we continue to communicate as things begin to return to normal over the coming months.
- We're still really keen to hear more of your thoughts, so the link to the survey was sent again in an SMS to you today, and it will also be included in my follow up email this afternoon.
- To give you an idea of how the results are looking, the slide on the screen shows some of the feedback we have received so far.
- The questions are around your satisfaction with communications during COVID-19 and how supported you feel.
- So please, if you haven't already, take a few minutes to complete the survey.

## **New restrictions announced by the Victorian Government relating to sport and exercise**

### **From 22 June**

- Indoor sport and recreation activities can resume and play centres (stadiums) can open, with a maximum of 20 people per space or zone, and with up to 10 people per group class. There are no limits on the number of people per group or class if all participants are 18 years old or younger.
- Indoor and outdoor swimming pools can have a maximum of 20 patrons. There is no limit on the number of people per lane in each pool.
- Change rooms and showers can open, and clubrooms at sport venues can have up to 20 people per indoor space.
- Contact sport training and competition can resume for people 18 years or younger.
- Non-contact competitions can resume for all ages.

As at 10am 18/6/2020, taken from:  
[www.dhhs.vic.gov.au/sport-and-exercise-restrictions-covid-19](http://www.dhhs.vic.gov.au/sport-and-exercise-restrictions-covid-19)

- On the screen is a summary of the latest government restrictions relating to sport and exercise, taken directly from the Department of Health and Human Services website:
- Indoor sport and recreation activities can resume and play centres (stadiums) can open, with a maximum of 20 people per space or zone, and with up to 10 people per group class. There are no limits on the number of people per group or class if all participants are 18 years old or younger.
- Indoor and outdoor swimming pools can have a maximum of 20 patrons. There is no limit on the number of people per lane in each pool.
- Change rooms and showers can open, and clubrooms at sport venues can have up to 20 people per indoor space.
- Contact sport training and competition can resume for people 18 years or younger.
- Non-contact competitions can resume for above 18 year olds.
- I'll now hand over to Fi who is very excited to meet you all and will take you through what the restrictions mean for the reopening dates of some of our facilities.

## Fiona

- Hi everybody, thanks for tuning in today. And thank you to Carolyn for the introduction. I've only been at the Y for a week or so and already a lot has happened in that time!
- I have joined the team to help support the transition back to reopening our recreation facilities, which is an enormous task I'm sure many of you are aware of by now.



JUNE REOPENINGS		Pool	Gym	Stadium
MONDAY 22 JUNE	Ashburton Pool and Recreation Centre*	Yes	Yes	Yes
	Boroondara Sports Complex*	Yes	Yes	Yes
	Carlton Baths Community Centre	Yes	Yes	Yes
	Dandenong Oasis	Yes	Yes	N/A
	Darebin Community Sport Stadium	N/A	N/A	Yes
	Hawthorn Aquatic & Leisure Centre*	Yes	Yes	N/A
	Kensington Community Recreation Centre	Opened	Yes	Yes
	Macleod Recreation & Fitness Centre	N/A	Yes	13 July
	Noble Park Aquatic Centre	Yes	N/A	N/A
	Northcote Aquatic & Recreation Centre	Opened	Tues 23 June	N/A
	Numurkah Aquatic and Fitness Centre	Yes	Yes	N/A
	South Gippsland SPLASH	Opened	Yes	N/A
	Fawkner Leisure Centre	Yes	29/6	N/A
	Springers Leisure Centre	N/A	N/A	Yes

**Please note:** These dates are subject to change. To find the most up to date information, please visit: [www.victoria.ymca.org.au/reopening-updates](http://www.victoria.ymca.org.au/reopening-updates)

\*Boroondara sites & Northcote are amber because this date has not been publicly announced yet. Please keep confidential.

- With the government announcing the lifting of some restrictions to come into effect next Monday 22 June, many of you will be wondering what this means for your centre and if more facilities will be reopening.
- The slide on screen shows the current status update for what has been confirmed with council for facilities reopening on Monday 22 June.
- Please note that the Boroondara sites are in an amber colour, because this reopen date has not been publicly announced as we are awaiting the go ahead from council. Please keep this information confidential, understanding that will be announced very soon.



JUNE REOPENINGS CONT.		Pool	Gym	Stadium
MONDAY	Brunswick Baths	Opened	Yes	N/A
	Mullum Mullum Stadium	N/A	N/A	Yes
29 JUNE	North Melbourne Community Centre	N/A	Yes	N/A
	Phillip Island Leisure Centre	N/A	Yes	N/A
JULY REOPENINGS		Pool	Gym	Stadium
MONDAY 6 JULY	Oak Park Sports and Aquatic Centre	Seasonal - TBC	Yes	N/A
MONDAY 13 JULY	Wangaratta Indoor Sports & Aquatic Centre	Yes	Yes	Yes
ALREADY OPENED		Pool	Gym	Stadium
Monday 15 JUNE	Bass Coast Aquatic and Leisure Centre	Opened	TBC	N/A

**Facilities not listed are still under negotiation with council partners**

To find the most up to date information, please visit:

**[www.victoria.ymca.org.au/reopening-updates](http://www.victoria.ymca.org.au/reopening-updates)**

- The next slide is a continuation of the current reopen dates we can confirm, which span from Monday 29 June through to Monday 6 and Monday 13 July.
- Anything facility not currently reflected on these slides is currently being negotiated and will be communicated with you once it is in stone.
- If you can't see your centre on the screen, please don't jump to any conclusions or feel like this means your facility isn't opening soon. There really is a lot of planning and preparation going on behind the scenes, and councils are working as quickly as possible to come to decisions.
- To find the most up to date information about centre reopenings, please visit the website shown on screen, which is [victoria.ymca.org.au/reopening-updates](http://victoria.ymca.org.au/reopening-updates).
- One exciting development that we know was a barrier for many customers is that change rooms will be allowed to be accessed from Monday next week. This is great news as it will make the experience for our customers a lot easier and more comfortable, particularly in the middle of winter.
- Many of you might be wondering about membership reactivation. We are currently working through this in relation to meeting our customers' expectations which can't all be met with the current level of restrictions. We will continue to provide updates as things develop.
- The current booking process, whereby customers book and pay online through the new online booking system, is being extended to cover group

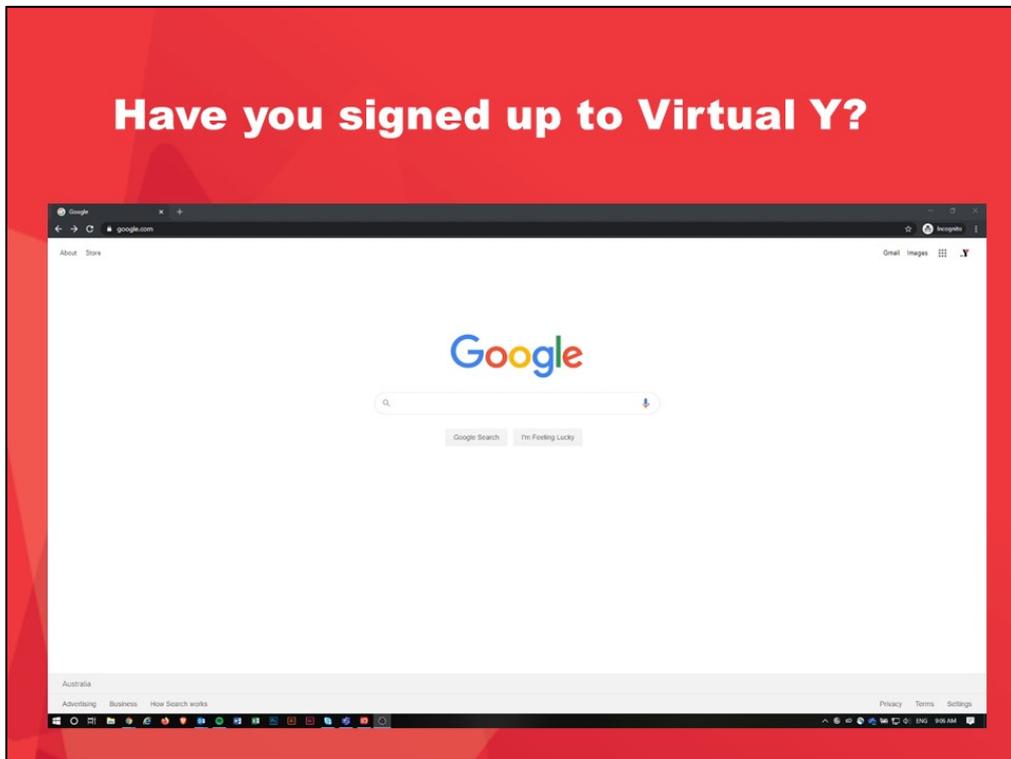
fitness, health and wellness, stadiums and other services. As Carolyn mentioned, this applies to staff for the time being as well.

- Another question you have raised is when cafes and crèches are reopening. At this stage, there are no set opening dates for cafes and crèches, however as you know, vacation care is running.
- It's important to remember that government restrictions and the practical application of these are being constantly updated. As Carolyn summarised earlier, the goal posts move frequently and how these are applied at a local council level varies.
- I'd like to acknowledge all the hard work that has gone into reopening so far, particularly to the facilities that have already reopened. The feedback from customers has been terrific, and it's really pleasing to know that the efforts the organisation has made in ensuring a COVID Safe environment are helping our customers and staff feel safe and comfortable.
- As we know the restrictions in place, although eased, are still a challenge. The restrictions do change the way we must operate, and it's important to remember that time frames can also still change.
- So thank you for your patience during this process, and please do feel assured that things are moving as quickly as possible.
- Thank you and I'll now handover to Peta for a Virtual Y update.

## **Peta**

- Thanks Fiona and hi everyone.
- It's now a week since we launched Virtual Y, and we have already received over 1,700 signs up to date which is fantastic.
- I hope you have all signed up!
- We will begin to promote Virtual Y through digital ads on social media over the coming days and weeks, and look forward to reaching more people who will be interested in and benefit from the wonderful content our team have developed
- The Virtual Y project has been a brilliant way for staff from across different sectors to come together and work on our unified purpose – connecting, supporting and empowering young people. We have team members from youth services, recreation, children's programs, and disability and support services all working together to develop and deliver our content to all young Victorians, an exceptional example of why the Y is here!

- To give you an idea of how Virtual Y works, we have pulled together this video that shows you how to find the website and register, as well as some of the wide-ranging content you can expect to find inside.



- Feedback has been that users are really enjoying the content, expressing their surprise that such a quality service has been provided to them for free. The content will be ever-evolving and key to our ongoing development will be obtaining and responding to feedback of our users – so please, register, give your feedback and share, share, share! This is a free service, funded by the Victorian Government to support Young People – I'm sure we all have friends and family that could really benefit from Virtual Y, so please do spread the word (and the link!)
- Of course we are also undertaking a range of promotional activities through various social, print and TV channels – so keep an eye out.
- We are currently recruiting for a Virtual Y Facilitator Coordinator who will assist with the admin and coordination of our content presenters. This would be a short term role for four days a week for a minimum of three weeks, and would be done from home.
- We are also looking for more Virtual Y Presenters, so if you are interested in getting involved this is a really great opportunity to be involved and help us to deliver our programs in a new and exciting way.

- For more information on these opportunities or to express your interest, please complete the expression of interest form, which can be found on the emergency.ymca website
- And just before I hand over to Nathan, I'd like to provide an update on Camping. In line with government restrictions, Camping is able to reopen from 22 June. But, just like with recreation, please understand it is not going to happen all at once and it will be a transition.
- Occupancy levels may not be where we need them to be by end of the month, so we need to do some work to understand current demand and how we can open at the right time for our customers and campers.
- The camps team have been working really hard to understand the demand and ensure our campsites are COVID-Safe and ready for the gates to open when the time is right.
- As Fiona has shared there is a huge amount of work that goes into preparing to reopen our programs and services, and I too really appreciate the diligence and flexibility of our people in achieving all that we need to to enable the Community to once again experience the many benefits of Camping and the great outdoors!
- I'll now handover to Nathan for a customer update.

## **Nathan**

- Thanks Peta and hi everybody.
- I'd like to provide some updates on how we are engaging with our customers at the moment during the centre closures.
- During the COVID Closures many phone lines have been centrally managed by the YMCA Membership Services Team and Children's Programs Admin Teams. I wanted to take this opportunity to say a big thank you to these teams for your support and hard work.
- As we emerge from the crisis and sites and offices begin to reopen we will continue to maintain central management of customer calls and implement new technology to better support you and our customers.
- To make this service even better, we are looking to implement Interactive Voice Response technology to support frequently asked questions.
- More than likely you will have called a contact centre before where the machine recognises words as you say them so it can answer commonly asked questions. What we have found as we reopen is that there's a

significant increase in phone call volume focused on questions around our new booking system and this will help with those easy questions.

- This is another exciting technology the Y will be introducing as a result of COVID-19, and we believe it will really improve experience for customers and staff alike.

### **Customer engagement plan**

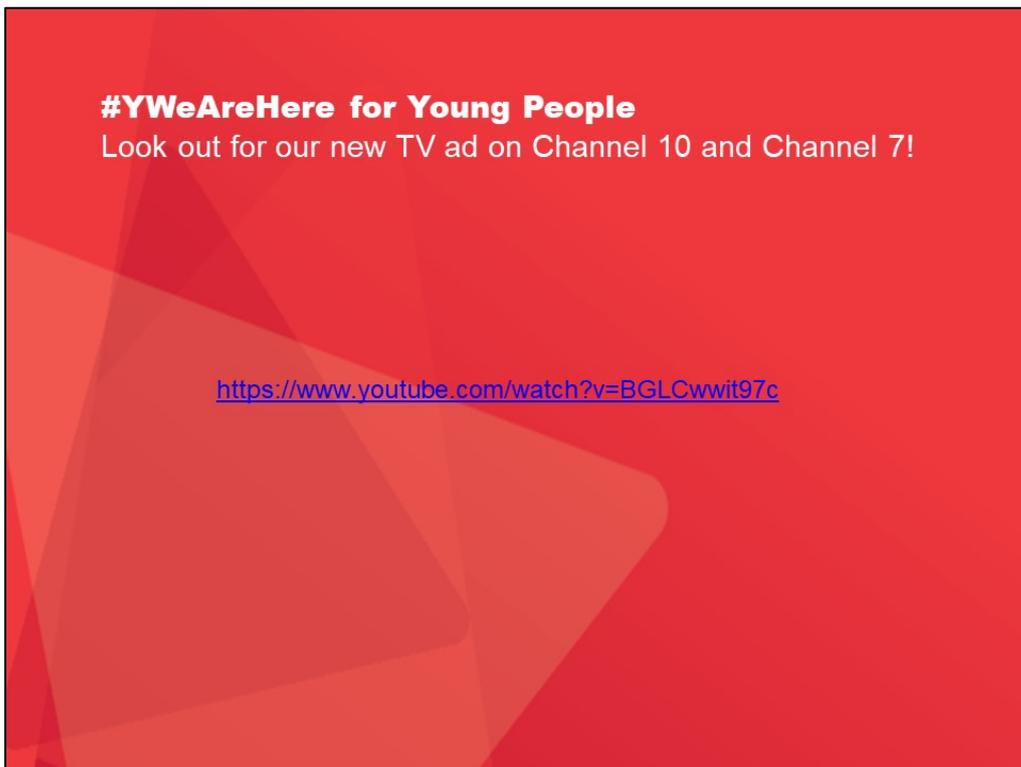
- Speaking of engaging with customers, kicking off this week, the marketing team have launched a social media engagement campaign to reconnect with our recreation customers and prepare to welcome them back.
- We will be sharing our Six Safety Commitments across our socials as well as more light hearted content to engage with our recreation communities.
- If you haven't already, like, follow and share your centre's Facebook or Instagram to help build the excitement.

### **Brand campaign**

- Finally, you will have received an email earlier this week with a link to watch a new TV commercial that has been developed by our Marketing and Communications team.
- This video was created as part of a national brand campaign, which is the first time we have gone public and broad with our new brand and logo.
- The purpose of the video is to remind Australians that we are here for young people and will always support them, especially during challenging times.
- Some of our own young people from the Y in Victoria participated in the filming of the video and did a fantastic job.
- A big shout out to Hannah, Kergen, Nicholas and Nicole for taking part in this exciting project.
- Thanks to the pro-bono support of our media agency partner, over \$225,000 worth of free advertising was donated to the Y by Channel 10, Channel 7 and a number of major daily newspapers across the country. The message will also be shared across Facebook, Instagram, YouTube and Spotify and was on page 8 of the Herald Sun on Wednesday this week.
- We're really proud and inspired by the young people at the Y who have shown such leadership during these challenging times, so it's really exciting to be able to share our message on such major platforms.

## Carolyn

- Thanks Nathan. Yes it's so exciting and I am so impressed and inspired by these young people at the Y. Especially over the last few months, we have all stood up and adapted to the changes in such creative, inclusive and empathetic ways which has been incredible.
- So without further ado – let's watch the video!



- Thanks again to Hannah, Kergen, Nicholas and Nicole from Y Vic for participating – didn't they do a brilliant job.
- On that positive note, we will now move into the Q+A.

## Q+A

## Conclusion/thank you

- Thank you everybody for tuning in this week, and thanks to Fiona, Peta and Nathan for joining me.

- We'll be back next week with another update. Until then please take care.