

All staff and volunteer webinar – Wednesday 5 May
Speakers: Carolyn, Brendan, Teri

Carolyn

- Good morning everybody and thanks for joining us today. Today we have Teri McIntyre joining us from Y Australia – hi Terri! And Brendan Smith from Camps. Hi Brendan!
- 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.



**New Chair of the Board:
Dr Lindsay McMillan OAM**



Chair of the Board

- Firstly, as some of you may know, Olly Tripodi has been Acting Chair of the Board since Peter Jordan finished up at the end of last year. I'd like to give my sincerest thanks to Olly for doing such a stellar job. Olly will return to his role of Deputy Chair from Wednesday this week, officially.
- This of course brings me to my next announcement, which is that we have appointed a new Chair of the Board who was officially sworn in during the Board's April meeting.
- I'm really excited to welcome Dr Lindsay McMillan as our new Chair of the Board. Lindsay is an Order of Australia medallist and Fellow of the Australian Institute of Company Directors.

- Lindsay brings to the Y an extensive range of board, governance and commercial experience, including currently chairing the boards of the International Justice Mission and Irabina Autism Services. He was also the chief executive of MS Victoria and a member of the National Disability Advisory Council.
- We will have Lindsay come onto a webinar in the coming weeks to meet you all.
- I really look forward to working with Lindsay and I'm sure he will bring a wealth of knowledge, leadership and passion to the Y.

Contract updates

- Moving on... we've had some exciting wins over the last few weeks that I'd like to share with you all.



Recent wins for the Y!

- SA Aquatic and Leisure Centre: contract extended by two years plus one year option
- Macleod Recreation and Fitness Centre: contract extended by one year.
- We won the contract to continue managing the Junction Skate & BMX Park in Hawthorn East (seven years).
- Action Sports, received funding from two local government partners of \$200,000

- SA Aquatic and Leisure Centre has had its contract extended by two years plus one year option, which is just fantastic. Congratulations to Adam Luscombe and the whole team at SAALC.
- Macleod Recreation and Fitness Centre has also had its contract extended by one year. Congratulations to James Weston and the team at Macleod.
- We won the contract to continue managing the Junction Skate & BMX Park in Hawthorn East, which is a seven year contract.

- And also in Action Sports, the team have received funding from two local government partners of \$200,000 to delivery skateboarding programs for local young people and children.
- Peta Gillies and Alice Hogan from Action Sports met with Councillors from Hobsons Bay and Maribyrnong councils on Friday to discuss what our plans are for the funding. Congratulations to the Action Sports team for being able to connect more young people to active recreation.
- A big thank you to everybody involved in securing these contracts and for the work you do every day supporting the community at these important sites.
- I'd also like to give a shout out to the team at GRAC, who've now welcomed over 20,000 visitors through the door since opening only a month ago.
- The gym at GRAC opens on Monday next week which will bring even more people through the door.
- It has been an incredibly successful but equally challenging task to open GRAC. Opening a brand new facility is a lot of work, but particularly after such a long lockdown and the subsequent industry-wide staffing shortage, it's been a huge feat to keep our doors open each day.
- That goes for all our recreation centres – I know you're working extremely hard and I thank you for this.

Refer a Friend Campaign



Refer a friend

- Our 'refer a friend' campaign has also been very successful, with over 94 referrals being made in the last two weeks. If you're a recreation staff member, you will have received an email to your YMCA email address with details of the 'refer a friend' campaign if you'd like to get involved.
- There were a few teething issues with the campaign – such as people applying to be a lifeguard at a dry site. But where we can we are sending these applicants to other nearby sites.
- All referrals are going to the centre manager who is conducting interviews as they would any normal recruitment.
- We know there is a particular need for quality educators in Children's Programs, and more swim instructors for Kingswim, so our next step is to roll out a 'refer a friend' campaign for these areas – so watch this space.

Time & Attendance Policy

- A new Time & Attendance Policy will come into effect on Monday 10 May.
- The full policy will be shared in Staff & Volunteer News and the Y Bulletin (and can be found on [YNet](#)).
- The policy states:

“If a Manager or Employee fails to comply with this policy, the YMCA Disciplinary and Termination Policy may apply.”

- If you have any questions please speak to your manager or email ta.vic@ymca.org.au for support.
- Managers on the YMCA Manager Agreement no longer need to clock on and off – if this is you, you will receive a direct email.


RITEQ policy

- My next update is about our new time and attendance policy. This policy was just approved on Friday. It will be shared with you in Staff and Volunteer News and Y Bulletin this week.
- The purpose of this policy is to further elevate the importance of time and attendance compliance. This includes scheduling shifts through RITEQ and clocking on and off. Without compliance in this area we are not fulfilling the obligations to our staff as an employer.
- As you can imagine, the implications of not doing this are severe, and so the policy does state:


If a Manager or Employee fails to comply with this policy, the YMCA Disciplinary and Termination Policy may apply.

- The policy will be in effect from Monday 10 May.
- As a whole, we are now 86% compliant with clocking on and off and only 78% compliant with scheduling shifts across the organisation.
- This is just not good enough given the training and communication we have invested in to date. And so we need your attention to be 100% compliant – please.

- If you have any questions or need support please ensure that you talk to your manager or email rt.vic@ymca.org.au.
- Finally, one of the key changes this policy brings is that staff on the YMCA Manager's Agreement will no longer need to clock on and off.
- We will communicate with you if your letter of employment is on the YMCA Manager's Agreement directly. If you don't receive this communication by 10 May, please continue to clock on and off. If you are a manager and in doubt, please contact Humanresources.vic@ymca.org.au



Project ET



- Project ET will be rolling out new telephone technology to the Y: Avaya. Avaya is a cloud-based communications platform.
- Site managers will be asked to complete a questionnaire on YNet to audit our existing phone systems. **These questionnaires are mandatory to complete and are due on Friday 14 May.**
- Site managers will receive their questionnaire via direct email and will include a unique URL with the sites you are responsible for, so please make it a priority to meet the deadline.

Project ET

- My next update is about Project ET. This project is rolling out a plan to upgrade the Y's telephone technology across all business units.
- The new system is called Avaya. It is a cloud-based communications platform with a lot of great functionality that in the future will help us improve customer experience.
- To get us there, the first step for Project ET is to audit every single site's existing phone systems.
- Site managers will be asked to complete a questionnaire on YNet to gather as much information as possible. These questionnaires are mandatory to complete and are due on Friday 14 May.

- Site managers will receive their questionnaire via direct email and will include a unique URL with the sites you are responsible for, so please make it a priority to meet the deadline.



Pride March: Sunday 23 May



- If you are interested in attending the March to show your support, please register your interest via the registration form - which will be shared in Staff and Volunteer News this week.

Pride March

- In other news, the Y will be marching again this year at the Midsumma Pride March on Sunday 23 May.
- This is the second year the Y has had an official group attend Pride. It not only demonstrates our support for the LGBTQIA+ community but it's a great way for staff and volunteers to connect outside of work for a good cause.
- Due to COVID restrictions, we are only able to have 30 marchers, so if we receive more than 30 registrations we will be following a raffle process.
- If you are interested in attending the March to show your support, please register your interest via the registration form - which will be shared in Staff and Volunteer News this week.

L&D Insights

L&D Insights



- L&D Insights is a series of interviews with Y superstars who share insights, experience and learnings they've gained throughout their careers.
- A link to episode #1 with Nadine Kemp and hosted by Jayden Rattle will be shared in Staff and Volunteers News this afternoon and I hope you enjoy it.

L&D Insights

- The Learning and Development team have been busy creating something new for you to enjoy – L&D Insights.
- L&D Insights is a series of interviews with Y superstars who share insights, experience and learnings they've gained throughout their careers.
- The series is aimed at anybody looking to progress their career at the Y.
- A link to episode #1 with Nadine Kemp and hosted by Jayden Rattle will be shared in Staff and Volunteers News this afternoon and I hope you enjoy it.

Congratulations Brendan Smith!



Lifetime award

- And finally I'd like to share some exciting news with you all. Brendan Smith, our general manager of camping, has received an award through the Australian Camps Association. Only eleven other people have ever received this prestigious award.
- Brendan has been awarded a Life Membership for his contributions to the camp sector which are described as over and beyond a person's work responsibilities.
- Brendan has a 35 year career as an outdoor educator, and has made a significant personal contribution to the wider camping sector in this time.
- He has been on the board of Australian Camps Association for more than ten years, was a joint founder of the Murrundindi Training Institute for outdoor leaders and a founding member of the Outdoor Youth Programs Research Alliance. That's just to name a few things.
- We're incredibly lucky and proud to have Brendan at the Y, his leadership and commitment to the camps sector has had and continues to have such a positive impact on so many people's lives – both staff and participants.
- Congratulations Brendan. I'll now handover to you to say a few words and provide a camps update.

Brendan Smith

- Thanks Carolyn.
- I'm very humbled and honoured to receive such a great award. I started in camping over 30 years ago, and the work I do still inspires me and I'm still committed to it.
- Camping is all about the impact it has on the individuals that attend and their connection with the community and with the outdoors, which is what makes it special.
- However, this award is really a YMCA award. The Y has provided me with many opportunities over the years and has supported me to play in this space.
- Thank you to our incredible camping team. Our camps couldn't achieve all they do without your hard work and support.
- I'm now going to hand over to Teri.

Teri

- Thanks Carolyn and hi everybody. My name is Teri, I'm the e-Safety Project Manager in the Y Safeguarding team at YMCA Australia, I was also previously with Y Vic for the last three years.
- During 2020, the Y was forced to pivot quickly into delivering our programs and services online, which we did to an incredibly high standard. What became obvious to the Y Safeguarding team during this process were the gaps in our safeguarding knowledge and policy around keeping children and young people safe online.
- The latest stats tell us that one in five young people experience cyber bullying, and on the flip side – one in five young people are perpetrators of cyber bullying. It was clear to us that we had a responsibility to try to change this.
- This drove us to seek funding from the Office of the eSafety Commissioner to transition our Stay Safe, Tell Someone program to the online space. To do this, we partnered with Androgogic, a well-respected educational technology provider to build three eSafety resources. One for 8-12 year olds, 13-17 year olds and adults.
- Prior to developing the resources, we ran a number of focus groups with children and young people to ask them what their biggest challenges are in the online world. We embedded their feedback and experiences into the program to ensure that it is relevant and engaging for the target age groups.

SHARE SCREEN - <https://training.ymca.org.au/>

- This is the resource for children, 8-12 years old – each resource takes the learner through three scenarios. They see, hear or feel something online that makes them

feel worried or unsafe – and they are encouraged to tell someone. Built into each resource are various organisations that people can go to for help such as the eSafety Commissioner website, Kids Helpline or Lifeline.

- These resources are ideal to be used in many of our programs and services, camping, OSHC, gymnastics – either as a standalone activity or as part of a bigger eSafety workshop. Additionally, we have a couple of printable resources that will be released soon that can be used together with the Stay Safe Online, Tell Someone program.
- One is a Tell Someone card. Children and young people can fill this out and give it to someone they trust if something has happened to them online and they don't feel comfortable talking about it.
- The other is a Stay Safe Online worksheet. This is a great one for older kids to work through to encourage conversation about building a better relationship with the internet.
- We have set out to reach 100,000 people with the Stay Safe Online, Tell Someone program and we need support across the Y to make this happen.
- This afternoon Staff and Volunteer News will include a link to the training. I really encourage you all to complete the Adults resource and encourage the children and young people in your life to do the training as well.
- If you would like to run an eSafety workshop with participants in your programs, Y Safeguarding can help you do this, you can contact me or safe@ymca.org.au and we can go from there.
- Thanks! I'll now hand back to Carolyn for Q+A.

Carolyn Q+A

Thank you

- Before we finish up I'd like to highlight the \$1.7billion Federal Government funding for childcare costs in Early Learning Centres announced over the weekend.
- This funding is designed to help more parents get back into work by providing increased subsidies for parents with more than one child.
- This is great news for Early Learning Centres, and Melinda Crole, CEO YMCA Australia, is meeting with the Early Child and Child Care federal department this week to advocate for these subsidies to be extended to OSHC.
- Thank you all for your time today. I know there was a lot to cover off, so I appreciate your time.

- I'll finish by saying that I'm really enjoying the opportunity to be able to connect with more of you face to face this year.
- Last week I was in Bendigo for Y Bendigo's AGM. I also visited the new OSHC services at Marist College which was fantastic. Thank you See-lin for making me feel welcome.
- I look forward to doing more site visits soon.
- I will be back in a fortnight for the next webinar and will see you then.