

A message from Carolyn Morris, CEO YMCA Victoria and Kingswim

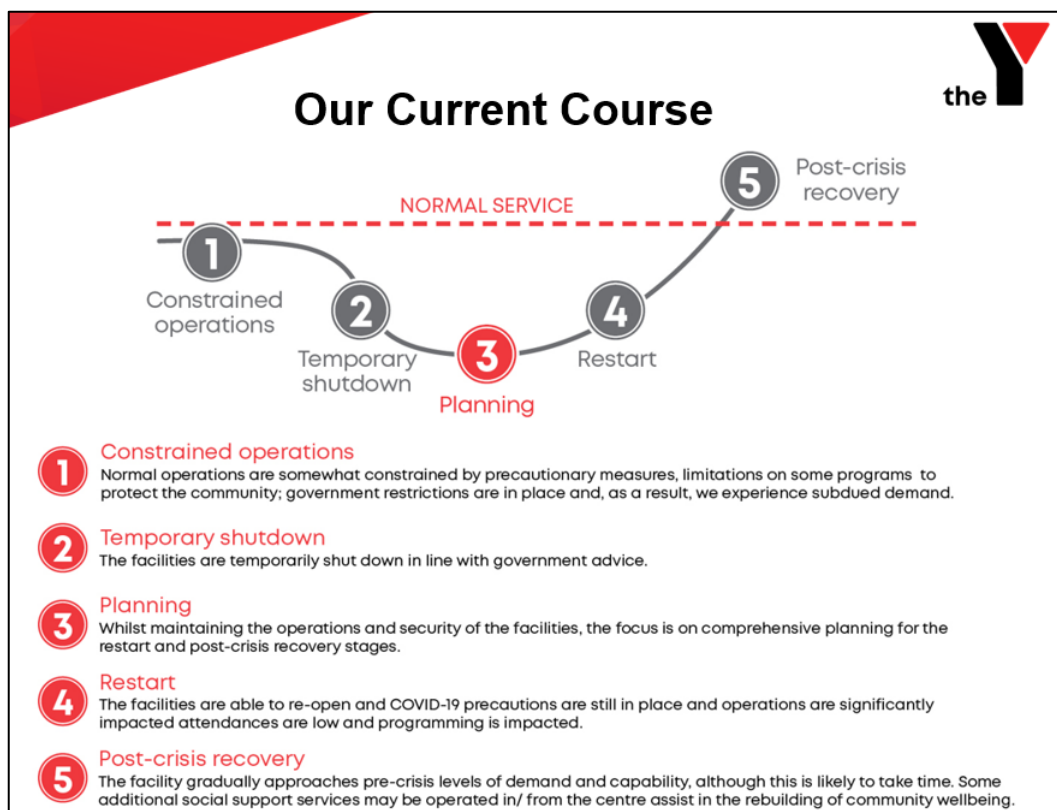
Thursday 7 May, 2020

Carolyn

- Hi everybody and welcome to this week's webinar. I am joined by Martina Smythe (General Manager of People and Culture) and Peta Gilles (Executive General Manager for Youth, Camping and Disability Services).
- I'd like to firstly thank you all again for your support and patience over the past eight weeks where we have had to make some of the most difficult decisions in the history of the Y in Victoria.
- By doing these webinars with you all, it has been my goal to keep you as informed and updated as possible, and to provide you face-to-face communication with our leadership team and myself. This is something I was hoping to begin doing even before COVID-19 – so I do see this as one positive to come out of this situation.
- I really appreciate being able to connect with you through this platform and I hope that you find it valuable too. Please use the Q&A function in this Zoom meeting if you would like to ask a question, and we will do our best to answer as many as possible.
- I'd like to provide you with a brief recap of everything the Y has been through over the last two months. As an organisation we have achieved a lot, so I hope the following will provide some context for you.
 - As I've previously mentioned, the Y in Victoria has had to close 90% of our services, and therefore has lost 90% of our revenue.
 - As a community not-for-profit, we do not make more than 1% profit on our revenue year on year.
 - Since the closures, we've had to renegotiate every single contract with our local government partners, which was a long and difficult process of re-budgeting and negotiation.
 - I'm pleased to now be able to report that all of our partners support our position. This does however mean that they are now shouldering the costs that the Y originally would have. We're really grateful for our local government partners for their support, and are committed to doing everything with honesty and integrity, to keep their trust and maintain these positive relationships.
 - It was very welcome news that the Government are providing financial support through the JobKeeper subsidy. I'm thrilled that we have been able to administer this complicated process. But I know that many people missed out,

not just at the Y but across the country, due to the eligibility criteria or because their workplace opted out because of the difficulty in administering the payments.

- While the eligibility criteria is set by the Government, and not something the Y has any control over, I still do want to acknowledge those who are ineligible for JobKeeper. In particular, staff who are ineligible for both JobKeeper and JobSeeker, like international visa holders. We will be reaching out to all those who are ineligible directly to make sure you're okay.
- For those lucky to be receiving JobKeeper there are many benefits over JobSeeker, the first is that it is \$1500 less personal tax versus up to \$1,100. It is not income or means tested. It keeps you stay connected to your employer so we can bring you back to work sooner and most importantly we can preserve two weeks annual leave. Under JobSeeker you would have had to exhaust 100% of your annual leave to qualify to get the JobSeeker payments.
- We are now under close scrutiny across all three levels of government – local, state and federal. We have to balance doing the right thing by you (our employees), our creditors and doing the right thing by our partners - local and state government - and doing the right thing by our JobKeeper regulators – the federal government. We also have to ensure that through all of this – the organisation survives
- Please refer to the slide below for a quick snapshot of each phase the Y has or will go through during the COVID-19 crisis.



- With conversations with government and media beginning to shift towards the possibility of relaxing restrictions and potentially beginning to reopen some businesses, many of you will be wondering what this means for the Y and if it means you will be able to return to work soon. I don't have a crystal ball, but what I do know is this:
 - In Victoria, we have seen a slight rise in cases over the last week, due to an outbreak cluster in West Melbourne. Since we are still experiencing outbreaks like this, the Premier might wish to continue the current level of restrictions.
We await his announcement on May 11 to find out the directive.
 - Gyms and swimming pools are not likely to be the first types of businesses to reopen. But if we are directed to, it won't be as normal. Social distancing will still be in place, and we will begin with less visitors than usual.
- I say this to manage your expectations around returning to work. While Martina will take you through the process in a moment, I want to be clear that not everyone will return at the same time, and that there are still many unknown factors that we must work through.
- I'll now hand you over to Martina who will take you through the process.

Martina

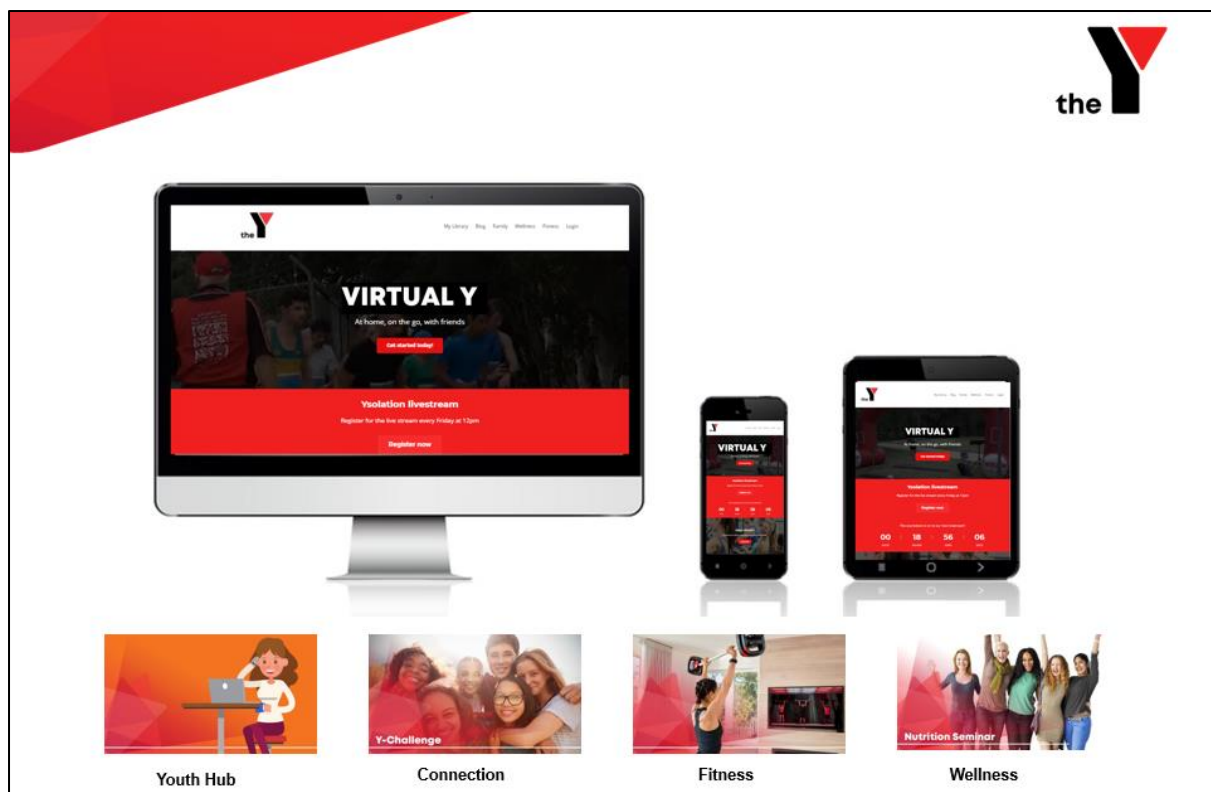
- As Carolyn just mentioned, returning to work is not going to happen all at once.
- As the majority of YMCA sites remain closed until further notice, the decision to return staff to work must still be determined by business needs and not by individual circumstances.
- The Leadership Team will assess and determine work that is considered business critical while the stand down period is in effect.
- Managers will be working with their General or Regional Manager for when any return to work directives will be undertaken.
- If you are asked to return to work you will be given at least three days' notice in writing after being consulted with over the phone with your manager.
- It's also important to remember that if you are asked to return to work, it may be for a reduced number of hours, it could be work that needs to be done from home or at a different site that you normally work at – and your managers will work with you on this.
- All employees who are receiving JobKeeper can also be directed to complete relevant online Learning and Development, or compulsory training required by the YMCA. Such requests will be provided with at least three working days' notice, and

on the provision that you have access to the equipment and resources necessary to access online Learning and Development/training.

- This is just a brief overview of the process. With many factors still unknown, we must take it one day at a time, but please be assured you will be communicated with directly should you be asked to return to work.
- Thank you. I'll now hand over to Peta with some exciting news.

Peta

- I'm really pleased to share some exciting news with you all that will mean we can begin to bring some team members back to work.
- The Department of Health and Human Services has committed to providing \$1.6million funding for the Y to support the development of a 'virtual Y', which will support the physical and mental wellbeing of young Victorians. We are also in final stages of discussions with VicHealth for some additional funding and support for this project.



- The funding will be spent on a new online platform that will include a range of daily programs and activities, packaging the Y's existing health and wellbeing, nutrition, youth engagement and advocacy programming into online content. This content will be delivered to young Victorians through a range of digital channels including group

chat, video conferences, one-on-one discussions and mentoring, pre-recorded and on-demand video content.

- Stage two of the project will be to further develop and enhance our content, including engaging more broadly with other peak youth and health promotion organisations to share content and expertise through our platform.
- We have had a core team of representatives and subject matters experts from across all of our sectors working behind the scenes to get this work off the ground, and we are now thrilled to be moving into pre-production and delivery, which means we are now in a position to bring some of our people back to work to help develop and deliver the content to be showcased through Virtual Y.
- One of the really positive outcomes of the work to date has been seeing representative's work together from across all sectors towards achieving a common goal. The other benefit is that this project is a fantastic opportunity for team members to participate from across all sectors, not just youth services. This is a great example of how the work that all of our sectors do contributes towards us achieving our Mission.
- To that end, we will soon be releasing an Expression of Interest process for staff from anywhere in the organisation to participate in.
- These roles are open to suitably skilled and experienced staff from across the organisation, for roles such as educators, fitness instructors and presenters. Further information on the opportunities and how to express your interest will soon be available under **the 'Return to Work' tab on the [emergency.ymca.org.au](https://www.emergency.ymca.org.au) website.**
- Just before I hand back to Carolyn, I'd also like to give a shout out to the Youth Services team who have been hosting online initiatives for the last eight or so weeks. These initiatives were used as an example when we submitted our request for this funding, and we've also seen fantastic participation rates from young people. I'm really very proud of what the team have achieved so far and am looking forward to seeing the results of this next iteration.

Carolyn

- Thanks Peta. It is such brilliant news and I'm so pleased that we have the support of our state government to start moving more of our services and programming online. This is very exciting for both staff and customers who I'm sure will look forward to accessing Virtual Y later in the month.
- Another exciting thing that you may have read about in my email on Tuesday, is that all YMCA Associations in Australia have launched a coordinated campaign to media outlets, with the key message that we are still here for young people and the communities that support them.

- The Y has always stood for young people and the communities that support them, and with a 175 year history we are well-placed to understand the lasting impacts of global crises on our communities.
- I think that the Virtual Y is a perfect example of the Y finding ways to still be here for communities, despite so many of our sites being closed.
- If you haven't already, be sure to read the three personal stories from the Y's own young people Nicole, Kergen and Hannah, which will be included again in my follow up email to you this evening, of their experience during the COVID-19 crisis.
- I'd also like to thank the people who whilst on stand down have stayed active and have delivered the amazing content through Y-Solation and e-Y-Spaces that I know so many of you are enjoying.
- And some final exciting news before I say goodbye: I'd like to give my congratulations to Nick Buskens, our National Programs and Events Manager for YMCA Actions Sports.
- Nick has been announced runner up in the 2019 Julius L Patching Sports Official of the Year Award by the Australian Olympic Committee. This is a huge honour awarded to Nick for his achievements and dedication to skateboarding.
- If it wasn't for Nick's commitment to the sport and supporting young people to grow, we would not have so many competition-ready skateboarders to choose from for the Australian Olympic Skateboarding Team. While the Olympics may have been postponed, this award is so well-deserved, so congratulations Nick!