

All staff webinar Thursday 29 October

Speakers: Carolyn Morris, Shane Riddle and Brendan Smith




Carolyn

- Hi everybody and welcome to this week's webinar. I'm joined by Shane Riddle our Head of IT, and Brendan Smith, our Camps General Manager.
- Before we get started, I'd like to acknowledge the traditional owners of the land we are meeting on today. For me that is the Wurundjeri people of the Kulin nation, and I pay my respects to Elders past and present.
- This week is a significant one for Victorians, with Daniel Andrews progressively announcing earlier in the week that we are –finally - ready to reopen the doors of more businesses and relax some restrictions. I know there were many tears of joy at this news.
- This is so exciting, and indeed quite emotional, particularly for Melbournians who have spent 111 days in strict lockdown. So I'd like to take a moment to celebrate this incredible achievement by the Victorian community. Through our collective efforts, and our huge sacrifices, we have managed to reduce case numbers down to a rolling 14 day average of 2.4 in Metro Melbourne, and of course, this week was the first time we achieved 0 new cases, not one but two days in a row.

- As we move back into socialising and going back to work, it's going to feel a bit weird. And some things will be really easy and exciting – perhaps like going out for a meal, having a haircut, maybe playing a game of tennis or golf – and some things might feel a little stranger. For my daughter, Rosie, going back to her new high school, it was essentially the third time she had started Year 7. She experienced all the same emotions as that very first day of Year 7.
- I had to be there for Rosie, to listen to her concerns and reassure her to give herself a break, not expect everything to click into place at once – and actually, after three weeks she is just now starting to feel comfortable.
- Your experience might be similar to Rosie's and it might take some time to adjust, so be kind to yourself, to others and make sure you reach out if you need support.
- I will now provide an outline of the latest government announcements and how they will affect the Y, and you.

Government updates




Metro Melbourne moves into Third Step of the Four Step Roadmap for Reopening

First Step	Second Step	Third Step	Last Step	COVID Normal
Trigger points for easing restrictions – the decision for easing restrictions will be considered with Public Health advice, and preconditions being in place.				
First Step	Second Step	Third Step applies to metropolitan Melbourne From 11:59pm 27 October 2020 Additional changes to restrictions in place as of 11:59pm on 8 November (highlighted)	When threshold met Move from Third Step to Last Step if we reach no new cases for 14 days (state-wide).	When threshold met Move from Last Step to COVID Normal if we reach no new cases for 28 days (state-wide), no active cases (state-wide) and no outbreaks of concern in other states or territories.

At 11.59pm Tuesday evening this week, Melbourne moved into the Third Step of the Roadmap to Reopening. The following changes are now effective in the Metro Melbourne area:

- The 25km radius limit remains in place
- The 'ring of steel' border of regional Victoria remains in place
- Outdoor gathering are still limited to 10 people, but can now be from more than two households
- Two adults can visit another home with dependents that can't be left unsupervised – and this can only happen once a day both for the hosts and the visitors
- Cafes, restaurants, pubs can reopen with capacity limits
- Remaining retail, beauty and personal care services can reopen
- Outdoor contact sport for under 18s can resume, and non-contact sport for adults
- PT, fitness and dance classes can be held outdoors for up to 10 people
- Outdoor pools can increase to 50 people at a time subject to density limits of one person per four square metres

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Then, at 11.59pm Sunday 8 November:

- The 25km radius limit will be lifted and **Metro Melbourne will be one with regional Victoria** ❤️
- Gyms and fitness studios can reopen with strict density limits of one person per eight square metres
- Indoor pools may open for 20 people maximum or one person per four square metres, whichever is fewer
- Hospitality capacities will increase
- Accommodation will reopen as the ring of steel is removed

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In Regional Victoria from 11.59pm 27 October

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Trigger points for easing restrictions – the decision for easing restrictions will be considered with Public Health advice, and preconditions being in place.				
First Step	Second Step	Third Step currently applies. Changes to restrictions from 11:59pm 27 October (purple).	When threshold met Move from Third Step to Last Step if we reach no new cases for 14 days (state-wide).	When threshold met Move from Last Step to COVID Normal if we reach no new cases for 28 days (state-wide), no active cases (state-wide) and no outbreaks of concern in other states or territories

Regional Victoria also received some great news over the weekend, with the following changes announced for recreation centres, effective from 11.59pm 27 October:

- Gyms and fitness studios may reopen with one person per eight square metres, or 20 people maximum
- Indoor group fitness can resume with groups of ten people in line with density limits

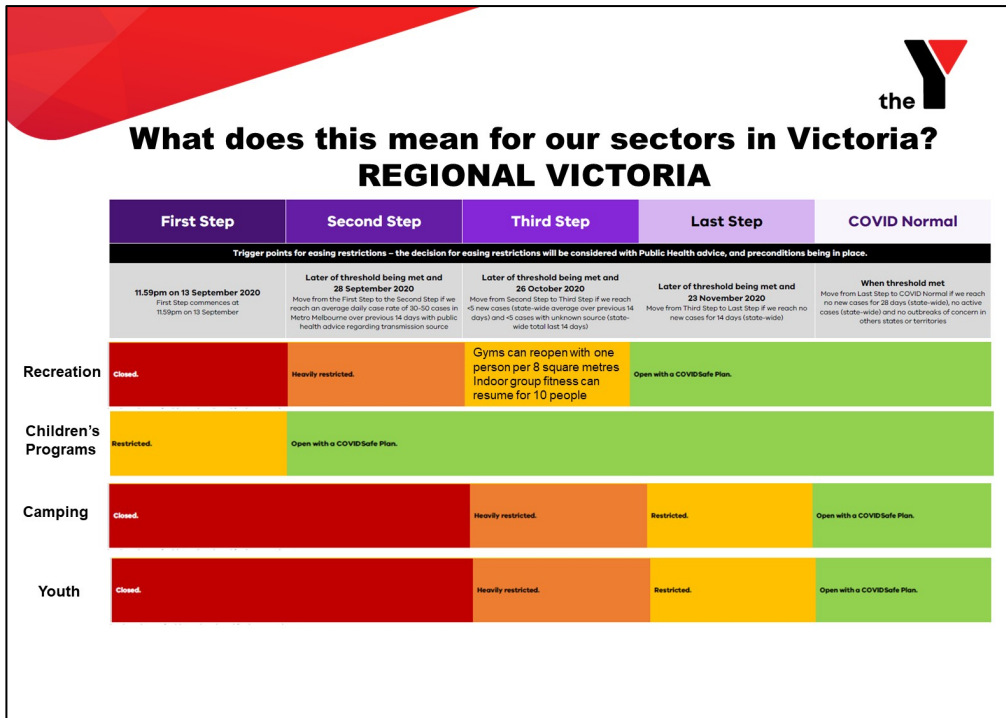
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What does this mean for our sectors in Victoria? METRO MELBOURNE

	First Step	Second Step	Third Step	Last Step	COVID Normal
Trigger points for easing restrictions – the decision for easing restrictions will be considered with Public Health advice, and preconditions being in place.					
	11.59pm on 13 September 2020 First Step commences at 11.59pm on 13 September	Later of threshold being met and 28 September 2020 Move from the First Step to the Second Step if we reach an average daily case rate of 30-50 cases in Metro Melbourne over previous 14 days with public health advice regarding transmission source	Later of threshold being met and 26 October 2020 Move from Second Step to Third Step if we reach \leq new cases (state-wide average over previous 14 days) and \leq cases with unknown source (state-wide total last 14 days)	Later of threshold being met and 23 November 2020 Move from Third Step to Last Step if we reach no new cases for 14 days (state-wide)	When threshold met Move from Last Step to COVID Normal if we reach no new cases for 28 days (state-wide), no active cases (state-wide) and no outbreaks of concern in other states or territories
Recreation	Closed.		Outdoor pools 50 people, Outdoor PT & Group Fitness 10 people, Tennis and skate parks open. Stadia can reopen	Restricted.	Open with a COVID Safe Plan.
Children's Programs & Disability	Heavily restricted.	Open with a COVID Safe Plan.			
Camping	Closed.		Closed.	Restricted.	
Kingswim	Closed.		All Victorian Kingswim sites opening for swimming lessons on 9 November	Restricted.	Open with a COVID Safe Plan.
Youth	Closed.		Closed.	Restricted.	

- The next two slides demonstrate the level of restrictions for each sector of the Y using the traffic light system for Metro and Regional.
- In Metro Melbourne as you can see, both Recreation and Kingswim move into 'heavily restricted', while Camping and Youth remain closed. Children's Programs and Disability Services are already open with a COVID Safe Plan, and I'll provide a Children's Programs update in a moment.



- In Regional Victoria, Recreation is now in the 'restricted' category while Camping and Youth are 'heavily restricted', and again, the Children's Programs sector is open.

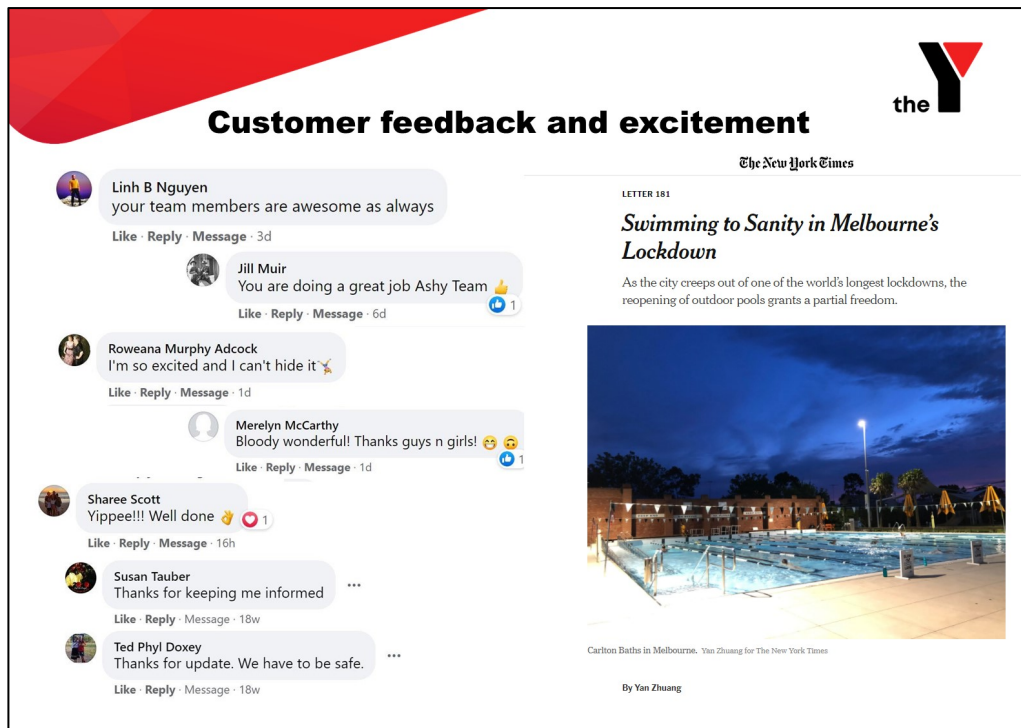
Outdoor Pools		Outdoor Group Fitness	
Warragul	21/9	Phillip Island	28/9
Ashburton	30/9	Peter Krenz, Bendigo	28/9
Boroondara	30/9	Horsham	12/10
Hawthorn	30/9		
Northcote	2/10		
Brunswick Baths	5/10		
Oak Park	5/10		
Carlton Baths	5/10		
Noble Park	5/10		
Horsham	12/10		
Coburg	7/11		
Pascoe Vale	7/11		
Fawkner	23/11		
Indoor Pools		Indoor Group Fitness	
Bass Coast	27/10	Warragul	28/10
Warragul	28/10	Dandenong	9/11
Dandenong Oasis	9/11	Fawkner	23/11
Noble Park Aquatic	9/11	Oak Park	9/11
Fawkner	23/11	Bass Coast	2/11
Swimming Lessons		Outdoor Personal Training	
Horsham	4/11	Kensington	29/9
Numurkah	9/11	Peter Krenz, Bendigo	28/9
South Gippsland SPLASH	9/11		
Benalla	9/11		
Peter Krenz, Bendigo	16/11		
Warragul	4/11		
Bass Coast	9/11		

the

Current confirmed re-opening dates

We are working with our council partners to determine further reopening dates

- So what do these changes mean for the Y:
- On this slide, you can see the current confirmed dates for outdoor and indoor pools, group fitness, swimming lessons and outdoor personal training for Regional Victoria and Metro Melbourne – some of these dates have already passed, meaning we are open, and some are coming up.
- We are working with our council partners to determine dates for reopening more of our services in line with restrictions. These dates will likely be different between local government areas.
- As we receive further dates from our council partners we will continue to update the [emergency.ymca.org.au](https://www.emergency.ymca.org.au) website each week, so please continue checking there.
- As always, when you are required to return to work you will receive a minimum of three days' notice in writing.
- For everyone who will be returning to work soon, I'd like to remind you of our responsibility to ensure we are following the COVID safe rules. If you haven't completed our COVID Safe Training, unfortunately we will not be able to schedule you – and non-compliance in this area puts in jeopardy JobKeeper. So please ensure you have completed all the necessary training and are all ready to work. All training links will be provided again in my follow up email this week.



- This slide shows some of the positive customer feedback we have received since more of our recreation sites have reopened.
- On top of this, one very happy customer wrote an article about swimming laps at Carlton Baths for the first time during lockdown. The writer, published in the New York Times, wrote:

“The week that my local pool opened, the weather was miserable with temperatures below the 60s (Fahrenheit), but every time slot was still booked full days in advance. Even in its second week of operation, the only available time was 6 a.m. — which is how I ended up stifling my yawn as I filed into the centre with the sky still dark.

- It’s very exciting for Carlton Baths to have this special mention in the New York Times, and goes to show the global attention Victoria has received for our impressive lockdown achievement.
- It wasn’t easy, but how wonderful this week has been for Victorians. Being able to see family and friends for the first time in months, being able to make plans for the first time in a long time. It is so special and it’s thanks to our whole state that we have made it.

Kingswim

- And now for a Kingswim update. I’m pleased to say that all 13 Victorian Kingswim centres will reopen on Monday 9 November for swimming lessons.

- Kingswim have built their swimming lesson program to cater to the 20 people capacity and have had a strong response from customers expressing their interest to return.
- Over 600 new families are looking to enrol with Kingswim for the first time, which is amazing.

Children's Programs

- A quick Children's Programs update. We are continuing to see occupancy levels increase and have confidence as more businesses open up that more children will return to our care as their parents head back to work.
- At the moment, occupancy levels are approximately 65% across ELC and 28 bookings per OSHC. A breakeven point would be 70% for ELC and above 30 bookings for OSHC. So while we are still relying on the recovery funds from the government, you can see how close we are.

OSHC

- And hot off the press: We were successful in the EOI process with Trafalgar Primary School for their Before and After School Care and School Holiday Program for a three year agreement!
- We were up against four other OSHC providers which is brilliant. The school was very impressed with the plans and ideas in our EOI and are excited about the potential that our extended partnership will bring to the school community.
- Trafalgar Primary School has 500 students so we are thrilled to be the chosen provider for these students' before and after school care programs.
- The contract begins in January 2021. Congratulations to all involved in securing this new business.

S&V Awards

- Finally, nominations for the Staff and Volunteer Awards closed earlier this month, and we were pleased to see so many nominations submitted. I'd like to thank everyone who took the time to recognise the hard work of their colleagues by submitting a nomination.
- These nominations have now be shortlisted, and today, I am pleased to be announcing this year's finalists. In what has been a really challenging year, the contributions that these finalists have made to the Y and Kingswim have been exceptional.

Staff and Volunteer Award Finalists

Staff Member of the Year

1. Todd Nicholls – State Office - Finance
2. Samantha Tantum – SAALC Children’s Programs
3. Stacey Mancer - Kensington Community Recreation Centre
4. Alex Hamilton – Kingswim Marketing & Sales
5. Nicole Comelli – Youth Services

Volunteer of the Year

1. Chris Hunter – Youth Services
2. Georgia Mackenzie – YMCA Victoria Youth Parliament
3. Lincoln Ingravale – Latrobe Youth Space
4. Ashley Barraclough – YMCA Youth Press Gallery
5. Sean McLoughlin – Latrobe Youth Space
6. Kergen Angel – YMCA Victoria Youth Parliament

2020 Hero Award

1. Samuel Forster – Camp Manyung
2. Jeanette Horsley – Peninsula Youth Services
3. Hannah Battista – State Office - Marketing, Comms & Sales
4. James Weston – Macleod recreation and Fitness Centre
5. Brunswick Baths Team

Safeguarding Award

1. Youth Parliament Volunteer Taskforce – Youth Services
2. Michael Delaney & Jessica Gaunt – Youth Services (group nomination)
3. Rosina Savino – State Office RSEQ
4. Michael Delaney – Youth Services
5. Jessica Dyer – Kingswim Mornington

Power of Inspired Young People Award

1. Kergen Angel – YMCA Victoria Youth Parliament
2. Nicolas Bridgman – State Office - Marketing, Comms & Sales
3. Jake Alway – Casey RACE
4. Sayalee Rakh – YMCA Point Cook ELC

IC Howard Y International Scholarship

1. Emily Greco – Youth Services
2. Leon Tan – State Office - People & Culture

Program Excellence

1. Virtual Y
2. Skate Park Activation Project
3. Yes Youth Hub Bass Coast
4. Latrobe Youth Space
5. Akoona Park Men’s Shed Fitness and Flexibility Program
6. YMCA Victoria Youth Parliament

- And the finalists are:

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- Congratulations to all of our finalists, and thank you for all of your hard work this year.
- The winners of each award will be announced at the upcoming Thank You Staff and Volunteers 2020 virtual celebration.
- 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.
- As we mentioned last week, 'Thank you Staff and Volunteers 2020' will be held on Friday 20 November at 4.30pm, so we hope to see you all there.
- The virtual celebration 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.

- You will receive an email tomorrow with your invitation to 'Thank you Staff and Volunteers 2020', the link to register and the full list of finalists.
- If you are interested in emceeding the event, we are looking for expressions of interest. You will be supported through the process so if you are interested please reach out to Melissa Watson by end of day tomorrow. I will provide her email address in my follow up email.
- I'll now handover to Brendan.

Brendan

- Hi everyone and thanks for the opportunity to provide an update on the YMCA Camps Unit.
- Firstly I am wanting to put it out there – what a year 2020 has been for all of us. What an emotional roller coaster it has been professionally and personally.
- If we cast our minds back, the year started with the catastrophic bushfires nationally from November 2019 to January 2020, and at the camps, like other YMCA facilities, we had closures due to direct fire threat or smoke haze that had health related concerns.
- This is all just a distant memory as COVID-19 has dominated our thoughts and impacted our lives as we knew it.
- On 16 March, the day before the YMCA office closure was announced, we submitted the tender for the five SRV sites on a long term lease for 20 years and 9 months. These sites are the Anglesea Rec camp, Manyung Rec camp at Mt Eliza, Howmans Gap at Falls Creek, Lady Northcote camp at Bacchus Marsh and the Mt Evelyn Rec camp. The tender has been our focus within Camps for the past two years to ensure we were in the best position to be the preferred provider through this application process.
- We were quietly confident about our application as we have been operating the camps for the past 15 years and have delivered, and in many cases exceeded, KPI's and key government requirements under our previous lease. But we knew it would be competitive environment and there would be strong competition for these camps.

- As a bit of background, our camps deliver programs and services to over 82,000 Victorians per year, and 70% of people who attend are from schools from primary school through to Year 12.
- 30% of our camps are made up of community groups that include sporting groups, seniors, disability groups and indigenous groups, offering a range of activities and programs including bush kinder, nature play activities, high adventure activities, outdoor education – all with a focus to learn more about ourselves, our communities and our environments.
- Securing the long term lease for these five camps for the Y was crucial for our ongoing delivery of camps, which the YMCA globally have been doing in many cases for over 100 years.
- It is an important place for the Y to deliver on our vision and mission, and it is the playground for us to deliver on government social policy around physical literacy, resilience, leadership, inclusive connection and life skills.
- On 26 March, three days after our tender submission, we closed all of our camps for the first time in our camping history. These sites have remained closed until just recently with the changes to regional activity, like many of our other YMCA managed facilities.
- During April we were informed that we were the preferred contract provider going forward for the long term lease. This news gave us great relief and comfort, especially during the COVID times that we will maintain strong government connection with SRV, continue the YMCA camps legacy and provide our staff and customers with confidence in our ongoing commitment in camping. The hardest part was keeping it a secret as it did take a few months to be confirmed until we could announce it in July.
- We are excited about taking these mature operations into new and exciting programming and community impact areas, and expanding our camps' numbers and programs into the future.
- COVID-19 has provided many down sides and it has, and is having, a huge impact on many people, businesses and communities across the State. Yet we do recognise that some positives have come from it, in the form a circuit breaker to rethink the norm and provide the time to consider different ways to deliver into community.

- We can get caught up in the busy day to day operations of delivering camps and generally we swing to being busy easier than doing the critical thinking about diversifying and program development.
- This closure period has enabled the camping team to rethink how we do community camps, and as we come to terms with the new environment we are exploring what could be the new normal.
- It has enabled us to get creative and look at day camp opportunities more seriously, this is twofold , firstly as we may see the financial impact on some communities not having the funds to attend multi day camps, and secondly to provide opportunities for more communities to experience and connect to camp. We have already had some great success of trialling this at Howmans Gap and Anglesea over the school holidays, with smaller groups, under the COVID safe guidelines, proving just how keen people are to get out and have new experiences, especially after lockdown.
- In some ways, the timing has been a silver lining for camps as it has coincided with the start of new lease and given us the chance to pause and restart with this in mind rather than rolling on as we had been operating.
- Virtual Y has opened up opportunities for Camps to explore new program ideas and the delivery of programs on screen into classrooms or homes. We have explored programs we can deliver at schools and break away from the traditional camping model where groups come to us. It has switched on the creative brains to explore new opportunities.
- There are many great activities and initiatives across the Virtual Y platform and the camps, one highlight has been the Resilient Women's program, under the leadership of Casey Hawkins, which is arousing the interest in the hallways of Government and quickly gaining traction in High Schools. The Nature for Wellness program headed by Jack Dunstin will do the same, along with many other great initiatives that are coming out of this DHHS funded activity.
- With the light that is coming from the end of the tunnel we are preparing for all camps to be reopened. The Regional sites have been opening as restrictions have eased for these areas and are currently operating according to the COVID guidelines, providing some camp experiences to regional communities.
- It has been great to get staff back on site and people coming back through our gates. The good news is that many of our Camps are booked solidly until the

end of the year, some of these are with altered programs and group sizing, yet the enthusiasm is even more evident!

- Metro sites are still currently closed but we are hoping, like everyone, that things will change here soon and the teams are gearing up for this to happen.
- The camping unit, like all areas of the Y, see ourselves as an important part of the recovery for communities across the state. Most people have been starved of personal interactions, feeling connected to a community and feeling the benefits of being active in the outdoors, past their 5kms!
- At the camps we believe we activate community and provide the opportunity for people to connect over multiple days participating in activities that promote fun and healthy interactions that create skills and bonds for life.
- We are confident that camps will rebound strongly with many of our metro customer groups holding onto their bookings up until the last minute to see if restrictions will ease so they can attend. If we need to cancel they are quick to rebook to another date to ensure their groups can get back together at camp. They tell us that the camp is important for their groups to connect and rebuild their support networks and a sense of belonging.
- As with most parts of the Y, we have struggled with the closures and there will be a time when we can celebrate securing the long term lease for the camps, but for now we are focussed on reopening and reconnecting our people and our communities.
- I would like to take this opportunity to give a shout out to the amazing Camps crew. Their dedication, resilience and tenacity at this time has been admirable. They have been working to keep the campsites safe, maintained and getting them ready to welcome campers back when possible.
- They have all been challenged, they have maintained strong personalised relationships with our customers through this time and contributed to adapting our camps offering now and into the future. They have also been successful in securing significant government grants that will greatly impact the business and bottom line during this time.
- Thanks for the opportunity to speak, I'll now handover to Shane.

- Thanks Brendan and hi everyone, I have a few items to talk to today. Firstly, this week we launched our new cyber security awareness program. We are introducing you to our guides, Human Error and Sound Judgement, who will take you through some entertaining and insightful material.


A graphic titled 'The Y Cyber Awareness training' featuring two circular portraits of guides. The first guide is a man with long hair and a beard, wearing a white t-shirt with 'Human Error' written on it. The second guide is a woman with blonde hair, wearing a grey t-shirt with 'SOUND JUDGEMENT' written on it. The graphic includes the 'the Y' logo in the top right corner.

The Y Cyber Awareness training

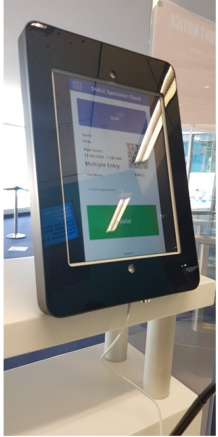
Human Error

Sound Judgement


- Cyber security is a very dry topic at the best of times so our guides will put a little humour into it while delivering important messages. A new topic will be sent to you at the start of each month.
- The whole process will take you less than five minutes to watch a small video and answer a couple of questions. Please make time to complete this when you receive the link each month, if you don't, the system will continue to follow you up with reminders.




SPECTATOR'S QR ACCESS CHECK



Scanning the QR code is a simple and quick process to see and validate entry.





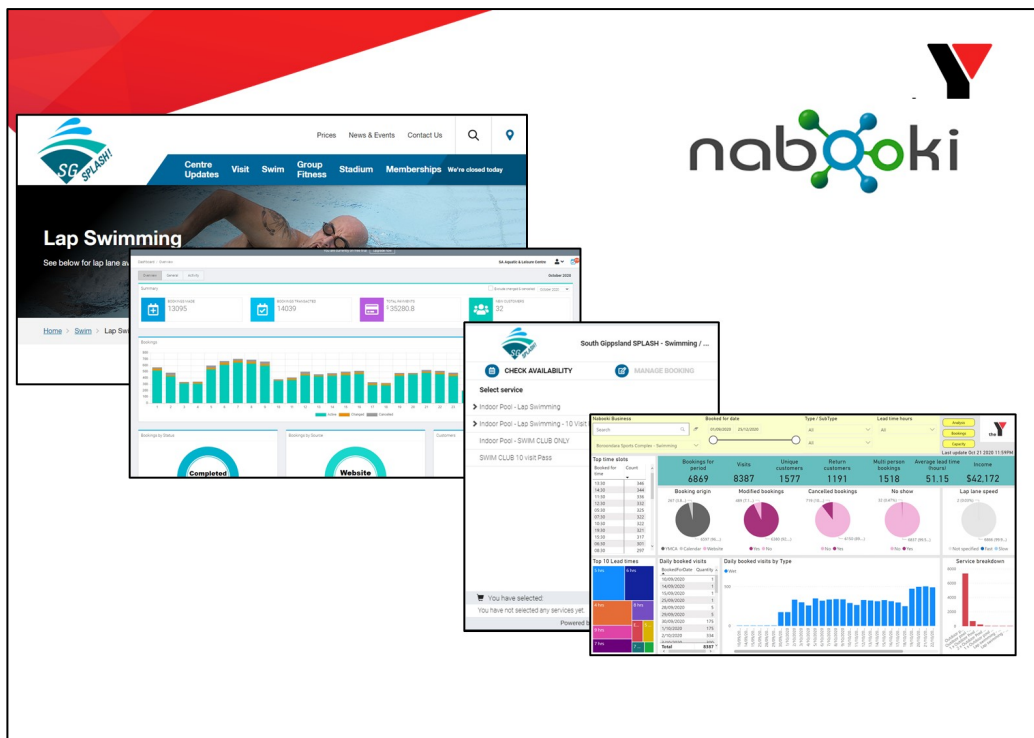
Scanning stations or mobile devices can be used to read the QR code

Spectator QR codes

- Some great innovative work has been undertaken by Mirza Farhan in the IT team in the form of a couple of apps that I would like to outline.
- Recognising the need to do our part in ensuring we can assist with COVID tracing presented a new problem as we gear up to open our stadiums and other activities in our centres that draw in more than just the participants.
- The problem formed around the need to allow participants' family, support networks and spectators to attend our stadiums but also be able to collect their contact details in case we needed to do a COVID trace in an easy and efficient manner which doesn't create a bottle neck on entry to the event or stadium.
- To address this problem, we created an app that allows spectators to populate their contact details in the app prior to the event, this then stores their details in a QR code. As they walk into the stadium event, they scan their QR code and we collect their details on a register for the event that is stored and can be used or referenced later. We can accommodate both single and multiple visit events.

- We have been testing this in the SAALC swim school while Victoria has been in lockdown with great success, over 4500 people have been using the app every day over the last few months.
- We are now working closely with our Victoria centres and Kingswim to extend this out in readiness of opening up our services as restrictions are now being eased and should have another 9000 to 10000 people listed by the end of the week.
- We see great possibilities for the app in future iterations to extend its functionality that allow us to see and manage capacity of a given site as well as introducing visual capacity alerts and notifications.

Nabooki



- As you may recall in a previous webinar we mentioned that in order to reopen our recreation facilities, we knew that it would be necessary to implement an online booking system, which is something the Y had never had before. This would help us restrict numbers within centre and keep our staff and customers COVID-Safe.

- We decided to utilise the Nabooki booking engine to facilitate this as centres reopened, customers were able to book via their centre's website, simply following the prompts to book the date and time and make payment.
- The booking system allowed us to control the head count at our sites while also ensuring that everybody has the same access to the facility in a fair and equitable way.
- To date we have had over 200,000 bookings made online which is a huge effort and I'm so pleased with these incredible results which have had a huge impact on the organisation and our customers.
- We have been able to create some great dashboards and reporting that has allowed us to understand our customer behaviour and hone in on where our peak times are so that we can ensure we are staffing correctly and offering the services the customers are wanting.
- However it hasn't been all smooth sailing. With the last lockdown and gradual reopen we have seen an incredible surge in bookings of our outdoor pools.
- With the large restrictions on our recreation industry, these pools started to attract people that would not normally consider swimming as part of their normal exercise routine. We were releasing 2,000 to 3,000 swimming spots each day and would see this booked out in a matter of minutes.
- While this was a good problem to have, we were seeing the impact of this surge on Nabooki. Nabooki wasn't able to handle the intense load and in the first few days after opening the outdoor pools, it killed the system and brought it to a crawl. This wasn't the only problem, because of the way Nabooki was designed it allowed more bookings to be created than we had space for with many people completing the booking simultaneously.
- This overrun created a real problem for our team in the centres and in YMS. Not only did they need to contend with upset customers missing out on a swimming position because they all sold out so fast, they also had to contact the people that booked but exceeded the booking limit and needed to explain to them that they didn't have a swim spot and needed to move them to another day. You can well imagine this didn't go down too well with some customers.
- I'm really pleased to say that we worked with Nabooki around these issues and have put in system updates to address these which were completed this

week and will set us up correctly to continue to handle the customer demand as we continue to reopen our services.

- I also want to do a shout out to all the rec centre staff and YMS team that took the full brunt of the upset customers, well done, you managed a very hard situation and continued to maintain your fantastic customer focus and is a great reflection the values we all aspire to.

IT Team

- Next I want to talk a little bit around the IT team. Over the last few years I think we can all agree that some of our technology processes have been letting us down. We have many processes that are manual or systems that are well behind current standards.
- This under-investment in technology has started to impact how we do our everyday tasks, its allowed errors to creep in which then causes rework and takes focus off us delivering great customer service, being effective in the community, and in some cases, winning new business.
- I'm very pleased to advise that we have started to address this problem. The first action was to start with restructuring the IT team. I would like to congratulate Yoni Amare who has been promoted to IT manager as well as Inder and Niro have been promoted to Team Leaders of infrastructure and support respectively.
- We are also introducing new disciplines to the IT team with the creation of three dedicated teams that work across the organisation to lift our capabilities. These teams will be;
- A development team that will join Mirza in IT who has been working hard to create all the QR apps I have just been speaking about. They will also focus on integrating many of our systems so they can start talking to one another.
- Next is a dedicated data team that will work with Nigel in delivering great dashboards and driving real insight from our data as well as building out a robust data governance framework. As an organisation we are so data rich but insight poor so this will create the opportunity for us to really start using this great data we have.
- And lastly, a key component on delivering good technology outcomes is getting into the detail and understanding what you need and make sure we deliver on this. As such we have a delivery team that will map out all of your

- Other people systems that in focus are working on automating functions in ADP, our payroll system as well as INX and the introduction of a new HR system.
- We have just completed setting up the new learning management system and you will hear more about this from our Learning & Development team as new learning modules are created.
- Other initiatives include a review of our telephone system,

We have recently introduced an IVR that allows the customer to use a menu to self-serve when they call our office and centres. This has been very popular with our customers and we will be looking to continue to advance this and consolidate our current five phone systems into the one.

- There are many more initiatives underway and we will be speaking with many of you to as we understand how technology can help make your work experience better as well as delivering great results to our customers and the community.
- I will leave it there now and thank you, I'll hand it back over to Carolyn.

Carolyn

- Thanks Shane. Before we move into Q+A, I'd like to remind everyone that on Monday there will be a business shutdown for non-essential or critical staff ahead of the Tuesday Melbourne Cup public holiday.
- If you have been identified as essential you will have been informed by your manager that you will be required to work on Monday, but for everyone else you are required to take annual leave on Monday and enjoy a four day weekend. If you have not yet requested your annual leave for Monday please do so as soon as possible.

Q+A

- Finally, I have some COVID jokes I'd like to share with you before we finish up:
- "Did you hear the joke about the germ? Never mind, I don't want to spread it around".
- "So many coronavirus jokes out there, it's a pundemic."



- “I’ll tell you a coronavirus joke now, but you’ll have to wait two weeks to see if you got it”.
- Thanks Brendan and Shane for joining me, and I’ll see you next week.