

All staff webinar Thursday 8 October

Speakers: Carolyn Morris, Pauline McGillivray, Martina Smythe and Georgia Mackenzie



Webinar update: Thursday 8 October

Carolyn Morris
CEO YMCA Victoria and Kingswim

Pauline McGillivray
Chief Corporate Services Officer

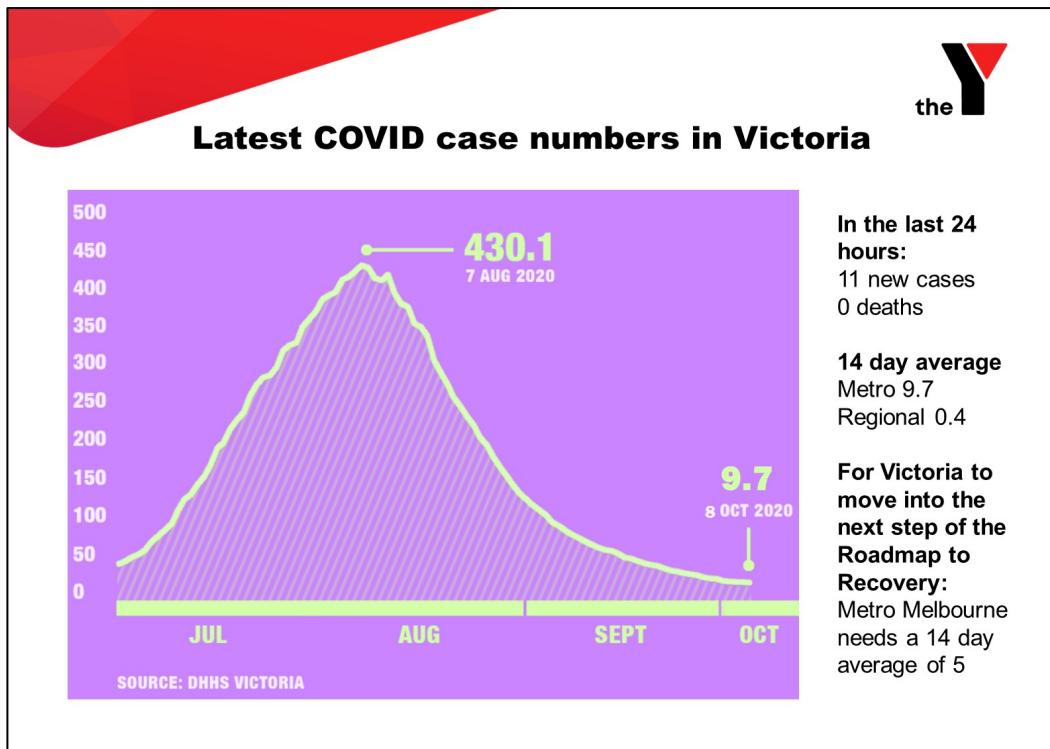
Martina Smythe
General Manager People and Culture

Her Excellency Georgia Mackenzie
Youth Governor 2021 and Communications Officer



Carolyn

- Good afternoon everybody and thanks for joining today's webinar. It's been a couple of weeks since I've hosted the webinar so it's great to be back.
- Today joining me is Pauline, Martina and Georgia.
- I'd like to begin by acknowledging the tradition owners of the lands we meet on today. For me, that is the Wurundjeri people of the Kulin nation, and I pay my respects to Elders past and present.
- I'll now provide an update in regard to the latest government announcements.



- Today Premier Daniel Andrews announced that there are 11 new COVID cases since yesterday, which makes metro Melbourne's fortnightly average 9.7 and regional Victoria's 0.4.
- The number for Metro Melbourne needs to get down to 5 before Victoria moves into the next step, which is hoped to be 19 October. However, the Premier is nervous that based on current numbers we may not reach the trigger point by this date.
- But we are close, and the slide on screen shows just how far we have come since COVID cases peaked in Victoria back in July where the rolling 14 day average was at 430.1. What we are doing is working, so I encourage you to continue abiding by the restrictions and setting the right example in your community. The only way we will be able to move to the next step is if we all keep doing the right thing.
- There has been some great news for school students – and parents - with primary schools, Year 7, VCE or VCAL students, and students in specialist schools returning to on-site learning from this Monday in Metro Melbourne.
- Students in Years 8 to 10 will return on 26 October, and while this is still a few weeks more to wait, it is a relief to have a date for these students to look forward to.


- In Regional Victoria primary school students returned to on-site learning this week with secondary school students to return next week.
- A big shout out to all students, teachers and parents who have been navigating home learning together, I have experienced this with my family personally and I know it hasn't been easy. My daughter in Year 7 squealed with joy to be returning to school – what a joy it is to see children so excited to return to the class room.
- Now for a recreation restart update.

Recreation: Restart update



- Since the last webinar, we have reopened six more of our recreation centres that are offering outdoor lap swimming and outdoor group fitness.
- Peter Krenz, Hawthorn, Boroondara Sports Complex and Carlton Baths are offering outdoor swimming and outdoor group fitness.
- Warragul, Ashburton, Noble Park and Northcote are offering outdoor swimming.

- And, Bass Coast and Phillip Island are offering outdoor group fitness. You can find all the latest information regarding reopening dates on the emergency website under the 'Reopening dates' tab.
- We have also just confirmed today that Horsham Aquatic Centre will be opening on Monday next week for lap swimming and outdoor group fitness which is really exciting.
- Since reopening, we have seen a really high customer demand for both swimming and outdoor fitness sessions across all the sites and are consistently booked out.
- While having a high demand for our services is a great thing, it has meant that many of our customers are unfortunately missing out because of the limited spaces that are available.



Recreation update

Customer demand across Boroondara Leisure and Aquatics Facilities
(Ashburton Pool and Recreation Centre, Boroondara Sports Complex and Hawthorn Aquatic and Leisure Centre)

Website visits during lockdown	Website visits since reopening
100 per day	3,700 per day

- Over the last week that equals almost 40,000 page views for lap swimming bookings. That's more website visits on Boroondara websites in one week than we have had in the last nine months!
- To accommodate our Boroondara customers, we have increased our operating hours across all sites. However, even with this increase, we are only able to offer 880 bookings per week due to the current restrictions.
- Our customer care team received over **11,000 calls** just in the last week. The majority of our callers benefitted from our self-serve options, however **1,600 of our customers were assisted by our incredible customer care staff.**

- To give you an idea of how high our customer demand is; our Boroondara website visits were averaging around 100 visits per day combined across Ashburton, Hawthorn and Boroondara, while we were in lockdown. Since reopening, this number has jumped to 3,700 visits per day.

- Over the last week this has added up to a total almost 40,000 page views for our lap swimming booking page alone. This is a huge increase in traffic – we have had more visits to this page on our Boroondara websites in one week, than we have in the last nine months.
- To accommodate our Boroondara customers, we have increased our operating hours across all sites. However, even with this increase, we are only able to offer 880 bookings per week due to the current restrictions.
- Due to our limited capacity across all sites, our customer care team received over 11,000 calls just in the last week. The majority of our callers benefitted from our self-serve options, however 1,600 of our customers were assisted by our incredible customer care staff.
- I'd like to give a shout out to our two call centre teams. Since the beginning of COVID and centre closures, we have redirected centre and office calls to the Children's Programs Admin Team and the YMS team.
- I'd like to acknowledge that it hasn't been easy for our call centre team members – since we are booking out so quickly, those who are missing out on bookings are of course frustrated and while everybody should be respectful, this hasn't been the case every time.
- People are certainly passionate to return for a swim, but it is the call centre staff who are taking the brunt of that passion – both good and bad. So thank you so much for all of your outstanding work, it is really appreciated and noticed.
- To support both our customers and our contact centre we have been updating our socials and websites so that the latest information is available before people call. This has helped to reduce the volume of calls.
- For example I looked up Boroondara and noted that I needed to call up at 8am to get a booking for two days' time – so I knew there was no need to phone up until then.
- If you have friends or family asking you questions about their local Y reopening dates, please encourage them to check their centre website or Facebook page for the latest information.
- At this point in time, our other centres will remain closed. We will continue to work with our local council partners in relation to reopening and will update the emergency site weekly with the latest reopening dates.

Children's Programs:


- I'll now move on to a Children's Programs update, where there has been some wonderful news.
- In the webinar two weeks ago, Amanda Locke shared the announcement that the recovery package for early learning and OSHC programs will be extended until the end of the year. This means that permanent staff will continue to be paid for their contracted hours.
- This is great news for our Children's Programs staff in lieu of the fact that JobKeeper is not available to this sector.
- On top of this, we have seen our occupancy slowly building since the permit system was removed on Monday 28 September. Occupancy levels are currently sitting at an average of 48% up from 28% in early learning centres, and 60% for our two regional and one interstate site. This is a promising start, and as more and more of the workforce continue to return to work we will see this number continue to rise.
- As I mentioned, primary schools have returned this week in regional Victoria and next week in Metro Melbourne, so our OSCH teams are eager and ready to provide care for children before and after school.
- Finally, in more good news for Children's Programs, the Victoria Government offers various grants to build and improve kindergarten programs. One of this year's grants was the Information Technology Grant for up to \$1,500 to support the purchase of IT equipment.
- Given our recent investment in StoryPark, the Area Managers decided to apply for two new tablets for each service to allow us to further engage families in the planning and reflection of each child's individual learning. The tablets are also used to support learning languages and STEM activities; and to facilitate research with the children.
- We are very pleased to be successful in securing grants of \$1,500 for all 17 Y Victoria ELCs.

Camps

- Now for a camps update.
- Our camps are now open to regional Victorian customers and their phones have been the busiest they have been since March, which is wonderful.

- Many of the calls have also been from Metro Melbourne schools who are keen to book in school groups. While we can't book in metro schools until we have a confirmed date, it's great to see that schools are keen to come on camp as soon as they are able to.
- Thank you to all our camps teams for your hard work, it looks like we are shaping up for a really strong start to Term 1 next year, and there were some really successful school holiday day programs run at Anglesea Recreation Camp and Howmans Gap which is wonderful.
- I'll now handover to Pauline for a RITEQ update.

Pauline




RITEQ Training Update

Net feedback score: 8.6 out of 10

Training effort and feedback	Identified opportunities	Actions October/November
9 training sessions	Training pace and content	Adjust training content
951 attendees	Promote good business practices	Refine delivery approach
222 feedback surveys	A place for people to practice	Deploy RITEQ training system
239 comments/suggestions	Equipment – scanners and app issues	Gather feedback on usage errors

- Hi everybody, thanks Carolyn.
- In the last few weeks, we've run nine RITEQ training sessions and I want to thank the 950 people who attended.
- As you can see, you gave us an 8.6 out of 10 on the effectiveness of the training. You also gave us valuable feedback on where we can improve.

- As a result of your feedback, I want you to know that we are listening and are going to make changes that make your life easier. For example:
 - We will make changes to the training itself by making it more interactive and allow time for questions and feedback
 - We will update the process on how we manage your clocking on and off
 - And how managers action and review RITEQ
 - And we will even look at making the equipment including our scanners better.
- We are now planning to run more sessions as we want to have all 6,000 of our workforce trained in using our time and attendance system properly.
- For those who haven't yet attended the training, please keep an eye out for the next sessions, and if you have any queries, feedback or ideas please send them through to rta@ymca.org.au. They will make a difference.



RITEQ Performance Measurement

Actual

Measure	2 August	16 August	30 August	13 September	27 September	Baseline change
Clocking on/off	70%	67%	70%	76%	77%	7.5%
Scheduling shifts	58%	64%	75%	73%	74%	16%

Targets

Date	Target
30 September	80% Clocking
14 October	75% Scheduling
14 October	99% Clocking
27 November	90% Scheduling

- This slide shows the value of the training and communication we have had in recent weeks on using RITEQ properly. We have set ourselves some targets and are now getting much closer to hitting them.

- Specifically before we began our focussed effort on RITEQ, our clocking rates were at 70% and our scheduling compliance was at 58%.
- Now, after last week's pay run – our scheduling is up to 74% - just below our target of 75% and our clocking has increased marginally to 77%. This is good news and I want to thank all our teams and managers for their focus in these areas.
- We didn't make as much of an improvement in our clocking area, so we still need you to please focus on this. We understand and will act on the feedback from the training. For example, we understand if the equipment is not reliable and easy to use then this impacts your ability to clock on and off properly. Like I mentioned, we are now looking to introduce changes in this area including our mobile clocking app which also assist our COVID safe policies and practices which is critically important.
- It is so pleasing to see these large increases in using our systems. It will help ensure we reduce the risk of errors and manual processes in our payroll – so please keep remembering how important it is to use RITEQ properly. And please keep on giving us feedback.
- [Thanks, I'll now handover to Martina.](#)

Martina

- Thanks Pauline and hi everybody. I'd like to let you know of the upcoming public holidays and business shut downs for the remainder of the year.



Upcoming public holidays and business shut downs

For the Melbourne metropolitan region:
Melbourne Cup public holiday - [Tuesday 3 November](#)
The office will be shut down on [Monday 2 November](#)

End of year shut down:
[Wednesday 23 December](#) - [Monday 4 January](#)
([25 December](#), [26 December](#) and [1 January](#) are public holidays)

During these closures, shared services will be operating on skeleton staff to ensure that centres and sites that remain open are well-supported. This will include adequate IT support.

- As we do every year we have designated the following shut down periods so people can take annual leave. The dates are:

For the Melbourne metropolitan region, Melbourne Cup Day is on Tuesday 3 November. Therefore, the office will be shut down on Monday 2 November.

In relation to the end of year shut down, we will be closed from Wednesday 23 December to Monday 4 January (which includes the 25 and 26 December, and 1 January, which are public holidays)

- During these closures our shared services will be operating on skeleton staff to ensure that our centres and sites that remain open are well-supported. This will include adequate IT support.
- Your manager will discuss with you if you need to work during the closures and we will provide communication closer to the holiday period.
- These dates will be shared on YNet so please look up the dates for any clarification you may need. If you have any questions please contact the P&C via the HR inbox.

Thank You Day public holiday

Friday 23 October

Victoria's Grand Final Eve public holiday will this year be named Thank You Day to show gratitude to Victorians for the sacrifices we have made to help contain the spread of coronavirus.

- The good news is, as you may already know, Victoria's Grand Final Eve public holiday will this year be named Thank You Day to show gratitude to Victorians for the sacrifices we have made to help contain the spread of coronavirus.
- The public holiday is on Friday 23 October – which is just two weeks away.
- Thank you. If you have any questions about the upcoming public holidays or shutdown periods, please type them into the Q+A and I will answer them shortly.
- I'll now handover to Her Excellency, Georgia Mackenzie, Youth Governor of Victoria.

Georgia

- Thanks Martina,
- Hi everyone, I'm Georgia. I am part of the Y's communications team, but I am also a volunteer on the Youth Parliament program and last week I was appointed as the 2021 Youth Governor of Victoria.
- I have been a part of the volunteer taskforce who run the Youth Parliament program for the past two years, and before that I was a part of the 2018 Youth

Press Gallery.

- Every year Youth Parliament provides the opportunity for young people to have their voices heard at the highest level of Victorian government. Participants are able to choose a topic they are passionate about and develop a Bill to be debated in the houses of Parliament.
- Bills that pass Youth Parliament are then presented to the Minister for Youth for Government consideration. And over the years, more than 25 Youth Parliament bills have gone on to become Victorian legislation.
- Some of these include; roadside drug testing for drivers, over the counter availability of the morning after pill and mandatory wearing of a bicycle helmets. Even the current government's upcoming 10 cent recycling scheme stems from a bill passed last year.
- This year when we began planning for the program, we were working towards a residential program that was due to take place in the first week of July. I think, we only managed to get two taskforce meetings under our belts before we were forced to move onto Zoom.
- From there, the year took us down very long and very winding path.
- We started out hopeful that though we may not be able hold an in person training weekend in May, we would still be able to hold debates in Parliament House in July.
- Then July turned into September, before long it was clear that 2020 would be a completely online program.
- We didn't know how we would do it, but as a team, we decided no matter what we would deliver the best program possible.



- I won't lie, it was an exceptionally difficult year. Like everyone this year, every member of the taskforce was facing different challenges – some of us were stood down, some lost their jobs, while others were facing unstable housing situations.
- But as a whole, we were determined to persevere and ensure that our participants had as many opportunities as possible to have their voices heard.
- We were able to adapt and innovate really quickly. We developed online modules and facilitated a five week online training period that included sessions from Parliament House and the Victorian Electoral Commission.
- While debates weren't possible – the bills developed by each team were some of the highest quality bills we've ever seen. If you want to have a look, they are all available to read on the Youth Voice section of Virtual Y.



- Part of my role in the taskforce is to coordinate opportunities for participants to meet with stakeholders and MPs to advocate for their Bill. Participants have met with various government department, MPs, Ministers, and industry leaders.
- The part of the program that we were most concerned would not be possible in an online world was the community that is built while on camp and in Parliament House. But we made it work – we took it online through group chats and Zoom meetings, and the outcome was even better than we imagined.
- Though it was a challenging experience, and I am sure one none of the taskforce would like to live through again – it was worth it.
- Despite everything, we were able to create a space for young people to advocate for the issues they care about most and have their voices heard.
- The program officially closed last week, with a virtual closing ceremony, and it was there that I was appointed at the Youth Governor of Victoria for 2021.
- The Youth Governor position does not come with a position description, it is purposefully let open so each year the new Youth Governor can choose their own path.

- The role acts as a representative of the Youth Parliament participant and taskforce cohort. And to me, that means it's not really about me and my voice – it's about ensuring I do everything I can to represent that cohort and find opportunities to elevate their voices.
- Over the next twelve months, I will be working through ongoing consultation with the young people I am representing, to ensure their ideas and opinions are guiding my work.
- I'll be looking to build partnerships and relationships with other organisations currently working in these areas of interest, with the goal of providing opportunities for young people to advocate for their bills, but also to share their voices and opinions on the other issues they care about.
- My goal for next year is to create as many opportunities as I can for young people to have their voices heard – while also ensuring they are amplified through media and social media so they are heard far beyond the walls of Parliament House next year.
- Youth Parliament is an incredible program, that has incredible impact – anyone who has been a part of it can attest to that. I hope that in this role I will be able to help shine a brighter light on the work we do as a leader in youth participation and civic engagement.
- Thank you and I'll now back over to Carolyn for Q+A

Q+A

Carolyn Staff and Volunteer Awards

- Nominations for the Staff and Volunteer Awards closed last night at 7pm. We were pleased to see so many nominations submitted, it's a real testament to the incredible work that has been done, in what has been a really challenging year.
- Nominations will now go through a shortlisting process with winners to be announced at the Thank You Staff and Volunteers 2020 virtual celebration in November.
- This year we aligned our awards with the Y Australia National awards, which means that the winners from all categories will also be nominated for the

national awards.

- While nominations are now closed, the project team is hard at work putting together the virtual celebration, which will take the place of our usual Staff and Volunteer Awards night.
- ‘Thank You Staff and Volunteers 2020’ will be an opportunity for us to say thank you for the support, sacrifices and contributions you have made for the Y and Kingswim this year.
- And as it is a celebration of you, our staff and volunteers, we would like to hear when you want the celebration to be.
- We’ve created a poll so you can let us know your preferred time and date - the link to the poll will be included in my follow up email.
- That’s it for today – thanks everyone for your time and thank you Georgia, Pauline and Martina for joining me.
- See you next time.