

# Y Career Agency

The Y in Australia is in the unique position of being both an employer and service provider to approximately 8,000 young people as part of its team of 12,000 paid staff and over 1,000 volunteers, when the Y is operating at full capacity. The Y in Australia provides services over 22 million times to Australians per annum, including 1.2M engagements by young people across 580 sites, with 142 located in regional and rural areas.

Our services include:

- ▶ Youth Services including youth employment, vocational education and schools.
- ▶ Child Care (early learning and out-of-school hours).
- ▶ Community Recreation and Sport.
- ▶ Outdoor education.
- ▶ Aquatics.

Our capacity to collaborate on the ground, in communities, and to provide an Australia-wide solution to young people seeking work opportunities, is unparalleled.

## YMCA at a glance

2019/20 Facts



TURNOVER

**\$462,937,471**



ASSETS MANAGED

**\$432,794,308**



OVERALL PARTICIPATION

**22.4 million**

(down from 29 million in 2018-19)



NUMBER OF SITES ACROSS AUSTRALIA

**594**



**13,411**

STAFF

(includes over 8,000 young people)



**1,116**

VOLUNTEERS

### Customers

- ▶ Total customers: 256,317\*

#### Customers Service Kinds

99,226	Gym members
78,945	Swimming lessons members
9,424	Aquatic members
28,576	OSHC kids
18,531	Gymnastics kids
9,630	Early Learning (includes family day care)
2,320	Kindergarten kids
1,005	Disability clients
8,660	Other members (junior sports etc.)

\* Data does not include young people through funded services, ie youth centres, youth programs. We have 12 million participations in these services a year.

Please note: staff figures reflect pre-COVID figures noting that from March-June a large percentage were stood down, particularly in the hardest hit state - Victoria.



## How will the Y Career Agency work?

The Y Career Agency provides an end-to-end supported work placement and skills development Agency for young employees to support the development of their career portfolios:

- ▶ Young people employed or placed with the Y Career Agency will become a 'Y Associate' and assigned their own 'Agent'.
- ▶ A platform with career coaching supports their development and is deployed to support on-the-job learning and micro-credentialing of skills.
- ▶ Employability skills such as leadership and entrepreneurial skills are embedded into the program for each Y Associate
- ▶ A smartphone app keeps the Y Associates connected to each other and job specific learning and certification requirements
- ▶ Access to government funding support for training and employment (where applicable) is navigated by Y Careers agency for each Y Associate.

The Y Career agency will ensure also that the young person is encouraged to enrol in relevant microcredentials, short courses, tertiary courses and apprenticeships to support their career portfolio development.

For **young people**, it provides a way to navigate the complex, uncertain, ever-changing jobs market. As a 'Y Associate' they will receive in-person and online coaching to support their personal placement and learning plan.

For **employers**, it will ensure young employees are fit-for-purpose, in developing the suite of skills now so valued by employers across multiple sectors and support specific on the job skill requirements in partnership with the employer. Government funding support will also be navigated for eligible Y Associates in the area of wage support and training

For **Governments**, it will provide policy guidance for reform of industrial relations in the emerging post-Covid-19 economic reality.



## What is a 'Career Portfolio'?

The Y's focus in developing Young People's career portfolios is not the traditional approach as the career ladder metaphor no longer reflects the nature of the job market.

Under a career portfolio approach, we shift our focus from jobs to skills and capabilities that prepare young people for being able to optimally engage with their work. This enables young people to unlock more diverse work opportunities and apply their skills laterally.



# Our approach

## Youth Voice

Throughout history the Y has been built on and valued the voice of young people.

We intentionally support the voice of young people, through taking the time and creating safe spaces for young people to challenge, be challenged and to have their voices heard. This may include a range of elements from supportive structures and governance, to creating dialogue and multiple platforms for participation. Creating safe spaces means addressing power imbalances, building confidence in young people and building trusting and honest relationships. This also means the creation of spaces and opportunities to share knowledge, learn from one another and encourage ideas through genuine and authentic co-design.

## Intergenerational approach

The Y is committed to an intergenerational approach to working with young people.

We not only embrace different generations, but embrace different cultures and values. This means not only valuing experience and knowledge but also embracing innovative ideas and new insights and perspectives. We place a strong emphasis on working collectively and deepening our understanding of how and why different generations see things differently. This embodies a different and interconnected way of thinking that celebrates multiple perspectives.

	PRINCIPLES:	IN PRACTICE, THIS MEANS:
	<b>Thinking differently</b> We commit to an approach by which we actively embrace difference and celebrate multiple perspectives.	We will not only embrace different generations, but embrace different cultures and values.
	<b>Valuing all of us</b> We commit to an approach that values everyone and avoids an 'us' and 'them' mindset.	We will actively work to challenge generational stereotypes that attribute a set of characteristics and values to particular generations.
	<b>Connecting and learning</b> We commit to connecting and learning from one another and finding strength in our shared goals.	We will explore opportunities to connect and learn from one another through communication and building two-way relationships.
	<b>Respect and empathy</b> We commit to an approach that emphasises engaging with respect, empathy and building trust.	We will respect each other's voices and opinions and respect each other's uniqueness, experiences and contributions.
	<b>Adaptive and purposeful leadership</b> We commit to an approach that values shared and collective notions of leadership.	We will intentionally support leadership that is not necessarily derived from formal authority structures, but leadership that values shared goals and collaboration.
	<b>Risk and reward</b> We commit to being bold, taking risks and celebrating reward.	We will recognise that genuinely embedding intergenerational leadership requires us to take risks and be brave, and also requires us to be prepared to give and to compromise.

## Key elements and services

### Wraparound Employment Support

- ▶ Supporting young people to develop their employability skills and develop across the company
- ▶ Managing and advising on training or credentialing as it become relevant
- ▶ Building young peoples career portfolio

### Job Matching & Placement

Offer an online job platform enabling identification, matching and application support for job opportunities.

Alignment with the skills required and the culture of company.

Throughout the placements, partners can access guidance/advice from Career Agents in supporting young staff.

### Coordination Support

Support employee to navigate:

- ▶ employment administration support
- ▶ consolidating superannuation accounts
- ▶ understand payslips
- ▶ how to seek human resource support and
- ▶ shift scheduling support etc

### Career Coach

Provide tailored, holistic advice to assist with identifying and exploring young persons needs and aspirations as they relate to ongoing employment and education.

They will then support young people to understand and access a range of career development opportunities in partnership with partners that meets these aspirations.

### Training & Learning

Core streams of:

1. Employability skills training
2. Job readiness training across different areas of the business

Additional training/learning will also include

- ▶ On-the-job training – to be provided by partners specific to the roles in partnership with Y Careers where appropriate
- ▶ Online learning content - including micro-credentialing of key employability skills;
- ▶ Supported pathways to accredited training where applicable with support to gain attainment of qualification

