

All staff and volunteer webinar – Wednesday 10 March
Speakers: Peta Gillies, Jon Shoebridge

Peta

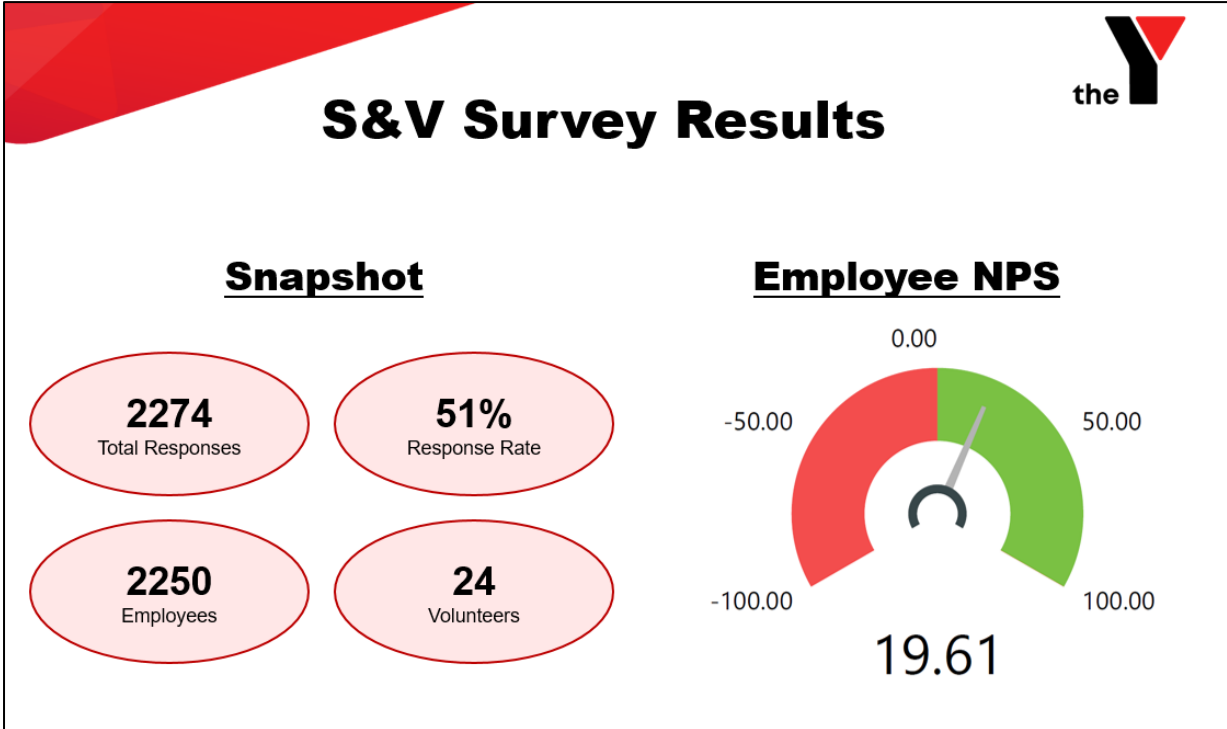
- Good morning everybody and thanks for joining this week's webinar.
- Carolyn is unwell today so I'm stepping in today – for those who don't know me, I'm Peta Gillies and I am joined by Jon from the PSI team.
- I'd like to begin by acknowledging the traditional owners of the lands on which we meet today. For me, that's the Wurundjeri people of the Kulin nation and I pay my respects to Elders past, present and emerging.
- I'll begin with some updates before handing over to Jon.
- Firstly, the YMCA Actions Sports team have been extremely busy over the past couple of weeks planning a number of competitions at Riverside Skate Park during Melbourne's iconic Moomba Festival over the weekend.
- On Saturday and Sunday, the Y hosted the Australian Skateboarding League Championships.
- All eyes were on 11-year-old skater Chloe Covell who travelled all the way from the Gold Coast to compete.
- Our comms team achieved some great media coverage ahead of the event and on the day, and we will include a clip of Chloe on ABC Breakfast News in our Staff & Volunteers News email this afternoon.
- Chloe went on to win the open female championships, beating top Aussie skater 20-year-old Hayley Wilson.

Australian Skateboarding League



Chloe Covell, 11, carving it up on the weekend as she rolled into first place in the open female championships

- I want to say a big congratulations and thank you to Paul, Alice, Lily and the rest of the Action Sports team for all their hard work.
- I'm certain that all the athletes who were finally able to compete in front of a crowd after a year of cancelled events are also appreciative of your work.
- Next, thank you to everyone who completed the Staff and Volunteer Engagement Survey. As I've mentioned in previous webinars, your feedback helps to shape the future of how we work at the Y and Kingswim.



- The survey was open for four weeks from 27 January to 26 February, and in that time 2,274 people completed it. That’s a response rate of 51%, which is up from last year’s rate of 30%, which is just fabulous!
- I want to thank you for taking the time and making the effort to complete the survey this year. Particularly after a tough 2020, it really does help to drive the change we need to make, and we should all be so proud that we have achieved our highest engagement score yet in the history of this survey.
- Our overall engagement score was 72% up from 67% last year. More importantly, our local engagement score was a whopping 79%. This tells us you feel connected with your team and manager at your site – which is just so important.
- What’s more, over 96% of us said they know how to take appropriate action if we felt a child’s safety or welfare is compromised.
- This year we measured our Net Promoter Score or NPS for the first time. The NPS indicates the likelihood of staff and volunteers recommending working for the Y or Kingswim to other people. Our NPS is currently almost 20, and any score that is above zero is a fabulous score in NPS.

Sector responses

Sector	Responses	Total number of people	Percentage complete
Action Sports	30	35	86%
Camping	98	249	45%
Children's Programs	520	746	74%
Kingswim	397	574	74%
Recreation	856	2873	36%
SAALC	111	256	46%
Shared Services	155	150	46%
Volunteer	24	195	12%
Youth Services	61	114	63%

- To break down the participation numbers for our sectors, the slide on screen shows the percentage of staff and volunteers who completed the survey – these results are excellent so thank you so much.
- As you know, sites who reached 85% completion went into the running to win a cash prize to spend on a team activity of their choosing. We split up the sites and teams into three different tiers depending on their size.

And the winners are...

Tier 3: RSEQG team

Tier 2: Kingswim Churnside Park

Tier 1: Kensington Community Recreation Centre and Kensington Town Hall

- Our Tier 1 winners are Kensington Community Recreation Centre and Kensington Town Hall who have won \$1500 to spend on a team activity.
- The Tier 2 winners are... Kingswim Churnside Park who have won \$1000 to spend on a team activity.
- Our Tier 3 winners are... The RSEQG team, who have won \$500 to spend on a team activity.
- Congratulations to all our winners! A member of the P&C team will be in touch with you to organise your prizes. I'd love to hear your stories of how you celebrate your win.
- Over the next few weeks we will be sharing an in depth overview of the results with our Board and with managers. All managers should have received a calendar invite for Thursday 25 March. If you did not receive the invite, please reach out to Humanresources.vic@ymca.org.au.
- Once the results have been shared, I will provide you with an overview of what you have said our organisation is doing well and what we can improve on.
- The survey is all about you having a voice to make the Y and Kingswim a better place. I want to assure you we are listening and indeed we want to hear more.

- In particular we would like to get a group of our staff and volunteers together to help us turn the feedback into positive action.
- We will share more information on the survey results in the next webinar and how you can get involved.
- A quick update on our office reopen working group. If you are an office-based staff member you will have received an email yesterday with the plan forward.
- The Box Hill and Ikon Park offices will reopen after Easter, and teams have been allocated a day per week to come into the office. You will need to book your desk using the online booking system, which the final details are still being worked through.
- The schedule for each team's allocated office day was included in the email. Key considerations when developing this schedule were each team's specific needs, cross-team collaboration, and size of teams.
- If you wish to come into the office on a non-allocated day, you will also need to book a desk if there is one available.
- The online desk booking system will help us manage capacity numbers and there will be more information shared on the process in the coming weeks.
- In the meantime, anyone wishing to come into the office before we have officially reopened them will need to seek executive approval before doing so.
- Next, I have a few updates regarding the Executive Leadership Team.
- You may have heard that Amanda Locke, Executive General Manager of Action Sports, Children's Programs and Kingswim has accepted a new role as Recreation Manager at the City of Greater Geelong and will be finishing up at the Y after an 18 year long career.
- The executive leadership team would like to express our gratitude and admiration for Amanda. Even before COVID, I was inspired by Amanda's leadership, but of course after such a challenging 2020 I was blown away by her resilience and compassion for the people in our organisation.
- I know the teams in Action Sports, Children's Programs and Kingswim will miss Amanda's leadership and support, and on behalf of everybody I wish Amanda all the best in her exciting new position. Amanda will finish up in two weeks' time.
- After taking the opportunity to review the role of EGM Action Sports, Children's Programs and Kingswim, we have identified the alignment of bringing Action Sports into my portfolio with Camps and Youth Services. The three of these sectors

collaborate regularly so this move will create more opportunity for shared projects and growth.

- An EOI for an Acting Executive General Manager Children's Programs and Kingswim was published last week on YNet for internal applicants.
- I have also shared this opportunity with an external recruitment agency to support a non-advertised search.
- Fiona Preston, our Acting Executive General Manager Recreation finishes up with us at the end of March, when she will take on an exciting new opportunity with the State Sport Centres Trust as General Manager of MSAC.
- Fiona started with the Y in the middle of the pandemic last year, and was unable to meet her colleagues in person for months, all the while working in extremely challenging circumstances. Fiona's leadership during the recreation restart(s) was invaluable and I'd like to thank her for her support, resilience and expertise in hitting the ground running.
- Alex Ash, Executive General Manager Recreation, returns from maternity leave next week! We're thrilled to welcome her back and look forward to Alex stepping in to lead our recreation sector as we continue to recover from the pandemic.
- Fiona and Alex will have a few weeks together for an extensive handover and transition.
- As you will know, this month at the Y is Safety Month.
- Although safety is a priority all year round, we're taking the whole month as an opportunity to highlight the importance your role plays in creating a safe environment for yourselves and our community.
- The Safety Month concept was developed from a group of children at Harvest Home OSHC, Taylors Hill and Wyndham Vale Early Learning Centre. They came up with the four step plan to make sure themselves and others were safe during their time at the Y.
- Here are the four principles for Safety Month:
 - **See it** - if you see something that isn't quite right, make sure you report it. Even if you're unsure. It's all about spotting a minor problem before it becomes a major problem.
 - **Own it** - reporting the hazard to a supervisor or manager is important to ensure that all corrective actions are completed.

When you leave your shift, you should be confident that the hazard is receiving attention.

- **Report it** – All incidents and hazards are to be reported to the INX platform. INX is the housing system for YMCA Victoria and Kingswim’s health and safety incidents, audit and inspection events.

INX is our way to ensure your report is actioned. You will have the visibility to check up on the progress of this report at any time.

- **Not on my watch** - The role you have at your local Y is more important than ever. We want you to feel confident and own the workplace and environment around you every time you are in or around the centre.

Safety Month at the Y aims to not only increase the amount of minor hazards reported, but in turn decrease the number of incidents that occur which could have easily been avoided.

- So, our motto is: **Be a hero, before we need a hero.**
- Let’s continue to spread this message with our colleagues and keep safety at the top of our minds when we are at work.
- There are now posters in your staff rooms displaying the information I’ve just shared with you, and you should have received an email last Monday including links to the right process for identifying a hazard to your manager.
- Safety is everybody’s responsibility at the Y, and I encourage you to engage with Safety Week, read the posters and if you see a hazard, report it.
- Thank you, I’ll now handover to Jon.

Jon

- Hi everybody, my name is Jon and I’m the program manager for the People Systems Integration program.
- I’ll start off with a bit of background if you’re not familiar with the PSI.
- PSI was established last year in acknowledgement that we need to tighten-up some of our workforce management practices.
- As part of this program, we want to modernise our processes to reduce the administration effort. Our aim is to make it more simple and easy – while maintaining our legal, regulatory, and compliance obligations.

People Systems Integration

PSI.Program@ymca.org.au

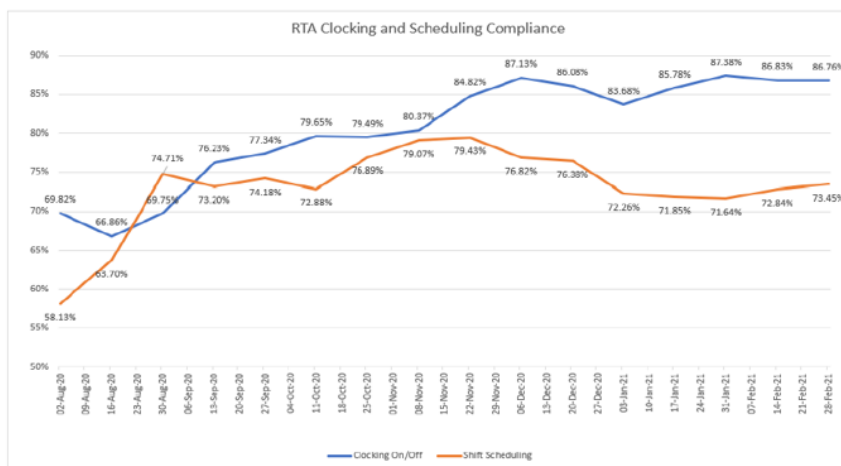
- We would like to hear from you regarding your workforce management challenges - whether that be from recruiting and on-boarding; roster management and payroll; to managing staff leaving the organisation.
- We have established a dedicated email address to receive your feedback – psi.program@ymca.org.au
- One of the immediate focus areas of the PSI is rostering and clocking compliance – which remains a key concern and priority area for our organisation.

Rostering and Clocking Compliance

RITEQ DASHBOARD


PPE 28 Feb 2021

Clocking Performance	Scheduling Performance	Active Sites	Working Employees	Worked Shifts
87%	73%	141	3,667	23,377



- This high number of unscheduled shifts is a significant concern – and I’ll explain why.
 - People who work under an unscheduled shift bypass our compliance controls.
 - This means that, as an organisation, we do not have assurance that all staff are fully credentialed to work.
 - This not only exposes the organisation to licensing breaches – it also exposes the children and young people under our care. So this is a serious matter.
 - The unscheduled shifts also have downstream impacts to Payroll – which many people are unaware of the additional effort required to process pays.
- In response to this risk, we will soon be releasing a Rostering, Time, and Attendance Policy.
 - This will require managers to roster in advance using RITEQ
 - Update roster changes in RITEQ over the period

- It will also require staff to clock on and off
- The exception to this will be staff under the Managers Agreement, where overtime is not applicable. From 1 April, these managers will no longer need to clock on and off.
- You will receive communication and if needed, training in regards to these policy changes in the coming weeks.



Rostering – Top Performers

Site	% Shifts Scheduled
Kings St Kilda East (600)	100%
HD Narre Warren (597)	100%
St Liborius OSHC (509)	100%
St Francis OSHC (507)	100%
Frankston Skate Park (188)	100%
Docklands Flagstaff Gardens (556)	100%
Active Moreland Specialists (116)	100%
Rebuild Facility Services (735)	100%
Youth Empowerment (115)	100%
Lightning Reef ELC (504)	100%

9

- We want to recognise some of the centres that are already doing a terrific job following this policy, which you can see on the screen.
- If you're not on the list, these might be people that you seek out to ask how to achieve these terrific results.
- Opportunities and expressions of interest
 - The PSI program is going to be a significant body of work over an extended period.
 - There will be a number of opportunities to join the program in the coming weeks, so if you are interested in getting exposure to project work – I would sincerely encourage you to apply.
 - As I mentioned previously, we are open to feedback and questions. Whilst we are aware of several issues rostering and payroll issues, we acknowledge

that we don't know them all. So please reach out and let us know what is causing you the greatest challenges.

- We are committed to fixing the issues you are experiencing – but if there's an issue we aren't aware of then we cannot help.
 - So please remember the psi.program@ymca.org.au email if you need it.
- Thank you, I'll now hand back over to Peta.

Peta

- Thank you Jon. I really cannot stress how important the work the PSI team are doing.
- So please ensure you understand your responsibilities when it comes to RITEQ, and if you don't understand something please reach out to the PSI team at psi.program@ymca.org.au and of course you can find instructions on YNet for how to use the RITEQ system.

Q+A

Thank you

- Thanks everybody for your time today, and thanks Jon for joining me. Carolyn will be back next time, enjoy the rest of your week.