


All staff and volunteer webinar – Thursday 14 January 2021 2.30pm
Speakers: Carolyn Morris, Martina Smythe

Carolyn

- Hello everybody and welcome to 2021.
- I'd like to begin by acknowledging the traditional owners of the lands on which we meet today. For me, that's the Wurundjeri people of the Kulin nation and I pay my respects to Elders past, present and emerging.
- I hope that those of you who took some time off over the last few weeks had a relaxing and enjoyable time with family and friends, and thank you to everybody who worked. Unfortunately the weather wasn't as good as we hoped but it's still nice to see people back in our centres.
- For me, I spent a few days at the Phillip Island Coastal Discovery Camp and had a wonderful time surfing, boogie boarding, bike riding and going on coastal walks – I was exhausted! Thank you to Jack Dunstan for organising the trip, it was terrific.



Welcome to all new starters across the Y

New starters who are working from home:

Matthew Ford	HR Business Partner	Jim Harrison	HR BP Centralised Recruitment
Nadia Fabbro	HR Business Partner	Stephanie Beer	HR BP Centralised Recruitment
Kathleen Lam	Senior Business Analyst	Liam Cavanagh	Grants Manager
Kate Stobart	HR Business Partner	Lisa O'Driscoll	Marketing Officer
Annie Paz	HR Officer	Simone Gaffney	Customer Care Officer
Rowan McLachlan	Director Development & Integration	Tobias Hope	Membership Services Officer
Adele Ceddia	Delivery and Change Leader	Sally Shi	Payroll Officer
Helen Sweatman	Membership Services Officer	Sharyn Noy	Customer Service Officer
Christina Schmid	Membership Support Officer	William Chan	Senior Business Analyst
Rebecca Johansen	Membership Services Officer	Sandro Mazzotta	HR BP Employee Relations
Luke Moodie	L&D Operations Director	Elizabeth Ioannou	Workers Compensation Claims Mngr
Myli Kumarasingham	HR Business Partner	Ben Thomson	Senior Business Systems Analysis
Deidre Lewis	Membership Services Officer	Bruce Mullan	Strategy Analyst Planner
Caitlin Tracey	Customer Care Officer		
Siobhan Batt	Customer Care Officer		

- To start off, I'd like to welcome our new starters.

- Over the last few months we have had many new faces join the Y, and given many of us are still working remotely and may not have had an opportunity to meet face to face, I wanted to personally welcome and recognise our new starters today.
- Please make everybody on the screen feel welcome, reach out to introduce yourself and say hello if there's someone you haven't met yet. These staff have all started new jobs while working from home and may not have met their whole team yet in person. Welcome everybody!

New appointments, roles and current vacancies

- Congratulations to Sarah Harrington, who has been appointed as Tender Manager.
- A new role in the ELT will go to market next Wednesday, the Executive General Manager Customer Experience.
- More leadership roles coming up at Oak Park, Ashburton, Casey ARC and Benalla. Watch this space.
- Also in the market for new swim teachers and lifeguards.

New centres to open in 2022

- Three new centres have been approved by the Board to open in 2022: Two Kingswim sites and an Early Learning Centre.
 - A bit thank you to Tim Owen and Amanda Locke for your support in achieving this incredible result.
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- Speaking of new starters, we have some exciting new roles come up including a Tender Manager, who I'm very pleased to announce has been accepted by Sarah Harrington, who many of you will know.
 - This is an exciting internal promotion that combines experience, ambition and alignment to Y values. We look forward to Sarah leading the direction for tendering and business development with a whole of organisation view. Congratulations Sarah!
 - Another exciting role which will be advertised next week will be a new appointment to the Executive Leadership Team - the Executive General Manager of Customer Experience.

- The EGM Customer Experience has come out of the changes that have made during COVID to establish a new digital channel, being Virtual Y, and the need to centralise out phone contact centre. The new role will be responsible for end to end customer experience at the Y across our digital and phone channels, as well as our tendering.
- The position will be advertised internally and externally next Wednesday for two weeks.
- As we move forward there will be more roles advertised, including some leadership opportunities at Oak Park, Ashburton, Casey ARC and Benalla, which are a great opportunity for internal promotion or securing strong talent externally to set us up for success.
- We are also actively in market for new swim teachers and pool lifeguards, as there is a shortage across the industry currently. If you know of anyone who might want to start and advance their career with the Y, please encourage them to apply or get in touch.
- In addition to some exciting new roles coming up, we also have some new centres set to open in 2022. Three new centres have been approved by the Board in December to be built and opened in 2022, two Kingswim sites and an Early Learning Centre.
- I'd like to thank Tim Owen and Amanda Locke for your incredible efforts in achieving this outcome. Tim only works two days a week and was still able to achieve so much in 2020, so thank you Tim.




COVID update

- In Queensland, the Brisbane lockdown did impact two of our Kingswim centres who had to close and late last year it impacted SAALC in South Australia.
- Subsidised vaccines will be facilitated for staff when they become available.
- Interstate travellers: Ensure you are aware of the new permit systems – they differ state by state.
- Thank you to all customer-facing staff for continuing to follow the correct procedure for contact tracing.

Update on COVID in general

- Moving on to a general COVID update. As we saw over the break, lockdowns, albeit shorter ones, are still a reality. In Queensland, the Brisbane lockdown did impact two of our Kingswim centres who had to close and late last year it impacted SAALC in South Australia. This is our new normal for 2021 and we need to be mentally prepared for these.
- In the media, some people have communicated that they feel these lockdowns are an overreaction, however it's so important that we don't have to have extended lockdowns like we've experienced in Victoria.
- In terms of vaccines, we will provide an update in our next webinar after we have worked through some of the details and know when they will be available. I can confirm though that we will be facilitating subsidised vaccines for staff.
- For those of us who may have interstate travel planned, please make sure you are aware of the new permit systems – they do differ state by state so make sure you're up to date by checking your relevant state government website.
- And finally, thank you to all of our customer facing staff for continuing to follow the correct procedure for contact tracing – the events of the last few weeks have proven why this is so important in terms of keeping the community safe and limited the spread when there is a confirmed case.

Sector updates



Sector updates

CAMPS

- Strong rebound in bookings for February.
- Phillip Island Coastal Discovery Camp reopened while we await the redevelopment commencement.
- We have secured \$1.12million funding to help reboot our camping business after last year's closures!

CHILDREN'S PROGRAMS


- Congratulations to Kororoit Creek, Truganina and Craigieburn West Early Learning Centres on celebrating 10 years since opening!

Camps

- Camps have experienced a strong rebound for bookings in February and while the changes in December to capacity limits did have an impact we are hopeful these will change back to greater numbers so we can accommodate more people soon.
- Phillip Island camp has reopened while we await Consumer Affairs to permit YCW (the owner of the camp) to move forward with the redevelopment. Thanks to the camping and governance team for your perseverance in gaining these approvals.
- And in wonderful news it was announced at the end of December 2020 that our camps were successful in securing \$1.12m funding to assist costs accumulated during the closure period and to support reboot our camping business into 2021.

Children's Programs

- In Children's Programs, congratulations to three of our Early Learning Centres, Kororoit Creek, Truganina and Craigieburn West, on celebrating 10 years since opening. Here's to another ten!

The logo for 'the Y' organization, featuring a stylized black and red 'Y' shape above the word 'the' in a lowercase, sans-serif font.

Sector updates cont.

RECREATION

- Priority remains on building membership reactivations, with levels currently at an average of 15%.
- YMCA Swimming Lessons participant numbers are very close to the same as last year.

KINGSWIM

- The three day lockdown in Brisbane unfortunately meant that Carindale and Lutwyche had to close and cancel this week's school holiday programs.
- The good news is that the lockdown has ended and our regular Learn To Swim programming can commence from tomorrow across all sites as planned.

Recreation

- In Recreation, our priority continues to be on membership reactivation. The average membership levels is now 15% across all sites.

- Most centres will be reactivating all memberships with an opt-out option from next week. A couple of remaining centres plan to reactivate by end of February.
- For YMCA Swimming Lessons, participant numbers are currently at 1,400 which is about the same as last year.

Kingswim

- As I mentioned, the three-day lockdown in Brisbane announced last Friday, meant that two of our Kingswim centres had to close. This unfortunately meant the cancellation of this week's school holiday program at these centres.
- I'd like to thank the teams at Carindale and Lutwyche for your efforts in ensuring the safety of your communities and the swift closure of your centres.
- The good news is that the Brisbane lockdown has now ended which means we will still be able to return to our regular Learn to Swim program at all Kingswim sites in all states from Friday 15 January – which is tomorrow - as planned.

Sector updates cont.

YOUTH SERVICES

- And after 305 days, Y Camp Journeys are back on camp this week, reconnecting and catching up with friends. There was lots of excitement as participants and volunteers reunited for the bus ride to camp!




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- Everyone is enjoying the activities at Camp Manyung and we look forward to hearing more next week when the campers have returned home.
- I'll now handover to Martina.

Martina

- Thanks Carolyn.
- I hope you all had a good break over Christmas and are feeling refreshed and relaxed as you enter 2021, and as Carolyn said, thank you to everybody who worked over the break too.



Surveys

Surveys are important! They're a great way to provide an opportunity to share thoughts and concerns anonymously at the Y. We use surveys for a number of different projects and the results are always invaluable in helping to influence the direction of that project.

Working arrangements survey
If you are office-based, ensure you complete the survey by Friday 22 January

Self-Check-In Survey results (survey ran Sep-Nov 2020)
Our average wellbeing score was 7.1 out of 10 and 81% said that you feel supported by the Y

The annual S&V Engagement Survey
The anonymous survey will open for three weeks from Wednesday 27 January. All staff and volunteers are expected to complete the survey and we will organise team meetings to talk about the survey and give you an opportunity to fill it in.

- I have a few updates for you today regarding surveys.
- Surveys are a great way to provide an opportunity for you to share your thoughts and concerns anonymously at the Y. We use surveys for a number of different projects and the results are always invaluable in helping to influence the direction of that project.

Working arrangements survey

- For those who work in an office-based environment at the Y, you will have received an email this week with a survey regarding future working arrangements as we work towards reopening our offices at Box Hill, IKON Park and our Kingswim office in Mornington.

- So far we have had a great response to this survey and I encourage anyone who has not yet completed it to do so – this is a really great opportunity to contribute to what our offices will look like going forward and some of the learnings we can take from working from home for the majority of 2020.

S&V Check-In Survey results

- Next, you might remember last year the P&C team conducted the self-check-in survey from September to November to give staff the opportunity to voice how they were feeling throughout the pandemic.
- Thank you to the 848 YMCA and Kingswim staff members who completed the survey, which is approximately 14% of our organisation.
- Our average wellbeing score was 7.1 out of 10 and 81% of you said that you feel supported by the Y. This is a reassuring result considering 2020 was such a tough year so I'm pleased that you are feeling supported by the Y.
- If you would like to read the comprehensive results of the self-check-in survey, more detailed information will be included in the follow up email after this webinar.

S&V Engagement Survey

- If you or someone in your team missed out on the employee self-check-in, we will also be conducting our annual Staff and Volunteer Engagement Survey from Wednesday 27 January.
- The anonymous survey will be open for three weeks and is an opportunity for staff and volunteers to voice any employee concerns or feedback, including satisfaction, communication, culture, work environment and more.
- It is expected that all staff complete the survey within their work hours, and we will be working with managers to organise team meetings to talk about the survey and give you an opportunity to fill it in.
- Your feedback from previous Staff and Volunteer Engagement Surveys has shaped how we work, so it's important that as many people as possible complete the survey to ensure we have the best workplace we possibly can. Particularly after 2020.
- Thank you, I'll now hand back over to Carolyn.

Carolyn Macey Heights

- Thanks Martina. Before we move into Q+A I have one final announcement.

- This week, we have made the difficult decision to find another **provider** for Macey Heights Adult Day Centre and related programs.
- I understand this news is unexpected.
- First and foremost, I want to assure you that the new provider **will** continue the Macey Heights services.
- In fact, the new provider is a specialist in this area and therefore will bring more long-term certainty to the service. In addition, the new provider is excited to be able to provide greater levels of staff development and career pathways and has the ability to bring a broader range of services and programs for participants.
- To identify a suitable provider, the Y commissioned a rigorous external assessment. And the outcome of this assessment is that the new provider who will run the Macey Heights Adult Day Centre and related programs will be **Yooralla**.
- It is anticipated that Yooralla will begin running Macey Heights before the end of February, once a transition period is complete.
- Yooralla was selected for its alignment with our values, disability specialist expertise and its scale of services.
- Yooralla has the ability to seamlessly continue to deliver services with minimal interruption to all our existing participants. In addition, Yooralla has made a commitment - as much as possible - for the ongoing employment for our people. That was a really important element to the Y in our selection criteria.
- Yooralla will purchase the property itself at Macey Avenue, Avondale Heights. This will ensure programs and services continue to be offered from the same location and surrounding community based locations.
- I know many of you will be familiar with Yooralla. Yooralla is one of Victoria's largest and oldest not-for-profit organisations specialising in Disability Services. It has been supporting people with disability for over 100 years. They provide a wide range of services and supports for people of all ages across metropolitan, regional and rural Victoria, and have a strong presence in the North-West Melbourne region and understanding of our local community needs.
- We believe this decision is in the best interests of everyone - all of our Macey Heights staff impacted as well as our participants, their families and carers.
- All Macey Heights staff, participants and families have already been informed of this decision and are being supported through the process.
- I would like to take this opportunity to thank each and every one of our Macey Heights staff. You have played such an important role during COVID, working throughout the year, regardless of lockdowns, to ensure that participants at Macey Heights have received the essential services you provide. Thank you and well done.

- This decision will not affect other Y programs or services. We remain **committed to ensuring our core programs and services are inclusive and accessible for people of all abilities**. In addition, this announcement also doesn't include our Y Camp Journeys program.
- If you do have any questions please feel free to type them into the Q+A function, or alternatively you can also contact the P&C team at Humanresources.vic@ymca.org.au

Q+A

Thank you

- Thanks everybody for joining us this week. We will be back in a fortnight with another update and I strongly encourage you to attend and stay up to date.
- Thank you and have a good afternoon.