



YMCA Improving Efficiency in Processes and Better Control Over What Their Teams Are Doing Using Their New Y-MAC App

YMCA Whittlesea exists to serve the local community, in the areas of Recreation, Children's Services, Disability Services and Youth Services. With over 450 employees and volunteers, YMCA Whittlesea needed a central hub where staff can access training and resources, stay abreast of communication and company updates and engage with the YMCA brand.

Being an industry with stringent guidelines, the Support Office needed a platform that could manage and track compliance and training results whilst still providing a fun and engaging space to visit. Y-MAC stands for YMCA - Management and Compliance tool.

How has using the e-Learning tool helped you to deliver training and stay compliant?

The e-learning tool has been great for us and is probably my favourite tool. We can be confident that a team member has been introduced to our policies and industry-specific information before they start their first shift. The individual can also go back and review the information at any time, should they need to, to ensure they completely understand the content, which is helpful. The detailed reporting functionality means we can call up the history of any individual at any time, should we need to.

How were you delivering training before World Manager?

Prior to using the platform, new starter inductions were completed face-to-face by our supervisors or managers. Although we provided the content, we could never be 100% sure that it was being delivered accurately; as each person may have shared their own interpretation or taken short-cuts. Using World Manager to deliver this training via online bite-sized modules, has given us peace of mind that every new starter is receiving a tailored induction to their job role and location in manageable chunks. That's not to say that we no longer do face-to-face inductions, we of course do, but in a reduced capacity, freeing up time for managers to pursue other tasks

Which tool do you find has the most impact on your daily operations?

Manuals and Files is probably the one that is used daily by our teams across our various locations. I like the fact that we control what is seen and by whom, as the final version of our documents is kept on Y-MAC. Using the dashboard to create quick links makes it quick and easy for the end user, the less clicks the better. Before this, we had paper files at each location and the electronic version from workplace to workplace had the potential to not be consistent so we could never be sure that what they were accessing was the most up to date version. Using the platform means we can do away with huge binders full of operation manuals or emailing through individual updates.

It allows us to exercise version control from one central place. Also managing our first aid incidents has been great and setting up alerts for our Managers to be across what is happening in terms of health and safety.

How has the platform helped to manage the onboarding of new employees?

It has given us greater visibility of the onboarding process from start to finish and enables us to track an individual's progression. We use a variety of tools, starting with a service desk request for pre-recruitment, which gives us the ability to oversee any open and current requests, helping us with planning our time and resources. We also use online checklists and internal surveys for the manager to follow, to ensure nothing is missed. What's also important is that the employee can also see where they are at within their employment cycle.

What benefits have you gained since launching your World Manager platform?

I would say the benefits include greater efficiency in processes and better control over what our teams are doing and seeing (e.g. training and documents).