

ANNUAL REPORT



21
22



Whitehorse
Manningham
Libraries
open for discovery



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Whitehorse
Manningham
Libraries
open for discovery

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ADMINISTRATION

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PO BOX 3083, NUNAWADING BC, VIC 3131

Phone 03 9896 4333
Fax 03 9896 4348

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**.



WHITEHORSE
CITY COUNCIL



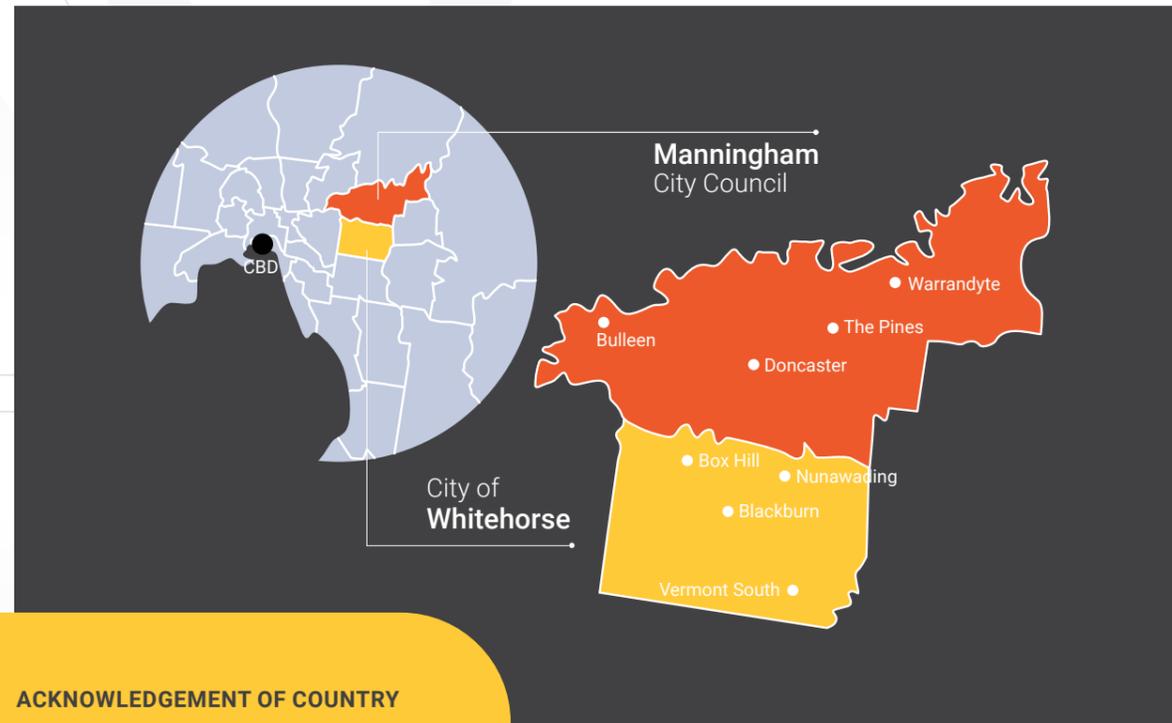
MANNINGHAM

INTRODUCTION

Welcome to the Whitehorse Manningham Libraries (WML) Annual Report 2021/2022.

This report details our performance for 2021/22 against the strategic themes outlined in our Library Plan 2021–2025 and our Annual Budget 2021/22. The report provides an overview of our key achievements and challenges throughout the past year.

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



ACKNOWLEDGEMENT OF COUNTRY

Whitehorse Manningham Libraries acknowledges the Wurundjeri Woi-wurrung peoples as Traditional Owners of the land and waterways now known as Whitehorse and Manningham. We pay our respects to their past, present and future Elders.

OUR LIBRARY COMMUNITY

Whitehorse Manningham Libraries (WML) provides public library services to the neighbouring cities of Whitehorse and Manningham in Melbourne’s eastern suburbs.

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

MANNINGHAM

TOTAL POPULATION

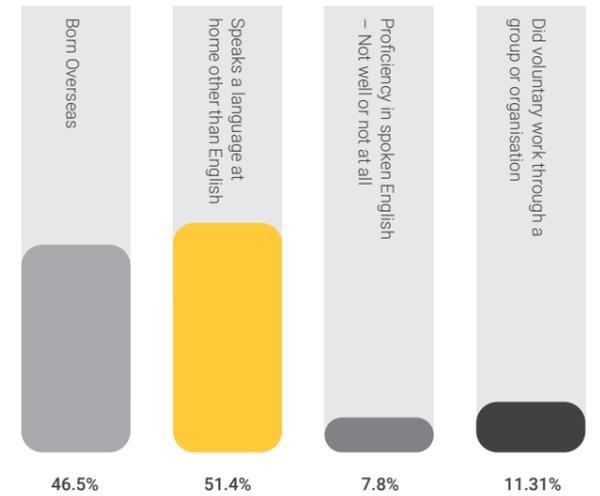
124,700

MEDIAN AGE

43

CULTURAL DIVERSITY – ANCESTRY, TOP RESPONSES IN 2021 CENSUS

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



WHITEHORSE

TOTAL POPULATION

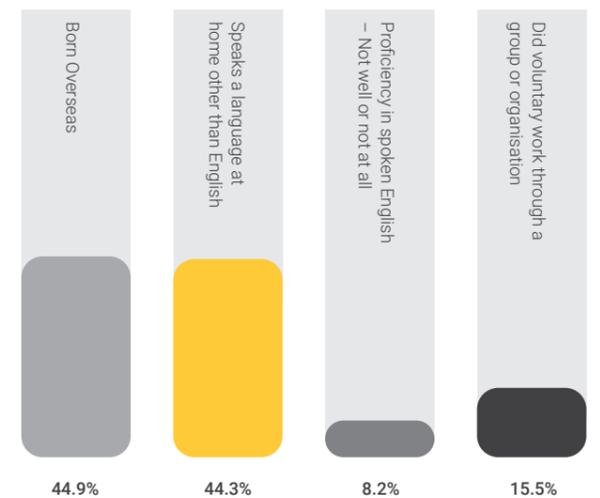
169,346

MEDIAN AGE

39

CULTURAL DIVERSITY – ANCESTRY, TOP RESPONSES IN 2021 CENSUS

Chinese 26.9%	Italian 9.6%
English 19.4%	Greek 8%
Australian 17.1%	



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.

“ I am single and I live in a boarding house. It is a place for me when I need to get out.

PERFORMANCE HIGHLIGHTS

OUR MAJOR ACHIEVEMENTS IN 2021/22

LIBRARY PLAN 2021 – 2025 STRATEGIC THEMES



Goal 1: Experience

To be an inclusive and welcoming people-centred service

- ▶ Whitehorse Manningham Libraries (WML) offered a range of service delivery options to patrons to enable access for all throughout Covid-19.
- ▶ Launch of the WML Solus Library App in November 2021.
- ▶ Carpet replaced at The Pines Library.
- ▶ WML welcomed patrons back into our libraries in November 2021 in accordance with government guidelines. The library continues to make a return to normal services.



Goal 2: Learning and Engagement

To enable an informed and engaged community

- ▶ 1,647 programs and events delivered to 30,726 attendees.
- ▶ Online Music Trivia Night delivered via the Pierre Gorman Award participants, hosted by Brian Nankervis.
- ▶ Big Summer Read launched in December 2021 and ran throughout January, with over 300 participants.



Goal 3: Collaboration

To extend the reach and benefit of library services

- ▶ Delivery of the Healthy Me Healthy Planet project, offering a series of free public programs and a community challenge.
- ▶ Participation in the statewide *Libraries Change Lives* and *Return Yourself to the Library* marketing campaigns.
- ▶ Friends of the Library held their first bi-annual book sale in over 2 years on 28 May 2022. A successful event with 100 attendees.



Goal 4: Performance

To be a flexible, resilient and high-performing organisation

- ▶ New Library Plan 2021-2025 endorsed by the Library Board on 21 October 2021.
- ▶ New 4 Year ICT Strategy developed and endorsed by the Library Board on 21 October 2021.
- ▶ Recycling stations installed at Box Hill, Nunawading, Doncaster and Warrandyte Libraries in partnership with our member councils.
- ▶ Staff demonstrated resilience and flexibility, adapting to constant changes and regulations throughout the 2021/22 year.

OUR CHALLENGES

Libraries experienced staff shortages at times when employees were impacted by Covid-19, influenza and isolation requirements. Additional pressure was placed on our staff resources in order to meet the Check-in Marshall requirements. Despite these challenges we were able to resume normal opening hours and minimise disruption to services.

LOOKING AHEAD

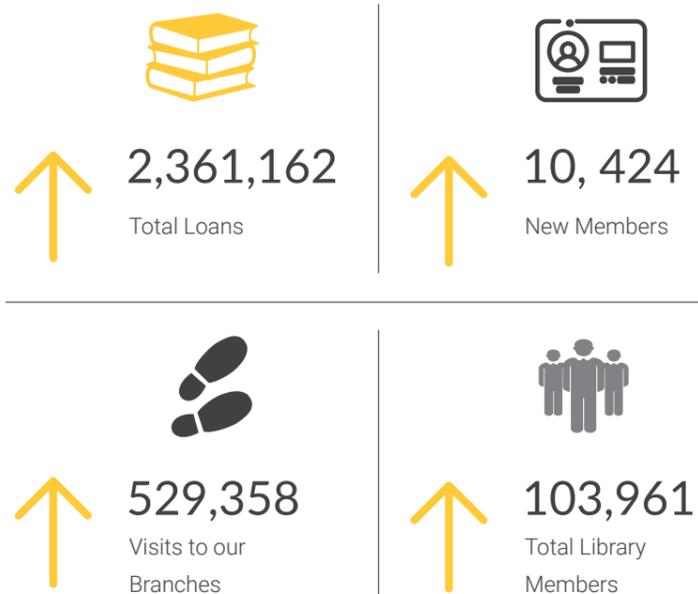
WML looks forward to continuing to work with our member Councils on long range planning of library services that respond to the needs and expectations of our local community.



SNAPSHOT - FAST FACTS

In a year that was once again heavily impacted by library closures and restrictions WML were proud to deliver services via a range of different service models.

LIBRARY USAGE

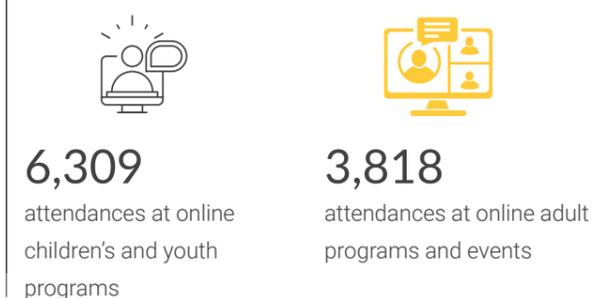


TOTAL PROGRAM ATTENDANCE

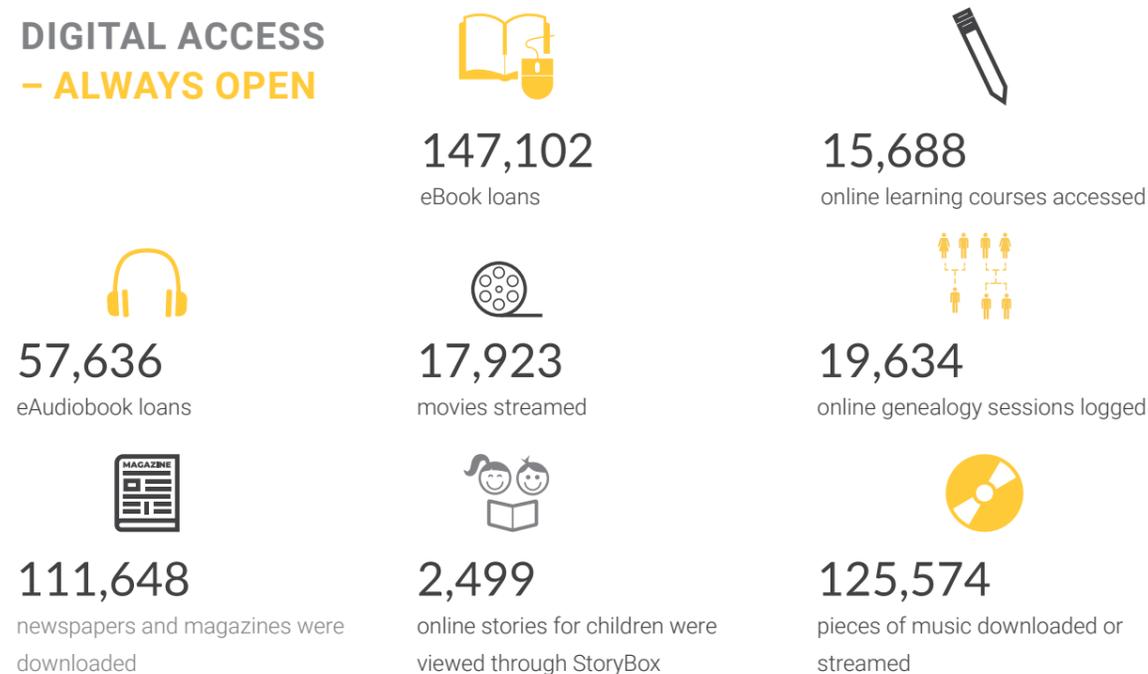
- LIFELONG LEARNING



PROGRAMS AND EVENTS PROVIDED ONLINE



DIGITAL ACCESS - ALWAYS OPEN

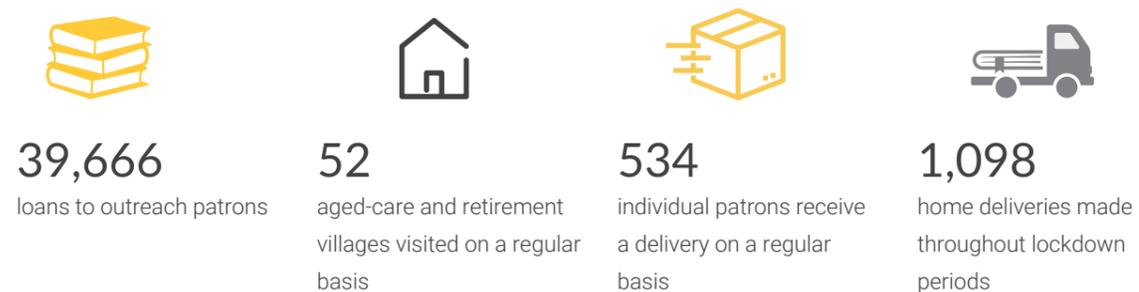


CONNECTED TO OUR COMMUNITY



OUTSIDE THE LIBRARY WALLS

HOME LIBRARY SERVICE STATISTICS





CHAIRPERSON'S MESSAGE

Our libraries continued to play an essential role in supporting our community through periods of lockdown and recovery. While our library buildings were closed, our services remained open and staff worked tirelessly to provide contactless click and collect, home delivery services and online programs.

We received many messages of appreciation from library members confirming the positive impact these services had on personal well-being during these challenging times.

Our libraries also provide essential support to navigating the digital economy. Once restrictions were eased, library staff assisted many people to access their vaccination certificates via myGov.

The Inside our Public Libraries report published by Public Libraries Victoria demonstrates the role of libraries in increasing social connection, especially for those experiencing social isolation. The report was based on two major research projects: a Census of onsite users of Victorian public libraries taken on 24 May 2022, and a Survey conducted over two weeks in March 2022.

- ▶ 72% of respondents agreed they feel better when at the library and 59% feel connected to other people when they are at the library.
- ▶ 82% agreed the library is a hub for community activities and connections, a place to find out what is happening in their community.

The value and benefit our libraries bring to the community is further enhanced through partnerships and collaboration. I'm pleased to highlight a number of highly successful initiatives this year:

Healthy Me Healthy Planet was an exciting project empowering local community members with the skills and knowledge to improve personal health and wellbeing outcomes while reducing individual contribution to

climate change. WML partnered with Whitehorse and Manningham Councils, Burwood Brickworks and Deakin University to deliver a series of free public programs attended by 779 people, with 179 people completing 727 personal challenge actions.

Our Library Our Program provided an opportunity for adults living with a disability to gain work-ready skills through work experience in library events management. Students from Onemda, a local disability support organisation, planned and delivered a successful online music trivia event on 10 September 2021. It was one of the most popular events of the year with 122 participants.

The Give the Gift of Reading Christmas 2021 appeal raised \$5,709, enabling the distribution of 250 bags of children's books and at home story time kits to local families experiencing disadvantage. This early literacy outreach program is delivered in partnership with Eastern Domestic Violence Outreach Service, Manningham and Whitehorse Enhanced Maternal Child Health and Access Health and Community.

The Friends of the Library book sale returned in May 2022 after a two-year hiatus. This highly successful event organised by a dedicated team of volunteers raised over \$1,800 to support library programs.

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. Libraries have never been more important to our social fabric; its stretch and its resilience, and it is our people who weave the fabric's strength.

Cr Trudy Skilbeck

Chair of the Library Board



CEO'S MESSAGE

This year's Annual Report details the performance of Whitehorse Manningham Libraries against the strategic goals articulated in the first year of the new Library Plan 2021 – 2025. The Report highlights the key achievements and challenges experienced over the 2021 – 2022 financial year.

Covid-19 continued to have a significant impact this year on our services, our community and our team. I commend our staff and library members for the understanding and flexibility they have demonstrated as our service delivery methods continued to evolve and adapt this year. The positive feedback we received for our click and collect, home delivery and online events and programs highlights the key role our libraries have played in supporting our community throughout the pandemic. I especially thank all our staff for their resilience and commitment as they assisted community members with the challenges of providing proof of vaccination once our libraries reopened.

The accumulated impact of the pandemic over the past two years has been experienced by everyone throughout all aspects of daily life. This year we introduced a number of initiatives to support the health and wellbeing of our teams. Thirty staff participated in a workplace health and wellness program that delivered fortnightly sessions focused on exercise, diet and nutrition. WML staff and their families participated in the Walk for Wellness, raising \$2,873 to support the Olivia Newton John Cancer Wellness and Research Centre. We hope to be able to walk together in 2022!

It is wonderful to see increasing numbers of our community return to our library spaces as life returns to 'normal'. We also welcomed back our wonderful volunteers who provide invaluable support for programs

that reduce isolation for participants. Our libraries have a vital role in providing opportunities for connection, learning, recreation and inspiration.

We continue to look at innovative ways to deliver the best outcomes for our community. I would like to thank our Library Board members and our member Councils for their continued support. Together we are exploring opportunities for library services to make an even greater contribution to our thriving community.

Sally Both

Chief Executive Officer

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.

ATTENDANCE AT ORDINARY AND SPECIAL BOARD MEETINGS

BOARD MEMBER	MEETING ATTENDANCE	BOARD MEMBER	MEETING ATTENDANCE
City of Whitehorse		Manningham City Council	
Cr Trudy Skilbeck – Chair	5/5	Cr Michelle Kleinert	5/5
Cr Mark Lane	5/5	Cr Stephen Mayne	5/5
Carole Jean	5/5	Ian Keese	4/5
Lisa Letic*	4/5	Lee Robson	5/5

*Tony Johnson attended 25 August 2021 meeting as Acting Director Community Services

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

BOARD MEMBERS

CITY OF WHITEHORSE



Cr Trudy Skilbeck
Chair



Cr Mark Lane



Carole Jean
Community Representative



Lisa Letic
Director Community Services

MANNINGHAM CITY COUNCIL



Cr Michelle Kleinert
Deputy Chair



Cr Stephen Mayne



Ian Keese
Community Representative



Lee Robson
Acting Director, City Planning and Community

GOVERNANCE

THE AUDIT COMMITTEE

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

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

Audit Committee Members for 2021/22 were:

- ▶ Cr Stephen Mayne (Manningham)
- ▶ Cr Mark Lane (Whitehorse)
- ▶ 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 2021 to 30 June 2022.

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 2021 to 30 June 2022.

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

The following information is available for inspection upon request at the Administration Office, Box Hill Library, 1040 Whitehorse Road, Box Hill, Victoria, 3128 during office hours by appointment from 9.00am to 5.00pm weekdays:

- ▶ Annual Reports for each financial year
- ▶ Annual Financial Statements
- ▶ Agendas and minutes for ordinary and special meetings of the Library Board held in the previous 12 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.

Going to
the library
inspires me
to read more,
learn more
and broaden
my horizons

FINANCIAL SUMMARY

OVERVIEW

The 2021/22 Budget was adopted at the ordinary meeting of the Library Board on 26 May 2021. The financial result for 2021/22 is a deficit of \$14,679. As with the previous financial year income has been severely impacted due to Covid-19 as all overdue charges were suspended, along with meeting room bookings and sale of products.

The Corporation does not have any loans.

INCOME SOURCES

The Corporation's total income of \$11,704,269 was derived from:

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

EXPENSES

The major areas of expenditure were employee benefits and depreciation. In 2021/22 total expenditure was \$11,718,948.

BEYOND THE DOORS FUNDRAISING

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 the Give the Gift of Reading Program providing 250 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 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 Maternal Child Health Programs
- ▶ Access Health and Community

BEYOND THE DOORS FUNDRAISING 2021/22

Opening balance of the fund	\$9,342.51
Funds raised	
Givenow	\$5,709.46
Cash/cheque donations	0
Donation Point Tap – Merchant Settlements	0
Interest	\$6.61
Total funds raised	\$5,716.07

Expenditure (ex GST)

Give the Gift of Reading project 2021/22	\$5,716.07
Total funds expended	\$5,716.07

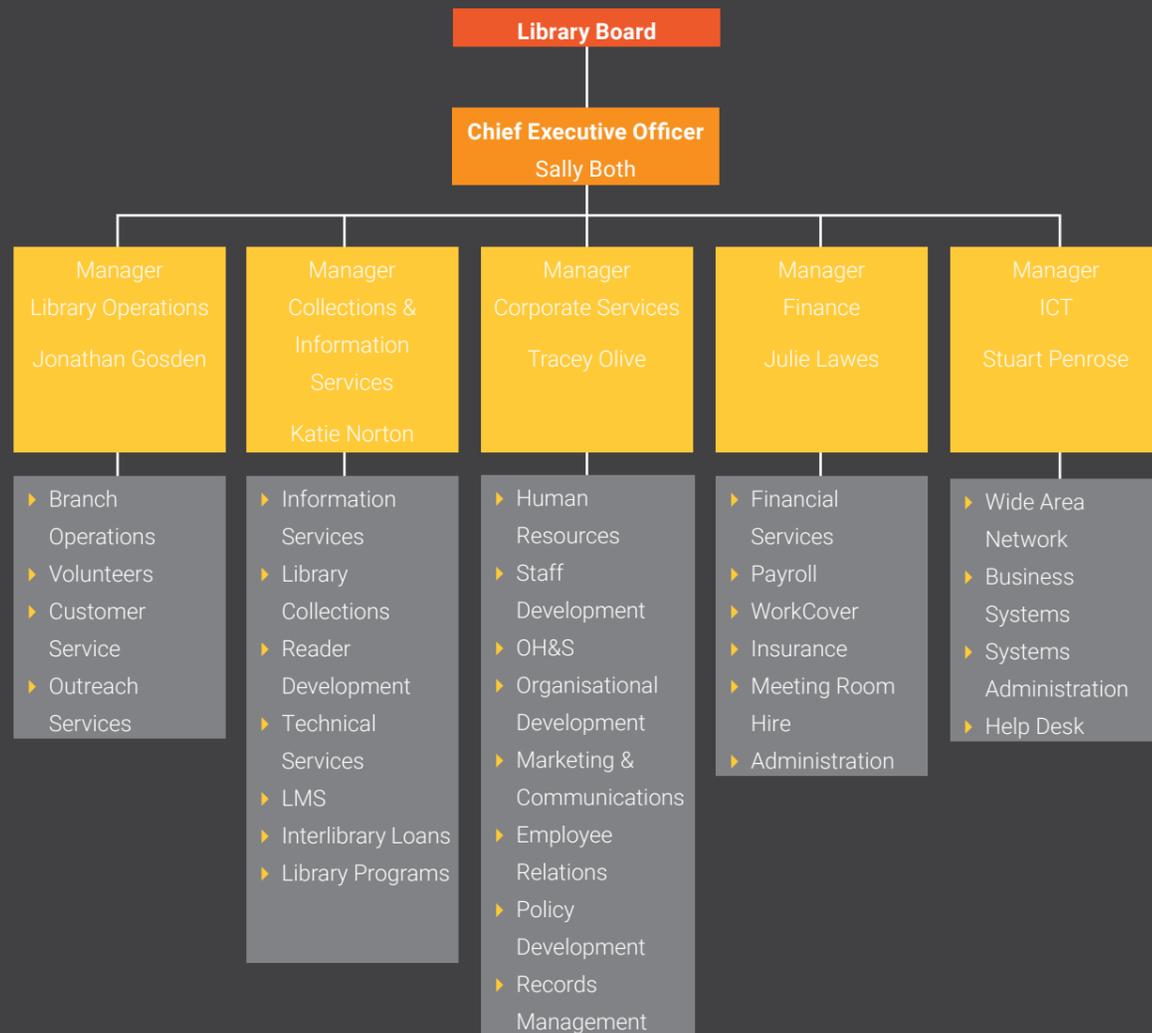
Funds remaining	\$9,343.21
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- Council Contributions
- State Government Grants
- Other Grants
- Other Income
- Interest from investments

- Employee Expenses
- Depreciation
- Other Expenses
- IT Services
- Collection Resources
- Grant Expenditure

OUR ORGANISATION



STAFF PROFILE

As of 30 June 2022, Whitehorse Manningham Libraries had a total of 125 employees, or 70.55 full-time equivalent (FTE), compared with 122 employees, or 70.31 FTE, at 30 June 2021.

Change to Summary of WML staff by department, employment type and gender

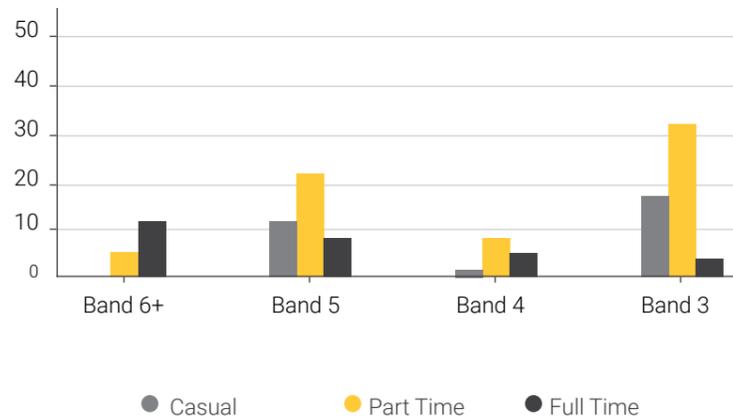
EMPLOYMENT TYPE / GENDER	BRANCH SERVICES	TECHNICAL SERVICES & COMMUNITY ENGAGEMENT	ICT	CORPORATE SERVICES & ADMINISTRATION	TOTAL
Permanent Full time – female	17	1	0	2	20
Permanent Full time – male	3	0	3	1	7
Permanent Part time – female	46	7	0	7	60
Permanent Part time – male	8	1	1	0	10
Casual – female	21	0	0	0	21
Casual – male	6	0	0	1	7
TOTAL	101	9	4	11	125

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

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

FULL TIME EQUIVALENT (FTE)	FEMALE FTE	MALE FTE	TOTAL FTE
Band 3	14.90	6.89	21.79
Band 4	11.16	0	11.16
Band 5	20.69	2.06	22.75
Band 6+	9.85	4	13.85
Band not applicable	1	0	1
TOTAL	57.6	12.95	70.55

EMPLOYMENT MODE AND BAND LEVELS AS AT 30 JUNE 2022



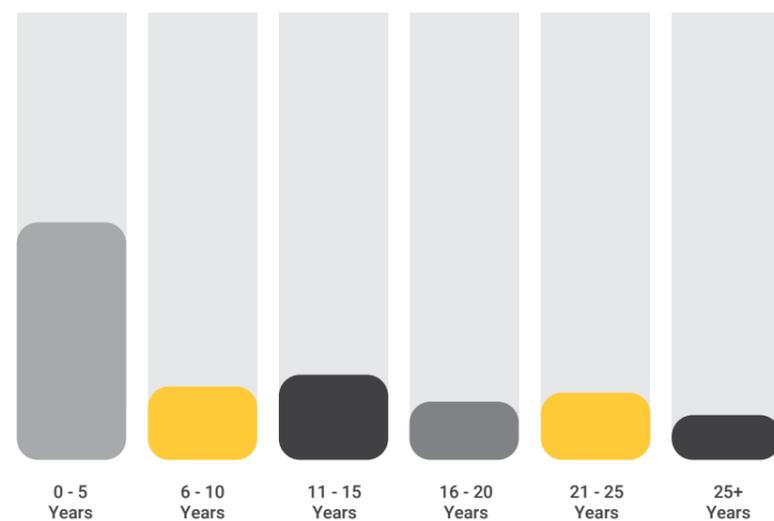
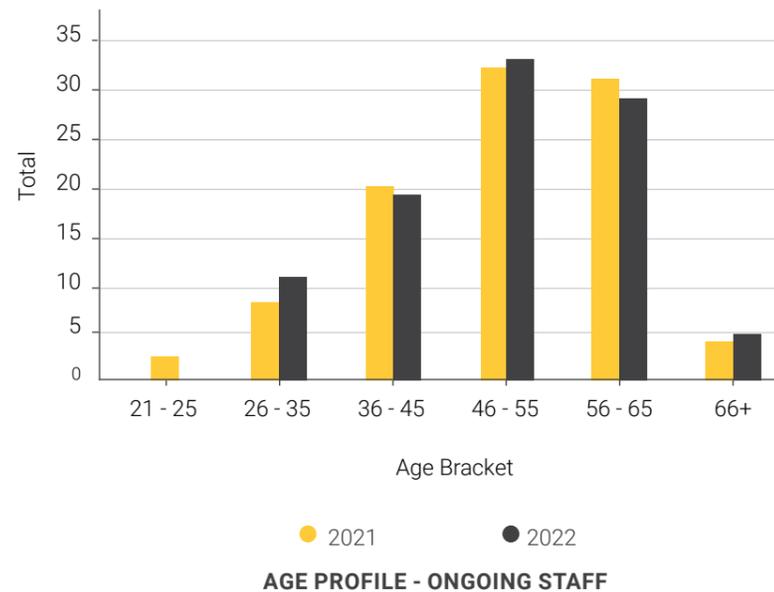
Female Male



Thank you to the librarians for keeping things going through the endless Covid lockdowns.

- Doncaster

As indicated in the charts below, one of the current challenges WML faces is an increasing number of employees approaching retirement age which may lead to a higher than normal staff turnover rate. This year the staff turnover rate was 17.5% in comparison to the previous year of 8.25%. As of 30 June 2022, 57.6% of staff had been with the organisation for over 5 years. Almost 30% of staff had been with the organisation for over 15 years.



THE YEAR IN REVIEW

When reading this table, it should be noted that all three years of results were severely impacted by the coronavirus public health emergency. Libraries were closed to the public for significant periods of time and were subject to number limited and other restrictions throughout.

KEY INDICATORS	2019/20	2020/21	2021/22	TREND (Variance of at least 1% over previous 12 month period)
Library Membership				
Total Members	100,136	102,606	103,961	▲ 1.3%
Active Members (LGPRF measure)	39,788	27,625	31,669	▲ 14.6%
New Members	12,786	8,885	10,424	▲ 17.3%
Library Use				
Total library visits	938,943	428,652	529,358	▲ 23.5%
Library visits per capita	3.07 ¹	1.38 ¹	1.75 ¹	▲ 26.8%
Information Inquiries	131,186	49,608	54,126	▲ 9.1%
Collections				
Total number of collection items	388,523	399,624	407,710	▲ 2%
% of collection purchased in the last five years	74%	72%	71%	▼ 1%
New collection items acquired – excludes electronic resources	63,770	56,258	62,915	▲ 11.8%
Loans				
Total Loans	2,490,332	2,013,202	2,361,162	▲ 17.3%
eBook Loans (downloads)	79,740	127,179	147,102	▲ 15.7%
Total loans of eResources (includes music, magazines, books, audio books, database)	513,229	530,477	534,634	–
Library Programs				
Total number of attendees	52,673	17,764	30,726	▲ 72.9%
Total attendees at adult programs	7,503	6,424	6,162	▼ 4.4%
Total attendees at children's/youth programs	45,170	11,340 ²	24,564 ²	▲ 116.8%
Online Library Use				
Annual visits to website	1,250,416	1,080,905	1,052,359	▼ 2.6%
Web catalogue searches	3,336,462	4,008,635	5,169,459	▲ 28.9%
Library App Launches (new)	n/a	n/a	49,938	–
Fixed PC sessions	183,419	946	34,656	▲ ⁴
Wireless sessions	396,697	123,369	148,727	▲ 20.6%
Library Staffing				
Total EFT	68.54	70.31	70.55	–
EFT per '000 population	0.22	0.23	0.23	–
Community Engagement				
Social media engagement (Facebook followers)	3,295	3,920	4,217	▲ 7.6%
Library eNewsletter subscribers	15,904 ³	17,936	15,865 ³	▼ 11.5%
Number of volunteers	158	153	144	▼ 5.9%
Volunteer programs	8	8	8	–

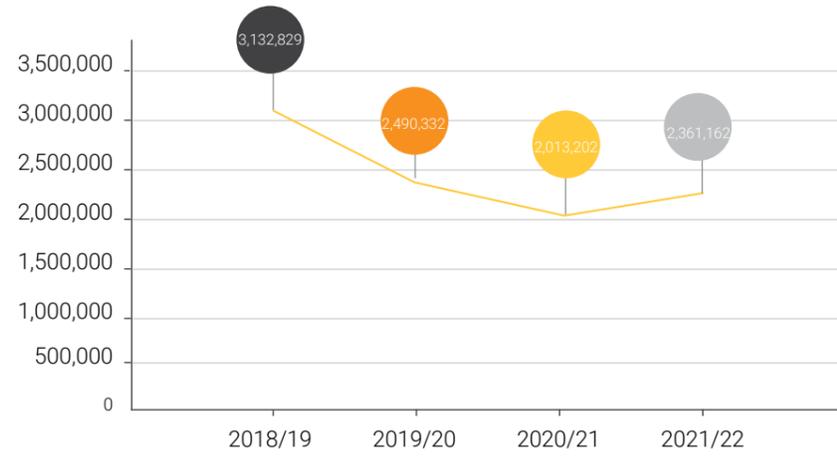
¹Based on Estimated Residential Population (ERP) of 306,312 in June 2019; 309,664 in June 2020 and 302,264 in June 2021.

²Only includes events/programs where bookings were made. Does not include views of online story times or other streamed events.

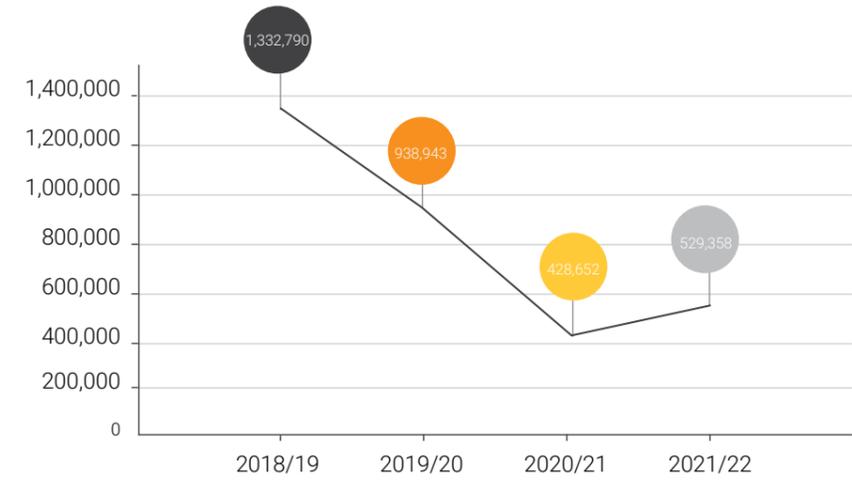
³Subscriber list cleared of members who had not opened sent newsletters for 3 years.

⁴Service unavailable for majority of 2020/21 year, making meaningful comparative data impossible

LIBRARY LOANS AND VISITS



TOTAL LOANS 4 YEAR TREND



LIBRARY VISITS 4 YEAR TREND



EBOOK LOANS 4 YEAR TREND



OUR PERFORMANCE

GOAL 1: EXPERIENCE

Objective: To be an inclusive and welcoming people centered service.

KEY STRATEGY	KEY OUTCOMES
Provide inclusive, safe and accessible services for all	Transition to hybrid events – providing both in person and online options for events and programs. Trial of extended opening hours at Doncaster Library. Re-opening of libraries in November 2021 after an extended period of lockdown. Operated in accordance with government pandemic orders and advice of health authorities. Launch of the Library App in November 2021. Realignment of opening hours at some libraries to improve access and uniformity of opening times. Suspension of overdue fines throughout lockdown periods.
Provide exemplary customer first service	Library membership and access policy language reviewed and adjusted. Click and collect services provided throughout lockdown periods. Staff development program included online training options and in person sessions. Community led library services training provided to 23 professional library employees in October 2021. ICT strategy 2021 – 2025 and Action Plan endorsed by Library Board on 21 October 2021. New ICT Help Desk launched 29 June 2022.
Work proactively to grow our reach	Marketing Strategy 2017 – 2021 underwent an audit with recommendations to be incorporated in the new 2021 – 2025 Strategy. Implementation of a membership retention plan. Home delivery extended to vulnerable and self-isolating throughout lockdowns. Outreach programs to schools and kindergartens recommenced in February 2022.
Plan for places and spaces that support the delivery of contemporary library services	Long term library strategy planning commenced. Carpet replaced at The Pines Library. Infrastructure review commenced May 2022. External access to library Wifi at Warrandyte Community Centre and MC2 Plaza.



BUILDING CONNECTIONS

Our regular programs are a great way for our community to make ongoing connections with each other. It has been fabulous to see people back in our libraries and engaging with one another to socialise and learn new things.

There is a huge variety of regular programming for all ages! Our regular programming is supplemented with other activities throughout the year.

Regular Children, Youth and Families Programs

- ▶ Storytimes – Preschool and Tiny Tots
- ▶ Baby Karaoke
- ▶ Mandarin Storytime
- ▶ Greek Storytime
- ▶ Lego Club
- ▶ Minecraft Club
- ▶ Dungeons and Dragons
- ▶ Whitehorse Study Support Program
- ▶ Book Ninjas (online)
- ▶ Book Samurai (online)

Regular Programs for Adults

- ▶ English Conversation Circle (online and in person)
- ▶ CALD Knit 'n' Natter Circle
- ▶ EAL Reading Group
- ▶ Book Group
- ▶ Book Chat
- ▶ Warrandyte and Bulleen Knitters
- ▶ Just craftin' around
- ▶ Jigsaw Puzzle swap

INTRODUCING OUR LIBRARY APP

The Whitehorse Manningham Libraries App became available to download for free via the App Store or Google Play in November 2021.

The WML app allows users to manage their account, search the catalogue, borrow items using own device, reserve items, link to eBook loans and more.

Users of the App can:

- ▶ View/Renew loans
- ▶ View/Cancel reservations
- ▶ View self-service receipts
- ▶ Change preferred language
- ▶ Link accounts
- ▶ Change display preferences
- ▶ Issue library material to themselves whilst at the library
- ▶ Find a library
- ▶ Print from anywhere
- ▶ Links to WML socials

There have been 49,938 launches of the App since the launch in November 2021.



CUSTOMER SERVICE

Providing exemplary customer service to our patrons is a key objective. Throughout the year WML have supported staff through training initiatives to assist with service delivery.

Core training areas are:

- ▶ Occupational Health and Safety
- ▶ Privacy
- ▶ Fraud Awareness
- ▶ Emergency Response
- ▶ First Aid
- ▶ Anti-Discrimination and Bullying Awareness
- ▶ Mental Health First Aid
- ▶ Dealing with difficult situations and conversations

Training is delivered via four online platforms: Niche Academy, Safety Hub, Litmos and LinkedIn Learning. Online learning is supplemented by opportunities to attend in person training.

Lockdowns continued in 2021 and provided libraries with the challenge of providing services in a constrained environment. Our community were extremely appreciative of the programs offered online and the click and collect service. From 1 August 2021 – 31 October 2021 there were 351,243 loans; only 58,520 were electronic resources, with the vast majority being made through click and collect services. WML also made 1,098 home deliveries throughout lockdown periods.

Thank you for your home delivery service throughout lockdowns, it was greatly appreciated. I am now happy to be back as a community member at The Pines Library.

- Pamela

Over time, the whole Pines Library team helped me with me various (& seemingly small) acts of service that were actually life-savers to us as the magazines kept my mother happy and occupied – a small relief during a period of long isolation.

- family member with a parent who has dementia

RE-OPENING OUR DOORS

It was with much excitement that WML re-opened our doors to the public in November 2021, after a four-month closure period. It was fabulous to see people back in our branches and enjoying our collections and spaces again.

The re-opening of libraries across the state made it possible to roll out a Statewide Public Library Survey and a library usage Census. Both provided some insights as to how libraries are used. The survey had over 18,000 responses, with 398 respondents identifying themselves as WML users. The Census had 16,464 responses, with 863 of these from WML users.

Some of the key findings were as follows:

- ▶ WML overall satisfaction score of 8.76 compared with the state average of 8.74
- ▶ 88% of WML and other respondents strongly agreed that the library welcomes people from all walks of life

The top three ranked services offered by public libraries for both WML respondents and the state overall were

- ▶ Providing access to books magazines, DVDs and other resources
- ▶ Providing access to educational resources and support
- ▶ Helping children's literacy and education

The survey and census provided respondents with an opportunity to provide the library with some feedback and comments about the way in which they use the library.





OUR PERFORMANCE

GOAL 2: LEARNING AND ENGAGEMENT

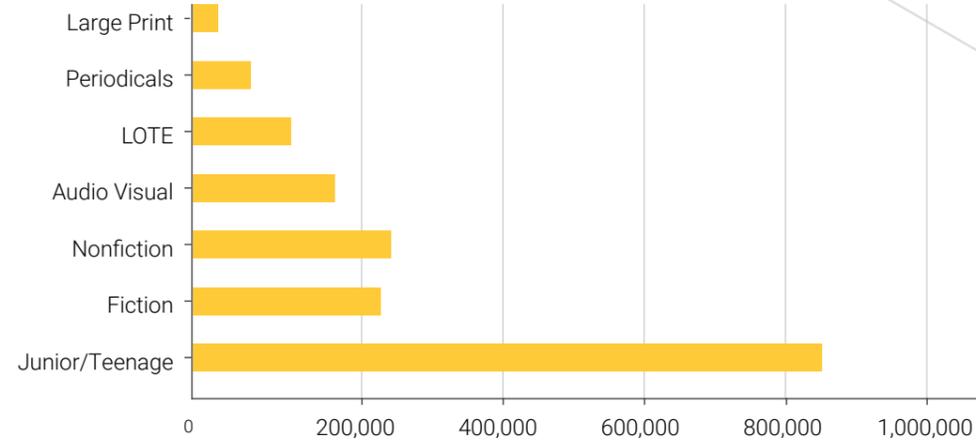
Objective: To enable an informed and engaged community

KEY STRATEGY	KEY OUTCOMES
Support and promote life-long learning and literacy	<p>37 Healthy Me, Healthy Planet events from November 2021 - June 2022 in online/hybrid and in branch formats. Successful partnerships with Deakin University and Burwood Brickworks established.</p> <p>231 Literacy & Lifelong Learning programs and events were offered and attended by 1,126 people.</p>
Encourage a culture of reading	<p>YA Lit festival delivered online on 18 September 2021.</p> <p>Big Summer Read launched in December 2021 and attracted over 300 participants to the program.</p> <p>Warm Winter Reads launched on 1 June 2022.</p> <p>EAL reading group established at Doncaster Library.</p>
Foster a sense of belonging, connection and wellbeing	<p>Four Manningham Placemaking events held in collaboration with Manningham City Council.</p> <p>18 evening programs delivered to support temporary extension of Doncaster Library hours from August to December 2021. Transitioned to online events during lockdown periods.</p>
Support digital inclusion	<p>71 eTech classes held, with 410 attendees.</p> <p>One on one technical support provided to patrons.</p> <p>Upgrade of Spydus Library Management System.</p> <p>Upgrade of Micro Focus Content Manager system.</p>
Celebrate our communities' diverse culture and heritage	<p>Participation in Whitehorse Heritage Week events.</p> <p>Monthly Branching Out Family and Local History Program launched at Doncaster in March 2022.</p> <p>Participation in Reconciliation Week.</p>

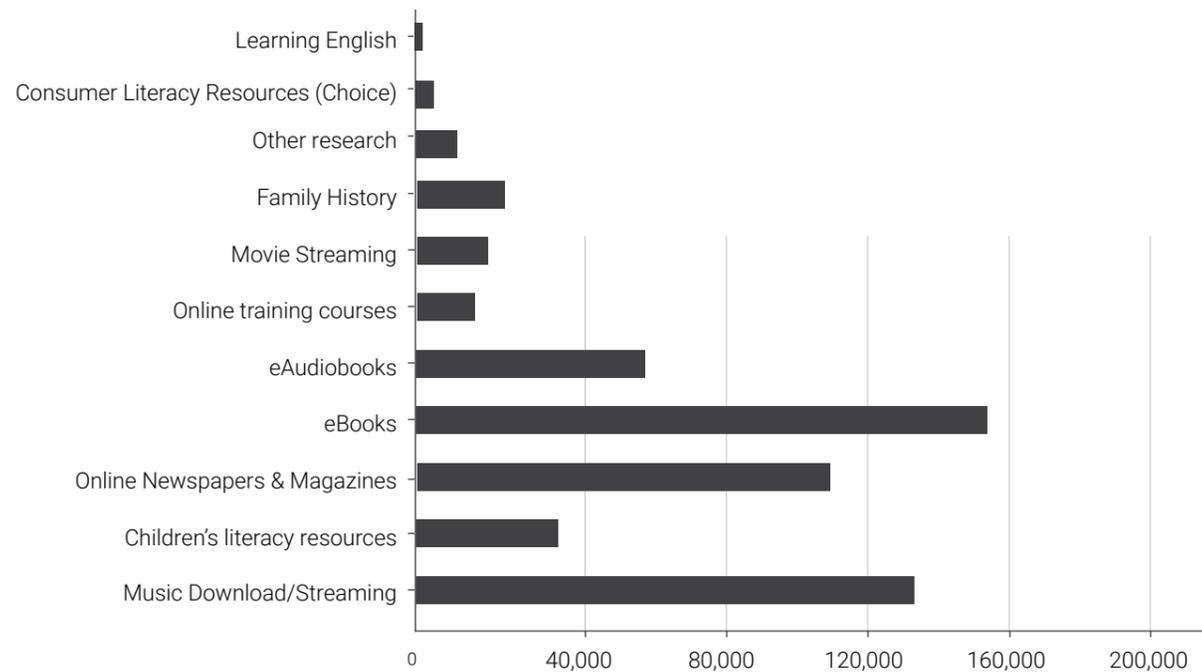
OUR COLLECTIONS & AUTHOR TALKS

The Library may have been closed to the public for a number of months throughout the year, but this didn't stop our patrons from borrowing or attending some fabulous author talks.

PHYSICAL ITEM LOANS 2021 / 2022



ELECTRONIC RESOURCES - LOANS AND DOWNLOADS 2021 / 2022



TOP 10 Most Borrowed Titles: Adult Fiction



Top 10 Most Borrowed Titles: Non Fiction



Author Talks

WML were pleased to provide our community with the opportunity to hear from the following authors:

- ▶ Alexx Stuart
- ▶ Alice Pung
- ▶ Katherine Collette
- ▶ Astrid Edwards
- ▶ Heather Morris
- ▶ Pip Williams
- ▶ Nicole Haddow
- ▶ Flic Manning
- ▶ Kate Ryan
- ▶ Olympia Panagiotopolous
- ▶ Tim Petsinis
- ▶ Associate Professor Amanda Laugesen
- ▶ Stuart Coupe
- ▶ Suzanne Frankham
- ▶ Tara Douglas
- ▶ Sandra Hogan



OUR PROGRAMS

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

Whitehorse Heritage Week

National Youth Week
16 Days of Activism
Harmony Week
National Simultaneous Storytime

Reading Olympics
Australian Reading Hour (Australia Reads)

Warm Winter Reads
National Reconciliation Week

Naidoc Week
Children's Book Week
Victorian Seniors Festival
Library Information Week

Refugee Week
May the fourth be with you – Star Wars celebration
Melbourne Writers Festival

programs

Double Ninth Festival
National Tree Day

Law Week
World Kindness Day
International Women's Day
National Science Week

Men's Health Week
Big Summer Read



OUR PERFORMANCE

GOAL 3: COLLABORATION

Objective: To extend the reach and benefit of libraries

KEY STRATEGY	KEY OUTCOMES
Build strong relationships with stakeholders and community partners	<p>Sponsorship and prizes provided by local businesses supported the Healthy Me Healthy Planet (HMHP) initiative.</p> <p>Partners to the HMHP invited to opening events and key programs.</p> <p>Orientation session for a new Board member.</p>
Deliver collaborative services and programs	<p>Jobs Victoria and the Eastern Community Legal Centre set up stalls in various branches to assist the community.</p> <p>Story Walk presented in collaboration with Manningham City Council Placemaking project in November 2021.</p> <p>Hula Hoop and Insect Hotel workshops presented in collaboration with Manningham City Council Placemaking project – successfully transitioned to online programs.</p> <p>Whitehorse Heritage Week events presented in September 2021 via Zoom.</p>
Participate in networks to share knowledge and ideas	<p>Range of staff participated in Public Libraries Victoria (PLV) Special Interest Groups (SIGs).</p> <p>Manager Corporate Services participated in Human Resources Networking group.</p> <p>CEO attendance at SIG meetings and PLV meetings.</p> <p>Coordinator Operations Support participated in Local Government OHS Networking meetings.</p> <p>WML participated in the following statewide public library initiatives: Return Yourself to the Library, Libraries Change Lives, Australian Reading Hour, Victoria Reads, Warm Winter Reads and Simultaneous Storytime.</p>
Provide meaningful volunteer engagement and work experience opportunities	<p>Volunteer programs recommenced at the beginning of 2022.</p> <p>Volunteer thank you morning tea held at Doncaster Library on 18 May 2022.</p> <p>Return of the Friends of the Library book sale on 29 May 2022. A successful event with 100 attendees and over \$1800 raised.</p> <p>Provided placements for:</p> <ul style="list-style-type: none"> ▶ 4 community service students ▶ 12 work experience students ▶ 4 Masters of Librarianship students ▶ 2 structured workplace learning students

OUR VOLUNTEERS

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 2022. It was fabulous to see over 40 of our volunteers in person.

Volunteers assist in the delivery of the following programs:

- ▶ Home Library Service
- ▶ English Language programs and Conversation Circle
- ▶ Story Circle
- ▶ Story Circle Kit Developers
- ▶ Friends of the Library
- ▶ Table Games

As at 30 June 2022 WML had 144 registered volunteers and had a turnover rate of 17.36%.

	2021/22	2020/21	2019/20
Total number of volunteers	144	153	158
Number of volunteers commenced	15	15	36
Number of volunteer resignations	25	18	31



WORKING IN COLLABORATION WITH OUR PARTNERS

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 Gallery
Abbey's Antiques	Maternal Child Health Services
Access Health	Melbourne Origami Group
Anika Legal	Melbourne Writers Festival
Australian Chinese Writers Festival	Nadrasca
Australian Library and Information Association (ALIA)	NaNoWriMo
Australian Reading Hour – Australia Reads	National Simultaneous Storytime
Botaniculture	Onemda
Box Hill Historical Society	Public Libraries Australia
Box Hill Institute – Skills and Job Centre	Public Libraries Victoria
Bunnings Box Hill	Readings
Burwood Brickworks Shopping Centre	Ready Tech Go
Children's Book Council of Australia	ResourceSmart Schools
City of Whitehorse	Schwerkolt Cottage
Civica	Services Australia
Consumer Affairs Victoria	Skills and Job Centre – Box Hill Institute
Deakin University	Speech Pathology Australia
Dementia Australia	State Library Victoria
Doncare	Strathdon House
Eastern Community Legal Centre	The Art of Voice Melbourne Australia
Eastern Radio	The Source Bulk Foods
Eastern Alliance for Sustainable Learning (EASL)	Vermont South Learning Centre
EDVOS (Eastern Domestic Violence Service)	Victorian Seniors Festival
Family History Connections	Victorian State Government
Friends of the Library (FOL)	Warrandyte Community Centre
Gateway LLEN	Whitehorse Tree Education
HealthAbility	Whitehorse Waste Education
Jobs Victoria	Whitehorse Youth Services
Julian Wood – Recycling Program	Woggle Box
Libraries Change Lives	Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation
Manningham City Council	

NATIONAL SIMULTANEOUS STORYTIME

A highlight for our youth services team was National Simultaneous Storytime. This happened on Wednesday 25 May with many of our Branches hosting special storytimes for this annual event. Vermont South Library hosted a storytime for 28 children from Beacon Street Children's Centre. These children walked to the library and enjoyed a special storytime session including the 'countdown' to the reading of the book "Family Tree" at 11.00am.

Manningham City Council Mayor, Cr Michelle Kleinert, co-hosted the National Simultaneous Storytime session at Doncaster, whilst Cr Trudy Skilbeck of Whitehorse City Council joined in on the fun at Nunawading Library with over 60 local school children visiting for the event.



COLLABORATING WITH OTHERS FOR OUR WELLBEING.

Equip4Life Program

Thirty WML staff participated in the Equip4Life seminars which is a Workplace Health and Wellness program supported by Diabetes Victoria and the Victorian State Government. There were 6 online sessions each fortnight, each focusing on an aspect of good health, exercise, diet and nutrition. The seminars were held for two groups via Zoom. They were fast-paced sessions brimming with lots of information.

After two months another two sessions were held to check in and to summarise the key learnings. The program was well received by all who attended.

Olivia Newton John Walk for Wellness

On Sunday 26 September, twenty-five staff members, their families (and animals) participated in the Olivia Newton John Walk for Wellness. The Corporation sponsored staff and their families who participated.

This sponsorship, along with funds raised by staff, friends and families raised a total of \$2873 to provide wellness therapies offered by Austin Health and the Olivia Newton John Cancer Wellness and Research Centre. Thanks to all of the staff who got involved.



The Life! Program is supported by the Victorian Government

Over 70,000 Victorians have taken the first steps to better health with the Life! program.

ONLINE

Workplace Health & Wellness Program

100% Funded by the Victorian Government





“ Escape from the busyness.”



OUR PERFORMANCE

GOAL 4: PERFORMANCE

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

KEY STRATEGY	KEY OUTCOMES
Implement robust governance practices	<p>Vaccination Policy and procedures developed and implemented in accordance with government regulations.</p> <p>Acquittals for State Government public library funding and Premiers Reading Challenge Grant completed and submitted in July 2021.</p> <p>Annual Report 2021 submitted to Minister Local Government in September 2021 and endorsed by the Library Board on 21 October 2021.</p> <p>Covid Safe Plan developed and reviewed in accordance with government regulations.</p> <p>New Library Plan 2021 – 2025 endorsed by Library Board on 21 October 2021.</p>
Employ sound financial management practices	<p>Adopted Budget 2022/23 submitted to Minister Local Government.</p> <p>2020/21 Financial year operating surplus used to support the removal of overdue charges for children and teenagers as of 1 July 2021.</p> <p>Give the Gift or Reading Christmas fundraising campaign raised \$5,709.</p> <p>\$1200 grant received from Libraries Change Lives to be expended in the 2022/23 financial year.</p>
Advocate for investment in public libraries	<p>CEO participation in the development of the PLV submission to the State Government ahead of the 2022/23 budget.</p> <p>Participation in the Libraries Change Lives and Return Yourself to the Library campaigns.</p>
Build capability and capacity of our people	<p>CEO completed and graduated from the Australian Institute of Company Directors course in October 2021.</p> <p>Wellbeing Team established in June 2022.</p> <p>Staff participation in the Olivia Newton John Wellness Walk.</p> <p>30 staff participated in the Equi4Life program to support healthy lifestyle behaviours.</p> <p>Training available to all staff via the following online platforms: Litmos, Niche Academy and Safety Hub.</p>
Create value through efficiencies and innovation	<p>Internal audits conducted on Business Continuity Plan and Marketing Strategy.</p> <p>Recycling stations installed at Box Hill and Nunawading Libraries.</p> <p>Mini recycling hubs installed at Doncaster and Warrandyte Libraries.</p> <p>Solar Panels installed on Box Hill, Blackburn and Vermont South Libraries.</p>

KEY STRATEGY	KEY OUTCOMES
Employ evidence based practices to develop and review services	Public consultation requirements met for the Library Plan 2021 – 2025. Plan endorsed by the Library Board on 21 October 2021.
	Participation in two PLV statewide surveys, with specific data for WML patrons made available.
	Benchmarking with other libraries through the annual PLV survey data collected in September 2021.

HEALTHY *me*

healthy planet



Whitehorse
Manningham
Libraries
open for discovery



Proudly owned by



I'm half healthy lifestyle, half not. This program, I feel that it gives me a reminder with some of the stuff that I already do, I feel that oh great! I'm actually doing the correct stuff.

GRANTS

Additional funding through grants helps WML to provide additional services and programs that would not otherwise be possible.

In 2021/22 the Corporation received the following grants:

- ▶ Local Priorities \$99,288
- ▶ Libraries Initiatives Project \$25,000
- ▶ Premiers Reading Challenge \$35,899
- ▶ Other \$1,091

Grant funding from the previous financial year made the Healthy Me Healthy Planet and Pierre Gorman Work Ready Skills Programs possible.



HEALTHY ME HEALTHY PLANET

This exciting project aimed to empower local community members with the skills and knowledge to improve personal health and wellbeing outcomes while reducing individual contribution to climate change.

The challenge ran from December 2021 to July 2022 and encouraged participants to make simple changes which are both good for the individual's health and also for the environment. Participants chose from ten monthly challenge actions and for every one completed, went into the draw for great monthly prizes.

Challenge actions were created in conjunction with Deakin University researchers and the sustainability departments of our two member councils reflecting the six climate actions articulated in the Victorian

Government Climate and Health Achievement Program. The six climate actions are:

- ▶ Increase active travel including zero emissions active transport
- ▶ Eat more plants, increase healthy eating
- ▶ Reduce waste
- ▶ Use less energy
- ▶ Connect with nature
- ▶ Get climate-ready

Throughout the course of the program 179 participants had completed 727 challenge actions and there were over 779 participants in a range of events. Highlights included:

- ▶ Down to Earth: A Guide to Simple Living with Rhonda Hetzel via Zoom (76 attendees)
- ▶ Smarter Living – A Chef's Guide to Sustainable Food via Zoom (56 attendees)
- ▶ Alex Stuart: Low Tox Life via Zoom (41 attendees)

WML had the opportunity to work with project partner Deakin University. Deakin contributed to the project, providing independent research and an impact evaluation. Their findings will be released in the next financial year.

Whitehorse Manningham Libraries Healthy Me, Healthy Planet Project was made possible with funding from the Library Board of Victoria via the Libraries for Health and Wellbeing Innovation Grants Program.



PIERRE GORMAN AWARD

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

This financial year we continued with the program that commenced the previous year. The program provided an opportunity for adults living with a disability to gain work-ready skills through work experience in library events management. The second intake of participants were recruited via a partnership with the disability support organisation, Onemda.

Outcomes achieved:

- ▶ Presentation of a successful online music trivia event on 10 September 2021, hosted by Brian Nankervis. There were 122 participants. A great outcome, given the short notice the group had to transition it from an in-person event to online due to covid-19 restrictions.
- ▶ Students at both Nadrasca and Onemda have continued to participate in work experience programs within the library service
- ▶ Ongoing partnership between the library service and two disability service providers

“ Huge thanks to the library and Brian for putting this event on - making everyone's lives a bit more enjoyable in these tough times



ENVIRONMENTAL SUSTAINABILITY INITIATIVES

WML is committed to making our libraries as environmentally responsible and sustainable as we can.

In 2021/22 the following initiatives assisted us in our goal to reduce waste:

- ▶ Installation of recycling hubs at Nunawading and Box Hill Libraries in collaboration with Whitehorse City Council
- ▶ Installation of e-waste recycling hubs at Doncaster and Warrandyte Libraries in collaboration with the City of Manningham
- ▶ Food waste recycling displays at Whitehorse branches, introducing the Food and Garden Organics Service in collaboration with the Whitehorse City Council
- ▶ Discontinuation of single use plastic dishwashing detergent bottles through the implementation of a re-fill system
- ▶ Installation of solar panels at Box Hill, Blackburn and Vermont South Libraries
- ▶ Participation in battery and printer cartridge recycling programs
- ▶ Loan receipts default to email, rather than print
- ▶ Responsible discarding of library books through the Julian Wood Recycling program





FINANCIAL REPORT

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Independent Auditor's Report

To the Board members of Whitehorse Manningham Regional Library Corporation

Opinion I have audited the financial report of Whitehorse Manningham Regional Library Corporation (the corporation) which comprises the:

- balance sheet as at 30 June 2022
- 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.

In my opinion the financial report presents fairly, in all material respects, the financial position of the corporation as at 30 June 2022 and their financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of the *Local Government Act 1989*, the *Local Government (Planning and Reporting) Regulations 2014* and applicable Australian Accounting Standards.

Basis for Opinion I have conducted my audit in accordance with the *Audit Act 1994* which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

My independence is established by the *Constitution Act 1975*. 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 *Code of Ethics for Professional Accountants* (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.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Board members' responsibilities for the financial report 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 *Local Government Act 1989*, the *Local Government (Planning and Reporting) Regulations 2014* 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.

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.

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:

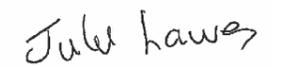
- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material 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.

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.


Principal Accounting Officer

Julie Lawes

Date: 24 August 2022

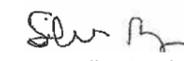
In our opinion, the accompanying financial statements presents fairly the financial transactions of the Whitehorse Manningham Regional Library Corporation for the year ended 30 June 2022 and the financial position of the Corporation as at that date.

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

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


Councillor Mark Lane

Date: 24 August 2022


Councillor Stephen Mayne

Date: 24 August 2022


Chief Executive Officer

Sally Both

Date: 24 August 2022

COMPREHENSIVE INCOME STATEMENT

For the Year Ended 30 June 2022

	Note	2022	2021
		\$	\$
INCOME			
Council Contributions	3.1	9,581,515	9,425,564
State Government Grants		1,886,479	1,822,685
Other Income	3.3	63,587	62,083
Other Grants	3.2	161,278	205,249
Interest from Investments		11,410	10,815
Total Income		11,704,269	11,526,396
EXPENSES			
Employee Costs	4.1	7,632,127	7,068,906
Depreciation	4.2	1,443,124	1,156,569
Information Technology		330,068	340,807
Audit and Finance Costs	4.3	41,753	32,315
Collection Resources		281,014	250,234
Grant Expenditure		114,191	206,973
Warranty Library Expenses		235,378	236,719
Other Expenses	4.5	1,120,455	1,192,934
Loss on disposal of property, plant and equipment	4.3	520,839	405,755
Total Expenses		11,718,948	10,891,212
Surplus for the year		(14,679)	635,184
Total Comprehensive Result		(14,679)	635,184

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

BALANCE SHEET

As at 30 June 2022

	Note	2022	2021
		\$	\$
ASSETS			
Current Assets			
Cash and cash equivalents	5.1	2,780,272	2,794,675
Trade Receivables		66,890	45,327
Other assets	5.2	152,684	116,641
Total Current Assets		2,999,846	2,956,643
Non-Current Assets			
Property and Equipment	6.1	7,818,454	7,882,010
Total Non-Current Assets		7,818,454	7,882,010
Total Assets		10,818,300	10,838,653
LIABILITIES			
Current Liabilities			
Payables	5.3	618,012	693,116
Provisions	5.4	1,686,068	1,577,868
Total Current Liabilities		2,304,080	2,270,984
Non-Current liabilities			
Provisions	5.4	148,731	187,501
Total Non-Current Liabilities		148,731	187,501
Total Liabilities		2,452,811	2,458,485
Net Assets		8,365,489	8,380,168
Equity			
Members Contribution on Formation		3,922,043	3,922,043
Accumulated Surplus		4,443,446	4,458,125
Total Equity		8,365,489	8,380,168

The above balance sheet should be read with the accompanying notes

STATEMENT OF CHANGES IN EQUITY

For the Year Ended 30 June 2022

	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)	0
Balance at end of the financial year	8,365,489	4,443,446	3,922,043
2021			
Balance at beginning of the financial year	7,744,984	3,822,941	3,922,043
Surplus for the year	635,184	635,184	0
Balance at end of the financial year	8,380,168	4,458,125	3,922,043

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

STATEMENT OF CASH FLOWS

For the Year Ended 30 June 2022

	Note	2022	2021
		\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES			
Council Contributions		10,539,667	10,368,120
Government Grants		2,021,666	1,954,515
Interest Income		7,763	15,247
Library Fines, FONL income, Grants (gst free)		22,385	32,098
Other Income		81,891	117,837
Employee Costs		(7,680,288)	(7,015,651)
Payments to suppliers (inclusive of GST)		(2,492,577)	(2,847,509)
Net GST payments		(614,503)	(568,964)
Net cash provided by in operating activities	9.1	1,886,004	2,055,693
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of Equipment		51,570	27,000
Payment for Library Stock, Information Technology & Furniture		(1,951,976)	(2,160,601)
Net cash investing activities		(1,900,406)	(2,133,601)
Net increase in cash and cash equivalents		(14,403)	(77,911)
Cash and cash equivalents at beginning of the year		2,794,677	2,872,588
Cash and cash equivalents at the end of the financial year	5.1	2,780,274	2,794,677
Financing arrangements	5.5		

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

STATEMENT OF CAPITAL WORKS

For the Year Ended 30 June 2022

	Note	2022	2021
		\$	\$
PLANT AND EQUIPMENT			
Library Stock		1,794,506	1,749,736
Furniture and Equipment		66,334	65,285
IT Replacement		55,886	212,100
Motor Vehicles Replacement		35,250	25,250
Total Capital Works Expenditure		1,951,976	2,052,371
REPRESENTED BY			
Renewal		1,951,976	2,052,371
Total Capital Works Expenditure		1,951,976	2,052,371

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.

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 Corporation is a not-for-profit entity.

Significant Accounting Policies

a. Basis of Accounting

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

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.

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.

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.

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.

b. Impact of Covid-19

On 16 March 2020 a state of emergency was declared in Victoria due to the global pandemic Covid-19 virus, known as coronavirus. A state of disaster was subsequently declared on 2 August 2020. The state of disaster ended on 28 October 2020 and the state of emergency on 15 December 2021. While the impacts of the pandemic have abated somewhat through the 2021-2022 year, the Corporation has noted the following significant impacts on its financial operations:

- ▶ Revenue reductions – operating income from user fees and charges and interest was significantly reduced, being 75% below the budgeted amount. Member Council and State Government contributions received in full.
- ▶ Revenue foregone – overdue charges were suspended for the majority of 2021/22 due to periods of closure and restricted operating in accordance with government orders. Hire of meeting rooms was similarly impacted. The overall loss of income was \$117k compared to the budgeted amount.
- ▶ Additional costs – additional costs were incurred to support adjusted services to the community and COVID safe compliance requirements. Costs included courier for contactless home deliveries, security guards to manage restricted entrance numbers, supply of PPE, extra cleaning, additional employee support services, additional programming and marketing costs and increased electronic collection and information resources. The additional costs for 2021/22 over the budgeted amount was \$98K.

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

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

NOTE 2

Performance against budget

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

The budget figures detailed below are those adopted by the Corporation on 26 May 2021. 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*.

2.1 Income and Expenditure

	BUDGET 2022 \$	ACTUAL 2022 \$	VARIANCE 2022 \$	VARIANCE 2022 %	REF
INCOME					
Council Contributions	9,233,648	9,581,515	347,867	4%	
State Government Grant	1,850,025	1,886,479	36,454	2%	
Other Income	183,530	63,587	(119,943)	-65%	1
Other Grants	133,269	161,278	28,009	21%	2
Interest from Investments	10,000	11,410	1,410	14%	3
	11,410,472	11,704,269	293,797		
EXPENDITURE					
Employee costs	7,771,100	7,632,127	(138,973)	-2%	
Depreciation	1,144,647	1,443,124	298,477	26%	4
Information Technology	378,272	330,068	(48,204)	-13%	5
Audit and Finance Costs	34,780	41,753	6,973	20%	6
Collection Resources	266,361	281,014	14,653	6%	
Other Expenses	1,015,568	1,120,455	104,887	10%	7
Grant Expenditure	133,269	114,191	(19,078)	-14%	8
Warrandyte Library Expenses	-	235,378	235,378	100%	9
Net loss on disposal of property and equipment	464,997	520,839	55,842	12%	10
	11,208,994	11,718,948	509,954		
Surplus for the year	201,478	(14,679)	(216,157)		

(i) Explanation of material variations

VARIANCE REF	ITEM	EXPLANATION
1	Other Income	During this time no income was received from user charges and meeting room hire. Overdue charges continued to be suspended while access restrictions were in place when libraries reopened.
2	Other Grants	The Corporation received a number of small grants for specific projects that were not anticipated. A \$25,000 grant was received from Whitehorse Council for the Homework Support Initiative.
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.
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	Information Technology	Included in the end of year figure is non capitalised assets from the IT capital budget. Operational savings have been realised following some changes in Information Service due to the pandemic.
6	Finance Costs	Finance Costs were over budget due to an increase in external audit fees.
7	Other Expenses	Additional expenses were incurred in relation to COVID 19. Insurance Costs were higher than budgeted. Marketing was overspent for the year. Programs were underexpended due to mandated library closures. The temporary extension of Doncaster Library opening hours was funded separately by Manningham Council as Special Project.
8	Grants Expenditure	Grants expenditure was lower than budgeted as some projects will be finalised in July 2022.
9	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.
10	Loss on disposal of property and equipment	The disposal of library stock figures for the budget are an estimate only. Minor amounts of discarded items are written off on disposal.

2.2 Capital Works

	BUDGET 2022 \$	ACTUAL 2022 \$	VARIANCE 2022 \$	VARIANCE 2022 %	REF
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INCOME					
Library Stock	1,749,736	1,794,506	44,770	3%	
Furniture & Equipment	65,285	66,334	1,049	2%	
Information Technology	212,100	55,886	(156,214)	-74%	1
Motor Vehicles Replacement	25,250	35,250	10,000	40%	2
Total Capital Works Expenditure	2,052,371	1,951,976	(100,395)		

REPRESENTED BY:					
Renewal	2,052,371	1,951,976	(100,395)	-5%	
Total Capital Works Expenditure	2,052,371	1,951,976	(100,395)		

(i) Explanation of material variations

VARIANCE REF	ITEM	EXPLANATION
1	Information Technology	IT Replacement expenditure was underbudget due to delays resulting from COVID impacts and staff vacancies.
2	Motor Vehicles Replacement	The full cost of changing over a vehicle exceeds the budgeted amount.

NOTE 3

Funding for the delivery of our services

3.1 Council Contributions

	2022 \$	2021 \$
Whitehorse City Council	5,548,000	5,493,112
Manningham City Council	3,685,648	3,649,156
Manningham City Council - Warrandyte	285,284	283,296
Manningham City Council - Doncaster	62,583	0
	9,581,515	9,425,564

3.2 Other Grants

	2022 \$	2021 \$
Local Priorities Grant	99,288	95,930
Libraries Initiatives Project	25,000	25,000
Premiers Reading Challenge	35,899	35,899
Blackburn IT Upgrade	0	25,000
SLV Health and Wellbeing Grant	0	20,000
Other	1,091	3,420
	161,278	205,249

Council Contributions and Grants are recognised as income rather than revenue as WMRLC is recognising income when control over the funds are obtained.

3.3 Other Income

	2022 \$	2021 \$
Overdue Charges	16,387	12,370
Photocopying Services	16,956	18,152
Other Service Charges	14,578	19,485
Sale of Products	7,658	3,913
Library Programs & Activities	2,009	2,808
Fundraising	5,998	5,355
	63,587	62,083

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

	2022	2021
	\$	\$
Wages and Salaries	6,737,170	6,192,712
Annual Leave	627	26,841
WorkCover	43,481	25,335
Superannuation	656,816	584,612
Staff Training Expenses	48,161	53,255
Long Service Leave	145,872	186,151
	<u>7,632,127</u>	<u>7,068,906</u>

b. Superannuation

The Corporation made contributions to the following funds

Defined Benefit Fund

	2022	2021
	\$	\$
Employer contributions to Local Authorities		
Superannuation Fund (Vision Super)	<u>82,371</u>	<u>84,146</u>
Employer contributions payable at reporting date.	0	0

Accumulation funds

Employer contributions to Local Authorities

	2022	2021
	\$	\$
Superannuation Fund (Vision Super)	374,012	370,067
Employer contributions - other funds;	200,434	130,399
Australian Ethical Super	3,016	0
Australian Super	41,079	25,375
Aware Super	2,675	1,522
Care Super	12,485	9,794
Catholic Super	440	300
Christian Super	0	1,966
Colonial First State	16,498	10,399
Encircle Super	7,055	6,453
Equip Super	5,099	1,991
First Super	2,778	1,474
Future Super	5,341	5,924
HESTA Superannatuion	16,336	12,571
Hostplus/Statewide Super	17,910	8,583
ING LIVING SUPER	6,909	4,141
LGIA Super	8,737	8,330
MLC	1,191	2,684
CSF Pty/ MyLifeMyMoney	4,174	2,973
Praemium	4,937	0
Q Super	2,315	0
REST	12,469	9,961
SMSF	7,204	4,877
UNISUPER	2,391	4,121
Verve Super	3,823	0
VicSuper	15,570	6,958
	<u>574,445</u>	<u>500,466</u>

Employer contributions payable at reporting date.

0 0

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

	2022	2021
	\$	\$
Library Stock	1,103,553	795,959
Furniture and Equipment	96,973	89,628
Computer Equipment	222,101	249,734
Motor Vehicles	20,496	21,248
	<u>1,443,124</u>	<u>1,156,569</u>

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

4.3 Disposal of Assets

	2022	2021
	\$	\$
Library Stock		
Proceeds from sale of Library Stock	0	0
Written down value of assets written off	(548,889)	(410,067)
Gain/(Loss) on disposal of assets	<u>(548,889)</u>	<u>(410,067)</u>
Furniture and Equipment		
Proceeds from sale of furniture and equipment	0	0
Written down value of assets disposed	0	(4,320)
Gain/(Loss) on disposal of assets	<u>0</u>	<u>(4,320)</u>
Motor Vehicles		
Proceeds from sale of motor vehicles	51,570	27,000
Written down value of assets sold	(23,520)	(18,368)
Gain/(Loss) on disposal of assets	<u>28,050</u>	<u>8,632</u>
Total loss on Disposal of Assets	<u>(520,839)</u>	<u>(405,755)</u>

4.4 Audit and Finance Costs

	2022	2021
	\$	\$
Audit fee payable to Victorian Auditor General	17,500	10,500
Internal audit fees - RSM	22,600	17,230
Other finance costs	1,653	4,585
	<u>41,753</u>	<u>32,315</u>

4.5 Other Expenses

	2022	2021
	\$	\$
Cleaning, Security	223,757	202,098
Utility Costs	196,878	229,362
Headquarters Costs	82,116	106,292
Couriers	67,574	58,060
Professional Services	80,185	36,678
Insurance	76,975	70,577
Office Expenses	32,432	29,949
Programs and Marketing Costs	106,589	88,346
Vehicle Maintenance	18,504	18,633
Fundraising Expenditure	6,300	295
Covid-19 Crisis costs	146,775	339,317
Doncaster Library Additional Hours Project	62,583	0
Staff Amenities	19,785	13,326
	<u>1,120,455</u>	<u>1,192,934</u>



NOTE 5

Our financial position

5.1 Financial Assets

Cash and cash equivalents

	2022	2021
	\$	\$
Cash on Hand	1,500	1,500
Cash at Bank	98,658	109,544
Money Market call account	720,895	729,106
Term Deposits	645,314	643,635
Money Market - restricted LSL	1,313,906	1,310,890
Total financial assets	2,780,272	2,794,676

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

5.2 Non-financial assets

Other assets

	2022	2021
	\$	\$
Prepayments	147,952	115,556
Accrued Income	4,732	1,085
Total other assets	152,684	116,641

5.3 Payables

Creditors
Accrued Expenses

	2022	2021
	\$	\$
Creditors	203,180	342,350
Accrued Expenses	414,832	350,767
	618,012	693,116

5.4 Provisions

Annual Leave

	2022	2021
	\$	\$
Balance at beginning of the financial year	547,824	520,982
Additional Provisions	558,345	518,131
Amounts Used	(557,718)	(491,290)
Balance at end of the financial year	548,451	547,824

Long Service Leave

Balance at beginning of the financial year	1,217,546	1,106,454
Additional Provisions	185,113	169,059
Amounts Used	(116,311)	(57,966)
Balance at end of the financial year	1,286,348	1,217,546

(a) Employee provisions

Current provisions expected to be wholly settled within 12 months

Annual Leave	405,027	418,852
Long Service Leave	50,057	32,252
	455,084	451,104

Current provisions expected to be settled after 12 months

Annual Leave	143,424	128,972
Long Service Leave	1,087,560	997,792
	1,230,984	1,126,764

Total current employee provisions

	1,686,068	1,577,868
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Non current provisions

Long Service Leave	148,731	187,501
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Total non current provisions

	148,731	187,501
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Total Provisions

	1,834,799	1,765,370
--	-----------	-----------

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

Wages and salaries and annual leave

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

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

Long service leave

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

Key assumptions:

	2022	2021
▶ discount rate	3.69%	1.49%
▶ weighted average increase in employee costs	3.85%	2.95%
▶ 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.

	2022	2021
	\$	\$
Bank overdraft	20,000	20,000
Credit card facilities	13,000	13,000
Total facilities	33,000	33,000
Used facilities	0	4,133
Unused facilities	33,000	28,867
	33,000	33,000

NOTE 6

Assets we manage

6.1 Summary of property and equipment

	OPENING ASSET	OPENING DEPRECIATION	AT COST 30 JUNE 2021	ADDITIONS	DEPRECIATION	DISPOSALS SOLD	DISPOSALS WRITTEN OFF	AT COST 30 JUNE 2022
	\$	\$	\$	\$	\$	\$	\$	\$
Library Stock	14,610,376	(7,994,595)	6,615,781	1,794,506	(1,103,553)	0	(548,889)	6,757,845
Furniture & Equipment	2,078,170	(1,484,469)	593,701	66,334	(96,973)	0	0	563,062
Computer Equipment	4,844,318	(4,263,210)	581,108	55,886	(222,101)	0	0	414,893
Motor Vehicles	151,938	(60,518)	91,420	35,250	(20,496)	(23,520)	0	82,654
TOTAL	21,684,802	(13,802,792)	7,882,009	1,951,977	(1,443,124)	(23,520)	(548,889)	7,818,454

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 2020/2021)

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

b. Depreciation of non current assets

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

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

c. Repairs and maintenance

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

d. Land and Buildings

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

NOTE 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 2021 to 30 June 2022

Key Management Personnel

Councillors

Cr Trudy Skilbeck
City of Whitehorse

Cr Mark Lane
City of Whitehorse

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

Mr Ian Keese
City of Manningham

Chief Executive Officer

Ms Sally Both
Whitehorse Manningham Regional Library Corporation

- b. Remuneration of Key Management Personnel

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

	2022	2021
	\$	\$
Total remuneration of key management personnel was as follows:		
Short term benefit	190,972	188,546
Post-Employment Benefits	17,998	16,876
Other long-term benefits	4,457	4,457
	<u>213,427</u>	<u>209,879</u>

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

	2022	2021
	No.	No.
\$200,000 - \$209,999	0	1
\$210,000 - \$219,999	1	0
	<u>1</u>	<u>1</u>

- d. Senior Officers Remuneration

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

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

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

	2022	2021
	\$	\$
Income Range:	No.	No.
\$30,000 - \$39,999	1	0
\$120,000 - \$129,999	0	0
\$130,000 - \$139,999	4	2
\$140,000 - \$149,999	0	3
\$150,000 - \$159,999	0	0
\$160,000 - \$169,999	1	0
	<u>6</u>	<u>5</u>

Total Remuneration for the reporting year for Senior Officers included above, amounted to:

	2022	2021
	\$	\$
	749,296	703,181

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

	2022	2021
	\$	\$
Manningham City Council		
Reimbursement of Warrandyte library expenses	285,284	283,296
Additional Hours Project - Doncaster Library	62,583	0
Additional grants for specific projects	0	2912.72
Whitehorse City Council		
Additional grants for the Homework Support Initiative	25,000	50,000
Expenses		
Manningham City Council		
Warrandyte Library Expenses	235,378	229,483
Utilities reimbursement - Doncaster Library	13,000	19,500
Additional Hours Project - Doncaster Library	62,583	0
Marketing	98	0
Whitehorse City Council		
Headquarters Rental	68,200	85,250
Utilities reimbursement - Nunawading, Vermont South and Blackburn Libraries	56,369	71,102
Homework Support Program	16,500	16,500

b. Loans to/from related parties

No loans were made to or received from related parties.

c. Commitments to/from related parties

There are no commitments in existence at balance date.

d. Other Transactions - Peppercorn leases

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

The Whitehorse Manningham Regional Library Corporation leases the headquarters space at the Box Hill and Nunawading branches for \$68,200 (2020/2021 \$85,250) 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 (2020-2021: 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.

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

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

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

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

c. Credit Risk

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

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

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

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

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

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

d. Liquidity risk

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

To help reduce these risks the Corporation:

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

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

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

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

8.3 Fair Value Measurement

e. Sensitivity disclosure analysis

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

- ▶ A parallel shift of +2.5% in market interest rates (AUD) from year-end rates of .85%.

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.

	2022	2021
	\$	\$
Surplus for the year	(14,679)	635,184
Depreciation	1,443,124	1,156,569
(Profit)/Loss on Disposal of Fixed Assets	520,839	405,755
Changes in assets and liabilities		
Decrease/(Increase) in Receivables	(21,563)	2,584
Decrease/(Increase) in Accrued Income	(3,647)	4,432
Decrease/(Increase) in Prepayments	(32,395)	(34,130)
Increase/(Decrease) in Employee Provisions	69,430	137,933
Increase/(Decrease) in Payables	(75,105)	(252,635)
Net cash provided by operating activities	1,886,004	2,055,693

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 2022, this was 10% as required under Superannuation Guarantee (SG) legislation (2021:9.5%).

Defined Benefit

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

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

Funding Arrangements

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

As at 30 June 2021, 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 109.8%. The financial assumptions used to calculate the VBI were:

Net investment returns	4.75% pa
Salary information	2.75% pa
Price inflation (CPI)	2.25% pa

As at 30 June 2022, an interim actuarial investigation is underway as the Fund provides lifetime pensions in the Defined Benefit category. It is expected to be completed by 31 October 2022.

Vision Super has advised that the VBI at June 30 2022 was 102.2%. The Corporation were notified of the 30th June 2022 VBI during August 2022 (2021). The financial assumptions used to calculate this 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 VBI is used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2021 actuarial investigation determined the Defined Benefit category was in a satisfactory financial position and that no change was necessary to the Defined Benefit category's funding arrangements from prior years.

Employer contributions

Regular contributions

On the basis of the results of the 2021 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 2022, this rate was 10% of members' salaries (9.5% in 2020/2021). This rate is expected to increase in line with any increases in the SG contribution rate and was reviewed as part of the 30 June 2020 triennial valuation.

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

Funding calls

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

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

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

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

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

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

The 2021 triennial actuarial investigation surplus amounts

An actuarial investigation is conducted annually for the Defined Benefit category of which the Corporation is a contributing employer. Generally, a full actuarial investigation is conducted every three years and interim actuarial investigations are conducted for each intervening year. An interim investigation was conducted as at 30 June 2021 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:

	2021 (Triennial) \$m	2020 (Interim) \$m
A VBI surplus	214.7	100.0
A total service liability surplus	270.3	200.0
A discounted accrued benefits surplus	285.2	217.8

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 2021.

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 2021.

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 2021.

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

There were no contributions outstanding and no loans issued from or to the above schemes as at 30 June 2022.

The expected contributions to be paid to the Defined Benefit category of Vision Super for the year ending 30 June 2022 is \$89,523.

The 2022 interim actuarial investigation

An interim actuarial investigation is being conducted for the Fund's position as at 30 June 2022 as the Fund provides lifetime pensions in the Defined Benefit category. It is anticipated that this actuarial investigation will be completed by October 2022. The Corporation was notified of the 30 June 2022 VBI during August 2022 (2021: August 2021).



GLOSSARY

Acquisitions

The ordering, purchasing and accessioning of new library materials

Baby Karaoke

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

CALD

Culturally and Linguistically Diverse

Collection

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

Corporation

Whitehorse Manningham Regional Library Corporation

Depreciation

An accounting allowance made for a loss in value of capital

eAudiobooks

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

EAL

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 through locations other than library branches

Patron

Any person making use of the Library Service

PLV

Public Libraries Victoria – the peak body for Victorian public libraries

Reader Development

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

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

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Whitehorse
Manningham
Libraries

open for discovery

ADMINISTRATION

1040 Whitehorse Road
Box Hill 3128
P. 9896 4333

BLACKBURN LIBRARY

Cnr Blackburn and Central Roads
Blackburn 3130
P. 9896 8400

BOX HILL LIBRARY

1040 Whitehorse Road
Box Hill 3128
P. 9896 4300

BULLEEN LIBRARY

Bulleen Plaza
Manningham Road
Bulleen 3105
P. 9896 8450

DONCASTER LIBRARY

MC Square
687 Doncaster Road
Doncaster 3108
P. 9877 8500

NUNAWADING LIBRARY

379 Whitehorse Road
Nunawading 3131
P. 9872 8600

THE PINES LIBRARY

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

VERMONT SOUTH LIBRARY

Pavey Place
Vermont South 3133
P. 9872 8650

WARRANTDYTE LIBRARY

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

www.wml.vic.gov.au

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