



Whitehorse
Manningham
Libraries



WHITEHORSE MANNINGHAM LIBRARIES

**Annual Report
2023/2024**



Proudly owned by



Administration

1040 Whitehorse Road, Box Hill, 3128
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.

Acknowledgement of Country

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

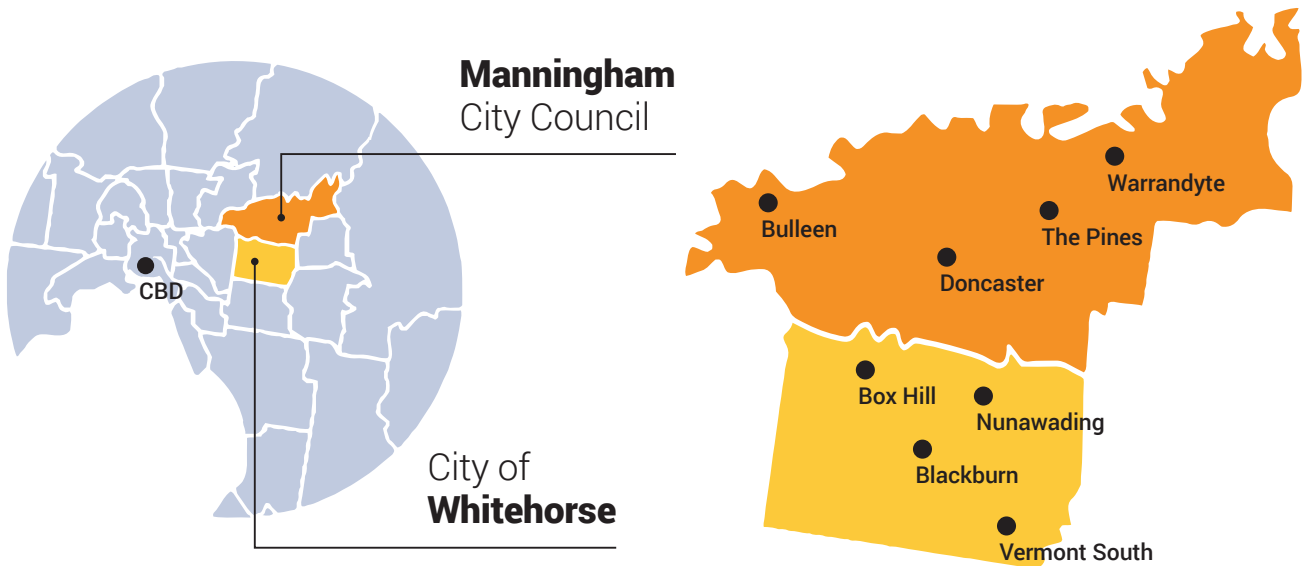
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Welcome To Our Annual Report

Whitehorse Manningham Libraries (WML) is proud to provide services to the Cities of Whitehorse and Manningham. This report details our performance for 2023/24 against the strategic themes outlined in the Library Plan 2021 – 2025 and Annual Budget 2023/24. We are passionate about what we do and strive to provide our community with the best possible library service. This report provides an overview of WML’s key achievements and challenges throughout the past year.

WML services an area of 178km² located within Melbourne’s outer eastern suburbs. The combined estimated population of both cities at 30 June 2024 was 309,664. The area is serviced by 8 physical branch libraries and online services are available via www.wml.vic.gov.au.



Blackburn Library
Cnr Blackburn & 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
Blackburn and Reynolds
Rds East Doncaster 3109
P. 9877 8550



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



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



Our Community

The Cities of Whitehorse and Manningham share relatively similar demographics and have quite distinctive populations compared with metropolitan Melbourne. Both cities feature:

- A high proportion of older people and a low proportion of children under 12 years
- High average socio-economic status and high-aspiration families
- A very large Chinese community, along with growing Malaysian and Indian populations. More than 25% of both cities have residents who are of Chinese ancestry. This is reflected in our loan statistics, with 148,000 loans of Chinese language material in the 2023/24 financial year.
- Additionally, Whitehorse has a high proportion of tertiary students aged 18 to 24 years.

Whitehorse

Whitehorse is approximately 15 kilometres from Melbourne's CBD, and prides itself on having more than 350 parks and reserves in its 64 square kilometres. As a major commercial and residential municipality, Whitehorse offers a mix of quiet residential streets and bustling shopping centres, with key retail hubs at Box Hill and Forest Hill. The area boasts fantastic restaurants, vibrant cultural festivals, and important educational institutions such as Box Hill TAFE and Deakin University.

Manningham

Manningham stretches from Bulleen to Wonga Park. It boasts large areas of open space, including more than 300 parks and reserves and a mix of shopping and dining precincts. With vibrant residential neighbourhoods, Manningham features local galleries, nurseries, and community centres. A large section of the eastern half of Manningham is designated as a green wedge to protect Melbourne's significant natural and rural environment. Manningham is home to a diverse and multicultural community that brings a wealth of languages, music, food and cultural traditions to the region.

The demographics and combined characteristics of our two member councils inform WML's collection management strategy and the programs we offer to our community. This report highlights many of these collections and activities.

Chairperson's Message



On behalf of the Board, I am delighted to present the 2023–2024 Whitehorse Manningham Libraries Annual Report. This comprehensive report provides an in-depth look at our operations, services, and financial performance, while also highlighting our successes, challenges and the stories that have defined us over the past financial year.

It is heartening to see the continued positive impact our libraries have on literacy, lifelong learning and community wellbeing. This year, our commitment to enhancing these areas has been more evident than ever.

The results of our library community survey conducted in October 2023, which saw participation from 4,620 respondents, are a testament to the value and benefit our libraries provide. An impressive 96 per cent of respondents believe our libraries are important or very important, and 89 per cent feel that the library positively impacts their lives. These figures reinforce the essential role our libraries play in enriching our community.

Several notable highlights from this year include:

- **The launch of Warrandyte Open Library:** A significant addition to our service offering, the Open Library model supports our commitment to increasing access to library services and spaces.
- **Positive Ageing and Digital Literacy Initiatives:** Our partnership with Youngster.co which pairs students with older residents to provide tech help and support. This initiative provides an opportunity for generations to learn from each other; while providing jobs and important life skills for young people, it enhances the digital skills among older residents.
- **Expansion of the Library of Things:** Our traditional libraries now include outdoor games available for loan, encouraging physical activity and community engagement.
- **End of Late Fines:** By removing late fines, we have eliminated a barrier to reading and learning, ensuring that our resources are accessible to all.

I would like to take this opportunity to express my gratitude to several key groups:

- **Fellow Board Members and Community Representatives:** Your commitment and insight have been invaluable in guiding our strategic direction.
- **Staff and Volunteers:** Your hard work and enthusiasm are the backbone of our libraries, and your efforts continue to make a profound difference in our community.
- **Partners and Library Patrons:** Your support and engagement are crucial to our success, and we are deeply grateful for your involvement.

From our library branches to the administration and leadership teams, to our volunteers and partners, and to our Member Councils and Board Members, your collective commitment has made all these achievements possible. Together, we have enriched and strengthened our community, and we look forward to continuing this journey of growth and service.

Thank you for being a part of the Whitehorse Manningham Libraries.

Cr Michelle Kleinert, OAM
Chair of the Library Board

CEO Message



As we conclude another demanding yet rewarding year, I am both encouraged by our accomplishments and mindful of the ongoing financial constraints which impact our operations. Despite a challenging financial climate, characterised by inflationary pressures, rate capping limitations and a lack of uplift in State government funding, we have continued to deliver outstanding value to our community.

This year marks the second phase of our rolling service performance review program. We continue to assess our operations and service engagement to ensure the provision of excellent service to our community. A significant initiative this year has been the commencement of a major transformation of our technology infrastructure. This project will continue over the coming year to ensure our capacity to support contemporary service requirements.

Our dedication to fostering a high-performing organisational culture is evident in the results of our 2024 Staff Survey. Our employees demonstrate an exceptional commitment to achieving our strategic goals and the survey results reveal both a high level of engagement and a people-centric culture, underpinned by respect and collaboration. Staff members consistently emphasised the value of teamwork and a profound sense of benefitting the community as being the most rewarding aspects of working at Whitehorse Manningham Libraries.

We are immensely proud that our libraries are the highest performing services within our member councils, as reflected by the 2024 local government community satisfaction surveys. This achievement underscores our commitment to the provision of outstanding customer- focused service.

In response to community needs, we have introduced several initiatives this year to increase service accessibility. Most notably, extended access at the Warrandyte Library beyond staffed hours, addressing the demand for work and study spaces, along with access to the internet and collections.

As we look towards the future, our key priority will be the development of a new four-year strategic plan that will guide the library's services from 2025 onwards.

I want to extend my deepest gratitude to our dedicated staff, volunteers, partners, member councils, Board members and everyone who engages with our library services. Thank you for your continued support and for being an integral part of our community.

Sally Both
Chief Executive Officer



Our Strategic Direction

Purpose

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

Vision

A vibrant and inclusive library service that enriches our community.

We value

Respect: treating everyone with respect, dignity and courtesy

Collaboration: working together to achieve better outcomes

Integrity: being open, honest and accountable

Curiosity: being open to learning and exploring ways to improve

Agility: being flexible and adaptable to change.

Principles that guide our service

Customer-centric: striving to achieve the best customer experience

Wellbeing: supporting positive mental and physical health

Inclusive: providing equitable and accessible services to a diverse community

Responsive: to evolving community needs and expectations

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



Our Strategic Goals

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

Goal 1: Experience

Objective: To be an inclusive and welcoming people-centred service

Goal 2: Learning and Engagement

Objective: To enable an informed and engaged community

Goal 3: Collaboration

Objective: To extend the reach and benefit of library services

Goal 4: Performance

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

Performance Highlights

LIBRARY PLAN 2021 - 2025 STRATEGIC THEMES	A SUMMARY OF OUR MAJOR ACHIEVEMENTS IN 2023/24
<p>Goal 1: Experience To be an inclusive and welcoming people-centred service</p>	<ul style="list-style-type: none"> • Warrandyte Open Library model commenced in August 2023. • Extension of opening hours at Doncaster and The Pines Libraries. • Replacement of all public personal computers throughout the library service. • Scoping for minor improvements at Bulleen and Doncaster Libraries, with work to commence at Doncaster in August 2024. • The removal of overdue fees and the implementation of automatic renewals commenced on 1 July 2023. This service enhancement has been positively received and has reduced barriers to using the service. • Commencement of an accessibility audit of all branch libraries.
<p>Goal 2: Learning and Engagement To enable an informed and engaged community</p>	<ul style="list-style-type: none"> • Outreach digital literacy and Makerspace sessions for seniors delivered to targeted organisations in Whitehorse and Manningham. • Writeability Goes Local, a monthly Writing Group at Doncaster for 18-25-year-old writers and aspiring writers living with disability. • A range of programs delivered that celebrate international and national events and cultural festivals.
<p>Goal 3: Collaboration To extend the reach and benefit of library services</p>	<ul style="list-style-type: none"> • "A question of age: in conversation with Jacinta Parsons" event at The Round launched Positive Ageing Week. Event delivered with ten partners. • Youngster Intergenerational digital literacy support program, delivered at Doncaster, Box Hill and Nunawading Libraries. • Our 107 library volunteers assisted in the delivery of programs throughout the library service. The Friends of the Library Book Sale generated \$5,954 which supports future programs and events.
<p>Goal 4: Performance To be a flexible, resilient and high-performing organisation</p>	<ul style="list-style-type: none"> • Completion of a Cyber Security Audit • Successful grant funding secured to run multicultural Storytimes for a period of 3 years. Delivered in collaboration with Manningham Council. • Community survey launched in October 2023 received 4,620 responses. The data will help inform planning over the next 12 months. • Savings identified in new waste disposal contracts, telephones and IT hardware and digital resources.



Goal 1



Goal 2



Goal 4



Goal 3

Our Key Challenges

Ensuring Whitehorse Manningham Libraries continue to adapt our services to support an inclusive and welcoming experience for all.

Managing the differing needs of our library users can be challenging.

Raising awareness of the fantastic range of services the library has to offer to our community.

Looking Ahead

Whitehorse Manningham Libraries look forward to the development of our new four-year library plan 2025 – 2029.

Upgrades to the Doncaster Library to improve the customer experience will be completed in 2024.

Snapshots: Fast Facts

Program Attendance: Lifelong Learning



55,117 attendances at children's and youth services programs

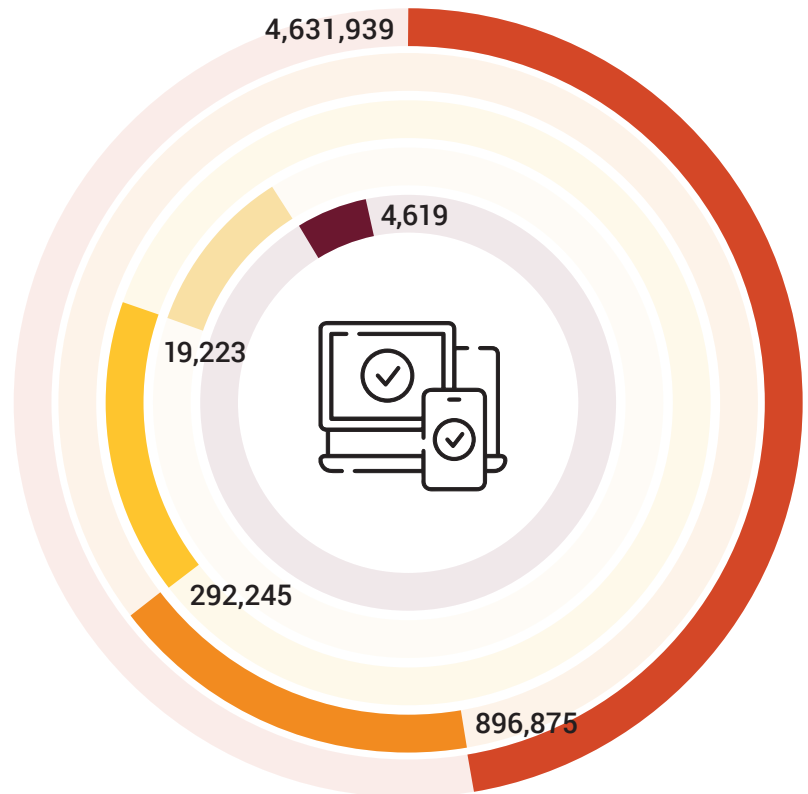
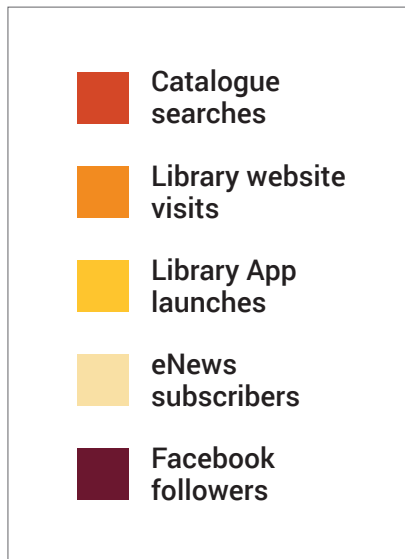


10,636 attendances at adult programs



1,924 attendances at all age events

Connected To Our Community



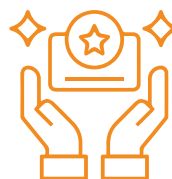
Library Usage



3,660,149
Total loans



932,557
Visits to our branches



14,658
New members



101,325
Total library members



Outside the Library Walls

Home Library Service Statistics

65 Aged-care and retirement villages visited on a regular basis

55,066 Loans to outreach patrons

524 Individual patrons receive a delivery on a regular basis

Digital Access – Always Open



178,744 pieces of music downloaded or streamed



175,513 eBook loans



526,930 newspapers and magazines downloaded



95,802 eAudiobook loans



20,843 movies streamed



1,616 online genealogy sessions logged



9,201 research and online learning sites accessed



1,984 online stories for children viewed through StoryBox

The Library Board

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

Manningham City Council



Cr Michelle Kleinert
OAM
Chair



Cr Stephen Mayne
(until December 2023)



Cr Andrew Conlon
(from December 2023)



Dionne Dearman
Community
Representative



Lee Robson
Director Connected
Communities

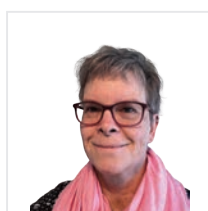
City of Whitehorse



Cr Trudy Skilbeck
Deputy Chair



Cr Andrew Davenport



Nicola Nye
Community
Representative



Lisa Letic
Director Community
Services

Attendance at Ordinary and Special Board Meetings

BOARD MEMBER	MEETING ATTENDANCE
Manningham City Council	
Cr Michelle Kleinert	5/5
Cr Stephen Mayne	3/3
Cr Andrew Conlon	2/2
Dionne Dearman	4/5
Lee Robson	3/5*

BOARD MEMBER	MEETING ATTENDANCE
City of Whitehorse	
Cr Trudy Skilbeck	5/5
Cr Andrew Davenport	4/5
Nicola Nye	5/5
Lisa Letic	5/5

* Andrew McMaster and Kerryn Patterson attended in Lee's absence as proxy.

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

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



Governance

The Audit and Risk Committee

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

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

Audit and Risk Committee Members for 2023/24 were:

- Cr Stephen Mayne (Manningham) until December 2023
- Cr Andrew Conlon (Manningham) from December 2023
- Cr Trudy Skilbeck (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 section 58 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 2023 to 30 June 2024.

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 2023 to 30 June 2024.

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, including an operating statement, a statement of financial position and notes to financial statements
- Agendas and minutes for ordinary and special meetings of the Library Board held in the previous twelve months
- Regional Library Agreement
- Library Plan 2021 – 2025
- Register of delegations kept under sections 87(1) and 98(4) of the Act, including the date on which the last review took place under sections 86(6) and 98(6), respectively, of the Act
- A list of the names of organisations of which the Corporation was a member during the financial year and details of all membership fees and other amounts and services provided during that year by each organisation to the Corporation
- Names of Board members who submitted returns of interest during the financial year and dates returns were submitted
- Names of Corporation officers who were required to submit a return of interest during the financial year and dates returns were submitted
- A register of authorised officers appointed under the Act
- Details of overseas or interstate travel undertaken in an official capacity by Board members or any member of Corporation staff in the previous twelve months.

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



Our Organisation

Whitehorse Manningham Regional Library Corporation





Staff Profile

As of 30 June 2024, WML had a total of 127 employees, or 75.33 full-time equivalent (FTE), compared with 128 employees, or 75.37 FTE, as at 30 June 2023.

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

EMPLOYMENT TYPE	BRANCH SERVICES	REGIONAL SUPPORT SERVICES*	TOTAL
Permanent Full Time	20	7	27
Permanent Part Time	68	14	82
Casual	18	0	18
TOTAL	106	21	127

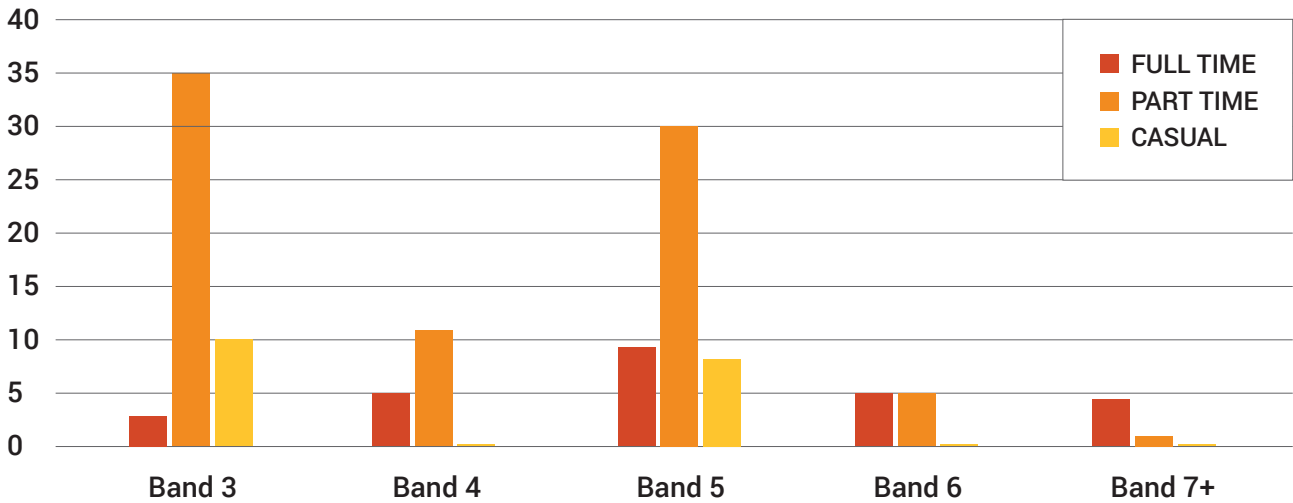
*Regional Support Services include Administration, Finance, Corporate Services, Technical Services and Community Engagement.

Note that some technical services staff and administration staff also undertake branch services duties on a regular basis. A high proportion of the workforce continues to be employed in a part-time capacity.

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

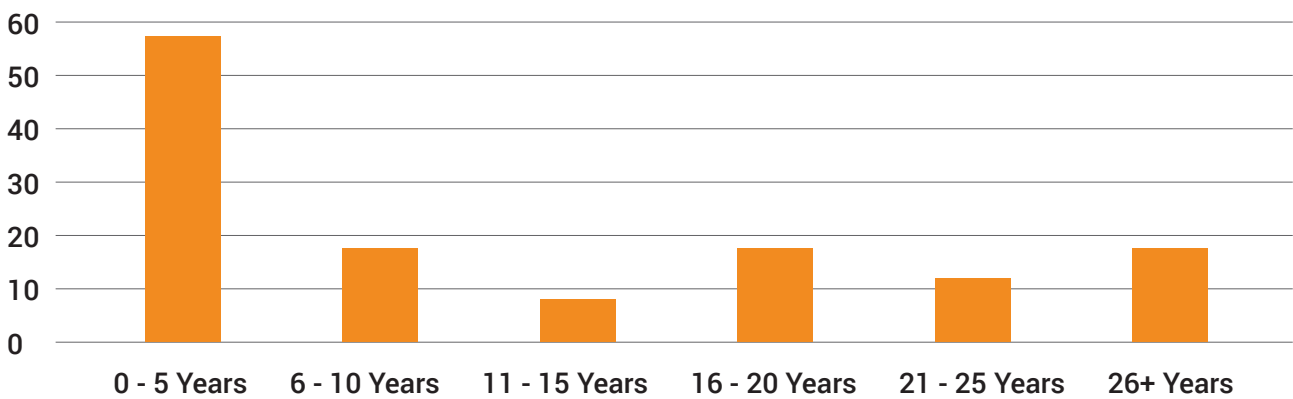
BANDING LEVEL/CLASSIFICATION	TOTAL FTE
Band 3	22.89
Band 4	12.44
Band 5	26.06
Band 6	8.04
Band 7+	4.9
SEO	1
TOTAL	75.33

Employment Mode & Band Levels at 30 June 2024



This year, the staff turnover rate was 5.5% in comparison with the previous year of 12.04%. As of 30 June 2024, 55.12% of staff had been with the organisation for more than 5 years. More than 30% of staff had been with the organisation for over 15 years.

Years of Service – All Staff as at 30 June 2024



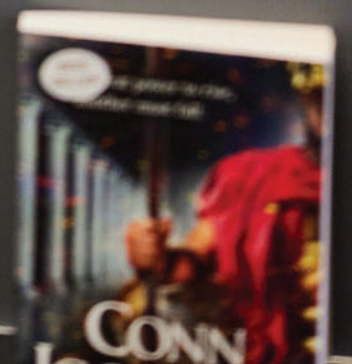
The recent staff survey indicated WML staff take pride in what they do as indicated by these comments:

“Feeling that you are contributing to something that is great for the community. One of the last organisations where it truly is free and available for all.”

“The emphasis on great customer service means we are all working together to give our patrons the best library experience they can have.”

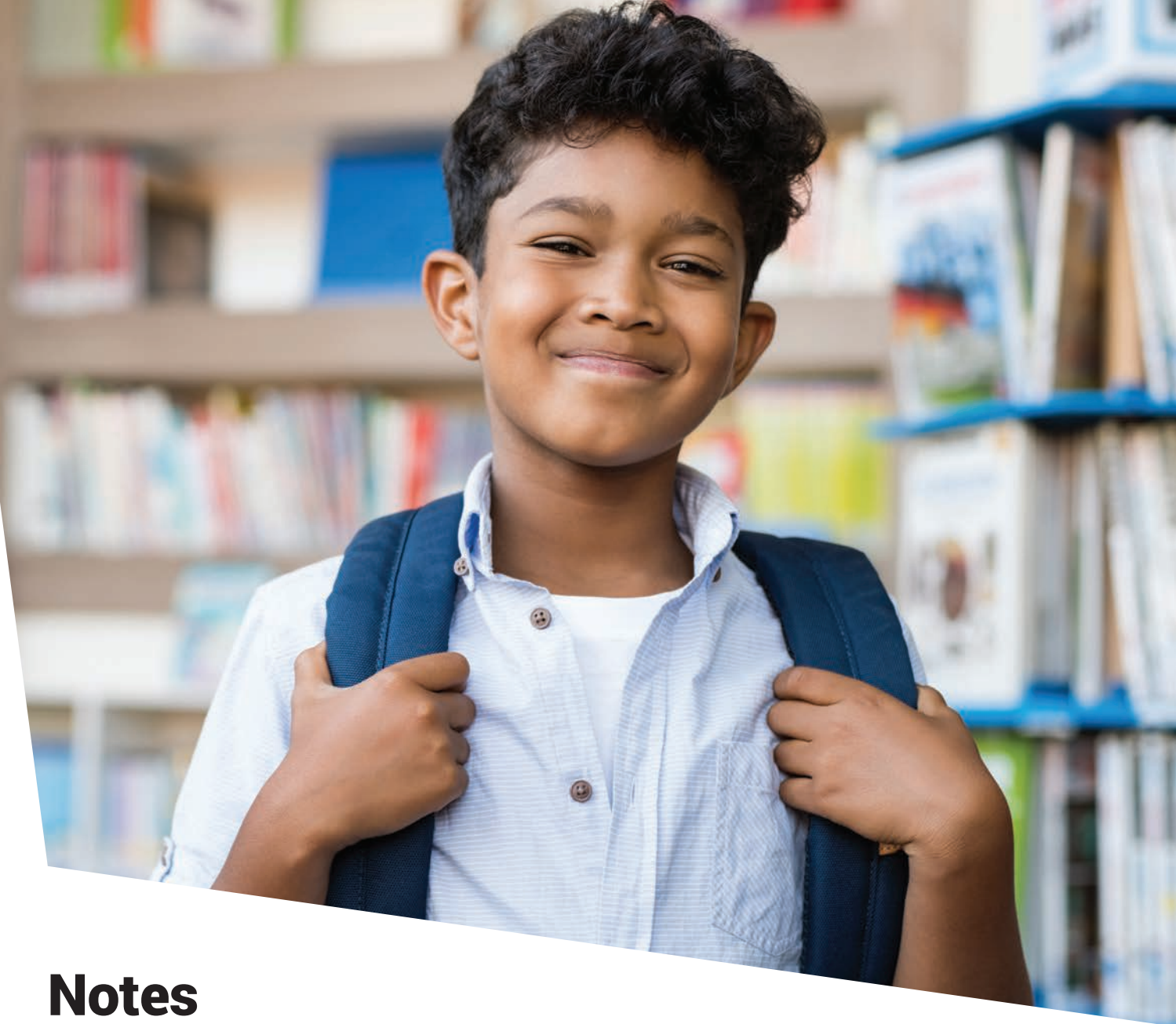


Bestseller



The Year In Review

KEY INDICATORS	2021/2022	2022/2023	2023/2024	Variance from previous year
LIBRARY MEMBERSHIP				
Total members	103,961	97,507 ¹	101,325 ²	
Active members (LGPRF measure)	31,669	37,574	83,939	+ 123.4%
New members	10,424	13,690	14,658	+ 6.8%
LIBRARY USE				
Total library visits	529,358	975,721 ⁷	932,557 ³	- 4.4%
Library visits per capita	1.75 ⁴	3.24 ⁴	3.01 ⁴	- 7%
Customer interactions	N/A	142,776	109,085 ⁵	- 23.6%
COLLECTIONS				
Total number of collection items	407,710	421,650	423,860	+ 0.5%
% of collections purchased in the last 5 years	71%	64% ⁶	63%	- 1%
New collection items acquired – excl electronic resources	62,915	60,585	59,963	- 1%
LOANS				
Total loans	2,361,162	2,905,795	3,660,149	+ 26%
eBook loans (downloads)	147,107	149,314	175,513	+ 17.5%
Total digital loans (incl. any digital item available for loan)	534,634	745,678	802,179	+ 7.6%
LIBRARY PROGRAMS				
Total number of attendees	28,530	57,921 ⁷	67,677	+ 16.8%
Total attendees at adult programs	6,142	8,934	12,560	+ 40.6%
Total attendees at children's/youth programs	22,388 ⁸	48,987	55,117	+ 12.6%
ONLINE LIBRARY USE				
Annual visits to website	1,052,359	1,351,218	896,875	- 33.6%
Web catalogue searches	5,169,459	4,761,044	4,631,939	- 2.7%
Library App launches (new)	49,938	201,060	292,245	+ 45.3%
Fixed PC sessions	34,656	105,934	132,301	+ 24.9%
Wireless sessions	148,727	186,496	338,866	+ 81.7%
LIBRARY STAFFING				
Total EFT	70.55	75.37	75.33	N/A
COMMUNITY ENGAGEMENT				
Social media engagement (Facebook followers)	4,217	4,398	4,619	+ 5%
Library eNewsletter subscribers	15,865 ⁹	17,523	19,223	+ 9.7%
Number of registered volunteers	144	141	107 ¹⁰	- 24%
Volunteer programs	8	8	8	N/A



Notes

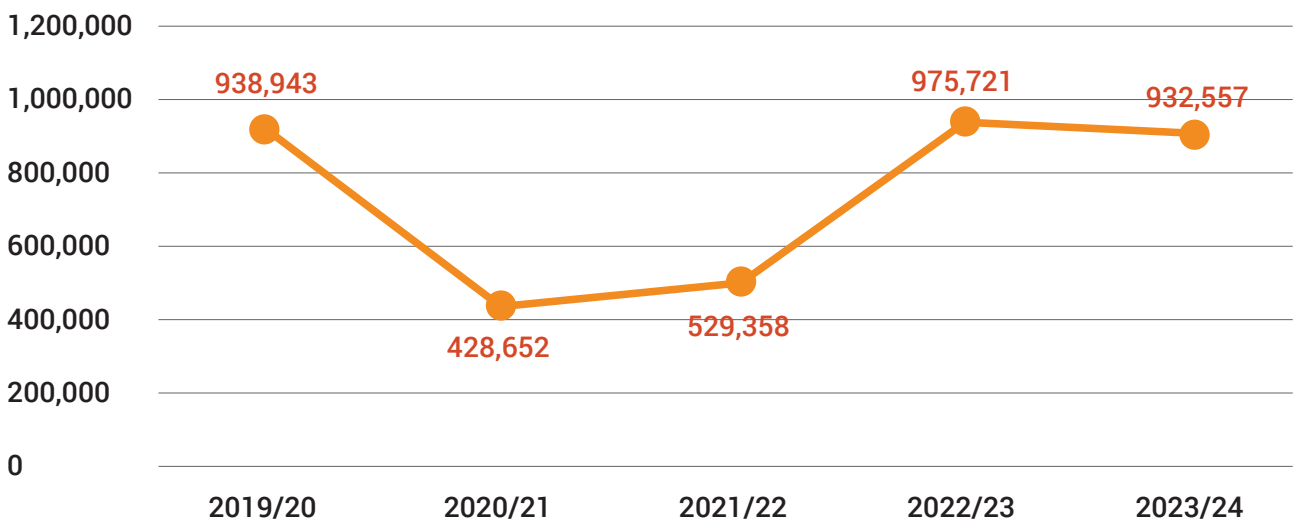
1. Member purge of all those with outstanding overdue charges resulted in a larger number than normal being cleared from the database.
2. The LGPRF method for calculating active membership changed in 2023/24
3. Visitation statistics may have been impacted due to closure of Vermont South Library (2 November 2023 – 6 December 2023) and The Pines Library (28 – 30 November 2023 & 17 – 18 June 2024) for maintenance.
4. Based on Estimated Residential Population (ERP) of 302,264 in June 2021, 301,245 in June 2022 and 309,664 in June 2024.
5. New measure in 2022/23, replaces Information Inquiries measure. Indicative measure only, as the collection of statistics in this area was impacted by industrial action.
6. Lower percentage than usual due to lower withdrawal rates of older materials in 2022/23
7. Visitation and Program statistics were impacted due to the closure of Box Hill Library for four weeks in December 2022.
8. Only includes events/programs where bookings were made. Does not include views of online Storytimes or other streamed events.
9. Subscriber list cleared of members who had not opened emailed newsletters for 3 years.
10. Inactive volunteers were removed from our volunteer register, following a review throughout 2023/24.

Trends

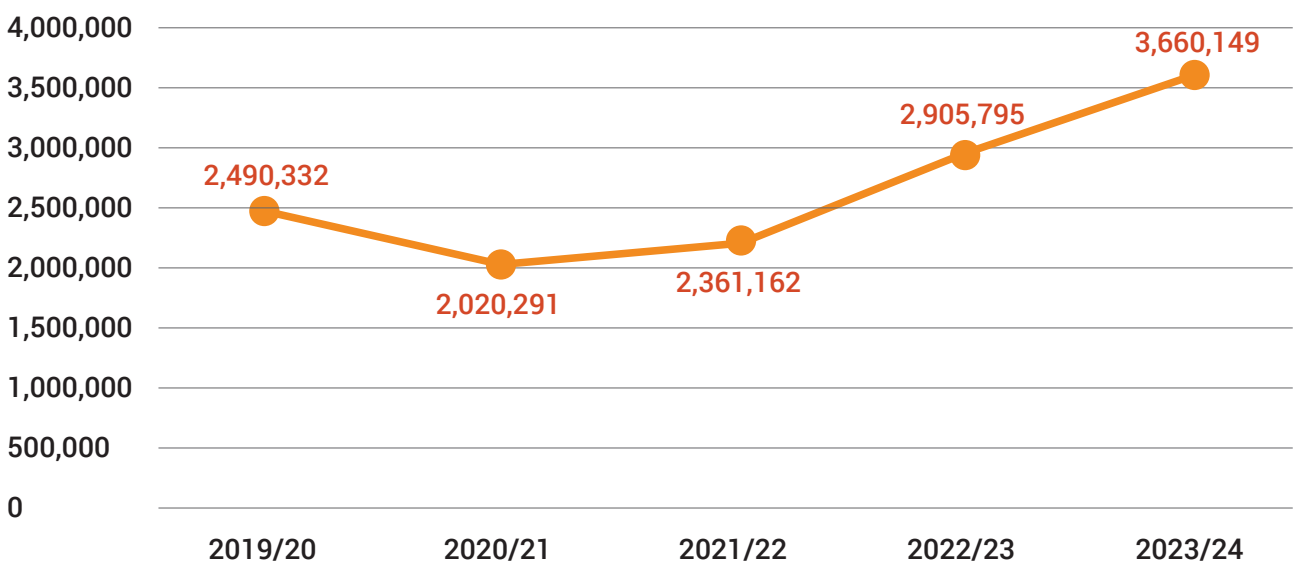
Whitehorse Manningham Library members continue to enjoy visiting our libraries and borrowing physical items. At the same time there has been an increase in online activity, with loans of digital items continuing to increase.

The below charts demonstrate some of our key usage trends.

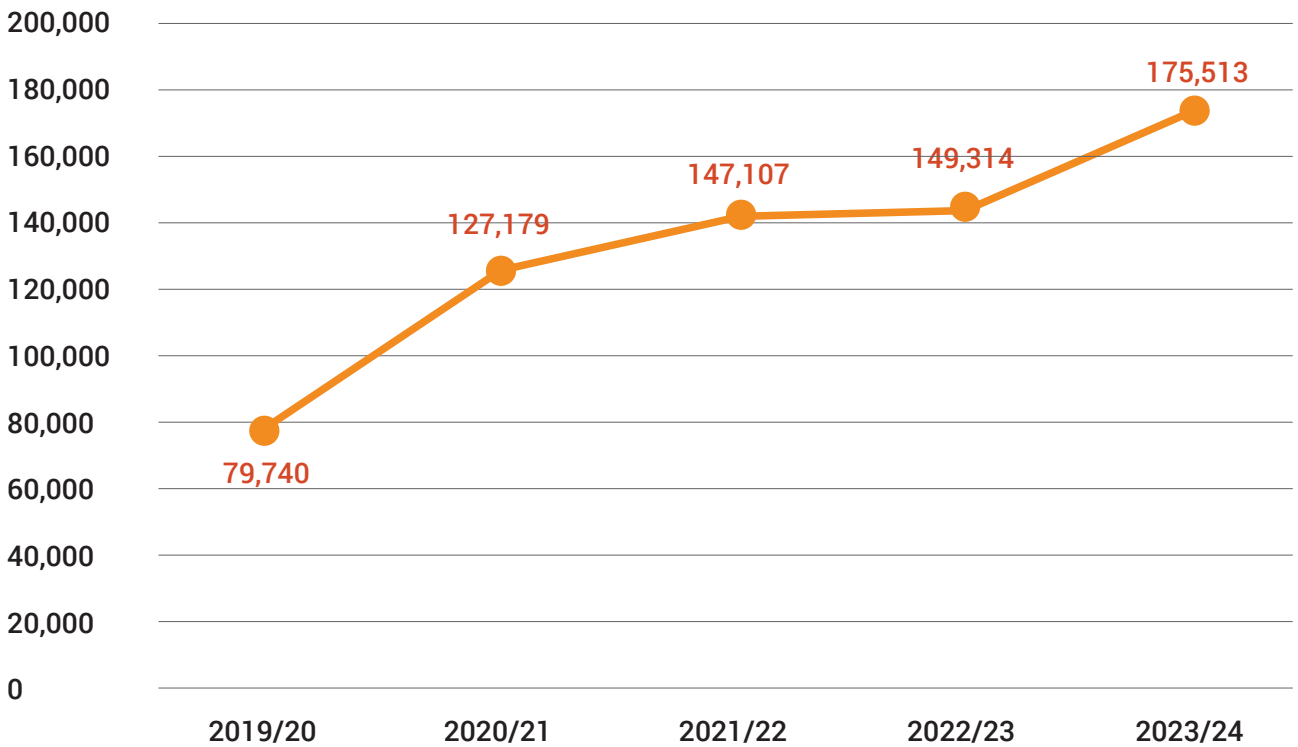
Library Visits – 5 Year Trend



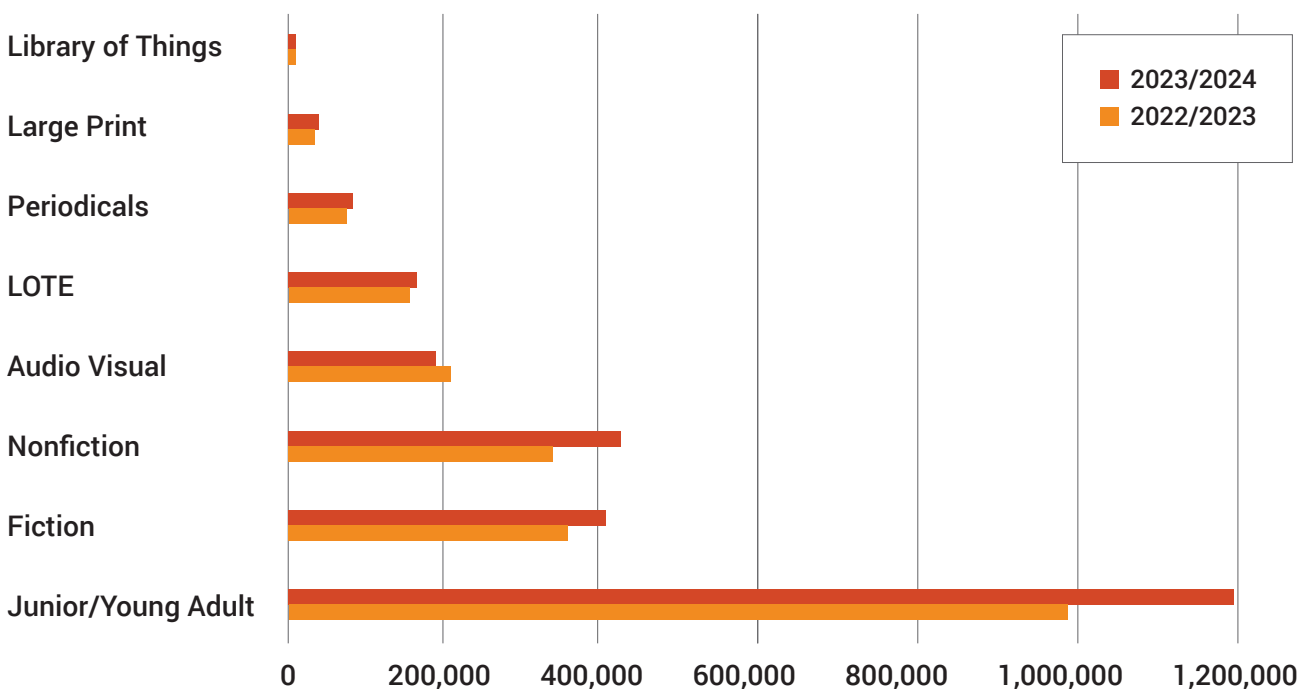
Total Loans – 5 Year Trend



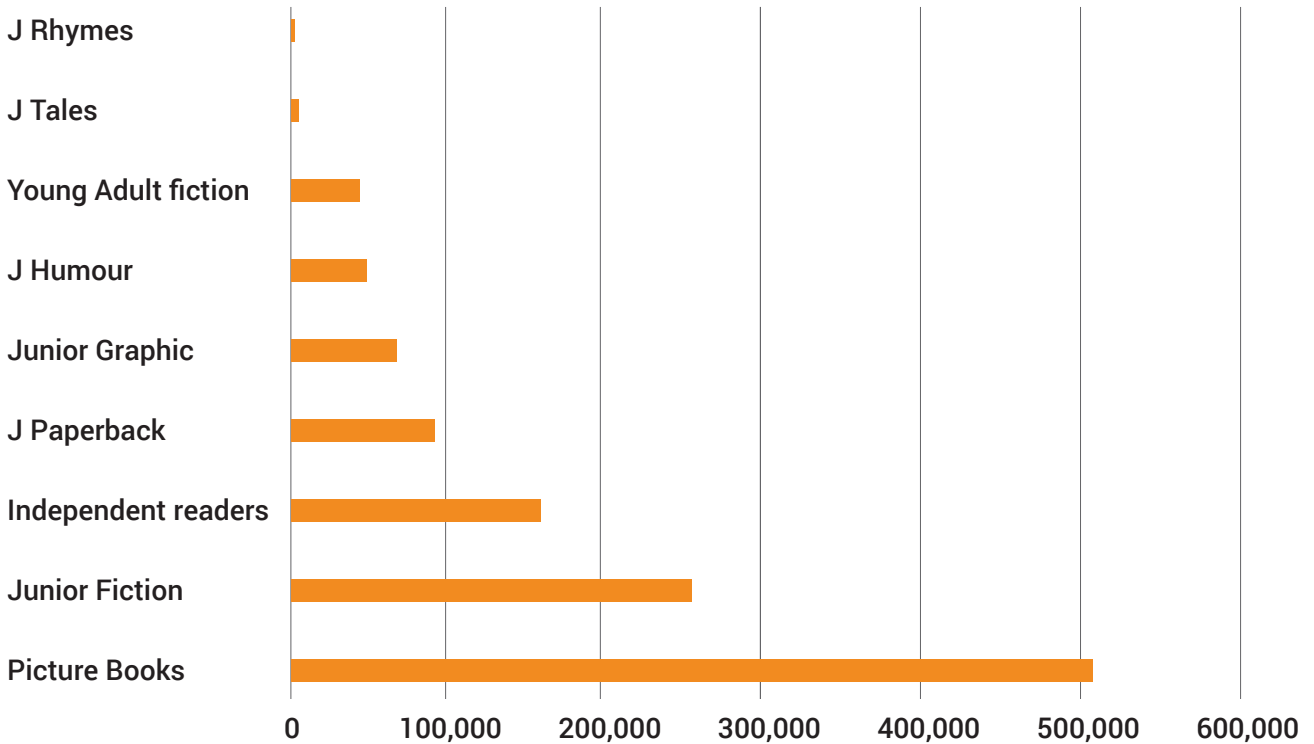
eBook Loans – 5 Year Trend



Loans by Collection Type



Junior and Young Adult Loans 2023/24



Loans of Collections in other languages

LANGUAGE	AMOUNT
Chinese	148,525
Greek	7,307
Farsi	3,997
Italian	3,568
Arabic - junior fiction*	168
TOTAL	163,565

*Note: Linked to grant program for multi-cultural Storytimes



Our Performance

Goal 1: Experience

Objective: To be an inclusive and welcoming people-centred service

1.1 Key Strategy: Provide inclusive, safe and accessible services for all

Key Outcome: New or reviewed policies that support safe, accessible and inclusive physical and digital spaces

STRATEGIC	OPERATIONAL
Pandemic Preparedness and Response Plan	Lone Worker Policy
Child Safety Policy – child friendly version	Workplace Bullying, Violence & Aggression Policy
Smoke Free Work Policy	Police and Working with Children Check Policy
Warrandyte Bushfire Policy	Equal Opportunity Policy
Complaints Handling Policy	
Bequest Policy	
Business Continuity Policy	

Key Outcome: Extending Opening Hours

Manningham Council has enabled the provision of additional opening hours at Doncaster and The Pines Libraries in response to community demand for increased access to services. Doncaster Library began opening at 9.30am on week days from September 2023 and Sunday afternoon openings were introduced at The Pines Library. A further extension of opening hours at Doncaster Library is expected in September 2024.

1.2 Key Strategy: Provide exemplary customer first service

Key Outcome: Warrandyte Open Library

Extended access to Warrandyte Library commenced in August 2023. The Open Library model provides access to library services in Warrandyte from 8am to 10pm, seven days a week, including on public holidays. This initiative has extended access to library services in Warrandyte by an additional 71 hours per week, complementing the staffed hours.

The establishment costs were met by a State Government of Victoria Living Libraries Infrastructure Program grant, with matched funding from Manningham City Council.



By the end of June 2024, 310 library members had been inducted as “Open Library” members and the feedback from them has been extremely positive. Visitation to the Warrandyte Library has significantly increased, with the library being accessed 2,684 times outside of normal staffed hours. Computer usage data has also increased over the year, with the number of registered sessions growing from 600 to over 1,800.



The following comments are indicative of feedback received:

“I am so grateful for the out of hours service. I don’t have personal devices or internet and rely on Warrandyte library for these. Thank you. And for your incredible staff.”

“I absolutely love open library! It’s been such a game changer to have a quiet workspace. The whole process of induction and support has been outstanding.”

Key Outcome: Providing staff with access to training and new technology

A key achievement for the year was the rollout to all staff of Microsoft Teams and Microsoft 365 for enhanced collaboration.

A major upgrade of the Wide Area Network has commenced and will be completed in the next financial year. This will provide improved internet connectivity and speeds.

Box Hill Library has been selected to participate in a Communication Access Pilot program, coordinated by the State Library of Victoria. The program aims to enhance disability access within libraries and will be implemented throughout the next financial year.

De-escalation training provided to staff at Doncaster and The Pines Libraries to support the management of difficult behaviours. Training in this area will be rolled out to other branches in the next financial year.

1.3 Key Strategy: Work proactively to grow our reach

Key Outcome: Representation at community festivals and outreach locations

WML was proud to attend a range of festivals and events in both Whitehorse and Manningham. Pop-up presence provided us with opportunities to reach members of our community who may find it difficult to visit a library or those who are unaware of our services.

Where did WML pop-up?

EVENT	IN PARTNERSHIP WITH...
Bayi Gardiya (Singing Desert)	Manningham Art Gallery
Digital Literacy for Seniors – Outreach sessions at a range of different locations	City of Whitehorse and Manningham City Council
Golden Age Lunar New Year Event	City of Whitehorse
Manningham Pride Event at Aquarena	Manningham City Council
Outreach Makerspace sessions – range of locations	Aged care facilities and organisations
Persian Fair	House of Persia
Positive Ageing Event	City of Whitehorse, Eastern Elder Abuse Prevention Network and 7 other organisations
Spring Festival	City of Whitehorse
This Girl Can	Manningham City Council
Warm Winter Reads	The Round, City of Whitehorse

1.4 Key Strategy: Plan for places and spaces that support the delivery of contemporary library services

Key Outcome: Infrastructure planning and improvements

In consultation and partnership with our member councils, the following have been achieved throughout the year:

- Installation of new switchboards at Box Hill Library and Vermont South Library
- Scoping for minor improvement options at Bulleen and Doncaster Libraries
- Refresh of furniture at a range of locations
- Participation in stakeholder meetings for Wattle Hill neighbourhood in the City of Whitehorse
- Participation in member council community infrastructure planning processes
- Implementation of Warrandyte after-hours access.

WHITEHORSE

SPRING FESTIVAL

2023



Goal 2: Learning and Engagement

Objective: To enable an informed and engaged community

2.1 Key Strategy: Support and promote life-long learning and literacy

Key Outcome: Delivery of programs and events supporting life-long learning and literacy

WML aims to deliver a range of different programs and events that encourage participation and life-long learning. In broad terms, our programs are delivered with a primary outcome for participants falling into one of the broad 7 categories.

CATEGORY	NUMBER OF PROGRAMS DELIVERED	TOTAL ATTENDEES
Literacy and lifelong learning programs	1,767	50,457
Informing and connecting citizens	21	302
Digital inclusion	288	3,123
Personal development	704	9,896
Health and wellbeing	223	1,205
Stronger and more creative communities	120	2,560
Economic and workforce development	20	71

Digital Literacy for Seniors

In collaboration with our member councils and other organisations, WML continues to deliver opportunities for seniors to gain digital literacy skills. Tech help for Seniors was a partnership with Youngster.co and Box Hill Institute, with students offering dedicated one-on-one technical support to seniors. The tech-savvy teens helped with things such as setting up a new phone, guidance on how to use social media, installing apps and transferring photographs.

This program rotated through Doncaster, Box Hill and Nunawading Libraries and there were 198 participants in the 2023/24 financial year. The program received funding support from the Victorian Government to deliver the program at Doncaster and Box Hill Libraries. The program was delivered at Nunawading through the Whitehorse Digital project.

This was a new partnership for WML and is linked to Key Strategy 2.1 and 3.1.





Writeability Goes Local

WML worked in partnership with Writers Victoria to deliver Writeability, a writers' group aimed at developing creative writing skills for those aged between 18 and 25 who are living with disability. The program was made possible through a VicHealth Grant and with the support of local mentor, Jenny Hedley, the group began meeting for two hours each month from June 2023 until February 2024. Participants were led through a series of writing activities and provided with an opportunity to submit their work for publication, commissioned by Writers Victoria. The final forum provided participants with an opportunity to share their stories in front of an audience of 24.

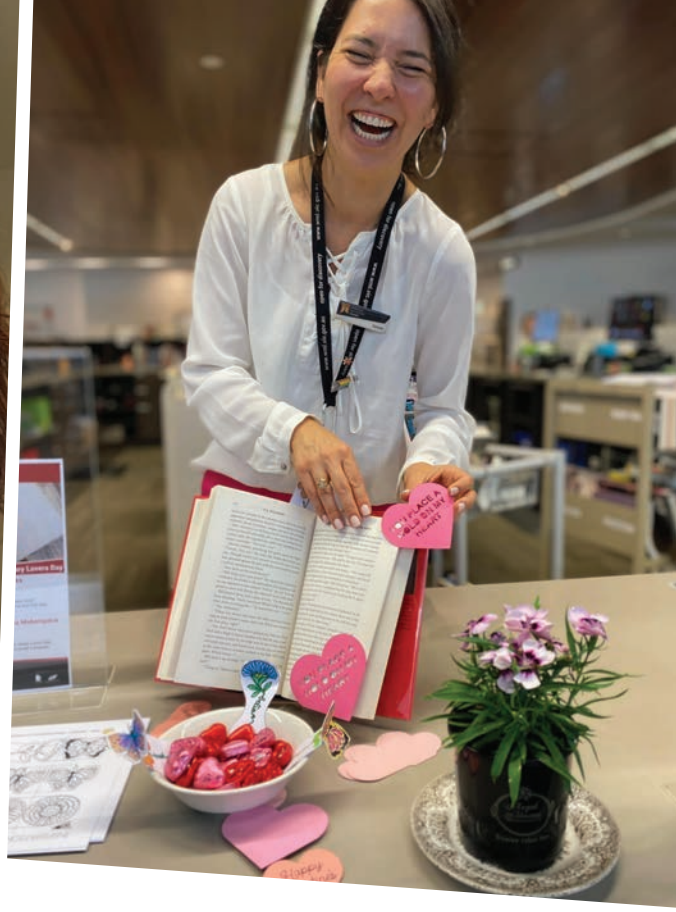
Participants gave the program very enthusiastic feedback and reported feeling more connected to their community. They reported they had improved their writing skills and felt more confident about sharing their stories. The group decided it would continue to meet after the program finished and with the support of WML, the group continues to meet twice monthly at Doncaster Library.

Key outcome: Provide skilled staff that are equipped to help our community

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

- Conflict de-escalation training
- Induction training for 11 employees
- Mental Health First Aid
- OHS compliance training, including manual handling and emergency response training
- PAX Australia Conference – largest gaming conference in Australia
- Online courses offered through Tribal Habits, Niche Academy and LinkedIn Learning
- Special Interest Group training sessions
- Australian Library and Information Association national conference
- 1,030 hours of staff training delivered through our online training platform, Tribal Habits

WML is looking forward to our first ever all-staff training day which will be held in July 2024.



2.2 Key Strategy: Encourage a culture of reading

Key Outcome: Delivery of reader development initiatives that support reading for recreation, information and education

WML delivered a range of author talks to inspire and inform our local community. We take great pride in providing opportunities for readers to meet their favourite authors and to engage with other like-minded souls.

Our collections are highly used and supported through a range of reader development programs such as Warm Winter Reads, Library Lovers Day and Book Chat Groups. Our collections are valued by our community as evidenced by the following comment from one of our library patrons:

"I was born in China and as a child I only had access to school books. Now I am grateful that I can read so many books. Sometimes just a line or a point of view can have so much positive impact on our lives."



Key Outcome: Encouraging connections with authors and providing opportunities for learning

Guest authors and speakers made presentations in online formats and in person on a range of different topics. A snapshot of our author events throughout 2023/2024:

AUTHOR/SPEAKER	TOPIC
Vikki Petraitis	Crime Writing Workshop
Robyn Annear	Adrift in Melbourne
Tom Petsinis	Zero's whisper poetry
Preeya Alexander	Eat Sleep Play Love
Daniel Mancuso	Yiayia next door
Kate Solly	Tuesday Evenings with the Copetone Craft Resistance
Sally Brownbill	Leap into your creative life
Paul Kenny	Meet the publisher
Lee Kofman	Writing emotions
Sue Gunningham	Memoir writing workshop

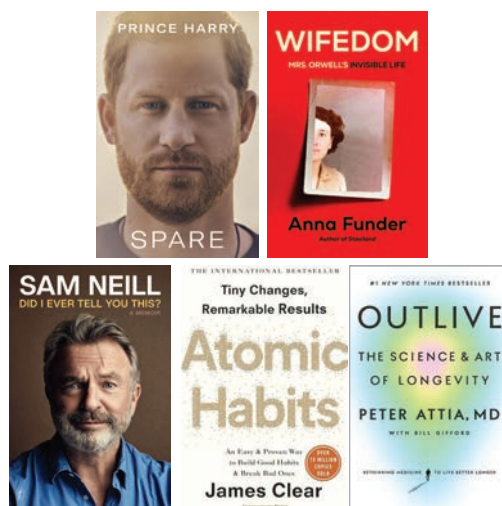
AUTHOR/SPEAKER	TOPIC
Sam Drummond	Broke: a story about love, when love is all you have
Donna Cameron	Colour: the secret to creating a sustainable wardrobe
Jason Chongue	Introduction to indoor plants
Lynne Kelly	Spiders: Learning to love them
Dr Jacinta Parsons	Ageism awareness day
Dan Torre	Orchid
Alison Daddo	Queen Menopause
Sandra Thom-Jones	Growing into autism
Damian Kelly	Birding with Damian Kelly
Dr Gráinne Cleary	Backyard Birds

Top Reads for 2023/24

ADULT FICTION TITLE	AUTHOR	LOANS 2023-24
Exiles	Harper, Jane (Jane Elizabeth)	732
It Starts With Us	Hoover, Colleen	568
The Bookbinder Of Jericho	Williams, Pip	565
Long Shadows	Baldacci, David	533
Homecoming	Morton, Kate	519



ADULT NON-FICTION TITLE	AUTHOR	LOANS 2023-24
Spare	Harry, Prince, Duke of Sussex	512
Wifedom : Mrs Orwell's Invisible Life	Funder, Anna	398
Did I Ever Tell You This? : A Memoir	Neill, Sam	259
Atomic Habits: Tiny Changes, Remarkable Results	Clear, James	244
Outlive : The Science & Art Of Longevity	Attia, Peter	241



YOUNG ADULT FICTION TITLE	AUTHOR	LOANS 2023-24
The Summer I Turned Pretty	Han, Jenny	218
The Ballad Of Songbirds And Snakes	Collins, Suzanne	173
A Good Girl's Guide To Murder	Jackson, Holly	166
Mockingjay	Collins, Suzanne	133
The Hunger Games	Collins, Suzanne	129





Children's Book Week 2023

When you start to see staff in 'fancy dress' you know that it must be Children's Book Week. The week is an opportunity for us to celebrate our children's authors and favourite book characters. This year our dedicated band of youth services librarians visited preschools and child care centres to promote our services. They also had lots of fun at the Family Fun Day held at Nunawading Library, which included a writing workshop, cartooning workshop, craft tables, games tables and the very popular scavenger hunt!



Children's Book Week is held in August each year and is a fantastic opportunity for us to promote our programs and services to our youngest library users. This year we visited almost 40 local early learning centres, reaching more than 800 children.

2.3 Key Strategy: Foster a sense of belonging, connection and wellbeing

Key Outcome: Delivery of events and activities that support social inclusion, connection and a sense of belonging

LGBTQI+ Social / Book Discussion Group

An important introduction to our regular programming has been the introduction of the LGBTQI+ Book Group, now running on a twice-monthly basis out of the Vermont South Library. This is a safe space for those aged 18 – 25 years who identify as LGBTQI+, or as an ally, to meet and connect. Each month there is an opportunity to get together and participate in book related activities and discussions. The group welcomes diversity in all forms, including people from culturally diverse communities and people living with disability.

WML is committed to making our libraries a safe space for the LGBTQI+ community. Feedback on displays and our programs in this space have been positive.



Celebrating Our Diverse Community

Celebrating our culturally diverse community is an important part of our annual programming. More than 100 people participated in Harmony Week where Harmony Week events included a bandana making craft session, a Bollywood infusion event and Chinese ribbon dancing.

Cultural Diversity Week events included a popular Kimchi workshop at Nunawading library, attended by 34 people and a Coffee Around the World workshop at Doncaster Library, with 24 attendees.

Lunar New Year is a popular and important celebration in our community. This year Doncaster Library celebrated by hosting a Yang Sang Dance and Chinese Cultural Dance performance. The Year of the Dragon was welcomed in across WML branches with calligraphy workshops, bi-lingual Storytimes and Chinese Lantern making workshops.

Nowruz (Persian New Year) was acknowledged with a display at Doncaster Library. The display was appreciated by the Persian community, with one library patron making the following observation:

“Doncaster Library’s Haftsin display for Nowruz was a delightful sight, bringing back cherished memories of childhood and the festive spirit of Persian New Year. The symbolic items in the Haftsin, such as sabzeh (sprouts), sib (apples), samanu (sweet pudding), and somaḡ (sumac), adorned the space beautifully, symbolizing renewal, abundance, and the vibrant colors of spring. It was a heartwarming experience to see this cultural tradition celebrated in a library setting, highlighting the diversity and inclusivity of our community.”

Providing Our Community With Opportunities To Connect

Our regular library programs are designed to provide people with an opportunity to connect with others in their community. The **Knit and Connect** program at Warrandyte Library provides those who like to knit (or would like to learn) with a chance to catch up with other like-minded craft enthusiasts, while our various **Book Chat** groups bring together those who want to share their love of reading while building their social connections. There are also **Scrabble Clubs**, **Role Playing Games** and **Craft and Chat Groups** to help bring people together and assist in reducing social isolation.

One participant of our Book Chat group in Doncaster shared this thought:

“Reflecting, a few years ago, I had no idea what book to read until I joined your Book club [book chat]. Now I have a collection of authors to go to! Sooo good.”



2.4 Key Strategy: Support digital inclusion

Key Outcome: Providing access to technology, internet and related facilities

The Wide Area Network Transformation Project kicked off in 2023/24 and will be completed in the next financial year. Significant technology infrastructure updates have begun and will result in enhanced performance, including faster internet connections.

The installation of new firewall security appliances has commenced and the security of our network has been strengthened significantly with the implementation of new cyber security systems.

All public computers at library branches were replaced and updated with an enhanced Standard Operating Environment.

Digital device charging stations have been introduced at all branch libraries and have received favourable feedback from the community.

Key Outcome: Provision of technology learning programs and staff expertise

Digital literacy for our community has been a major focus for the library service in 2023 / 24. This year there were 3,123 attendees at our technology-based / digital literacy programs and the Younster.co program and Outreach grants have enabled WML to expand our offerings.

The *Digital Seniors Grant* enabled our team to visit aged care facilities and community space facilities, such as Forest Hill Chase Shopping Centre. More than 350 people took the opportunity to attend sessions held within the library branches and a further 176 people attended outreach programs, including sessions held in Wattle Hill. Feedback was extremely positive.



“Informative, well presented, grateful for this session”

“Excellent. Interesting. Patient”



Our **Makerspace Programs**, delivered to both children and adults, have gone ahead in leaps and bounds. It has been fabulous to see the program expand to textiles and music. More than 27 different programs were on offer this year, with more than 1,400 attendees. Below is a list of sessions held throughout the year:

- Visible Mending: Darning
- Visible Mending: Patches
- Slow Stitching: Reusable Produce Bag
- Optical Illusions: Zoetropes and Thaumatrope
- MakeDo: Cardboard Constructions
- MakerSpace Drop Ins: 3D printing
- Makerspace Drop Ins: Laser cutting
- Upcycled Puppets
- Maker Challenges
- Intro to Book Binding
- Lego Printmaking
- Label Making with Cricut
- DIY Gift Tags
- Felt Bunnies with Cricut
- SpaceTeam: Collaborative iPad Game
- Painting with iPad
- Botanical Sun Prints: Cyanotypes
- Pronoun Badgemaking with Cricut
- Robot Olympics series
- Secret Code Bracelets
- Lego Maze Coding Challenge
- Chainmaille
- Bargello
- 3D Graphics with Voxel
- Beepbox Soundtracks
- MusicMaker: BeatMaking
- Thaumatrope
- Drop-in crafts

'Saskia was a great teacher! Patient, kind, easy-going. Thank you!'

"Excellent program. We all enjoyed it!"

"Thank you for running Matthew, it was such a great session"

"We were so happy to come to a drop in, everything else books out before we can sign up"

I feel proud of myself making gifts for my kids.'

2.5 Key Strategy: Celebrate our communities' diverse culture and heritage

Key Outcome: Promotion of local history and culture by supporting access to collections and programs

Branching Out

The monthly *Branching Out* family history program held at Doncaster Library continues to attract a group of enthusiastic researchers. Each month a new topic is discussed. Participants are provided with an opportunity to ask questions and get assistance with accessing local and overseas records.

Key Outcome: Participation in member council heritage and cultural diversity initiatives.

All Aboard

Whitehorse Heritage Week was celebrated with activities held at the Blackburn and Nunawading Libraries. An enthusiastic crowd gathered to find their ancestors in shipping records at Blackburn Library, and a talk on the history of transport through photography was enjoyed at Nunawading Library.

Indigenous Literacy Day was supported with a story walk at Schwerkolt Cottage that was made available from 6 – 24 September. Participants followed a trail and enjoyed pages from a picture book by an Indigenous author posted at different points. A great way to enjoy the book and nature at the same time.



Our Programs

WML participated in several cultural, national and state-wide events. These included:

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



Big Summer Read

What a year it was for our Big Summer Read school holiday program. The purpose of the program is to help prevent a backward slide in children's literacy development over the summer break. This year, WML had 522 registrations for the program, an increase of 15.74% on the previous year. Over 9,400 books were read and participants wrote more than 530 reviews. Once again, we had a lucky Blackburn Library patron who won the Statewide prize in the 5-8 year old category. They collected a lovely pile of books provided by one of our book suppliers, James Bennett.



Goal 3: Collaboration

Objective: To extend the reach and benefit of libraries

3.1 Key Strategy: Build strong relationships with stakeholders and community partners

Key Outcome: New partnerships

Youngster.co – Tech Savvy Teens

In partnership with Youngster.co, local students offered dedicated one-on-one technical support to seniors. Their mission “to build a world where youngsters and older community members are respected, engaged and part of an incredible community” strongly aligns with WML values.

3.2 Key Strategy: Deliver collaborative services and programs

Key Outcome: Delivery of beneficial collaborative programs and services

WML delivered a range of different programs and services in collaboration with our member councils and other community organisations. This year, 280 programs were delivered with the assistance of partners that included our member councils, Youngster.co, aged care facilities, community and government organisations. Highlights included the delivery of digital literacy programs, Story Circle programs at aged care facilities, career and job seeking skills sessions, multi-cultural Storytimes, LGBTQI+ events and outreach visits to kindergartens.



A question of age: in conversation with Jacinta Parsons at “The Round”

To mark Ageism Awareness Day, author Jacinta Parsons delivered a thought-provoking conversation with Claire Halliday at The Round Arts Centre. This event was an initiative of the Eastern Elder Abuse Prevention Network and was run in partnership with local councils and library services in Melbourne’s East during Positive Ageing Week. There were 10 partners involved, including Whitehorse Manningham Libraries. The event was a huge success with 120 attendees and was a fabulous way to introduce the new Arts Facility (The Round) to the community with a great example of positive collaboration.

Outdoor Games

Last year WML was the recipient of a \$6,000 grant from our member councils to establish an Outdoor Games collection. The games collection supports the Health and Wellbeing Plans of both councils and aims to encourage our community to get out and explore local parks and gardens.

From 9-15 October 2023, the City of Manningham utilised the Outdoor Games Collection to support the *This Girl Can* program, a VicHealth initiative designed to encourage women to get involved and active at a range of events.



The Outdoor Games Library is free to borrow from and items can be reserved. The fun has certainly begun at WML with 645 loans of outdoor games kits over the 12-month period. In addition to the games, the City Manningham facilitates loans of pedometers and golf discs through the Doncaster Library, with 1,384 loans of this collection during the year.

Here’s what’s on offer in our Outdoor Games collection:

Badminton	Banggg Bag Toss	Crossnet	Egg & Spoon Race
Finska	Kubb	Limbo	Obstacle Course Set
Pickleball	Potato Sack Race	Rollers Game	Spike-ball
Throw Throw Burrito	Tumble Tower		



3.3 Key Strategy: Participate in networks to share knowledge and ideas
Key Outcome: Implementing our marketing strategy and working 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

- Asian Business Association of Whitehorse Inc.
- A Little Chinese Adventure
- Abbey's Antiques
- Access Health
- Anglicare Box Hill
- Australian Catholic University
- Australian Library and Information Association (ALIA)
- Box Hill Australian Migrant English Program
- Box Hill Historical Society
- Box Hill Institute – Skills and Job Centre
- Bunnings Box Hill and Bunnings Ringwood
- Carer Gateway
- Clota Cottage Neighbourhood House
- Burwood Brickworks Shopping Centre
- Children's Book Council of Australia
- The Chinese Senior Citizens Club of Manningham Inc.
- City of Whitehorse
- Civica
- Consumer Affairs Victoria
- Cultivating Community
- Deakin University
- Doncare
- EACH
- Eastern Community Legal Centre
- Eastern Alliance for Sustainable Learning (EASL)
- Eastern Elder Abuse Network
- Eastern Radio
- FVREE family violence service for women
- Family History Connections
- Forest Hill Community Space (Churches of Whitehorse)
- Friends of the Library (FOL)
- Gateway LLEN
- Guide Dogs Victoria
- HealthAbility
- Hearing Australia
- Home Instead
- Jobs Victoria
- Julian Wood – Recycling Program
- Libraries Change Lives
- Manningham City Council
- Manningham Art Gallery
- Manningham Youth Services
- Maternal Child Health Services
- Nadrasca
- NaNoWriMo
- National Simultaneous Storytime
- NGV Kids on Tour 2024
- Onemda
- Public Libraries Australia
- Public Libraries Victoria
- Readings
- Resource Smart Schools
- Robogals
- Schwerkolt Cottage
- Services Australia
- Speech Pathology Australia
- State Library Victoria
- Strathdon House
- The Round
- Together for Equality and Respect Partnership
- Vermont South Learning Centre
- VicHealth
- Victoria Police – Coffee with a Cop Sessions
- Victorian Seniors Festival
- Victorian State Government
- Vision Australia
- Vision Superannuation
- Warrandyte Community Centre
- Whitehorse Churches Food Network and Whitehorse Churches Care
- Whitehorse Tree Education
- Whitehorse Waste Education
- Whitehorse Youth Services
- Women's Health East
- Writeability
- Writers Victoria
- Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation
- Youngster.co



3.4 Key Strategy: Provide meaningful volunteer engagement and work experience opportunities
Key Outcome: Provision of volunteer and work experience opportunities through the library service

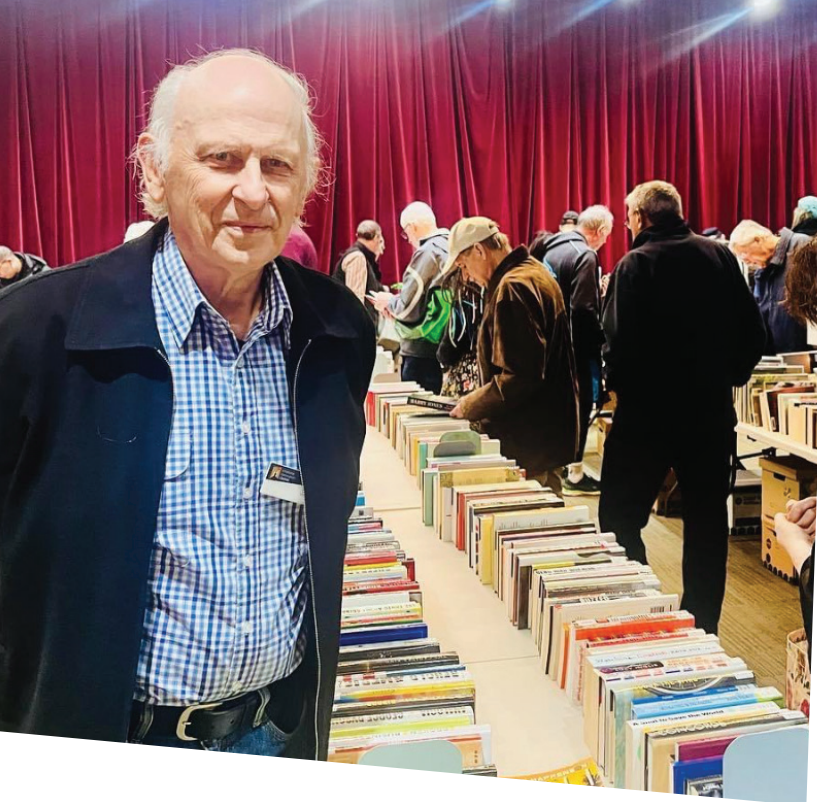
Our Volunteers

Volunteers assist WML in providing services and programs that would not otherwise be possible. Our volunteers support the programs and services that are designed by WML employees. Our volunteers were thanked and celebrated at a morning tea held in May 2024. Twelve volunteers were presented with certificates recognising 5 years of service and one volunteer was recognised for an amazing 25 years of service to WML.

Volunteers assist in the delivery of the following programs such as the Home Library Service and our English Support Programs. We have a new partnership with the Australian Catholic University (ACU). ACU provide us with students that assist with our Homework Club each semester. This partnership was introduced to combat the increasingly difficult task of recruiting volunteers to act as tutors.

	2020/21	2021/22	2022/23	2023/24
Total number of volunteers	153	732	141	107
Number of volunteers commenced	15	568	24	18
Number of volunteer resignations or inactive	18	565	28	38*

* Inactive volunteers were removed from our volunteer database following an internal audit carried out this year.



Friends of the Library

Our volunteer Friends of the Library group continues to provide valuable support to our library programs and raised a total of \$5,954 from two epic book sale events this year. Congratulations to the library staff and the Friends of the Library volunteers who participated in running the sales.

Work Skills Program

WML has had an ongoing agreement with Onemda to provide some of their students with the opportunity to participate in a work skills program. Onemda supports people with disability and the program is designed to increase independence, whilst learning social and work skills. The program currently hosts students at Bulleen Library and has received positive feedback regarding its inclusivity and approachable, supportive staff who make participants feel welcome. Participants have noticeably improved their work skills, become more resilient, and are now willing to challenge themselves to try new things.

Doncaster Library has hosted a student from Multicap and his support worker each week for a 1.5 hour placement. The student has learnt valuable workplace skills and gained in confidence throughout the year.



Home Library Service & Story Circle – Bringing the Library to You!

Our Outreach Services Librarians are supported by more than 50 volunteers who help deliver library materials to those unable to come to the library themselves. This year there were 55,066 loans to Home Library service patrons.

At a professional development morning for our dedicated group of home library service volunteers, Michele Scott from EACH and Deb Coddington from HealthAbility shared strategies on how to navigate difficult conversations with Home Library clients. The importance of taking care of the volunteers' own mental health and the services that are available through My Aged Care were also discussed.

Our Story Circle program is an opportunity to share memories and stories with adults living in aged care facilities in the cities of Whitehorse and Manningham. Volunteers are provided with a story circle kit based on a theme. The kits may include stories, poems, images or items that can be used to encourage conversation. This year, with the assistance of volunteers, the program was delivered 88 times to a range of aged care facilities and attracted 1,115 attendees.

A huge thank you to our volunteers who made both these programs possible.

Work Placement Opportunities

WML is committed to helping provide opportunities for students to gain experience in the workplace. This year WML hosted 11 work experience students, 5 community service students and 2 structure workplace learning students. Six tertiary students were also provided with a placement.

Goal 4: Performance

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

4.1 Key Strategy: Implement robust governance practices

Key Outcome: Ensuring compliance and controlling risk

Our Community Representatives play an important role in the composition of the Library Board. Following an expression of interest process, Nicola Nye was appointed as the community representative for the City of Whitehorse in August 2023.

Key Compliance Outcomes

OUTCOME	DETAILS
Review and development of risk mitigation policies.	Audit and Risk Committee Charter Lone Worker Policy Bequest Policy Building Security Policy Business Continuity Policy Corporation Electronic Communications policy Election Period Policy Fixed Asset Policy Drug and Alcohol Policy Police and Working with Children Policy Pandemic Preparedness and Response Plan Procurement Policy Workplace Bullying, Violence & Aggression Policy Warrandyte Bushfire Policy
Internal Audits	Audits completed on Budgeting and Forecasting and Cyber Security Controls
Risk controls	Review of Enterprise Risks completed
Annual Report and Budget	Both submitted in accordance with government legislation and endorsed by the Library Board.
Regional Library Funding formula	Commenced review

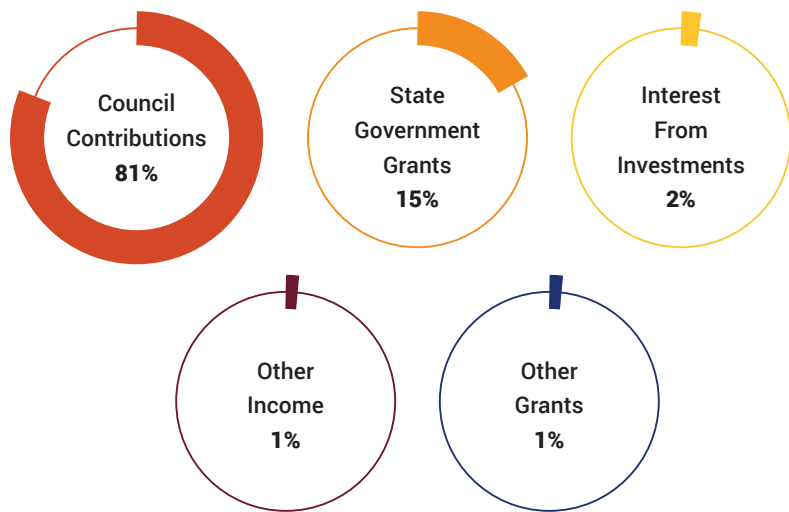
4.2 Key Strategy: Employ sound financial management practices
Key Outcome: All regulatory financial reporting completed

The 2023/24 Budget was adopted at the ordinary meeting of the Library Board on 24 May 2023. The financial result for 2023/24 is a surplus of \$11,139. Income is gained primarily through Council funding, the Victorian Government Public Library Funding Program, interest from investments and grants.

Income Sources

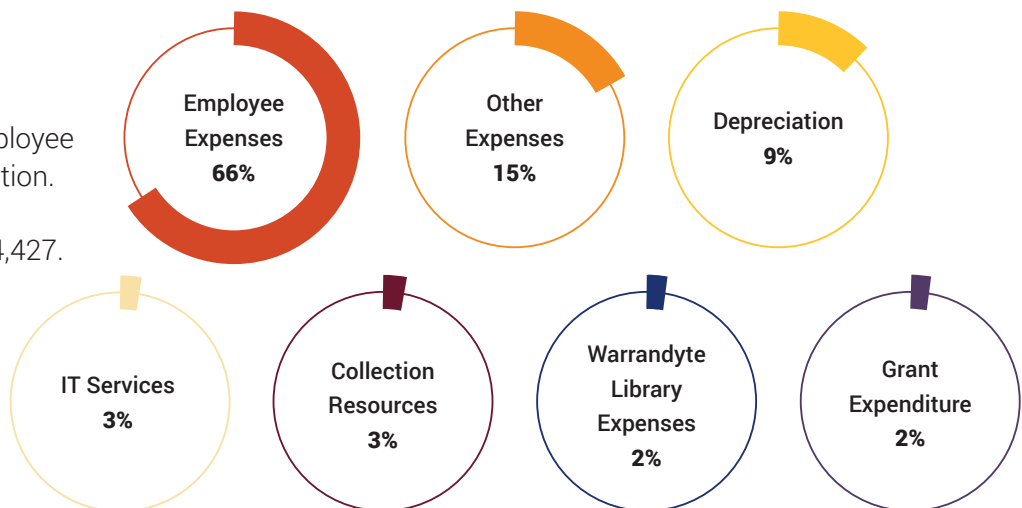
WML’s total income of \$12,665,565 was derived from:

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



Expenses

The major areas of expenditure were employee benefits and depreciation. Total expenditure in 2023/24 was \$12,654,427.



In 2023/24 WML identified savings in the following areas – waste disposal, telephones, IT hardware and digital collection resources. A new waste disposal contractor has been sourced and new contractual agreements in the IT area have also enabled savings. Collaborative purchasing partnerships have delivered savings and enhanced the digital collection resources.

Key Outcome: Alternative funding opportunities through successful grant applicants and collaborations

Funding through grants helps WML to provide additional services and programs that would not otherwise be possible. Additional funds enabled us to deliver some new initiatives, such as Multicultural Storytimes, and provide support to established programs, such as the Premiers' Reading Challenge.

The below table indicates grants received over the last two financial years.

OTHER GRANTS	2024	2023
Local Priorities Grant	101,026	101,026
Premier's Reading Challenge	35,899	35,899
Library Furniture	-	20,000
Living Libraries	-	85,000
Digital Seniors Grant	-	69,310
Italian and Arabic Storytime	26,364	-
Other	4,950	16,000
	168,239	327,235

Grants

Multicultural Storytime

As a project partner with Manningham Council, and with input from our multicultural community partners, Whitehorse Manningham Libraries launched new multicultural Storytimes in Arabic and Italian at The Pines Library, Bulleen Library and community locations. The program has been met with overwhelmingly positive feedback, fostering community engagement, participation and celebrating the cultural diversity of our local families.

The program, made possible through the Victorian Government Department of Health 2023 Multicultural Storytime Grant program, will run over the next three years.



From Craft to Code

WML received confirmation in May 2024 that an application for a National Science Week grant from the Department of Industry, Science and Resources had been successful. A grant of up to \$4,950 will be available to run a series of events in August for Science Week, exploring the theme "From Craft to Code." Key activities will consist of six hands-on in-person workshops and one expo day with in-person experiences and self-directed activities. We look forward to delivering this program in August.

Beyond the Doors Fundraising 2023/2024 FY

Beyond the Doors fundraising campaigns support the provision of special targeted projects that reduce barriers to reading, literacy and learning services. This year funding was used to support the Give the Gift of Reading Program.

The **Give the Gift of Reading Program** provided 190 gift bags for local families experiencing disadvantage. The gift bags contained high-quality books selected by our early literacy specialists, along with at home Storytime kits to help care givers share a love of reading with their child.

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

- Free From Family Violence (FVREE) - reaching women and children experiencing family and domestic violence
- EMCH - Manningham and Whitehorse Enhanced Maternal Child Health Programs

BEYOND THE DOORS FUNDRAISING		2023/2024
Opening balance of fund		\$6,147.57
Funds raised	Givenow	3,262.19
	Cash/cheque donations	1,130.85
	Donation Point Tap - Merchant Settlements	128.00
	Total funds raised	4,521.04
	Interest (Bendigo Bank)	116.71
	Total	4,637.75
Expenditure (exc. GST)	Give the Gift of Reading	4,341.16
	Donation Point Tap – Merchant fees	75.39
	Total funds expended	4,416.55
Funds remaining		6,368.77

4.3 Key Strategy: Advocate for investment in public libraries
Key Outcome: Measuring our community needs

Community Survey 2023

A community survey was conducted in October 2023, based on surveys that had been previously conducted in 2018 and 2021. Where possible, our questions were consistent with previous years to assist comparison. The results were overwhelmingly positive and will be used to help inform our next Library Strategy and to advocate for further investment in our libraries.

With the return of unrestricted library services, the participation rate in the 2023 survey was higher than in 2021. The total respondent sample size of 4,620 provided a total sampling error of +/-1.44 at a 95% confidence level.

In addition to WML’s survey results, the library service came out as the top performing council service in the City of Whitehorse community survey, with a satisfaction rating of 76 out of 100.

Key Findings: Below are the key summary statistics from the WML Community Survey.



36% of respondents took the time to provide us with additional comments. Thank you to the huge number of people who **thanked staff and council** for the services provided.



Early Literacy Programs were rated 8.5 out of 10.



85.6% of respondents used the **Library website or online services** over the last 12 months.

“Thank you for being there for myself and my children. I’ve had 46 years of visits and the immeasurable pleasure of reading.”

96% rated the library service as **important or very important**

89.2% said that the library impacts them in a **positive way**

4,620
Responses to the survey

1.3%
Non-users (never visited a WML branch)

91.9%
Regular library users (at least 1 single visit in last 12 months)

1.8%
Inactive users over the last 12 months

5%
Exclusive online users



We received hundreds of messages thanking the staff and the councils for the library service. We do make a difference!

“The library has changed my life in so many positive ways. It saved my mental health in the lockdowns, and I’m so grateful for everything you do. The staff are fantastic and are always kind and helpful. I cannot express how much I love the library and all the good you do in the community. Truly a magical place.”

“Thank you to all the beautiful staff who gave me help, taught me how to save my files and gave me confidence to complete my documents with my severe depression and anxiety with my beloved assistance dog safely by my feet... forever grateful xxx”

The majority of respondents strongly agreed that the library...



Impacts their life in a positive way



Helped them find the information they need



Encourages them to read more books



Increases their knowledge



Helped their children develop literacy skills

“The staff are fantastic, helpful, never make you feel stupid, and I feel really comfortable when I visit a library. I feel happy to leave with a swag of books that I could never afford to buy. I am nearly seventy and I still remember the first time I walked into a public library and saw all the books for free to read. I have had a lifetime of joy from libraries. I cannot imagine life without a library.”



Top 5

Important Things To Library Users:

- Items for loan
- Helpful staff
- Library website and online resources
- Consistent opening hours
- Library computers, internet and Wi-Fi

Reasons People Visit:

- To borrow books and other resources
- For a place to read
- To borrow e-Books or e-Audiobooks
- For children's or youth activities
- To find information

Improvements To Your Library:

- Improved infrastructure
- Increased seating
- Increased program spaces
- Increased quiet study areas
- Extended and consistent opening hours

*"Keep up the good work.
The last altruistic institution standing."*

What can we do better?



Increase our collection of **digital resources**



Get our message out that **we are fine free**



Review our **library opening hours**



Review **weekend and evening programs**

"As a new parent to Australia, I was lonely, possibly suffering from post-natal depression and doubting myself as a parent. Without my career I did not realise how much of that formed my identity and social connections. The library literally helped with my well-being. I met others through story time. The staff some days were the only adults I saw and engaged with. Having a place to connect, to go if you are lonely is important. I hope my children can find refuge in a library community. Thanks for all you do."

"Bulleen library is wonderful, I take my grandson there every week for story time. My daughter borrows books for her 2 children every week. Books are an important part of their lives... the children have benefited so much, it enriches their lives and the whole family. Thank you to the beautiful staff."

4.4 Key Strategy: Build capability and capacity of our people

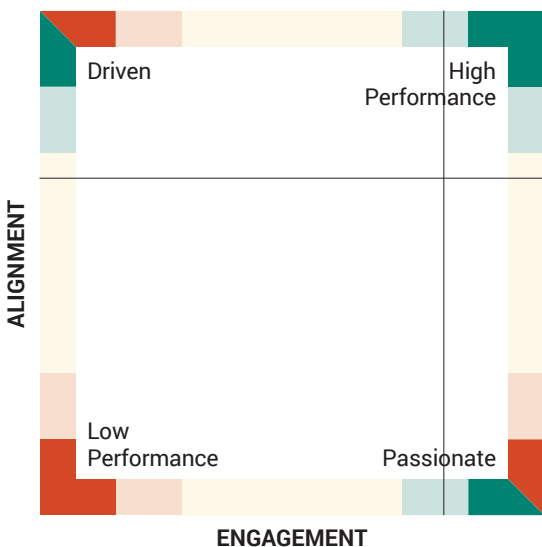
Key Outcome: Surveying Our People

In April / May 2024 the Our People Survey was sent to all WML staff to measure the current culture, alignment and engagement of our employees. The survey was developed in consultation with an external provider, Insync, who has worked with many other local government organisations.

The survey was very comprehensive and will provide Whitehorse Manningham Libraries with key data to work with employees over the next year. The survey results were very positive, indicating employees are very much aligned with our core values of respect and collaboration and are extremely engaged.

“Great colleagues and a supportive environment both formally and informally. There is also a lot of support for professional development and the opportunity to be proactive and self-managing. Senior managers are approachable but very professional and knowledgeable.”

Overall Performance



DIMENSION	2024 % FAVOURABLE
Alignment	58%
Engagement	70%

As with any organisation there are opportunities for improvement, including:

- Improving mechanisms for feedback
- Providing forums for staff to introduce new ideas
- Encouraging agility
- Better communication around how WML intends to deliver on key objectives

Both the community survey and our staff survey will help inform our next strategic plan which is due in accordance with legislation, by the end of October 2025.



Key Outcome: Supporting staff with professional development opportunities.

This year WML was proud to support staff through the following leadership programs:

- Manager Library Operations, Jonathan Gosden, graduated from the Shared Leadership program delivered through Public Libraries Victoria. The program provides participants with leadership and collaboration skills, delivering a major project to key stakeholders.
- Warrandyte Team Leader, Lindsey Moyse, participated in the Managing Self Managing Others program. Made possible through the State Library of Victoria, the program enhances skills in people management and leadership.
- CAVAL cross industry mentoring program accepted two WML youth services librarians as mentees, Naomi McCleary and Karina Bugeja. Katie Norton, Manager Collections and Information Services is a mentor for this program as well.
- CEO, Sally Both, is currently an executive committee member of the Public Libraries Victoria (PLV), mentor to the PLV Local Studies Special Interest Group and is on the Library Board of Victoria Advisory Committee on Public Libraries.

Financial Report

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Independent Auditors 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 2024
- 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 2024 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.

MELBOURNE
26 August 2024



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* (as per the transitional arrangements of the *Local Government Act 2020*), the *Local Government (Planning and Reporting) Regulations 2014*, Australian Accounting Standards and other mandatory professional reporting requirements.



Principal Accounting Officer

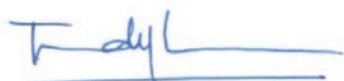
Julie Lawes

Date: 21 August 2024

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 2024 and the financial position of the Corporation as at that date.

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

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



Councillor

Cr Trudy Skilbeck

Date: 21 August 2024



Councillor

Cr Andrew Conlon

Date: 21 August 2024



Chief Executive Officer

Sally Both

Date: 21 August 2024

Comprehensive Income Statement

For the Year Ended 30 June 2024

	NOTE	2024	2023
INCOME/REVENUE			
Council Contributions	3.1	\$10,211,601	\$9,900,432
State Government Grants		\$1,914,028	\$1,914,028
Other Income	3.3	\$177,962	\$140,261
Other Grants	3.2	\$168,239	\$327,235
Interest from Investments		\$193,736	\$156,066
Total Income/Revenue		\$12,665,566	\$12,438,022
EXPENSES			
Employee Costs	4.1	\$8,340,255	\$7,751,598
Depreciation	4.2	\$1,186,719	\$1,384,303
Information Technology		\$420,840	\$408,863
Audit and Finance Costs	4.4	\$41,041	\$37,102
Collection Resources		\$331,258	\$316,673
Grant Expenditure		\$234,903	\$180,267
Warrandyte Library Expenses		\$295,118	\$253,794
Other Expenses	4.5	\$1,145,340	\$1,070,875
Loss on disposal of property, plant and equipment	4.3	\$658,953	\$419,579
Total Expenses		\$12,654,427	\$11,823,054
Surplus for the year		\$11,139	\$614,968
Total Comprehensive Result		\$11,139	\$614,968

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

Balance Sheet

As at 30 June 2024

	NOTE	2024	2023
ASSETS			
Current Assets			
Cash and cash equivalents	5.1	\$2,843,516	\$3,713,854
Trade Receivables		\$125,574	\$97,631
Prepayments		\$75,600	\$53,097
Non-financial assets	5.2	\$26,981	\$26,721
Total Current Assets		\$3,071,671	\$3,891,303
Non-Current Assets			
Property and Equipment	6.1	\$8,363,088	\$8,109,004
Total Non-Current Assets		\$8,363,088	\$8,109,004
Total Assets		\$11,434,759	\$12,000,307
LIABILITIES			
Current Liabilities			
Payables	5.3	\$494,590	\$1,203,406
Provisions	5.4	\$1,800,566	\$1,711,660
Total Current Liabilities		\$2,295,156	\$2,915,066
Non-Current Liabilities			
Provisions	5.4	\$148,007	\$104,784
Total Non-Current Liabilities		\$148,007	\$104,784
Total Liabilities		\$2,443,163	\$3,019,850
Net Assets		\$8,991,596	\$8,980,457
Equity			
Members Contribution on Formation		\$3,922,043	\$3,922,043
Accumulated Surplus		\$5,069,553	\$5,058,414
Total Equity		\$8,991,596	\$8,980,457

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

Statement of Changes in Equity

For the Year Ended 30 June 2024

	TOTAL 2024	ACCUMULATED SURPLUS 2024	MEMBERS CONTRIBUTION 2024
2024			
Balance at beginning of the financial year	\$8,980,457	\$5,058,414	\$3,922,043
Surplus for the year	\$11,139	\$11,139	–
Balance at end of the financial year	<u>\$8,991,596</u>	<u>\$5,069,553</u>	<u>\$3,922,043</u>
	TOTAL 2023	ACCUMULATED SURPLUS 2023	MEMBERS CONTRIBUTION 2023
2023			
Balance at beginning of the financial year	\$8,365,489	\$4,443,446	\$3,922,043
Surplus for the year	\$614,968	\$614,968	–
Balance at end of the financial year	<u>\$8,980,457</u>	<u>\$5,058,414</u>	<u>\$3,922,043</u>

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

Statement of Cash Flows

For the Year Ended 30 June 2024

	NOTE	2024	2023
Cash flows from operating activities			
Council Contributions		\$11,232,761	\$10,890,474
Government Grants		\$1,914,028	\$1,914,028
Interest Income		\$193,475	\$134,078
Donations, other income, Grants (GST Free)		\$154,680	\$301,930
Other Income		\$212,288	\$187,999
Employee Costs		(\$8,284,345)	(\$7,707,575)
Payments to suppliers (inclusive of GST)		(\$3,549,261)	(\$2,049,369)
Net GST payments		(\$644,208)	(\$643,549)
Net cash provided by in operating activities	9.1	\$1,229,418	\$3,028,016
Cash flows from investing activities			
Proceeds from sale of Equipment		\$2,059	\$46,000
Payment for Library Stock, Information Technology & Furniture		(\$2,101,815)	(\$2,140,432)
Net cash investing activities		(\$2,099,756)	(\$2,094,432)
Net increase/decrease in cash and cash equivalents		(\$870,338)	\$933,580
Cash and cash equivalents at beginning of the year		\$3,713,854	\$2,780,274
Cash and cash equivalents at the end of the financial year	5.1	\$2,843,516	\$3,713,854
Financing arrangements	5.5		

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

Statement of Capital Works

For the Year Ended 30 June 2024

	2024	2023
Plant and Equipment		
Library Stock	\$1,834,278	\$1,813,953
Furniture and Equipment	\$62,449	\$66,019
IT Replacement	\$162,545	\$183,797
Motor Vehicles Replacement	\$40,486	\$76,664
Total Capital Works Expenditure	\$2,099,758	\$2,140,433
Represented by		
Asset Renewal Expenditure	\$2,099,758	\$2,140,433
Total Capital Works Expenditure	\$2,099,758	\$2,140,433

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

Note 1

Overview

Introduction

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

Statement of compliance

These financial statements constitute a general purpose financial report that consists of a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Statement of Cash Flows, Statement of Capital Works and notes accompanying these financial statements. The general purpose financial report complies with Australian Accounting Standards (AAS), other authoritative pronouncements of the Australian Accounting Standards Board, with the *Local Government Act 1989* (as per the transitional arrangements of the *Local Government Act 2020*) and the *Local Government (Planning and Reporting) Regulations 2014*.

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

Accounting policy information

a. Basis of Accounting

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

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

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

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

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

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

- the determination of depreciation for library collections, computer equipment and furniture (refer to note 6.1) and
- the determination of employee provisions (refer to note 5.4)

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

Goods and Services Tax (GST)

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

Note 2

Analysis Of Our Results

2.1 Performance against budget

The budget comparison notes compare the Corporation's financial plan, expressed through 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 24 May 2023. 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 transitional provisions of the *Local Government Act 2020* and the *Local Government (Planning and Reporting) Regulations 2014*.

2.2 Income and Expenditure

	BUDGET 2024	ACTUAL 2024	VARIANCE 2024	VARIANCE 2024 %	REF
Income					
Council Contributions	\$9,724,070	\$10,211,601	\$487,531	5%	
State Government Grant	\$1,971,449	\$1,914,028	(\$57,421)	-3%	
Other Income	\$122,155	\$177,961	\$55,806	46%	1
Other Grants	\$139,956	\$168,239	\$28,283	20%	2
Interest from Investments	\$90,000	\$193,736	\$103,736	115%	3
Transfer from Reserve	\$151,701	-	(\$151,701)	-100%	4
	<u>\$12,199,331</u>	<u>\$12,665,565</u>	<u>\$466,234</u>		
Expenditure					
Employee costs	\$8,243,153	\$8,340,255	\$97,102	1%	
Depreciation	\$1,403,393	\$1,186,719	(\$216,674)	-15%	5
Information Technology	\$426,761	\$420,839	(\$5,922)	-1%	
Audit and Finance Costs	\$43,500	\$41,041	(\$2,459)	-6%	
Collection Resources	\$299,361	\$331,258	\$31,897	11%	6
Other Expenses	\$996,281	\$1,145,340	\$149,059	15%	7
Grant Expenditure	\$139,956	\$234,903	\$94,947	68%	8
Warrandyte Library Expenses	-	\$295,118	\$295,118	100%	9
Net loss on disposal of property and equipment	\$498,200	\$658,953	\$160,753	32%	10
	<u>\$12,050,605</u>	<u>\$12,654,426</u>	<u>\$603,821</u>		
Surplus for the year	<u>\$148,726</u>	<u>\$11,139</u>	<u>(\$137,587)</u>		

(i) Explanation of material variations

VARIANCE REF	ITEM	EXPLANATION
1	Other Income	Other Income includes an insurance payout for a motor vehicle written off in an accident and Paid Paternity Leave received from Centrelink.
2	Other Grants	The Corporation received two grants for specific projects that were not anticipated
3	Interest from Investments	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	Transfer from Reserves	Due to savings during the year the Corporation did not need to transfer any money from the cash reserve.
5	Depreciation	The budget is prepared on assumptions that new IT equipment and furniture is purchased over the financial year. The expenditure was all made in June this year.
6	Collection Resources	Included in this is all items that are not capitalised including Electronic Resources. Newspaper costs significantly increased.
7	Other Expenses	Expenditure in Programs and Marketing was higher than anticipated due to an increase in the number of library programs delivered across the region. Professional Services and Insurance costs were also higher than budgeted. The budget does not include additional costs for longer opening hours at two of the Manningham library branches.
8	Grants Expenditure	Grants expenditure was higher than budgeted as the funding that carried over from the previous year was fully expended.
9	Warrandyte Library Expenses	Income and expenditure for Warrandyte Library is not included in the Budget preparation as City of Manningham fund this branch outside of the Regional Library Agreement.
10	Net 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.

2.3 Capital Works

	BUDGET 2024	ACTUAL 2024	VARIANCE 2024	VARIANCE 2024 %	REF
Library Stock	\$1,767,233	\$1,834,278	\$67,045	4%	
Furniture & Equipment	\$67,587	\$62,449	(\$5,138)	-8%	
Information Technology	\$190,000	\$162,545	(\$27,455)	-14%	1
Motor Vehicles Replacement	\$25,500	\$40,486	\$14,986	59%	2
Total Capital Works Expenditure	\$2,050,320	\$2,099,758	\$49,438		
Represented by:					
Renewal	\$2,050,320	\$2,099,758	\$49,438	2%	
Total Capital Works Expenditure	\$2,050,320	\$2,099,758	\$49,438		

(i) Explanation of material variations

VARIANCE REF	ITEM	EXPLANATION
1	Information Technology	Information Technology was underspent due to delays experienced in finalising a major project. Funds have been carried forward to the new financial year to finalise this project.
2	Motor Vehicles Replacement	The budget allows for the changeover cost of vehicles and assumes a trade-in. The actual cost was the full cost to replace a written-off vehicle following an accident.

Note 3

Funding for the delivery of our services

	2024	2023
3.1 Council Contributions		
Whitehorse City Council	\$5,842,668	\$5,645,090
Manningham City Council	\$3,881,402	\$3,750,146
Manningham City Council - Warrandyte	\$334,349	\$301,488
Manningham City Council - Other projects	\$153,182	\$203,708
	<u>\$10,211,601</u>	<u>\$9,900,432</u>
3.2 Other Grants		
Local Priorities Grant	\$101,026	\$101,026
Premiers Reading Challenge	\$35,899	\$35,899
Library Furniture	-	\$20,000
Living Libraries	-	\$85,000
Digital Seniors Grant	-	\$69,310
Italian and Arabic storytime	\$26,364	-
Other	\$4,950	\$16,000
	<u>\$168,239</u>	<u>\$327,235</u>
3.3 Other Income		
Overdue Charges	\$482	\$43,671
Photocopying Services	\$35,537	\$29,694
Other Service Charges	\$55,357	\$43,892
Sale of Products	\$10,273	\$13,504
Library Programs & Activities	\$8,243	\$3,476
Fundraising	\$1,383	\$6,024
Centrelink Paid Parental Leave	\$15,890	-
Insurance Payout	\$50,797	-
	<u>\$177,962</u>	<u>\$140,261</u>

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

Note 4

The Cost of Delivering Services

4.1 Employee Costs

	2024	2023
Wages and Salaries	\$7,154,808	\$6,851,675
Annual Leave	\$13,546	(\$73)
WorkCover	\$65,649	\$31,645
Superannuation	\$836,647	\$692,890
Staff Training Expenses	\$55,910	\$44,023
Long Service Leave	\$197,805	\$131,438
Centrelink Paid Parental Leave	\$15,890	-
	<u>\$8,340,255</u>	<u>\$7,751,598</u>
b) SUPERANNUATION		
The Corporation made contributions to the following funds		
Defined Benefit Fund		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	<u>\$86,201</u>	<u>\$80,832</u>
Employer contributions payable at reporting date.	-	-
ACCUMULATION FUNDS		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	\$375,205	\$345,992
Employer contributions - other funds;	\$346,111	\$266,065
Active Super	\$866	\$1,735
AMP Super	\$3,894	-
Australian Ethical Super	\$2,207	\$7,252
Australian Super	\$64,696	\$42,588
Aware Super	\$12,702	\$13,040
Care Super	\$14,842	\$13,662
Catholic Super	-	\$385
Centric	\$8,299	-
Colonial First State	\$23,501	\$18,395
Encircle Super	-	\$7,405
Equip Super	\$8,349	\$6,186
First Super	\$1,869	\$2,110
Future Super	\$5,742	\$18,028
HESTA Superannuation	\$37,550	\$25,385
Hostplus/Statewide Super	\$38,266	\$25,212
ING LIVING SUPER	\$8,592	\$7,558
LGIA Super	\$10,981	\$9,204
Mercer Smart Super	\$3,483	-

ACCUMULATION FUNDS	2024	2023
MLC	\$4,806	\$3,959
MyLifeMyMoney	-	\$5,139
Q Super	-	\$3,252
REST	\$42,455	\$25,836
SMSF	\$6,475	\$5,866
UNISUPER	\$17,398	\$10,704
Verve Super	\$16,873	\$3,748
VicSuper	\$12,266	\$9,416
	<u>\$721,316</u>	<u>\$612,057</u>

Employer contributions payable at reporting date.

Contributions made exclude amounts accrued at balance date. Refer to 8.1 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

	2024	2023
Library Stock	\$887,126	\$1,083,238
Furniture and Equipment	\$81,198	\$85,003
Computer Equipment	\$192,761	\$196,028
Motor Vehicles	\$25,634	\$20,034
	<u>\$1,186,719</u>	<u>\$1,384,303</u>

Refer to note 6.1 for a more detailed breakdown of depreciation and accounting policy.

4.3 Disposal of Assets

	2024	2023
Library Stock		
Written down value of assets written off	<u>(\$614,111)</u>	<u>(\$430,027)</u>
Gain/(Loss) on disposal of assets	<u>(\$614,111)</u>	<u>(\$430,027)</u>
Furniture and Equipment		
Proceeds from sale of furniture and equipment	\$2,059	-
Written down value of assets disposed	<u>(\$6,928)</u>	<u>(\$8,896)</u>
Gain/(Loss) on disposal of assets	<u>(\$4,869)</u>	<u>(\$8,896)</u>
Motor Vehicles		
Proceeds from sale of motor vehicles	-	\$46,000
Written down value of assets sold	<u>(\$39,973)</u>	<u>(\$26,656)</u>
Gain/(Loss) on disposal of assets	<u>(\$39,973)</u>	<u>(\$19,344)</u>
Total loss on Disposal of Assets	<u>(\$658,953)</u>	<u>(\$419,579)</u>

4.4 Audit and Finance Costs

	2024	2023
Audit fee payable to Victorian Auditor General	\$18,900	\$18,000
Internal audit fees - RSM	\$18,150	\$12,805
Other finance costs	\$3,991	\$6,297
	<u>\$41,041</u>	<u>\$37,102</u>

4.5 Other Expenses

	2024	2023
Cleaning, Security	\$235,982	\$246,082
Utility Costs	\$163,342	\$197,170
Headquarters Costs	\$77,191	\$90,169
Couriers	\$76,039	\$71,606
Professional Services	\$80,679	\$48,814
Insurance	\$89,356	\$82,381
Office Expenses	\$49,251	\$40,747
Programs and Marketing Costs	\$123,881	\$108,857
Vehicle Maintenance	\$17,129	\$21,751
Fundraising Expenditure	\$4,341	\$6,066
Doncaster Library Additional Hours Project	\$153,182	\$115,796
Doncaster and Bulleen Project	\$47,045	\$21,320
Staff Amenities	\$27,922	\$20,116
	<u>\$1,145,340</u>	<u>\$1,070,875</u>

Note 5

Investing In and Financing Our Operations

5.1 Financial Assets

	2024	2023
(a) Cash and cash equivalents		
Cash on Hand	\$1,500	\$1,500
Cash at Bank	\$56,384	\$83,578
Money Market call account	\$434,833	\$1,612,330
Total cash and cash equivalents	\$492,716	\$1,697,408
(b) Other Financial assets		
Current		
Term Deposits	\$933,869	\$664,882
Money Market - restricted LSL	\$1,416,930	\$1,351,564
Total other financial assets	\$2,350,799	\$2,016,446
Total financial assets	\$2,843,516	\$3,713,854

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.

Other financial assets are valued at fair value, at balance date. Term deposits are measured at original cost. Any unrealised gains and losses on holdings at balance date are recognised as either a revenue or expense.

5.2 Non-Financial assets

	2024	2023
Accrued Income	\$26,981	\$26,721
Total other assets	\$26,981	\$26,721

5.3 Payables

	2024	2023
Creditors	\$204,840	\$462,400
Accrued Expenses	\$289,750	\$741,006
	\$494,590	\$1,203,406

5.4 Provisions

	2024	2023
Annual Leave		
Balance at beginning of the financial year	\$548,378	\$548,451
Additional Provisions	\$641,652	\$562,945
Amounts Used	(\$628,106)	(\$563,018)
Balance at end of the financial year	<u>\$561,924</u>	<u>\$548,378</u>
Long Service Leave		
Balance at beginning of the financial year	\$1,163,282	\$1,286,348
Additional Provisions	\$365,461	\$22,334
Amounts Used	(\$142,093)	(\$145,400)
Balance at end of the financial year	<u>\$1,386,650</u>	<u>\$1,163,282</u>
(a) Employee provisions		
Current provisions expected to be wholly settled within 12 months		
Annual Leave	\$464,397	\$419,565
Long Service Leave	\$34,204	\$42,937
	<u>\$498,601</u>	<u>\$462,502</u>
Current provisions expected to be settled after 12 months		
Annual Leave	\$97,527	\$128,813
Long Service Leave	\$1,204,439	\$1,120,345
	<u>\$1,301,966</u>	<u>\$1,249,158</u>
Total current employee provisions	<u>\$1,800,567</u>	<u>\$1,711,660</u>
Non current provisions		
Long Service Leave	\$148,007	\$104,784
Total non current provisions	<u>\$148,007</u>	<u>\$104,784</u>
Total Provisions	<u>\$1,948,574</u>	<u>\$1,816,444</u>

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

Wages, salaries and annual leave

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

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	2024	2023
• Discount rate	4.35%	4.06%
• Weighted average increase in employee costs	4.45%	4.35%
• 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.

	2024	2023
Bank overdraft	\$20,000	\$20,000
Credit card facilities	\$13,000	\$13,000
Total facilities	<u>\$33,000</u>	<u>\$33,000</u>
Unused facilities	\$28,997	\$33,000
	<u>\$28,997</u>	<u>\$33,000</u>

Note 6

Assets We Manage

6.1 Summary Of Property And Equipment

	OPENING ASSET AT COST	OPENING DEPRECIATION	CARRYING VALUE AT 30 JUNE 2023	ADDITIONS	DEPRECIATION	DISPOSALS SOLD	DISPOSALS WRITTEN OFF	CARRYING VALUE AT 30 JUNE 2024
Library Stock	\$7,629,198	(\$570,665)	\$7,058,533	\$1,834,278	(\$887,126)	-	(\$614,111)	\$7,391,574
Furniture & Equipment	\$2,144,332	(\$1,611,206)	\$533,127	\$62,449	(\$81,198)	-	(\$2,082)	\$512,296
Computer Equipment	\$825,294	(\$420,577)	\$404,717	\$162,545	(\$192,761)	\$2,059	(\$4,846)	\$371,714
Motor Vehicles	\$137,534	(\$24,908)	\$112,626	\$40,486	(\$25,634)	-	(\$39,973)	\$87,505
	<u>\$10,736,358</u>	<u>(\$2,627,356)</u>	<u>\$8,109,002</u>	<u>\$2,099,758</u>	<u>(\$1,186,719)</u>	<u>\$2,059</u>	<u>(\$661,012)</u>	<u>\$8,363,088</u>

(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 2022/2023).

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

(b) Depreciation of non current assets

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

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

(c) Repairs and Maintenance

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

(d) Land and Buildings

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

Note 7

People and Relationships

7.1 Board and Key Management Remuneration

(a) Names of persons holding the position of a Responsible Person at the Whitehorse Manningham Regional Library Corporation for the period 1 July 2023 to 30 June 2024.

KEY MANAGEMENT PERSONNEL

COUNCILLORS

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

COUNCIL REPRESENTATIVES

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

COMMUNITY REPRESENTATIVES

Ms Dionne Dearman - City of Manningham
 Ms Nicola Nye - City of Whitehorse

CHIEF EXECUTIVE OFFICER

Ms Sally Both - Whitehorse Manningham Regional Library Corporation

(a) Remuneration of Key Management Personnel

Remuneration comprises employee benefits including all forms of consideration paid, payable or provided by the Corporation in exchange for services rendered. Remuneration of Key Management Personnel and Other senior staff is disclosed in the following categories.

Short-term employee benefits include amounts such as wages, salaries, annual leave or sick leave that are usually paid or payable on a regular basis, as well as non-monetary benefits such as allowances.

Other long-term employee benefits include long service leave, other long service benefits or deferred compensation.

Post-employment benefits include pensions, and other retirement benefits paid or payable on a discrete basis when employment has ceased.

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

	2024	2023
Total remuneration of key management personnel was as follows:		
Short term benefit	\$199,021	\$193,187
Other long-term benefits	(\$8,370)	\$4,530
Post-Employment Benefits	\$21,473	\$19,128
	<u>\$212,124</u>	<u>\$216,845</u>

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

	NO.	NO.
\$210,000 - \$219,999	<u>1</u>	<u>1</u>
	<u>1</u>	<u>1</u>

(c) Senior Officers Remuneration

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

- a) has management responsibilities and reports directly to the Chief Executive; and
- b) whose total annual remuneration exceeds \$170,000

The Corporation have no Senior Officers who fit this criteria.

7.2 Related party disclosure

(a) Transactions with related parties

REVENUES		
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	2024	2023
Manningham City Council		
Reimbursement of Warrandyte library expenses	\$334,349	\$301,488
Additional Hours Project - Doncaster/Pines Library	\$153,182	\$105,288
Additional Support for Doncaster/ Bulleen project	-	\$98,420
Additional grants for specific projects	\$26,364	\$3,000
Whitehorse City Council		
Additional grants for specific projects	\$5,600	\$23,000
EXPENSES	2024	2023
Manningham City Council		
Warrandyte Library Expenses	\$295,117	\$253,794
Utilities reimbursement - Doncaster Library	\$28,600	\$26,000
Additional Hours Project - Doncaster/Pines Library	\$153,182	\$115,796
Living Libraries	-	\$38,617
Mayoral Ball	-	\$473
Marketing	\$404.04	\$121
Reimbursement door sensor - Warrandyte Library	\$7,950.00	-
Whitehorse City Council		
Headquarters Rental	\$68,200	\$68,200
Utilities reimbursement - Nunawading, Vermont South and Blackburn Libraries	\$56,364	\$56,353

(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 (2022/2023 \$68,200) per annum from City of Whitehorse on a 3 monthly basis. There is no formal tenancy agreement so it is considered to be an open ended agreement and the charge is not at commercial rate.

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

Note 8

Managing Uncertainties

8.1 Contingent assets and liabilities

(a) Contingent assets

At the reporting date, the Corporation had no contingent assets (2022-2023: 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* (as per the transitional arrangements of the *Local Government Act 2020*). We manage interest rate risk by adopting an investment policy that ensures:

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

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

Interest rate movements have been significant enough during the year to have an impact on the Corporation's year end result.

(c) Credit Risk

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

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

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

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

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

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

(d) Liquidity risk

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

To help reduce these risks the Corporation:

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

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

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

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

8.3 Fair Value Measurement**(a) Sensitivity disclosure analysis**

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

- A parallel shift of +1.5% in market interest rates (AUD) from year-end rates of 4%.

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

Fair value hierarchy

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

8.4 Events occurring after balance date

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

Note 9

Other Matters

9.1 Reconciliation of cash flows from operating activities to surplus.

	2024	2023
Surplus for the year	\$11,139	\$614,968
Depreciation	\$1,186,719	\$1,384,303
Loss on Disposal of Fixed Assets	\$658,953	\$419,579
Changes in assets and liabilities		
(Increase) in Receivables	(\$27,943)	(\$30,741)
(Increase) in Accrued Income	(\$260)	(\$21,988)
Decrease/(Increase) in Prepayments	(\$22,503)	\$94,855
Increase/(Decrease) in Employee Provisions	\$132,130	(\$18,355)
Increase/(Decrease) in Payables	(\$708,817)	\$585,395
Net cash provided by operating activities	<u>\$1,229,418</u>	<u>\$3,028,016</u>

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 2024, this was 11% as required under Superannuation Guarantee (SG) legislation (2023:10.5%)).

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

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

A triennial actuarial investigation for the Defined Benefit category as at 30 June 2023 was conducted and completed by 31 December 2023. The vested benefit index (VBI) of the Defined Benefit category as at 30 June 2023 was 104.1%. The Corporation was notified of the 30 June 2023 VBI during August 2023. The financial assumptions used to calculate the 30 June 2023 VBI were:

THE FINANCIAL ASSUMPTIONS USED TO CALCULATE THE VBI WERE:

Net investment returns	5.7% pa
Salary information	3.5% pa
Price inflation (CPI)	2.8% pa

The VBI is used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2023 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

(a) Regular contributions

On the basis of the results of the 2023 triennial actuarial investigation conducted by the Fund Actuary, the Corporation makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2024, this rate was 11.0% of members' salaries (10.5% in 2022/23). 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 2023 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.

(b) Funding calls

If the Defined Benefit category is in an unsatisfactory financial position at an actuarial investigation or the Defined Benefit category's VBI is below its shortfall limit at any time other than the date of the actuarial investigation, the Defined Benefit category has a shortfall for the purposes of SPS 160 and the Fund is required to put a plan in place so that the shortfall is fully funded within three years of the shortfall occurring. The Fund monitors its VBI on a quarterly basis and the Fund has set its shortfall limit at 98% from July 2024 (previously 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 2023 interim actuarial investigation surplus amounts

An actuarial investigation is conducted annually for the Defined Benefit category of which the Corporation is a contributing employer. Generally, a full actuarial investigation is conducted every three years and interim actuarial investigations are conducted for each intervening year. A full investigation was conducted as at 30 June 2023.

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

	2023 (TRIENNIAL)	2022 (INTERIM)
• A VBI surplus	\$84.7m	\$44.6m
• A total service liability surplus	\$123.6m	\$105.8m
• A discounted accrued benefits surplus	\$141.9m	\$111.9m

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 2023.

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 2023.

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 2023.

The 2024 interim actuarial investigation

An interim actuarial investigation is being conducted for the Fund's position as at 30 June 2024 as the Fund provides lifetime pensions in the Defined Benefit category. It is anticipated that this actuarial investigation will be completed by October 2024.

The VBI of the Defined Benefit category was 105.4% as at 30 June 2024. The financial assumptions used to calculate the 30 June 2024 VBI were:

Net Investment Returns	5.6% pa
Salary Information	3.5% pa
Price Inflation (CPI)	2.7% pa

The Corporation was notified on the 30 June 2024 VBI during August 2024. Because the VBI was above 100%, the Defined Benefit category was in a satisfactory financial position at 30 June 2024 and it is expected that the actuarial investigation will recommend that no change will be necessary to the Defined Benefit category's funding arrangements from prior years.

The 2020 triennial investigation

The last triennial actuarial investigation conducted prior to 30 June 2023 was at 30 June 2020. This actuarial investigation was completed by 31 December 2020. The financial assumptions for the purposes of that investigation was:

	2020 TRIENNIAL INVESTIGATION	2023 TRIENNIAL INVESTIGATION
Net Investment Returns	5.6% pa	5.7% pa
Salary Inflation	2.5% pa for two years and 2.75% pa thereafter	3.5% pa
Price Inflation	2.0% pa	2.8% pa

In addition to the contributions 4.1b the Corporation has paid no unfunded liability payments to Vision Super.

Note 10

Change in Accounting Policy

There have been no changes to accounting policies in the 2023-24 year.

Glossary

Acquisitions

The ordering, purchasing and accessioning of new library materials

Baby Karaoke

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

CALD

Culturally and Linguistically Diverse

Collection

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

Corporation

Whitehorse Manningham Regional Library

Corporation Depreciation

An accounting allowance made for a loss in value of capital

eAudiobooks

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

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

LinkedIn Learning

Online learning platform

LOTE

Languages Other Than English

Member

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

Niche Academy

Online learning platform

Outreach

Services provided by the Library to the community

Patron

Any person making use of the Library Service

PLV

Public Libraries Victoria – the peak body for Victorian public libraries

Reader Development

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

Region

The Whitehorse and Manningham local authority areas

RFID

Radio Frequency Identification technology that transmits data using radio waves

SIG

Special interest group

SPUN

Spydus user-group network

STEM

Science, Technology, Engineering, Mathematics

Stock

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

Tribal Habits

Online learning platform

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



Whitehorse Manningham Libraries

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