



Whitehorse
Manningham
Libraries
open for discovery

ANNUAL REPORT 2020/21





Whitehorse
Manningham
Libraries

open for discovery

Administration

1040 Whitehorse Road
Box Hill
3128

PO BOX 3083
NUNAWADING
VIC 3131

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Where to find this report

Copies of this report are available at the Corporation's administration office.

It can also be accessed electronically on the Corporation's website at www.wml.vic.gov.au

For further information, telephone **9896 4333**.

♻️ This publication is printed on 100% recycled paper and uses plant-based ink.

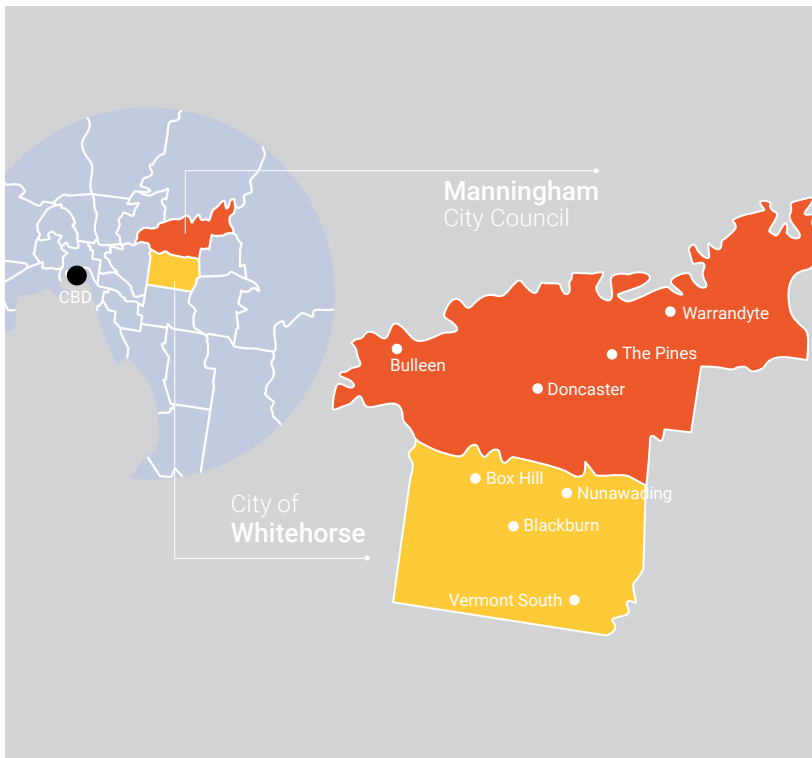


Environment,
Land, Water
and Planning



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INTRODUCTION

Welcome to Whitehorse Manningham Regional Library Corporation's (WMRLC) Annual Report 2020/21.

This report details our performance for 2020/21 against the strategic themes outlined in our Library Plan 2017–2021 and our Annual Budget 2020/21. The report provides an overview of our key achievements and challenges throughout the past year.

WMRLC services an area of 178km² located within Melbourne's outer eastern suburbs.

Acknowledgement of Country

Whitehorse Manningham Libraries acknowledges the Wurundjeri Woi Wurrung people of the Kulin Nation as the traditional owners of the land. We pay our respects to their Elders past, present and emerging.

OUR COMMUNITY

The Whitehorse Manningham Regional Library Corporation (WMRLC) provides public library services to the neighbouring cities of Whitehorse and Manningham in Melbourne's eastern suburbs.

The City of Whitehorse is located 15km east of the Melbourne CBD and has an estimated population of 178,739. Manningham City Council, to the north of Whitehorse, has an estimated population of 127,573, giving the library region an estimated total population of 306,312.

39.1% of our community was born overseas, with 75% of these people speaking a language other than English at home.

Whitehorse Manningham Libraries is proud of our diverse community and the services that we provide.

Our Vision

A library open for all to discover a world of possibilities.

Our Mission

To provide opportunities that inspire our community to read, learn, connect and create.

Our Values

The following principles guide the way we operate:

▶ **Respect**

We acknowledge our diverse community and support equal access to services by all.

▶ **Integrity**

We are open, honest and accountable in the way we conduct our business.

▶ **Community Drive**

Our services and the way we deliver them are shaped by the needs and aspirations of our community.

▶ **Collaboration**

Together we develop positive relationships and partnerships that strengthen our services and their impact.

▶ **Excellence**

We aim for excellence and strive to find new ways to improve how we work and deliver services.



PERFORMANCE HIGHLIGHTS

OUR MAJOR ACHIEVEMENTS IN 2020/21

LIBRARY PLAN 2017–2021 STRATEGIC THEMES



Read, Learn and Discover

More on pages 28

- ▶ Delivery of programs and events through a range of different formats, including hybrid events and outdoor events in the summer
- ▶ Participation in statewide Victoria Reads project that included 613 attendees at Zoom, Youtube and Facebook events
- ▶ Home-delivery service kept our community connected throughout the extended lockdown period

Connect, Collaborate and Participate

More on pages 34

- ▶ Bounce Back Program delivered in collaboration with the City of Whitehorse, Manningham City Council and the Box Hill Institute Job Skills Network. There were 14 live online programs offered to support our community throughout Covid-19, attracting 577 attendances.
- ▶ Care for Carers Program pivoted to an online delivery format and proved extremely popular.
- ▶ The Pierre Gorman Award project kicked off with a partnership with Nadrasca.



Experience

More on pages 40

- ▶ Cessation of reservation charges
- ▶ Overdue charges suspended during all lockdown periods
- ▶ Introduction of modified library opening hours in January 2021 to support our Covid Recovery Plan

Value

More on pages 45

- ▶ Library branding put on Corporation vehicles to increase visibility within the community
- ▶ Launch of the new library website and staff intranet
- ▶ Community survey undertaken to help inform the new 2021–2025 Library Plan



OUR CHALLENGES

Covid-19

The pandemic continued to provide WML with service challenges. Changing restrictions leading to branch library closures, restricted visitation numbers and frequent disruption to service provision resulted in the need to pivot at short notice to alternative modes of delivery. The safety of the community and staff was our first consideration throughout the year.

Infrastructure

A number of our physical library branches are no longer able to support the type of library service expected by the community due to their age, size and condition. WML is working with the Member Councils on a long-term strategy to improve library infrastructure across the two municipalities.

Funding

Ensuring that our library services respond to the evolving expectations and needs of our community continues to be challenging in a constrained financial environment. WML continues to advocate to our Member Councils and the State Government for increased investment in public libraries.

Looking Ahead

Whitehorse Manningham Libraries looks forward to progressing the following in 2021/22:

- ▶ Implementation of a new four-year road map for WML with the Library Plan 2021–2025
- ▶ Development of a Whitehorse and Manningham Library Strategy 2021–2031
- ▶ Continuing to enact the WML Business Recovery Plan
- ▶ Providing our community with tools to assist in the recovery from Covid-19



SNAP SHOT FAST FACTS

While our doors were closed we issued 93,176 items to 12,627 library members and there were 5,550 home deliveries to vulnerable members of our community.

TOTAL PROGRAM ATTENDANCE LIFELONG LEARNING



6,424

Attendances at adult programs



11,340

Attendances at children's and youth Programs

DIGITAL ACCESS ALWAYS OPEN



40,449

online genealogy sessions logged



12,526

online learning courses accessed



9,568

YouTube views of library program presentations



114,298

newspapers and magazines were downloaded



127,179

eBook loans



137,165

pieces of music downloaded or streamed



3,011

online stories for children were viewed through StoryBox



48,349

eAudiobook loans



21,725

movies streamed

PROGRAMS AND EVENTS PROVIDED ONLINE



2,366

attendances at online children's and youth programs



5,406

attendances at online adult programs and events



207

online programs and events on offer for adults

LIBRARY USAGE



428,652

Visits to our Branches



102,606

Total Library Members



2,020,294

Total Loans



8,885

New Members

CONNECTED TO OUR COMMUNITY



1,080,905

visits to the
library website



3,920

Facebook followers



222,600

people reach for events



5,500

responded to events



4,008,636

catalogue searches



1,655

web and online chat
queries responded to



234

direct messages
responded to



17,936

eNews subscribers

OUTSIDE THE LIBRARY WALLS



530

individual patrons receive a
delivery on a regular basis



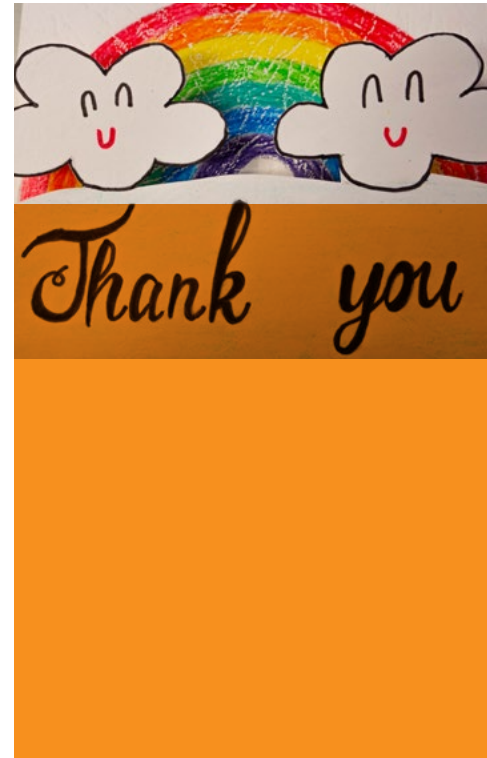
60

Aged-Care and Retirement Facilities
visited on a regular basis



46,933

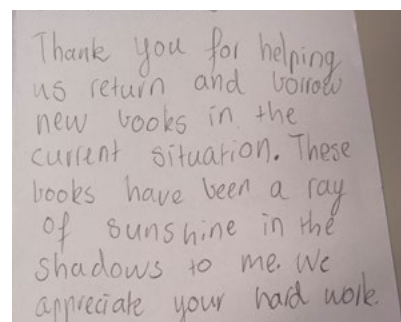
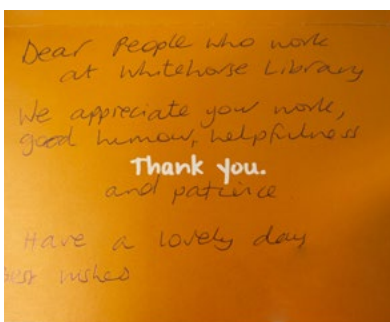
loans to
Outreach Patrons



YOUTH SERVICES 2020/21

Providing quality programs and material to children and teenagers continues to be of high importance to WML, even in the pandemic. There were a number of challenges that our Youth Services team had to overcome in order to deliver services in this area throughout 2020/21, ranging from lockdowns to number restrictions, and the delivery of programs in outdoor venues only. Despite this, programs were successfully delivered online, outdoors and in person. All of the team's efforts were greatly appreciated and resulted in an outpouring of thanks from children and their families. It seems that libraries really do change lives!

WML participated in *National Simultaneous Storytime* virtually and in person. This year's book was *Give me some Space* by Philip Bunting. It was great to have our guest storytellers from our Library Board – Chair Cr Trudy Skillbeck and Deputy Chair Cr Michelle Kleinert. Both got into the spirit of things, dressing up as astronauts. The use of a green screen for our virtual session truly made it seem as though we were transported into space.





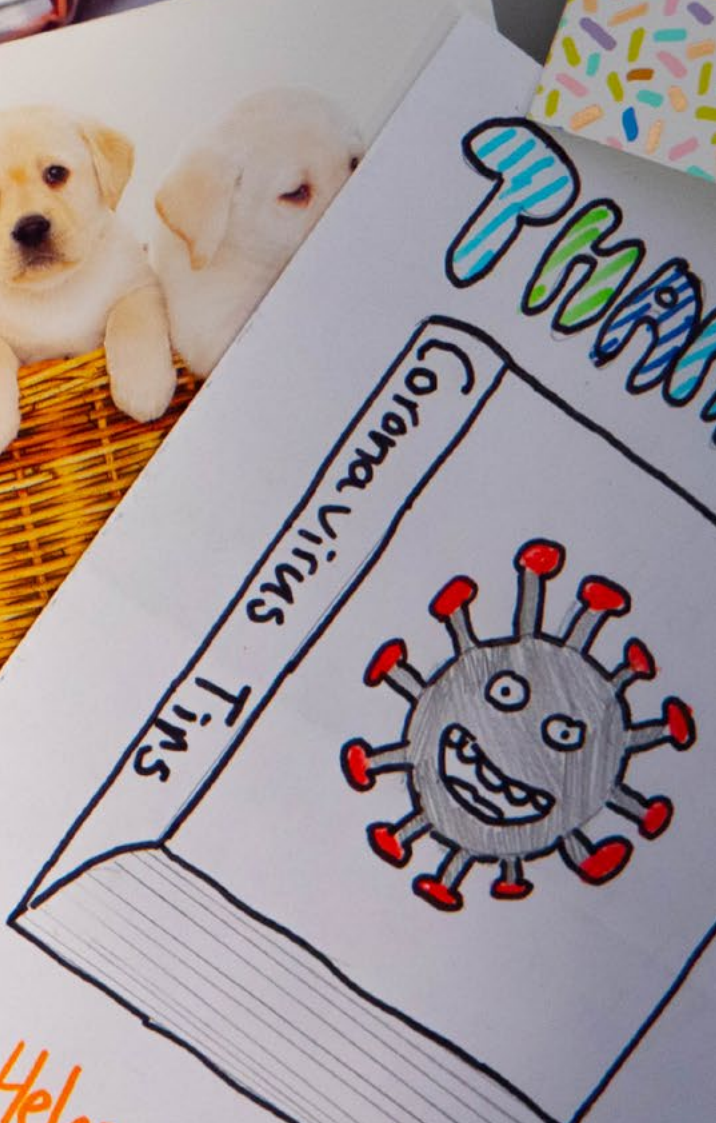
oml - We appreciate



fantastic library
for all that
done for us
YOU ARE THE BEST



For Help



CHAIRPERSON'S MESSAGE



In my first year as a Library Board member and Chairperson, I am particularly proud of the way Whitehorse Manningham Libraries has continued to respond during the Covid-19 pandemic with agility, creativity and a strong commitment to customer service.

Our libraries have evolved and maintained an essential role in supporting our community throughout periods of lockdown and recovery. Strong advocacy from the library and local government sectors has enabled the provision of contactless click and collect and home-delivery services. We know that our libraries are an important service combatting social isolation and contributing to personalised connection and wellbeing support. We have received some wonderful feedback from library members on the positive impact the library has had throughout the pandemic.

Whilst our library buildings were closed, our services remained open and staff worked tirelessly to support our community remotely by providing virtual programs and activities, online and telephone information services, home delivery of books and DVDs and access to an increased range of digital collections and learning resources.

When restrictions allowed, our community was welcomed back to our library branches to use the public computers, wi-fi and reading and study facilities. The priority has always been ensuring the health and safety of staff and the community who use our services. Covid-safe plans and practices continue to be maintained to provide assurance for all using the library services and facilities.

Despite the significant disruption and challenges faced, I'm pleased to highlight a number of significant achievements this year:

- Over 2 million collection items were loaned, with loans of eBooks increasing by 60%
- 429,000 people visited our library branches and 8,885 new members joined the library
- Over 93,000 contactless click and collect and home-delivery loans were provided to 12,627 library members whilst branches were closed to visitors during lockdowns
- A Bounce Back program, delivered in collaboration with Whitehorse and Manningham Councils and the Box Hill Institute Job Skills Network, provided 14 live online programs to support our community and attracted 577 participants
- A new library website was launched and searches of the online catalogue increased by 20%

Library Board meetings remain very strategically focussed, with critical thinking towards our most effective and sustainable future. I would like to thank my fellow Board members, council officers and, particularly, our library staff and volunteers, for their continued dedication and commitment to delivering positive outcomes for our community.

Cr Trudy Skilbeck

Chair of the Library Board

CEO'S MESSAGE



This year's Annual Report highlights the achievements and challenges experienced through the financial year 1 July 2020 to 30 June 2021. The Annual Report details the Whitehorse Manningham Libraries performance against the goals of the Library Plan 2017–2021.

The past year has continued to present challenges brought about by the Covid-19 pandemic, including the extended periods of library branch closures to the public, and restricted visitor numbers at other times. I commend our library staff for their ability to adapt and maintain their commitment to delivering a high level of service to our community throughout this year.

As expected, the ongoing pandemic this year has resulted in less than budgeted operating income, along with unanticipated expenditure associated with responding to the health emergency. An extended delay in the receipt of the State Government Public Library funding provided some cash flow challenges. Savings in some areas of operating expenditure due to periods of branch closures have resulted in a greater than usual surplus of \$287,313. This surplus will be carried forward to offset the anticipated deficit in the 2021/22 financial year and will enable the removal of overdue charges for children's and teenage items as of 1 July 2021.

This year has seen progress towards both the development of a new four-year strategic plan for Whitehorse Manningham Libraries and, in collaboration with our Member Councils, a longer-term vision for the provision of library services to the municipalities of Whitehorse and Manningham that responds to community expectations. I look forward to the launch of our new strategic direction. I am excited by what the future holds for our service and how we can continue to support our community and the achievement of our Member Council goals.

Sally Both
Chief Executive Officer

BOARD MEMBERS

The Whitehorse Manningham Regional Library Corporation is a Local Government Authority with the operations and responsibilities of the Corporation being defined under the Local Government Act (1989). The Corporation is governed by the Library Board, which is responsible for overall governance and policy direction.

Ordinary meetings of the Board are held quarterly. Special meetings of the Board are held as required. Agendas and minutes of Board meetings are published on the WML website. Members of the Board are required to conduct themselves in accordance with the Code of Conduct for Board Members.

The Library Board currently comprises of:

- ▶ two Councillors appointed from each Member Council
- ▶ a delegated Officer of each Member Council
- ▶ one Community Representative appointed by each Member Council.

Board Meeting Attendance

Board Member	Maximum Number of Meetings Eligible to Attend	Number of Meetings Attended 2020/21
Whitehorse		
Cr Tina Liu	2	2
Cr Trudy Skilbeck	3	3
Cr Mark Lane	3	3
Cr Andrew Munroe	2	1
Mr Simon McMillan	1	1
Ms Carole Jean – Community Representative	5	5
Ms Terry Wilkinson – General Manager Human Services	3	2
Mr Tony Johnson – Acting Director Community Services	1	1
Manningham		
Cr Dot Haynes	2	2
Cr Sophy Galbally	2	0
Cr Stephen Mayne	3	3
Cr Michelle Kleinert	3	3
Mr Andrew Day	1	1
Mr Ian Keese – Community Representative	5	3
Ms Lee Robson – Group Manager Community Programs	4	4

- ▶ Ms May Hassan acted as proxy for Ms Terry Wilkinson on 16 December 2020
- ▶ Ms Terry Wilkinson attended her last Board Meeting on 10 March 2021, following her resignation from her position at the City of Whitehorse.

- ▶ Senior officers of the Corporation support the operation of the Library Board and attend meetings of the Board.

Ms Sally Both

Chief Executive Officer, WMRLC

Mrs Julie Lawes

Manager Finance, WMRLC

Mr Jonathan Gosden

Manager Library Operations, WMRLC

Ms Katie Norton

Manager Collections and Information Services, WMRLC

Ms Tracey Olive

Manager Corporate Services, WMRLC



Cr Dot Haynes

Manningham City Council
Chair until October 2020



Cr Trudy Skilbeck

City of Whitehorse
Chair from December 2020



Cr Michelle Kleinert

Manningham City Council
Deputy Chair from December 2020



Cr Mark Lane

City of Whitehorse
from December 2020



Cr Sophy Galbally

Manningham City Council
until October 2020



Cr Tina Liu

City of Whitehorse
until October 2020



Cr Stephen Mayne

Manningham City Council
from December 2020



Cr Andrew Munroe

City of Whitehorse
Deputy Chair until October 2020



Mr Ian Keese

Manningham City Council
Community Representative



Ms Carole Jean

City of Whitehorse
Community Representative



Mr Andrew Day
CEO Manningham City Council



Ms Lee Robson
Group Manager Community Programs



Mr Simon McMillan
CEO City of Whitehorse



Mr Tony Johnson
Acting Director Community Services



Give me some
space!
CHILDREN'S BOOKS

Whitehorse Manningham Libraries
1000 Books
BEFORE
SCHOOL

Whitehorse
Manningham
Libraries



THE YEAR IN REVIEW

When reading this table, it should be noted that the 2019/20 and 2020/21 results were severely impacted by the coronavirus public health emergency. Libraries were closed to the public for significant periods of time and were subject to number limits throughout.

KEY INDICATORS	2018/19	2019/20	2020/21	TREND (VARIANCE OF AT LEAST 1%)
Library Membership				
Total members	93,189	100,136	102,606	+ 2.5%
Active members (LGPRF measure)	43,016	39,788	27,625	- 30.6%
New members	15,657	12,786	8,885	- 30.5%
Library Use				
Total library visits	1,332,790	938,943	428,652	- 54.3%
Library visits per capita	4.42 ¹	3.07 ¹	1.38 ¹	- 45.7%
Information enquiries	158,764	131,186	49,608	- 62.2%
Collections				
Total number of collection items	384,885	388,523	399,624	+ 2.9%
% of collection purchased in the last five years	77%	74%	72%	- 2%
New collection items acquired	68,858	63,770	56,258	-11.8%
Loans				
Total loans	3,132,829	2,490,332	2,020,291	- 18.9%
eBook loans (downloads)	50,539	79,740	127,179	+ 59.5%
Total loans of eResources (includes music, magazines, books, audio books, database)	445,690	513,229	530,477	+ 3.7%
Library Programs				
Total number of attendees	81,581	52,873	17,764	- 66.4%
Total attendees at adult programs	11,404	7,703	6,424	- 14.4%
Total attendees at children's/youth programs	70,177	45,170	11,340 ²	- 74.9%
Online Library Use				
Annual visits to website	1,329,860	1,250,416	1,080,905	- 13.5%
Web catalogue searches	n/a	3,336,462	4,008,635	+ 20.1%
Fixed PC sessions	251,537	183,419	946	- 99%
Wireless sessions	585,416	396,697	123,369	- 68.9%
Library Staffing				
Total EFT	70.64	68.54	70.31	+ 2.5%
EFT per '000 population	0.23	0.22	0.23	-
Community Engagement				
Social media engagement (Facebook followers)	2,159	3,295	3,920	+ 19%
Library eNewsletter subscribers	23,843	15,904 ³	17,936	+ 12.8%
Number of volunteers	160	158	153	- 3%
Volunteer programs	8	8	8	-

1. Based on Estimated Residential Population (ERP) of 301,704 in June 2019; 306,312 in June 2019 and 309,664 in June 2020.
2. Only includes events/programs where bookings were made. Does not include views of online story times or other streamed events.
3. Subscriber list cleared of members who had not opened sent newsletters for three years.

FINANCIAL SUMMARY

Overview

The 2020/21 Budget was adopted at the ordinary meeting of the Library Board on 28 May 2020.

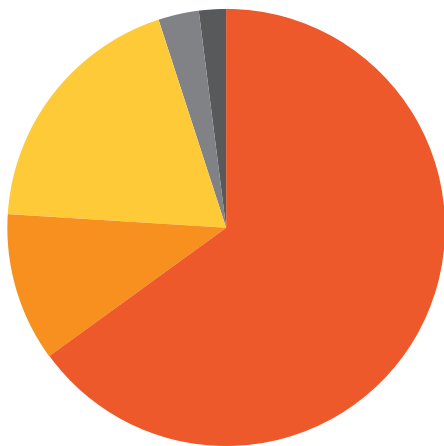
The financial result for 2020/21 is a surplus of \$639,557. It should be noted that income has been severely impacted this year due to Covid-19 as all reservation and overdue charges were suspended, along with meeting room bookings and sale of products.

The Corporation does not have any loans.

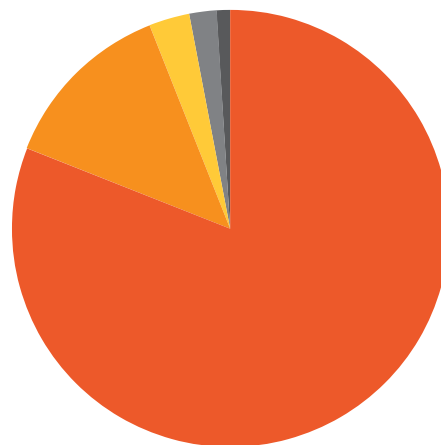
Income Sources 2020/21



- ▶ Council Contributions
- ▶ State Government Grants
- ▶ Other Income
- ▶ Other Grants
- ▶ Interest from Investments



[2020/21 Expenses](#)



[Income Sources 2010/21](#)



2020/21 Expenses

- ▶ Employee Expenses
- ▶ Depreciation
- ▶ Other Expenses
- ▶ IT Services
- ▶ Collection Resources

Revenue

The Corporation's total income of \$11,530,769 in 2020/21 was derived from:

- ▶ Member Councils
- ▶ State Government grant
- ▶ Interest from investments
- ▶ Grants
- ▶ Other income

Other income is generated by the Corporation from the following sources:

- ▶ Overdue charges and reservations
- ▶ Photocopy and printing services
- ▶ Meeting room hire
- ▶ Sale of products
- ▶ Donations
- ▶ Library programs and activities

In 2020/21 the Corporation received the following grants:

- ▶ Local Priorities \$95,930
- ▶ Libraries Initiatives Project \$25,000
- ▶ Premiers Reading Challenge \$35,899
- ▶ Blackburn IT Upgrade \$25,000
- ▶ SLV Health and Wellbeing Grant \$20,000
- ▶ Other \$3,420

Expenses

In keeping with previous years, the major areas of expenditure were employee benefits and depreciation. In 2020/21 total expenditure was \$10,891,212 comprised as follows:

- ▶ Employee Expenses
- ▶ Depreciation
- ▶ IT Services
- ▶ Collection Resources
- ▶ Other expenses

Beyond the Doors Fundraising

The ongoing Beyond the Doors fundraising campaign supports the provision of special reading, literacy and learning services for people experiencing disadvantage. All programs delivered using donated funds are in addition to existing core library services and programs. No donated funds are used for administration costs.

Beyond the Doors Fundraising

2020/21

Opening balance of the fund **\$4,669.60**

Funds raised

Donations received 4959.28

Interest 8.72

Total funds raised **\$4,968.00**

Expenditure (ex GST)

Give the Gift of Reading project 295.09
2020/21¹

Total funds expended **\$295.09**

Funds remaining

\$9,342.51

¹ The delivery of the Give the Gift of Reading project was delayed due to Covid-19 restrictions; as a result, expenditure of funds raised will occur in the 2021/22 FY.

Highlights and Challenges

Reservation charges ceased from 1 July 2020. Throughout the lockdown periods, meeting rooms were unavailable for hire and overdue charges were suspended. This has had a significant impact on WML's income.

Unanticipated additional costs associated with the health emergency were offset by reduced costs associated with branch closures.

GOVERNANCE

The Audit Committee

The Audit Committee is an independent advisory committee to the Library Board. The Audit Committee assists in the effective oversight of financial reporting, management of risk and maintaining a reliable system of internal controls.

Membership of the Audit Committee comprises one Councillor from each Member Council, nominated by the Library Board, and two external independent members. The Chief Executive Officer, Finance Manager and Internal Auditor attend each committee meeting. The independent members receive an attendance fee.

Audit Committee Members for 2020/21 were:

- ▶ Cr Stephen Mayne (from December 2020)
- ▶ Cr Mark Lane (from December 2020)
- ▶ Cr Tina Liu (until October 2020)
- ▶ Cr Sophie Galbally (until October 2020)
- ▶ Ms Kerrie Jordan, Independent Member (Chair)
- ▶ Ms Michele Tame, Independent Member

Risk Management

The Corporation takes a proactive approach to risk management. A risk-management strategy, and systems, policies and procedures are in place to minimise the adverse effects of all types of risk to its operations. Organisational risks are regularly reviewed and identified in the Enterprise Risk Register. The Corporation reports the status of risks and treatment plans to the Audit Committee and Library Board.

Public Interest Disclosures

In accordance with the provisions of s58 of the Public Interest Disclosures Act 2012, the Corporation has a procedure for dealing with disclosures made under the Act. The Manager Corporate Services is the Corporation's Public Interest Disclosures Coordinator. The Public Interest Disclosures procedures were reviewed and updated in February 2020 to reflect the name change of the Act and amendments. The Corporation has not received any disclosures directly nor has it received any referrals from the Ombudsman for the period 1 July 2020 to 30 June 2021.

Freedom of Information

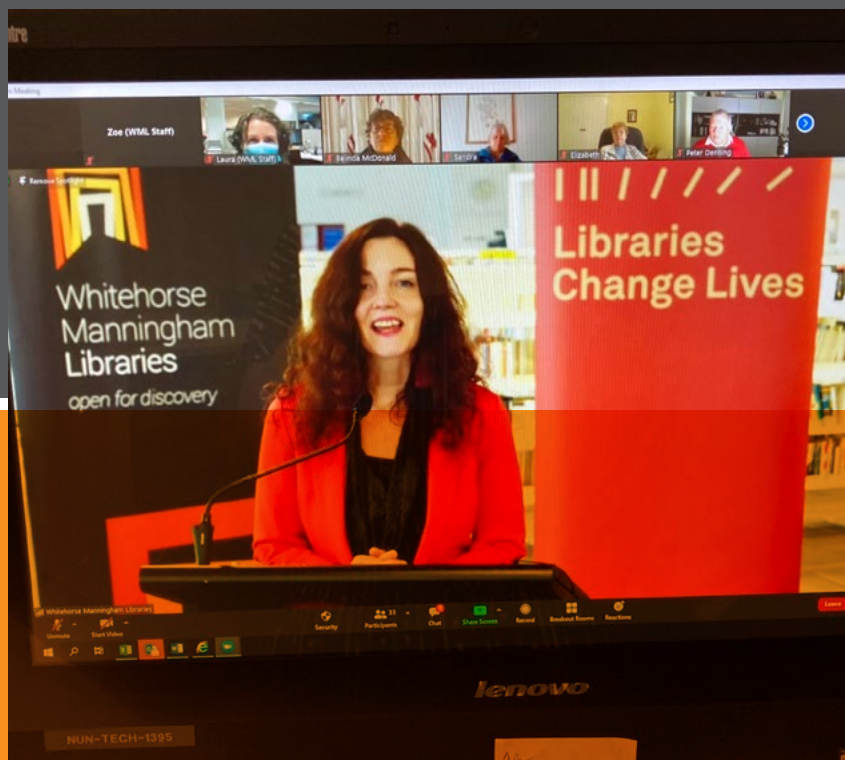
The Freedom of Information Act 1982 provides people with the opportunity to obtain information held by state and local government departments and authorities. The Act gives people the right to request documents relating to their personal affairs. The Corporation did not receive any requests in the period 1 July 2020 to 30 June 2021.

Information Privacy Act

The Privacy and Data Protection Act 2014 and Health Records Act 2001 are designed to protect the private information of individuals. The Corporation has a privacy policy available through the library branches and website.

Requests for access to information held must be made in writing and addressed to:

The Chief Executive Officer
Whitehorse Manningham Libraries
PO Box 3083, Nunawading, 3131.



Documents Available for Inspection

In accordance with the Local Government Act Regulations 2015, the following information is available for inspection upon request at the Administration Office, Box Hill Library, 1040 Whitehorse Road, Box Hill, Victoria, 3128 during office hours by appointment from 9.00am to 5.00pm weekdays:

- ▶ Annual Reports for each financial year
- ▶ Annual Financial Statements, including an operating statement, a statement of financial position and notes to financial statements
- ▶ agendas and minutes for ordinary and special meetings of the Library Board held in the previous twelve months
- ▶ Regional Library Agreement
- ▶ register of delegations kept under sections 87 (1) and 98 (4) of the Act, including the date on which the last review took place under sections 86(6) and 98(6), respectively, of the Act
- ▶ a list of the names of organisations of which the Corporation was a member during the financial year and details of all membership fees and other amounts and services provided during that year by each organisation to the Corporation
- ▶ names of Board members who submitted returns of interest during the financial year and dates returns were submitted
- ▶ names of Corporation officers who were required to submit a return of interest during the financial year and dates returns were submitted
- ▶ a register of authorised officers appointed under the Act
- ▶ details of overseas or interstate travel undertaken in an official capacity by Board members or any member of Corporation staff in the previous twelve months.

A range of Corporation documents are also available on the library website, including some of those listed above.

GOVERNANCE AND MANAGEMENT CHECKLIST

The following is a list of the Corporation's governance and management controls. It should be noted that the impact of s330 of the Local Government Act 2020 is that those sections of the Local Government Act 1989 that were applicable to an existing Regional Library Corporation continue to apply as if all of those sections had not been repealed until 2031.

	GOVERNANCE AND MANAGEMENT ITEMS	ASSESSMENT
1	Regional Library Agreement (agreement under section 196 of the Act that sets out the agreement between the Cities of Whitehorse and Manningham to form a regional library)	Formed in accordance with section 196 of the Act. Date of operation pending confirmation from LGV of gazetted date. Agreement reviewed and signed by Member Councils in February 2017, sent to the Minister and gazetted on 27 July 2017.
2	Library Plan (plan under sections 125 and 197D of the Act that sets out the strategic objectives of the Corporation and strategies for achieving the objectives for the next four years)	Adopted in accordance to section 125 and 197D of the Act. Date of operation: 1 July 2017
3	Strategic Resource Plan (plan under section 126 of the Act outlining the financial and non-financial resources required for at least the next four financial years)	Adopted in accordance with section 126 of the Act. Date of adoption: 28 May 2020
4	Annual Budget (plan under section 130 of the Act setting out the services to be provided and initiatives to be undertaken over the next 12 months and the funding and other resources required)	Adopted in accordance with section 130 of the Act. Date of adoption: 28 May 2020
5	Asset Management Plans (plans that set out the asset maintenance and renewal needs for key infrastructure asset classes for at least the next 10 years)	Date of operation of current plans: Collection Resources July 2017 Asset Register (for non-collection assets). Updated and maintained on an ongoing basis.
6	Risk Policy (policy outlining the Corporation's commitment and approach to minimising the risks to the Corporation's operations)	Date of operation: 20 February 2019
7	Fraud Prevention Policy (outlines the Corporation's commitment and approach to minimising the risk of fraud)	Date of operation of current policy: 3 April 2020
8	Procurement Policy (policy under section 186A of the <i>Local Government Act 1989</i> outlining the matters, practices and procedures that will apply to all purchases of goods, services and works)	Prepared and approved in accordance with section 186A of the <i>Local Government Act 1989</i> . Date of operation of current policy: April 2020
9	Business Continuity Plan (plan setting out the actions that will be undertaken to ensure that key services continue to operate in the event of a disaster)	Date of operation of current plan: V1.8 March 2020 Business Continuity Management Policy and Framework reviewed June 2019.
10	ICT Disaster Recovery Plan (plan setting out the actions that will be undertaken to recover and restore ICT infrastructure and capability in the event of a disaster)	Date of operation of current plan: ICT Strategy 12 December 2018 Due for review in July 2021

	GOVERNANCE AND MANAGEMENT ITEMS	ASSESSMENT
11	Risk Management Strategy (outlining the Corporation's approach to managing risks to operations)	Date of operation of current plan: June 2019, reviewed June 2021
12	Audit Committee (advisory whose role is to oversee the integrity of the Corporation's financial reporting, processes, to oversee risks to the Corporation's operations and compliance with applicable regulatory requirements)	While not required of Regional Library Corporations under the Act, the committee was established in accordance with section 139 of the Act. Committee established: 1998 Audit Committee Charter adopted by Library Board in May 2016 and reviewed in December 2019.
13	Internal Audit (independent accounting professionals engaged by the Corporation to provide analyses and recommendations aimed at improving governance, risk and management controls)	RSM appointed as Internal Auditor in April 2019 for a three-year period. New three-year Internal Audit Plan adopted by Audit Committee August 2019.
14	Performance reporting framework (a set of indicators measuring financial and non-financial performance indicators)	LGPRF measures reported to Member Councils in accordance with section 131 of the Act. Victorian Public Library Performance Indicators reported to PLV. Date of operation of current framework: February 2020
15	Financial reporting (quarterly statements to the Library Board under section 138 of the Act comparing budgeted revenue and expenditure with actual revenue and expenditure)	Statements presented to the Library Board in accordance with section 138(1) of the Act. Date statements presented: 26 August 2020, 16 December 2020, 10 March 2021, 26 May 2021
16	Risk reporting (annual reports of strategic risks to the Corporation's operations, the likelihood and consequences of risks occurring, and risk-minimising strategies)	Risk review completed and reported to the Audit Committee and Library Board in August 2019.
17	Annual report (prepared in accordance with sections 131 and 196 of the Act containing a report of operations and audited financial statements)	Considered at a Library Board meeting in accordance with section 134 of the Act. Date of consideration: 14 October 2020
18	Board Member Code of Conduct (in accordance with section 76C of the Act setting out the conduct principles and dispute resolution processes to be followed by Board Members)	Reviewed in accordance with section 76C of the Act. Date of adoption: 16 December 2020
19	Delegations (a document setting out the powers, duties and functions of the Corporation delegated to the Chief Executive Officer)	Reviewed in accordance with Section 197B of the Act. Reviewed: 22 August 2018
20	Meeting procedures (a local law governing the conduct of Library Board meetings and use of the common seal)	Meeting procedures local law made in accordance with section 197F of the Act. Date local law made: 6 May 2021, Local Law 3 replaced previous Local Laws 1, governing meeting procedures.
21	Register of Interests (in accordance with section 81 of the Act, a register of interests declared by Board members and nominated officers)	Register maintained in accordance with section 81 of the Act.

OUR ORGANISATION

Whitehorse Manningham Regional Library Corporation



Staff Profile

As of 30 June 2021, Whitehorse Manningham Regional Library Corporation had a total of 122 employees, or 70.31 full-time equivalent (FTE), compared with 117 employees, or 68.54 FTE, at 30 June 2020. There continues to be a very high percentage of staff who are employed in a part-time capacity. Due to Covid-19, recruitment was suspended for a number of positions and these remained vacant at the end of June 2020. Most vacancies were filled by the end of June 2021.

WML is currently hosting one trainee who has been employed through the VARP (Victorian Apprenticeship Recovery Package) Scheme designed to assist young people into the workforce following the impacts of the coronavirus health emergency. This position is not included in our staffing tally and will cease in March 2022.

Summary of the number of FTE corporation staff by department, employment type and gender

EMPLOYMENT TYPE/GENDER	BRANCH SERVICES	TECHNICAL SERVICES	ICT	CORPORATE SERVICES AND ADMINISTRATION	TOTAL
Permanent FT – female	15	1	-	2	18
Permanent FT – male	3	-	3	1	7
Permanent PT – female	50	6	-	7	63
Permanent PT – male	5	2	1	1	9
Casual – female	21	-	-	-	21
Casual – male	4	-	-	-	4
Total	98	9	4	11	122

Note that both technical services staff and administration staff also undertake branch services duties on a regular basis. A high proportion of the workforce continues to be female and employed in a part-time capacity. The technical services branch is also the home location of programs and Makerspace staff.

Summary of the number of FTE staff categorised by employment classification and gender

EMPLOYMENT CLASSIFICATION	FEMALE FTE	MALE FTE	TOTAL FTE
Band 3	16.94	5.09	22.03
Band 4	10.13	0.55	10.68
Band 5	20.76	2.64	23.4
Band 6	6.3	2	8.3
Band 7+	2.9	2	4.9
Band not applicable	1	0	1
Total	58.03	12.28	70.31

01 

**RESILIENCE
TRAINING**

02 

FIRST AID

03 

**ONLINE
COMPLIANCE
TRAINING**

04 

**INDUCTION
TRAINING**

05 

**LIBRARY
PLANNING
WORKSHOP**

06 

**MENTAL HEALTH
TRAINING**

07 

**YOUTH SERVICES
SENSORY STORY
TIMES**

STAFF TRAINING

Supporting our staff through training

Providing the community with a library service that is relevant to them means that the required skills of our staff are forever changing. Keeping up with these changes can be a challenge. Covid-19 has presented our staff with many challenges, ranging from developing personal resilience through to dealing with difficult patrons who refuse to follow Covid-safe guidelines.

WML staff have been provided with a range of training opportunities including:

- ▶ Resilience training
- ▶ First aid
- ▶ Online compliance training
- ▶ Induction training
- ▶ Library Planning Workshops
- ▶ Mental Health training
- ▶ Youth Services – sensory story times

A Safe and Healthy Workplace in a Covid-19 Environment

The Corporation is committed to providing a safe and healthy environment for both staff and library users.

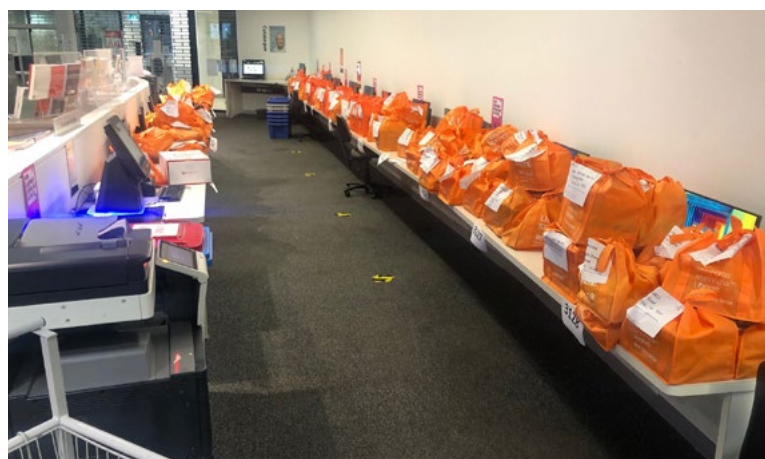
This year we remained committed to keeping our staff and our community safe throughout the pandemic. We achieved this by:

- ▶ developing, implementing and reviewing a Covid-Safe Plan in line with government regulations
- ▶ delivering library events and programs in virtual formats when required
- ▶ adhering to number restrictions within locations when required
- ▶ establishing QR code check-in points at all locations
- ▶ implementing additional cleaning schedules
- ▶ implementing Safe Operating Procedures
- ▶ establishing systems that enabled back-of-house staff to work from home
- ▶ providing services to our community through initiatives such as home delivery and click and collect
- ▶ providing support to staff through EAP and our Wellbeing newsletter.

WML have provided staff with a range of options to help support them through the Covid period. These include:

- ▶ access to flexible leave arrangements
- ▶ support through EAP services
- ▶ hybrid work models where possible
- ▶ online compliance and professional development learning programs
- ▶ Covid leave under prescribed circumstances
- ▶ modified rostering
- ▶ recruitment of a multimedia support officer to assist staff producing online content throughout closure and restricted periods.

Thank you to all our staff for continuing to deliver services to our community throughout extended closure periods and within government restrictions.







OUR PERFORMANCE

Goal 1: Read, Learn and Discover

Contribute to community and individual wellbeing by providing accessible and engaging collections, resources and programs that encourage lifelong learning and reading for pleasure.

KEY STRATEGY	KEY ACHIEVEMENTS	INDICATORS
We will provide high-quality collection resources relevant to the needs of our diverse community.	PLV annual statistics evaluated and benchmarked.	Report provided to the Library Board on 10 March 2021.
	LGPRF statistics completed.	Statistics available on My Council website
	Community survey released on 12 February and closed on 5 March 2021.	1,813 respondents
	Community survey data analysed and reported to Library Board.	Report provided to Library Board on 26 May 2021.
We will celebrate the power of reading and literature to enrich lives.	Participation in the Australia Reads Program	12 November 2020
	Author events held in person and via online platforms.	25 author talks
	Writing workshops held throughout the year that support literacy.	6 workshops
	Lindy Yeats' Sanctuary Project was installed at Warrandyte Library.	1 April–7 May 2021
We will provide access to information services and programs that support life-long learning for all in the community through our physical, online and outreach platforms.	Onsite indoor and outdoor program of events held throughout the year.	9,992 in-person attendances
	A program of online events was held throughout the year that supported lifelong learning.	207 online adult programs
	Bounce Back program delivered in partnership with our Member Councils and delivered an average of 93% positive feedback response.	14 programs, with 577 attendances
	Outdoor programs were held during November–January in compliance with Covid-19 regulations.	9 programs, with 61 attendances
We will deliver programs and services that foster the development of literacy to help strengthen community competency.	Continued implementation of the WML Literacy Strategy through the delivery of the Give the Gift of Reading Program.	\$4959 raised
	Implementation of the 2019 Youth Services Review	Interrupted due to Covid-19 restrictions
	Delivery of Care for Carers Program successfully changed to an online format.	21 programs delivered
	1000 Books Before School Program continued throughout the Covid-19 closure period.	Packs posted

KEY STRATEGY	KEY ACHIEVEMENTS	INDICATORS
We will deliver programs and services that provide opportunities to explore the past and discover the future.	Pilot program assisting grandparents to connect with children via online story-telling technology – launched in closure period.	Pilot launched
	Heritage programs delivered in partnership with Whitehorse City Council.	5 programs delivered
	Successful Makerspace Programs and events delivered online and in person throughout the year.	66 adult programs, 1033 attendees
We will have skilled staff available to help people access the resources and information they need.	Recruitment of a specialist Program Instructor to support the Pierre Gorman Award program.	1 temporary part-time disability worker appointed
	Litmos online learning platform introduced for staff and volunteer training.	233 registered users
	Niche Academy training made available to all staff – specialising in challenging behaviours.	All frontline staff enrolled
	OHS Covid-19 training required throughout the health emergency period, delivered in an online format and in person.	All staff
	Pivoted to different service-delivery models and staffing levels throughout the health emergency of 2020/21.	3 lockdowns and restricted environments

THE SANCTUARY PROJECT

LINDY YEATES



What did you learn in lockdown?

Inspired by the artist's own experience of lockdown on Phillip Island and in Manningham shire during the global pandemic, the large panoramic drawings and pilgrimage walk of The Sanctuary Project, offer a restorative practice within nature, encouraging the viewer to re-centre, re-calibrate and remember the places and moments of sanctuary found in an untethered, COVIDworld during 2020; to re-call the green spaces we found; to re-consider the pace of our over full lives. Where did you slow-down in lockdown?

The image exhibited here is of the Victorian coastline at Ayr Creek, Inverloch. This drawing was the one of many created by artist Lindy Yeates during lockdown 2020. Sitting on a small dune, Lindy listened to the sound of breaking surf and gulls calling, saw a small marsupial mouse make her home amongst the reeds and watched an elegant egret walk slowly up the creek in affected distain. "Here on the Victorian coastline during our COVID isolation, I found peace and contentment. Everything stopped and I became fully present to my surroundings; it was such a gift. In an untethered world, I felt grounded. I learned that some things are eternally present in our experience and remind us that '...this too shall pass!'" Lindy Yeates



>> Indoor Gardening with Jason Chong

Connecting Our Community with Authors and Influencers

Our doors may have been closed for much of the 2020/21 year but this did not stop us from providing some excellent author events online. There were 55 Writing and Literature sessions offered throughout the year, with 1,185 attendees. Whilst this was down on previous years, the events were even more important to our community, providing them with an opportunity to connect while in lockdown. Highlights included:

- ▶ Clementine Ford
- ▶ Dr Yumiko Kadota, author of *Emotional Female*
- ▶ Indoor Gardening with Jason Chong
- ▶ Best-selling author Monica McInerney
- ▶ Meet the Mender author Erin Lewis-Fitzgerald
- ▶ Introduction to screen writing with Christian White
- ▶ Crime-writing author, Robin Bowles

In a difficult year we were proud to present 391 programs to adults, with 6,424 attendees. The vast majority of these were successfully delivered online.

Lindy Yeates' Sanctuary Project

Lindy Yeates' Sanctuary Project examines how the government's Covid-19 restrictions afforded moments of pause and self-reflection. For many of us with busy lives, those moments of pause are so hard to come by. Yeates' project researches opportunities for recreating that sense of pause through discrete art installations that act as 'sanctuaries' from our everyday lives. Her fellowship focused on translating drawings and prints of natural landscapes in Manningham and on the Victorian coastline into larger scale, immersive works and identifying suitable locations for the works. Warrandyte Library hosted Lindy's Sanctuary Project from 1 April to 7 May 2021.



COMMUNITY SURVEY

We asked what the community wanted, and over 1,800 people responded! The results of the survey will be used to help inform the next four-year library plan. The survey was also an opportunity for the community to provide us feedback on our services throughout lockdown periods.



"Returning in person after the long second lockdown, I literally had tears in my eyes because I had missed it so very much. There is nothing like losing yourself in a sea of possibilities that is a well-stocked library."

KEY FINDINGS

What was important to you?



94% of respondents rated the library service as *important or very important*



87% of respondents said that the library impacts them in a *positive way*

TOP 5

IMPORTANT THINGS TO LIBRARY USERS

- ▶ Items for loan
- ▶ Helpful staff
- ▶ Library website and online resources
- ▶ Consistent opening hours
- ▶ Library as a space to do your own thing

REASONS PEOPLE VISIT

- ▶ To borrow books and other resources
- ▶ For a place to read
- ▶ For a place to work or study
- ▶ For children's or youth activities
- ▶ To find information

SERVICES ACCESSED THROUGHOUT COVID-19 LOCKDOWN

- ▶ Website
- ▶ Click and Collect
- ▶ Online resources (eBooks, eAudio, eMagazines and Streaming services)
- ▶ Home Delivery
- ▶ Telephone Enquiries



THE MAJORITY OF RESPONDENTS STRONGLY AGREED OR AGREED THAT THE LIBRARY



Impacts their life in a **positive** way



Helps them find the **information** they need



Encourages them to **read** more



Increases their **knowledge**



Impacted their lives in a positive way throughout the pandemic and lockdown period

35% of respondents took the time to provide us with additional comments.



Thank you to the huge number of people who **thanked staff and council** for services provided throughout the pandemic.

Congratulations to WML for a wonderful offering of services during lockdown. I am amazed how adaptable the library service was as well as the additional changes that have been implemented since lockdown.



Early Literacy Programs were rated 8.13 out of 10.

The libraries are a very essential and necessary part of our community. They have saved a lot of money for my family, encouraged my kids to read more and the staff are wonderful.



82% of respondents used the **Library website or online services** over the last 12 months.

Online workshops through Zoom were invaluable. I lost my job because of COVID and they were helpful for my mental well-being and connection with the community.

WHAT CAN WE DO BETTER?



Increase our collection of **digital resources**



Get our message out that **reservations are now FREE**



Review other **fees and charges**



Review our **programs** and the **times** they are scheduled



Promote our **Suggested Purchase service**

"I read so much more during covid and the changes the library made – such as free reservations, extending borrowing periods and especially the amazing home delivery of books – made SUCH a positive difference to me and my family. We are very thankful for such a great local library!"

YOUR LIBRARY

What would you like your library to look like?

- ▶ Clean and up-to-date facilities
- ▶ Increased seating
- ▶ Increased program spaces
- ▶ Increased quiet study areas
- ▶ Extended and consistent opening hours

OUR PERFORMANCE

Goal 2: Connect, Collaborate and Participate

Our library provides opportunities for social connection and community engagement. We actively invite and develop collaborative community partnerships to achieve mutual benefits.

KEY STRATEGY	KEY ACHIEVEMENTS	INDICATORS
We will work in partnership with our Member Councils, community organisations, service providers, commercial sectors and volunteers to deliver collaborative services.	Sought sponsorship for branding of library vehicles.	Unsuccessful
	Bounce Back program delivered in partnership with Member Councils and local services.	577 attendances
	Gardens for Wildlife online event in partnership with City of Whitehorse.	2 programs
	Delivered outreach programs via the Care for Carers program in Mandarin language.	14 programs delivered in Mandarin
	City of Whitehorse 2040 Community Vision – displays and community consultation opportunities.	Information displayed
We will explore new ways for people to connect with technology, ideas and others through participatory programs, events and activities.	Digital technology support offered to the community throughout the Covid-19 closure period.	38 programs, 587 attendees
	A range of digital instruction material is available via the WML YouTube channel on an ongoing basis.	114 subscribers
	Feedback analysed from community survey in relation to programs.	1,813 responses
	Introduction of simultaneous in-person and online events.	January 2021
We will create free and safe physical and online spaces and services that facilitate social connection.	Facilities and services reviewed in line with government restrictions.	Risk assessment completed
	Covid-safe plan developed and updated on a regular basis in line with government directives and regulations.	Covid-safe plan enacted
	Auslan interpretation available at all library events by request.	June 2021
We will communicate with our community to help people discover the value of the library and what it has to offer them.	Library cars branded to provide mobile advertising.	2 cars wrapped
	Meals on Wheels delivery service assisted in the promotion of library services through the closure period.	Brochures distributed
	Liaison between the two councils and WML communications throughout the Covid-19 closure period.	Multiple communication platforms
	Box Hill 70th anniversary celebrations significantly impacted by Covid-19 restrictions.	Not achieved

KEY STRATEGY	KEY ACHIEVEMENTS	INDICATORS
We will participate in statewide and national public library initiatives to increase awareness and engagement with library services.	Participation in the virtual Libraries Change Lives Parliamentary event.	10 September 2021
	WML provided statistics and quotes around the value of libraries to the Libraries Change Lives Campaign.	
	Participation on the Advocate working group.	CEO participated
	Contributed to PLV state budget submissions.	
	Participation in the construction of the state-wide library statistical survey.	MCS on committee
	Participation in the National Simultaneous Storytime event.	19 May 2021
	Delivery of programs made possible through successful grant funding applications.	21 online programs funded by grants

Nadrasca
Dignity. Diversity. Community. Industry.

CARING
RESPECTFUL
SUPPORTIVE
TRUSTWORTHY

Whitehorse
Manning
Libraries

open for



Our Partners

Working with community partners enables us to plan and develop library services relevant to local needs. Whitehorse Manningham Libraries values the partners and sponsors we have worked with over the last year and looks forward to continuing these relationships in the future. We would like to acknowledge the following organisations for their invaluable contributions throughout the year.

PARTNERSHIP ACKNOWLEDGEMENTS	
A Little Chinese Adventure	Headspace
Access Health and Community	Julian Wood – Recycling Program
Adult Learning Australia	Kevin Heinze Grow
Australian Library and Information Association (ALIA)	Manningham Art Gallery
Australian Reading Hour – Australia Reads	Maternal Child Health Services
Australian Taxation Office	Melbourne Writers Festival
Box Hill Centro – Coffee with a Cop program	Midsumma Festival
Box Hill Institute – Skills and Job Centre	Nadrasca
Carers Victoria	National Simultaneous Storytime
Children’s Book Council of Australia	Onemda
Chinese Senior Citizens Club of Manningham	Readings
Chinese Parents Special Support Network	Ready Tech Go
Chinese Senior Citizens Club of Manningham Choir	Ringwood Social Games
Civica	Robo Gals
Confucius Institute at the University of Melbourne	Schwerkolt Cottage
Consumer Affairs Victoria	Speech Pathology Australia
Deakin University	State Government Victoria – Department of Health and Human Services
Dementia Australia	State Library Victoria
Doncare	Victorian Electoral Commission
EACH Health Promotion	Victorian Seniors Festival
Eastern Community Legal Centre	Victorian State Government
EDVOS (Eastern Domestic Violence Service)	Warrandyte Community Centre
Friends of the Library (FOL)	Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation
Games World Doncaster	



Partnering with our Member Councils

Whitehorse Manningham Libraries was proud to partner with the **City of Whitehorse** by participating in the following community programs:

- ▶ Homework Help/Tutoring
- ▶ Bounce Back – Programs to support you during lockdown
- ▶ Meals on Wheels – assistance with publicising home delivery in closure period
- ▶ Public Art Trail Walk
- ▶ Gardens for Wildlife
- ▶ Gardening for small birds
- ▶ Seniors Week
- ▶ Caring for your personal treasures – Whitehorse Heritage Week
- ▶ Antiques Roadshow with Abbey's Auctions – Whitehorse Heritage Week
- ▶ Discover your family history online – Whitehorse Heritage Week
- ▶ Find my Past Information Session – Heritage Week
- ▶ Schwerkolt Cottage and Museum Complex Tour
- ▶ Recycling van located at Box Hill Library

Whitehorse Manningham Libraries was a proud partner with **Manningham City Council**, participating in the following community programs:

- ▶ Bounce Back – Programs to support you during lockdown
- ▶ NAIDOC Week
- ▶ Seniors Week
- ▶ Adult storytelling place-making event
- ▶ Community Care – assistance with publicising home delivery in closure period
- ▶ Art Smart Stories – Manningham Art Gallery
- ▶ Reconciliation Week activities

BOUNCEBACK

PROGRAM OF EVENTS TO SUPPORT OUR COMMUNITY DURING LOCKDOWN

Covid-19 has had a huge impact on us all, whether it be due to work instability, lack of social interaction with family and friends or just a general lack of normality in our everyday lives.

To support our communities during this time, we put together a program of live online events in August covering four key areas: employment, money management, health and wellbeing and financial support from council. This program was a collaboration between Whitehorse Manningham Libraries, our two Member Councils and the Box Hill Institute Jobs and Skills Network. There were 14 live online programs offered to support our community throughout Covid-19, attracting 577 attendances.

Online programs that attracted large audiences included:

- ▶ What's 4 Dinner?
- ▶ The Covid job market
- ▶ Wellbeing: move through change
- ▶ Home Eats
- ▶ Budgets Don't Work
- ▶ Winning Job Interview Techniques
- ▶ Crafting the perfect resume and cover letter



OUR PERFORMANCE

Goal 3: Experience

Our libraries are important civic spaces where all the community should feel welcome. We strive for excellence in all aspects of our services to ensure a positive and responsive experience for all customers.

KEY STRATEGY	KEY ACHIEVEMENTS	INDICATORS
We will implement a customer-focused service model that facilitates positive service interactions and user experiences.	Suspension of overdue charges and loan periods throughout closure periods.	Enacted
	Introduction of free reservation system.	Enacted
	Home delivery and click and collect services provided throughout the closure period.	5,550 home deliveries
	Live chat via the website introduced throughout the closure period.	Enacted
	Library Board endorsed the removal of overdue charges on junior and teenage material, commencing in the new financial year.	Budget endorsed 26 May 2021
	Customer survey delivered in February/March 2021 and results analysed in April/May.	Results reported to Board on 26 May 2021
We will provide safe, welcoming and accessible physical spaces that encourage use by all in the community.	Bulleen Library painted.	December 2020
	Wayfinding signage completed at Box Hill and Nunawading Libraries. Commenced at Vermont South Library.	Commenced and due to be completed in August 2021.
	Multilingual signage installed at Box Hill Library.	Completed
We will work towards creating inspiring and flexible spaces that adapt to the changing needs and expectations of the community.	New furniture ordered and installed throughout the region.	June 2021
	Long-term library strategy project commenced – endorsed by the Library Board and funded by the Member Councils. Final Report due in the first quarter of 2021/22.	Consultant appointed December 2020
	Book recycling program established with book supplier, Julian Wood.	Commenced December 2021
	Plant-based ink used in our printed What's On Guide.	February 2021

KEY STRATEGY	KEY ACHIEVEMENTS	INDICATORS
We will ensure the library's digital spaces are accessible and easy to navigate.	Website redeveloped and launched to the public.	November 2020
	Introduction of the WML YouTube channel to deliver Makerspace and digital training events.	Over 9,000 views
	Lite-touch FE kiosks introduced in response to Covid guidance.	Introduced October 2020
We will implement policies and services that are responsive to community expectation and reduce barriers to access.	Branch hours modified to accommodate regulations and guidelines.	June – Dec 2020
	Extended opening hours temporarily offered to enable greater access to the library.	January 2021
	Home delivery: transition from a courier service back to a volunteer model once regulations allowed.	January 2021
We will maintain a technology infrastructure that ensures reliable connectivity, security and capacity for growth.	Hybrid work arrangements were supported by WML.	2020/21
	Upgrade of the IP telephone system software.	March 2021
	Completion of Windows 10 SOE on all workstations.	December 2020
	Blackburn network upgrade completed, enabled by a grant from Whitehorse Council.	November 2020
	Decommissioned redundant radio links and obsolete satellite equipment and masts removed.	December 2020
We will provide rewarding volunteer experiences that enhance and extend the library's service offering.	Re-introduction of some volunteer programs in an online format.	July 2020
	Recruitment for volunteer roles recommenced.	January 2021
	Celebration of our volunteers event transitioned to an online format due to Covid-19 restrictions.	31 attendees
	Production of a volunteer appreciation video shared on social media.	6 volunteers highlighted
	Induction program developed for returning volunteers using the Litmos platform.	91 volunteers registered



Our Volunteers – Thank You!!

It was with great enthusiasm that we welcomed back all our volunteers throughout January and February 2021. The majority of our volunteer programs were paused throughout the Covid-19 shutdown periods, with government restrictions meaning they were unable to function. There was one exception though, that led to some interesting outcomes.

The Conversation Circle transitioned to an online format throughout the closure period and had participants from around the world, including Russia, Iran and Bangladesh. Our volunteers continued to facilitate the discussions via Zoom twice a week, with Tuesdays and Fridays becoming a highlight of the locked-down pandemic week for many of those involved. Many friendships were forged via Zoom and once the lockdown lifted, some of the participants began to meet each other in real life, including on an excursion to Warrandyte and a trip to The Red Cup Café in Box Hill (as depicted in the photo below). Social inclusion – tick!

In May 2021 we were all set to celebrate with our volunteers in person at a morning tea, but unfortunately, once again Covid-19 interfered with those plans and we had to transition to an online event. It was fabulous to see that over 30 people joined us via Zoom to hear the Chair of the Library Board, Cr Trudy Skilbeck and the Deputy Chair, Cr Michelle Kleinert sincerely thank all for the important contribution they make to our library service. In addition to this we also highlighted some of our volunteers through a video presentation, which was later shared through our social media platforms.



Here's a couple of highlighted quotes from our fabulous volunteers:

Val Sullivan – Volunteer for over 30 years

'I don't knit and I need to do something, and as I'm ageing it's really a lovely thing to have some regular things to do every three weeks. And it's not an onerous thing to do and you just meet such beautiful people.'

Ivan Glynn – Conversation Circle/Buddy Volunteer

'I saw a flyer here and thought I might be good at the role of being a conversation buddy where I get to know somebody for a period of time and help them learn English. I feel that I'm helping them develop confidence and competence.'

Peter Denning – Volunteer for 15 years

'I guess it is seeing what a difference it makes in some people's lives. It's only, it takes me about an hour and a half, two hours sometimes, every third week. So it's not a big time commitment on my part. But I just see the difference it makes in people's lives. And I think it doesn't hurt me to give up two hours every three weeks to do that.'

Some fast facts about our volunteers:

- ▶ Total of 153 volunteers
- ▶ 16 recruited in 2020/21
- ▶ 21 volunteer resignations in 2020/21

The following library services would not have been possible without the assistance and dedication of our volunteers:

- ▶ Home Library Service – delivering materials to individual clients, retirement villages and aged-care facilities
- ▶ Conversation Circles – providing an opportunity to those learning English to practise their skills in a friendly group session
- ▶ Conversation Buddy Program – providing one-on-one assistance to adults learning English
- ▶ Story Circle Program – provided to aged-care facilities, stimulating discussion around themed topics.



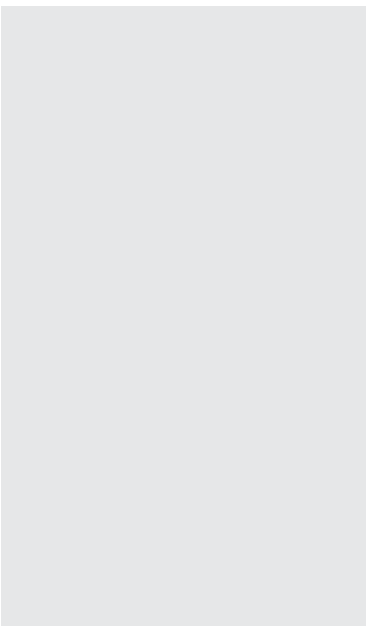
OUR PERFORMANCE

Goal 4: Value

We apply best-practice principles to our working processes, ensuring our services continue to be relevant and sustainable.

KEY STRATEGY	KEY ACHIEVEMENTS	INDICATORS
We will maintain sound governance practices and ensure compliance with legislative and regulatory requirements.	Changes to Local Government Act and impact on Library Corporations.	Board report 26 August 2020.
	2019/20 financial statements presented to the Library Board.	Adopted 26 August 2020
	Implementation of the Election Period Policy.	23 September 2020
	Independent members of Audit Committee appointment extended by the Library Board.	2 independent auditors
	Annual Report 2020 endorsed by the Library Board.	October 2020
We will manage risk effectively.	Risk status report presented to the Board and Audit Committee	Reported August 2020
	Covid-19 risk register developed, along with control measures	Ongoing
	Covid-safe plan developed and reviewed on a regular basis	Ongoing
	Covid-recovery group established	July 2020
	Appointment of a temporary Covid-recovery coordinator	July 2020 – January 2021
	Implementation of the Covid-recovery plan	July 2020
	Review of pandemic response through surveys	2 staff surveys 1 community survey
We will ensure effective business processes and practices are implemented.	Internal audit of OHS and WorkCover practices completed	June 2021
	Internal audit of IT Disaster Recovery Practices completed	June 2021
	Intranet updated to a SharePoint platform	Launched 31 March 2021
We will utilise technology to streamline operations and enhance functionality.	Remote access to systems enabled for all staff via VPN platform	July 2020
	Review and development of a new four-year ICT Strategy and action plan commenced	June 2021
	Exploration of opportunities to enhance service delivery in collaboration with other public library services and our LMS vendor	Ongoing

KEY STRATEGY	KEY ACHIEVEMENTS	INDICATORS
We will maintain strong corporate-performance reporting practices.	Completion of PLV Statistics and comparative report presented to the Library Board.	16 December 2020
	2019/20 Annual Report adopted by the Library Board and submitted to Local Government Victoria.	Adopted 14 October 2020
	All LGPRF data submitted to Member Councils.	July 2020
	Grant committal reports completed	June 2021
We will implement robust data collection, analysis and evaluation methods to measure outcomes and impacts.	Community Survey completed in March 2021 and results reported to the Library Board.	Board noted 26 May 2021
	Feedback on programs provided on a regular basis.	2,188 feedback forms received
We will Inform and educate stakeholders on the value of the library in the community.	WML provided statistics and qualitative data to the statewide advocacy campaign promoting the value of libraries throughout the pandemic.	Successful PLV submission for additional funding
	Library Plan staff workshops held to assist in the development of the new Library Plan	4 workshops
	Successful Give the Gift of Reading Campaign in 2020	\$5,000 raised for the 2021 literacy project
We will be a leader in our industry by encouraging staff engagement with innovation and emerging trends.	Student placements were suspended throughout 2020/21	n/a
	Staff participation in statewide working groups and forums	Ongoing





Grants

Grants give WML an opportunity to provide services that would not normally be possible within our current resourcing. This year we were able to run two amazing programs as a result of successful grant submissions. The pandemic created some challenges for the delivery of the programs but these were overcome and, in some instances, even enhanced their value.

Supporting Carers Locally Grant

In December 2019 we were informed that our grant application to provide a 10-month program to support the health and well-being of local Chinese speaking carers was successful. The program was launched in March 2020 but had to pause for a period of time due to Covid-19 restrictions.

In September 2020 the program kicked off again but in an online format. This did not prove to be a barrier, with over 340 attendees at 23 events. Transitioning to online delivery removed a significant barrier for the target audience (local Chinese-language speaking carers). Carers who may not have been able to attend in-person programs due to their caring responsibilities were able to participate with ease.

Outcomes

Many participants took time to express appreciation for the sessions and indicated that they were encouraged to attend future library programs and events.

Surveys were held at the end of each session:

- ▶ 100% of respondents felt they had the opportunity to take time to engage in a recreational activity
- ▶ 98% of respondents felt the session they attended gave them the opportunity to learn information/skills to help them live a healthy life.



Pierre Gorman Award

The Pierre Gorman Award, valued at \$25,000, is given biennially by the Library Board of Victoria to support leadership in development of public library services for people with disabilities.

We were delighted to be the recipient of the 2020 Pierre Gorman Award for Our Library, Our Program: a job ready initiative. The delivery of this project had been delayed due to Covid-19 but we were very happy to recruit Cindy Hamilton as the Program Instructor in March 2021, to lead this project. Cindy is a disability-services worker and brings specialist skills to the role. Allowance was made for this appointment in the grant application and enabled WML to appoint Cindy for a six-month period.

The pilot program provided an opportunity for adults living with a disability to gain work-ready skills through work experience in library events management. The first intake of participants was recruited via a partnership with the disability support organisation, Nadrasca.

It provided participants with the opportunity to:

- ▶ attend a job interview
- ▶ attend information sessions on different parts of the library service
- ▶ plan and run an event
- ▶ gain work-ready skills.

The Event!!

The participants in the program decided to plan and organise a Trivia Night. This was to be in person, but had to be transitioned to a hybrid event. A small number of people were able to attend in the library but others also attended via Zoom. And what a night they had! Ably supported by their Master of Ceremonies, Bobby Fox.

Readings Foundation Grant

The Readings Foundation Grant of \$5,900 was used to extend the delivery of the Give the Gift of Reading Program, which provided gift bags of books and at-home story time kits to families experiencing disadvantage.

Project beneficiaries were the clients of our three community partners, meeting the intended aim of working with local organisations and increasing the libraries' understanding of the literacy needs of local families living with disadvantage:

- ▶ EDVOS: women and their children who are currently living with or have experienced family and domestic violence
- ▶ Manningham Enhanced Maternal Child Health Program (EMCH)
- ▶ Whitehorse Enhanced Maternal Child Health Program (EMCH)

The program delivered 230 gift bags containing high-quality books selected by early-years literacy specialist librarians. The packs also included a puppet and an information sheet with hints to help caregivers share reading with children.

Bats and balls for use at the Ping Pong Table
Please return when finished



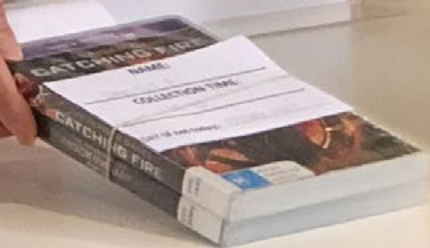
R - U



R - Z



CLICK & COLLECT
45 mins past



CLICK & COLLECT
COLLECTION AVAILABLE BY PRE-ARRANGEMENT ONLY

PICK UP
CLICK & COLLECT ITEMS HERE

Please provide your own bag

www.wml.vic.gov.au

FINANCIAL REPORT

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Independent Auditor's Report

To the Board members of Whitehorse Manningham Regional Library Corporation

Opinion	<p>I have audited the financial report of Whitehorse Manningham Regional Library Corporation (the corporation) which comprises the:</p> <ul style="list-style-type: none"> • balance sheet as at 30 June 2021 • comprehensive income statement for the year then ended • statement of changes in equity for the year then ended • statement of cash flows for the year then ended • statement of capital works for the year then ended • notes to the financial statements, including significant accounting policies • certification of the financial statements. <p>In my opinion the financial report presents fairly, in all material respects, the financial position of the corporation as at 30 June 2021 and their financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of the <i>Local Government Act 1989</i> and applicable Australian Accounting Standards.</p>
Basis for Opinion	<p>I have conducted my audit in accordance with the <i>Audit Act 1994</i> which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the <i>Auditor's Responsibilities for the Audit of the Financial Report</i> section of my report.</p> <p>My independence is established by the <i>Constitution Act 1975</i>. My staff and I are independent of the corporation in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 <i>Code of Ethics for Professional Accountants</i> (the Code) that are relevant to my audit of the financial report in Victoria. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.</p> <p>I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.</p>
Board members' responsibilities for the financial report	<p>The Board members of the corporation are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the <i>Local Government Act 1989</i>, and for such internal control as the Board members determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.</p> <p>In preparing the financial report, the Board members are responsible for assessing the corporation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is inappropriate to do so.</p>

Auditor's responsibilities for the audit of the financial report

As required by the *Audit Act 1994*, my responsibility is to express an opinion on the financial report based on the audit. My objectives for the audit are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the corporation's internal control
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board members
- conclude on the appropriateness of the Board members' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the corporation's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the corporation to cease to continue as a going concern.
- evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Board members regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

MELBOURNE
10 September 2021



Sanchu Chummar

as delegate for the Auditor-General of Victoria

CERTIFICATION OF THE FINANCIAL STATEMENTS

In my opinion, the accompanying financial statements have been prepared in accordance with the *Local Government Act 1989, the Local Government (Finance and Reporting) Regulations 2014*, Australian Accounting Standards and other mandatory professional reporting requirements.



Principal Accounting Officer

Julie Lawes

Date: 25 August 2021

In our opinion, the accompanying financial statements presents fairly the financial transactions of the Whitehorse Manningham Regional Library Corporation for the year ended 30 June 2021 and the financial position of the Corporation as at that date.

As at the date of signing, we are not aware of any circumstances which would render any particulars in the financial statements to be misleading or inaccurate.

We have been authorised by the Library Board and by the *Local Government (Planning and Reporting) Regulations 2014* to certify the financial statements in their final form.



Councillor

Cr Stephen Mayne

Date: 25 August 2021



Councillor

Cr Mark Lane

Date: 25 August 2021



Chief Executive Officer

Sally Both

Date: 25 August 2021

COMPREHENSIVE INCOME STATEMENT

For the Year Ended 30 June 2021

	Note	2021	2020
		\$	\$
INCOME			
Council Contributions	2.1	9,425,564	9,103,701
State Government Grants		1,822,685	1,778,230
Other Income	2.3	62,083	254,051
Other Grants	2.2	205,249	222,986
Interest from Investments		10,815	50,813
Total Income		11,526,396	11,409,781
EXPENSES			
Employee Costs	3.1	7,068,906	7,173,351
Depreciation	3.2	1,156,569	1,223,012
Information Technology		340,807	391,503
Audit and Finance Costs	3.4	32,315	44,095
Collection Resources		250,234	262,090
Grant Expenditure		206,973	101,975
Warranty Library Expenses		236,719	229,483
Other Expenses	3.5	1,192,934	1,037,974
Loss on disposal of property, plant and equipment	3.3	405,755	443,502
Total Expenses		10,891,212	10,906,985
Surplus for the year		635,184	502,796
Total Comprehensive Result		635,184	502,796

The above comprehensive income statement should be read with the accompanying notes

BALANCE SHEET

As at 30 June 2021

	Note	2021	2020
		\$	\$
ASSETS			
Current Assets			
Cash and cash equivalents	4.1	2,794,675	2,872,587
Trade Receivables		45,327	47,912
Other assets	4.2	116,641	86,943
Total Current Assets		2,956,643	3,007,442
Non-Current Assets			
Property and Equipment	5.1	7,882,010	7,310,730
Total Non-Current Assets		7,882,010	7,310,730
Total Assets		10,838,653	10,318,172
LIABILITIES			
Current Liabilities			
Payables	4.3	693,116	945,752
Provisions	4.4	1,577,868	1,446,484
Total Current Liabilities		2,270,984	2,392,236
Non-Current liabilities			
Provisions	4.4	187,501	180,952
Total Non-Current Liabilities		187,501	180,952
Total Liabilities		2,458,485	2,573,189
Net Assets		8,380,168	7,744,984
Equity			
Members Contribution on Formation		3,922,043	3,922,043
Accumulated Surplus		4,458,125	3,822,941
Total Equity		8,380,168	7,744,984

The above balance sheet should be read with the accompanying notes

STATEMENT OF CHANGES IN EQUITY

For the Year Ended 30 June 2021

	Total 2021	Accumulated Surplus 2021	Members Contribution 2021
	\$	\$	\$

2021

Balance at beginning of the financial year	7,744,984	3,822,941	3,922,043
Surplus for the year	635,184	635,184	0
Balance at end of the financial year	8,380,168	4,458,125	3,922,043

	Total 2020	Accumulated Surplus 2021	Members Contribution 2021
	\$	\$	\$

2020

Balance at beginning of the financial year	7,242,188	3,320,145	3,922,043
Surplus for the year	502,796	502,796	0
Balance at end of the financial year	7,744,984	3,822,941	3,922,043

The above statement of changes in equity should be read with the accompanying notes

STATEMENT OF CASH FLOWS

For the Year Ended 30 June 2021

	Note	2021	2020
		\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES			
Council Contributions		10,368,120	10,014,071
Government Grants		1,954,515	1,778,230
Interest Income		15,247	77,612
Library Fines, FONL income, Grants (gst free)		32,098	255,235
Other Income		117,837	244,893
Employee Costs		(7,015,651)	(7,136,257)
Payments to suppliers (inclusive of GST)		(2,847,509)	(2,013,450)
Net GST payments		(568,964)	(554,490)
Net cash provided by in operating activities	8.1	2,055,693	2,665,844
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of Equipment		27,000	14,000
Payment for Library Stock, Information Technology & Furniture		(2,160,601)	(2,131,494)
Net cash investing activities		(2,133,601)	(2,117,494)
Net increase in cash and cash equivalents		(77,911)	548,350
Cash and cash equivalents at beginning of the year		2,872,588	2,324,237
Cash and cash equivalents at the end of the financial year	4.1	2,794,677	2,872,587
Financing arrangements	4.5		

The above cash flow statement should be read with the accompanying notes

STATEMENT OF CAPITAL WORKS

For the Year Ended 30 June 2021

	2021	2020
	\$	\$

PLANT AND EQUIPMENT		
Library Stock	1,789,523	1,722,400
Furniture and Equipment	106,574	67,388
IT Replacement	226,859	283,231
Motor Vehicles Replacement	37,645	58,474
Total Capital Works Expenditure	2,160,601	2,131,493

REPRESENTED BY		
Renewal	2,160,601	2,131,493
Total Capital Works Expenditure	2,160,601	2,131,493



OVERVIEW

Introduction

The Whitehorse Manningham Regional Library Corporation was established under Section 196 of the *Local Government Act 1989* by the Minister of Local Government on 12 December 1995. The Corporation's headquarters is located at 1040 Whitehorse Road, Box Hill.

These financial statements constitute a general purpose financial report that consists of a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Statement of Cash Flows, Statement of Capital Works and notes accompanying these financial statements. The general purpose financial report complies with Australian Accounting Standards (AAS), other authoritative pronouncements of the Australian Accounting Standards Board, the Local Government Act 1989, and the Local Government (Planning and Reporting) Regulations 2014.

Significant Accounting Policies

a. Basis of Accounting

The accrual basis of accounting has been used in the preparation of these financial statements, whereby assets, liabilities, equity, revenue and expenses are recognised in the reporting period to which they relate, regardless of when cash is received or paid.

Judgements, estimates and assumptions are required to be made about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated judgements are based on professional judgement derived from historical experience and various other factors that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

Revisions to accounting estimates are recognised in the period in which the estimate is revised and also in future periods that are affected by the revision. Judgements and assumptions made by management in the application of AAS's that have significant effects on the financial statements and estimates relate to:

- ▶ the determination of depreciation for library collections, computer equipment and furniture (refer to note 5.1) and
- ▶ the determination of employee provisions (refer to note 4.4).

Unless otherwise stated, all accounting policies are consistent with those applied in the prior year. Where appropriate, comparative figures have been amended to accord with current presentation, and disclosure has been made of any material changes to comparatives.

b. Impact of Covid-19

On 16 March 2020 a state of emergency was declared in Victoria due to the global pandemic COVID-19 virus, known as coronavirus. A state of disaster was subsequently declared on 2 August 2020. While the impacts of the pandemic have abated somewhat through the 2020-21 year, the Corporation has noted the following significant impacts on its financial operations:

- ▶ Revenue reductions – operating income from user fees and charges and interest was significantly reduced, being 75% below the budgeted amount. Member Council and State Government contributions received in full.
- ▶ Revenue foregone – overdue charges were suspended for the majority of 2020/21 due to periods of closure and restricted operating in accordance with government orders. Hire of meeting rooms was similarly impacted. The overall loss of income was \$187k compared to the budgeted amount.
- ▶ Additional costs – additional costs were incurred to support adjusted services to the community and COVID safe compliance requirements. Costs included courier for contactless home deliveries, security guards to manage restricted entrance numbers, supply of PPE, extra cleaning, additional employee support services, additional programming and marketing costs and increased electronic collection and information resources. The additional costs for 20/21 which were not budgeted for was \$339K.

Areas of reduced costs include utilities and employee costs associated with library closures (i.e. reduced weekend penalty costs, suspension of recruitment to vacancies, employees accessing leave without pay or reduced hours of work)

This has impacted, and continues to impact the normal operations of the library services. The full financial impact of COVID-19 is unknown. The situation and the financial implications for the library are being closely monitored and managed.

NOTE 1

Performance against budget

The budget comparison notes compare the Corporation's financial plan, expressed through its annual budget, with actual performance. *The Local Government (Planning and Reporting) Regulations 2014* requires explanation of any material variances. The Corporation has adopted a materiality threshold of 10% where further explanation is warranted. Explanations have not been provided for variations below the material threshold unless the variance is considered to be material because of its nature.

The budget figures detailed below are those adopted by the Corporation on 28 May 2020. The Budget was based on assumptions that were relevant at the time of adoption of the Budget. The Corporation sets guidelines and parameters for revenue and expense targets in this budget in order to meet the Corporation's planning and financial performance targets for both the short and long-term.

These notes are prepared to meet the requirements of the *Local Government Act 1989* and the *Local Government (Planning and Reporting) Regulations 2014*.

1.1 Income and Expenditure

	BUDGET 2021 \$	ACTUAL 2021 \$	VARIANCE 2021 \$	VARIANCE 2021 %	REF
INCOME					
Council Contributions	9,142,268	9,425,564	283,296	3%	
State Government Grant	1,810,238	1,822,685	12,447	1%	
Other Income	253,782	66,456	(187,326)	-74%	1
Other Grants	131,175	205,249	74,074	56%	2
Interest from Investments	44,000	10,815	(33,185)	-75%	3
	11,381,463	11,530,769	149,306		
EXPENDITURE					
Employee costs	7,642,035	7,068,906	573,129	7%	
Depreciation	1,106,223	1,156,569	(50,346)	-5%	
Information Technology	377,200	340,807	36,393	10%	4
Audit and Finance Costs	32,000	32,315	(315)	-1%	
Collection Resources	227,361	250,234	(22,873)	-10%	5
Other Expenses	939,640	1,192,934	(253,294)	-27%	6
Grant Expenditure	131,175	206,973	(75,798)	-58%	7
Warrandyte Library Expenses	-	236,719	(236,719)	100%	8
Net loss on disposal of property and equipment	590,120	405,755	184,365	31%	9
	11,045,754	10,891,212	154,542		
Surplus for the year	335,709	639,557	(5,236)		

(i) Explanation of material variations

VARIANCE REF	ITEM	EXPLANATION
1	Other Income	Revenue from user fees and charges continued to decline. This is an industry wide trend. Due to COVID 19 the library was closed for a number of weeks. During this time no income was received from library patrons and meeting room users and when the library reopened no overdue charges were applied for a long period. Reservations ceased on 1 July 2020.
2	Other Grants	The Corporation received a number of small grants for specific projects that were not anticipated. A \$25,000 grant was received from Whitehorse Council for Library Initiatives project and \$25,000 for an IT upgrade at Blackburn library. A Heath and Wellbeing Grant was received from State Library Vict for \$20,000.
3	Interest	Interest on Investments includes the interest earned on both short term and at call accounts and also interest earned on the Long Service Reserve. The interest on LSL is not included in the budget figures. Due to decreased interest rate amount was a lot lower than budgeted. The Corporation did not receive the State Government income until January 2021 reducing the ability to earn additional interest.
4	Information Technology	Included in the end of year figure is non capitalised assets from the IT capital budget. Operational savings have been realised following the completion of the network upgrade.
5	Collections	Included in this is all items that are not capitalised including Electronic Resources. Additional monies were put into this collection during the pandemic to increase the ebook collection.
6	Other Expenses	Expenditure in Programs and Marketing was higher than anticipated due to an increase in the number of library programs delivered across the region. Warrandyte Library is not reflected in the budget as it is an additional service provided by the Corporation at the request of Manningham City Council. However the income is reflected as part of Council Contributions. 339K was expended unexpectedly in relation to COVID 19. Insurance Costs were much higher than budgeted for due to increases in all insured items.
7	Grants Expenditure	Grants expenditure was higher than budgeted as the funding that carried over from 2019/2020 has been fully expended.
8	Warrandyte Library Expenses	Income and expenditure for Warrandyte Library is not included in the Budget preparation as City of Manningham fund this branch outside of the Regional Library Agreement.
9	Loss on disposal of property and equipment	The disposal of library stock figures for the budget are an estimate only. Minor amounts of discarded items are written off on disposal.

1.2 Capital Works

	BUDGET 2021 \$	ACTUAL 2021 \$	VARIANCE 2021 \$	VARIANCE 2021 %	REF
--	----------------------	----------------------	------------------------	-----------------------	-----

INCOME					
Library Stock	1,732,412	1,789,523	57,111	3%	
Furniture & Equipment	64,639	106,574	41,935	65%	1
Information Technology	210,000	226,859	16,859	8%	
Motor Vehicles Replacement	25,000	37,645	12,645	51%	2
Total Capital Works Expenditure	2,032,051	2,160,601	128,550		

REPRESENTED BY:					
Renewal	2,032,051	2,160,601	128,550	6%	
Total Capital Works Expenditure	2,032,051	2,160,601	128,550		

(i) Explanation of material variations

VARIANCE REF	ITEM	EXPLANATION
1	Furniture and Equipment	Funds were carried over from 19/20 year for furniture and equipment. The actual also includes assets that were purchased with the Whitehorse grant money.
2	Motor Vehicles Replacement	The budget allows for the changeover costs of vehicles while the actual cost for 20/21 year was the full vehicle cost.



NOTE 2

Funding for the delivery of our services

2.1 Council Contributions

	2021	2020
	\$	\$
Whitehorse City Council	5,493,112	5,307,497
Manningham City Council	3,649,156	3,525,665
Manningham City Council - Warrandyte	283,296	270,539
	<u>9,425,564</u>	<u>9,103,701</u>

2.2 Other Grants

	2021	2020
	\$	\$
Local Priorities Grant	95,930	93,591
Libraries Initiatives Project	25,000	25,000
Premiers Reading Challenge	35,899	35,899
Whitehorse Furniture	0	20,000
Pierre Gorman Award	0	25,000
Blackburn IT Upgrade	25,000	0
SLV Health and Wellbeing Grant	20,000	0
Other	3,420	23,496
	<u>205,249</u>	<u>222,986</u>

Council Contributions and Grants are recognised as revenue when the Corporation obtains control over the funds.

2.3 Other Income

	2021	2020
	\$	\$
Overdue Charges	12,370	80,439
Photocopying Services	18,152	39,633
Other Service Charges	19,485	78,688
Sale of Products	3,913	8,140
Library Programs & Activities	2,808	5,844
Fundraising	5,355	5,758
Sundry Income	0	35,549
	<u>62,083</u>	<u>254,051</u>

Revenue for overdue fines and other charges, interest on investments, sale of assets and other income is recognised at the time of receipt.

NOTE 3

The cost of delivering services

3.1 Employee Costs

	2021	2020
	\$	\$
Wages and Salaries	6,192,712	6,307,047
Annual Leave	26,841	54,742
WorkCover	25,335	30,733
Superannuation	584,612	588,175
Staff Training Expenses	53,255	37,094
Long Service Leave	186,151	155,560
	<u>7,068,906</u>	<u>7,173,351</u>

b. Superannuation

	2021	2020
	\$	\$

The Corporation made contributions to the following funds

Defined Benefit Fund

Employer contributions to Local Authorities

Superannuation Fund (Vision Super)	<u>84,146</u>	<u>87,768</u>
------------------------------------	---------------	---------------

Employer contributions payable at reporting date.	0	0
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Accumulation funds

Employer contributions to Local Authorities

Superannuation Fund (Vision Super)	370,067	380,442
------------------------------------	---------	---------

Employer contributions - other funds	130,399	119,966
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	<u>500,466</u>	<u>500,407</u>
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Employer contributions payable at reporting date.	0	0
---	---	---

Refer to 8.2 for further information relating to the Corporation's superannuation obligations.

3.2 Depreciation

	2021	2020
	\$	\$
Library Stock	795,959	877,232
Furniture and Equipment	89,628	92,814
Computer Equipment	249,734	231,737
Motor Vehicles	21,248	21,229
	<u>1,156,569</u>	<u>1,223,012</u>

Refer to note 5.1 for a more detailed breakdown of depreciation and accounting policy.

3.3 Disposal of Assets

	2021	2020
	\$	\$
Library Stock		
Proceeds from sale of Library Stock	0	0
Written down value of assets written off	(410,067)	(442,854)
Gain/(Loss) on disposal of assets	<u>(410,067)</u>	<u>(442,854)</u>
Furniture and Equipment		
Proceeds from sale of furniture and equipment	0	0
Written down value of assets disposed	(4,320)	0
Gain/(Loss) on disposal of assets	<u>(4,320)</u>	<u>0</u>
Motor Vehicles		
Proceeds from sale of motor vehicles	27,000	14,000
Written down value of assets sold	(18,368)	(14,648)
Gain/(Loss) on disposal of assets	<u>8,632</u>	<u>(648)</u>
Total loss on Disposal of Assets	<u>(405,755)</u>	<u>(443,502)</u>

3.4 Audit and Finance Costs

	2021	2020
	\$	\$
Audit fee payable to Victorian Auditor General	10,500	10,300
Internal audit fees - RSM	17,230	26,270
Other finance costs	4,585	7,525
	<u>32,315</u>	<u>44,095</u>

3.5 Other Expenses

	2021	2020
	\$	\$
Cleaning, Security	202,098	199,925
Utility Costs	229,362	226,021
Headquarters Costs	106,292	65,121
Couriers	58,060	48,078
Professional Services	36,678	49,549
Insurance	70,577	54,860
Office Expenses	29,949	50,193
Programs and Marketing Costs	88,346	134,639
Vehicle Maintenance	18,633	16,366
Fundraising Expenditure	295	4,959
Covid-19 Crisis costs	339,317	165,389
Staff Amenities	13,326	22,874
	<u>1,192,934</u>	<u>1,037,974</u>

NOTE 4

Our financial position

4.1 Financial Assets

Cash and cash equivalents

	2021	2020
	\$	\$
Cash on Hand	1,500	1,500
Cash at Bank	109,544	47,411
Money Market call account	729,106	76,190
Term Deposits	643,635	1,443,459
Money Market - restricted LSL	1,310,890	1,304,028
Total financial assets	2,794,675	2,872,587

For the purpose of the statement of cash flows, cash and cash equivalents include cash on hand, deposits at call, and other highly liquid investments with original maturities of three months or less, net of outstanding bank overdrafts.

4.2 Non-financial assets

Other assets

	2021	2020
	\$	\$
Prepayments	115,556	81,427
Accrued Income	1,085	5,516
Total other assets	116,641	86,943

4.3 Payables

	2021	2020
	\$	\$
Creditors	342,350	672,111
Accrued Expenses	350,767	273,641
	693,116	945,752

4.4 Provisions

Annual Leave

	2021	2020
	\$	\$
Balance at beginning of the financial year	520,982	466,241
Additional Provisions	518,131	546,437
Amounts Used	(491,290)	(491,696)
Balance at end of the financial year	547,824	520,982

Long Service Leave

Balance at beginning of the financial year	1,106,454	1,144,894
Additional Provisions	169,059	172,107
Amounts Used	(57,966)	(210,547)
Balance at end of the financial year	1,217,546	1,106,454

(a) Employee provisions

Current provisions expected to be wholly settled within 12 months

Annual Leave	418,852	436,546
Long Service Leave	32,252	17,203
	451,104	453,749

Current provisions expected to be settled after 12 months

Annual Leave	128,972	84,436
Long Service Leave	997,792	908,299
	1,126,764	992,735

Total current employee provisions

	1,577,868	1,446,484
--	-----------	-----------

Non current provisions

Long Service Leave	187,501	180,952
--------------------	---------	---------

Total non current provisions

	187,501	180,952
--	---------	---------

Total Provisions

	1,765,370	1,627,436
--	-----------	-----------

The calculation of employee costs and benefits includes all relevant on-costs and are calculated as follows at reporting date.

Wages and salaries and annual leave

Liabilities for wages and salaries, including non-monetary benefits, annual leave and accumulated sick leave expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits in respect of employee services up to the reporting date, classified as current liabilities and measured at their nominal values.

Liabilities that are not expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits as current liabilities, measured at the present value of the amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

Long service leave

Liability for long service leave (LSL) is recognised in the provision for employee benefits. LSL is measured at present value. Unconditional LSL is disclosed as a current liability. Conditional LSL that has been accrued, where an employee is yet to reach a qualifying term of employment, is disclosed as a non-current liability.

Key assumptions:

	2021	2020
▶ discount rate	1.49%	0.87%
▶ weighted average increase in employee costs	2.95%	4.25%
▶ settlement	7 yrs	7 yrs

4.5 Financing arrangements

The Corporation has the following funding arrangements in place as at the end of the year.

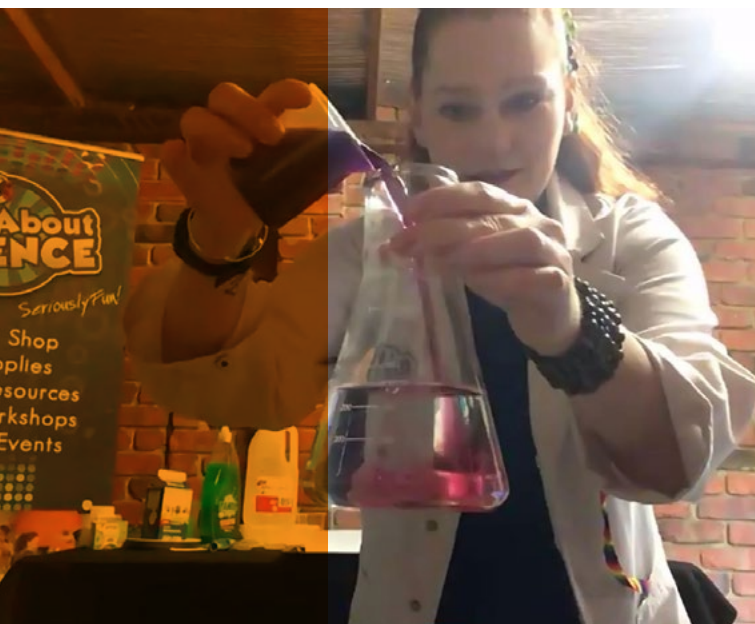
	2021	2020
	\$	\$
Bank overdraft	20,000	20,000
Credit card facilities	13,000	13,000
Total facilities	33,000	33,000
Used facilities	4,133	5,142
Unused facilities	28,867	27,858
	33,000	33,000

NOTE 5

Assets we manage

5.1 Summary of property and equipment

	OPENING ASSET	OPENING DEPRECIATION	AT COST 30 JUNE 2020	ADDITIONS	DEPRECIATION	DISPOSALS SOLD	DISPOSALS WRITTEN OFF	AT COST 30 JUNE 2021
Library Stock	13,965,017	(7,932,733)	6,032,284	1,789,523	(795,959)		(410,067)	6,615,781
Furniture & Equipment	1,980,085	(1,400,360)	579,726	106,574	(89,627)		(2,973)	593,700
Computer Equipment	4,625,993	(4,020,662)	605,332	226,859	(249,734)		(1,348)	581,109
Motor Vehicles	148,378	(54,988)	93,390	37,645	(21,248)	(18,367)		91,420
TOTAL	20,719,473	(13,408,743)	7,310,732	2,160,601	(1,156,569)	(18,367)	(414,388)	7,882,010



a. Recognition and measurement of assets

The Corporation has adopted the purchase method of accounting in relation to the measurement of the acquisition of assets, being the fair value of the assets provided as consideration at the date of acquisition plus any incidental cost attributable to the acquisition. In accordance with the Corporation's policy, the threshold limits below have been applied when recognising assets within an applicable asset class. (Same as applied in 2019/2020)

CLASS OF ASSET	THRESHOLD LIMIT
Library Stock	Nil Limit
Audio Visual	Nil Limit
Electronic Resources	Nil Limit
Computer Hardware	\$1,000
Computer Equipment	\$1,000
Motor Vehicles	Nil Limit
Furniture and Equipment	\$1,000

b. Depreciation of non current assets

Library Stock, motor vehicles, furniture and equipment, including computer equipment and other assets having limited useful lives are systematically depreciated over their useful lives to the Corporation. Estimates of remaining useful lives and residual values are reassessed annually. Depreciation is recognised on either the straight-line basis or diminishing value basis using rates that are, unless otherwise stated, consistent with the prior year:

	USEFUL LIFE	DEPRECIATION BASIS
Library Stock	10 Years	Straight Line
Audio Visual	5 Years	Straight Line
Electronic Resources	2 Years	Straight Line
Computer Equipment	3 Years	Straight Line
Computer Hardware	5 Years	Straight Line
Motor Vehicles	4.44 Years	Diminishing
Furniture and Equipment	6.67 Years	Diminishing

c. Repairs and maintenance

Routine maintenance, repair costs, and minor renewal costs are expensed as incurred. Where the repair relates to the replacement of a component of an asset and the cost exceeds the capitalisation threshold the cost is capitalised and depreciated. The carrying value of the replaced asset is expensed.

d. Land and Buildings

The library branches are operated out of Council owned or leased properties. The libraries at Box Hill, Nunawading, Vermont South and Blackburn are operated from Whitehorse Council controlled, owned and maintained buildings. The libraries at Doncaster, The Pines, Warrandyte and Bulleen are operated from buildings controlled, owned or leased by Manningham Council.



NOTE 6

People and Relationships

6.1 Board and Key Management Remuneration

- a. Names of persons holding the position of a Responsible Person at the Whitehorse Manningham Regional Library Corporation for the period 1 July 2020 to 30 June 2021

Key Management Personnel

Councillors

Cr Tina Liu
City Of Whitehorse (to December 2020)

Cr Andrew Munroe
City of Whitehorse (to December 2020)

Cr Dot Haynes
City of Manningham (to December 2020)

Cr Sophy Galbally
City of Manningham (to December 2020)

Cr Trudy Skilbeck
City of Whitehorse (from December 2020)

Cr Mark Lane
City of Whitehorse (from December 2020)

Cr Michelle Kleinert
City of Manningham (from December 2020)

Cr Stephen Mayne
City of Manningham (from December 2020)

Council Representatives

Ms Terry Wilkinson
City of Whitehorse (to April 2021)

Mr Tony Johnson
City of Whitehorse (from April 2021)

Ms Lee Robson
City of Manningham

Community Representatives

Ms Carole Jean
City of Whitehorse

Mr Ian Keese
City of Manningham

Chief Executive Officer

Ms Sally Both
Whitehorse Manningham Regional Library Corporation

b. Remuneration of Key Management Personnel

Board Members who are Councillors and Officers nominated by the Member Councils do not receive remuneration from Whitehorse Manningham Regional Library Corporation.

	2021	2020
	\$	\$
Total remuneration of key management personnel was as follows:		
Short term benefit	188,546	185,378
Post-Employment Benefits	16,876	16,412
Other long-term benefits	4,457	4,378
	209,879	206,168

Total remuneration of key management personnel persons were within the following band:

	No.	No.
\$200,000 – \$209,999	1	
	1	1

d. Senior Officers Remuneration

A Senior Officer is an officer, other than Key Management Personnel, who:

- a) has management responsibilities and reports directly to the Chief Executive; or
- b) whose total annual remuneration exceeds \$151,000

The number of Senior Officers are shown below in their relevant income bands:

Income Range:	No.	No.
\$120,000 - \$129,999	0	2
\$130,000 - \$139,999	2	2
\$140,000- \$149,999	3	1
	5	5

Total Remuneration for the reporting year for Senior Officers included above, amounted to:	703,181	666,484
--	---------	---------

6.2 Related party disclosure

a. Transactions with related parties

Revenue

Contributions received from member councils are detailed under 2.1 Council Contributions. These payments are made quarterly in advance in July, October, January and April.

Other Revenue received from Member Councils

Manningham City Council		
Reimbursement of Warrandyte library expenses	283,296	270,539
Additional grants for specific projects	2,913	0
Whitehorse City Council		
Additional grants for specific projects	50,000	45,000
Hire of meeting rooms		102

Expenses

Manningham City Council		
Warradyte Library Expenses	229,483	229,483
Utilities reimbursement - Doncaster Library	19,500	19,500
Whitehorse City Council		
Headquarters Rental	85,250	51,150
Utilities reimbursement - Nunawading, Vermont South and Blackburn Libraries	71,102	42,540
Homework Support Program	16,500	16,500

b. Loans to/from related parties

No loans were made to or received from related parties.

c. Commitments to/from related parties

There are no commitments in existence at balance date.

d. Other Transactions - Peppercorn leases

Manningham and Whitehorse Councils provide library floor space to the Corporation. Any charges related to the leasing or maintenance of these branch libraries are not passed on to the Corporation. The councils do not charge the Corporation for these leases.

The Whitehorse Manningham Regional Library Corporation leases the headquarters space at the Box Hill and Nunawading branches for \$85,250 (2019/2020 \$51,150) per annum from City of Whitehorse on a 3 monthly basis. There is no formal tenancy agreement so it is considered to be an open ended agreement and the charge is not at commercial rate.

Other related party transactions have been considered and there are no matters to report.

NOTE 7

Managing uncertainties

7.1 Contingent assets and liabilities

a. Contingent assets

At the reporting date, the Corporation had no contingent assets (2018-19: Nil).

b. Contingent liabilities

Superannuation

The Corporation has obligations under a defined benefit superannuation scheme that may result in the need to make additional contributions to the scheme, matters relating to this potential obligation are outlined in Note 8.2. As a result of the volatility in financial markets the likelihood of making such contributions in future periods exists. At this point in time it is not known if additional contributions will be required, their timing or potential amount.

7.2 Financial instruments

a. Objectives and policies

The Corporation's principal financial instruments comprise cash assets, term deposits, receivables (excluding statutory receivables) payables (excluding statutory payables) and bank borrowings. Details of the significant accounting policies and methods adopted, including the criteria for recognition, the basis of measurement and the basis on which income and expenses are recognised, in respect of each class of financial asset and financial liability is disclosed in the financial statements. Risk management is carried out by senior management under policies approved by the Corporation. These policies include identification and analysis of the risk exposure to the Corporation and appropriate procedures, controls and risk minimisation.

b. Market risk

Market risk is the risk that the fair value or future cash flows of our financial instruments will fluctuate because of changes in market prices. The Corporation's exposure to market risk is primarily through interest rate risk with only insignificant exposure to other price risks and no exposure to foreign currency risk.

Interest rate risk

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. The Corporation does not hold any interest bearing financial instruments that are measured at fair value, and therefore has no exposure to fair value interest rate risk. Cash flow interest rate risk is the risk that the future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Corporation has minimal exposure to cash flow interest rate risk through its cash and deposits that are at floating rate.

Investment of surplus funds is made with approved financial institutions under the *Local Government Act 1989*. We manage interest rate risk by adopting an investment policy that ensures:

- ▶ diversification of investment product,
- ▶ monitoring of return on investment,
- ▶ benchmarking of returns and comparison with budget.

There has been no significant change in the Corporation's exposure, or its objectives, policies and processes for managing interest rate risk or the methods used to measure this risk from the previous reporting period.

Interest rate movements have not been sufficiently significant during the year to have an impact on the Corporation's year end result.

c. Credit Risk

Credit risk is the risk that a contracting entity will not complete its obligations under a financial instrument and cause us to make a financial loss. We have exposure to credit risk on some financial assets included in our balance sheet. To help manage this risk:

- ▶ we have a policy for establishing credit limits for the entities we deal with;
- ▶ we may require collateral where appropriate; and
- ▶ we only invest surplus funds with financial institutions which have a recognised credit rating specified in our investment policy.

The credit risk with receivables is very low as it relates to one member council.

There are no material financial assets which are individually determined to be impaired.

We may also be subject to credit risk for transactions which are not included in the balance sheet, such as when we provide a guarantee for another party.

The maximum exposure to credit risk at the reporting date to recognised financial assets is the carrying amount, net of any provisions for impairment of those assets, as disclosed in the balance sheet and notes to the financial statements. The Corporation does not hold any collateral.

d. Liquidity risk

Liquidity risk includes the risk that, as a result of our operational liquidity requirements or we will not have sufficient funds to settle a transaction when required, we will be forced to sell a financial asset at below value or may be unable to settle or recover a financial asset.

To help reduce these risks the Corporation:

- ▶ have a liquidity policy which targets a minimum and average level of cash and cash equivalents to be maintained;
- ▶ have readily accessible standby facilities and other funding arrangements in place;
- ▶ have a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid instruments; and
- ▶ monitor budget to actual performance on a regular basis

The Corporation's maximum exposure to liquidity risk is the carrying amounts of financial liabilities as disclosed in the balance sheet and the amounts related to financial guarantees disclosed, and is deemed insignificant based on prior periods' data and current assessment of risk.

There has been no significant change in the Corporation's exposure, or its objectives, policies and processes for managing liquidity risk or the methods used to measure this risk from the previous reporting period.

Unless otherwise stated, the carrying amounts of financial instruments reflect their fair value.

7.3 Fair Value Measurement

e. Sensitivity disclosure analysis

Taking into account past performance, future expectations, economic forecasts, and management's knowledge and experience of the financial markets, the Corporation believes the following movements are 'reasonably possible' over the next 12 months:

- ▶ A parallel shift of + 1% and – 1% in market interest rates (AUD) from year-end rates of .25%.

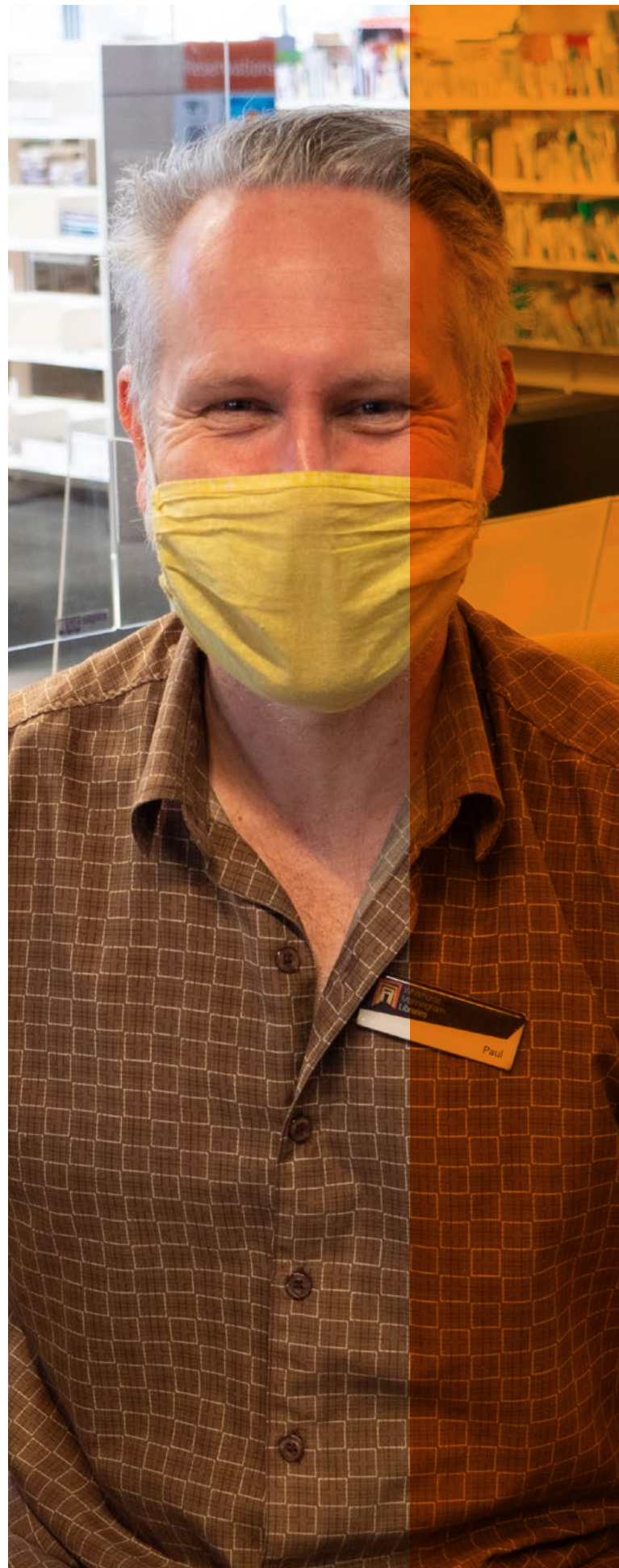
These movements will not have a material impact on the valuation of the Corporations' financial assets and liabilities, nor will they have a material impact on the results of the Corporations' operations.

Fair value hierarchy

The Corporations' financial assets and liabilities are not valued in accordance with the fair value hierarchy, the Corporation's financial assets and liabilities are measured at amortised cost.

7.4 Events occurring after balance date

There are no subsequent events of which the Corporation is aware, that would affect the information provided within these Financial Statements.





NOTE 8

Other matters

8.1 Reconciliation of cash flows from operating activities to surplus.

	2021	2020
	\$	\$
Surplus for the year	635,184	502,796
Depreciation	1,156,569	1,223,012
(Profit)/Loss on Disposal of Fixed Assets	405,755	443,502
Changes in assets and liabilities		
(Decrease)/Increase in Receivables	2,584	24,170
(Decrease)/Increase in Accrued Income	4,432	26,799
(Decrease)/Increase in Prepayments	(34,130)	(12,725)
Increase/(Decrease) in Employee Provisions	137,933	16,303
Increase/(Decrease) in Payables	(252,635)	441,987
Net cash provided by operating activities	2,055,693	2,665,844

8.2 Superannuation

The Corporation makes the majority of its employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). This Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently. Obligations for contributions to the Fund are recognised as an expense in the Comprehensive Operating Statement when they are made or due.

Accumulation

The Fund's accumulation category, Vision MySuper/ Vision Super Saver, receives both employer and employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings (for the year ended 30 June 2021, this was 9.5% as required under Superannuation Guarantee (SG) legislation).

Defined Benefit

The Corporation does not use defined benefit accounting for its defined benefit obligations under the Fund's Defined Benefit category. This is because the Fund's Defined Benefit category is a pooled multi-employer sponsored plan.

There is no proportional split of the defined benefit liabilities, assets or costs between the participating employers as the defined benefit obligation is a floating obligation between the participating employers and the only time that the aggregate obligation is allocated to specific employers is when a call is made. As a result, the level of participation of the Corporation in the Fund cannot be measured as a percentage compared with other participating employers. Therefore, the Fund Actuary is unable to allocate benefit liabilities, assets and costs between employers for the purposes of AASB 119.

Funding Arrangements

The Corporation makes employer contributions to the Defined Benefit category of the Fund at rates determined by the Trustee on the advice of the Fund Actuary.

A triennial actuarial review for the Defined Benefit category as at 30 June 2020 was conducted and completed by the due date of 31 December 2020.

The vested benefit index (VBI) of the Defined Benefit category of which the Corporation is a contributing employer was 104.6%. The financial assumptions used to calculate the VBI were:

Net investment returns	5.6% pa
Salary information	2.5% pa for two years and 2.75% pa thereafter
Price inflation (CPI)	2.0% pa

As at 30 June 2021, an interim actuarial investigation is underway as the Fund provides lifetime pensions in the Defined Benefit category.

Vision Super has advised that the actual VBI at June 30 2021 was 109.7%. The financial assumptions used to calculate this VBI were:

Net investment returns	4.8% pa
Salary information	2.75% pa
Price inflation (CPI)	2.25% pa

The VBI is used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2020 actuarial investigation determined the Defined Benefit category was in a satisfactory financial position and that no change was necessary to the Defined Benefit category's funding arrangements from prior years.

Employer contributions

Regular contributions

On the basis of the results of the 2020 triennial actuarial investigation conducted by the Fund Actuary, The Corporation makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2021, this rate was 9.5% of members' salaries (9.5% in 2019/2020). This rate is expected to increase in line with any increases in the SG contribution rate and was reviewed as part of the 30 June 2020 triennial valuation.

In addition, the Corporation reimburses the Fund to cover the excess of the benefits paid as a consequence of retrenchment above the funded resignation or retirement benefit.

Funding calls

If the Defined Benefit category is in an unsatisfactory financial position at an actuarial investigation or the Defined Benefit category's VBI is below its shortfall limit at any time other than the date of the actuarial investigation, the Defined Benefit category has a shortfall for the purposes of SPS 160 and the Fund is required to put a plan in place so that the shortfall is fully funded within three years of the shortfall occurring. The Fund monitors its VBI on a quarterly basis and the Fund has set its shortfall limit at 97%.

In the event that the Fund Actuary determines that there is a shortfall based on the above requirement, the Fund's participating employers (including the Corporation) are required to make an employer contribution to cover the shortfall.

Using the agreed methodology, the shortfall amount is apportioned between the participating employers based on the pre-1 July 1993 and post-30 June 1993 service liabilities of the Fund's Defined Benefit category, together with the employer's payroll at 30 June 1993 and at the date the shortfall has been calculated.

Due to the nature of the contractual obligations between the participating employers and the Fund, and that the Fund includes lifetime pensioners and their reversionary beneficiaries, it is unlikely that the Fund will be wound up.

If there is a surplus in the Fund, the surplus cannot be returned to the participating employers.

In the event that a participating employer is wound-up, the defined benefit obligations of that employer will be transferred to that employer's successor.

The 2020 triennial actuarial investigation surplus amounts

An actuarial investigation is conducted annually for the Defined Benefit category of which the Corporation is a contributing employer. Generally, a full actuarial investigation is conducted every three years and interim actuarial investigations are conducted for each intervening year. A full investigation was conducted as at 30 June 2020.

The Fund's actuarial investigation identified the following for the Defined Benefit category of which the Corporation is a contributing employer:

	2020	2019
	(Triennial)	(Interim)
	\$m	\$m
A VBI surplus	\$100.00	\$151.30
A total service liability surplus	\$200.00	\$233.40
A discounted accrued benefits surplus	\$217.80	\$256.70

The VBI surplus means that the market value of the fund's assets supporting the defined benefit obligations exceed the vested benefits that the defined benefit members would have been entitled to if they had all exited on 30 June 2020.

The total service liability surplus means that the current value of the assets in the Fund's Defined Benefit category plus expected future contributions exceeds the value of expected future benefits and expenses as at 30 June 2020.

The discounted accrued benefit surplus means that the current value of the assets in the Fund's Defined Benefit category exceeds the value of benefits payable in the future but accrued in respect of service to 30 June 2020.

The Corporation was notified of the 30 June 2021 VBI during August 2021 (2020: August)

There were no contributions outstanding and no loans issued from or to the above schemes as at 30 June 2021.

The expected contributions to be paid to the Defined Benefit category of Vision Super for the year ending 30 June 2021 is \$89,523.

The 2021 interim actuarial investigation

An interim actuarial investigation is being conducted for the Fund's position as at 30 June 2021 as the Fund provides lifetime pensions in the Defined Benefit category. It is anticipated that this actuarial investigation will be completed by October 2021.

GLOSSARY

Acquisitions

The ordering, purchasing and accessioning of new library materials

Baby Karaoke

Early-literacy program with songs and nursery rhymes for parents and babies under 18 months

CALD

Culturally and Linguistically Diverse

Collection

Includes any and every article forming the contents of the library collection of resources available for borrowing, reference or perusal

Corporation

Whitehorse Manningham Regional Library Corporation

Depreciation

An accounting allowance made for a loss in value of capital

eAudiobooks

Electronic audiobooks downloaded for use on an MP3 player or electronic device

eBooks

Electronic books downloaded for use on an electronic device

FE

FE Technologies; supplier of RFID equipment

FOL

Friends of the Library

FONL

Friends of Nunawading Libraries

Home Library Service

Service provided to community members unable to attend a library due to illness, age or frailty

Interlibrary Loan

A loan of a collection item provided to or provided by another library service

Item

Includes any and every article forming the contents of the library collection of resources available for borrowing, reference or perusal

LGPRF

Local Government Performance Reporting Framework

Library

All the library facilities, resources and activities provided by or under the management or control of the Corporation

Library Board

Governing body of the Whitehorse Manningham Regional Library Corporation

Library Management System

Software system utilised to manage the acquisition and circulation of library materials including the provision of the online library catalogue

Library Plan

Identifies the Corporation's objectives and strategic direction

Library resources

Materials available for loan or use in the library

LOTE

Languages Other Than English

Member

A person, school or institution holding a current and valid library membership card

Outreach

Services provided by the Library to the community through locations other than library branches

Patron

Any person making use of the Library Service

PLV

Public Libraries Victoria – the peak body for Victorian public libraries

Reader Development

Programs, services and resources provided to assist patrons in the selection of reading materials

Reference enquiry

Customer request for information, handled by library staff

Region

The Whitehorse and Manningham local authority areas

RFID

Radio Frequency Identification technology that transmits data using radio waves

SPUN

Spydus user-group network

STEM

Science, Technology, Engineering, Mathematics

Stock

Includes any and every article forming the contents of the library collection of resources available for borrowing, reference or perusal

Strategic Resource Plan

Identifies how the Corporation will use its resources to implement the Library Plan

Web Renewal

Extension to the period of loan for a library item, performed via the internet

Wi-Fi

A standard for wirelessly connecting electronic devices to the internet

WMRLC

Whitehorse Manningham Regional Library Corporation

WML

Whitehorse Manningham Libraries

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Whitehorse
Manningham
Libraries

open for discovery



ADMINISTRATION

1040 Whitehorse Road
Box Hill 3128
P. 9896 4333

BLACKBURN LIBRARY

Cnr Blackburn and Central Roads
Blackburn 3130
P. 9896 8400

BOX HILL LIBRARY

1040 Whitehorse Road
Box Hill 3128
P. 9896 4300

BULLEEN LIBRARY

Bulleen Plaza
Manningham Road
Bulleen 3105
P. 9896 8450

DONCASTER LIBRARY

MC Square
687 Doncaster Road
Doncaster 3108
P. 9877 8500

NUNAWADING LIBRARY

379 Whitehorse Road
Nunawading 3131
P. 9872 8600

THE PINES LIBRARY

The Pines Shopping Centre
Cnr Blackburn and Reynolds Roads
East Doncaster 3109
P. 9877 8550

VERMONT SOUTH LIBRARY

Pavey Place
Vermont South 3133
P. 9872 8650

WARRANTYTE LIBRARY

Warrandyte Community Centre
168 Yarra Street
Warrandyte 3113
P. 9895 4250

www.wml.vic.gov.au

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