

All Staff and Volunteer Webinar – Wednesday 19 May
Speakers: Carolyn, Erica, Lia Constanzo, Crystal JansNarayana

All staff and volunteer webinar Wednesday 19 May

Carolyn Morris
CEO YMCA Victoria and Kingswim

Erica Molina
Recreation Marketing Business Partner

Lia Constanzo
Centre Manager, Kororoit Creek Early Learning Centre

Crystal JansNarayana
Centre Manager, Mernda Early Learning Centre

Carolyn

- Good morning everybody and thanks for joining us today. I'm here with Erica, Lia and Crystal.
- I'd like to begin by acknowledging the tradition owners of the various lands on which we are meeting 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 start off with some quick updates, beginning with RITEQ.

RITEQ

- Each week in the Y Bulletin we are sharing the RITEQ rostering and scheduling results.
- Kingswim have been crowned as top performers over the last fortnight with each location scoring an overall ranking of 99%. Congratulations to the Kingswim team – this is brilliant and proves that we can reach these results with the right planning and preparation.

- A special shout out to Kororoit Creek Early Learning and OSHC even with over 360 shifts in the last fortnight they achieved 99% scheduling accuracy and Benalla has backed up last week's win also with an accuracy score of 99% over 250 shifts.
- As you know, we released a new roster, time and attendance policy earlier this month. This policy demonstrates our commitment and the significance of the importance when it comes to rostering and scheduling all shifts properly in RITEQ.
- If you haven't read this policy yet, please make the time to do so. You can find it on the policy page on YNet, and we will share the link again in this afternoon's Staff & Volunteer News.
- I would also like to remind everybody that the most COVID-safe way to use RITEQ is via the mobile clock in, so please ensure you have this shortcut saved on your phone. We will include how to save the shortcut instructions on your mobile device in S&V news as well.

S&V Focus Groups

- Following the recent Staff and Volunteer Engagement Survey, we're holding a number of focus groups to gather feelings, perceptions and thoughts on four key areas that were highlighted themes that you wanted...
 - Communication and change
 - Learning and development
 - Diversity and inclusion
 - Reward and recognition
- The focus group is a further opportunity for you to have your say. By committing to a focus group session we're asking you to bring your ideas and solutions so we can develop action plans that are relevant.
- We'll be holding a mix of online and face-to-face sessions from mid-June, which will be facilitated by Phoenix Facilitation to ensure all feedback remains anonymous and confidential.

Staff and Volunteer Focus Groups

Full-time employees

- As part of work hours
- If they attend outside of work hours, this will be time in lieu as agreed with manager

Part-time employees

- As part of work hours
- If they attend outside of work hours, this will be paid/time in lieu as agreed with manager

Casual employees

- Paid for attending at pay rate of Primary Role

Volunteers

- Provided with a \$50 voucher for their time

- Staff who participate in the focus groups will be paid for their time, and volunteers will receive \$50 voucher for their contribution. It is anticipated each focus group will be 60-90 minutes in length.
- It's important that as many people from across the organisation participate in the focus groups. Your feedback will help us make the Y a great place to work.
- If you're interested in participating, you can find a link to the expression of interest form in Staff and Volunteer News. Everyone who expresses an interest will participate.

Erica

Licence to Move

- Hi everyone, I'm Erica – the Recreation Marketing Business Partner. I've been at the Y for about six months now and have loved getting to know the team and meeting more of you in person.
- I'm excited to share an update on a campaign called Licence to Move. The campaign was created to motivate communities to move their bodies and get

active. It'll boost ease of access to rec facilities and support inactive members of our community who might not have the money, time or knowledge to get started.

- Participants in this campaign will be offered a free, two-week pass to experience the services and facilities available at their local Rec centre. They'll also be eligible for a \$0 sign-up on a membership, so they can continue their healthy living journey with us.
- We also want to recognise and reward our current members by offering the chance to win 3-months free. All they have to do is take a photo of themselves getting active, hashtag #licencetomove and tag their centre. At the end of the promo, we'll review the entries and pick out the lucky winners.
- With 55% of Australians not meeting sufficient physical activity levels, there's no better time to expand our reach and positively impact the health and wellbeing of our communities.
- Licence to Move kicks off today and runs through to Wednesday the 2nd June. You can learn more by visiting licencetomove.com.au.
- I'll end by showing you the hype reel! Thanks for your time today.

PLAY VIDEO

<https://drive.google.com/file/d/1QoxOBjVFkVnRC4x5d8xULDKUwg2yMoVX/view?usp=sharing>

Carolyn

- Thanks Erica. Before we move into Q+A, I'd like you to meet two team members who have been singled out for their outstanding work and contributions at the Y.
- Crystal and Lia, work in Children's Programs. And as you know, Children's Programs worked throughout the lockdowns last year so they had a unique experience compared to many of us at the Y.
- We've seen a great return to our early learning centres this year with families keen to get their children back into our care, which is wonderful. It's thanks to the excellent leadership of people like Lia and Crystal who lead their teams during the difficult COVID period and now in this COVID normal existence.
- I'm pleased to introduce Lia Costanzo, who is our centre manager at Kororoit Creek Early Learning Centre. Lia is an inspirational leader who started her

career at Kingswim and then decided to make a move into Children's Programs.

- So thank you Lia!

Lia

- Thanks Carolyn, and hi everyone. Thank you for acknowledging my wonderful journey with the Y. I've been with the Y for the last 9 years and had a management background before joining ... but after having children I decided to take a step back and applied to be a casual swim teacher at the YMCA Kororoit creek. I had an amazing Manager there who mentored me and helped me to realise I was looking for more.
- When Kingswim took over the pool at Kororoit creek, this opened more opportunities to grow from a role in accounts to managing the swim centre for 5 years. I loved it but always knew I wanted to get into Early Learning as it had been a passion of mine.
- I literally 'jumped the hall' and went across to OSHC as a coordinator, and few months later I was the director and just a few months after that I became the centre manager. This all happened within 12 months.
- The ELC centre manager role appointment was during Covid lockdown 1 and it was very challenging. I guess the hard part was the rollercoaster ride child care went through and trying to keep both staff unity and trust from the families.
- Even though I wasn't new to the centre I was new to this position. I knew I needed to focus on a sense of belonging for our community and to try and help with the struggles everyone had - including being able to get the simplest of supplies. We needed to turn it into a positive.

Kororoit Creek Early Learning Centre



- We introduced a **community cupboard** of supplies which was donated from a Kingswim staff member. Even our local fruit man would stock the cupboard every week to help our families. And our families now stock the cupboard for others.
- We then introduced our sustainability program which incorporated our vege garden which the children started from seed. We are also able to stock our cupboard with fresh produce that our community can take if needed. Everyone loves being able to give back. I'm so proud of my team and how we have come out of this on the other side.
- I couldn't have done this without the support of our cluster managers, the support of my area manager and the support of my team. They were there for me as much as I was there for them.
- During my career at the Y I have always had inspirational leaders to look up to – and amazing colleagues I work alongside every day. At the Y I believe we have a different passion - we are here for all our people and that's what motivates me.

- I thank the Y for all the opportunities that I have been given to help me grow personally and professionally.

Carolyn

- Thanks Lia. And my next shout out is to Crystal Janz-Narayana. Crystal is the centre manager at Mernda Early Learning Centre. Crystal started her career in OSHC and then moved into various roles in the ELC side of the business.
- She is an amazing leader and recently showcased her centre to our new Chair of the Board, Lindsay McMillan.

Crystal

- Thanks Carolyn and hi everybody.
- I started with The Y back in January 2017, as the OSHC Area director for the north; however as I was based out of Mernda ELC. I had developed good relationships with the staff and families within the centre, most of whom are still attending there today.
- I then moved across to the ELC space nine months later in September 2017 as the Early Years Learning Director before becoming the Acting Centre Manager in October 2019.

Mernda Early Learning Centre



- As Lia mentioned 2020 was a very challenging year for everyone in the early learning space with COVID, however our teams have really rallied together, supported one another and have come out stronger than ever.
- I have been the centre manager here at Mernda since Dec last year and I am very proud of what we have achieved in our centre as a team. It has been wonderful to watch the growth and development of my Mernda team over the years but especially what we have achieved over the last 12 months.

Carolyn

- Thank you Crystal for your leadership and contributions to the Y. I think both you and Lia are both a great example of the different opportunities within the Y.
- Now it's time for Q&A.

Q&A

Thank you

Carolyn

- Thanks for your time today everybody and thanks to Erica, Lia and Crystal for joining me.
- I'd like to end by saying happy **National Volunteer Week** to you all. The Y has a proud history with volunteering across the world, and we know that here at Y Victoria our volunteers are invaluable.
- If you have volunteers at your site or program, please make sure you thank them this week for their contributions.
- We will be profiling some of our brilliant volunteers on the Y Victoria Instagram this week so be sure to check them out.
- Thanks everyone, see you next time.