

All staff and volunteer webinar – Thursday 18 February
Speakers: Carolyn Morris, Martina Smythe, Shane Holt

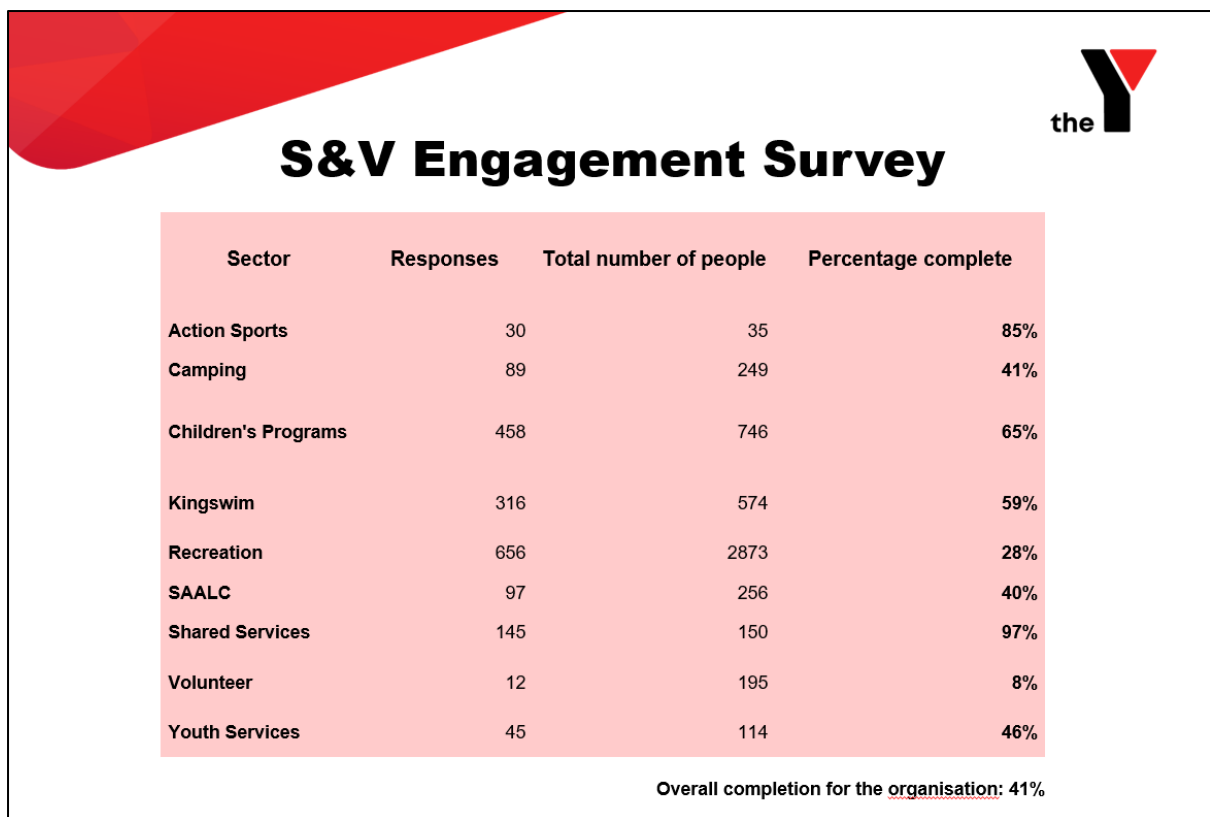
Carolyn

- Good afternoon everybody and welcome to this week's webinar. I am joined by Martina and Shane from Oak Park.
- 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 know I said last week that our webinars would continue to be fortnightly but given the snap lockdown in Victoria we have just experienced, I wanted to be able to connect with you all this week as well.
- For those of you in Victoria, I hope that the five day lockdown we have just come out of was not too difficult for you – what a relief that it was only five days and didn't need to be extended.
- Excitingly, with the lockdown ending at midnight last night, this means that all our sites were able to reopen today, with mandatory wearing of masks indoors and outdoors where social distancing is not possible. As well as with density restrictions for our recreation and Kingswim sites still in place at the same level as pre-lockdown 3.0.
- I'd like to thank our sectors that are designated as essential services - our Children's Programs and YMCA Rebuild staff. The services you continue to provide for families and the community are so valuable and your work does not go unnoticed, so thank you.
- And a big thank you for everyone's flexibility over such a difficult time. We are going to have to expect that this could happen again in the future so please take care of yourselves and each other.
- I know that going back into lockdown can be very demotivating and even triggering – particularly for Victorians because of what we have already endured. So I want to acknowledge this aspect of it and I hope you have been accessing either EAP, Virtual Y or LinkedIn Learning during this time to keep up a sense of purpose.
- I'll now handover to Martina.

Martina

- Thanks Carolyn, hi everyone.

- Earlier this week you will have received an SMS reminder to complete the Staff and Volunteer Survey. This is really important, particularly after the lockdown we have just experienced and we really want to hear from everybody.
- If you think there are ways we could do lockdowns better, anything to do with JobKeeper, COVID, and communicating with you – feedback on what you want us to keep doing, what you want us to stop and what you'd like us to start doing – it's all welcome.
- It really only takes five minutes on your phone to complete, and is completely anonymous – your name is not recorded. And it really makes such a difference.



- So far, 1848 of staff and volunteers have completed the survey – thank you to all of you.
- To break that figure down into sectors for you, the slide on screen shows the number of responses received and the percentage this represents.
- As you can see, some sectors are doing really well and getting close to 100%, while others have some more work to do.
- Currently our overall total completion rate of the survey is 41%, and wouldn't it be fantastic if we could get to 50% and have half of our workforce providing their feedback.

- There are still some prizes to be won so please encourage your teams to complete the survey if they haven't already.

JobKeeper

- I'll now provide an update on JobKeeper.
- As you know, JobKeeper is scheduled to end on Sunday 28 March. At the Y, because we pay in advance, staff on JobKeeper will receive their last payment on Wednesday 17 March as part of our regular pay run.
- We're incredibly thankful for the JobKeeper subsidy and the support we've received from the government. Without it, the Y would not have been able to survive last year's lockdowns.
- That being said, I know some of you may be wondering what will happen if there are further snap lockdowns after JobKeeper ends.
- While we hope that this does not happen, in the event that it did, I can assure you our leadership team will advocate to the government for further support.
- You would also be able to access your annual leave in these instances.
- Once JobKeeper has ended, if you are a staff member who is currently on stand down or is de-rostered, please get in touch with your manager to let them know if you're available to work. If your manager doesn't know what your availability is, they will not be able to allocate you any shifts.
- And if you no longer want to work for the Y, please also let your manager know so we can update your employment status. This may also be important if you are seeking other government assistance to have your previous employment records up to date.
- Obviously we will continue to update you as soon as we receive further information. If there are any changes to benefits, JobKeeper, we will communicate with you as soon as possible.
- I'll now hand back over to Carolyn.

Carolyn



- Thanks Martina, on Monday this week, we officially handed over management of Macey Heights Disability Services to Yooralla. We were there for 30 years, so it was bittersweet.
- I wish the team at Macey Heights, the participants, and Yooralla all the best for the future and look forward to seeing them all thrive together.
- Fortunately we were able to have one last hoorah before the lockdown was announced, and the picture on screen shows participants having a disco on Friday to celebrate their time with the Y.
- My next update for you is a really important one for everybody to hear. Over the last year, our focus on providing a COVID safe environment for all staff, patrons and the community has been our number one priority. And as you are about to hear from Shane, we are excelling at this.
- But, COVID safety should not - and cannot - come at the cost of our already existing safety and risk protocols.

- This is why it is disappointing to see that over the last few months we have seen a significant drop in Monthly Hazard Inspection performance across sites.



Monthly Hazard Inspections

COVID-Safe Operations: Risk & Safety Performance
Monthly Hazard Inspections


Sector	October	November	December
Children's Programs	96%	96%	85%
Shared Services	Closed	Closed	Closed
Recreation	37%	29%	31%
Kingswim	50%	70%	45%
Disability Services	100%	100%	100%
Youth Services	0%	0%	33%
Camping	17%	17%	14%

- The slide on screen shows the percentage by sector of completing Monthly Hazard Inspections over the last three months.
- As you can see – there is room for improvement in almost every sector. I cannot stress how serious and important this is.
- Health and safety, and managing risks is *everybody's* responsibility. Safety is what the Y is known for, but if we aren't achieving 100% compliance in this area then we are letting ourselves down.
- Not only this, we expose ourselves to serious risks. This is a non-negotiable. If we are not completing our monthly hazard tests the results of this can lead to serious injuries or worse. It's simply too important to not do.
- Our health and safety advisors have been conducting audits on site, and it should not take one of these advisors to visit your site to find, for example, that the defibrillator has run out of battery because it hasn't been checked that month.
- This is just one example, and I'm sure you can imagine the consequences of this, if a defibrillator was required that month.

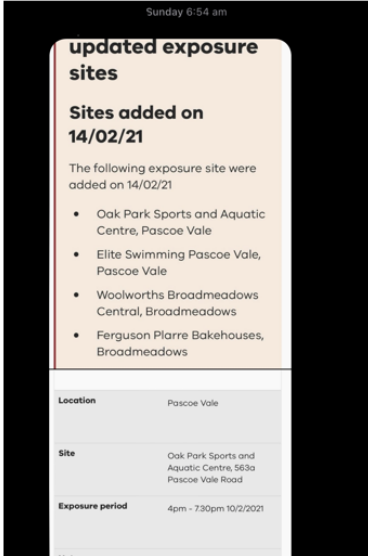
- So my message to you is that by the end of February, every site – every single site – must be at 100% compliance. And then every month after that. Two reminders are sent out every month before the due date, so there really is no excuse.
- In March, we will be launching Health and Safety Month to drive these messages home. Because we all know, the standard we walk past is the standard we accept. And at the Y, we have extremely high standards when it comes to safety and all need to play our part.
- I'd now like to handover to Shane. Shane is the manager at Oak Park Leisure and Aquatic Centre, where some of you may have heard, was added to the list of exposure sites in Melbourne.
- Shane is here to share the experience of learning that Oak Park had been visited by a positive case and the process that followed. Over to you Shane.


Shane

- Thanks Carolyn and hi everybody.
- I think my message today links to the importance of health and safety, and how following the right process really does pay off.



Oak Park listed as an exposure site on Sunday 14 February



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Four new locations have been added to our list of Tier 1 exposure sites following further investigation by our public health team.

Monday 8th February
- Elite Swimming, Pascoe Vale - 5pm - 6pm

Tuesday 9th February
- Woolworths (Broadmeadows Central), Broadmeadows - 12:15pm - 12:30pm
- Ferguson Plarre Bakehouses (Broadmeadows Central), Broadmeadows - 12:30pm - 12:45pm

Wednesday 10th February
- Oak Park Sports and Aquatic Centre, Pascoe Vale - 4pm - 7:30pm

Anyone who visited these locations must isolate, test and remain isolated for 14 days.

For a full list of exposure sites and locations where you can get a COVID- 19 test, visit:
www.dhhs.vic.gov.au/case-locations-and-outbreaks.

- On Sunday at 7am I was woken by a text message from a staff member who shared a screenshot of Oak Park Sports and Aquatic Centre being an exposed site for COVID-19 online.
- As it transpired, the DHHS had contacted the front desk email at Oak Park at around midnight, but of course no one had checked the inbox yet. This demonstrates the important role the media are playing right now in sharing important information.
- A Critical Incident Team was formed by 8:30am, taking actions including contacting all close contacts and staff to inform them of the need to get tested and isolate.
- After calls from three different divisions in DHHS, I finally reached the team assigned to contact tracing for Oak Park at 11am, spending over two hours on the phone to them and providing a lot of information with them.
- At 1pm, six cleaners arrived at Oak Park and performed a deep clean for six hours.
- I continued contact with the DHHS until 10pm consulting with doctors and health advisers for the investigation for Oak Park for contact tracing purposes. A re-interview with the positive cases was taken place after sharing more information.
- There were a potential 400 close contacts including 25 staff members, who all needed to get tested and isolate for 14 days as well as a day 11 test.
- The DHHS Outbreak Team attended Oak Park on Monday at 10am and a Deep Clean Certificate was provided to DHHS.
- On 4:40pm on Monday the DHHS sent an email with a letter attached saying:
- “Thank you for your cooperation and assistance during the investigation of a positive COVID-19 case attending Oak Park Sports and Aquatic Centre Pascoe Vale 10/2/21 16:00 – 1930. I can confirm that the company has done appropriate environmental cleaning according to Department of Health recommendations and the deep clean cert has been approved by our occupational health physicians. As stated in the letter attached, we are happy for regular business to resume at Oak Park Sports and Aquatic Centre.”

All Active Moreland sites including Oak Park reopened today



- The good news is that we opened today on slightly reduced capacity – and were able to use the time in lockdown to arrange staffing across all Active Moreland sites to ensure we could meet staff ratios, particularly with the hot weather coming up.
- There are still 25 Oak Park staff isolating, including myself, and we will be until 25 February. This also means anyone else living in our homes also has to isolate, so it hasn't been easy but has been great to see how positive and supportive everyone has been.
- Thanks for listening and if anyone has any questions about the process and experience of having a confirmed case visit your site, I'm happy to answer them as best I can.
- I'll now hand back over to Carolyn.

Carolyn

- Thank you so much Shane. I take my hat off to you and the whole team at Oak Park. What a fantastic result in a challenging situation.
- We received high praise and commendation for our ability to move into action and for our excellent contact tracing, not only from the DHHS but also from parliamentarians in yesterday's cabinet meeting. This is something we can all be proud of, especially Shane and his team.

- This is also a reminder that we cannot let *anybody* through our centres unless they have checked in. This is why we were able to contract trace so effectively at Oak Park – and as we know, it **could happen again** at any of our sites.
- I'll now handover to Martina.

Martina

- Thanks Carolyn.
- And thank you Shane for your leadership during a challenging situation.
- I'd like to share how P&C are supporting our Oak Park staff in isolation.
- Firstly, we are sending our best wishes, support and encouragement. Now that the snap lockdown is over, I am sure it's difficult to watch on as Victorians are able to return to their COVID normal lives!
- To help, we will be issuing food vouchers to you all to help lift your spirits.
- We also hosted a Zoom meeting on Monday led by Recreation management and P&C to check in and discuss support available, including EAP, personal leave entitlements and government support available.
- There is also a group chat going on, sharing updates, messages and dog photos to keep up the morale.
- So hang in there team and know that the whole Y is thinking of you!

Manager 1.75% increase

- Finally, before we move into Q+A, I am pleased to advise that all employees under a Managers Agreement will have received a 1.65% pay increase in this week's pay cycle. This increase was approved by the Board last year and announced during the CEO update in September 2020.
- I'm also happy to confirm that the 1.75% increase has been implemented for SALLC as per the Fair Work FIA Pay Guide.
- The pay increase is effective from 1 February, and has therefore been applied in the pay period ending 14 February and is ongoing.
- The 1.75% increase is reflective of the 1.75% increase applied to the YMCA Staff Agreement in July 2020 and is in appreciation of the hard work managers have been doing supporting people, partners and the community.
- So thank you everybody. Let's now move into Q+A.