

**All staff and volunteer webinar – Wednesday 10 February**  
**Speakers: Carolyn Morris, Callum Muirhead**

**Carolyn**


- Good afternoon everybody and welcome to this week's webinar. I am joined by Callum Muirhead today.
- I'd like to begin by acknowledging the traditional owners of the various 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 you have been enjoying the start to 2021. Things are continuing to ramp up again across our sectors and excitingly 70% of our workforce has now returned to work.
- I visited a number of camps over summer and really immersed myself in camping as a customer. I took a group of people to Phillip Island and to Camp Manyung, and I plan to go to Howmans Gap in July. I also visited Mount Evelyn with the Finance Team for their planning day.
- It's been wonderful to visit our camps and meet so many of you in person after only communicating virtually for so long.
- I have a number of updates for you today.
- Firstly, you will have received an email and an SMS with a link to this year's Staff and Volunteer Engagement Survey. I'd like to thank the over 1,300 people who have completed the survey so far.

## S&V Engagement Survey

Sector	Responses	Total number of people	Percentage complete
Action Sports	30	35	85%
Camping	70	249	28%
Children's Programs	335	746	44%
Kingswim	166	574	29%
Recreation	475	2873	17%
SAALC	70	256	27%
Shared Services	138	150	92%
Volunteer	10	195	5%
Youth Services	32	114	28%

- To break that down into sectors for you, the slide on screen shows the number of responses received and the percentage this represents.
- Action Sports, Children's Programs and Shared Services are nearing 100% completion, while our other sectors still have some work to do.
- This survey is really important. The results help shape the future of our workplaces and especially after this past year it's important that all of you provide your feedback.
- The survey is live until next Wednesday, it only takes five minutes and it's completely anonymous – it doesn't ask for your name or personal details so that data isn't even collected.
- If you didn't receive a link to complete the survey, please reach out to your manager.
- And if you're a manager, please continue to encourage your team to complete the survey if they haven't already. To receive engagement results for your site you need to have at least 10 people complete the survey from your team. And remember that there are prizes to be won for the sites with the highest participation rate.
- The competition details will be in this afternoon's email.
- I'm really pleased to announce our first competition winners. These sites have won for reaching 65% participation first and will receive new Y merch for all of their staff and volunteers.

- Congratulations to **Kingswim Macarthur Square, Wyndham Vale Early Learning Centre, and the Children’s Programs Account Team.**
- We still have some prizes left for our large tier sites who are steadily tracking towards reaching a 65% completion rate, so please continue to encourage your staff and vollies to complete the survey so that as many people as possible can have their say.
- I’d now like to provide an update on our internal communications channels. As we continue to head into our new BAU, the time has come to reintroduce some of our other channels, as well as this webinar.
- All channels will be delivered to you via email, and you are encouraged to submit content and updates, which the communications team will support you with.



## Internal communications: All staff and volunteer webinar

WHEN	PUBLICATION <small>ALL DELIVERED TO YOU VIA EMAIL</small>	DETAILS
<b>Fortnightly</b> on Wednesday mornings	<b>CEO Webinar</b>	<p>Hosted by the CEO and joined by leaders and guests, the CEO Webinar shares organisational updates and good news stories, as well as an opportunity for all staff and volunteers to participate in Q+A.</p> <p><b>Audience</b> All staff and volunteers</p> <p><b>Submitting content</b> Coordinated by ELT and the Communications team.</p>


- So, what are our channels?
- Our first channel is this one – our fortnightly webinar. Every second Wednesday, I’ll be hosting this webinar for all staff and volunteers and will continue to share important organisational updates, good news stories and opportunities.



## Internal communications: Staff & Volunteer News

WHEN	PUBLICATION ALL DELIVERED TO YOU VIA EMAIL	DETAILS
Fortnightly on Wednesdays (following CEO Webinar)	Staff & Volunteer News	<p>Sent following the CEO Webinar, Staff &amp; Volunteer News is a fortnightly eDM that links to the recording of the webinar, as well as further news and updates from around the Y. Staff &amp; Volunteer News also promotes upcoming events, wellbeing, learning and development and job opportunities.</p> <p><b>Audience</b> All staff and volunteers</p> <p><b>Submitting content</b> Content can be submitted by anyone. Stories need to be submitted using the <a href="#">internal communications submission form</a> by 12pm Tuesday.</p>

- Following the webinars, you will receive Staff and Volunteer News to your YMCA email account or registered volunteer account. It will include a link to the webinar recording, as well as further news and updates from the Y.
- Last week you would've received your first edition of Staff and Volunteer News for the year so keep an eye out for it each fortnight.



## Internal communications: Y Bulletin

WHEN	PUBLICATION ALL DELIVERED TO YOU VIA EMAIL	DETAILS
Weekly on Friday mornings	Y Bulletin	<p>The Y Bulletin is a weekly news and updates bulletin, hosted on YNet for managers. It is a centralised tool for the distribution of important information, compliance requirements and actionable items.</p> <p><b>Audience</b> It is the responsibility of all managers to read the Y Bulletin every week.</p> <p><b>Submitting content</b> All managers can submit content and other staff must have their line manager's approval before submitting. The Communications team review and publish content, ensuring it meets the objectives of the channel.</p> <p>The deadline for the submission of all Y Bulletin items is 12pm Thursday, via the <a href="#">internal communications submission form</a>.</p>

- And for managers, we'll be introducing Y Bulletin. Y Bulletin will be used to distribute important information, compliance requirements and actionable items.

- Y Bulletin will be published on YNet every Friday morning and delivered via email so that managers can plan and prepare for the week ahead, as well as share important updates in your weekly staff meetings.
- The information will be succinctly written and is mandatory for all managers to read and action.
- We have also introduced a new way for you to submit content for our internal communications channels – via an Asana form. I'll include a link to the form in my follow up email.

### **Sector updates**

- In **Recreation** most sites have now moved to an opt-out system for membership reactivation and our Summer Campaign, which offers a \$0 joining fee, launched on 18 January.
- So far the campaign has delivered over 1,000 health and wellness leads and over 1,600 swimming lesson leads through our digital channels.
- With these leads, a shout out to our staff in centre who have been following them up. You have contacted 46% of these customers who asked to be called. So please continue the good work so we can contact all of those customers.
- Let's ensure we allocate dedicated time to make these calls as our customers expect us to and we want to help them start or restart their health and wellness journeys.
- And an update on the Gippsland Regional Aquatic Centre or GRAC.
- The team working on opening GRAC have been hard at work getting everything lined up before the centre opens in the coming months.
- Last week, the team launched the GRAC Facebook page and in just three days it already had over 800 followers, which is huge and demonstrates the community's eagerness to visit the centre.
- And if you know someone looking for work there are a number of roles to be filled at GRAC! You'll find a range of opportunities on offer including lifeguard, group fitness instructors, swim teachers and more – please spread the word so we can ensure we get as many applicants as possible.

### **Kingswim**

- In Kingswim, our Victorian centres have returned with strong growth this year, even under limited density capacity restrictions and are back to 75% of their peak enrolments numbers compared to the same time pre COVID.
- In NSW, ACT and QLD, our centres are back to BAU and greater than 95% enrolments for the same period.

- Shout out to our wonderful Customer Care Team and Frontline staff as they service all our new families and the new enquiries that are flooding in averaging 80+ per day and on average over 1000 calls each day!
- Last week we saw a growth of 1109 swimmers.
- We have also welcomed over 60 new swim teachers to our teams since Christmas across all 20 centres which is really exciting.

### **Children's Programs**

- In Children's Programs, our Early Learning Centres and School Holiday programs, our occupancy numbers are now higher than this time last year which is wonderful.
- In OSHC, occupancy numbers are at 72% which is largely due to the fact that many parents are still working from home so are opting out of outside school hours care for now.
- For Children's Programs staff, the executive team have commenced a number of Town Hall Meetings where they present the Children's Programs strategy for 2021 and provide an opportunity for you to ask questions. So if you work in Children's Programs, you can find a list of the upcoming Town Hall Meetings on the YNet.

### **Camps**

- In Camps, an exciting partnership has begun with the Surf Coast Shire where Anglesea Recreation Camp are supporting the council's Accessible Beach program, which provides free access to beach wheelchairs to ensure everyone has the opportunity to enjoy the coast.
- And in Action Sports, the team are getting ready to host their first big event this year, the Australian Skateboarding League National Championships at Moomba Festival.
- For the first time ever, competitors don't have to qualify for the championships and anyone is invited to give it a go. The event will be held on Saturday 6 March and the finals will be on Sunday 7 March.
- There will also be competitions for BMX and scooter riders.



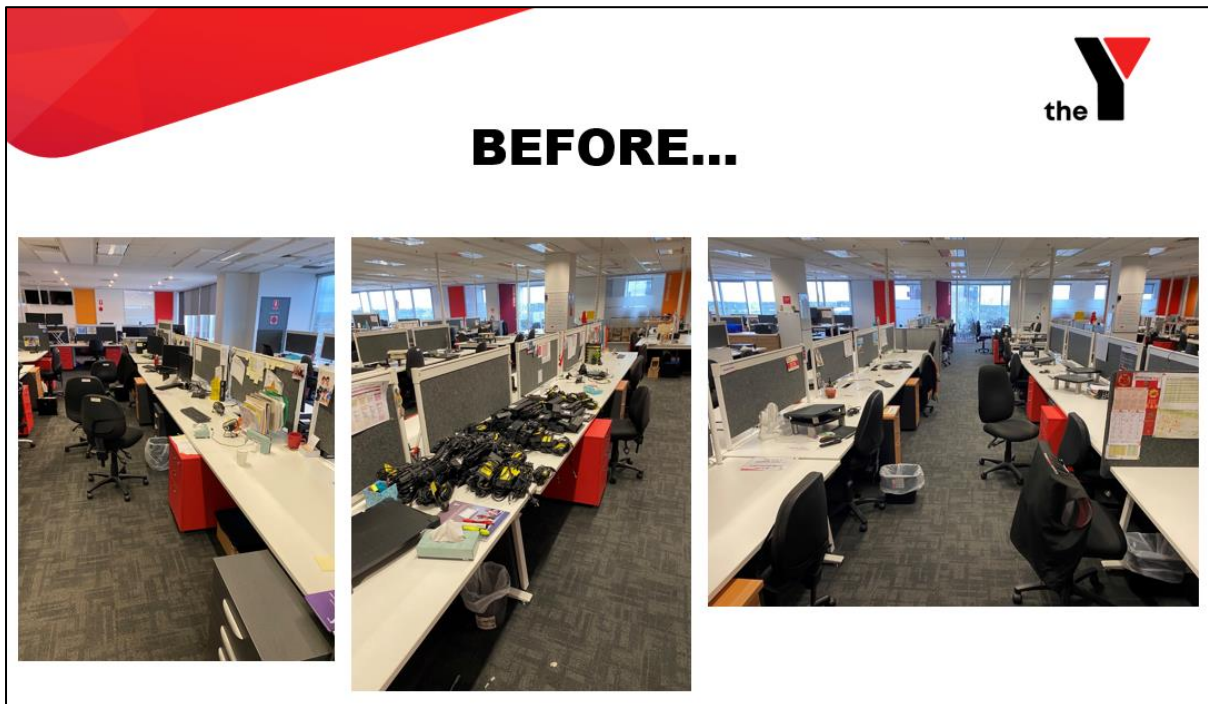
And a big congratulations to the Action Sports team who were awarded **\$47,000 of funding by the Surf Coast Shire** to provide School Skate Clinics and Skate Park League events over the next 12 months.

The funding will create eight new jobs for young people, provide 800 opportunities for underprivileged young people to participate in Y Action Sports programs, and help deliver eight School Skate Clinics and four Skate Park League events.

- And in Youth Services – we are looking for contributors to be featured on the LISTEN page on Virtual Y as part of Youth Voice. Youth Voice is a platform aimed at providing young people a space to share their ideas, passions, and experiences, to make the change that they want to see in the world.
- If you or a young person you know has a passion, experience, or idea for change, you can share your voice by making a submission in any form – written, audio, visual – it's up to you.
- The details on the skateboarding championships and how to make a submission to Youth Voice will be included in Staff and Volunteer News this afternoon.
- I'll now handover to Cal.

**Cal**

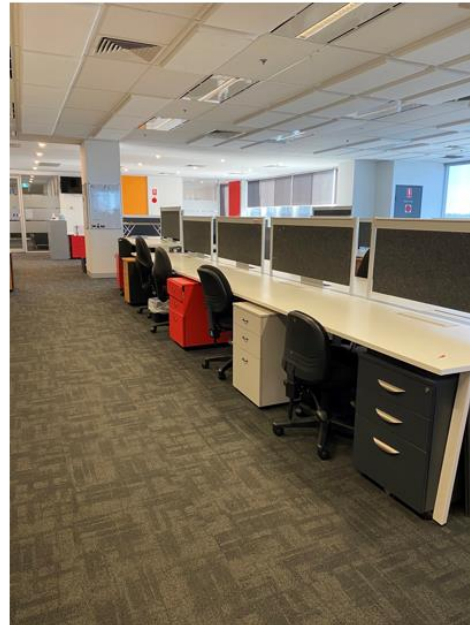
- Hi everybody, my name is Callum. Currently I'm leading the Office Reopening project and am here to provide an update to you all.
- Firstly, I'd like to thank everybody who came into Box Hill last week to help clean out our office spaces. This was a big task so thank you so much for contributing.



- On the screen are some before photos of the office at Box Hill, as you can see it was looking okay...



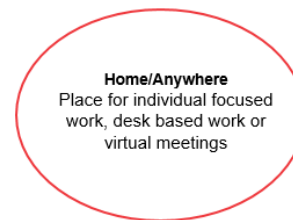
## AFTER!



- But now, look at these photos. It's looking great and I know you will enjoy coming back to this rejuvenated space.
- As for our office at Ikon Park or Kingswim in Mornington, they are either currently or will soon be undertaking a big clean-up of their space. Thank you in advance to the staff helping out at these offices.
- We are working towards you being able to come back into the Box Hill and Ikon Park office after Easter on 6 April.
- We've taken into consideration all the feedback you provided us and based on what we know, have come up with the following principles on our new ways of working in our office spaces...

## WAYS OF WORKING PRINCIPLES

### 1. Flexibility within a framework



### 2. Accommodate each team's needs – Shared Service teams and Operational teams

- Principle 1 – FLEXIBILITY WITHIN A FRAMEWORK. Of the 203 staff who responded to our office survey, 94% of you would like a mixture of office and WFH when the office reopens, with 1-2 days a week in the office the preferred amount of time. Key reasons for this were the increased work life balance and lack of commute – something I certainly don't miss myself.
- We have identified 3 key work locations that will assist to meet the needs of the working day, while providing the flexibility that our people want. These are the offices, Y sites and Home/Anywhere. The working group will progress to develop the framework in which these spaces are utilized as we continue to reimagine our office reopening.
- Principle 2 – ACCOMMODATE TEAM NEEDS – We understand that team requirements for Shared Service teams and Operational teams will vary, and we will work with each team's EGM's or GM's to ensure that we can provide a suitable work environment based on team needs.

## WAYS OF WORKING PRINCIPLES

3. **Desk set-up** – Protocols, IT equipment and bookings
4. **Fostering collaboration and connection** – Meeting rooms, other Y sites
5. **Responsibility and care** – Ensuring the health and safety of our people
6. **Personal ownership** – Follow COVID safe protocols and guidelines
7. **Kitchen** – COVID Safe shared space

- Principle 3 – **DESK SET-UP**. Office desks will be bookable for staff and will be set-up with IT hardware requirements. Headsets and mice are to be kept with staff to ensure no sharing. There will be clear guidelines for using desk spaces, including wiping down desks at the beginning and end of each day. Desks must be 100% cleared at the end of each day to allow for professional deep cleans.
- Principle 4 – **FOSTERING COLLABORATION AND CONNECTION**. The survey also told us that one of the things people miss the most when working from home is collaborating and connecting with colleagues. We want to be able to provide that opportunity within the office to allow our people to connect again by providing meeting rooms for teams to come together, or utilizing other Y sites that can accommodate larger groups while still being covid safe.
- Principle 5 – **RESPONSIBILITY AND CARE**. Another key area the survey told us is of concern for our staff is of course the virus itself. We will ensure that all offices have clear covid safe protocols including social distancing, sign in QR codes, temperature testing and sanitization.
- Principle 6– **PERSONAL OWNERSHIP** - As the project group work to rejuvenate our office space, we also ask that you work with us on making our office environments as safe as possible. This includes not attending the office when sick. Being Covid safe will be the priority at all times when attending the office and we will welcome feedback as we continue to review our practices on-going.
- Finally, Principle 7 – **THE KITCHEN**. The microwave and fridges will be available for daily use, with wipe down required after use. The fridge will be cleaned out daily so please take home what you bring. We will move to BYO cutlery for everyone's health and safety and again all staff are asked to ensure social distancing while in this area.

- The team will be developing a handbook to outline these principles and other information for you to read through prior to the office reopening.
- We know that we are not going to get this 100% right from the beginning but we will be looking for your feedback as we move back into this new way working at our offices.
- I'll now hand back to Carolyn.

#### **Q+A**

- Thanks Cal. We will now move in Q+A if there are any questions...
- Thank you everybody for your time today, the next webinar will be in a fortnight's time, and remember that if you have any news or updates from your sector or site, please use the content submission form so the Communications team can help you share it with the rest of the org.