

Whitehorse Manningham Regional Library Corporation

AGENDA

Extra Ordinary Meeting of the Board

Wednesday 14 October 2026

Notice of meeting

Notice is hereby given that an Ordinary meeting of the Whitehorse Manningham Regional Library Board will take place on **Wednesday 14 October at 6.00pm, Koonung Room, Manningham Civic Centre**, 699 Doncaster Road, Doncaster.

Sally Both

Chief Executive Officer

Required Attendance

Cr Andrew Conlon (Manningham Council) - Chair

Cr Hayley Weller (Whitehorse Council) – Deputy Chair

Cr Andrew Davenport (Whitehorse Council)

Cr Jim Grivas (Mayor, Manningham Council)

Siobhan Sullivan (Whitehorse Council)

Andrew McMaster (Manningham Council)

Nicola Nye (Whitehorse Community Representative)

Alison Low (Manningham Community Representative)

WMRLC Officers

Sally Both (Chief Executive Officer)

Tracey Olive (Manager Corporate Services)

CONTENTS

CONTENTS	3
1 Welcome and Apologies.....	4
2 Statement of Acknowledgement.....	4
3 Disclosures of interest/conflicts of interest.....	4
4 Minutes of Previous Meeting	4
5 REPORTS.....	5
5.1 ANNUAL REPORT 2025/26 (for decision).....	5
5.2 PEOPLE AND SKILLS REPORT (for noting).....	6
6. CONFIDENTIAL REPORTS	11
7. Next Meeting	11
8. Closure.....	11
Attachment 1.....	12

1 Welcome and Apologies

2 Statement of Acknowledgement

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

3 Disclosures of interest/conflicts of interest

4 Minutes of Previous Meeting

Recommendation

That the Board adopts the minutes of the ordinary meeting held on 26 August 2026.

Attachments

Attachment 1 – Minutes of the Ordinary Board Meeting 26 August 2026

5 REPORTS

5.1 ANNUAL REPORT 2025/26 (for decision)

Report Prepared by: Manager Corporate Services

Summary

This report seeks the Board's endorsement of the Whitehorse Manningham Libraries Annual Report 2025 - 2026. The Report outlines the Corporation's achievements during the year towards the strategic goals identified in the new Library Plan 2025 – 2029, priorities in the Library Action Plan 2025 – 2026 and the implementation of the Strategic Resource Plan.

The Corporation has given public notice of discussion of the Annual Report at this meeting and sought submissions. No submissions had been received at the time this agenda was published. Following endorsement by the Board, the Annual report will be published on the Corporation's website and a copy forwarded to the Minister of Local Government.

Recommendation:

That the Board adopts the Annual Report 2025 – 2026 as contained in Attachment 2.

Discussion

The Annual Report highlights the achievements in FY 2025 /26 towards the Library Plan 2025 -2029 strategic goals and the Year 1 priorities.

Some of the key achievements in 2025/26 include:

- Box Hill Library 75th Anniversary celebrations
- Refurbishment of Bulleen Library
- Grant funded programs including *Libraries After Dark* and *Community Cohesion* initiatives
- 4,687 responses to the 2025 community survey to assist service planning
- Introduction of new outcomes measures and participation in Culture Counts *Public Library Evaluation Network*
- Review of our risk management framework, strengthening of staff and community safety controls, and enhanced cybersecurity controls
- Development of our first Gender Equality Action Plan and submission of audit data to the Commission
- Expansion of the *Library of Things* to include strategy board games
- Over 20 author talks and writing workshops, including a packed house for Shaun Micallef during Melbourne Writers Festival
- Supporting inclusion through accreditation with the Hidden Disabilities Sunflower scheme
- Increased library visitation, program attendance, digital collection loans and public internet use
- Operating surplus of \$90k

Included in the Annual Report is the Financial Report for FY 2025/26 approved by the Library Board at its meeting on 26 August 2026. The Corporation received the Auditor

General's report dated 28 August 2026 with a signed, unqualified opinion on the Financial Statements and Performance Statement.

Regulatory

The Annual Report has been prepared in accordance Sections 131 of the *Local Government Act (Vic) 1989*. Following endorsement by the Board, the Annual Report will be published on the library website and a copy forwarded to the Minister of Local Government.

In accordance with Section 134 of the *Local Government Act 1989*, a public notice was published on 28 September 2026 in *The Age* and the Draft Annual Report was made available for public inspection on the library website, at the library branches or on request.

Following endorsement by the Board, the Annual Report will be published on the library website and a copy forwarded to the Minister of Local Government.

Declaration of Interests

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

Attachments

Attachment 2: Annual Report 2025/26

5.2 PEOPLE AND SKILLS REPORT (for noting)

Report Prepared by: Manager Corporate Services

Summary

WML's People and Skills Strategy 2025 - 2029 supports the achievement of the Library Plan 2025 – 2029 strategic goals and priority actions. The Strategy provides a structured approach to workforce planning, ensuring our people, skills and capabilities are aligned with organisational strategic objectives.

The People and Skills Action Plan is reviewed annually to identify key trends that will inform WML's workforce planning priorities for each year of the Library Plan. This report outlines progress achieved in Year 1, FY 2025/26 and the priority actions planned for Year 2, FY 2026/27.

Recommendation:

That the Board notes the People and Skills Report.

Background

The People and Skills Strategy 2025-2029 was developed to support the achievement of the Library Plan 2025 – 2029 strategic goals and priority actions. The strategy provides a structured approach to workforce planning, ensuring our people, skills and capabilities are aligned with organisational priorities. By forecasting workforce needs, assessing current capabilities and implementing targeted actions, we are building a workforce that is equipped to deliver our strategic goals now and into the future.

To support the successful delivery of the People and Skills Strategy 2025-2029, WML has identified four key action areas that will guide workforce planning and development over the life of the strategy. This report outlines our progress against those four key areas.

The four key areas our plan focuses on are:

1. A safe and healthy workplace
2. Flexible and adaptable workforce that is ready for change
3. Attraction and retention of skilled staff
4. Diversity and inclusion – compliance with the WMRLC Enterprise Agreement, Gender Equality Act and other employment legislation

Year 1: Key achievements 2025/26

Key Action Area	Achievement Highlights
1. A Safe and healthy workplace	- Consultation groups provided input on organisation wide psychosocial risk assessment and associated treatment plans. Psychological health training provided in the following areas: • Mental Health First Aid • Psychological Health Basics • Neurodiversity in the workplace • Total of 274 training hours, attended by 55 staff, in this space A total of 609 Health & Safety training hours completed in 25/26. Child Safety Contact Officer established and updated Child Safe Policy and intranet page. Introduction of an employee Grievance / Complaint form Wellbeing team initiatives throughout the year Establishment of a Personal Leave Pool and Policy
2. Flexible and adaptable workforce that is ready for change	All vacancies assessed for relevancy and position descriptions adjusted where appropriate. 9 higher duties and 6 lateral secondment opportunities provided Leading Organisational Change training provided to Senior Leadership team Marketing intern program established in partnership with Deakin University
3. Attraction and retention of skilled staff	Employee Code of Conduct reviewed and updated

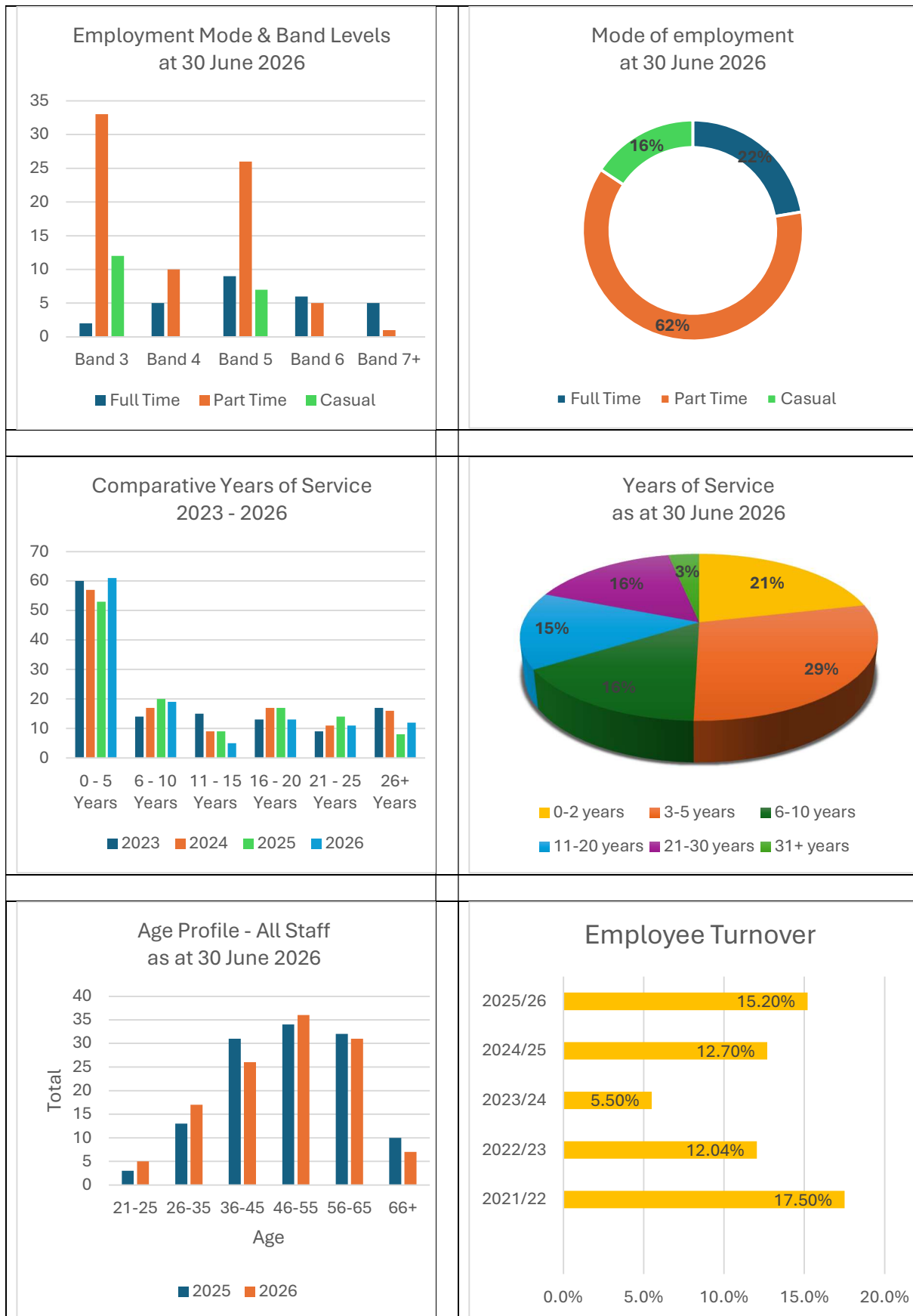
Key Action Area	Achievement Highlights
	Training needs survey sent to all staff Position descriptions and performance standards updated to align with new Library Plan All staff professional development day held in November 2025, with more than 80% of staff in attendance. Positive feedback received. Staff survey benchmarking indicated that WML ranked in the top quartiles on more than half of the benchmarked items assessed. 72% staff participated in the survey. Highest scores were around engagement and pride in job, lowest scores were around systems. Volunteer position descriptions updated to align with new Library Plan
4. Diversity and inclusion	Compliance with all Gender Equality Act reporting, including the submission of audit data and the Gender Equality Action Plan In person training delivered to staff included: - Culturally Responsive Practice in Customer Service - Indigenous Cultural Awareness Training - Leading neurodiverse teams - Neurodiversity awareness - Sunflower program awareness training provided to all staff 4 formal flexible work agreements approved

Workforce Summary at 30 June 2026

As at 30 June 2026, there were 121 employees, or 73.47 full-time equivalent (FTE), compared with 123 employees, or 75.25 FTE, at 30 June 2025. There were some Customer Service Officer, Regional Support and Librarian vacancies outstanding at 30 June due to staff movements towards the end of the financial year.

Key characteristics of WML's workforce include:

- majority of employees are engaged in direct service delivery
- 62% of employees are engaged on a part-time basis
- 50% of employees have been with WML for 5 or less years



Volunteers

Volunteers assist WML in providing enhanced services and programs that would not otherwise be possible. Volunteers support programs and services are designed by WML employees. The recruitment and retention of volunteers was an important part of the People and Skills Strategy in 2025/26.

Volunteers assist in the delivery of the following programs:

- Home Library Service
- English Language programs – Conversation Buddies and Conversation Circle
- Story Circle
- Story Circle Kit Developers
- Friends of the Library
- Study Support Tutor

An acknowledgment event was held for our volunteers in May 2026. It is always fabulous to have them come together and celebrate their achievements.

As at 30 June 2026 WML had 124 registered volunteers. The workload associated with the recruitment and retention of volunteers continues to be significant, along with the significant administrative resources required to manage a large group of volunteers.

	2022/23	2023/24	2024/25	2025/26
Total number of volunteers	141	107	125	124
Number of volunteers commenced	24	18	39	30
Number of volunteer resignations or inactive	28	38*	12	38*

* Inactive volunteers were removed from our volunteer data base, following an internal audit

Year 2 People and Skills Action Plan FY2026/27

Key Action Area	Key Actions
1. A Safe and healthy workplace	• Finalise psychosocial risk assessments and treatment plans • Improve sexual harassment prevention and reporting rates • Provide child safe training for all frontline staff • Make available easy to understand information on the Workcover and Return to Work processes
2. Flexible and adaptable workforce	• Training, support and communication plans to help prepare employees for change. • Training, guidelines and tools to enable staff to work and thrive in an AI environment. • Identify options to remove manual HR, rosters, timesheet and payroll data entry tasks. • Prepare for new enterprise agreement negotiations

Key Action Area	Key Actions
3. Attraction and retention of staff	• Review employee reward and recognition processes • Deliver one all staff development day • Review Volunteer Policy • Improve access to conditions of employment information • Review staff survey options • Deliver annual all staff development day
4. Diversity and inclusion	• Comply with all Gender Equality Act reporting requirements • Provide training on sexual harassment prevention awareness • Support flexible work arrangements to staff when requested and assessed as being operationally possible

Strategic Link

The People and Skills Strategy supports the delivery of the Library Plan 2025 -2029 and annual Library Plan – Action Plans.

Declaration of Interests

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

6. CONFIDENTIAL REPORTS

Recommendation:

In accordance with Section 89(2) of the Local Government Act 1989, the Board resolves to go into camera and close the meeting to the public as the matter to be discussed relates to contractual and personnel matters.

No reports

7. Next Meeting

6pm Wednesday 16 December Ordinary Meeting

8. Closure

Attachment 1

Meeting of the Board of the Whitehorse Manningham Regional Library Corporation

Minutes of Meeting No.175

Held 6pm on Wednesday 26 August 2026

PRESENT: Board members

Cr Andrew Conlon (Manningham Council), Chair
Cr Hayley Weller (Whitehorse Council), Deputy Chair
Cr Andrew Davenport (Whitehorse Council)
Andrew McMaster (Manningham Council) (online)
Lisa Letic (Whitehorse Council)
Alison Low (Manningham Community Representative)

In attendance: WMRLC

Sally Both (Chief Executive Officer)
Katie Norton (Manager Community Participation)
Pooja Sareen (Manager Finance)
Jonathan Gosden (Manager Library Operations)
Pat Wickramage (Manager Technology and Risk)

In attendance: Whitehorse Council

Shayne Price

1. Welcome and Apologies

Apologies:

Cr Jim Grivas (Mayor, Manningham Council)
Nicola Nye (Whitehorse Community Representative)

2. Statement of Acknowledgement

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

3. Disclosures of interest/conflicts of interest

No disclosures of interests or conflicts of interest.

4. Minutes of Previous Meeting

Motion:

That the Board adopts the minutes of the Extra - Ordinary Meeting held on 17 June 2026.

Moved: Cr Weller

Seconded: Alison Low

Carried

5. REPORTS

5.1 Financial Statements 2025/26

Motion:

That the Board:

- a) gives approval for the Financial Statements to be submitted to the Auditor General;
and
- b) authorises Crs Conlon and Davenport, to certify the Financial Statements on behalf of the Board.

Moved: Cr Weller

Seconded: Alison Low

Carried

5.2 Whitehorse Open Library

Motion:

That the Board:

- a) Notes the resolution by Whitehorse City Council to implement the Open Library extended access service at Nunawading Library in the 2026/27 financial year;
- b) endorses the provision of the Open Library service at Nunawading Library by Whitehorse Manningham Regional Library Corporation as an additional service;
- c) endorses the designation of the additional service as a Special Project to be delivered in accordance with Clauses 9.7, 9.8 and 9.9 of the Whitehorse Manningham Regional Library Agreement; and
- d) authorises the Council Officers, Lisa Letic and Andrew McMaster to sign the Nunawading Open Library Special Project Agreement.

Moved: Cr Weller

Seconded: Alison Low

Carried

5.3 Quarter 4 Financial Report

Motion:

That the Board adopts the FY25/26 Quarter 4 Financial Report

Moved: Cr Weller

Seconded: Alison Low

Carried

5.4 AI Governance Policy

Motion:

That the Board adopt the AI Governance Policy.

Moved: Cr Davenport
Seconded: Alison Low
Carried

5.5 Christmas to New Year Opening hours

Motion:

That the Board note the Christmas to New Year opening hours.

Moved: Andrew McMaster
Seconded: Lisa Letic
Carried

5.6 Library Programs & Events

Motion:

That the Board note the Library Programs and Events - Speaker Procedure, and requests a policy is brought back to the Board for review.

Moved: Cr Davenport
Seconded: Cr Weller
Carried

5.7 Quarter 4 WML Performance Report

Motion:

That the Board notes the WML Quarter 4 FY25/26 Performance Report

Moved: Lisa Letic
Seconded: Cr Weller
Carried

5.8 Acknowledgement

Motion:

That the Board thank Lisa Letic for her contribution to the Library Board over the past 5 years.

Moved: Cr Weller
Seconded: Alison Low
Carried

6. CONFIDENTIAL REPORTS

Motion:

That the Board resolves to go into camera and close the meeting to the public due to items containing matters that relate to contractual and personnel matters.

Moved: Lisa Letic
Seconded: Cr Davenport
Carried

WML officers left meeting with exception of CEO

Minutes of confidential items are published separately.

7. Next Meeting

6pm Wednesday 14 October 2026 Extra Ordinary Meeting to adopt the Annual Report

8. Meeting closed

Signed as a true and correct record

Chair:

Date: