



WHITEHORSE MANNINGHAM LIBRARIES

**ANNUAL REPORT
2022 - 2023**





ANNUAL REPORT

Administration
1040 Whitehorse Road, Box Hill,
3128
PO BOX 3083, NUNAWADING BC
VIC 3131

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.

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Acknowledgement of Country

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

Introduction

Welcome to the Whitehorse Manningham Libraries (WML) Annual Report 2022 / 2023.

This report details our performance for 2022 / 2023 against the strategic themes outlined in our Library Plan 2021 - 2025 and our Annual Budget 2022 / 2023. This report provides an overview of our key achievements and challenges throughout the past year. WML services an area of 178² located within Melbourne's outer eastern suburbs.



Our Library Community

Whitehorse Manningham Libraries (WML) provides public library services to the neighbouring cities of Whitehorse and Manningham in Melbourne's eastern suburbs. The combined estimated population of both cities at 30 June 2022 was 301,245. The dominant ancestry groups across both cities continues to be Chinese (26.5%), English (21.8%) and Australian (19.2%).

According to the 2021 Census data our community has the following characteristics:

Manningham

Total Population

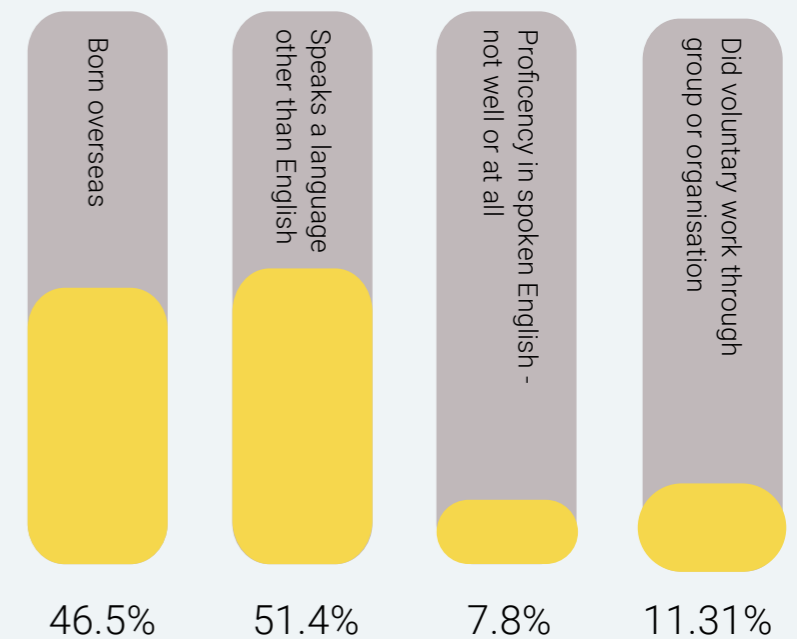
124,700

Median Age

43

Cultural Diversity - Ancestry, Top responses in 2021 census

Chinese 26.9%
English 19.4%
Australian 17.1%
Italian 9.6%
Greek 7.5%



Whitehorse

Total Population

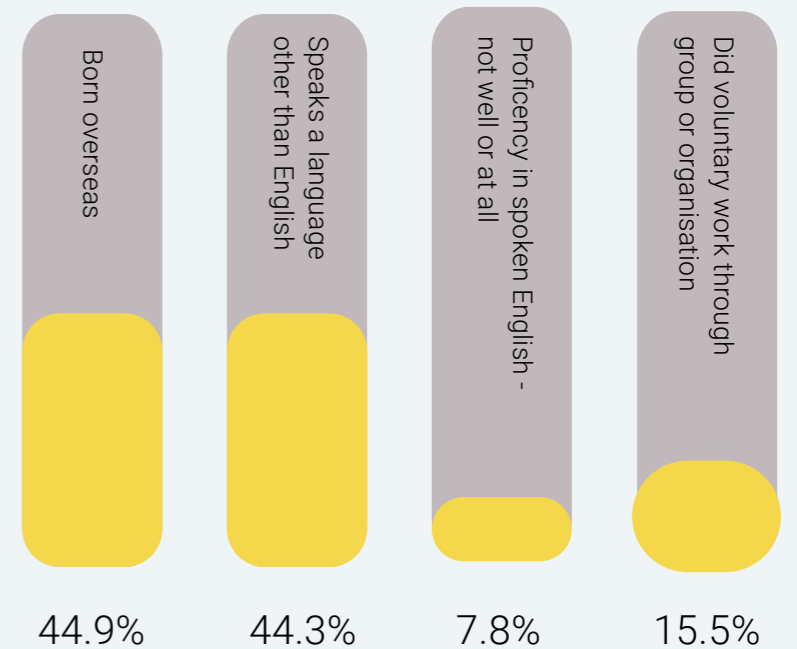
169,346

Median Age

39

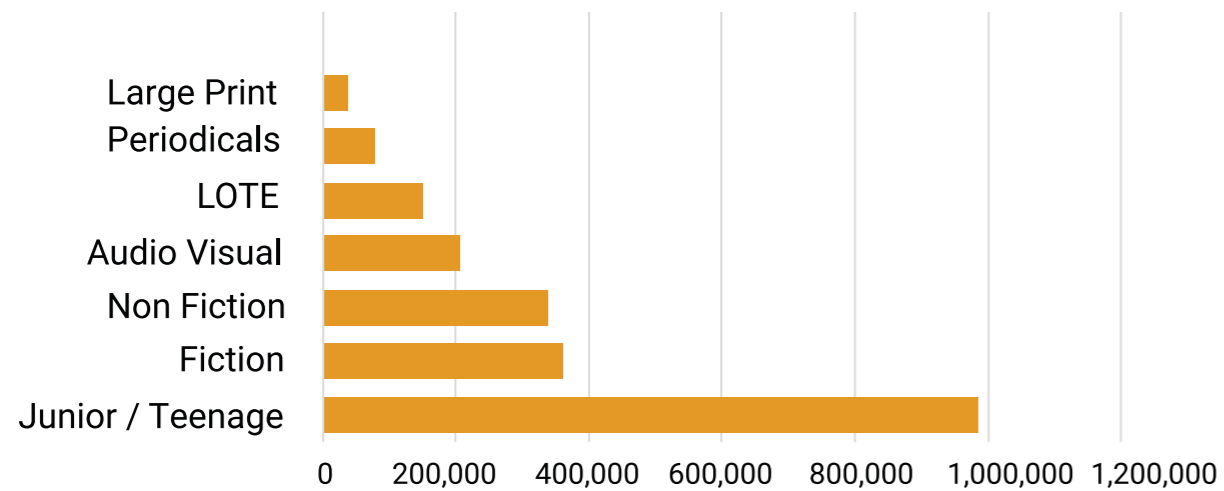
Cultural Diversity - Ancestry, Top responses in 2021 census

Chinese 26.2%
English 24.2%
Australian 21.3%
Irish 8.4%
Scottish 7.5%

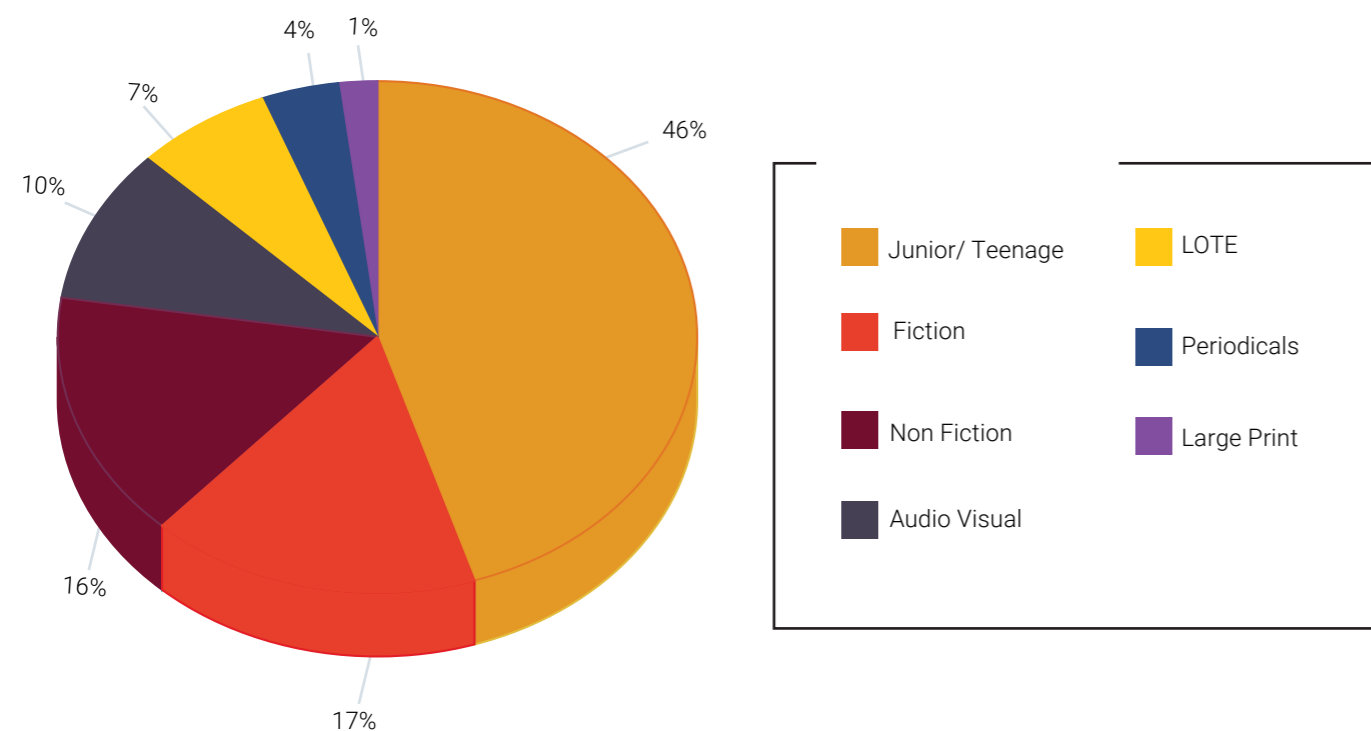


What do our library members borrow?

Our library membership is diverse in age and background. Given this diversity it is interesting to look at which collections are in most demand. The below data refers to physical collection items only.



Loans by Collection type 2022 / 2023



Our Strategic Direction

Purpose

To strengthen and inspire our community by providing opportunities to learn, create, connect and imagine.

Vision

A vibrant and inclusive library service that enriches our community.

We value

Respect: treating everyone with respect, dignity and courtesy

Collaboration: working together to achieve better outcomes

Integrity: being open, honest and accountable

Curiosity: being open to learning and exploring ways to improve

Agility: being flexible and adaptable to change

Principles that guide our service

Customer-centric: striving to achieve the best customer experience

Wellbeing: supporting positive mental and physical health

Inclusive: providing equitable and accessible services to a diverse community

Responsive: to evolving community needs and expectations

Best practice: striving to be the best in all that we do and deliver

Our Strategic Goals

The four strategic goals set the direction for the way Whitehorse Manningham Libraries ensures the services we deliver continue to respond to the diverse needs of our community. This report will demonstrate our progress towards meeting these goals.

Goal 1: Experience

Objective: To be an inclusive and welcoming people centred service

Goal 2: Learning and Engagement

Objective: To enable an informed and engaged community

Goal 3: Collaboration

Objective: To extend the reach and benefit of library services

Goal 4: Performance

Objective: To be a flexible, resilient and high performing organisation



Performance Highlights

LIBRARY PLAN 2021 - 2025 STRATEGIC THEMES	OUR MAJOR ACHIEVEMENTS IN 2022/23
<p>Goal 1: Experience</p> <p>To be an inclusive and welcoming people-centred service</p>	<ul style="list-style-type: none"> Removal of overdue charges endorsed by the Library Board in May 2023, commencing 1 July 2023. Establishment of LGBTQI+ Book Discussion Group, co-designed with a community member aimed at young adults aged 18 – 25 years. A return to on site programming resulted in 2,745 sessions being offered in the libraries, with 52,499 participants. Extension of opening hours at Doncaster Library and the introduction of Sunday opening at The Pines Library.
<p>Goal 2: Learning and Engagement</p> <p>To enable an informed and engaged community</p>	<ul style="list-style-type: none"> Ageism Awareness Day Campaign panel event hosted by Jane Caro and Joanna Neill, facilitated by Claire Halliday attracted an audience of 65 people on zoom. This included the Commissioner for Older Australians. Channel 9 newsreader Peter Hitchener hosted an Australia Reads event at Nunawading Library to an audience of 70 people. Total of 3,379 programs and events delivered to 57,933 attendees. 451 children registered with WML for the 2022 Big Summer Read program, aimed at preventing a backward slide in literacy development over the summer break. Over 6,000 books were read.
<p>Goal 3: Collaboration</p> <p>To extend the reach and benefit of library services</p>	<ul style="list-style-type: none"> Introduction of story times at Burwood Brickworks. \$4,663 raised by Friends of the Library Volunteers through book sales to assist in the funding of library programs. \$2,824 raised by the Give the Gift of Reading campaign to support early literacy resources for local vulnerable families. 240 early literacy bag kits were distributed to families in need. Introduction of the Seed Swap Library at Vermont South and Warrandyte Libraries.
<p>Goal 4: Performance</p> <p>To be a flexible, resilient and high-performing organisation</p>	<ul style="list-style-type: none"> \$40,000 Living Libraries Grant received to implement an Open Library extended hours model at Warrandyte Library commencing in August 2023. \$10,000 Vic Health Jumpstart Grant to support the Writability Program for writers aged 18-25 years with disability, running from June to December 2023. 31.33% increase in new library memberships compared to the previous year.



Our Challenges

It was fabulous to see libraries return to normal operations this year but the challenge of providing services whilst Covid-19 is still in our community remained. There were at times staff shortages due to illness that led to some short-term service disruption.

WML is continuing to work with the Member Councils on a long-term strategy to ensure library buildings are able to support contemporary libraries service expected by the community.

A Library Infrastructure Improvement Plan was endorsed by the Library Board in December 2022.

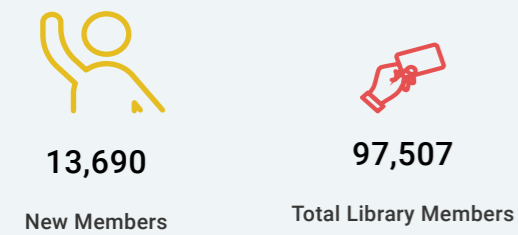
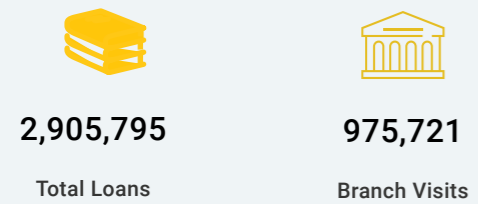
Looking Ahead

The Warrandyte Open Library initiative is due to go live in August 2023, providing extended out of hours self-service access to the Warrandyte Library for approved library members. We look forward to helping our community discovering our library service in a new way.

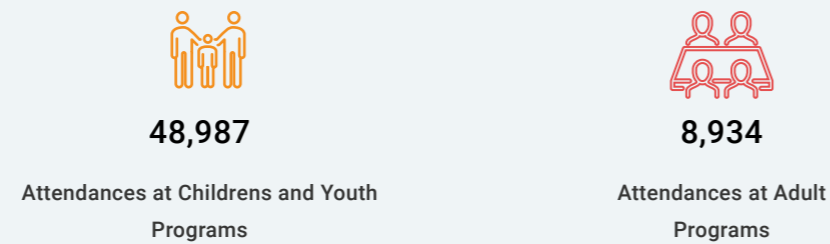
New library initiatives such as the Seed Swap Library, enhanced digital literacy programs, the Outdoor Games Collection and the Craft Stash Swap will continue to provide our community with opportunities to learn and connect.

Snapshot - Fast facts

Library Usage



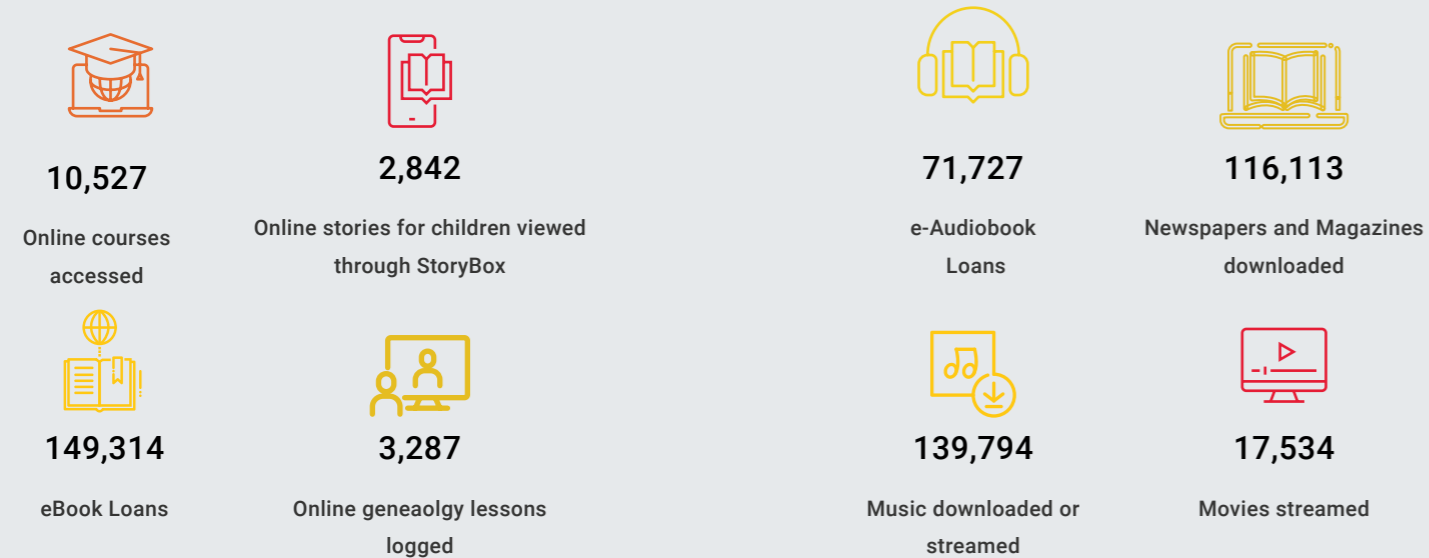
Program Attendance - Lifelong Learning



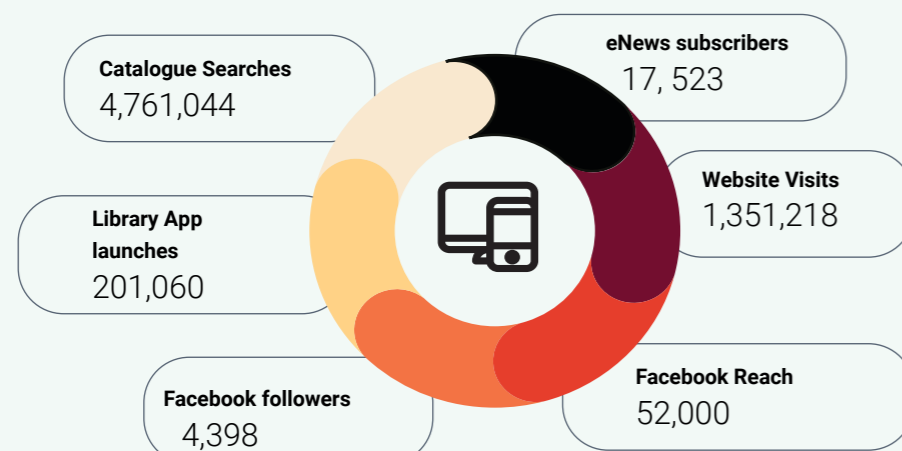
Outside the Library walls



Digital Access – Always Open



Connected to our Community





Message from Chairperson - Trudy Skilbeck

In times of significant social, economic and environmental challenge, the role of libraries in supporting community learning, connections, and wellbeing, has never been more important.

Public libraries support the positive health outcomes by providing access to services for our diverse community that are:

- Important for literacy, creativity, and knowledge
- Places where people feel safe and feel that they belong
- Helping people to feel connected to their community
- Helping people to access government and other services.

Research conducted by SGS Economics and Planning found the value to the community generated by Whitehorse Manningham Libraries is \$75 per resident¹, with the bottom line being that the annual benefit generated by our Libraries is twice that of its annual provisioning cost.

As the impact of the pandemic has eased, activity at our libraries has continued to rebound. Between July 2022 and June 2023 there were 975,721 visits to our Whitehorse and Manningham Libraries, along with 2.9 million loans of collection resources and 57,933 program participations.

We saw 31% more new members joining compared to the previous year. In addition to a high use of our physical collections and spaces, the number of people connecting to our digital offering continues to grow. This year the total use of digital collections grew by 39% compared to the previous year.

There have been a host of new initiatives this year that enhance the benefit our Libraries deliver. Some examples include Digital Literacy for Seniors providing essential support for navigating the digital economy, Writability workshops helping give a voice for young adults living with a disability, and an Edible Seed Library encouraging residents to grow their own veggies. Home Sustainability Kits have also been added to our Library of Things to assist residents in lowering their energy use.

I would like to thank my fellow Board members, council officers, library staff and volunteers for their continued dedication and commitment to delivering positive outcomes for our community. Every contribution to the Whitehorse Manningham Libraries ecosystem is part of a ripple effect of transformative community impact. And the benefits are for all.

¹ Health and Wellbeing Benefits of Public Libraries Across Victoria, State Library Victoria, Public Libraries Victoria and SGS Economic and Planning 2022



Message from CEO - Sally Both

On behalf of Whitehorse Manningham Libraries (WML) it is my pleasure to present the Annual Report 2022/23. The Report details our performance against the strategic goals articulated in the second year of the Library Plan 2021 – 2025, highlighting the key achievements and challenges of the past year.

This has been the first full financial year when public libraries were not impacted by mandated pandemic restrictions. It has been pleasing to see activity levels at our libraries continue to trend upward as the year progressed and community members became more comfortable returning to public spaces.

Public libraries are not static, they are constantly adjusting as community needs and expectations evolve. A survey conducted of Victorian public libraries found that 82% of respondents thought their library was a hub for community connection, a significant increase from 47% of respondents to a similar survey in 2006¹.

WML has reviewed the status of the buildings it operates out of and their ability to support modern library services. We have developed an Infrastructure Improvement Plan that advocates for renewed physical library spaces. We look forward to working with our member councils on planning flexible and functional facilities capable of supporting contemporary services that can adapt to evolving community needs.

This year we implemented a rolling four-year plan to review our service performance, to ensure we are operating in the most efficient manner whilst delivering the greatest benefit to the community. We continued to progress our four-year ICT Strategic Plan, strengthening our ICT controls, capabilities and resilience. Further enhancement of cyber-security controls will continue to be an area of focus in the coming year.


We are proud of the high quality of service our libraries deliver to the communities of Whitehorse and Manningham. Feedback received over the past year affirms the positive benefits public libraries bring to people who use our libraries and to the community more broadly. This is achieved through library staff at all levels working in collaboration with volunteers, our member councils and other partners to be the best in all we do and deliver.

I thank all our library staff, volunteers, our member councils, Library Board and library members for their continued support throughout the year.


¹ 2022 Victorian Census and Survey Report March 2023: Public Libraries Victoria and State Library Victoria

Board Members


The City of Whitehorse




Chair
Cr Trudy Skilbeck




Cr Mark Lane
(until Oct 2022)



Cr Andrew Davenport
(from Dec 2022)



Community Representative
Carole Jean



Director Community Services
Lisa Letic


Manningham City Council




Deputy Chair
Cr Michelle Kleinert




Cr Stephen Mayne



Community Representative
Dionne Dearman (from Dec 22)



Community Representative
Ian Keese (until Oct 2022)



Director Connected Communities
Lee Robson

The Library Board

The Library Board is responsible for the overall governance and policy direction of Whitehorse Manningham Libraries. The Library Board currently comprises of two Councillors from each member Council, a delegated officer from each member Council and two community representatives appointed by each member Council.

Board Member	Meeting Attendance
City of Whitehorse	
Cr Trudy Skilbeck - Chair	5/5
Cr Mark Lane	2/2
Cr Andrew Davenport	2/3
Carole Jean	5/5
Lisa Letic *	4/5

Board Member	Meeting Attendance
City of Manningham	
Cr Michelle Kleinert	5/5
Cr Stephen Mayne	5/5
Dionne Dearman	2/3
Ian Keese	2/2
Lee Robson	5/5

*Steven White attended in Lisa's absence

The following senior officers of the Corporation support the operation of the Library Board and attend meetings:

- Sally Both – Chief Executive Officer
- Julie Lawes – Manager Finance
- Jonathan Gosden – Manager Library Operations
- Katie Norton – Manager Collections and Information Services
- Tracey Olive – Manager Corporate Services
- Stuart Penrose – Manager ICT and Enterprise Risk

Governance

The Audit and Risk Committee

The Audit and Risk Committee is an independent advisory committee to the Library Board. The Committee assists in the effective oversight of financial reporting, management of risk and maintaining a reliable system of internal controls. The Committee Charter was reviewed in March 2023.

Membership of the Audit and Risk Committee comprises one Councillor from each member Council, nominated by the Library Board, and two external independent members. The Chief Executive Officer, Finance Manager, ICT and Enterprise Risk Manager and Internal Auditor attend each committee meeting.

Audit and Risk Committee Members for 2022/23 were:

- Cr Mark Lane (Whitehorse) until November 2022
- Cr Stephen Mayne (Manningham)
- Cr Trudy Skilbeck (Whitehorse) from December 2022
- Kerrie Jordan, Independent Member (Chair)
- Michele Tame, Independent Member

Risk Management

The Corporation takes a proactive approach to risk management. A risk management strategy, systems, policies and procedures are in place to minimise the adverse effects of all types of risks 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.

The following controls assist the Corporation in managing risk:

- Asset Register
- Risk Management Policy and Strategy
- Fraud Prevention Policy
- Procurement Policy
- Business Continuity Plan
- Internal Audits
- ICT Disaster Recovery Plan
- Risk Register

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 Corporation has not received any disclosures directly nor has it received any referrals from the Ombudsman for the period 1 July 2022 to 30 June 2023.

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 2022 to 30 June 2023.

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

- 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
- Library Plan 2021 – 2025
- 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.

Financial Summary

The 2022/23 Budget was adopted at the ordinary meeting of the Library Board on 25 May 2022. The financial result for 2022/23 is \$614,968. Income has been impacted due to the removal of overdue charges for children and teenagers and decreasing income from printing. The booking of meeting rooms was also slow to recover from Covid-19.

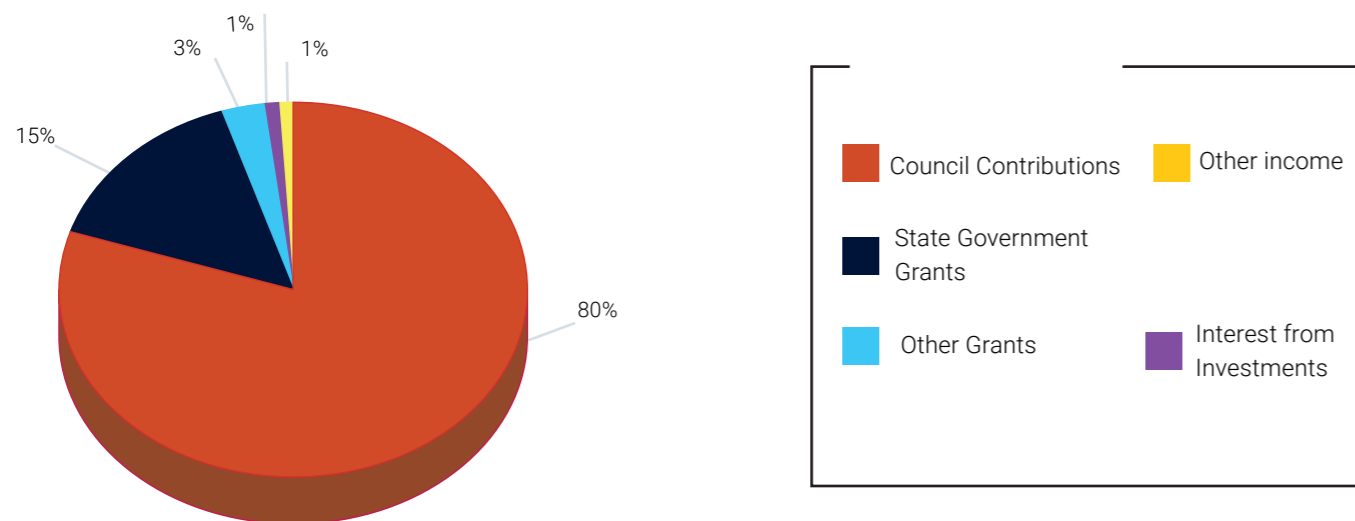
The Corporation does not have any loans.

Income sources

The Corporation's total income of \$ 12,438,022 was derived from:

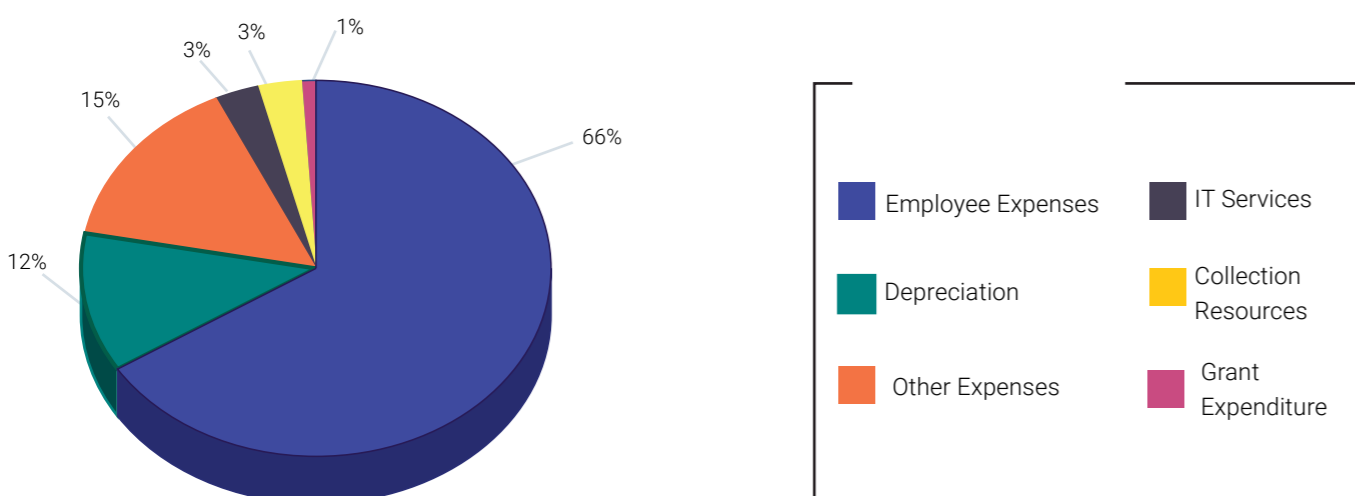
- Member Councils
- State Government Grant
- Interest from Investments
- Grants
- Sale of products
- Other income generated through fees and charges

Income sources 2022 / 2023



Expenses 2022 / 2023

The major areas of expenditure were employee benefits and depreciation. In 2022/23 total expenditure was \$11,823,054.



Beyond The Doors Fundraising 2022 / 2023

Beyond the Doors fundraising campaigns support the provision of special targeted projects that reduce barriers to reading, literacy and learning services.

Fundraising this year supported two initiatives:

Give the Gift of Reading Program, providing gift bags for local families experiencing disadvantage. The gift bags contain high-quality books selected by our early literacy specialists along with at home story time kits to help care givers share reading with their child.

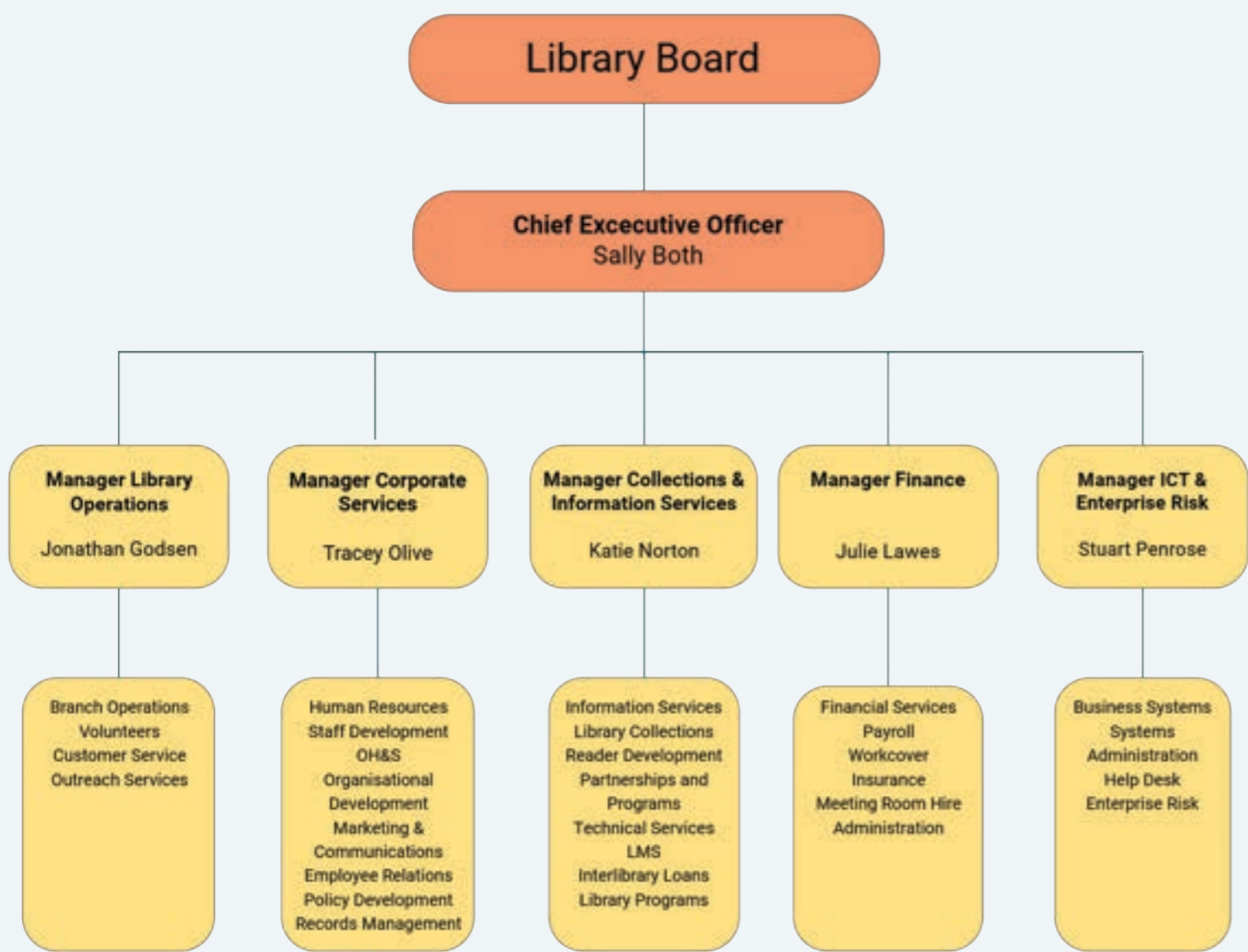
Give the Gift of Reading is an outreach program aimed at improving literacy outcomes and is delivered by WML in partnership with:

- EDVOS - reaching women and children experiencing family and domestic violence
- EMCH - Manningham and Whitehorse Enhanced Material Child Health Programs
- Access Health and Community

Writeability Goes Local, a series of free skills development workshops open to writers with all levels of experience, aged 18 -25 years and living with a disability. The facilitated workshops led by an experienced writing mentor explore how language, writing and telling our own stories helps transform ways of thinking about the self, disability and community. Writeability is supported by Beyond the Doors donations and a \$10,000 VicHealth Jumpstart grant.

Beyond the Doors		2022 / 2023
		\$
Opening balance of fund		9,343.21
Funds raised		
	Givenow	1,592.16
	Cash/cheque donations	1,231.60
	Donation Point Tap - Merchant	0
	Total funds raised	2,823.76
	Interest (Bendigo Bank)	86.39
	Total	2,910.15
Expenditure (exc. GST)		
	Give the Gift of Reading	2,823.76
	Writeability	3,200.00
	Donation Point Tap – Merchant fees	66.00
	Total funds expended	6,089.76
Funds remaining		6,163.60

Our Organisation



Staff Profile

As of 30 June 2023, WML had a total of 128 employees, or 75.37 full-time equivalent (FTE), compared with 125 employees, or 70.55 FTE, at 30 June 2022.

Summary of the number of Corporation staff by department and employment type

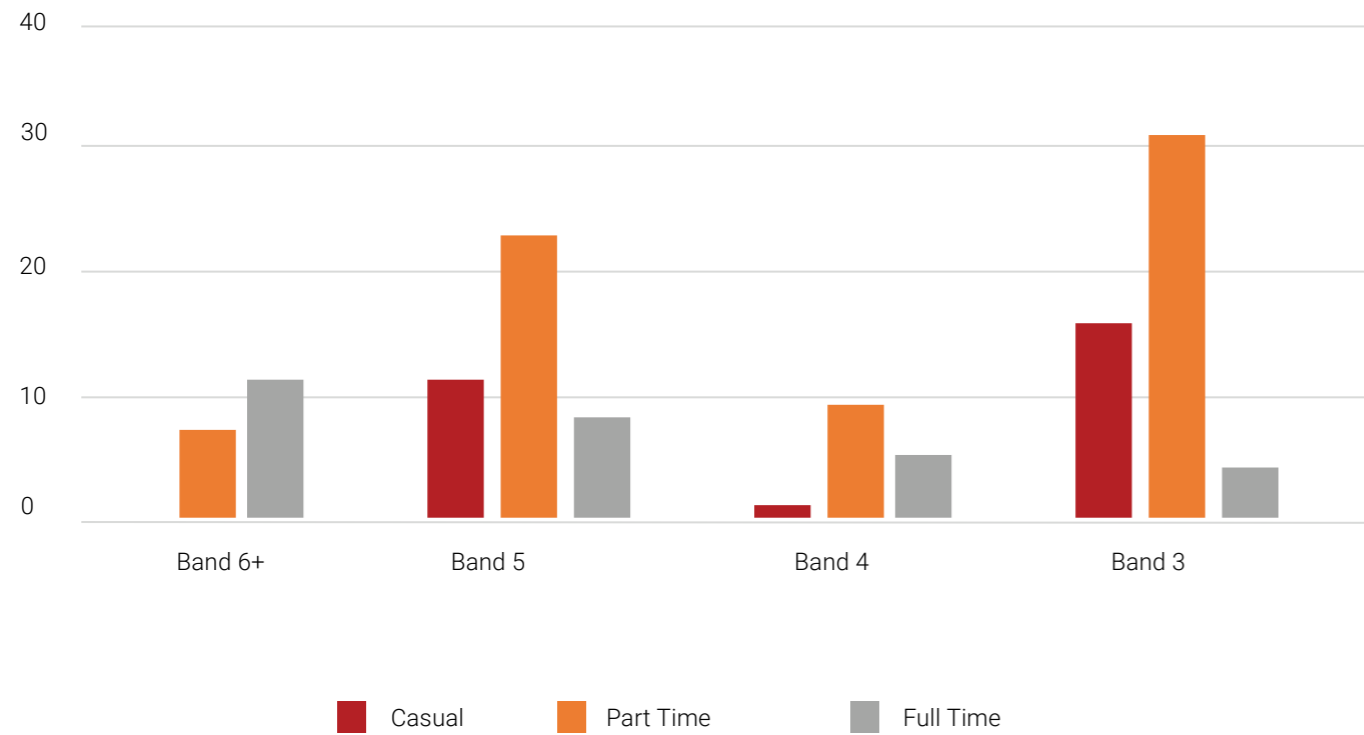
Employment type	Branch Services	Technical Services & Community Engagement	ICT	Corporate Services & Administration	TOTAL
Permanent Full Time	20	1	3	3	27
Permanent Part Time	64	9	1	7	81
Casual	19	0	0	1	20
TOTAL	103	10	4	11	128

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 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.

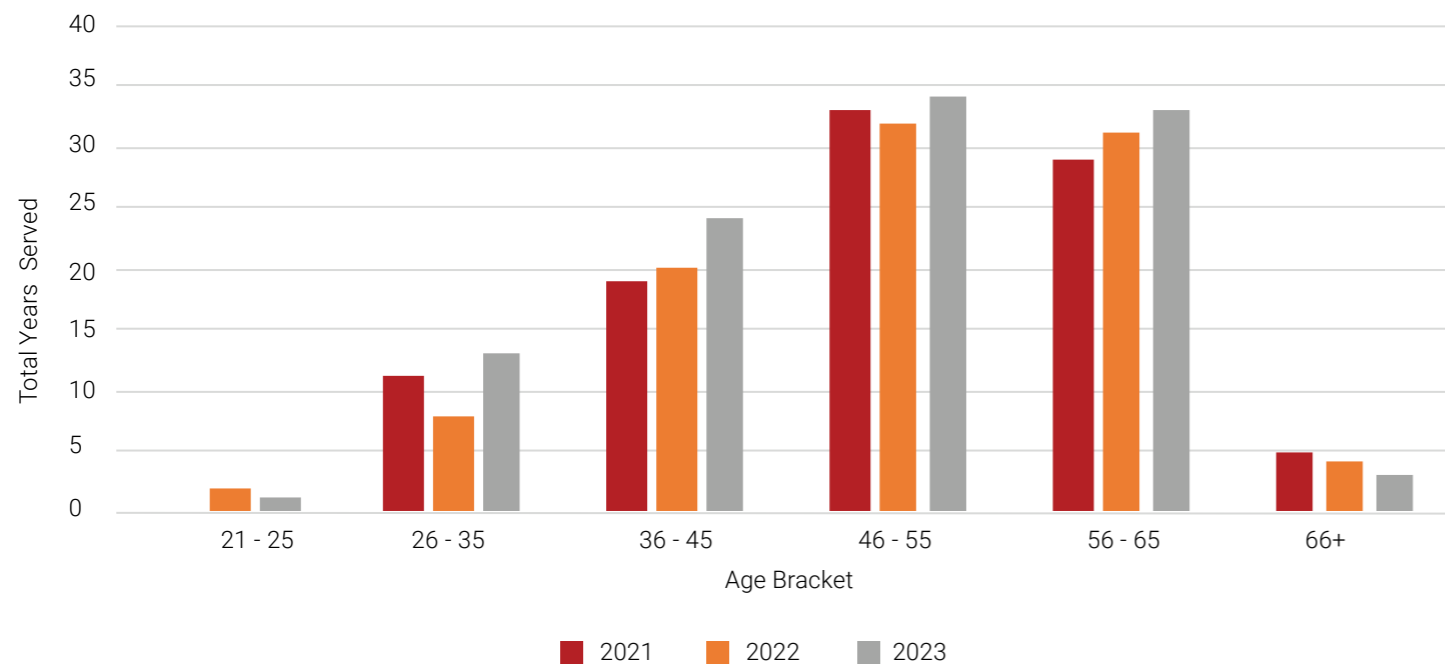
Banding Level / Classification	Total FTE
Band 3	24.02
Band 4	11.93
Band 5	25.32
Band 6	8.2
Band 7+	4.9
SEO	1
TOTAL	75.37

Employment Mode & Band Levels at at 30 June 2023

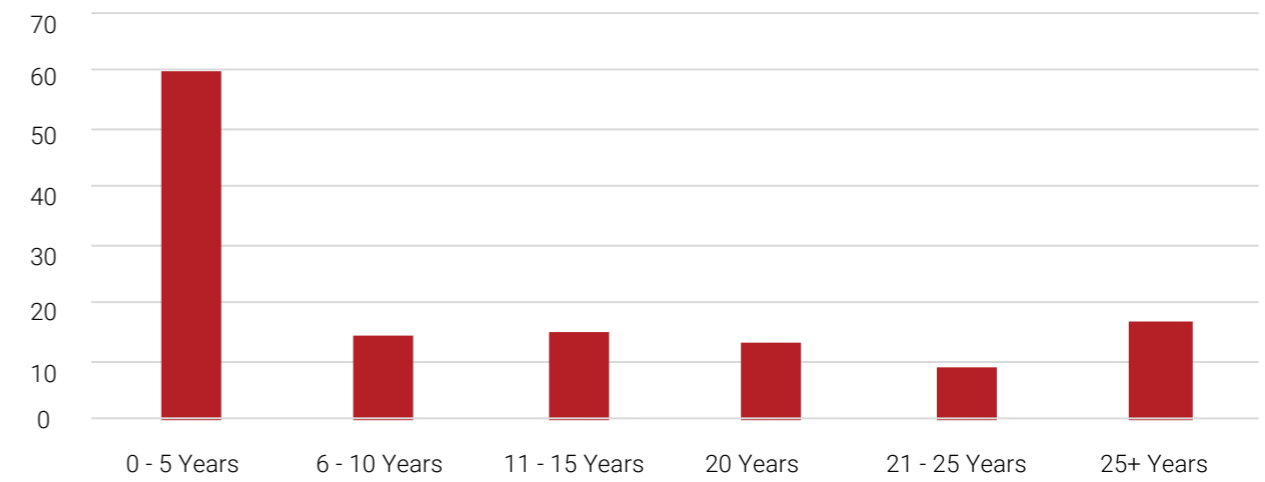


This year the staff turnover rate was 12.04% in comparison to the previous year of 17.5%. As of 30 June 2023, 53.1% of staff had been with the organisation for over 5 years. Almost 30% of staff had been with the organisation for over 15 years.

Age Profile - Ongoing staff



Years of Service - All staff as at 30 June 2023



Building Capability and Capacity

The ongoing training and development of library staff is important for employee wellbeing and essential to the provision of quality customer service. This year training has been provided in both online and in person formats. The training calendar included the following:

- LGBTQI+ inclusion awareness
- Induction training for 23 new employees
- Mental Health First Aid
- OHS compliance training
- Public Libraries Victoria Conference
- Online courses offered through Litmos and LinkedIn learning
- Special Interest Group training sessions



This year a Wellbeing Team was established to support the following key strategic goals:

- Fostering a sense of belonging, connection and wellbeing
- Building capability and capacity of our people

The Wellbeing Team supported the Olivia Newton John Wellness Walk, Laps for Life and the Cancer Council Morning Tea. The generosity of our staff saw valuable funds being donated to all of these charities and at the same time provided us with an opportunity to connect with each other.



The support I've been given to take the opportunity to work on my professional development has been amazing.

- WML Staff Member



The Year In Review

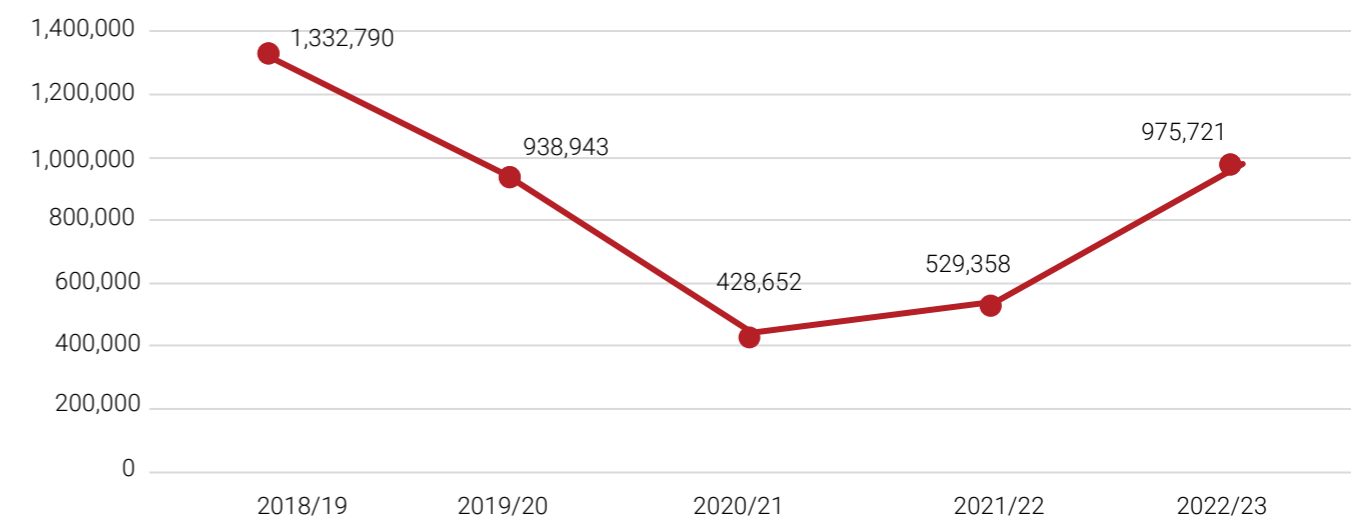
Key Indicators	2020/21	2021/22	2022/23	Variance from previous year
Library Membership				
Total Members	102,606	103,961	97,507 ⁶	-6.2%
Active Members (LGPRF measure)	27,625	31,669	37,574	+18.65%
New Members	8,885	10,424	13,690	+31.33%
Library Use				
Total library visits	428,652	529,358	975,721	+84.32%
Library visits per capita	1.38 ¹	1.75 ¹	3.24 ¹	+85%
Customer Interactions ⁴	n/a	n/a	142,776	n/a
Collections				
Total number of collection items	399,624	407,710	421,650	+3.42%
% of collection purchased in the last five years	72%	71%	64% ⁵	-5%
New collection items acquired – excludes electronic resources	56,258	62,915	60,585	-3.7%
Loans				
Total Loans	2,013,202	2,361,162	2,905,795	+23.07%
eBook Loans (downloads)	127,179	147,107	149,314	+1.5%
Total loans of eResources (includes music, magazines, books, audio books, database)	530,477	534,634	618,946	+15.77%
Library Programs				
Total number of attendees	17,764	28,530	57,933 ⁷	+103%
Total attendees at adult programs	6,424	6,142	8,934	+45.46%
Total attendees at children's/youth programs	11,340 ²	22,388 ²	48,987	+118.8%
Online Library Use				
Annual visits to website	1,080,905	1,052,359	1,351,218	+28.4%
Web catalogue searches	4,008,635	5,169,459	4,761,044	-7.9%
Library App Launches (new)	n/a	49,938	201,060	+302.62%
Fixed PC sessions	946	34,656	105,934	+205.7%
Wireless sessions	123,369	148,727	186,496	+25.4%
Library Staffing				
Total EFT	70.31	70.55	75.37	+6.83%
Community Engagement				
Social media engagement (Facebook followers)	3,920	4,217	4,398	+4.29%
Library eNewsletter subscribers	17,936	15,865 ³	17,523	+10.45%
Number of volunteers	153	144	141	-

The Year In Review

1. Based on Estimated Residential Population (ERP) of 309,664 in June 2020, 302,264 in June 2021 and 301,245 in June 2022.
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 3 years.
4. New measure in 2022/23, replaces Information Inquiries measure. Indicative measure only, as the collection of statistics in this area was impacted by industrial action.
5. Lower percentage than usual due to lower withdrawal rates of older materials in 22/23
6. Member purge of all those with outstanding overdue charges resulted in a larger number than normal being cleared from the database.
7. Visitation and programs statistics were impacted due to the closure of Box Hill Library for four weeks in December 2022.

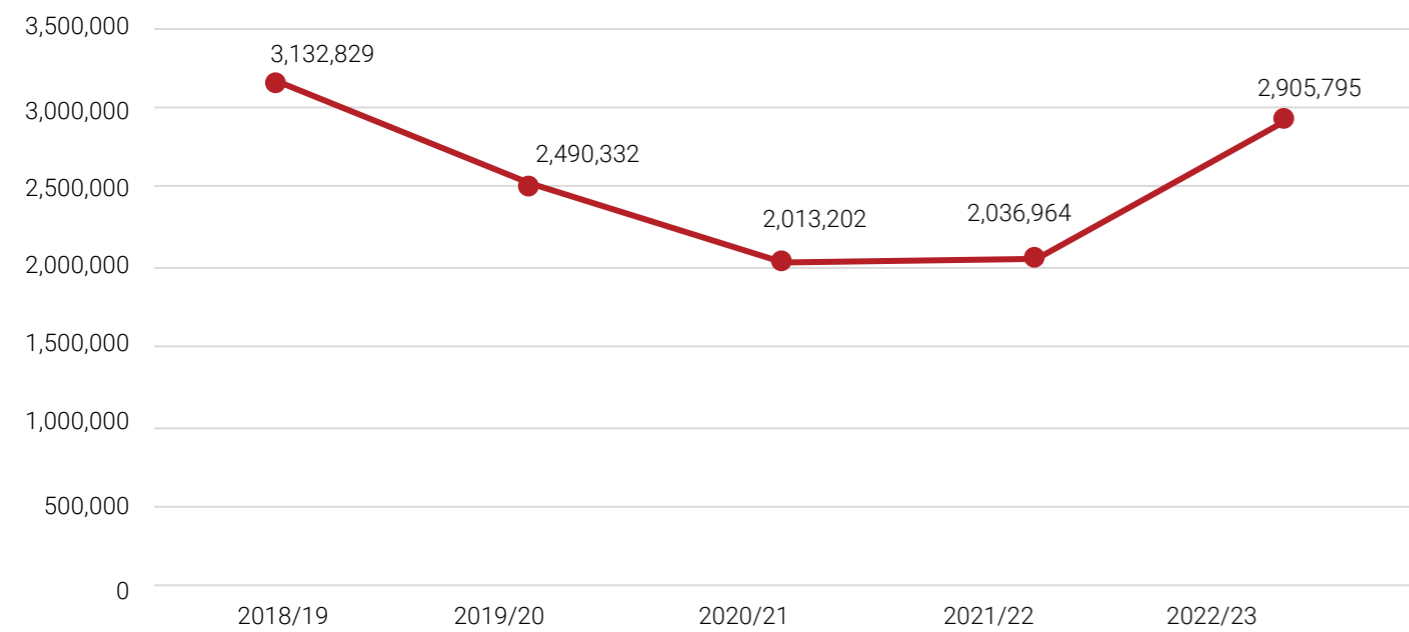
Trends

Library Visits - 5 year Trend

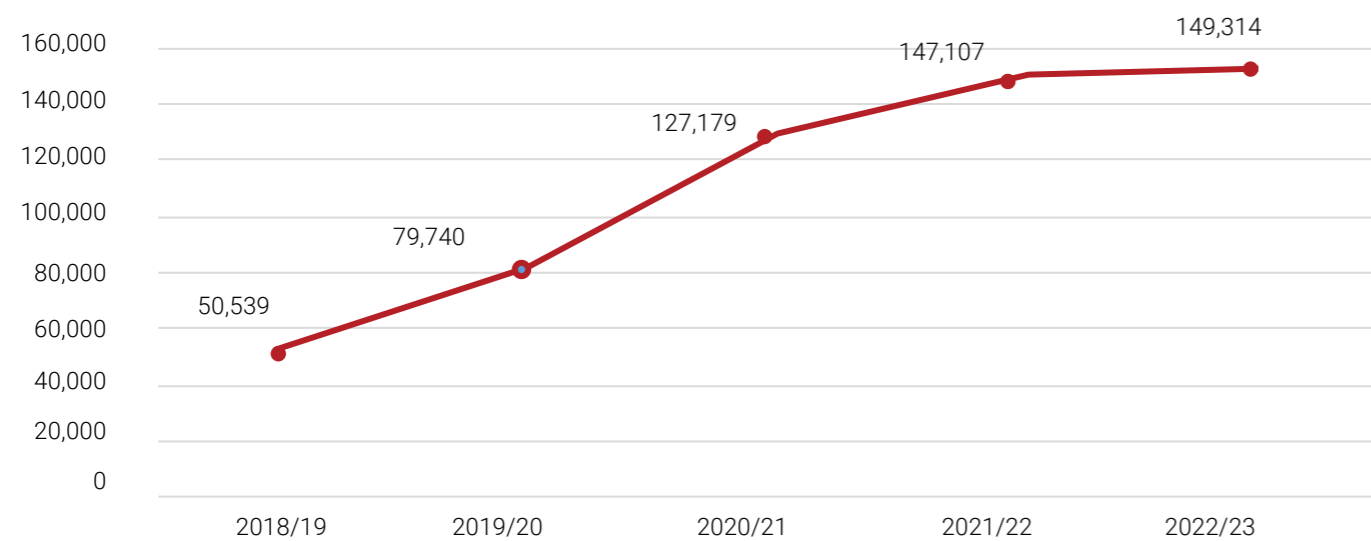


Trends

Total Loans 5 year Trend



e-Book Loans 5 year Trend



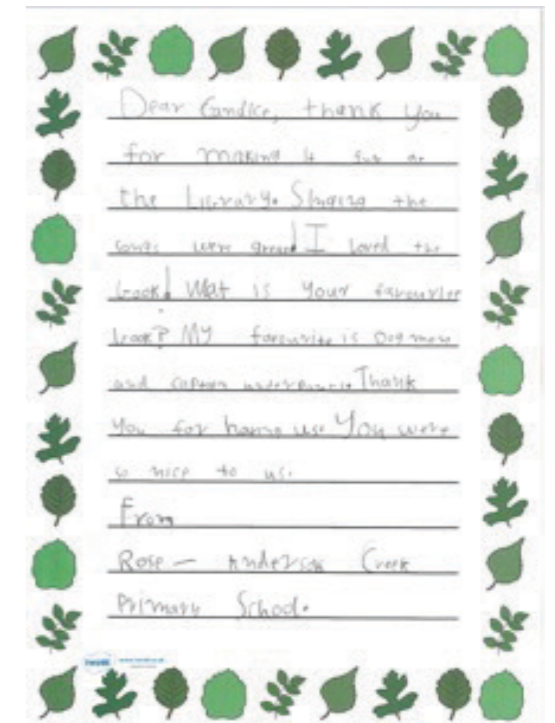
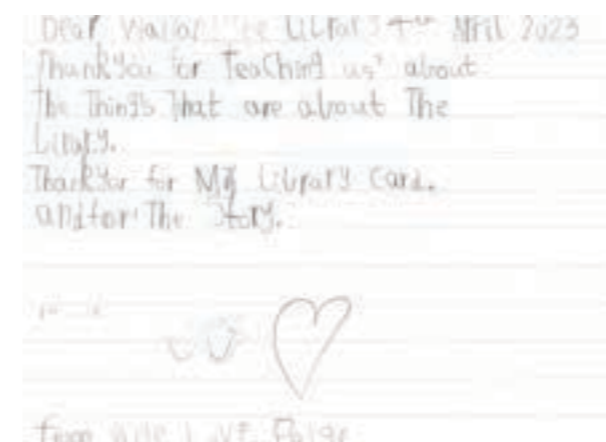
Our Performance

Goal 1: Experience

Objective: To be an inclusive and welcoming people centered service.	
Key Strategy	Key Outcomes
1.1 Provide inclusive, safe and accessible services for all	<ul style="list-style-type: none">Removal of overdue fees endorsed by Library Board on 24 May 2023.10 Operational policies reviewed and updated.Online digital literacy, author talks, lifestyle and learning events offered every season in addition to in-branch programs.Implementation of permanent increase to opening hours at Doncaster Library and the introduction of Sunday opening at The Pines Library.
1.2 Provide exemplary customer first service	<ul style="list-style-type: none">Review of Child Safe Standards compliance conducted in January 2023, changes implemented and further recommendations made.Over 200 pieces of positive customer feedback recieved.Induction training provided to 23 staff.Gender LGBTQIA+ awareness training offered to all staff.1 new Health and Safety Representative completed the 5 day training course.Introduction of a new online staff training platform.ICT Change Management Policy and Procedures reviewed and improved.Roll out of Microsoft Teams to all staff commenced.
1.3 Work proactively to grow our reach	<ul style="list-style-type: none">Marketing Strategy 2022 – 2025 completed and action plan implemented.Implementation of a membership drive plan, resulting in a 31.33% increase on membership from the previous year.Representation at Schwerkolt Cottage Open Day , MC2 10-year anniversary celebrations and Whitehorse Heritage Week.Community mapping process identified key under-served groups within both member LGAs.Recommencement of the Story Circle program in Aged Care facilities, following a hiatus period due to Covid-19.
1.4 Plan for places and spaces that support the delivery of contemporary library services	<ul style="list-style-type: none">Infrastructure Improvement Plan endorsed by the Library Board on 14 December 2022.Installation of new carpet at Box Hill Library in December 2022.Refresh of furniture at Doncaster Library.In collaboration with Manningham Council, a review of the Bulleen and Doncaster Libraries commenced to identify minor improvement opportunities.

Our Youngest Customers

Our Children's Programs are an essential introduction to literacy and learning, setting up what will hopefully be a passion for lifelong learning. This year WML was pleased to offer almost 1,800 events and programs to almost 50,000 attendees. It was an absolute delight to receive some fan mail from some of our youngest library users.



Regular programs offered to Children, Youth and Families:

- Baby Karaoke
- Tiny Tots Storytime
- Pre School Storytime
- Mandarin, Greek and Persian Language Storytimes
- Lego Clubs
- Minecraft
- Makerspace Programs
- Dungeons and Dragons
- Book Discussion Groups
- Study Support Groups
- School Holiday Programs



Adult Programs

Our Regular Programs for Adults:

- English Conversation Circle (online and in person)
- Book Groups and Book Chats
- Knitting and Craft Groups
- Makerspace Programs
- Jigsaw Puzzle Swap
- EAL Reading Group
- Digital Literacy Classes
- Author Talks

The Craft Stash Swap

It appears that there are a lot of people who like to hide away their craft supplies. One of the most popular programs for the year was the great Craft Stash Swap, which enabled participants to off-load their craft supply stash or pick up some new items. Attendees were happy to sift through materials and leave the library with bags full of craft supplies for all sorts of projects. Some were collecting or swapping materials for their own projects, whilst others were collecting for some charity projects. The stash was rotated across five of our branch libraries and attracted over one hundred attendees.

Heart-warming charity projects that people were collecting for included; animal welfare groups that create bags for orphaned joeys and volunteers from Peter Mac palliative care who create colourful hospital gowns for patients.

We look forward to running this program again next year!



Seed Swap

In February 2023 Vermont South and Warrandyte Libraries launched an edible Seed Swap program which has proven to be extremely popular. An edible seed library is where the library lends seeds instead of books, with the premise being that once you have had grown your crop, you donate some of the seeds back to the library from your yield.

The program was so popular that the initial batch of seeds at Vermont South Library were gone by the beginning of April. We look forward to the seed donations following crop harvests throughout the year.



Goal 2: Learning and Engagement

Objective: To enable an informed and engaged community

Key Strategy

Key Outcomes

2.1 Support and promote life-long learning and literacy

- 375 Digital Inclusion programs, with 2,268 attendees.
- 72 Economic and workforce development programs, with 315 attendees.
- 1,903 Literacy and lifelong learning programs, with 43,572 attendees.
- 694 Personal development and wellbeing programs, with 9,492 attendees.
- Learning opportunities have been provided to all library staff, including an online suite from Niche Academy to assist with best practice in customer service delivery.
- EAL reading group meets regularly at Doncaster Library.
- Adult read-aloud sessions.
- New subscription to Studiosity, providing online support to students.

2.2 Encourage a culture of reading

- 1,903 Literacy and lifelong learning programs and events held, with 43,572 participants.
- Participation in state and national events such as Simultaneous Storytime and Australia Reads.
- Collection development delivered in accordance with the WML strategy.
- Book chat groups available at all branch libraries.

2.3 Foster a sense of belonging, connection and wellbeing

- Elder rights advocacy – Elder Abuse Awareness Day information session held at Blackburn Library.
- Ongoing opportunities for the community to participate in craft and reading groups.
- Friends of Library hosted book sales throughout the year, resulting in \$2,340 raised.
- Volunteer morning tea held in May 2023 in recognition of their service.
- New LGBTQI+ Book group launched at the Vermont South Library – May 2023.
- Auslan facilitator available at all live library events if requested.

2.4 Support digital inclusion

- 375 Digital Inclusion sessions held with 2,268 attendees.
- New Makerspace employees recruited throughout the year.
- Seniors Digital Literacy Program provided essential support to navigating the digital economy.
- Stop Motion Film Festival held at Doncaster Library, providing an opportunity for local film makers to demonstrate their creativity.

2.5 Celebrate our communities' diverse culture and heritage

- Monthly Branching Out family and local history program.
- Participation in Whitehorse Heritage Week – 4 events, with 50 attendees.
- Story walk held at Blackburn Lake Sanctuary Playspace for the month of September 2022, with a special celebration of a book by an Indigenous author for Indigenous Literacy Day.
- Reconciliation Week Bushtukka workshop on 31 May 2023 at Doncaster Library. Presented by Cassie Leatham, with 34 participants.



“

Thank you for this fantastic event. I was completely blown away by the information, presentation and interaction with the attendees. This is without exception the best event I've been to for many years. It's opened my eyes up to a world of knowledge and history that unfortunately was never taught when I was at school.

Attendee of the Bushtukka Workshop on 31 May, 2023

”



Excited attendees at the Stop Motion Film Festival

Whitehorse Manningham Libraries

open for discovery



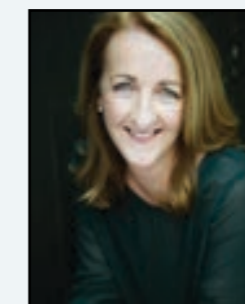
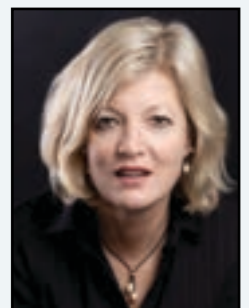
Australian Reading Hour

All Australians across the nation were asked to spend an hour on Thursday 9 March 2023 reading and sharing the stories they love with others. This year we had the pleasure of welcoming Peter Hitchener as our guest reader to the Nunawading Library. There were 50 attendees in the branch and another 11 attended the session online via Zoom. Peter was a true storyteller and delighted the audience with his charm and skills.

Author Talks

A key objective of the library service is to be able to provide our community with opportunities to engage with authors and other readers. We had a bumper year of author events and were pleased to present sessions with the following authors:

- Alice Bishop
- Kate Mildenhall
- Jenny Herbert
- Jane Caro
- Sian Prior
- Mia Northrop
- Kylie Orr
- Edita Mujkic
- Varvara Ioannou
- Jane Gilmore
- Joanna Nell
- Michelle de Kretser
- Rick Morton
- Jaclyn Crupi
- Laura Waters
- Juliette Henderson
- Shokoofeh Azar
- Vika and Linda Bull
- Elaine Pearson



Ageism Awareness Day Campaign - Authentic Stories of Ageing

The Ageism Awareness Day campaign was funded by the Libraries Change Lives: Community Campaign Funding Program. It ran for six weeks in the lead up to, and including Ageism Awareness Day and the Victorian Seniors Festival in October 2022. A massive highlight of this campaign was the program “Authentic Stories of Ageing”. This was a panel event where Jane Caro and Joanna Nell shared their thoughts on titles that help us to think differently about ageing. The lively conversation was facilitated by Claire Halliday, with a special guest introduction by Gerard Mansour, Commissioner for Ageing.

The event was held over zoom and was attended by 65 people. There was a robust conversation about the social justice issues of ageism interwoven with the capacity for stories and books to provide insight and pathos into ageing and the lives of older people. The Zoom gallery was a sea of faces with shining eyes and lots of nodding or clapping. Conversation on the socials kept the engagement going even after the event, with high profile partners Jane Caro and the Commissioner for Older Australians contributing to the discussions.

“

Fabulous, Fabulous... Thanks to the everyone who made this happen.... Thanks to our two authors for keeping it real...

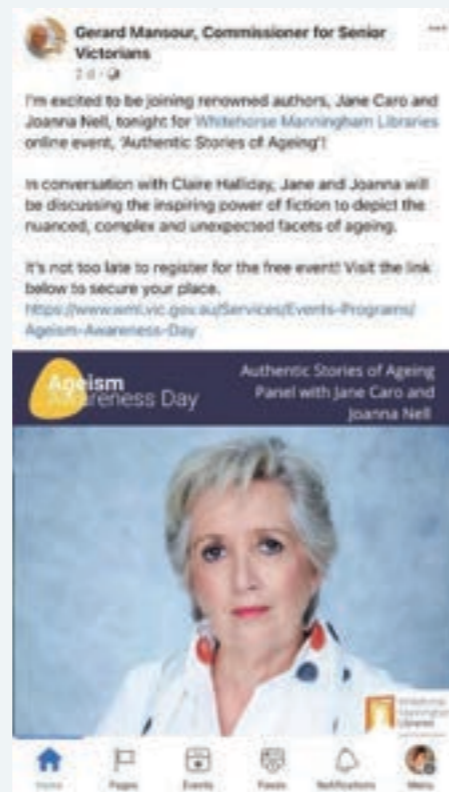
”

“

Yes!!!! So many books to read.... and amazing speakers tonight. Thanks all Thank you SO much for this wonderful event.

”

Event Feedback



Our Programs

WML participated in a number of cultural, national and state-wide events. These included:

- Ageism Awareness Day
- National Simultaneous Storytime
- Digital Literacy for Seniors
- Eid al-Fitr
- Christmas
- National Science Week
- Big Summer Read
- Warm Winter Reads
- National Reconciliation Week
- Cultural Diversity Week
- Australia Reads
- Naidoc Week
- International Women's Day
- Law Week
- Whitehorse Heritage Week
- National Tree Day
- Melbourne Writers Festival
- Library Lovers Day
- Pride Month
- Midsumma Festival
- Lunar New Year
- Children's Book Week
- National Novel Writing Month
- Whitehorse Seniors Week
- 16 Days of Activism
- Library Information Week
- Australian Reading Hour (Australia Reads)
- Victorian Seniors Festival
- Refugee Week
- International Day of People with Disability
- Indigenous Literacy Day
- IDAHOBIT

Writers Naidoc
Australia Day
Library Digital
New Victorian Lovers Hour Winter
Science Seniors Novel
People Heritage Melbourne Writing
Whitehorse Reconciliation Law Book
Warm Read Christmas Awareness Activism
Diversity Week Reads
al-Fitr Reading Tree Lunar Pride Big
Month International
Days Indigenous Literacy Summer
Storytime Information Midsumma Eid
Women's IDAHOBIT National
Festival Australian
Simultaneous



Big Summer Read

It was a bumper year for our Summer Reading Club aimed at preventing a backward slide in children's literacy development over the summer break. WML had 451 registrations to the program, with participants collectively reading over 6,000 books! It was also terrific that one of our library members was a state-wide winner. Asher, from Blackburn, was the runner-up in the 0-8 years category and received a book pack from Readings. The Wrap-up and Prize Party was hosted at Nunawading library, where every child who attended received a book.

The Digital Room – Bringing Those Slides and Negatives Back to Life!

One of the key objectives for us as a library service is to provide an opportunity for our community to learn new skills. This year, as part of Seniors Week, the Doncaster Library made a digital room available to the community. A range of education sessions were held in October 2022 to teach community members how to scan material, such as slides and negatives, then convert them to a digital format. Due to the popularity of the program (and the equipment), it had a re-run in Autumn 2023.





Goal 3: Collaboration

Objective: To extend the reach and benefit of libraries

Key Strategy

Key Outcomes

3.1 Build strong relationships with stakeholders and community partners

- Collaboration with NDIS Community Capacity Building Coordinator to assist with an accessibility audit of our library branches.
- 85 Events and programs held in partnership with community organisations.

3.2 Deliver collaborative services and programs

- Introduction of the online tutorial resource Studiosity.
- Jobs Victoria were a regular presence within our library spaces, offering advice to local job seekers.
- Recycling programs available at all libraries in collaboration with our member councils.
- 6 Home Sustainability Kits made available to the public to loan and monitor their power usage.
- Screening of Defiant Lives for International Day of People with Disability in partnership with Manningham City Council.
- Ageism Awareness Day Games extravaganza held in conjunction with Whitehorse Community Development - 9 attendees.

3.3 Participate in networks to share knowledge and ideas

- Staff participation in the Public Libraries Victoria conference, with presentations made by two WML employees.
- Manager Library Operations selected to participated in the SLV/PLV Shared Leadership Program.
- Participation in the Melbourne Writers Festival, hosting 2 events with 77 attendees.

3.4 Provide meaningful volunteer engagement and work experience opportunities

- Regular work skills program delivered in partnership with Onemda and Nadrasca.
- WML hosted 22 students throughout the year for work placements.
- 141 volunteers assisted in the delivery of our home library service and English language support programs.

Our Volunteers - Providing Meaningful Opportunities

Volunteers assist WML in providing services and programs that would not otherwise be possible. Volunteers support programs and services that are designed by WML employees. Our volunteers were thanked and celebrated at a morning tea held in May 2023. The weather was glorious and enabled us to enjoy the celebrations outdoors in the Vermont South Library court yard.

Volunteers assist in the delivery of programs such as the Home Library Service and our English Support Programs.

As at 30 June 2023 WML had 141 registered volunteers and had a turnover rate of 20.57%.

	2019/20	2020/21	2021/22	2022/23
Total number volunteers	158	153	144	141
Number of volunteers commenced	36	15	15	24
Number of volunteer resignations or inactive	31	18	25	28

We are privileged to have had many volunteers who have hit significant milestones of service:

Number of years served	5 years of service	10 years of service	15 years of service
Number of volunteers who reached milestone	20	3	2



“

Thank you to all who planned and hosted the Volunteers’ Morning Tea today at the Vermont South Library – lovely food and people. It was nice to hear all about the work the library is doing and to be able to meet and chat to some in the sunshine. I was particularly surprised with my ‘award’ – much appreciated for something that I enjoy doing with my Conversation Buddies over the years” - Christine

”

Friends of the Library

Our volunteer Friends of the Library continue to provide valuable support to library programs, raising a total of \$4,663 from book sales held this year. The May 2023 book sale day was an epic event which saw the biggest crowds ever queuing from the council offices down to the library. Congratulations to the staff and the Friends volunteers who ran the sales!





Conversation Buddies Program

The long-standing Conversation Buddies Program would not be possible without the support of our volunteers. This important program that provides participants with a relaxed no-pressure opportunity to improve their conversational English skills and confidence, in a safe and welcoming environment. The program also provides volunteers with an opportunity to meet new people, use their own skills and experience to help others, and give back to their local community.

In addition to the one-on-one sessions, volunteers also facilitate Conversation Circles, where a group of learners come together to discuss all sorts of different topics ranging from cooking to holidays and Australian sports.

If you ever wondered whether this program does truly make a difference to those that participate in it, here's a few words from one of our recent participants:

“

...Last week, I secured employment as a Customer Service Officer at Box Hill Institute: this is another new starting point in my life.

I would not have achieved such a good result without the help of the Conversation Buddies program. I could not have done it without the help of my tutor, Sandra, and of Doncaster library's officers, Juleigh and April.

Words cannot express how grateful I am for their help. I will continue to work and study hard, to make a contribution to Australian society.

”

*Thank you to our dedicated volunteers
who help make this program possible.*

Home Library Service – Bringing the Library to You

Isolation and loneliness are growing problems within our society. Our Home Library Services team helps to alleviate this by providing regular deliveries to people in their homes and in aged care facilities.

The Outreach Services Librarians are supported by 60 volunteers who help deliver our library materials to those unable to come to the library themselves. There were 47,968 loans to outreach patrons this year, with our youngest client being 17 years of age and our oldest being 107 years.



We would like to thank the following organisations who have helped us to deliver programs and services throughout the year.

Partnership Acknowledgements

A Little Chinese Adventure	Manningham City Council
Abbey's Antiques	Manningham Art Gallery
Access Health	Maternal Child Health Services
Australian Library and Information Association (ALIA)	Melbourne Writers Festival
Box Hill Historical Society	Nadrasca
Box Hill Institute – Skills and Job Centre	NaNoWriMo
Bunnings Box Hill	National Simultaneous Storytime
Carer Gateway	NGV Kids on Tour 2023
Burwood Brickworks Shopping Centre	Onemda
Children’s Book Council of Australia	Public Libraries Australia
The Chinese Senior Citizens Club of Manningham Inc.	Readings
City of Whitehorse	Ready Tech Go
Civica	Schwerkolt Cottage
Consumer Affairs Victoria	Services Australia
Deakin University	State Library Victoria
Doncare	Strathdon House
Eastern Community Legal Centre	Toastmasters
Eastern Radio	Vermont South Learning Centre
FVREE family violence service for women Every Age Counts	Victoria Police – Coffee with a Cop Sessions
Family History Connections	Victorian Seniors Festival
Friends of the Library (FOL)	Victorian State Government
Gateway LLEN	Warrandyte Community Centre
Guide Dogs Victoria	Whitehorse Tree Education
HealthAbility	Whitehorse Waste Education
Jobs Victoria	Whitehorse Youth Services
Julian Wood – Recycling Program	Writeability
LaTrobe Health	Writers Victoria
Libraries Change Lives	Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation



Goal 4: Performance

Objective: To be a flexible, resilient and high-performing organisation	
Key Strategy	Key Outcome
4.1 Implement robust governance practices	<ul style="list-style-type: none">• Annual report submitted to Minister Local Government within statutory time line.• Cyber Incident Response Plan developed.• IT Change Management System and process formalized.• Establishment of the ICT Governance Committee.• Internal audits conducted on IT general controls and Cyber Security.
4.2 Employ sound financial management practices	<ul style="list-style-type: none">• Budget planning session with the Library Board held in February 2023.• Additional hours at Doncaster and the Pines implemented as a Special Project.• Service Performance Review Plan adopted at the Board Meeting held on 24 August 2022.• \$40,000 State Government Living Libraries Infrastructure Program grant to implement the Open Library model at Warrandyte.• \$10,000 Vic Health Jumpstart grant to support the Writability Program.• \$6,000 funding provided by our member Councils for the establishment of an Outdoor Games collection.
4.3 Advocate for investment in public libraries	<ul style="list-style-type: none">• Participation in the statewide Libraries Change Lives campaigns.• Participation in the PLV Advocate Working Group, responsible for developing the State Election library funding advocacy campaigns.
4.4 Build capability and capacity of our people	<ul style="list-style-type: none">• Wellbeing Team established and Terms of Reference developed. Team has supported the Laps for Life program and raised over \$1,700 for mental health support for young people.• Review of casual employee deployment resulted in the appointment of additional part time relief customer service officers to assist in front line service delivery.• Introduction of a new online learning system for library staff and volunteers with better functionality and cost savings.

Objective: To be a flexible, resilient and high-performing organisation	
Key Strategy	Key Outcome
4.5 Create value through efficiencies and innovation	<ul style="list-style-type: none">• Extended recycling options available at Box Hill, Nunawading, Doncaster and Warrandyte Libraries.• Introduction of Microsoft Teams.
4.6 Employ evidence-based practices to develop and review services	<ul style="list-style-type: none">• New methodology implemented to collect and analyse customer enquiry data.



GRANTS

Additional funding through grants helps WML to provide additional services and programs that would not otherwise be possible. Additional funds enabled us to deliver some new initiatives.

Warrandyte Open Library

A Victorian State Government Living Libraries Infrastructure Program grant of \$40,000, along with funding from Manningham Council, assisted in the realisation of a project to make the Warrandyte Library accessible outside of normal staffed operating hours. The self-service model will require participants to complete an application and approval process prior to access being granted. The initiative will extend access to library services in Warrandyte by an additional 71 hours per week, complementing the staffed hours which will continue to be provided at the existing level.

The finishing touches are being made on building modifications, policies and procedures, in preparation for a start date of 1 August 2023.



Game On! Outdoor Games

Thanks to a \$6,000 grant from our member councils we are excited to announce the arrival of an Outdoor Games collection which will be available for loan to the public in 2023/24. The games collection supports the Health and Wellbeing Plans of both Councils and aims to encourage our community to get out and explore local outdoor parks and spaces.

This year it was all about the planning and purchase of equipment. The focus was on unusual games that family and friends were unlikely to have at home. Think giant Jenga and good old-fashioned games such as potato sack races and badminton. We look forward to seeing these in action next year.

FINANCIAL REPORT

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Independent Auditors Report



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 2023 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 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 2023 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>, the <i>Local Government (Planning and Reporting) Regulations 2014</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>, the <i>Local Government (Planning and Reporting) Regulations 2014</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
18 September 2023

Travis Derricott
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 (Planning and Reporting) Regulations 2014, Australian Accounting Standards and other mandatory professional reporting requirements.

Julie Lawes

Principal Accounting Officer

Julie Lawes

Date: 23 August 2023

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 2023 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.

Edy

Councillor

Cr Trudy Skilbeck

Date: 23 August 2023

Seh

Councillor

Cr Stephen Mayne

Date: 23 August 2023

Katie

Acting Chief Executive Officer

Katie Norton

Date: 23 August 2023

Comprehensive Income Statement

For the Year Ended 30 June 2023

	Note	2023	2022
		\$	\$
Income/Revenue			
Council Contributions	3.1	9,900,432	9,581,515
State Government Grants		1,914,028	1,886,479
Other Income	3.3	140,261	63,587
Other Grants	3.2	327,235	161,278
Interest from Investments		156,066	11,410
Total Income/Revenue		12,438,022	11,704,269
Expenses			
Employee Costs	4.1	7,751,598	7,632,127
Depreciation	4.2	1,384,303	1,443,124
Information Technology		408,863	330,068
Audit and Finance Costs	4.4	37,102	41,753
Collection Resources		316,673	281,014
Grant Expenditure		180,267	114,191
Warrandyte Library Expenses		253,794	235,378
Other Expenses	4.5	1,070,875	1,120,455
Loss on disposal of property, plant and equipment	4.3	419,579	520,839
Total Expenses		11,823,054	11,718,948
Surplus (deficit) for the year		614,968	(14,679)
Total Comprehensive Result		614,968	(14,679)

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

Balance sheet

as at 30 June 2023

	Note	2023	2022
		\$	\$
Assets			
Current Assets			
Cash and cash equivalents	5.1	3,713,854	2,780,272
Trade Receivables		97,631	66,890
Prepayments		53,097	147,952
Non -financial assets	5.2	26,721	4,732
Total Current Assets		3,891,303	2,999,846
Non-Current Assets			
Property and Equipment	6.1	8,109,004	7,818,454
Total Non-Current Assets		8,109,004	7,818,454
Total Assets		12,000,307	10,818,300
Liabilities			
Current Liabilities			
Payables	5.3	1,203,406	618,012
Provisions	5.4	1,711,660	1,686,068
Total Current Liabilities		2,915,066	2,304,080
Non-Current Liabilities			
Provisions	5.4	104,784	148,731
Total Non-Current Liabilities		104,784	148,731
Total Liabilities		3,019,850	2,452,811
Net Assets		8,980,457	8,365,489
Equity			
Members Contribution on Formation		3,922,043	3,922,043
Accumulated Surplus		5,058,414	4,443,446
Total Equity		8,980,457	8,365,489

The above comprehensive balance sheet should be read with the accompanying notes.

Statement of Changes in Equity

For the Year Ended 30 June 2023

	Total 2023	Accumulated Surplus 2023	Members Contribution 2023
	\$	\$	\$

2023

Balance at beginning of the financial year	8,365,489	4,443,446	3,922,043
Surplus for the year	614,968	614,968	-

Balance at end of the financial year	8,980,457	5,058,414	3,922,043
---	------------------	------------------	------------------

	Total 2022	Accumulated Surplus 2022	Members Contribution 2022
	\$	\$	\$

2022

Balance at beginning of the financial year	8,380,168	4,458,125	3,922,043
Surplus for the year	(14,679)	(14,679)	-

Balance at end of the financial year	8,365,489	4,443,446	3,922,043
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The above statement of changes in equity should be read with the accompanying notes.

Statement of Cash Flows

For the Year Ended 30 June 2023

	Note	2023	2022
		\$	\$
Cash flows from operating activities			
Council Contributions		10,890,474	10,539,667
Government Grants		1,914,028	2,021,666
Interest Income		134,078	7,763
Library Fines, FONL income, Grants (GST free)		301,930	22,385
Other Income		187,999	81,891
Employee Costs		(7,707,575)	(7,680,288)
Payments to suppliers (inclusive of GST)		(2,049,369)	(2,492,577)
Net GST payments		(643,549)	(614,503)
Net cash provided by in operating activities	9.1	3,028,016	1,886,004
Cash flows from investing activities			
Proceeds from sale of Equipment		46,000	51,570
Payment for Library Stock, Information Technology & Furniture		(2,140,432)	(1,951,976)
Net cash investing activities		(2,094,432)	(1,900,406)
Net increase in cash and cash equivalents		933,580	(14403)
Cash and cash equivalents at beginning of the year		2,780,274	2794677
Cash and cash equivalents at the end of the financial year	5.1	3,713,854	2,780,274
Financing arrangements	5.5		

The above statement of cash flows should be read with the accompanying notes.

Statement of Capital Works

For the Year Ended 30 June 2023

	2023	2022
	\$	\$
Plant and Equipment		
Library Stock	1,813,953	1,794,506
Furniture and Equipment	66,019	66,334
IT Replacement	183,797	55,886
Motor Vehicles Replacement	76,664	35,250
Total Capital Works Expenditure	2,140,433	1,951,976
Represented by		
Asset Renewal Expenditure	2,140,433	1,951,976
Total Capital Works Expenditure	2,140,433	1,951,976

The above statement of capital works should be read with the accompanying notes.

Note 1

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.

Statement of compliance

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.

The Council is a not-for-profit entity and therefore applies the additional AUS paragraphs applicable to a not-for-profit entity under the Australian Accounting Standards.

Significant Accounting Policies

a. **Basis of Accounting**

Accounting policies are selected and applied in a manner which ensures that the resulting financial information satisfies the concepts of relevance and reliability, thereby ensuring that the substance of the underlying transactions or other events is reported. Accounting policies applied are disclosed in sections where the related balance or financial statement matter is disclosed.

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

The financial statements are based on the historical cost convention unless a different measurement basis is specifically disclosed in the notes to the financial statements.

The financial statements have been prepared on a going concern basis. The financial statements are in Australian dollars. The amounts presented in the financial statements have been rounded to the nearest dollar unless otherwise specified. Minor discrepancies in tables between totals and the sum of components are due to rounding.

a. **Basis of Accounting (cont.)**

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 6.1) and
- the determination of employee provisions (refer to note 5.4)

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.

Goods and Services Tax (GST)

Income and expenses are recognised net of the amount of associated GST. Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the taxation authority is included with other receivables or payables in the balance sheet.

Note 2

Analysis of our results

2.1 Performance against budget

The budget comparison notes compare the Corporation's financial plan, expressed through it's 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 25 May 2022. 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 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*.

2.2 Income and Expenditure

	Budget 2023	Actual 2023	Variance 2023	Variance 2023	
	\$	\$	\$	%	Ref
Income					
Council Contributions	9,395,236	9,900,432	505,196	5%	
State Government Grant	1,919,492	1,914,028	(5,464)	-0.3%	
Other Income	166,530	137,061	(29,469)	-18%	1
Other Grants	136,925	330,435	193,510	141%	2
Interest from Investments	10,025	156,066	146,041	1457%	3
Transfer from Reserve	171,873	-	(171,873)	-100%	
	11,800,081	12,438,022	637,941		
Expenditure					
Employee costs	7,945,574	7,751,598	(193,976)	-2%	
Depreciation	1,205,697	1,384,303	178,606	15%	4
Information Technology	414,405	408,863	(5,542)	-1%	
Audit and Finance Costs	35,205	37,102	1,897	5%	
Collection Resources	278,011	316,673	38,662	14%	5
Other Expenses	962,569	1,070,875	108,306	11%	6
Grant Expenditure	136,925	180,267	43,342	32%	7
Warrandyte Library Expenses	-	253,794	253,794	100%	8
Net loss on disposal of property and equipment	477,382	419,579	(57,803)	-12%	9
Surplus for the year	344,313	614,968	270,654		

Note 2 Analysis of our results (cont)

(i) Explanation of material variations

Variance Ref	Item	Explanation
1	Other Income	Overdue charges and printing costs are less than anticipated - this is the usual trend amongst libraries. Meeting room hire remains lower than pre pandemic.
2	Other Grants	Grants from State Government - Living Libraries and Digital Literacy for Seniors Program were received during the year. Also a number of small one-off grants.
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. The additional interest received relates to higher interest rates.
4	Depreciation	Full year depreciation expense were higher than budgeted primarily due to new assets purchased at the beginning of the year rather than the end of the year.
5	Collection Resources	Local newsagents no longer supply newspapers to our branch library. As a result the supply of newspapers were outsourced at a higher cost to ensure the continued supply.
6	Other Expenses	Insurance Costs were higher than budgeted. Extension of hours at both Doncaster and the Pines Libraries were funded separately by Manningham Council as Special Project and not budgeted for. Motor vehicles costs were higher as a result of additional costs in relation to trade-in of two vehicles.
7	Grants Expenditure	Expenditure is higher than anticipated as a result of increase in number of grants received.
8	Warrandyte Library Expenses	Income and expenditure for Warrandyte Library is not included in the Budget preparation. Manningham Council fund Warrandyte Library separately as a Special Project outside of the Regional Library.
9	Loss on disposal of property and equipment	The disposal of library stock figures for the budget are an estimate only. Overall less items were discarded for this financial year. Minor amounts of discarded items are written off on disposal.

2.3 Capital Works

	Budget	Actual	Variance	Variance	Ref
	2023	2023	2023	2023	
	\$	\$	\$	%	
Library Stock	1,741,984	1,813,953	71,969	4%	
Furniture & Equipment	65,938	66,019	81	0%	
Information Technology	194,221	183,797	(10,424)	-5%	
Motor Vehicles Replacement	-	76,663	76,663	100%	1
Total Capital Works Expenditure	2,002,143	2,140,433	138,290		
Represented by:					
Renewal	2,002,143	2,140,433	138,290	7%	
Total Capital Works Expenditure	2,002,143	2,140,433	138,290		

(i) Explanation of material variations

Variance Ref	Item	Explanation
1	Motor Vehicles	Unexpended funds from previous year was used to changeover two vehicles.

Note 3

Funding for the delivery of our services

	2023	2022
	\$	\$

3.1 Council contributions

Whitehorse City Council	5,645,090	5,548,000
Manningham City Council	3,750,146	3,685,648
Manningham City Council - Warrandyte	301,488	285,284
Manningham City Council - Other projects	203,708	62,583
	9,900,432	9,581,515

3.2 Other Grants

Local Priorities Grant	101,026	99,288
Libraries Initiatives Project	-	25,000
Premiers Reading Challenge	35,899	35,899
Library Furniture	20,000	-
Living Libraries	85,000	-
Digital Seniors Grant	69,310	-
Other	16,000	1,091
	327,235	161,278

3.3 Other Income

Overdue Charges	43,671	16,387
Photocopying Services	29,694	16,956
Other Service Charges	43,892	14,578
Sale of Products	13,504	7,658
Library Programs & Activities	3,476	2,009
Fundraising	6,024	5,998
	140,261	63,587

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

Note 4

The cost of delivering services

4.1 Employee Costs

	2023	2022
	\$	\$
Wages and Salaries	6,851,675	6,737,170
Annual Leave	(73)	627
WorkCover	31,645	43,481
Superannuation	692,890	656,816
Staff Training Expenses	44,023	48,161
Long Service Leave	131,438	145,872
	7,751,598	7,632,127

b) Superannuation

The Corporation made contributions to the following funds

Defined Benefit Fund

Employer contributions to Local Authorities		
Superannuation Fund (Vision Super)	80,832	82,371
Employer contributions payable at reporting date.	-	-

Accumulation Funds

Employer contributions to Local Authorities Superannuation Fund (Vision Super)	345,992	374,012
Employer contributions - other funds;	266,065	200,434
Active Super	1,735	-
Australian Ethical Super	7,252	3,016
Australian Super	42,588	41,079
Aware Super	13,040	2,675
Care Super	13,662	12,485
Catholic Super	385	440
Colonial First State	18,395	16,498
Encircle Super	7,405	7,055
Equip Super	6,186	5,099
First Super	2,110	2,778
Future Super	18,028	5,341
HESTA Superannuation	25,385	16,336
Hostplus/Statewide Super	25,212	17,910
ING LIVING SUPER	7,558	6,909
LGIA Super	9,204	8,737
MLC	3,959	1,191
MyLifeMyMoney	5,139	4,174
Praemium	-	4,937

Accumulation Funds	2023	2022
	\$	\$
Q Super	3,252	2,315
REST	25,836	12,469
SMSF	5,866	7,204
UNISUPER	10,704	2,391
Verve Super	3,748	3,823
VicSuper	9,416	15,570
	612,057	574,445

Employer contributions payable at reporting date. - -

Contributions made exclude amounts accrued at balance date. Refer to 8.2 for further information relating to the Corporation's superannuation obligations.

Expenses are recognised as they are incurred and reported in the financial year to which they relate.

4.2 Depreciation

	2023	2022
	\$	\$
Library Stock	1,083,238	1,103,553
Furniture and Equipment	85,003	96,973
Computer Equipment	196,028	222,101
Motor Vehicles	20,034	20,496
	1,384,303	1,443,124

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

4.3 Disposal of Assets

	2023	2022
	\$	\$
Library Stock		
Proceeds from sale of Library Stock	-	-
Written down value of assets written off	(430,027)	(548,889)
Gain/(Loss) on disposal of assets	(430,027)	(548,889)
Furniture and Equipment		
Proceeds from sale of furniture and equipment	-	-
Written down value of assets disposed	(8,896)	-
Gain/(Loss) on disposal of assets	(8,896)	-

	2023	2022
	\$	\$
Motor Vehicles		
Proceeds from sale of motor vehicles	46,000	51,570
Written down value of assets sold	(26,656)	(23,520)
Gain/(Loss) on disposal of assets	19,344	28,050
Total loss on Disposal of Assets	(419,579)	(520,839)

4.4 Audit and Finance Costs

Audit fee payable to Victorian Auditor General	18,000	17,500
Internal audit fees - RSM	12,805	22,600
Other finance costs	6,297	1,653
	37,102	41,753

4.5 Other Expenses

Cleaning, Security	246,082	223,757
Utility Costs	197,170	196,878
Headquarters Costs	90,169	82,116
Couriers	71,606	67,574
Professional Services	48,814	80,185
Insurance	82,381	76,975
Office Expenses	40,747	32,432
Programs and Marketing Costs	108,857	106,589
Vehicle Maintenance	21,751	18,504
Fundraising Expenditure	6,066	6,300
Covid-19 Crisis costs	-	146,775
Doncaster Library Additional Hours Project	115,796	62,583
Doncaster and Bulleen Project	21,320	-
Staff Amenities	20,116	19,785
	1,070,875	1,120,455

Note 5

Our financial position

	2023	2022
	\$	\$

5.1 Financial Assets

(a) Cash and cash equivalents

Cash on Hand	1,500	1,500
Cash at Bank	83,578	98,658
Money Market call account	1,612,330	720,895
Total cash and cash equivalents	1,697,408	821,052

(b) Other Financial assets

Current

Term Deposits	664,882	645,314
Money Market - restricted LSL	1,351,564	1,313,906
Total other financial assets	2,016,446	1,959,220

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.

5.2 Non-Financial assets

Accrued Income	26,720	4,732
Total other assets	26,720	4,732

5.3 Payables

Creditors	462,400	203,180
Accrued Expenses	741,006	414,832
	1,203,406	618,012

5.4 Provisions

Annual Leave

Balance at beginning of the financial year	548,451	547,824
Additional Provisions	562,945	558,345
Amounts Used	(563,018)	(557,718)
Balance at end of the financial year	548,378	548,451

	2023	2022
	\$	\$
Long Service Leave		
Balance at beginning of the financial year	1,286,348	1,217,546
Additional Provisions	22,334	185,113
Amounts Used	(145,400)	(116,311)
Balance at end of the financial year	1,163,282	1,286,348
(a) Employee provisions		
Current provisions expected to be wholly settled within 12 months		
Annual Leave	419,565	405,027
Long Service Leave	42,937	50,057
	462,502	455,084
Current provisions expected to be settled after 12 months		
Annual Leave	128,813	143,424
Long Service Leave	1,120,345	1,087,560
	1,249,158	1,230,984
Total current employee provisions	1,711,660	1,686,068
Long Service Leave	104,784	148,731
Total non current provisions	104,784	148,731
Total Provisions	1,816,444	1,834,799

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

Wages, salaries and annual leave

Liabilities for wages and salaries, including non-monetary benefits and annual 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.

5.4 Provisions (cont)

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:		
Discount rate	4.06%	3.69%
Weighted average increase in employee costs	4.35%	3.85%
Settlement	7 yrs	7 yrs

5.5 Financing arrangements

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

	2023	2022
	\$	\$
Bank overdraft	20,000	20,000
Credit card facilities	13,000	13,000
Total facilities	33,000	33,000
Unused facilities	33,000	33,000
	33,000	33,000

Note 6

Assets we manage

6.1 Summary of property and equipment

	Opening Asset	Opening Depreciation	At Cost 30 June 2022	Additions	Depreciation	Disposals sold	Disposals written off	At Cost 30 June 2023
	\$	\$	\$	\$	\$	\$	\$	\$
Library Stock	14,950,879	(8,193,034)	6,757,845	1,813,953	(1,083,238)	-	(430,027)	7,058,533
Furniture & Equipment	2,144,504	(1,581,442)	563,062	66,019	(85,003)	-	(8,896)	535,182
Computer Equipment	4,900,204	(4,485,311)	414,893	183,797	(196,028)	-	-	402,662
Motor Vehicles	123,655	(41,002)	82,654	76,663	(20,035)	(26,656)	-	112,627
	22,119,242	(14,300,789)	7,818,454	2,140,433	(1,384,303)	(26,656)	(438,923)	8,109,004

(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 2021/2022)

Class of Asset	Threshold Limit	Class of Asset	Threshold Limit
Library Stock	Nil Limit	Computer Equipment	\$1,000
Audio Visual	Nil Limit	Motor Vehicles	Nil Limit
Electronic Resources	Nil Limit	Furniture and Equipment	\$1,000
Computer Hardware	\$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 7

People and Relationships

7.1 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 2022 to 30 June 2023

Key Management Personnel

Councillors

- Cr Trudy Skilbeck - City of Whitehorse
- Cr Mark Lane - City of Whitehorse (to December)
- Cr Andrew Davenport - City of Whitehorse (from December)
- Cr Michelle Kleinert - City of Manningham
- Cr Stephen Mayne - City of Manningham

Council Representatives

- Ms Lisa Letic - City of Whitehorse
- Ms Lee Robson - City of Manningham

Community Representatives

- Ms Carole Jean - City of Whitehorse (to May)
- Mr Ian Keese - City of Manningham (to October)
- Ms Dionne Dearman - City of Manningham (from November)

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.

	2023	2022
	\$	\$
Total remuneration of key management personnel was as follows:		
Short term benefit	193,187	190,972
Post-Employment Benefits	19,128	17,998
Other long-term benefits	4,530	4,457
	216,845	213,427

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

	No.	No.
\$210,000 - \$219,999	1	1
	1	1

(c) 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; and
- b) whose total annual remuneration exceeds \$160,000

The Corporation have no Senior Officers who fit this criteria.

7.2 Related party disclosure

(a) Transactions with related parties

Revenue

Contributions received from member councils are detailed under 3.1 Council Contributions. These payments are made quarterly in advance in July, October, January and April.

Other Revenue received from member councils		2023	2022
		\$	\$
Manningham City Council	Reimbursement of Warrandyte library expenses	301,488	285,284
	Additional Hours Project - Doncaster/Pines Library	105,288	62,583
	Additional Support for Doncaster/ Bulleen project	98,420	-
	Additional grants for specific projects	3,000	-
Whitehorse City Council	Additional grants for the Homework Support Initiative	-	25,000
	Additional grants for specific projects	23,000	-

Expenses			
Manningham City Council	Warrandyte Library Expenses	253,794	235,378
	Utilities reimbursement - Doncaster Library	26,000	13,000
	Additional Hours Project - Doncaster/Pines Library	115,796	62,583
	Living Libraries	38,617	-
	Mayoral Ball	473	-
Whitehorse City Council	Marketing	121.00	98
	Headquarters Rental	68,200	68,200
	Utilities reimbursement - Nunawading, Vermont South and Blackburn Libraries	56,353	56,369
	Homework Support Program	-	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 \$68,200 (2021/2022 \$68,200) 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 8

Managing Uncertainties

8.1 Contingent assets and liabilities**(a) Contingent assets**

At the reporting date, the Corporation had no contingent assets (2021-2022: 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 9.2. 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.

8.2 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.

8.2 Financial instruments (cont.)

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 been significant enough 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.

8.2 Financial instruments (cont.)

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.

8.3 Fair Value Measurement

(a) 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 +1.50% in market interest rates (AUD) from year-end rates of 4%.

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.

8.4 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 9

Other matters

9.1 Reconciliation of cash flows from operating activities to surplus.

	2023	2022
	\$	\$
Surplus for the year	614,968	(14,679)
Depreciation	1,384,303	1,443,124
Loss on Disposal of Fixed Assets	419,579	520,839
Changes in assets and liabilities		
(Increase)in Receivables	(30,741)	(21,563)
(Increase) in Accrued Income	(21,988)	(3,647)
Decrease/(Increase) in Prepayments	94,855	(32,395)
Increase/(Decrease) in Employee Provisions	(18,355)	69,430
Increase/(Decrease) in Payables	585,395	(75,105)
Net cash provided by operating activities	3,028,016	1,886,004

9.2 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 2023, this was 10.5% as required under Superannuation Guarantee (SG) legislation (2022:10%).

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.

9.2 Superannuation (cont.)

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 Arrangments

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 investigation is currently underway for the Defined Benefit category which is expected to be completed by 31 December 2023. The Corporaton was notified of the 30 June VBA during August 2023 (2022:August 2022).

The financial assumptions used to calculate the VBI were:

Net investment returns 5.7% pa

Salary information 3.5% pa

Price inflation (CPI) 2.8% pa

As at 30 June 2022, an interim actuarial investigation was held as the Fund provides lifetime pensions in the Defined Benefit category. The vested benefit index (VBI) of the Defined Benefit category of which the Corporation is a contributing employer was 102.2%.

The financial assumptions used to calculate the VBI were:

Net investment returns 5.5% pa

Salary information 2.5% pa to 30 June 2023, and 3.5% pa thereafter

Price inflation (CPI) 3.0%pa

The Corporation was notified of the 30 June 2022 VBI during August 2022 (2021: August 2021).

Vision Super had advise that the estimated VBI at June 2023 was 104.1%.

The VBI is used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2022 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.

9.2 Superannuation (cont.)

Employer contributions

(a) Regular contributions

On the basis of the results of the 2022 interim 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 2023, this rate was 10.50% of members' salaries (10% in 2021/2022). 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 2022 interim 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.

(b) 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.

9.2 Superannuation (cont.)

The 2022 interim 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. An interim investigation was conducted as at 30 June 2022 and the last 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:

	2022 (Interim)	2021 (Triennial)
	\$m	\$m
• A VBI surplus	44.6	214.7
• A total service liability surplus	105.8	270.3
• A discounted accrued benefits surplus	111.9	285.2

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 2022.

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 2022.

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 2022.

9.2 Superannuation

The 2023 interim actuarial investigation

A triennial actuarial investigation is being conducted for the Fund's position as at 30 June 2023.It is anticipated that this actuarial investigation will be completed by 31 December 2023. The financial assumptions for the purpose of this investigation are:

	2023 Triennial Investigation	2023 Triennial Investigation
Net Investment Returns	5.70% pa	5.60% pa
Salary Inflation	3.50% pa	2.50% pa
		for the first two years and 2.75% thereafter
Price Inflation	2.80% pa	2.0% pa

Note 10

Change in Accounting Policy

There have been no changes to accounting policies in the 2022-23 year.

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

English as an additional language

eBooks

Electronic books downloaded for use on an electronic device

FOL

Friends of the Library

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

Litmos

Online learning platform

LOTE

Languages Other Than English

Member

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

Niche Academy

Online learning platform

Outreach

Services provided by the Library to the community

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

Region

The Whitehorse and Manningham local authority areas

RFID

Radio Frequency Identification technology that transmits data using radio waves

SIG

Special interest group

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

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

YA

Young Adult



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 Rds East
Doncaster 3109
P. 9877 8550

Vermont South Library
Pavey Place
Vermont South 3133
P. 9872 8650

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