


All staff and volunteer webinar – Wednesday 24 March
Speakers: Carolyn Morris, Alex Ash

Carolyn

- Good morning everybody and thank you for joining us today. Today I'm joined by a familiar face to many of you, Alex Ash, who is back from parental leave and has commenced her role as Executive General Manager for Recreation. Welcome back Alex!
- 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.
- Before I handover to Alex, I have a few updates.



Victorian restrictions easing from 6pm Friday

Masks:

- No longer required to be worn at our sites. They are now only required on public transport, taxis and rideshare vehicles like Uber.

Exercise and recreation:

- A density quotient of 1 person per 2sqm applies to each space, this includes indoor and outdoor pools, spas, saunas, steam rooms.
- There will be no caps on gym and fitness classes – both indoor and outdoor - other than limits imposed by density quotients
- COVID Marshals are required when gyms are staffed
- Participants of swimming lessons and water safety activity, along with those under the age of 12 months are excluded from the density quotient.
- And importantly, electronic record keeping is required through the Services Vic app or a government digital system.

Office workers:

- No cap, but 1 person per 2sqm applies

Footy goers: crowds of 75%

- Yesterday the Victoria Government announced that current restrictions will be eased further from 6pm this Friday.

- The new restrictions allow for more visitors in the home, reduced mask wearing and an increase in the number of people allowed in live music venues and other settings.
- I'll start with masks. Masks are no longer required to be worn at our sites. They are now only required on public transport, taxis and rideshare vehicles like Uber. As Alex said yesterday this is a breath of fresh air – literally and metaphorically.
- We do, however, still need to have masks available for anyone who wishes to wear one at our sites. If your stock is low please let Erin Nugent know and she will arrange some more.
- There are also changes for exercise and recreation:
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- COVID Marshals are required when gyms are staffed
- Participants of swimming lessons and water safety activity, along with those under the age of 12 months are excluded from the density quotient.
- And importantly, electronic record keeping is required through the Services Vic app or a government digital system.
- The government also announced that the 75% cap for office workers will be removed, with a density limit of 1 person per 2sqm still in place.
- And finally, good news for footy fans, crowds of up to 75% are now permitted for Round 2 this weekend.
- This is great news for all of us on a personal level, what we have achieved together is just wonderful. The easing of these restrictions come at a good time for the Y too, with JobKeeper coming to an end.

JobKeeper

JobKeeper ends on 28 March.

Because the Y needed to pay staff on or before this date, you will have received your last JobKeeper payment last **Wednesday 17 March** as part of the Y's regular pay run.

This means that the next pay run on Wednesday 31 March you will be paid for the hours you actually worked from Monday 15 March through to Sunday 28 March.

In other words – we are back to normal.

- As you would know, JobKeeper ends on 28 March. **Because the Y needed to pay staff on or before this date, you will have received your last JobKeeper payment last Wednesday 17 March as part of the Y's regular pay run.**
- **This means that the next pay run on Wednesday 31 March you will be paid for the hours you actually worked from Monday 15 March through to Sunday 28 March. In other words – we are back to normal.**
- I know some of you may be wondering what will happen if there are further lockdowns after JobKeeper has ended. While we hope this does not happen, in the event that it did, I can assure you the Y will advocate to the government for further support. You would also be able to access annual leave in these instances if needed.
- The good news is that Victoria is officially COVID-free, restrictions are being eased and vaccines are slowly being rolled out across the country. There is reason to feel confident in our recovery.
- In saying that, JobKeeper really did save us last year, and now that it is has ended we will definitely feel the impacts at the Y.
- We are now standing on our own two feet and the need to focus on recovery, regaining our customers' trust and providing our wonderful services has never been more important.

- 2021 is a year of recovery, and I want to thank each of you for your hard work and energy so far. I know it isn't easy, and I know that reopening isn't as simple as flicking a switch and returning to normal.
- I'm very aware of how hard it is sometimes just to open the door, given the staff shortages we face each and every day. So thank you for your work.
- Our Children's Programs, Camps, Kingswim and Youth Services are recovering and seeing great engagement with customers and the community.
- In this webinar, Alex will provide an update on recreation, and in future webinars we will provide a more in depth update on all our sectors and various shared services areas.
- In our next webinar, Peter Cargin, our Chief Financial Officer will be sharing our current financials and numbers from March. I know that this is important for you to all understand.
- Last week in the Y Bulletin we shared an update on a new partnership with Y Launceston. I'd like to provide some more information on this.
- Y Launceston reached out to Y Victoria to discuss a partnership, which both Boards have now agreed to investigate. What this means is that the Y Launceston will be able to access operational and shared services support from Y Victoria for the next few months.
- The current partnership is aimed at strengthening and expanding the Y's services to the Launceston community; bringing together the skills and local knowledge of Y Launceston, with the expertise and wider resources of Y Victoria.
- For those wondering if this could become a potential merger, this is certainly what will be discussed over the coming months – but nothing has been confirmed at this point.
- A bit about the Y Launceston: they operate a multi-function dry recreation centre, as well as mobile activities and programs that take programming into communities. Y Launceston has also received significant additional funding through the state government currently dedicated to a program extension through the George Town community, a small coastal town around 45 minutes from Launceston.

- We look forward to working with our Tasmanian counterparts and strengthening our relationship with the Y Launceston. If you are part of shared services or operations, you may be tapped on the shoulder to provide support to Y Launceston and I hope that you enjoy this new opportunity.
- Finally, I'd like to remind you that Amanda Locke finishes up with the Y this week, and will be sorely missed by the executive leadership team as well as her Action Sports, Children's Programs and Kingswim teams.
- In a previous update I shared that we would be going to market for an Acting Executive General Manager for Children's Programs and Kingswim. I'm pleased to share that we have found a wonderful individual to take the reins – Renae Lowry.
- Renae has a wealth of experience in executive management and in the not for profit industry, particularly for people with disabilities and aged care. She has demonstrated experience in leading businesses towards growth and expansion and we really look forward to her joining the team on 13 March.
- Renae will then step into the Executive General Manager for Customer Experience in six months' time. I look forward to introducing her to you in an upcoming webinar!
- We also said goodbye to Fiona Preston last week as she completed her contract with the Y as Acting Executive General Manager for Recreation, while Alex Ash was on parental leave.
- Fiona was a great asset to the Y during a challenging period of lockdowns, closures and COVID-19 restrictions and I wish her all the best in her new role at MSAC.
- I'll now hand over to Alex, for a recreation update and to say hello to you all now that she's back on board.

Alex

- Hello, I am Alex. A lot of you would have seen my face around for the past 11 years (minus two years for two children) and this time I return as the Executive General Manager of Recreation. I returned two weeks ago after having my daughter Remi.

Baby Remi



- I started my career at the Y with Gemma Mott and the BLAF crew in 2009 at Boroondara Sports Complex and most recently as the General Manager of Kingswim. There are so many learnings I can bring from Kingswim to the recreation team. I am excited about the road ahead.
- First of all thank you Fiona Preston for all your work over the past months. Fiona stepped into the role 'virtually' in the midst of COVID, only meeting her colleagues face to face for the first time at Christmas. The way Fiona lead with empathy as we opened, closed, opened, closed is something we do not underestimate. Personally a massive thank you from me and from the Regional Executive Managers. We wish Fiona all the best for her new role at General Manager at State Sporting Trust, MSAC.
- And on that note another congratulations to Katie Adams who has been appointed to the Executive Manager of Kingswim. Katie has been acting in the role throughout the past year while I was parental leave. Katie knows the Kingswim business in and out and will be a terrific leader for the sector. Katie will lead Kingswim through COVID- normal and the opening of the two new Kingswim sites into 2022.

- Another thank you to the Regional Executive Managers, Scott, Leon and Matt. This team has worked tirelessly behind the scenes negotiating with each of our council partners on terms as we opened, closed, opened, closed and now open again in our recovery.
- The REMs have built the trust with our council partners, through very difficult times where council revenue has decreased significantly and therefore there have been pressures from every corner.
- Just one example is the Casey contract where in normal times we would provide a revenue or surplus back to Council, however right now Council is supporting the business. This is a \$3.6M swing that Council are supporting for this contract alone. No wonder the pressure. I have personally worked with the REMs in one shape or another for almost 10 years, and look forward to our time ahead.
- Further work that the REMs took part in throughout the deep COVID period was the ability to demonstrate to council how we work in partnership. The Y provided a reduction in management fee to our council partners along with the JobKeeper financial benefit being passed onto councils.
- This was key to demonstrating that we are in this together, and our approach is always one of partnership. If they were to run these services in-house Council would not have had JobKeeper to support their staff.
- Exciting, GRAC – the Gippsland Regional Aquatic Centre - had its official opening yesterday, Tuesday 23 March, with MPs, council, local advocacy groups and of course the Y in attendance. GRAC is a \$50M new facility in Traralgon lead by Centre Manager Sarah Hadjialexiou. This site furthers our footprint throughout the Gippsland region, demonstrating our commitment to regional Victoria.
- As we continue to open up I fully appreciate the challenges ahead of us – workforce shortages, uneasiness with large numbers in sites, parents unable to sit and watch some programs due to quotient requirements and dealing with patrons that have not been following the rules. The way that Centre Managers and their teams have acted with such grace and empathy has been amazing. And everyone at the Y should be proud of what we went through in 2020, and the beginning so far in 2021.
- This is just another step to our COVID recovery. As we move through this, our focus has been to now fully concentrate on our customers so we can once again

surprise and delight them with each visit with our exceptional programs and services.

- The South Australia Aquatic and Leisure Centre – aka SAALC - has been at this COVID-normal state for some time now, and now can announce that they have the largest swim school in Australia. What an achievement. They have built back their business by really concentrating on the little things. Returning customer calls promptly, attending to customer feedback in a timely manner, ensuring the site is exceptionally clean. It is really all about the little things. Lets commit to doing the little things.
- I'll now hand back over to Carolyn for Q+A.

Q+A

Thank you

- Thanks everybody for tuning in today and thanks Alex for joining me. I want to wish the team at GRAC all the best as they welcome customers into this brand new centre, it's so exciting to be opening up a new facility, especially after so many closures in 2020.
- I also want to thank each of you for your hard work and continued dedication to providing wonderful service and support to our communities. Whether on camp, in Children's Programs, in the pool at Kingswim, in a recreation centre or skatepark, or supporting young people in our youth programs, you are all doing a wonderful job and your work does not go unnoticed, so thank you.
- I am taking some time off over Easter, so in the next webinar, Peter Cargin will be hosting. I'll see you next time.