

All staff and volunteer webinar – Wednesday 21 April
Speakers: Carolyn Morris, Martina Smythe and Alex Ash

Carolyn

- Good morning everyone and thanks for joining us today. I'm here with Martina and 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.
- Firstly, a quick update about Anzac Day. Anzac Day is on Sunday and depending on which state or territory you live in, this may or may not mean you have a public holiday on Monday depending on your state government.
- If you are in Queensland, South Australia, Western Australia, Canberra or the Northern Territory, there *is* a public holiday on Monday.
- If you are in Victoria, New South Wales or Tasmania there is *no* public holiday.

S&V Survey

- As you know, the 2021 Staff and Volunteer Engagement Survey wrapped up in February. Now that we've analysed the results, Martina will share with you the key insights we learnt from your feedback.
- Before Martina begins, we have had a few people say that it's felt that nothing ever changes as a result of the engagement survey.

Focuses after our previous S&V Survey

- Communication
- Manager and leadership development
- Organisational strategy

- I think it's important that you know we do listen. Last year the key engagement themes you gave us were to improve our communication, to focus on manager and leadership development, and to progress our organisational strategy.
- As you know, last year also became about surviving COVID.
- Despite the obstacles we faced in FY 2021, we have still made significant progress in these three areas.
- In terms of communication, we received feedback this year in the engagement survey that we have improved this significantly – and obviously this was hugely important that we got this right during lockdown and were really transparent during that time. Even when the messages were difficult.
- In terms of manager and leadership development, to be honest, we did some work on this – such as through opportunities to learn new skills and work on Virtual Y, free LinkedIn Learning and the P&C management information meetings - but COVID did get in the way from our original ambitions. The engagement survey has again told us that we need to provide more support to our managers and clearer career pathways.

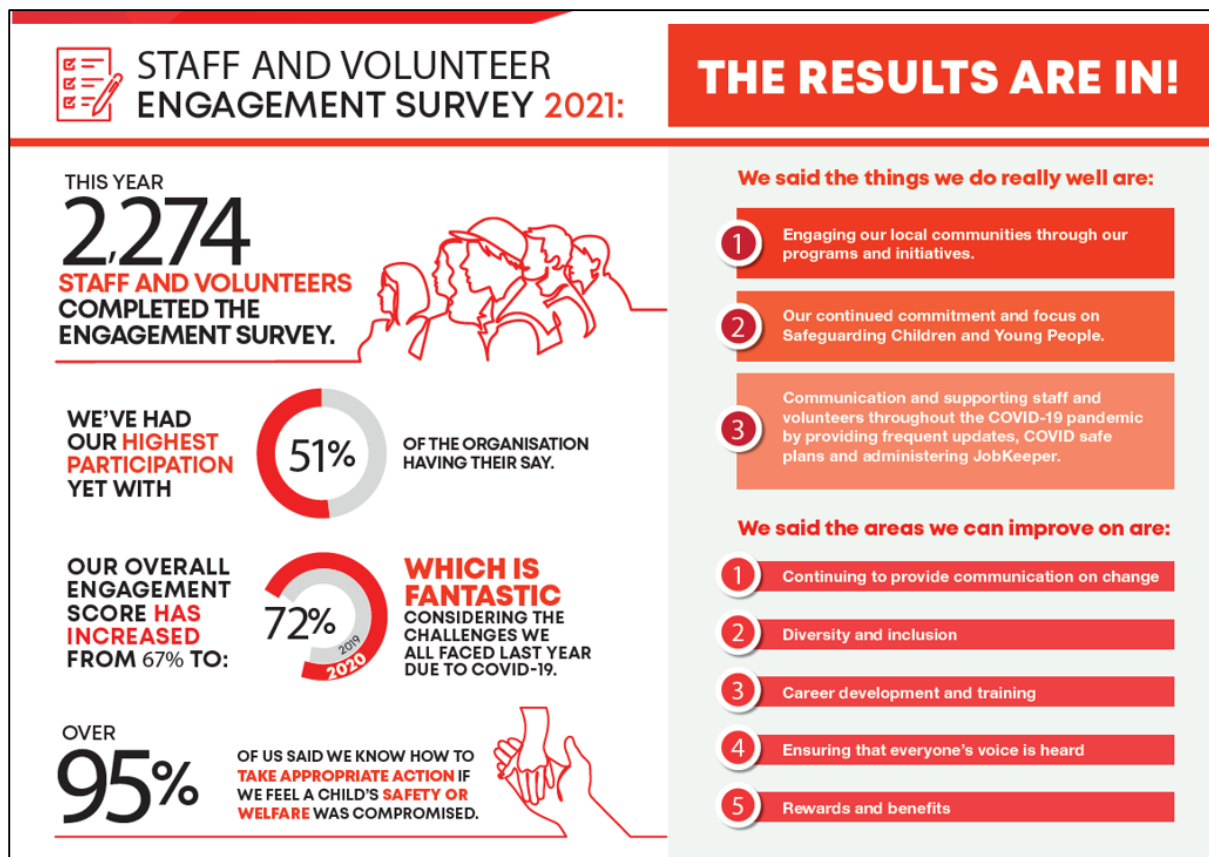
Progress on our organisational strategy

- After divesting from our retirement village and Macey Heights, we now have a core group of six sectors that align to our vision and mission – Camping, Children’s Programs, Kingswim, Recreation, Youth Services and Action Sports.
- Plus we are opening two new Kingswim centre and an Early Learning Centre in FY 2022 and FY 2023
- We have just opened GRAC
- Won the 20 year SRV tender for five camps
- And won four new OSHC contracts

- And lastly, in terms of our organisational strategy, despite everything we actually have achieved a huge amount on our organizational strategy.
- To name a few things...
- We now have a core group of six sectors that align to our vision and mission – Camping, Children’s Programs, Kingswim, Recreation, Youth Services and Action Sports.
- In the last two years we divested our retirement village and our adult day centre, Macy Heights. From a strategic perspective, that is major.
- We have relentlessly continued to invest in our growth sectors, most recently announcing two new Kingswim centres and an Early Learning Centre that will open in FY 2022 and FY 2023 – and we have just opened GRAC.
- Over the last 12 months we have won four new OSHC contracts and won a 20 year contract with SRV to continue running five camps.

- And this year our focus must be about recovery and getting some of the basics right, such as our recruitment processes and our IT infrastructure.
- We are investing in **centralising our recruitment** process in order to give hiring managers time back in their days, and making our recruitment process more efficient, competitive and effective.
- The reason I say all this is that I want you to know that we really do listen to the feedback we receive through the Staff & Volunteer Survey, and that we are not planning to ever rest on our laurels.
- So now over to Martina.

Martina



- On the screen is an infographic summarising some of the key stats and results from the survey.
- We had the highest participation rate yet, with 51% of the organisation having their say, and our engagement score also increased to 72% which is fantastic.

- The results show the things we do really well are:
 - Engaging our local communities through our programs and initiatives
 - Our continued commitment and focus on safeguarding children and young people
 - Communication and supporting staff and volunteers through the COVID-19 pandemic by providing frequent updates, COVID safe plans and administering JobKeeper.
- And the areas we can improve on are:
 - Continuing to provide communication on change
 - Diversity and inclusion
 - Career development and training
 - Ensuring that everyone's voice is heard
 - Rewards and recognition
- So thank you again for taking the time to have your voice heard through this survey.
- I'd like to talk to you now about some of the things we will be focusing on.

SLIDE: Next steps...

- Now onto next steps.
- Now that we have identified the main areas of focus, we will be working with you to determine action plans that listen to your voices.
- In addition, sectors and individual sites will be able to tailor the action plan to meet their specific needs.
- Looking at the key areas you have identified, we will be undertaking focus groups run by an external provider in the coming weeks.
- The focus groups will be asking you how we can best improve diversity and inclusion, learning and development, and reward and recognition.
- This is about keeping the conversation alive. We want this to be a continuous process. It's not just about doing a survey once a year. We want to go out and work with teams so that we can work together to continue to improve working at the Y.

- We really want to understand how we can make a difference, and the great thing about the focus groups is that it doesn't matter if you filled in the survey or not, you can take part – and they are anonymous which is why we are engaging an external provider.
- Watch this space for more information about these focus groups in the coming weeks.
- We recently held a meeting for managers to go through the results in more detail and shared site-specific reports with area managers. If you haven't already been part of a meeting for this, please reach out to your manager to receive a copy of the results from your site.
- In our manager meeting to roll out the results, we had so many questions so we wanted to answer the remaining ones here for you.

Q+A from S&V Survey Manager Meeting

- Is the Y committed to reconciliation with Aboriginal and Torres Strait Islander people?
- What systems will be put in place to improve staff satisfaction?
- How can the Y better support its people managers?
- How is the Y supporting managers to bring our belief to life at a site-level?

First question: **Is the Y committed to reconciliation with Aboriginal and Torres Strait Islander people?**

- Yes, the Y is committed to reconciliation - we recently signed the Uluru statement in recognition of our support by Carolyn and our Board.
- Nationally, we are looking at our reconciliation statement and as Carolyn mentioned earlier, we are centralising recruitment and will be able to start gather data on our aboriginal and torres strait islander workforce.

Second: **What systems will be put in place to improve staff satisfaction?**

- Although we scored highly, we want to continue improving staff and volunteer satisfaction and as I've already explained we will be hosting focus groups on the key themes.
- We will also be sending out regular pulse checks, along with the annual S&V Survey, to provide a continuous loop of employee feedback.

SLIDE: **How can the Y better support its people managers?**

- We will continue to have the P&C monthly managers meeting. This provides the opportunity to update managers, to roll out change and give managers an opportunity to provide feedback.

As Carolyn mentioned, we are investing in a new centralised recruitment process starting with onboarding, compliances and induction. This will streamline our hiring processes and give back time for hiring managers.

- We are also in the process of reviewing the Learning & Development framework, and we are planning to roll out L&D initiatives that are tailored to each sector.
- We will also be reviewing our performance review process.

SLIDE: **How is the Y supporting managers to bring our belief to life at a site-level?**

- We are working with each and every one of you to communicate our strategies in line with the Y mission. This will enable managers to work with their teams on site specific initiatives.
- We have also streamlined our communication processes so that we can continue to celebrate and share our positive news stories from around the Y and recognise the wonderful work you all do.
- Those were all the questions from the manager meetings that we didn't have time to answer. If you have any further questions, please ask them using the Q&A function at the bottom of the screen.
- I'll now handover to Alex.

Alex

- Thanks Martina and hi everybody.

- Gippsland Regional Aquatic Centre, also known as GRAC, officially opened to the public on Thursday 25 March – almost a whole month ago which has flown by.



- The facility has been loved by the community with many days having over 1,000 visits, and that is only with the aquatics section open. The health club, group fitness, wellness and swim school still to open.
- Sarah Hadjialexiou, Scott Bryant and the broader recreation team have been doing a fantastic job. It has been a tough environment to work in, with limited staff, delays in equipment and community expectations.
- GRAC is not the only facility that has been struggling with staff numbers, across the whole sector, we have been struggling to acquire staff. This is an industry wide issue.
- So in response to this, we have developed a recreation 'Refer a Friend' campaign.

Refer a Friend Campaign



- We are looking for Swim Teachers, Lifeguards, Gymnastics Instructors and Health & Wellness Instructors to join the Y team! If you have a mate that fits the bill, send them our way and we'll thank you with a \$250 bonus or pay for your next certification renewal. Your mate will also receive a \$250 sign on bonus or free certification. There are some terms and conditions but the aim for this campaign is to get the word out that we are hiring.
- All recreation staff will have received an email which outlines how to refer a friend. This will also be shared by centre managers with their teams.
- This campaign is running until Monday 31 May.
- This is the first of its kind at the Y, and at this stage no other aquatic/recreation organisation is doing this type of campaign. It demonstrates how we are trying to implement solutions and set recreation up throughout winter ready for a busy spring/summer.
- Thanks everybody, I'll hand back to Carolyn now for Q+A.

Carolyn

Q+A

Thank you



the Y

Mark Rogers
my daughter attends
<https://childrensprogramms.ymca.org.au/early-learning/clyde-north-moroak-crescent.html> and they're great. reach out them and see if they can assist

CHILDRENSPROGRAMS.YMCA.ORG.AU
Clyde North Moroak Crescent YMCA Early Learning Centre

40m Like Reply

Zoe Marie
I second marks recommendation - my 8 month old is at YMCA but they do seem to be pretty full so maybe check their availability

34m Like Reply

Simone Wright
My 2 year old daughter also attends YMCA and would definitely recommend, everyone is lovely there 😊

31m Like Reply

Jodie Wellings
We are looking at YMCA for our 4 year old twins but the one next to Clyde Primary is brand new and seem amazing with very lovely people

28m Like Reply

Breanna Varhegyi
My kids also go to ymca. Highly recommend!

26m Like Reply

Shout out to our YMCA Early Learning Centres!

- Finally, I would like to end with some fantastic feedback for our YMCA Early Learning Centres. A staff member came across this thread in a community Facebook group.
- Congratulations to our Early Learning Centre teams, particularly Clyde North Moroak Crescent who get a shout out in this post. Keep up the great work.
- Thanks again for joining us today, and thanks Martina and Alex for your time. I'll see you all in a fortnight.