

**All staff webinar – Thursday 3 September**

**Speakers: Carolyn, David, Leon and Tracey**

**Carolyn**


- Hi everybody, I hope you've had a good week. Today I'm joined by David Thorpe, Leon Tan from P&C and Tracey Clarke from the Eaglehawk Community House in Bendigo.
- I'd like to acknowledge the traditional custodians of the lands we meet on today and pay my respect to Elders past and present.
- Today's updates will include – David on JobKeeper, Leon on manager check-ins and RU ok day and Tracey joins us to share her experiences helping communities during COVID.
- As you know, RITEQ is our source of truth when it comes to rostering, time and attendance. By utilising RITEQ more effectively we will free up time for you, your managers and make things simpler for everyone.
- This week you will have all received an email asking you to participate in RITEQ training.
- This is to ensure everyone has the knowledge and support needed to utilise the system correctly.
- We've scheduled a number of **RITEQ training sessions** over the next four weeks. This includes: '**RITEQ Employee Essentials**'. These sessions are available for **all staff** members and covers clocking on and off.
- There are also a number of manager specific training sessions to cover scheduling, amending and approving shifts, processing absences and running reports. All sessions will be no longer 45 minutes long and be run on ZOOM.
- Please ensure you take the time to attend one of the available sessions so you can clock on and off properly and to know what to do if you forget.
- This Sunday, Daniel Andrews will be releasing the reopening roadmap – in our next webinar we will analyse this roadmap and bring you more information on our reopening.
- So far, the Victorian Government has referenced one new COVID safe practice - the need to create 'Workforce bubbles'. While we currently not entirely clear on what this means for us, we are working on it.

- Speaking of Sunday, this Sunday is also Father's Day. Did you know the Y founded Father's Day? It began with a young woman in Spokane Washington who had an idea to create a Father's Day in honour of her father. The Spokane Y at that time auspiced this new day to celebrate and honour fatherhood and paternal bonds as well as the influence of fathers in society.
- For the last 46 years, the Y Victoria has been pleased to announce a Victorian Father of the Year and this year is no different – we're not letting COVID get in the way of this event. Please keep an eye out this weekend across the news for the announcement of Victorian Father of the Year.
- However, due to COVID, the ceremony will be a little different, as it will be all digital and via ZOOM. Not the usual pomp and ceremony of the Town Hall.
- The Lord Mayor, Sally Capp has agreed to be a part of the Father's Day celebration. I am sure you will be moved by the incredible story of our winner this year.
- We have also commenced planning for our Annual General Meeting and this year it will be digital. Similarly, our planning for the end of year and Staff and Volunteer award celebration has commenced. We are anticipating the end of year celebration will also be digital – however to the extent we can have small gatherings we will organise these as best we can.
- We will be looking for Volunteers needed to help pull the event all together and make it really special.
- Lastly, I wanted to let everyone know that yesterday, at the GPSC (governance and personnel subcommittee) meeting, it was advocated that all managers receive a 1.75 % pay increase and the Board has approved this effective the full pay period on or after 1 Feb 2021. This is important because it is in appreciation of the hard work managers have been doing supporting people, partners and the community and to provide them with some financial stability and in line with our mission and values.
- I'll now hand over to Dave.

## David Thorpe

- Thanks Carolyn. As many of you know, JobKeeper 2.0 will be commencing on Monday 28 September.
- JobKeeper 2.0 is the extension of the current JobKeeper payment subsidy which this week was legislated by parliament and will run until March next year.

- We are extremely thankful for this extension from the Federal Government as it means we can continue supporting over 2,500 staff who are currently receiving the JobKeeper payment.
- As part of JobKeeper 2.0, the payment rate will be reduced from the December quarter, which starts on Monday 28 September 2020, and again from the March quarter, which starts on Monday 2 January next year. Furthermore, payments will be delivered via two-tiered system.
- The first payment via the two-tiered system will be made on the 30<sup>th</sup> of September.




## JobKeeper 2.0

<u>20 hours or more on average per week</u>	<u>Less than 20 hours on average per week</u>
<b>December quarter (Monday 28 September – Sunday 3 January)</b>	<b>December quarter (Monday 28 September – Sunday 3 January)</b>
\$1,200 before tax	\$750 before tax
<b>March quarter (Monday 4 January – Sunday 28 March)</b>	<b>March quarter (Monday 4 January – Sunday 28 March)</b>
\$1,000 before tax	\$650 before tax

**The first payment for JobKeeper 2.0 will be make on Wednesday 30 September, 2020.**

- For the December quarter, those who worked less than 20 hours a week the wage subsidy will be \$750 a fortnight.
- Those who worked for 20 hours or more the wage subsidy will be \$1,200 a fortnight.
- For the March quarter, these figures reduce to \$650 and \$1,000 respectively.



## Assessment criteria for JobKeeper 2.0 payments

To determine whether you work an average of 20 hours or more per week, the YMCA will assess the hours you worked in the following fortnights:

Fortnight ending on Sunday 16 February, 2020
Fortnight ending on Sunday 1 March, 2020
Fortnight ending on Sunday 7 June, 2020
Fortnight ending on Sunday 21 June, 2020

The period with the highest number of hours worked will be used for the assessment.

- To determine whether you worked an average of 20 hours or more per week, the YMCA will assess the hours you worked in the last two fortnights prior to 1 March and 1 July 2020, and the period with the highest number of hours will be used for the assessment.
- To be clear, we will be assessing the hours you worked in the fortnights ending on Sunday 16 February and on Sunday 1 March, and in the fortnights ending on Sunday 7 June and Sunday 21 June.
- The period with the highest number of hours on average per week will be used to determine whether you have worked more than 20 hours.
- This assessment criteria has been set by the JobKeeper wage subsidy legislation, and again unfortunately we cannot make exceptions for individual staff.
- Each staff members' hours will be assessed and will take into account whether you were on leave or away for some other reason during this period.

We will be sending an email to all JobKeeper recipients on **Monday 7 September** to notify them of the average number of hours they worked.

Please check your personal and YMCA email inboxes.

- Next Monday, that's Monday 7 September, we will email everyone who is currently receiving JobKeeper to advise which wage subsidy will apply and our assessment of the average hours you worked.
- So please check your personal and YMCA inboxes.
- Currently, **we anticipate** all entities at the YMCA are eligible for JobKeeper payments in the December quarter with the exception sadly of Children's Programs.
- Provided all entities remain eligible, all employees receiving JobKeeper will remain eligible for JobKeeper 2.0.

## JobKeeper eligibility criteria

On Monday 3 August 2020, the new relevant eligibility date of employment changed from 1 March 2020 to 1 July 2020. These changes were made to include:

- Long-term casual employees who reached the 12 month qualifying period between 1 March and 1 July 2020;
- New permanent employees who started working at the Y between 1 March and 1 July 2020;
- Employees who turned 18 years of age between 1 March and 1 July 2020;
- Employees who are aged 16 or 17 years and became 'independent' or ceased full-time study between 1 March and 1 July 2020.

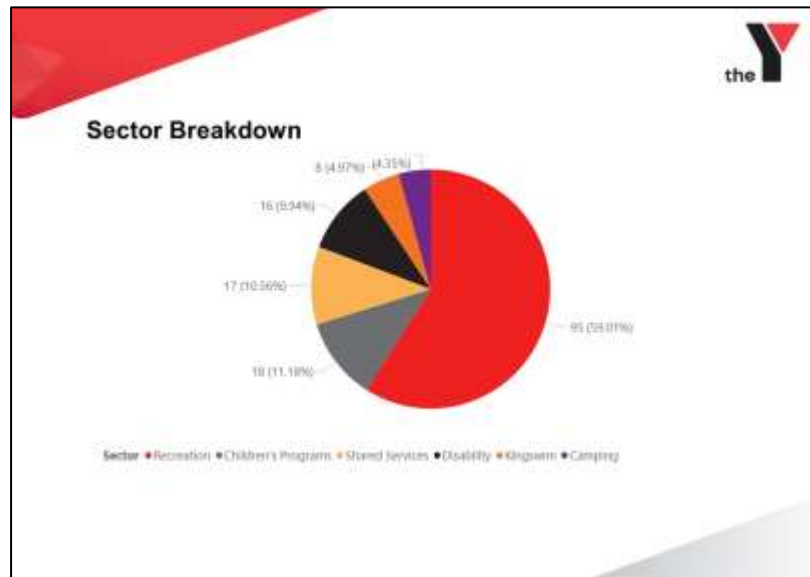
- There is nothing further for you to do except if you believe we have incorrectly assessed your hours worked or if you are currently not receiving JobKeeper and believe you meet the government's eligibility criteria. In either case please email [Humanresources.vic@ymca.org.au](mailto:Humanresources.vic@ymca.org.au).
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- If you have any questions, please read the JobKeeper FAQs on the emergency website.
- Thank you, now over to Leon.

### Leon

- Thanks Dave. Hi everyone, I'm Leon, and I am a part of the People and Culture Team.
- I hope you are all looking after yourselves during this lockdown period, I myself have been trying to enjoy the sun as much as possible, of course, within my one hour of exercise.
- So during this time, we have been encouraging our leaders to check in with their staff.
- Some of you may have already spoke to your manager and I hope it was a great opportunity for you to check-in. Please be confident that these conversations are

confidential and the data will not be attributed or traced back to individuals.

- I thought I would share with you some of the key findings that have come from these check-ins:
  - As of 3pm yesterday, we have had 161 check ins performed (still increasing)– we can see the bulk are from our rec centres but also across the organisation



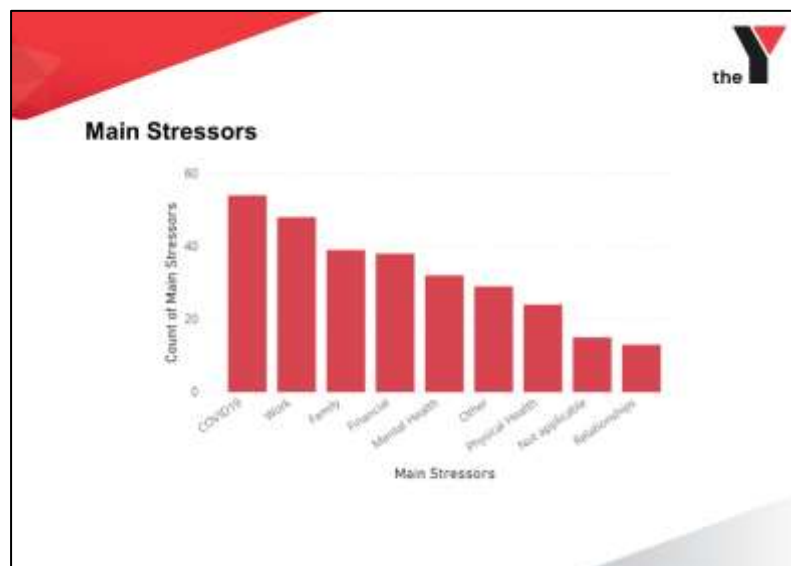
- Of the Check-Ins, we have an average wellbeing score of 7.23 with 0 being most negative and 10 being most positive



- Scores across the range

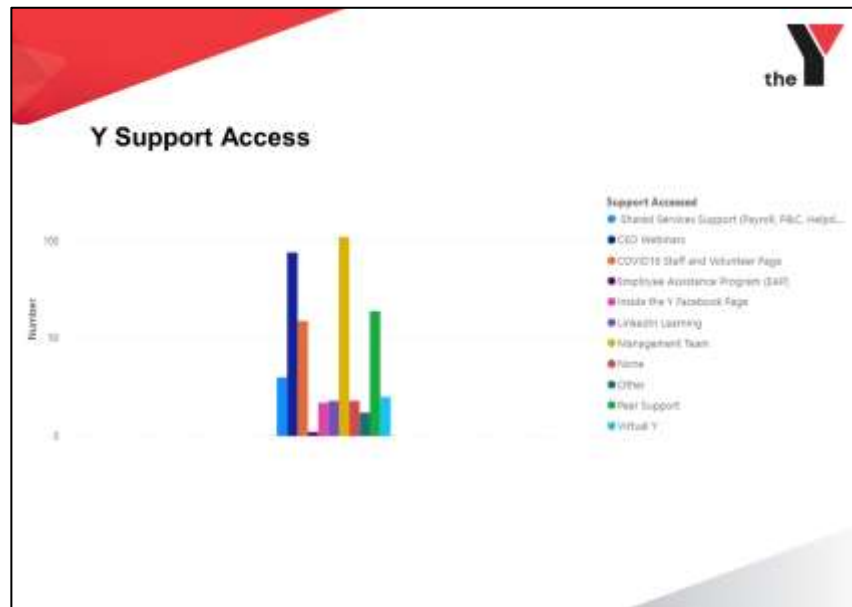


- We can see that the three largest stressors at the moment are COVID, Work and Family. For me, if waistline was a stressor (shout out to the People and Culture Team), I definitely would have said that given the amount of sweets I've been baking.





- There have been a range of support available for all of us as staff. We can see that going to our managers and the CEO Webinars have been an extremely popular way to access support.




- I want to highlight to you that these findings have provided a fantastic way of informing our leadership team of what is working and isn't working.
- An example of this is the CEO Webinars which Carolyn has run since the beginning of COVID. Our findings have suggested that many of you have found these Webinars useful. This feedback has led to the likelihood that these will be continued post-COVID.
- I have had a check-in with my manager and through that, I identified that professional development was an area I wanted to focus on.



- As my lovely colleague, Kerry has mentioned last week, LinkedIn Learning is a fantastic opportunity currently provided to us all here at Y.
- I've made the most of the opportunity and have learnt the basics of PowerBI which has helped me present the data I've shown you today.
- I really valued the experience of checking in with my manager, and doing it has prompted me to grow, learn and develop. I can't wait to use LinkedIn Learning more in the future.
- I would like to remind you that if your manager is trying to check-in with you, please do so, and for managers, you have an important role to play through this difficult time.



- On that topic, R U Ok Day is next week, we know that it is an important opportunity for everyone to check in with their colleagues, friends, family and loved ones
- R U Ok Day is about inspiring and empowering everyone to connect with the people around them by asking the simple question “Are you OK”?
- We are running a number of organisational initiatives next week to coincide with R U Ok? Day next Thursday.
- We need to actively seek ways to connect – many of us may be feeling disconnected from day to day life, and are experiencing heightened stress and anxiety from the increasing and sometimes unrelenting pressure.
- As you are aware, Virtual Y is an ideal resource to maintain connectedness, whether it be connecting with others through live virtual sessions or connecting with yourself through the wellbeing offerings.
- In recognition of R U OK? We’ve cherry picked some awesome sessions to promote wellbeing and connectedness over the course of next week.



**R U OK? Day Activities**

**Virtual Y Timetable**  
7 September - 13 September 2020

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Breathing (Youth Timetable)	Gratitude Journaling (Youth Timetable)	Meditation (Virtual Fitness Timetable)	Meditation (Virtual Fitness Timetable)	Meditation (Virtual Fitness Timetable)	Guided Meditation (Youth Timetable)	Introduction to Mindfulness (Youth Timetable)
Meditation (Virtual Fitness Timetable)	Coffee Catch Up (Youth Timetable) Yoga (Virtual Wellness Timetable)	Yoga (Virtual Wellness Timetable)				Yoga (Virtual Wellness Timetable)

**Online Mental Health First Aid Training**

Monday 7 September 2020 - 11AM to 12:30PM  
 Monday 14 September 2020 - 11AM to 12:30PM  
 Friday 18 September 2020 - 2PM to 3:30PM  
 Thursday 24 September 2020 - 11AM to 12:30PM

Register your interest on YNET

**News Summary**

Mental Health First Aid Training - more than a job!  
 01 September 2020 8:03 PM  
 The way we work, the way we connect, and the way we live have changed, contributing to a rise in mental health issues and the need for training to manage this.  
 Posted By: Marjorie Gosselin (2) Comments: (2) Likes: (7) Views:

- One activity, I'd like to highlight to you is Mental Health First Aid Training run by the lovely Jeanette Horsely from YMCA Peninsula Youth Services. The first session is next Monday at 11am, so definitely register on YNet for those interested.
- [Talk about Virtual Y and R U Ok Day activities]
- Keep an eye out as we will have communications to you shortly in regards to all the exciting things we have on offer.
- We hope that once you're feeling more connected you will feel better prepared to ask that simple question and start a conversation that has the power to change someone's life for the better.
- It's been great being on the webinar today thank you – and back to Carolyn.

## Carolyn

- Thanks Leon, I'm really pleased to be able to introduce you to Tracey Clarke – Tracey is the Executive Coordinator of the Eaglehawk Community House in Bendigo. When we merged with Y Bendigo last year, Y Bendigo owned the Community House at 19 Bright Street and had been providing this location rent free.
- For the last two and a half years prior, Y Bendigo had looked to donate the House to the Eaglehawk board and then to the City of Greater Bendigo. Neither were in a

position to take on this asset so with the transfer of ownership we are able to continue to provide the Community House rent free.

- So I would love to now handover to Tracey she is a delightful human being who does amazing work in Bendigo helping the most vulnerable in the community.

### Tracey Clarke

- Thank you Carolyn, and hello everyone. I'm delighted to be here today to share the wonderful work we do at the Eaglehawk Community House.
- The Community House is a very special place. We seek to nurture and support people to develop and maintain good health and well-being through activities and participation. We have an amazing volunteer Team who give more than 9000 hours each year of their time and dedication to ensuring the House and our Community are well supported.
- We usually see about 1000 visitors each month. Our area is one of the most disadvantaged in the country and we have found a niche way to tap into our vulnerable people. The key is to keep everyone active and busy, help them to understand they are important and valued and their contribution is appreciated and they keep coming back.
- I have been part of the Eaglehawk Community House for almost three years \*in fact tomorrow will be my three year anniversary \* and since then we've seen some great changes.  
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- We've been able to raise over \$100K to rebuild the kitchen, we've moved some walls – making larger spaces for our growing functions to allow more people to come and enjoy, replaced old heating and cooling systems and built a lovely shaded area outside for the warmer months. An extra bathroom is coming in handy too.....
- The House was originally built as a day care centre over 40 years ago and still holds many of these original features including children's coat hooks and even puffy art smocks still hang in the same place they were last left.
- As a Community House we now provide a wide variety of community development projects to support personal growth, individuality and group participation for all ages.
- Pre-COVID we would provide up to 60 lunches and the same for dinner every Tuesday.
- We usually offer a number of different activities including:
  - Parent groups
  - Fitness\*\*

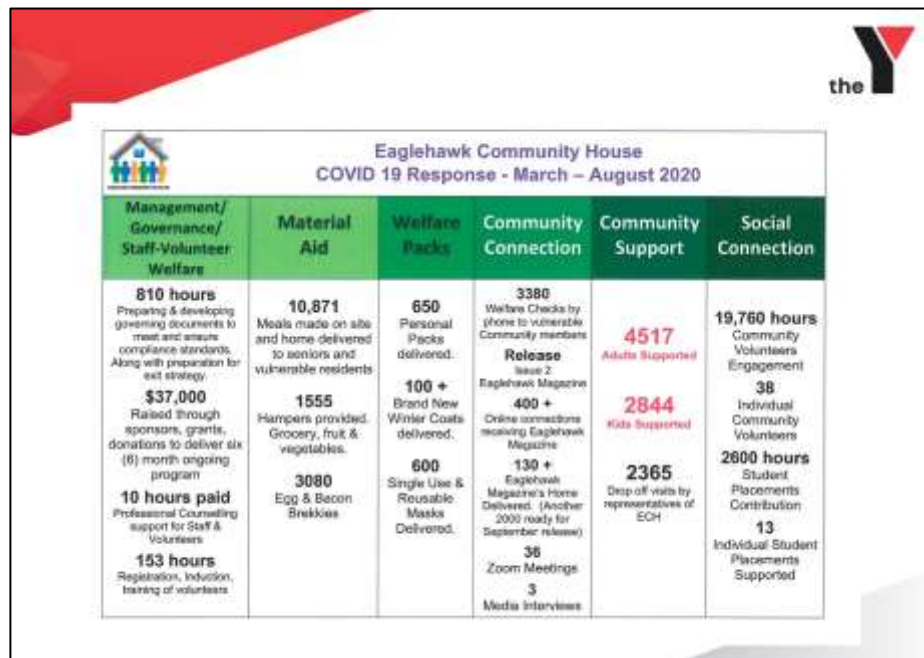
- Meditation & Tai Chi
  - Gardening groups
  - Learn to cook courses
  - Computer Classes
- In the last couple of years we've become more involved in community events & festivals – including the Eaglehawk Children's festival welcoming around 2500 visitors last year and growing – targeting young families and young adults to 15 years of age.
  - This is where I first met Julie Bowe who is an Area Manager for Children's Programs from YVIC and who came from Y Bendigo.
  - In February this year, through Project Harmony, we welcomed members of our Muslim community where we shared food, from our different cultures and had great conversations. We've now been approached by other multicultural groups to do similar days which we welcome wholeheartedly.



- We also participate in the Dahlia & Arts Festival (usually in March) where we manage the Saturday gala fair and festivities although sadly this didn't happen in 2020 – after 5 months of planning. The Dahlia & Arts usually attracts around 5000 visitors each year and is the second largest event on the COGB calendar behind the Bendigo Easter Fair.
- However we have been very busy since and not had much time to grieve.
- The thought of locking our gates to Community for Stage 3 Lockdown was heartbreaking and worrying for people we see regularly who are in high risk

categories was simply upsetting. But this is where the true spirit of our amazing volunteers shines brightly in their efforts every day since to ensure our Communities welfare is protected. Even members of our Committee of Management have moved in to support by home delivering Food packages twice every week.

- We are now preparing, cooking, packaging, labelling and home delivering up to 600 meals each week to our dear seniors, solo parents/carers, people living alone and those without support.
- But we have also been working with the emergency hotline and supporting COVID clusters around Bendigo, taking meals and personal pack hampers to homes where people are COVID positive and in quarantine.



Management/ Governance/ Staff-Volunteer Welfare	Material Aid	Welfare Packs	Community Connection	Community Support	Social Connection
<b>810 hours</b> Preparing & developing governing documents to meet and assure compliance standards. Along with preparation for next strategy.  <b>\$37,000</b> Raised through sponsors, grants, donations to deliver six (6) month ongoing program  <b>10 hours paid</b> Professional Counselling support for Staff & Volunteers  <b>153 hours</b> Registration, Induction, Training of volunteers	<b>10,871</b> Meals made on site and home delivered to seniors and vulnerable residents  <b>1555</b> Hampers provided. Groceries, fruit & vegetables.  <b>3080</b> Egg & Bacon Breakfasts	<b>650</b> Personal Packs delivered.  <b>100 +</b> Brand New Winter Coats delivered.  <b>600</b> Single Use & Reusable Masks Delivered.	<b>3380</b> Welfare Checks by phone to vulnerable Community members  <b>Release</b> Issue 2 Eaglehawk Magazine  <b>400 +</b> Online connections receiving Eaglehawk Magazine  <b>130 +</b> Eaglehawk Magazine's Home Delivered. (Another 2000 ready for September release)  <b>36</b> Zoom Meetings  <b>3</b> Media Interviews	<b>4517</b> Adults Supported  <b>2844</b> Kids Supported  <b>2365</b> Drop-off visits by representatives of ECH	<b>19,760 hours</b> Community Volunteers Engagement  <b>38</b> Individual Community Volunteers  <b>2600 hours</b> Student Placements Contribution  <b>13</b> Individual Student Placements Supported

- When COVID started I realised quickly that we needed to be able to support the funding of food to help create meals and so we developed “the happy food helper program”. Through this we have been able to fundraise \$37,000 in only 5 weeks from generous business and community. We are still using this money to fund our meals. We have now set up a Go Fund Me campaign which has also raised over \$2000.
- And since March, we have provided over 10,000 meals, made over 3000 breakfasts, made more than 3000 welfare checks remembering that for many people the simple visit from one of our delivery drivers is the only connection they may see all week. We have generated over 20,000 community engagement volunteer hours.
- So while we miss our regular visitors pre-COVID, there is still much laughter in the community rooms while our volunteers are not only making meals but building

friendships and are definitely like one big family.



- And lastly, we often hear of the value of pets in the workplace and two very special members of our Team are our Community pets - Popcorn the poodle and Oscar our Community cat.
- There's a few more words I'd like to add. From the very beginning of my involvement with Y Bendigo, I have always felt so welcomed and appreciated building some very special relationships of my own.
- And now with the merger with Y Vic, I can honestly say that those relationships grow even stronger and for this I thank you. The transfer of ownership with 19 Bright Street, is absolutely the very best outcome as this allows me the freedom to continue to transform our building into the Jewel in the Crown in Eaglehawk like I always believed it could become.
- Thank you for your trust in me to deliver for you also, a valued and respected service to our Community.
- Now it's time for Q&A.

**Carolyn**  
Q&A



**Carolyn** (closing remarks)

- Before we sign off today, a last couple few items.
- Next week is child safety week – Y VIC has teamed with the National Safeguarding Unit to celebrate National Child Protection week by delivering five livestream webinars for all of us.
- These webinars will give you more information on the ground breaking YMCA “Stay Safe, Tell Someone Program” that empowers children, young people and adults to speak up if they are worried or concerned.
- An invitation will be sent this weekend inviting you to sign up to one or all of these webinars. A webinar is scheduled for each day (Monday to Friday) and they will run for about 25 minutes.
- We’re also super pleased to announce our new ‘CONNECT’ staff rewards program that is now available to you all for free. Everyone will be able to access great discounts to major retailers including movie tickets, e-vouchers and more. An email will be sent to each of you tomorrow on how to register.
- Finally, I just wanted to acknowledge our gratitude for the recent donation one of our staff members has made to the hardship fund – I understand you wish to remain anonymous –and I hope you’re listening because I wanted to thank you from the bottom of my heart.
- Looking forward to seeing you all next week.