



## AGENDA PAPER

and  
accompanying documents  
for the

Ordinary Meeting of the Board  
of the  
Yarra Plenty Regional Library Service

Thursday 25 August 2022  
at  
1.00pm

Online Meeting

**TO BOARD MEMBER**

Yarra Plenty Regional Library Board Meeting will be held on:

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**DATE AND TIME:**

Thursday 25 August 2022 at 1.00pm

**LOCATION:**

Online Microsoft Teams meeting

**APOLOGIES:**

If you cannot attend the meeting, please email [dlamb@yprl.vic.gov.au](mailto:dlamb@yprl.vic.gov.au)  
by **Monday 22 August 2022**

**Chief Executive Officer**

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## **A. Welcome and Apologies**

## **B. Acknowledgement to Traditional Custodians**

***“YPRL acknowledges the Wurundjeri people as the traditional custodians of the land and we pay our respects to all Aboriginal and Torres Strait Islander Elders past, present and emerging, who have resided in the area”***

## **C. Disclosures of Interest, declaration of Pecuniary and Conflict of Interest**

## **D. Confirmation of the Minutes of the Meeting 23 June 2022**

## **E. Presentation of General Reports**

## SECTION E

### Presentation of General Reports

**Agenda Item 1: Ivanhoe Library Branch Manager Presentation  
(NOTING)**

Responsible Officer: Chief Executive Officer

Author: Ian Wedlock, Branch Manager Ivanhoe Library & Cultural Hub

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**REPORT**

**SUMMARY**

A verbal presentation will be provided by the Branch Manager from Ivanhoe Library and Cultural Hub on current and future activities of the branch.

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**RECOMMENDATION**

**That the Board resolves to RECEIVE and NOTE the presentation**

**M:** \_\_\_\_\_  
**S:** \_\_\_\_\_

**Agenda Item 2: External Auditor Report (NOTING)**

Responsible Officer: Chief Executive Officer  
Author: Shivam Goel, RSD Audit

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**REPORT****SUMMARY**

This report is for Board Members' information.

**REPORT**

RSD Audit will present FY 2021/2022 Final Management Letter and Closing Report.

**CONSULTATION**

YPRL Executive Leadership Team members

**CRITICAL DATES**

N/A

**FINANCIAL IMPLICATIONS**

N/A

**LINKS TO STRATEGIC PLAN****Strategy:**

- Organisational strength

**Priority:**

- Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.

**DECLARATIONS OF CONFLICT OF INTEREST**

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

**RECOMMENDATION**

**THAT the Board resolves to RECEIVE and NOTE the External Auditor Report.**

**M:** \_\_\_\_\_

**S:** \_\_\_\_\_

### Agenda Item 3: CEO Report (NOTING)

Responsible Officer:	Chief Executive Officer
Author:	Jane Cowell, Chief Executive Officer
Attachment:	3a – External Meetings Attended by CEO June 2022 – August 2022 3b – Quarterly Dashboard April 2022 – June 2022

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## REPORT

### Board and Governance

Reporting Requirements Under the Local Government Act 1989: At a meeting with Local Government Victoria held on 12 August 2022, Director, Sector Investment, Colin Morrison informed the CEOs of Regional Library Corporations (RLCs) that the reporting requirements under the 1989 Local Government Act apply for all RLCs. This means that our Annual Report is due to the Minister by 30 September. All RLC CEOs have been informed that VAGO will not complete their audited financial accounts until 30 October which will put us in breach of the Act. LGV will consult with the Minister regarding this and inform us all, of an appropriate approach. At this stage my suggestion is to send the Annual Report with the draft financials to the Minister on time with the proviso that the final Annual Report will be sent when we receive the final audited financials from VAGO.

Gender Equity Legislation Stage 3 Consultation: The Commission for Gender Equality in the Public Sector is undertaking consultation regarding the proposed changes to the Gender Equity Act 2020 (Stage 3). It is proposed that Regional Library Corporations be included within the Act's legal requirements as a designated entity. All designated entities with staff of over 50FTEs will be required to undertake all the requirements of the Act. This will start in the first quarter of 2023 with the first report and data analysis due by October 2023. A submission responding to this requirement is being developed. This work is very resource intensive within a very tight recruitment market and with a tight deadline. There is also the issue that all RLCs must be wound up by 2030. YPRL is requesting adjustments to the deadlines within the proposal and whether shared resourcing with other RLCs would be achievable to undertake this work.

### Knowledge and Learning

SNAICC National Aboriginal and Torres Strait Islander Children's Day at Thomastown Library: Several hundred children and families gathered at Thomastown Library to mark Children's Day on Thursday 4 August. City of Whittlesea Early Years team, VACCA, VAHS, Yarn Strong, Best Start, Thomastown Neighbourhood House, Brotherhood of St Laurence, Barrbunin Beek, Bubup Wilam, Playgroups Victoria and other organisations came together to put on a special celebration. Children's Day is a time for the community and partners to come together to connect, to give information and to support each other. It's a reminder of connection to culture and country, of children growing up strong and safe and knowing their cultural traditions. No other public libraries in Victoria currently have the relationships in place to host this kind of event – it needs to be done in partnership with community, and

Thomastown Library and YPRL have worked hard over the last year to build relationships with our First Nations community. We were lucky to have several Elders attending, speaking to school children and sharing their experiences. Uncle John Baxter reflected on Wominjeka. Local Elders are interested in our library plan and principles and have worked with library staff to map our principles to the idea “Proud in culture, strong in spirit” in Aboriginal culture, making meaningful links and connections. 90 new members signed up on the day. This was a special event for the library, building cultural foundations and bringing in people who don’t usually come to libraries.



*Family History month:* The annual Family History month program returned this August with a robust and wide range of opportunities for family history researchers and others interested in the past. It includes, author and expert speakers, a cemetery tour, opportunity to discuss a research challenge, beginner talks, hands on workshops; create a digital story, scan your precious photos or create your own book to keep of family food memories. Some highlights include: *Celebrating 150 years of State Schooling in Victoria*, (Watsonia), *Writing Migrant Family History* (Mill Park) and *No Ordinary Convict* (Eltham). We have partnered with the University of Tasmania, Family History Diploma, The Melbourne Dead Persons Society (DPS) and others to present the 2022 program.

*Makecode Arcade Game Jam:* Was delivered at Diamond Valley library during the school holidays in partnership with the Banyule Nillumbik Tech School, Melbourne Polytechnic. Two 1.5hr sessions were delivered and facilitated by Nillumbik Tech staff with support from YPRL staff. 20 participants attended each session aged 10 or older. After attending both sessions participants received an Adafruit PyGamer (from Melbourne Polytechnic). YPRL has now been invited to participate in the Tech School’s annual mini fair where we will promote our services.

## Connection

*Community Storytelling:* Library staff hear amazing stories from our patrons every day, about their lives and about how they've been positively impacted by the library. To help us tell some of those stories and promote the good that libraries do in the community, 20 staff from across all branches attended Community Storytelling training in late June, facilitated by local storyteller Lara McKinley. Skills covered included how to find stories, creating a framework, how to interview somebody effectively, how to take good photos, and quick editing. Staff put their new skills into practise immediately with a story campaign for Library and Information Week 2022. We captured the stories of seven library users and shared one a day on social media, where they were very popular, especially on Twitter, and have attracted some international attention from CILIP in the UK. You can read the stories [HERE](#).

*Immersive Worlds:* The Immersive Worlds school holiday event was a collaboration with Banyule Youth Services and Ivanhoe Library staff that combined multiple interests from Virtual Reality, Dungeons & Dragons, an escape room and games. The purpose of the event was to return young people to our library and facilitate opportunities for them to connect with each other, particularly for young people that are feeling isolated. On the day we recorded nearly 60 attendees ranging from ages 12 – 22. Through staff interactions we observed that many of these young people had come to the library for the first time, formed groups with others they had met for the first time, and shared contact information after the event to continue meeting. For activities that were not facilitated young people demonstrated cooperation with each other and independence, building the awareness that library spaces are a space they can continue to feel welcome and safe in.

*Eltham Mural launch:* "Dreamtime Sky" is the name of the beautiful mural in Eltham Library's Children's Garden, painted by Indigenous artist Simone Thomson. It was launched on July 22 (after Covid delays) with a Welcome to Country and Smoking ceremony by Elder Uncle Ringo Terrick. CEO Jane Cowell MC'd the proceedings that included speeches by YPRL Board Chair Cr Karen Egan and artist Simone Thomson.



The morning tea was provided by the First Nations catering company Bunji and there was a craft activity for children to participate in. Families can enjoy the space even more with the addition of the mural, which features animals and stories of the land and river, including the Eltham Copper butterfly, Tiddalick the frog and the Rainbow Serpent. The mural was made possible with a Community Grant from Shire of Nillumbik and donations of materials from Bunnings and Inspirations Paint in Eltham.

*Media Mentions:*

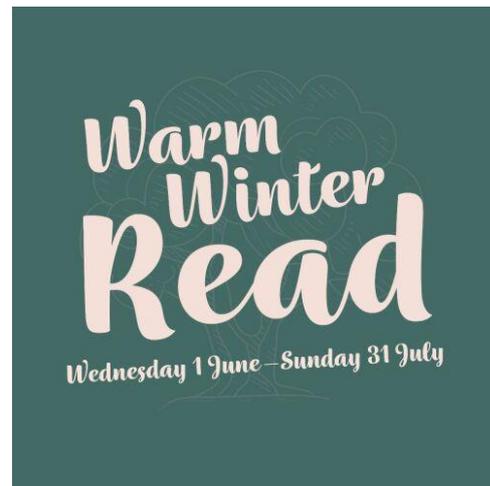
<b>Publication</b>	<b>Number of Mentions</b>
Arts Hub	2
The Age	1
Your Child - Whittlesea	6
Local Scoop	1
Greensborough Historical Society Newsletter	1
Star Weekly	2
The National Tribune	1
City of Whittlesea	2
The Mirage	2

**Wellbeing**

*Mill Park Vaccination Pop up:* The Multicultural Awareness of Covid Immunisation (MACI) team from City of Whittlesea partnered with DPV health and YPRL to deliver Covid-19 booster doses for community members in July. These sessions proved so popular, that it was agreed to continue the vaccination pop-ups on Tuesdays throughout August and September. The community feedback is that they're pleased to have ready access to vaccinations in a familiar location. A sign on Plenty Road, advertising the pop-up also proved to be an effective way for the community to know that the vaccinations were taking place. This, in turn has encouraged many community members to return to the library after Covid, and YPRL staff have taken this opportunity to re-connect with the community through Storytimes and other children's programs.

*Virtual Reality for people with special needs:* This VR pilot program was co-designed with some of the special needs groups in the library. After initial discussions with groups such as: MS, DPV Health and Life Skills Victoria, it became clear there was a need to support and enhance these communities' personal development and wellbeing. Participants choose from a variety of VR programs that provide interactive experiences using the controls as virtual hands. One student in the group has autism and previously wouldn't engage in the group's activities in the library. However, with the introduction of VR, he is joining in and enjoys using the technology. His carer is pleased with the development of his social skills. YPRL is investigating delivering this program region-wide

Warm Winter Reads: The Warm Winter was a reading campaign aimed at adults initiated by Public Libraries Victoria. For weeks during Melbourne’s winter the campaign encouraged adults to get reading again by creating healthy reading habits and incorporating reading into their daily routine. YPRL the campaign to inspire and motivate healthy reading habits and support adults’ health and wellbeing by taking for themselves. The campaign engaged communities through an online tracking (Beanstack), official Warm Winter Read bookmarks, blogs with reading recommendations, and in curated displays to make reading choices easier. 2700 people participated over the 9-week campaign.



Read  
9  
used  
time  
our  
tool

**Organisational Strength**



Talking Together Update: Two new band 4 Community Program Officers have commenced at YPRL in late July & early August to deliver this program: Mahamed Hassan Awl, working 3 days a week, and Aisha Ahmed, working 1 day a week. Mahamed and Aisha are based at Ivanhoe Library and Cultural Hub and will be codesigning outreach programming with the Somali Australian community in West Heidelberg. As part of the Talking Together grant, 19 staff took part in Cultural Responsiveness

training with Mahana Culture at the end of June via Zoom. 7 of those staff went on to do a deeper dive second day of training with Mahana at Ivanhoe Library and Cultural Hub, focusing on understanding our own deep cultural story and heritage so that we can better respond to others. An article about the early stages of the Talking Together project was submitted to the national library industry (ALIA) publication *InCite*, and it will be the cover article for the September/October issue.

Grant Writing Workshop: In order to build capacity in grant applications across the region heading into 2022/23, 20 staff took part in a grant writing workshop facilitated by Debby Maziarz. The very thorough and engaging training covered preparation, application, budget, and acquittal of grants, and has left YPRL better placed to apply for grants by building the pool of staff with skills in this area.

**RECOMMENDATION**

**THAT the Board resolves to RECEIVE and NOTE the CEO Report**

**M:** \_\_\_\_\_

**S:** \_\_\_\_\_

**CEO External Meetings June 2022 to August 2022**

Date	Meeting/Event	Topic
15 June In person	Andrew Clegg, State Government Kirstie Mckenzie, Nillumbik Shire Council Enrique Gutierrez, Nillumbik Shire Council	Discussion regarding Living Libraries Infrastructure Grant application requirements for the proposed Learning Garden for Diamond Valley Library. The outcome was this grant was not suitable for Council requirements.
15 June Online	Enrique Gutierrez, Nillumbik Shire Council Kirsty Doncon, Growing Suburbs Fund representative,	Growing Suburbs Fund application process and information required for Council to submit a grant for the proposed Learning Garden at the Diamond Valley Library.
15 June Online	Living Library Infrastructure Grant Fund	Mobile Library and Outreach Vehicles grant applications – pre-submission meeting. Note 2 applications submitted: 1 for Major Project, 1 for Minor Project
20 June In person	Enrique Gutierrez, Nillumbik Shire Council	Growing Suburbs Fund grant application – Diamond Valley Library Learning Garden
21 June Online	Public Libraries Victoria General Meeting Library Managers and RLC CEOs PLV Executive	Presentation on Return Yourself to the Library Campaign Reports from State Library and Local Government Victoria
21 June Online	Simon - Simbuilt Georgia Byers- Simbuilt Trinh Luu, YPRL	Library Support Services refurbishment – start-up meeting with successful contractors. Project onsite start 15 August.
22 June Online	Mat Foley, Content Studio S Heng, Content Studio Trinh Luu, YPRL	Discuss Thomastown and Lalor library proposed layout ideas.
23 June Online	Emma Antonetti, Whittlesea Community Connections	Whittlesea Youth Hub Partnership meeting.
24 June In person	Whispers Café, Ivanhoe Library and Cultural Hub Open House Board Representatives Anthony Carbine, MP and staff	Official opening of new café at ILCH
4 July & 1 August Online	Vanessa Little, State Librarian, Libraries ACT Canberra	Peer Mentor session

Date	Meeting/Event	Topic
24 June Online	Emma Wallis, Children's Services Librarian, Eastern Region Libraries	ALIA Mentee session
27 June In person	Georgia Byers – Simbuilt Trinh Luu – YPRL	Layout and furniture options for LSS refurbishment
27 June In person	Saleh Hadi – Nillumbik Shire council Tracey Jermieson – YPRL	Discuss Indigenous artwork commission for Diamond Valley Library
27 June Online	IFLA Division A Group	Monthly group meeting
30 June In person	Inclusive Banyule Advisory Committee	Committee meeting
30 June In person	Paula Kelly Paull – Raeco Ltd	Library Vendor meeting to discuss the re-design of laptop tables and Tour of ILCH
1 July Online	Libraries for Health & Wellbeing Roundtables write-up	Working Party discussed partnership framework being developed.
1 July Online	Celia Rice – Senior Library Coordinator Moonee Valley Library	Mentee session with Celia who is acting in a higher banded role
6 July In person	Catherine Ramsay – Croxon Ramsay	Ivanhoe Library visit and tour with Boroondara Council representatives investigating a shared Library Cultural Hub facility.
6 July In person	Kate Thwaites (MP) Ian Wedlock - YPRL	Ivanhoe Library and Cultural Hub tour Advocate for the importance of libraries
11 July & 1 August Online	Kate McCaughey – City of Whittlesea Anthony Traill – City of Whittlesea	Regular partner meeting
11 July Online	Margaret Devlin – Centre for Organisation Development Rob Green – YPRL Robyn Ellard - YPRL	Discussion re YPRL Staff Alignment and Engagement Survey Options for Organisational Development Consultancy for the Staff Development Day
13 July Online	Anthony Traill – City of Whittlesea Jill Bambach – City of Whittlesea	Discussion of options for library services provision at Mernda

Date	Meeting/Event	Topic
13 July & 11 August	Kath Brackett – Banyule City Council	Regular partner meeting
14 July Online	IFLA Division A group	
18-20 July Ballarat	PLV Planning Summit	
21 July In person	Rosanna Library Redevelopment/Woolworths Planning public information session	Public information drop-in session
22 July Online	Corrienne Nichols – Nillumbik Shire Council	Regular partner meeting
25 July Online	Carmen Griffiths – Raeco Ian Wedlock – YPRL Robyn Ellard – YPRL	Discuss furniture options for Ivanhoe Library public spaces
25 July Online	Margaret Devlin – Centre for Organisation Development	CEO performance review debrief
26 July Online	Adele Walsh – LaTrobe University	Discussion re speaking engagement for the LaTrobe Professional Development Seminar
26 July Online	Commision for Gender Equity in the Public Sector Kate Berry Director Gender Equality Commission RLC CEOs and HR representatives	Gender Equity Stage 3 Regulations Consultation Stage 3 recommends Regional Library Corporations be a designated entity and be required to deliver the full Gender Equity requirements from first quarter 2023 with the first report delivered to the Commission by October 2023.
28 July Online	Pamela Trigilia – City of Whittlesea Community Infrastructure Coordinator	Discuss options for pop up library spaces in municipality
29 July In person	Saul Akoka – Crabtrees Lucy Rasdell – Banyule City Council Manager Strategic Projects	Inspection of potential site for temporary Rosanna Library service
3 August Online	Libraries for Health & Wellbeing Workgroup	Partnership mapping report and discussion

Date	Meeting/Event	Topic
9 August Eltham Library	Mat Foley, Content Studio S Heng, Content Studio Trinh Luu, YPRL Coralie Kouvelas Branch Manager Thomastown Wendy Costigan Branch Manager Eltham Chantel Blitenthall, Branch Manager Lalor	Presentation of proposed new layouts and refurbishments for Eltham, Thomastown and Lalor, for feedback prior to Council and community consultation processes.
10 August MP & DV	Mieke Mellars – Hume Council	Tour of Mill Park and Diamond Valley Libraries
11 August ILCH	Overdrive, USA CEO Claudia Weissman and Melbourne based Account Manager Julianne Tobin	Tour of ILCH and meeting regarding Overdrive Company commitment to libraries after absorbing other library vendor companies (Kanopy, Wavesound)
11 August Online	Public Libraries Victoria Collections Special Interest Group 50+ Collections and Local Studies Library staff across the state	Regular group meeting. Key topics: Local History Collections, eResources, Collections Management Best Practice
12 August Online	Colin Morrison, Director Sector Engagement (DJPR) & other DJPR Officers Regional Library Corporation CEOs Transition of RLCs	Agenda included: Ongoing Reporting requirements under 1989 LGA Act; RLC Transition Update from RLC CEOs with estimated timeframes where relevant; development of Local Government Beneficial Enterprise Guidelines; Gender Equity Legislation and consultation regarding RLCs legal requirements if made designated entities under the legislation.
12 August ILCH	Sarah Field, Coordinator Technology and Systems Innovation, Darebin Council Library Service	Mentee session regarding career progression
18 August Online	Cr Karen Egan, YPRL Chairperson	Discuss and finalise YPRL Board meeting agendas for August 2022
18 August Online	ALIA Mentoring Scheme participants	ALIA Mentoring Scheme Webinar – online presence

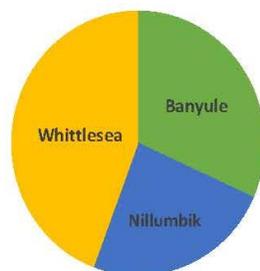
## MEMBERSHIP

**Total Members:**

Banyule: 35,554

Nilumbik: 26,877

Whittlesea: 49,583



**Active Members (Q4):** 48,457

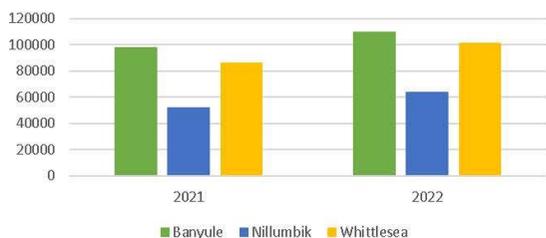
**New Members:** 4,992

New Members Totals



**Branch Visits:** 270,583

Visits



# 1 OUR BUSINESS

2021/2022 Q4: 1 Apr–30 Jun

## EVENTS

**YARRA PLENTY REGIONAL LIBRARY**  
 1 April - 30 June 2022

**77,331**  
app uses

**681**  
in person attendees

**1,542**  
digital attendees

**37,564**  
ebooks downloaded

**40,869**  
audiobooks downloaded

**187,108**  
website visits

**30,978**  
wi-fi uses

**4,992 NEW MEMBERS**

**57**  
blogs posted

**17,211**  
Total engagements

**44,354**  
users reached

**1,088**  
links clicked

**199**  
new followers



## USAGE

**Catalogue Hits:** 88,858

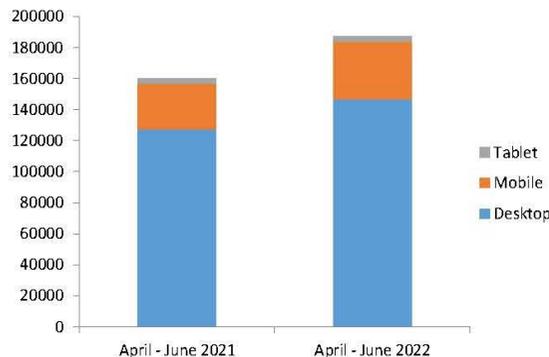
**WiFi Total Sessions:** 30,978

Banyule: 15,903

Nilumbik: 5,679

Whittlesea: 9,396

**Website Hits:** 187,108



**Total number of Digital Events:** 43

**Digital Event Attendance:** 1,542

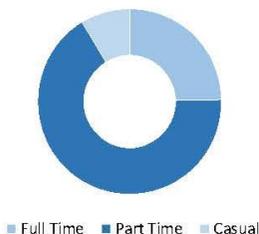
**Total In Person Events:** 638

**In Person Event Attendance:** 25,634

## STAFF



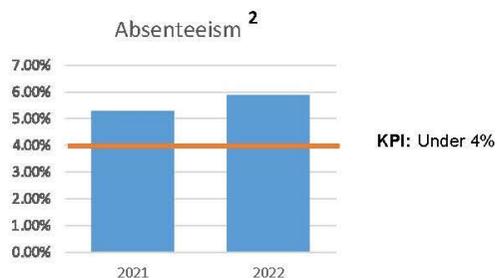
**Staff Total:** 162  
**Full Time:** 40  
**Part Time:** 108  
**Casual:** 14



**EFT Budget:** 98.51    **EFT Actual:** 97.34

Staff EFT remains within budget.

**Turnover:** 4.76% (previously 2.37%)  
**Absenteeism:** 5.87% (previously 5.29%)



**Volunteer Total:**

## TRAINING

	2021	2022
Training Hours Delivered	956.75	755.25
Average Training Hours per Employee	5.66	4.66

# OUR PEOPLE & FINANCE

2021/2022 Q4: 1 Apr–30 Jun

## PROJECTS

● Green	On Time, On Target
● Yellow	Delayed
● Red	Under Evaluation

Eltham/Lalor/Thomastown Library Furniture Refresh	● Green
Rosanna Library Redevelopment	● Green
Records Management	● Green
Business Continuity Planning	● Yellow
LSS Refurbishment	● Green

## FINANCES

**Budget: How are we tracking?**

### Quarterly Financial Report

30 June 2022

<b>YTD Operating Result</b> Favourable to budget \$363k	<b>Forecast Operating Result</b> Year End 2021/22 Favourable to budget \$363K	<b>YTD Capital Expenditure</b> Behnd budget \$ 205k
<b>Cash Balance</b> \$ 7.3 million In line with YTD result and Capital Expenditure	<b>Working Capital Ratio</b> 2.49 Minimum level 1	<b>Accounts Receivable</b> Increased \$28k <b>Accounts Payable</b> Decreased \$503k

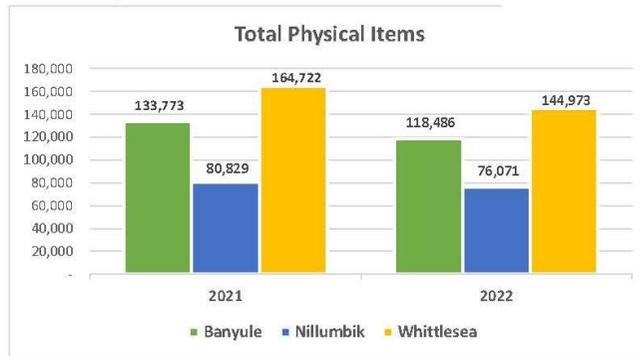
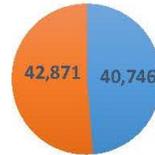
## COLLECTION

Total Physical and Digital Collection: 423,147

Total Digital Items: 83,617

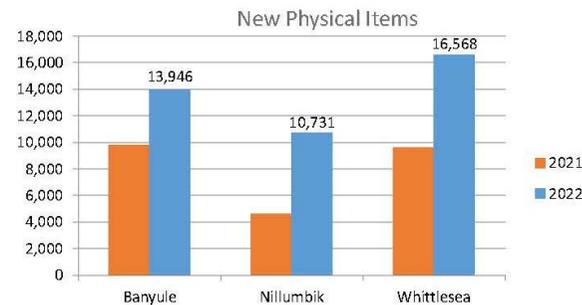
Total Physical Items: 339,530

eBooks  
eAudiobooks



New Collection Items (Physical and Digital): 46,516

New Physical Collection Items: 41,245



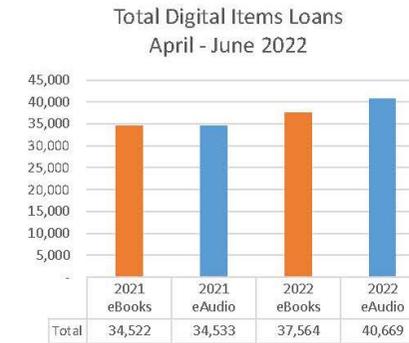
## OUR ASSETS

2021/2022 Q4: 1 Apr–30 Jun

### LOANS <sup>3</sup>

Total Physical Loans: 573,033 (20.94% increase)

Total Digital Loans: 78,233 (13.29% increase)



## FOOTNOTES

1. All key indicators have significantly increased since Q3 indicating a continued return to our libraries. Active members quadrupled and in-person visits to our branches increasing by over 36% from the previous quarter.
2. Absenteeism remains over our KPI targets due to increased COVID-19 and Flu infection rates in our community and in turn our staff.
3. Our physical book loans continue to increase in line with increased library visits and our eResources continue to perform strongly with sustained growth.

## **Agenda Item 4: Quarterly Report June 2022, End of Financial Year 2021 – 2022 Summary and Draft 2021 – 2022 Financial Report (NOTING)**

Responsible Officer:	Chief Executive Officer
Author:	Luciano Lauronce, Finance and Administration Manager
Attachment:	4a – June 2022 Quarterly Report – Performance against March 2022 forecast 4b – 2021/2022 Financial Summary – Performance against budget 4c – Annual Financial Report June 2022

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### **REPORT**

#### **SUMMARY**

This report covers June 2022 Quarterly Report and 2021/2022 Financial Summary and is for Board's consideration and resolution to adopt 'in principle' the draft 2021/2022 Financial Report, subject to RSD Audit review, YPRL Audit Committee approval, and VAGO's response, for submission to the Minister of Local Government.

#### **INTRODUCTION**

COVID-19 continued being a challenging time for YPRL and many organisations across the globe during the financial year 2021/2022. However, the experience highlighted YPRL's resilience and ability to adapt and innovate. For 2021/2022 financial year, YPRL has achieved a \$340k operating surplus that compares favourably to the budgeted operating deficit of \$24k. Capital Expenditure for 2021/2022 was below budget totalling \$1.65 million. YPRL, at 30 June 2022, continues to remain financially sound and maintain a strong liquidity position with a working capital ratio, which assess YPRL's ability to current commitments, of 2.49.

#### **REPORT**

##### **June 20221 Quarterly Report – Performance against March 2022 forecast**

June 2022 operating result and capital expenditure compare favourably to March 2022 forecast by \$252k and \$105k, respectively. Notes related to key variances are included in the attachment "4a - June 2022 Quarterly Report - Performance against March 2022 forecast".

##### **2021/2022 Financial Summary – Performance against Budget 2021/2022**

YPRL has achieved a \$340k operating surplus that compares favourably to the budgeted operating deficit of \$24k. Capital Expenditure for 2020/2021 was below to budget totalling \$1.65 million. Notes related to key variances are included in the attachment "2021/2022 Financial Summary – Performance against Budget 2021/2022".

## **Draft 2021/2022 Financial Report**

RSD Audit performed a remote audit on 8<sup>th</sup> and 9<sup>th</sup> of August and all the queries raised by the auditors were addressed by YPRL. The draft 2021/2022 Financial Report (Attachment 4c) is for Board's consideration and resolution to adopt 'in principle', subject to RSD Audit review, YPRL Audit Committee approval, and VAGO's response, for submission to the Minister of Local Government.

## **CONSULTATION**

Consultation was held with the Executive Leadership team and the Finance team during the preparation of this report.

## **CRITICAL DATES**

General Purpose Financial Statements must be signed by YPRL Board signatories, approved by VAGO and provided to the Minister for Local Government by 30th September 2022.

## **FINANCIAL IMPLICATIONS**

All financial implications are included in the body of the report.

## **POLICY STRATEGY AND LEGISLATION**

Section 138 of the Local Government Act (1989) as amended states that a quarterly finance report is to be presented.

## **LINKS TO STRATEGIC PLAN**

The YPRL Public Interest Disclosure Procedures contribute to good governance of YPRL and respond directly to strategies identified in the current Library Plan as follows

### **Strategy:**

- Organisational strength

### **Priority:**

- Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.

## **DECLARATIONS OF CONFLICT OF INTEREST**

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

## CONCLUSION

COVID-19 continued to be a challenging time for YPRL and many organisations across the globe during the financial year 2021/2022. However, the experience highlighted YPRL's resilience and ability to adapt and innovate. For 2021/2022 financial year, YPRL has achieved a \$340k operating surplus that compares favourably to the budgeted operating deficit of \$24k. Capital Expenditure for 2021/2022 was below budget totalling \$1.65 million. YPRL, at 30 June 2022, continues to remain financially sound and maintain a strong liquidity position with a working capital ratio, which assess YPRL's ability to current commitments, of 2.49.

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## RECOMMENDATION

**THAT the Board resolves to:**

**1. RECEIVE and NOTE the 30 June 2022 Quarterly Finance Report**

M: \_\_\_\_\_  
S: \_\_\_\_\_

**2. ADOPT the DRAFT 2021/2022 Financial Report 'in principle', pending RSD Audit Review, YPRL Audit Committee approval, and VAGO's response, for submission to the Minister for Local Government**

M: \_\_\_\_\_  
S: \_\_\_\_\_

**3. ENDORSE two (2) members of the YPRL Board as signatories on the Final 2021/2022 Financial Report for submission to the Minister for Local Government**

M: \_\_\_\_\_  
S: \_\_\_\_\_

## June 2022 Quarterly Report - Performance against March 2022 forecast

### Operating Activities

	March Forecast \$	June Actuals \$	Variance \$	Note
<b>Income</b>				
Contributions to Regional Library Service - Member Councils	13,488,419	13,488,419	0	
Contributions to Regional Library Service - State Government	2,605,225	2,605,225	0	
Grants	194,985	278,980	83,995	1
Other Contributions	43,400	36,987	(6,413)	
Library Fees	56,660	64,233	7,573	
Interest	10,000	12,933	2,933	
Other Revenue	375,192	359,934	(15,258)	
<b>Total Income</b>	<b>16,773,881</b>	<b>16,846,711</b>	<b>72,830</b>	
<b>Expenses</b>				
Employee Costs	10,389,550	10,553,448	(163,898)	2
Library Support Centre Office Costs	14,800	18,304	(3,504)	
Depreciation	2,041,000	1,848,281	192,719	3
Administration Costs	328,246	321,199	7,047	
Branch Costs	1,078,094	1,049,634	28,460	
Computer Services	1,012,010	963,631	48,379	4
Collection Services	1,249,662	1,167,026	82,636	5
Net Loss on Disposal of Assets	180	180	0	
Finance costs - leases	14,846	14,166	680	
Other Expenses	558,182	571,211	(13,029)	
<b>Total Expenses</b>	<b>16,686,570</b>	<b>16,507,080</b>	<b>179,490</b>	
<b>Accounting Surplus (Deficit)</b>	<b>87,311</b>	<b>339,631</b>	<b>252,320</b>	

#### Key variances

- (1) One-off grants received in the last quarter of FY 2022/20223. State Library Victoria grant, Health & Wellbeing Innovation grant, accounts for \$78 of the total variance.
- (2) Unfavourable variance to forecast due to the re-assessment of staff leave provision.
- (3) Favourable variance as result of year end assessment. Adjusted depreciation amount was reflected in Budget 2022/2023.
- (4) Favourable variance due to unavailability of IT consultants.
- (5) Favourable variance due to savings from implementing more efficient mechanisms for processing book collections.

## June 2022 Quarterly Report - Performance against March 2022 forecast

### Capital Expenditure

	March Forecast \$	June Actuals \$	Variance \$	Note
<b>Capital Expenditure</b>				
Bookstock	1,671,682	1,608,177	63,505	
Plant and Equipment	88,150	46,707	41,443	1
<b>Total Capital Expenditure</b>	<b>1,759,832</b>	<b>1,654,884</b>	<b>104,948</b>	

#### Key variances

- (1) As a result of COVID-19 impact on overall supply chain, acquisition of plant and equipment will occur in the financial year 2022/2023.

## 2021/2022 Financial Summary – Performance against budget Operating Activities

	Budget 2021/2022 \$	Actual 2021/2022 \$	Variance \$	Reference
<b>Income</b>				
Contributions to Regional Library Service – Member Councils	13,488,419	13,488,419	0	
Contributions to Regional Library Service – State Government	2,564,988	2,605,225	40,237	(1)
Grants and other contributions	207,269	315,967	108,698	(2)
Library fees	120,500	64,233	(56,267)	(3)
Interest	10,000	12,933	2,933	
Other revenue	216,424	359,934	143,510	(4)
<b>Total income</b>	<b>16,607,600</b>	<b>16,846,711</b>	<b>239,111</b>	
<b>Expenses</b>				
Employee costs	10,579,550	10,553,448	26,102	(5)
Library support centre office costs	14,800	18,304	(3,504)	
Depreciation	2,041,000	1,848,281	192,719	(6)
Administration costs	328,246	321,199	7,047	
Branch costs	1,031,594	1,049,634	(18,040)	(7)
Computer services	970,010	963,631	6,379	
Collection services	1,149,662	1,167,026	(17,364)	(8)
Net loss on disposal of assets	0	180	(180)	
Finance costs – leases	14,846	14,166	680	
Other expenses	501,722	571,211	(69,489)	(9)
<b>Total expenses</b>	<b>16,631,430</b>	<b>16,507,080</b>	<b>124,350</b>	
<b>Surplus/(Deficit) for the year</b>	<b>(23,830)</b>	<b>339,631</b>	<b>363,461</b>	

### Variance Reference

- (1) In response to the support that Libraries provide to their communities through the coronavirus pandemic, State Government increased the annual contribution above CPI.
- (2) Specific 'one off' Government Grants and Other Contributions. Refer Note 3.3 for additional information regarding YPRL's Other Contributions.
- (3) Photocopying fees income decreased due to the COVID-19 pandemic.
- (4) YPRL continued exploring new fee-for-service revenue streams. In the financial year 2021/22, YPRL agreed to provide library services to Warrnambool City Council. This new revenue stream is partially offset by additional expenditure.
- (5) COVID-19 impacted YPRL level of service and resulted in a net staffing cost saving. The favourable variance was partially offset by an increment on staff leave provisions.

- (6) Lower depreciation because of reduced capital expenditure in bookstock.
- (7) Additional cleaning cost at Ivanhoe branch fully offset by Other Revenue.
- (8) Unfavourable variance is the result of YPRC strategy to re-allocate funds from physical collection (capital expenditure budget) to e-content resources (part of operating cost). This variance was partially offset by savings from implementing more efficient mechanisms for processing book collections.
- (9) Additional expenditure related to Warrnambool City Council service agreement.

## 2021/2022 Financial Summary – Performance against budget

### Capital Expenditure

	Budget 2021/2022 \$	Actual 2021/2022 \$	Variance \$	Reference
Bookstock	1,771,682	1,608,177	163,505	(1)
Plant and equipment	88,150	46,707	41,443	(2)
<b>Total capital works expenditure</b>	<b>1,859,832</b>	<b>1,654,884</b>	<b>204,948</b>	

#### Variance Reference

- (1) Reduced Capital Collection is mainly explained by YPRL strategy to re-allocate funds from physical collection (capital expenditure budget) to e-content resources (part of operating cost).
- (2) As a result of COVID-19 impact on overall supply chain, acquisition of plant and equipment will occur in the financial year 2022/2023.

# **Yarra Plenty Regional Library Service**

## **ANNUAL FINANCIAL REPORT**

**For the Year Ended 30 June 2022**

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## Certification of Financial Statements

In my opinion, the accompanying financial statements have been prepared in accordance with the *Local Government Act 1989*, the *Local Government (Planning and Reporting) Regulations 2020*, the Australian Accounting Standards and other mandatory professional reporting requirements.

**Luciano Lauronce**  
**Principal Accounting Officer**

**Date:** <Date>  
<Location>

In our opinion, the accompanying financial statements present fairly the financial transactions of the Yarra Plenty Regional Library Service (YPRL) for the year ended 30 June 2022 and the financial position of YPRL as at that date.

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

We have been authorised by the YPRL Board and by the *Local Government (Planning and Reporting) Regulations 2020* to certify the financial statements in their final form.

<Councillor 1 Name>

**Councillor**

**Date :** <Date>  
<Location>

<Councillor 2 Name>

**Councillor**

**Date :** <Date>  
<Location>

**Jane Cowell**

**Chief Executive Officer**

**Date :** <Date>  
<Location>

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**Comprehensive Income Statement**  
**For the Year Ended 30 June 2022**

	Note	2022 \$	2021 \$
<b>Income</b>			
Contributions to Regional Library Service – Member Councils	3.1	13,488,419	13,039,630
Contributions to Regional Library Service – State Government	3.2	2,605,225	2,516,355
Grants	3.2	278,980	190,489
Other contributions	3.3	36,987	41,690
Library fees		64,233	47,181
Interest		12,933	6,246
Other revenue	3.4	359,934	129,817
<b>Total income</b>		<b>16,846,711</b>	<b>15,971,408</b>
<b>Expenses</b>			
Employee costs	4.1	10,553,448	9,617,598
Library support centre office costs		18,304	12,066
Depreciation	4.2	1,739,854	1,796,973
Amortisation – right of use assets	4.2	108,427	108,642
Administration costs		321,199	309,162
Branch costs		1,049,634	710,152
Computer services		963,631	1,179,254
Collection services		1,167,026	996,352
Net loss on disposal of assets	4.3	180	-
Finance costs – leases	4.4	14,166	16,388
Other expenses	4.5	571,211	400,969
<b>Total expenses</b>		<b>16,507,080</b>	<b>15,147,556</b>
Surplus for the year		339,631	823,852
<b>Other comprehensive income</b>		-	-
<b>Total comprehensive Result</b>		<b>339,631</b>	<b>823,852</b>

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

**Balance Sheet**  
**As at 30 June 2022**

	Note	2022 \$	2021 \$
<b>Assets</b>			
<b>Current Assets</b>			
Cash and cash equivalents	5.1	4,351,250	7,188,413
Trade & other receivables	5.1	56,387	28,530
Other financial assets	5.1	3,000,000	-
Other assets	5.2	46,601	44,602
<b>Total current assets</b>		<b>7,454,238</b>	<b>7,261,545</b>
<b>Non-current assets</b>			
Bookstock, plant and equipment	6.1	3,779,593	3,864,743
Right-of-use assets	5.7	682,355	790,782
<b>Total non-current assets</b>		<b>4,461,948</b>	<b>4,655,525</b>
<b>Total assets</b>		<b>11,916,186</b>	<b>11,917,070</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	5.3	647,584	1,151,345
Lease liabilities	5.7	94,728	96,938
Employee provisions	5.4	2,247,125	2,011,944
<b>Total current liabilities</b>		<b>2,989,437</b>	<b>3,260,227</b>
<b>Non-current liabilities</b>			
Employee provisions	5.4	103,594	78,591
Lease liabilities	5.7	634,072	728,800
<b>Total non-current liabilities</b>		<b>737,666</b>	<b>807,391</b>
<b>Total liabilities</b>		<b>3,727,103</b>	<b>4,067,618</b>
<b>Net assets</b>		<b>8,189,083</b>	<b>7,849,452</b>
<b>Equity</b>			
Accumulated Surplus	9.4	6,814,578	6,524,947
Reserves		1,374,505	1,324,505
<b>Total Equity</b>		<b>8,189,083</b>	<b>7,849,452</b>

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

**Statement of Changes in Equity  
For the Year Ended 30 June 2022**

<b>2022</b>	<b>Note</b>	<b>Total</b>	<b>Accumulated Surplus</b>	<b>Other Reserves</b>
		<b>\$</b>	<b>\$</b>	<b>\$</b>
Balance at beginning of the financial year		7,849,452	6,524,947	1,324,505
Surplus for the year		339,631	339,631	
Transfers to other reserves			(50,000)	50,000
<b>Balance at end of the financial year</b>	<b>9.4</b>	<b>8,189,083</b>	<b>6,814,578</b>	<b>1,374,505</b>

<b>2021</b>	<b>Note</b>	<b>Total</b>	<b>Accumulated Surplus</b>	<b>Other Reserves</b>
		<b>\$</b>	<b>\$</b>	<b>\$</b>
Balance at beginning of the financial year		7,025,600	5,751,095	1,274,505
Surplus for the year		823,852	823,852	
Transfers to other reserves			(50,000)	50,000
<b>Balance at end of the financial year</b>	<b>9.4</b>	<b>7,849,452</b>	<b>6,524,947</b>	<b>1,324,505</b>

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

**Statement of Cash Flows**  
**For the Year Ended 30 June 2022**

	Note	2021/2022 Inflows/ (Outflows) \$	2020/2021 Inflows/ (Outflows) \$
<b>Cash flows from operating activities</b>			
Member Council contributions		13,488,419	13,039,630
State Government Library grant		2,605,225	2,516,355
Payments to suppliers		(3,354,388)	(2,362,475)
Payments to employees		(10,692,099)	(9,408,796)
Interest received		3,923	6,246
Library fees		64,234	47,181
Other receipts		657,054	361,996
Net GST payment		(843,543)	(872,484)
<b>Net cash provided by operating activities</b>	<b>9.2</b>	<b>1,928,825</b>	<b>3,327,653</b>
<b>Cash flows from investing activities</b>			
Payments for bookstock, plant and equipment		(1,654,884)	(1,719,418)
Payment for investments		(3,000,000)	-
<b>Net cash used in investing activities</b>		<b>(4,654,884)</b>	<b>(1,719,418)</b>
<b>Cash flows from financing activities</b>			
Interest paid – lease liability		(14,166)	(16,388)
Repayment of lease liabilities		(96,938)	(93,282)
<b>Net cash used in financial activities</b>		<b>(111,104)</b>	<b>(109,670)</b>
Net increase/(decrease) in cash and cash equivalents		(2,837,163)	1,498,565
Cash and cash equivalents at the beginning of the financial year		7,188,413	5,689,848
<b>Cash and cash equivalents at the end of the financial year</b>		<b>4,351,250</b>	<b>7,188,413</b>

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

**Statement of Capital Works**  
For the Year Ended 30 June 2022

	Note	2022 \$	2021 \$
<b>Bookstock</b>			
Bookstock	6.1	1,608,177	1,540,907
<b>Total bookstock</b>		<b>1,608,177</b>	<b>1,540,907</b>
<b>Plant and equipment</b>			
Plant and equipment	6.1	46,707	178,511
<b>Total plant and equipment</b>		<b>46,707</b>	<b>178,511</b>
<b>Total capital works expenditure</b>		<b>1,654,884</b>	<b>1,719,418</b>
<b>Represented by:</b>			
Renewal		1,654,884	1,719,418
<b>Total capital works expenditure</b>		<b>1,654,884</b>	<b>1,719,418</b>

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

## Notes to the Financial Report

for the Year Ended 30 June 2022

### Note 1 OVERVIEW

#### Introduction

The Yarra Plenty Regional Library Service (YPRL) was established by an Order of the Governor in Council on 11 January 1996 and is a body corporate.

The YPRL's main office is located at Unit 6, 1 Danaher Drive, South Morang, VIC 3572.

#### Statement of compliance

These financial statements are 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 the Australian Accounting Standards (AAS), other authoritative pronouncements of the Australian Accounting Standards Board, the *Local Government Act 1989*, and the *Local Government (Planning and Reporting) Regulations 2020*.

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

#### Significant accounting policies

##### (a) Basis of Accounting

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.

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

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

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

- the fair value of bookstock, and plant and equipment (refer to Note 6.2)
- the determination of depreciation for bookstock, and plant and equipment (refer to Note 6.2)
- the determination of employee provisions (refer to Note 5.4)
- the determination of whether performance obligations are sufficiently specific so as to determine whether an arrangement is within the scope of AASB 15 *Revenue from Contracts with Customers* or AASB 1058 *Income of Not-for-Profit Entities* (refer to Note 3)
- the determination, in accordance with AASB 16 *Leases* of the lease term, the estimation of the discount rate when not implicit in the lease and whether an arrangement is in substance short-term or low value (refer to Note 5.7)
- other areas requiring judgements

## Notes to the Financial Report

for the Year Ended 30 June 2022

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

**(b) Impact of COVID-19**

During 2021/2022 the COVID-19 pandemic continued to impact on YPRL's operations. YPRL has noted the following significant impacts on its financial operations:

Revenue reductions

- Photocopy fees due to branch closures.
- Reduction in community room hire revenue due to branch closures and other restrictions.

Additional costs

- Hot-spot WIFI support program for those families in our community without access to internet.

## Notes to the Financial Report

for the Year Ended 30 June 2022

### Note 2.1 Performance against budget

The performance against budget compares YPRL's financial plan, expressed through its annual budget, with actual performance. The *Local Government (Planning and Reporting) Regulations 2020* requires explanation of any material variances. YPRL has adopted a materiality threshold of more than \$30,000 where further explanation is warranted. Explanations have not been provided for variations below the materiality threshold unless the variance is considered to be material because of its nature.

These notes are prepared to meet the requirements of the *Local Government Act 1989* and the *Local Government (Planning and Reporting) Regulations 2020*.

#### 2.1.1 Income and expenditure

	Budget 2021/2022 \$	Actual 2021/2022 \$	Variance \$	Reference
<b>Income</b>				
Contributions to Regional Library Service – Member Councils	13,488,419	13,488,419	-	
Contributions to Regional Library Service – State Government	2,564,988	2,605,225	40,237	(1)
Grants and other contributions	207,269	315,967	108,698	(2)
Library fees	120,500	64,233	(56,267)	(3)
Interest	10,000	12,933	2,933	
Other revenue	216,424	359,934	143,510	(4)
<b>Total income</b>	<b>16,607,600</b>	<b>16,846,711</b>	<b>239,111</b>	
<b>Expenses</b>				
Employee costs	10,579,550	10,553,448	26,102	(5)
Library support centre office costs	14,800	18,304	(3,504)	
Depreciation	1,932,573	1,739,854	192,719	(6)
Amortisation – right of use assets	108,427	108,427	-	
Administration costs	328,246	321,199	7,047	
Branch costs	1,031,594	1,049,634	(18,040)	(7)
Computer services	970,010	963,631	6,379	
Collection services	1,149,662	1,167,026	(17,364)	(8)
Net loss on disposal of assets	-	180	(180)	
Finance costs – leases	14,846	14,166	680	
Other expenses	501,722	571,211	(69,489)	(9)
<b>Total expenses</b>	<b>16,631,430</b>	<b>16,507,080</b>	<b>124,350</b>	
<b>Surplus/(Deficit) for the year</b>	<b>(23,830)</b>	<b>339,631</b>	<b>363,461</b>	

## Notes to the Financial Report

for the Year Ended 30 June 2022

**(i) Explanation of material variations**

- (1) In response to the support that Libraries provide to their communities through the coronavirus pandemic, State Government increased the annual contribution above CPI.
- (2) Specific 'one off' Government Grants and Other Contributions. Refer Note 3.3 for additional information regarding YPRL's Other Contributions.
- (3) Photocopying fees income decreased due to the COVID-19 pandemic.
- (4) YPRL continued exploring new fee-for-service revenue streams. In the financial year 2021/22, YPRL agreed to provide library services to Warrnambool City Council. This new revenue stream is partially offset by additional expenditure.
- (5) COVID-19 impacted YPRL level of service and resulted in a net staffing cost saving. The favourable variance was partially offset by an increment on staff leave provisions.
- (6) Lower depreciation because of reduced capital expenditure in bookstock.
- (7) Additional cleaning cost at Ivanhoe branch fully offset by Other Revenue.
- (8) Unfavourable variance is the result of YPRL strategy to re-allocate funds from physical collection (capital expenditure budget) to e-content resources (part of operating cost). This variance was partially offset by savings from implementing more efficient mechanisms for processing book collections.
- (9) Additional expenditure related to Warrnambool City Council service agreement.

**2.1.2 Capital Works**

	<b>Budget 2021/2022 \$</b>	<b>Actual 2021/2022 \$</b>	<b>Variance \$</b>	<b>Reference</b>
Bookstock	1,771,682	1,608,177	163,505	(1)
Plant and equipment	88,150	46,707	41,443	(2)
<b>Total capital works expenditure</b>	<b>1,859,832</b>	<b>1,654,884</b>	<b>204,948</b>	
<b>Represented by:</b>				
Renewal	1,859,832	1,654,884	204,948	(1),(2)
<b>Total capital works expenditure</b>	<b>1,859,832</b>	<b>1,654,884</b>	<b>204,948</b>	

**(i) Explanation of material variations**

- (3) Reduced Capital Collection is mainly explained by YPRL strategy to re-allocate funds from physical collection (capital expenditure budget) to e-content resources (part of operating cost).
- (4) As a result of COVID-19 impact on overall supply chain, acquisition of plant and equipment will occur in the financial year 2022/2023.

## Notes to the Financial Report

for the Year Ended 30 June 2022

### Note 2.2 Analysis of YPRL results by program

YPRL delivers its functions and activities through the following programs.

#### Administration and management

Administration and management provide efficient, effective, and proactive support services across the library service to enable the delivery of the library service vision and mission. The provision of these services includes finance services, digital information and technology, organisational development, procurement, strategy, and program delivery.

#### Collections

YPRL operates a regional library collection to take advantage of efficiencies in collection management, additional diversity of offering through enhanced collection size, and resource management due to enhanced buying power and economies of scale.

#### Branches

YPRL operates nine branches and the mobile library service across the three-member Councils. Branches are responsible for core service delivery including customer service and patron interactions, delivery of local programs, physical management, and local curation of collections.

2022	Income	Expenses	Surplus/(Deficit)	Grants (incl. in income)	Total assets
	\$	\$	\$	\$	\$
Administration and Management	16,673,172	7,170,843	9,502,329	2,742,342	8,136,593
Collections	57,239	2,743,326	(2,686,087)	57,239	3,012,858
Branches	116,300	6,592,911	(6,476,611)	-	766,735
	<b>16,846,711</b>	<b>16,507,080</b>	<b>339,631</b>	<b>2,799,581</b>	<b>11,916,186</b>

2021	Income	Expenses	Surplus/(Deficit)	Grants (incl. in income)	Total assets
	\$	\$	\$	\$	\$
Administration and Management	15,825,298	6,369,007	9,456,291	2,649,605	8,052,327
Collections	57,239	2,600,922	(2,543,683)	57,239	2,980,981
Branches	88,871	6,177,627	(6,088,756)	-	883,762
	<b>15,971,408</b>	<b>15,147,556</b>	<b>823,852</b>	<b>2,706,844</b>	<b>11,917,070</b>

## Notes to the Financial Report

for the Year Ended 30 June 2022

### Note 3 Funding for the delivery of our services

#### 3.1 Contributions to Regional Library Service

The following Member Council contributions were received during the year.

	2022	2021
	\$	\$
Shire of Nillumbik	2,999,166	2,877,600
City of Banyule	5,376,491	5,007,315
City of Whittlesea	5,112,762	5,154,715
<b>Total contributions to Regional Library Service</b>	<b>13,488,419</b>	<b>13,039,630</b>

Monetary contributions are recognised as revenue when YPRL obtains control over the contributed asset.

#### Aggregate contributions of Member Councils

The percentage aggregate contributions of Member Councils making up the Yarra Plenty Regional Library Service is as follows:

	2022	2021
	%	%
Shire of Nillumbik	21.35	21.29
City of Banyule	40.84	40.90
City of Whittlesea	37.81	37.81
<b>Total aggregate contribution of Member Councils</b>	<b>100.00</b>	<b>100.00</b>

#### 3.2 Grants

Grants were received in respect of the following:

	2022	2021
	\$	\$
<b>Summary of Grants</b>		
Regional Library Service - State Government grant (i)	2,605,225	2,516,355
Other grants	278,980	190,489
<b>Total grants received</b>	<b>2,884,205</b>	<b>2,706,844</b>

##### (a) Operating Grants

Recurrent - State Government		
• Regional Library Service grant (i)	2,605,225	2,516,355
• Local Priorities grant	137,117	133,250
• Premiers Reading grant	57,239	57,239
<b>Total recurrent operating grants</b>	<b>2,799,581</b>	<b>2,706,844</b>

##### (i) The Regional Library Service State Government grant was apportioned on the following basis:

Shire of Nillumbik	435,973	421,100
City of Banyule	824,660	796,529
City of Whittlesea	1,344,592	1,298,726
<b>Total Regional Library Service State Government grant</b>	<b>2,605,225</b>	<b>2,516,355</b>

## Notes to the Financial Report

for the Year Ended 30 June 2022

	2022	2021
	\$	\$
<b>(b) Non-recurrent Grants</b>		
Health & Wellbeing Innovation grant	77,960	-
Vaccine Ambassadors Community Engagement grant	3,500	-
Online Story Time grant	1,800	-
Libraries Change Lives grant	1,364	-
<b>Total non-recurrent grants</b>	<b>84,624</b>	<b>-</b>

### (c) Recognition of grant income

Before recognising funding from government grants as revenue YPRL assesses whether there is a contract that is enforceable and has sufficiently specific performance obligations in accordance with AASB 15 *Revenue from Contracts with Customers*. When both these conditions are satisfied, YPRL:

- identifies each performance obligation relating to revenue under the contract/agreement
- determines the transaction price
- recognises a contract liability for its obligations under the agreement
- recognises revenue as it satisfies its performance obligations, at the time or over time when services are rendered.

Where the contract is not enforceable and/or does not have sufficiently specific performance obligations, YPRL applies AASB 1058 *Income for Not-for-Profit Entities*.

Grant revenue with sufficiently specific performance obligations is recognised over time as the performance obligations specified in the underlying agreement are met. Where performance obligations are not sufficiently specific, grants are recognised on the earlier of receipt or when an unconditional right to receipt has been established. Grants relating to capital projects are generally recognised progressively as the capital project is completed. The following table provides a summary of the accounting framework under which grants are recognised.

	2022	2021
	\$	\$
<b>Income recognised under AASB 1058 Income of Not-for-Profit Entities</b>		
General purpose	2,886,005	2,706,844
<b>Revenue recognised under AASB 15 Revenue from Contracts with Customers</b>		
Specific purpose grants	-	-
	<b>2,886,005</b>	<b>2,706,844</b>

### 3.3 Other contributions - Monetary

Library After Dark contributions	30,000	31,000
Other contributions	6,986	10,690
<b>Total other contributions</b>	<b>36,986</b>	<b>41,690</b>

Monetary contributions are recognised as revenue when YPRL obtains control over the contributed asset.

**Notes to the Financial Report**

for the Year Ended 30 June 2022

**3.4 Other revenue**

	<b>2022</b>	<b>2021</b>
	<b>\$</b>	<b>\$</b>
Sale of library services	177,813	65,006
Cost reimbursements	122,924	25,997
Miscellaneous	59,197	38,814
<b>Total other revenue</b>	<b>359,934</b>	<b>129,817</b>

Other revenue is measured at the fair value of the consideration received or receivable and is recognised when YPRL gains control over the right to receive the income.

**Notes to the Financial Report**

for the Year Ended 30 June 2022

**Note 4 The cost of delivering services****4.1 (a) Employee costs**

The following items are included as employee costs:

	<b>2022</b>	<b>2021</b>
	\$	\$
Salaries	8,609,215	7,966,392
Superannuation	912,352	848,853
Workcover	38,889	42,605
Annual leave/Long service leave	992,992	759,748
<b>Total Employee Costs</b>	<b>10,553,448</b>	<b>9,617,598</b>

**4.1 (b) Superannuation contributions**

Contributions by YPRL to the following superannuation plans are detailed below:

<b>Scheme</b>	<b>Type of scheme</b>		
Vision Super	Defined benefit	76,808	115,170
Other funds	Accumulation	835,544	733,413
<b>Total employer contributions</b>		<b>912,352</b>	<b>848,853</b>

*Defined benefit fund:*

Employer contributions payable at the reporting date (Vision Super)	-	-
---------------------------------------------------------------------	---	---

*Accumulation funds:*

Employer contributions payable at the reporting date	-	205,458
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Refer to Note 9.3 for further information relating to YPRL's superannuation obligations.

**4.2 Depreciation and amortisation expense**

Depreciation expense for the year was charged in respect of:

Plant and equipment	163,554	192,448
Bookstock	1,576,300	1,604,525
<b>Total depreciation expense</b>	<b>1,739,854</b>	<b>1,796,973</b>

Amortisation expense for the year was charged in respect of:

Right-of-use assets	108,427	108,642
<b>Total amortisation expense</b>	<b>108,427</b>	<b>108,642</b>

**Notes to the Financial Report**

for the Year Ended 30 June 2022

#### 4.3 Net loss on disposal of assets

	<b>2022</b>	<b>2021</b>
	<b>\$</b>	<b>\$</b>
Written down value of assets disposed	180	-
<b>Total net loss on disposal of assets</b>	<b>180</b>	<b>-</b>

#### 4.4 Finance costs – Leases

Interest – lease liabilities	14,166	16,388
<b>Total finance costs</b>	<b>14,166</b>	<b>16,388</b>

#### 4.5 Other expenses

Community engagement *	83,319	101,286
Organisation development **	170,626	107,620
Grant expenditure	164,129	97,549
Auditors' remuneration - VAGO - audit of the financial statements	21,300	5,500
Auditors' remuneration - Internal Audit	12,450	550
Other materials and services	119,387	88,464
<b>Total other expenses</b>	<b>571,211</b>	<b>400,969</b>

\* Community engagement provides for various community programs, marketing, and promotional materials.

\*\* Organisation development provides for recruitment, training, and organisational development activities.

**Notes to the Financial Report**

for the Year Ended 30 June 2022

**Note 5 Our financial position****5.1 Financial assets**

	2022	2021
	\$	\$
<b>(a) Cash and cash equivalent assets</b>		
Cash on hand and at bank	551,250	3,092,939
Interest bearing deposits	3,800,00	4,095,474
<b>Total cash and cash equivalent assets</b>	<b>4,351,250</b>	<b>7,188,413</b>

Cash and cash equivalents include cash on hand, deposits at call, and other highly liquid investments with original maturities of three months or less.

<b>(b) Other financial assets</b>		
Term deposits - current	3,000,000	-
<b>Total other financial assets</b>	<b>3,000,000</b>	<b>-</b>
<b>Total financial assets</b>	<b>7,351,250</b>	<b>7,188,413</b>

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.

Other financial assets include term deposits and those with original maturity dates of three to 12 months are classified as current.

YPRL's cash and cash equivalents are subject to several external restrictions that limit amounts available for discretionary use. These include:

Trust deposits (refer Note 5.3)	4,650	4,595
<b>Total restricted funds</b>	<b>4,650</b>	<b>4,595</b>
<b>Total unrestricted cash and cash equivalents</b>	<b>4,346,600</b>	<b>7,183,818</b>

**Intended allocations**

Although not externally restricted the following amounts have been allocated for specific purposes by YPRL:

Employee provisions	2,247,125	2,011,944
Asset replacement reserve	1,374,505	1,324,505
	<b>3,621,630</b>	<b>3,336,449</b>

Users of the financial report should refer to Notes 5.6 and 5.7 for details of existing commitments

**Notes to the Financial Report**

for the Year Ended 30 June 2022

**(c) Trade and other receivables****Non-statutory receivable**

	<b>2022</b>	<b>2021</b>
	<b>\$</b>	<b>\$</b>
Community organisations	56,387	28,530
Fines and other fees outstanding	-	149,198
Provision for doubtful debts	-	(149,198)
<b>Total trade and other receivables</b>	<b>56,387</b>	<b>28,530</b>

Short term receivables are carried at invoice amount. A provision for doubtful debts is recognised when there is objective evidence that an impairment has occurred. Long term receivables are carried at amortised cost using the effective interest rate method.

**(c) Ageing of receivables**

The ageing of collectable trade and other receivables per provision matrix:

Current (not yet due)	56,387	28,530
Past due by up to 30 days	-	-
Past due between 31 and 180 days	-	2,016
Past due between 181 and 365 days	-	40,425
Past due by more than 1 year	-	106,757
<b>Total trade and other receivables</b>	<b>56,387</b>	<b>177,725</b>

**(e) Ageing of individually impaired Receivables**

At balance date, other debtors representing financial assets with a nominal value of \$149,198 (2021: \$0) were impaired. They individually have been impaired as a result of their doubtful collection.

The ageing of receivables that have been individually determined as impaired at reporting date was:

Current (not yet due)	-	-
Past due by up to 30 days	-	-
Past due between 31 and 180 days	-	2,016
Past due between 181 and 365 days	-	40,425
Past due by more than 1 year	-	106,757
<b>Total trade and other receivables</b>	<b>-</b>	<b>149,198</b>

**5.2 Other assets**

Prepayments	46,601	44,602
<b>Total other assets</b>	<b>46,601</b>	<b>44,602</b>

**Notes to the Financial Report**

for the Year Ended 30 June 2022

**5.3 Trade and other payables**

<b>Current</b>	<b>2022</b>	<b>2021</b>
	\$	\$
<b>Non-statutory payables</b>		
Payables and accruals	430,684	943,932
Trust deposits	4,650	4,595
<b>Statutory payables</b>		
Net GST	212,250	202,818
<b>Total trade and other payables</b>	<b>647,584</b>	<b>1,151,345</b>

Amounts received as deposits controlled by YPRL are recognised as trust funds until they are returned, transferred in accordance with the purpose of the receipt, or forfeited. Trust funds that are forfeited, resulting in YPRL gaining control of the funds, are to be recognised as revenue at the time of forfeit.

**5.4 Employee provisions**

<b>2022</b>	<b>Annual Leave \$</b>	<b>Long Service Leave \$</b>	<b>Total \$</b>
Balance at beginning of financial year	736,043	1,354,492	2,090,535
Additional provisions	695,892	215,804	911,696
Amounts used	(537,088)	(114,424)	(651,512)
<b>Balance at the end of the financial year</b>	<b>894,847</b>	<b>1,455,872</b>	<b>2,350,719</b>
<b>2021</b>	<b>Annual Leave \$</b>	<b>Long Service Leave \$</b>	<b>Total \$</b>
Balance at beginning of financial year	668,595	1,396,874	2,065,469
Additional provisions	679,886	113,410	793,296
Amounts used	(612,438)	(155,792)	(768,230)
<b>Balance at the end of the financial year</b>	<b>736,043</b>	<b>1,354,492</b>	<b>2,090,535</b>

**Notes to the Financial Report**

for the Year Ended 30 June 2022

	2022	2021
	\$	\$
<b>Current provisions expected to be wholly settled within 12 months</b>		
Annual leave	778,517	638,218
Long service leave	405,683	373,184
	<b>1,184,200</b>	<b>1,011,402</b>
<b>Current provisions expected to be wholly settled after 12 months</b>		
Annual leave	116,330	97,825
Long service leave	946,595	902,717
	<b>1,062,925</b>	<b>1,000,542</b>
<b>Total current employee provisions</b>	<b>2,247,125</b>	<b>2,011,944</b>
<b>Non-current</b>		
Long service leave	103,594	78,591
<b>Total non-current employee provisions</b>	<b>103,594</b>	<b>78,591</b>
<b>Aggregate carrying amount of employee provisions:</b>		
Current	2,247,125	2,011,944
Non-current	103,594	78,591
<b>Total aggregate carrying amount of employee provisions</b>	<b>2,350,719</b>	<b>2,090,535</b>

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

*Annual leave*

A liability for annual leave is recognised in the provision for employee benefits as a current liability because YPRL does not have an unconditional right to defer settlement of the liability. Liabilities for annual leave are measured at:

- nominal value if YPRL expects to wholly settle the liability within 12 months
- present value if YPRL does not expect to wholly settle within 12 months.

*Long service leave*

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

Key assumptions:

- discount rates applied as per Department of Treasury and Finance Victoria 30/06/2022
- inflation rate (3.850%) as per Department of Treasury and Finance Victoria 30/06/2022

## Notes to the Financial Report

for the Year Ended 30 June 2022

### 5.5 Financing Facilities

YPRL does not have any credit standby arrangements or unused loan facilities.

YPRL does have credit card facilities with a credit limit of \$35,000 at 30 June 2022 with \$10,555.15 outstanding.

YPRL has no other borrowings.

### 5.6 Commitments

YPRL has entered into the following commitments. Commitments are not recognised in the Balance Sheet. Commitments are disclosed at their nominal value and presented inclusive of the GST payable.

	2022	2021
	\$	\$
Courier and Cleaning Contract Expenditure	995,547	1,151,043
	<b>995,547</b>	<b>1,151,043</b>

The periods expected to elapse from the reporting date to the expected date of payments are as follows:

Not later than one year	557,340	464,414
Greater than one year but not later than five years	438,207	686,629
	<b>995,547</b>	<b>1,151,043</b>

### 5.7 Leases

YPRL has applied AASB 16 Leases. At inception of a contract, YPRL assesses whether a contract is, or contains, a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period in exchange for consideration. To identify whether a contract conveys the right to control the use of an identified asset, it is necessary to assess whether:

- The contract involves the use of an identified asset;
- The customer has the right to obtain substantially all the economic benefits from use of the asset throughout the period of use; and
- The customer has the right to direct the use of the asset.

This policy is applied to contracts entered into, or changed, on or after 1 July 2019.

As a lessee, YPRL recognises a right-of-use asset and a lease liability at the lease commencement date. The right-of-use asset is initially measured at cost which comprises the initial amount of the lease liability adjusted for:

- any lease payments made at or before the commencement date less any lease incentives received; plus
- any initial direct costs incurred; and
- an estimate of costs to dismantle and remove the underlying asset or to restore the underlying asset or the site on which it is located.

The right-of-use asset is subsequently depreciated using the straight-line method from the commencement date to the earlier of the end of the useful life of the right-of-use asset or the end of the lease term. The estimated useful lives of right-of-use assets are determined on the same basis as those of property, plant and equipment. In addition, the right-of-use asset is periodically reduced by impairment losses, if any, and adjusted for certain measurements of the lease liability.

The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, an appropriate incremental borrowing rate. Generally, YPRL uses an appropriate incremental borrowing rate as the discount rate.

## Notes to the Financial Report

for the Year Ended 30 June 2022

Lease payments included in the measurement of the lease liability comprise the following:

- Fixed payments
- Variable lease payments that depend on an index or a rate, initially measured using the index or rate as at the commencement date;
- Amounts expected to be payable under a residual value guarantee; and
- The exercise price under a purchase option that YPRL is reasonably certain to exercise, lease payments in an optional renewal period if YPRL is reasonably certain to exercise an extension option, and penalties for early termination of a lease unless YPRL is reasonably certain not to terminate early.

When the lease liability is remeasured in this way, a corresponding adjustment is made to the carrying amount of the right-of-use asset or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

Right-of-use Assets	ICT \$	Buildings \$	Total \$
Balance at 1 July 2021	47,414	743,368	790,782
Additions	-	-	-
Amortisation charge	(25,830)	(82,597)	(108,427)
<b>Balance at 30 June 2022</b>	<b>21,584</b>	<b>660,772</b>	<b>682,356</b>

Lease Liabilities	2022 \$	2021 \$
Maturity analysis – undiscounted cash flows		
Less than one year	106,556	111,105
One to five years	368,197	453,643
More than five years	305,907	305,907
<b>Total undiscounted lease liabilities at 30 June:</b>	<b>780,660</b>	<b>870,655</b>

Lease liabilities included in Balance Sheet 30 June:

Current	94,728	96,938
Non-current	634,072	728,800
<b>Total lease liabilities</b>	<b>728,800</b>	<b>825,738</b>

### Short-term and low value leases

YPRL has elected not to recognise right-of-use assets and lease liabilities for short-term leases which have a lease term of 12 months or less and leases of low-value assets (individual assets worth less than \$10,000), including ICT equipment. YPRL recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

Expense relating to:		
Leases of low value assets	312,119	297,612
<b>Total short-term and low value leases</b>	<b>312,119</b>	<b>297,612</b>

**Notes to the Financial Report**

for the Year Ended 30 June 2022

**Non-cancellable lease commitments – Short-term and low-value leases**

Commitments for minimum lease payments for short-term and low-value leases are payable as follows:

Payable:	<b>2022</b>	<b>2021</b>
	\$	\$
Within one year	277,457	271,427
Later than one year but not later than five years	150,733	361,004
<b>Total non-cancellable lease commitments – short-term and low-value leases</b>	<b>428,191</b>	<b>632,431</b>

## Notes to the Financial Report

for the Year Ended 30 June 2022

### Note 6 Assets we manage

#### 6.1 Bookstock, and plant and equipment

Movement in the carrying amounts for each class of asset between the beginning and the end of the financial year.

<b>2021/2022</b>	<b>Bookstock</b>	<b>Plant &amp; Equip.</b>	<b>Total</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
At Cost 1 July 2021	7,678,741	3,512,773	11,191,514
Accumulated Depreciation 1 July 2021	(4,697,760)	(2,629,011)	(7,326,771)
	<b>2,980,981</b>	<b>883,762</b>	<b>3,864,743</b>
<b>Movements in carrying value</b>			
Acquisition of assets at cost	1,608,177	46,707	1,654,884
Cost value of assets disposed	(1,663,066)	(7,708)	(1,670,774)
	<b>(54,889)</b>	<b>38,999</b>	<b>(15,890)</b>
<b>Movements in accumulated depreciation</b>			
Depreciation Expense	(1,576,300)	(163,554)	(1,739,854)
Accumulated depreciation of assets disposed	1,663,066	7,528	1,670,594
	<b>86,766</b>	<b>(156,026)</b>	<b>(69,260)</b>
At cost 30 June 2022	7,623,852	3,551,772	11,175,624
Accumulated depreciation at 30 June 2022	(4,610,994)	(2,785,037)	(7,396,031)
<b>Carrying amount at 30 June 2022</b>	<b>3,012,858</b>	<b>766,735</b>	<b>3,779,593</b>

<b>2020/2021</b>	<b>Bookstock</b>	<b>Plant &amp; Equip.</b>	<b>Total</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
At Cost 1 July 2020	7,784,554	3,334,262	11,118,816
Accumulated Depreciation 1 July 2020	(4,739,955)	(2,436,563)	(7,176,518)
	<b>3,044,599</b>	<b>897,699</b>	<b>3,942,298</b>
<b>Movements in carrying value</b>			
Acquisition of assets at cost	1,540,907	178,511	1,719,418
Cost value of assets disposed	(1,646,720)	-	(1,646,720)
	<b>(105,813)</b>	<b>178,511</b>	<b>72,698</b>
<b>Movements in accumulated depreciation</b>			
Depreciation Expense	(1,604,525)	(192,448)	(1,796,973)
Accumulated depreciation of assets disposed	1,646,720	-	1,646,720
	<b>42,195</b>	<b>(192,448)</b>	<b>(150,253)</b>
At cost 30 June 2021	7,678,741	3,512,773	11,191,514
Accumulated depreciation at 30 June 2021	(4,697,760)	(2,629,011)	(7,326,771)
<b>Carrying amount at 30 June 2021</b>	<b>2,980,981</b>	<b>883,762</b>	<b>3,864,743</b>

## Notes to the Financial Report

for the Year Ended 30 June 2022

## 6.2 Recognition and measurement of bookstock, and plant and equipment

### Acquisition

The purchase method of accounting is used for all acquisitions of assets, being the fair value of assets provided as consideration at the date of acquisition plus any incidental costs attributable to the acquisition. Fair value is the amount that would be received to sell an asset (or paid to transfer a liability) in an orderly transaction between market participants at the measurement value.

In accordance with YPRL's policy, the threshold limits detailed in Note 6.3 have applied when recognising assets within an applicable asset class and unless otherwise stated are consistent with the prior year.

### 6.3 Depreciation

Collection assets and plant and equipment having limited useful lives are systematically depreciated over their useful lives to YPRL in a manner which reflects consumption of the service potential embodied in those assets. Estimates of useful lives within each major asset classes are reassessed annually. Depreciation rates and methods are reviewed annually.

Where assets have separate identifiable components that are subject to regular replacement, these components are assigned distinct useful lives and residual values and a separate depreciation rate is determined for each component.

Straight line depreciation is charged based on the useful life for each asset.

Depreciation periods used are listed below and are consistent with the prior year unless otherwise stated.

	Depreciation Periods	Threshold Limits
Plant & Equipment	3 to 30 years	\$500
Bookstock collection	3 to 5 years	\$0

### 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.

### 6.4 Impairment of Assets

At each reporting date, YPRL reviews the carrying value of its assets to determine whether there is any indication that these assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the assets carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the comprehensive income statement, unless the asset is carried at the revalued amount in which case, the impairment loss is recognised directly against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that same class of asset.

### Fair value hierarchy

YPRL financial assets and liabilities are measured at amortised cost.

YPRL measures certain assets and liabilities at fair value where required or permitted by Australian Accounting Standards. AASB 13 *Fair Value Measurement*, aims to improve consistency and reduce complexity by providing a definition of fair value and a single source of fair value measurement and disclosure requirements for use across Australian Accounting Standards.

## Notes to the Financial Report

for the Year Ended 30 June 2022

### Note 7 People and relationships

#### 7.1 YPRL and key management remuneration

##### (a) Key Management Personnel

Details of persons holding the position of key management personnel, at any time during the year are:

<b>Board Members</b>	<b>2022</b>	<b>2021</b>
	<b>No.</b>	<b>No.</b>
Tom Melican (Banyule City Council)	-	1
Peter Clarke (Nillumbik Shire Council)	-	1
Karen Egan (Nillumbik Shire Council)	1	1
Alison Champion (Banyule City Council)	1	1
Lydia Wilson (City of Whittlesea)	1	1
Bruce Billson (City of Whittlesea)	-	1
Pieta Duncan (City of Whittlesea)	-	1
Kate McCaughey (City of Whittlesea)	1	1
Natalie Duffy (Nillumbik Shire Council) - Resigned	1	-
Frances Eyre (Nillumbik Shire Council)	1	-
Elizabeth Nealy (Banyule City Council)	1	-
<b>Total Board Members</b>	<b>7</b>	<b>8</b>
<b>Council Delegates</b>		
Corrienne Nichols	1	1
Belgin Besim (Resigned)	-	1
Kath Brackett	1	1
Ben Waterhouse (Resigned)	1	1
Anthony Traill - Appointed March 2022	1	-
<b>Total Council Delegates</b>	<b>4</b>	<b>4</b>
<b>Executive Management Personnel</b>		
Chief Executive Officer – J Cowell	1	1
Executive Manager – Corporate Services – Kate Karrasch	1	1
Executive Manager - Public Participation - Robyn Ellard	1	1
Executive Manager – Technology & Assets – Sajeeva Tennekoon	1	1
Executive Manager – Public Participation – Lisa Dempster (Resigned August 2020)	-	1
Executive Manager - Corporate Services - Claire Tootell (Resigned January 2022)	1	1
<b>Total Executive Management Personnel</b>	<b>5</b>	<b>6</b>
<b>Total Key Management Personnel</b>	<b>16</b>	<b>18</b>

## Notes to the Financial Report

for the Year Ended 30 June 2022

### (b) Remuneration of Key Management Personnel

Total remuneration of key management personnel was as follows:

	2022	2021
	\$	\$
Short-term benefits	694,011	723,663
Long-term benefits	14,600	4,874
Post-employment benefits	62,612	60,573
Termination benefits	-	-
<b>Total</b>	<b>771,223</b>	<b>789,110</b>

The numbers of key management personnel whose total remuneration from the YPRL, fall within the following bands:

	2022	2021
	No.	No.
NIL	11	12
\$30,000 – \$39,999	-	1
\$60,001 – \$69,999	1	-
\$80,000 – \$99,999	1	1
\$100,000 – \$139,999	1	1
\$140,000 – \$159,999	1	1
\$160,000 – \$169,999	-	1
\$220,000 – \$229,999	1	1
	<b>16</b>	<b>18</b>

### (c) Transactions with related parties

During the period YPRL entered into the following transactions (Excl GST) with related parties.

	2022	2021
	\$	\$
<b>Expenditure</b>		
Rental for the premises paid to City of Whittlesea	-	-
Fuel, MV Repairs, Training & Other paid to City of Whittlesea	13,048	10,853
Branch utilities (Ivanhoe, Rosanna, Watsonia) paid to Banyule City Council	86,887	-
Vehicle Running Cost & Other paid to Banyule City Council	9,852	5,306
Eltham Electricity paid to Nillumbik Shire Council	53,211	54,784
Contribution for Diamond Valley refurb. paid to Nillumbik Shire Council	45,000	130,000
<b>Total Related Party Expenditure</b>	<b>207,997</b>	<b>200,944</b>
<b>Revenue</b>		
Council Library Contribution received from City of Whittlesea	5,112,762	5,154,715
Lalor Community Room contribution received from City of Whittlesea	12,000	12,000
Lalor Toy Library contribution received from City of Whittlesea	5,400	5,400
Other monies received from City of Whittlesea	-	686
Council Library Contribution received from Banyule City Council	5,376,461	5,007,315
Ivanhoe cleaning cost reimbursement received from Banyule City Council	83,306	-
Watsonia Library After Dark contribution received from Banyule City Council	30,000	15,000
Other monies received from Banyule City Council	13,944	25,997
Council Library Contribution received from Nillumbik Shire Council	2,999,166	2,877,600
Other monies received from Nillumbik Shire Council	908	10,000
<b>Total Related Party Revenue</b>	<b>13,633,947</b>	<b>13,108,713</b>

## Notes to the Financial Report

for the Year Ended 30 June 2022

**(d) Outstanding balances with related parties**

	<b>2022</b>
	<b>\$</b>
Monies owed to Banyule City Council	12,167
Monies owed by Banyule City Council	21,245

**(e) Loans to/from related parties**

There are no outstanding loans to/from related parties.

**(f) Commitments to/from related parties**

There are no outstanding commitments to/from related parties.

## Notes to the Financial Report

for the Year Ended 30 June 2022

### Note 8 Managing uncertainties

#### 8.1 Contingent assets and liabilities

Contingent assets and contingent liabilities are not recognised in the Balance Sheet, but are disclosed and if quantifiable, are measured at nominal value. Contingent assets and liabilities are presented inclusive of GST receivable or payable, respectively.

##### (a) Contingent assets

Contingent assets are possible assets that arise from past events, whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of YPRL.

As at 30 June 2022, YPRL is not aware of any contingent assets.

##### (b) Contingent liabilities

Contingent liabilities are:

- possible obligations that arise from past events, whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the Council; or
- present obligations that arise from past events but are not recognised because:
  - it is not probable that an outflow of resources embodying economic benefits will be required to settle the obligation; or
  - the amount of the obligation cannot be measured with sufficient reliability.

As at 30 June 2022, YPRL is are not aware of any contingent liabilities.

##### (c) Superannuation

YPRL 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 below. As a result of the volatility in financial markets the likelihood of making such contributions in future periods exists.

##### (c) Liability Mutual Insurance

YPRL is a participant of the MAV Liability Mutual Insurance (LMI) Scheme. The LMI scheme provides public liability and professional indemnity insurance cover. The LMI scheme states that each participant will remain liable to make further contributions to the scheme in respect of any insurance year in which it was a participant to the extent of its participant's share of any shortfall in the provision set aside in respect of that insurance year, and such liability will continue whether or not the participant remains a participant in future insurance years.

#### 8.2 Financial instruments

##### (a) Objectives and policies

YPRL's principal financial instruments comprise cash assets, term deposits, receivables (excluding statutory receivables), and payables (excluding statutory payables). 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, financial liability and equity instrument is disclosed in the notes of the financial statements. Risk management is carried out by senior management under policies approved by YPRL. These policies include identification and analysis of the risk exposure to YPRL and appropriate procedures, controls and risk minimisation.

##### (b) Market risk

Market risk is the risk that the fair value or future cash flows of YPRL's financial instruments will fluctuate because of changes in market prices. YPRL'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.

## Notes to the Financial Report

for the Year Ended 30 June 2022

### (c) 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. YPRL 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. YPRL has minimal exposure to cash flow interest rate risk through its cash and deposits that are at floating rates. Investment of surplus funds is made with approved financial institutions under the *Local Government Act 1989*.

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

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

### (d) Credit risk

Credit risk is the risk that a contracting entity will not complete its obligations under a financial instrument and cause YPRL to make a financial loss. YPRL has exposure to credit risk on some financial assets included in the balance sheet.

Receivables consist of a large number of customers.

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

### (e) 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, YPRL:

- 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.

With the exception of borrowings, all financial liabilities are expected to be settled within normal terms of trade.

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

### (f) Sensitivity disclosure analysis

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

- A shift of up to + 2% to -0% in market interest rates (AUD) from year-end rates of 0.85%.

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

## 8.3 Events occurring after balance date

No matters have occurred after balance date that require disclosure in the financial report.

## Notes to the Financial Report

for the Year Ended 30 June 2022

### Note 9 Other matters

#### Note 9.1 Relevant financial ratios

	2022	2021	2020
<b>Working capital ratio</b> assess YPRL's ability to meet current commitments			
Current assets/Current liabilities	2.49	2.23	2.10
<b>Capital replacement ratio</b> assess YPRL's expenditure against depreciation			
Capital spend/Depreciation	0.90	0.90	0.80

#### 9.2 Reconciliation of cash flows from operating activities to surplus/(deficit)

	2022	2021
	\$	\$
<i>Surplus/(deficit) for the year</i>	339,631	823,852
Depreciation/amortisation	1,848,281	1,905,615
(Profit)/Loss on disposal of property, infrastructure, plant and equipment	180	-
Interest expense on financing activities	14,166	16,388
<i>Change in assets and liabilities:</i>		
(Increase)/decrease in trade and other receivables	(27,857)	23,966
(Increase)/decrease in prepayments	(1,999)	55,947
Increase/(decrease) in trade and other payables	(503,761)	476,819
Increase/(decrease) in provisions	260,184	25,066
<b>Net cash provided by operating activities</b>	<b>1,928,825</b>	<b>3,327,653</b>

#### 9.3 Superannuation

YPRL 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 Income Statement when they are made or due.

##### Accumulation

The Fund's accumulation category, Vision MySuper/Vision Super Saver, receives both employer and employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings (for the year ended 30 June 2022, this was 10.0% as required under Superannuation Guarantee (SG) legislation (2021: 9.5%).

##### Defined Benefit

YPRL 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 Yarra Plenty Regional Library Service 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.

## Notes to the Financial Report

for the Year Ended 30 June 2022

### **Funding arrangements**

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

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

The vested benefit index (VBI) of the Defined Benefit category of which YPRL is a contributing employer was 109.8%. The financial assumptions used to calculate the VBI were:

Net investment returns 4.75% pa

Salary information 2.75% pa

Price inflation (CPI) 2.25% pa.

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

Vision Super has advised that the VBI at 30 June 2021 was 109.7%. YPRL was notified of the 30 June 2021 VBI during August 2021 (2020: August 2020). The financial assumptions used to calculate this VBI were:

Net investment returns 4.8% pa

Salary information 2.75% pa

Price inflation (CPI) 2.25% pa.

The VBI is used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2021 actuarial investigation determined the Defined Benefit category was in a satisfactory financial position and that no change was necessary to the Defined Benefit category's funding arrangements from prior years.

### **Employer contributions**

#### **(a) Regular contributions**

On the basis of the results of the 2021 interim actuarial investigation conducted by the Fund Actuary, YPRL makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2022, this rate was 10.0% of members' salaries (9.5% in 2020/21). This rate is expected to increase in line with any increases in the SG contribution rate and was reviewed as part of the 30 June 2020 triennial valuation.

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

#### **(b) Funding calls**

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

In the event that the Fund Actuary determines that there is a shortfall based on the above requirement, the Fund's participating employers (including YPRL) 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.

## Notes to the Financial Report

for the Year Ended 30 June 2022

### The 2021 triennial actuarial investigation surplus amounts

An actuarial investigation is conducted annually for the Defined Benefit category of which YPRL is a contributing employer. Generally, a full actuarial investigation is conducted every three years and interim actuarial investigations are conducted for each intervening year. An interim investigation was conducted as at 30 June 2021 and the last full investigation was conducted as at 30 June 2020.

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

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

The VBI surplus means that the market value of the fund's assets supporting the defined benefit obligations exceed the vested benefits that the defined benefit members would have been entitled to if they had all exited on 30 June 2021.

The total service liability surplus means that the current value of the assets in the Fund's Defined Benefit category plus expected future contributions exceeds the value of expected future benefits and expenses as at 30 June 2021.

The discounted accrued benefit surplus means that the current value of the assets in the Fund's Defined Benefit category exceeds the value of benefits payable in the future but accrued in respect of service to 30 June 2021.

YPRL was notified of the 30 June 2021 VBI during August 2021 (2020: August 2020).

### The 2022 interim actuarial investigation

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

### Superannuation contributions

Contributions by YPRL (excluding any unfunded liability payments) to the above superannuation plans for the financial year ended 30 June 2022 are detailed below:

Contributions by YPRL to the above superannuation plans for the financial year ended 30 June 2021 are detailed below:

Scheme	Type of Scheme	Rate	2022 \$	2021 \$
Vision Super	Defined Benefit	10.0%	76,808	115,170
Super funds	Accumulation Fund	10.0%	835,544	733,413

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

The expected contributions to be paid to the Defined Benefit category of Vision Super for the year ended 30 June 2023 is \$79,800.

**Notes to the Financial Report**

for the Year Ended 30 June 2022

**9.4 Accumulated surplus**

	<b>Balance at Beginning of Period \$</b>	<b>Increment/ (Decrement) \$</b>	<b>Balance at End of Period \$</b>
Members Contributions (i)	3,770,080	-	3,770,080
Surplus from previous years	2,754,867	289,631	3,044,498
Other reserves	1,324,505	50,000	1,374,505
<b>Total Contributions</b>	<b>7,849,452</b>	<b>339,631</b>	<b>8,189,083</b>

(i) This represents the value of the initial contribution of net assets made by the Member Councils when it was established in 1996.

**Notes to the Financial Report**

for the Year Ended 30 June 2022

**Note 10 Change in accounting policy**

There have been no changes to accounting policies in the 2021-22 year.

**[END OF AGENDA 4 ATTACHMENTS]**

## **Agenda Item 5: Adoption of Annual Report 2021-2022 (DECISION)**

Responsible Officer:	Chief Executive Officer
Author:	Robyn Ellard, Executive Manager Public Participation
Attachment:	5 – Draft Annual Report 2021-2022

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### **REPORT**

Yarra Plenty Regional Library (YPRL) produces an Annual Report detailing the organisation's activities throughout the preceding year.

The Annual Report monitors progress against YPRL's Library Plan 2021 - 2025.

### **INTRODUCTION**

This report is for the Board's approval.

### **REPORT**

The 2021-2022 Annual Report shows YPRL's continued commitment to servicing our community by offering a welcoming and modern library service. This year's annual report takes a different approach by telling the story of our year and including three Case studies highlighting the difference YPRL is making in our communities' lives. We have also included how what we do contributes to the United Nations Sustainable Development Goals 2030.

Statistically our communities value what we do with a satisfaction rating of 8.77 out of 10 from the statewide library customer survey. While our annual figures reflected the continuing impact the ongoing pandemic had on our business-as-usual measures, the month of June 2022 saw us return to over 90% of pre-pandemic levels. Our eResources continue to show strong loans growth and membership figures are also on the rise. We anticipate continued growth as all communities become more confident about returning to public places. The investment in new Click and Collect Hubs has contributed to an increase of close to 100 extra hours of access weekly, for our community to library collections.

A highlight of the past year is the rise in our online presence and our online engagement with our community with a 10% increase in our social media presence, 78% increase in use of our website, and an 80% increase in the use of our Library App.

The refurbishment of the 1984 library branch building at Greensborough, the Diamond Valley Library, has attracted positive reactions from the community and we acknowledge and thank Nillumbik Shire Council for the much-needed investment in the library building. The Stage 3 redevelopment of Mill Park Library with the full external works that included an Under 8's Learning Garden, state-of-the-art water reticulation approach and additional lighting, external seating and covered deck is a much welcomed investment by the City of Whittlesea.

The continued investment in a co-design approach had resulted in building a powerful sense of trust between the library and our local First Nation community with increased

engagement and activity across the library service, but particularly at our Thomastown Library. This solid foundation is something YPRL will continue to build on.

## **CONSULTATION**

Consultation undertaken with Senior Leadership Team.

## **CRITICAL DATES**

- Draft approved by Board 25 August 2022
- Design and publish by 23 September 2022
- Send to Minister by 30 September 2022. VAGO has informed YPRL that our audited financial statements will not be completed until 30 October making this legal requirement unachievable.
- Propose to send the draft Annual Report with the draft financial statements to the Minister by 30 September with a note to state the final report will be sent when we receive the final audited accounts.

## **FINANCIAL IMPLICATIONS**

Nil

## **POLICY STRATEGY AND LEGISLATION**

This report is developed in accordance with the Local Government Act 1989 (as amended) Section 131.

## **LINKS TO STRATEGIC PLAN**

### **Strategy:**

- Organisational strength

### **Priority:**

- Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.

## **DECLARATIONS OF CONFLICT OF INTEREST**

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

## CONCLUSION

The 2021-2022 YPRL Annual Report demonstrates the achievements of the Library service over the year despite challenging circumstances. The new directions from the Library Plan 2021-2025 are driving a codesign approach and focus on working to build trust and engagement with libraries and specific communities. Adaptability, partnership, and innovation are all showcased within the report clearly showing our *#ThisLibraryCan* motto.

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## RECOMMENDATION

**THAT the Board resolves to APPROVE and ADOPT the Draft Annual Report 2021 - 2022**

**M:** \_\_\_\_\_

**S:** \_\_\_\_\_

**Acknowledgement of Country**

Yarra Plenty Regional Library acknowledges the Wurundjeri peoples of the Kulin Nation, the traditional owners of this Country, paying respect to Elders past, present, and emerging, who have been an integral part of the region's history. We acknowledge the leadership of Aboriginal and Torres Strait Islander communities and the right to self-determination in the spirit of mutual understanding and respect. We share with you our support of the Uluru Statement from the Heart.

**Recognition of Diversity and Inclusion**

Yarra Plenty Regional Library is committed to equality, inclusivity, and respect. We welcome and respect everyone in our communities irrespective of gender, sexuality, ethnicity, ability, or generation.

**Our Vision**

Informed creative communities: connected, empowered, and well.

**Our Purpose**

To provide opportunities for our diverse communities to read, learn, create, connect, and live well. Supported by equitable access to collections, technology, programs, and welcoming and safe spaces.

**Our Role**

To facilitate: working with our diverse communities to support and realise opportunities.

To connect: creating places where everyone is welcome, a safe place for all.

To listen: ensuring our communities are part of everything we do.

To build capability: empowering our diverse and vibrant communities to participate.

To share and create stories: ensuring our local stories are created, shared, and heard.

**Our Values**

Respect for all: promoting connection and fairness.

Integrity: honest and trustworthy.

Service: community focussed, accessible, valued by our customers and team members.

Empower: supportive, innovative, and inclusive of diversity of thought.

Bag 65 Bundoora VIC 3083

(03) 9408 7888

ypmail@yprl.vic.gov.au

**\*INSERT [YPRL\_Logo\_Footer\_A4\_black] \***

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## YPRL Highlights

## About Us

Yarra Plenty Regional Library (YPRL) is a service that welcomes everyone. Our branches are safe spaces where communities can come together to meet, learn, create, and work. Every day, thousands of residents from the Banyule City Council, the City of Whittlesea, and the Nillumbik Shire Council read a book, find the information they need, connect with friends and family, learn or discover, work or study, meet new people or simply relax – all at their local library.

Our libraries are open to everyone, from the very young attending their first storytime session to the young-at-heart coming together to tell stories over a cup of tea. We see researchers and students sitting across the table from job seekers and entrepreneurs. We provide services to people from any culture or age group and at every stage in life. We are there for our community, making a difference to people's lives. We are proud of our service and of our exceptional staff who make it possible to support the communities of Banyule, Whittlesea, and Nillumbik.

Read on for the story of how we evolved and adapted throughout a year of constant change, supporting each other and our community through the second year of the COVID-19 pandemic. Whether managing lockdowns or the vaccinated economy and beyond, we are unwavering in our commitment to remain relevant and ensure we meet the needs of our rich, vibrant, and diverse communities every day.

[\\*INSERT image \[YPRL illustrated Map\] \\*](#)

## Our Library Plan

[\\*INSERT \[Plan on a Page\] from Library Plan\\*](#)

## Message from the Chair – Karen Egan

[\\*INSERT image \[Cr Egan\] \\*](#)

On behalf of the Library Board, I am pleased to present the 2021–22 Yarra Plenty Regional Library (YPRL) Annual Report. I welcome Mayor Cr Frances Eyre to the Board and thank departing Board Member Cr Natalie Duffy for her contributions.

This year, YPRL developed the new 2021–25 Library Plan, taking a shared approach with feedback from the community, our Member Councils, and staff to inform our direction for the next four years. In partnership with our Councils, YPRL will continue to build community capacity for economic and social participation, prioritising knowledge and learning, connection, wellbeing, and organisational strength.

Disruption and change due to the pandemic continued during the year, with further lockdowns disrupting our services. We focused on the wellbeing of our communities, by taking on a new role as vaccination ambassadors, providing information about vaccinations, supporting access to accredited health information, and hosting several pop-up vaccination hubs in our branches with partners such as the Victorian Department of Health, Bubup Wilam, the Victorian Aboriginal Health Service, DPV Health, and the City of Whittlesea’s Multicultural Awareness of COVID Immunisation (MACI) project. We were also pleased to partner with Whittlesea Community Connections and Vodafone in a much-needed initiative to provide vulnerable families with free Wi-Fi hotspots to support remote learning during lockdowns.

The beautifully refurbished Diamond Valley Library was officially reopened in February 2022, with upgrades jointly funded by Nillumbik Shire Council, YPRL, and the Victorian Government through a Living Libraries Infrastructure Program Grant. The YPRL Board was also delighted to support the City of Whittlesea in hosting the Hon. Lily D’Ambrosio MP, Member for Mill Park, to officially launch the Mill Park Library Learning Garden. This \$900,000 Learning Garden and surrounds was funded by the Victoria Government’s Growing Suburbs Fund and the City of Whittlesea.

The Board has continued to focus on providing inclusive and enriching services with new library strategies and frameworks supporting creativity, digital inclusion, and accessibility. Our underpinning principle of codesign has created opportunities to partner with young people to host Youth Takeovers of the library on Friday nights, and support families and children with programs such as Active Arvos, Baby Café and First Nations Storytimes. We have also continued to deliver the Libraries After Dark program, giving the communities of Mill Park, Thomastown, and Watsonia a welcome alternative to gaming venues as a place to socialise in the evenings until 10.00 pm.

I would like to acknowledge and thank my fellow Board members and our Member Councils for the significant role they play in the success of the Corporation, and thank the CEO and dedicated, hardworking library staff for their support and contribution. We are extremely fortunate to have such an engaged and collaborative team.

### **Message from the CEO – Jane Cowell**

**\*INSERT image [Jane] \***

The COVID-19 pandemic continued to challenge us this year, but we persisted in finding new ways of delivering library services and reaching out to our communities. With lockdowns impacting a large period of 2021, our innovative digital programs, Click & Collect services, and our new library hubs ensured continuity of service throughout the year.

While our traditional library measures have been affected by mandated building closures, our online activity went from strength to strength with increased engagement in our digital library and online events. Our virtual storytimes were a favourite with our younger community and our Harry Potter events were booked out every time.

Since reopening in November, we have been excited to see our communities returning in increasing numbers. Our 'Return Yourself to the Library' campaign has helped draw people back to their local library branches, with June figures showing onsite visitation at over 90% and loans at 95% of pre-pandemic levels.

As we move into this 'new normal,' YPRL has been working closely with Member Councils to ensure that we provide the right library services in the right location, offering modern and welcoming spaces to all. YPRL has expanded our hub model – used so successfully to provide Click & Collect services through the inaugural hub at Hurstbridge – with a new hub at Galada Community Centre and a pop-up library hub at Donnybrook, in partnership with the City of Whittlesea. We have also worked closely with Nillumbik Shire Council to refurbish the Diamond Valley Library. We welcome the continued investment from the City of Whittlesea in the Mill Park Library with the expanded outdoor seating areas and the Learning Garden now complete, and the expanded carpark works nearing completion. We have also been working closely with Banyule City Council on their plan for the new Rosanna Library, with construction expected to be finished in 2024.

A huge thank you is due to all the YPRL staff and volunteers for their adaptability, customer focus, and determination over the last 12 months, and to our many community partners for their valuable work throughout the challenges of this past year. I would also like to thank the Board for its commitment and foresight in supporting YPRL to develop library services fit for the future. My thanks also to all our staff who have worked together to create entertaining and thought-provoking events, contemporary collections, cutting-edge digital resources, and welcoming spaces for all of our communities.

#### Attendance at Scheduled and Special Board Meetings

Cr Alison Champion	6/6
Cr Elizabeth Nealy	4/6
Cr Karen Egan	6/6
Cr Natalie Duffy	1/2
Cr Frances Eyre	4/4
Administrator Lydia Wilson	6/6
Kate McCaughey	5/6

\*INSERT [Stats - Board] \*

\*INSERT [Board Photos] \*

## YPRL at a Glance

### Infographic

- Provide access to library branch for 571.5 hours each week and to library services for a further 151.5 hours through the mobile library and hubs – enough to listen to more than 70 audio books or watch more than 350 movies on our Kanopy streaming service
- 714,864 visitors to library branches which averages to 4.5 visits from each household across our communities
- 135,957 library members – that is more than the population of Ballarat – with 56,439 members borrowing a physical item this year – that is more than the population of Mildura
- 12,019 people opened the YPRL app 283,917 times – an average of 777 times a day – to look up 18,700 eResources and searched for their nearest library 5,764 times
- 81,190 Wi-Fi connections – that is 16 times the number of stars visible in the night sky
- 1,835,001 loans – an average of 13 loans for each library member (that is one loan every four weeks!)
- 506,751 items in the collection which laid end to end would stretch over 94 kilometres, enough to build a single row of books that reaches around all 9 of our library branches.
- We held 2,050 events with 40,472 participants, averaging 5 events and 110 participants every day
- Delivered 40 Storytime sessions each week to an average of 1,560 people

- There were 1,345,064 hours of audio books listened to... think of how many loads of washing, morning commutes or dinners prepared that is!
- This year, the Very Hungry Caterpillar ate 66 apples, 132 pears, 198 plums, 264 strawberries and 330 oranges
- Harry Potter read 474 letters inviting him to Hogwarts this year
- 383 sets of buckets were set up thanks to the Barefoot Investor
- The Thursday Murder Club cracked the case 245 times
- Our communities spent 1,118 hours learning new things with LinkedIn Learning and other eResources.

## Year in review

### **Outcome: Wellbeing**

Help individuals and communities to better engage in, understand, and take positive actions to support their mental and physical health.

Public libraries across Victoria have a strategic focus on health and wellbeing, working towards the *Libraries for Health and Wellbeing: a strategic framework for Victorian public libraries towards 2024* ([www.bit.ly/YPRL-LfHaW](http://www.bit.ly/YPRL-LfHaW)). YPRL plays a key role supporting community health and wellbeing, through access to health information and experts, leisure reading, welcoming and inclusive programs and spaces that connect people and build skills, and support early literacy development, which has strong links to better health outcomes in adult life.

### **Priority: Mental, physical, and social wellbeing**

*Contribute to the wellbeing of our community through inclusive and safe programs, spaces, and opportunities, promoting health literacy, health and wellbeing programming and collections, and programs for those experiencing social isolation*

Through inclusive and engaging programs, collections, and spaces, YPRL supports the mental, physical, and social wellbeing of our community. This includes both explicitly health-focused events, like writing for mental health programs or yoga sessions, but also many of our day-to-day activities. Book groups and discussion circles bring people together to share ideas, reading and crosswords keep brains active, storytimes and kids’ activities help parents and families connect while learning more about how to support their children, tech help sessions help seniors stay connected with distant family, and simply having a chat to friendly library staff provides social connection.

### **\*INSERT [Stats – Overview] \***

Indicator	Measure	2017/18	2018/19	2019/20	2020/21	2021/22
Loans	Number of Items borrowed	3,237,186	3,103,974	2,291,906	1,391,280	1,835,001
Program Attendance	Number of participants in programs and activities	197,511	176,926	132,941	30,555	72,299
Visitation Total	Door Count	1,585,093	1,556,371	1,147,140	537,335	714,864
Opening Hours		537.5	537.5	537.5	628.0	723.0

### **Libraries After Dark**

Libraries After Dark is an early-intervention program that offers an alternative to gaming venues as a place to meet and connect with others in the evenings. Selected libraries across YPRL stay open until 10.00 pm on Thursday nights, providing a much-needed option for people at risk of being affected by gambling.

Throughout 2021–22, when restrictions allowed, our Mill Park, Watsonia and Thomastown branches offered regular Thursday night programming that have included gardening events, a retro disco and games night, live music, cooking demonstrations, First Nations tea tasting, art therapy, trivia, vintage tools, tea, and chances to chat. These warm, welcoming, and inclusive nights help to build social connection and combat loneliness, especially for vulnerable members of our community.

SDG 1 No Poverty

SDG 3 Good Health and Wellbeing

Meeting Santa can be a Sensitive Thing

Our Sensitive Santa program is designed for children on the autism spectrum who find meeting Santa alarming – especially in noisy environments like shopping centres with long queues and crowds of people. It allows families to enjoy that special experience in a quiet, non-threatening environment and have a magical one-on-one session with Santa. Volunteer photographers from Diamond Valley Photographic Society take photos and families are gifted a USB with their images to take home. For many families, it is the first time they have had a photo taken with Santa. We had 22 families from across the region participate in our Sensitive Santa program at Mill Park Library last Christmas. Diamond Valley Railway Inc. generously contribute the funding for this program.

‘Thank you for a sensational experience. This experience is amazing, not only for my son on the spectrum, but also for his sister who misses out on lots of opportunities.’

SDG 3 Good Health and Wellbeing  
SDG 17 Partnerships for the Goals

**\*INSERT image [Sensitive Santa] \***

#### Physical Wellbeing at the Library

Our Active Arvos pilot program is designed to engage children in physical, mental, and social activities. Through activity sessions that combine games, dance, yoga, and mindfulness, children develop gross motor and coordination skills, exercise their memory and strategic problem-solving, and practise calming mindfulness.

This successful pilot at Mill Park Library has been delivered to at least 20 families every week. Feedback from parents indicate that their children love the opportunity to be physically active at the library rather than always sitting, and it offers safe and fun exercise options without the prohibitive cost of sports programs. Families often stay on after classes to continue playing in the Learning Garden and using the library.

SDG 3 Good Health and Wellbeing  
SDG 10 Reduced Inequalities

**\*INSERT image [Active Kids] \***

#### Big Summer Read

Aimed at countering the ‘summer slide’ of literacy skills, the Big Summer Read encouraged primary school-aged children and their families to enjoy reading and maintain literacy levels across the summer holidays. The campaign ran from 1 December to 31 January and participating families logged their reading records through Beanstack, an interactive app and website portal that tracks the number of minutes spent reading and the number of books read.

We encouraged participation by providing Family Fun Bundles, available for collection across all branches. Family Fun Bundles began during lockdown and are a selection of themed picture books and easy activities, ready to ‘grab and go.’ One of the activities aimed at building empathy skills was inspired by author RJ Palacio’s *Choose Kindness Campaign*. Our Leaves of Kindness activity invited children to create leaves with felt and craft materials and hide a message of kindness or wish for the coming year inside each leaf. The leaves were then pinned to cardboard trees in our branches and displayed to the public. More than 200 children engaged with the program, reading over 3,000 books.

SDG 4 Quality Education  
SDG 17 Partnerships for the Goals

**\*INSERT [Stats – Details] \***

Indicator	2017/18	2018/19	2019/20	2020/21	2021/22
Population - Regional (ABS Estimates Resident Population)	405,016	418,510	426,963	433,698	422,629
Total Members	137,983	141,641	118,443	120,899	135,957
Members as % of population	34.07%	33.84%	27.00%	28.00%	32.17%
Active Users	66,847	74,875	64,518	53,113	56,439
Mobile Library Locations	13	13	13	13	13
Collection items total	464,670	407,465	403,799	436,944	506,751
New Collection items	106,152	96,030	116,424	72,809	91,987
InterLibrary Loan requests	2,097	1,583	1,277	337	425
eCollection Usage	409,748	473,749	549,086	587,028	547,682
Wi-Fi Sessions	197,707	267,574	210,152	75,508	76,464
Public Access Internet sessions	242,710	191,218	131,834	37,998	42,941
Total eAccess	2,422,132	2,370,642	2,341,531	1,918,946	2,443,293
Programs total	7,377	7,726	4,383	1,613	2,209
Staff (EFT)	92.48	93.17	93.19	96.32	97.34

### Intergenerational Connection

Our Words to the Wise program invited young people to write letters to elderly community members who are housebound or living in aged care. More than 70 letters were delivered to five aged care facilities, with some writers and recipients keen to develop ongoing pen pal correspondence. The program was a valuable opportunity to nurture intergenerational connection and understanding, as well as fostering a sense of joy and belonging in our older members and demonstrating the power and value of volunteering for our younger members.

‘I received a great drawing, card and note from Ned who is 9. I cannot tell you how much this meant to me. That this little fella took the time to write, draw and make something for me and other residents. Thank you, Ned.’ Robert (88).

### SDG 3 Good Health and Wellbeing SDG 17 Partnerships for the Goals

#### \*INSERT [Stats – Usage] \*

Location	Members	Loans	Reservations	Public Access Internet Sessions	Wi-Fi connections
Diamond Valley	7,705	74,874	21,079	1,154	2,300
Eltham	19,172	229,024	74,730	5,972	11,437
Ivanhoe	14,520	168,665	59,565	6,955	25,374
Lalor	15,736	74,189	16,534	8,221	6,049
Mill Park	23,380	228,390	54,410	7,837	12,072
Rosanna	9,734	130,402	51,103	3,175	5,786
Thomastown	7,354	41,471	12,539	3,098	4,247
Watsonia	11,300	154,649	58,637	5,512	7,124
Whittlesea	3,113	28,463	10,885	1,017	2,075
Mobile Library	3,807	49,963	10,033		
Donnybrook		278	98		
Galada		962	299		
Hurstbridge Hub		6,204	3,418		
Home Library	46	4,908	23		
Outreach Vehicle	801	4,292	930		
Digital Members	19,289	520,287			

### Priority: Connect to local experts

*Work alongside experts to bring the best to our local communities by inviting, including, and hosting wellbeing partners within our spaces, and partnering with member councils to deliver better outcomes.*

We work closely with partners to expand our capacity and offer more to the community. YPRL is actively working with almost 350 community partners to provide quality programs, information, and services to our community. We frequently host events run by our partner organisations in our library spaces, and we work closely with our three Member Councils to amplify their programs and messages. This is highlighted in our Baby Café programming where experts come in to discuss the challenges facing our local new parents.

### National Reconciliation Week

YPRL's National Reconciliation Week programs offered our communities the opportunity to learn about First Nations culture and heritage firsthand and consider their own contribution to the journey of reconciliation. Highlights of the program were the Yarning Circle with Gunditjmara artist Aunty Karen Lovett, the Gresswell Forest walk with local Indigenous Elder Uncle Trevor Gallagher, and the Kinder Dreaming Storytime with Murri woman Monica Weightman. These events received hugely positive feedback from participants expressing a strong desire for more opportunities to learn from our First Nations peoples.

We offered a virtual reality cultural activity at Mill Park Library with the program *Thalu* in which participants were immersed in the mythology and cultural heritage of the Ngarluma people. Our online offerings included a commissioned article from local First Nations journalist Charles Pakana, who spoke of his firsthand experiences with Aboriginal leaders. A blog from local reconciliation group, Reconciliation Banyule, also invited the community to get involved.

National Reconciliation Week gave YPRL additional opportunities to engage with our local First Nations people, to discover how we can better meet their information needs. This engagement led to YPRL adding the *Koori Mail* to our collection, first at a few branches, then expanding it to be available in all nine branches.

'I don't read well. Never really liked books. Then I was given a talking book to listen to. Love listening to deadly books. The staff helped me download a book to my phone using images and now I love it.' Local Indigenous Elder.

SDG 4 Quality Education  
SDG 10 Reduced Inequalities

\*INSERT image [From TT] \*

### Annual Booklovers Festival

The annual YPRL Booklovers Festival was held in November 2021, and we used a COVID-conscious hybrid model with a program offering both online events and small, localised events. The aim was to connect local readers and writers in ways that felt safe while also allowing our community to reconnect. This year's program emphasised mental health and wellbeing, amplifying marginalised voices, and exploring and borrowing from our collections.

The festival worked with new partners including Writers Victoria and City of Literature and extended existing relationships with our Member Councils as well as local writers and creative businesses to provide workshops. Activities included a Book Valet reader advisory service, local writer performances, daily local writer reading salons, and an intergenerational book discussion in conjunction with Wolf & Cub Review podcast.

More than 400 people participated in or interacted with the online Booklovers Festival across both YPRL and partner platforms. We featured Melbourne and regional writers included Alice Pung, Stephanie Convery, Jack Chan, Zana Fraillon, Heidi Everett, Danny Silva Soberano, Gemma Mahadeo, and Amy Bodossian. The writing workshops focused on lived experiences of mental health and illness, how to use poetry to manage anxiety, using different forms of writing as a tool for self-expression, and ways to use language to help improve communication for both interpersonal relationships and job pathways.

SDG 3 Good Health & Wellbeing  
SDG 4 Quality Education

### Pop-Up Vaccinations at the Library

YPRL is a COVID-19 Vaccine Ambassador in partnership with Public Libraries Victoria and the Victorian Department of Health, and we continue to actively work with all three of our Member Councils to promote and amplify vaccine messages and expert advice. During the year we hosted pop-up vaccination clinics at our Thomastown, Mill Park, Whittlesea, and Lalor branches to provide greater access to vaccination opportunities and vaccine information for our community.

Lalor Library hosted a pop-up clinic specifically for an Islamic women's group, providing a culturally safe space for this community to get vaccinated. While Thomastown Library partnered with Bubup Wilam and the Victorian Aboriginal Health Service to support the First Nations COVID-19 Vaccination Program.

All four of our Whittlesea branches worked with City of Whittlesea's Multicultural Awareness of COVID Immunisation (MACI) project on a vaccination pop-up program to encourage children's vaccinations. The clinics were run in conjunction with our school holiday programs to facilitate 12+ Pfizer shots, as well as boosters for adults. MACI gave feedback that libraries were an excellent place to run clinics for children as they are welcoming and non-threatening community spaces.

SDG 3 Good Health and Wellbeing

SDG 10 Reduced Inequalities

SDG 17 Partnerships for the Goals

### Finding the Facts

As librarians, we are trained to find high-quality, trusted information, in a world of fake news. This includes seeking out and learning from verified experts and keeping our skills sharp with ongoing learning so we can provide the best possible information and services to our users.

ALIA Conference 2022

VALA 2022

IFLA World Library & Information Congress

Meerkin & Apel Workplace Relations Forum

SLC & PLV Sustainability and Libraries Forum 2021

SLV & PLV Local Library Champions

VALA Implementation of Robotics and STEM Education within the Library sector

PLV 2022 Planning Summit

Whittlesea Early Years and Conservation Conference

Early Years Conference

\*INSERT [Stats – External Training] \*

\*INSERT [Stats – Conference attendance] \*

### **Outcome: Connection**

Create places and spaces for people throughout our communities to connect, belong and actively engage with each other.

With increased levels of loneliness and isolation post-lockdowns, libraries as a place to connect are more important than ever. YPRL provides welcoming, inclusive spaces where you can simply be, and offers a wide range of programming to engage and inspire. There are deliberate opportunities to meet like-minded (or quite different) people, or simply spend time amongst others.

### ***Priority: Participation and Belonging***

*Deliver places, spaces, and services that provide safe, accessible digital environments and programs, volunteering, and other opportunities to participate, and increased participation in our service.*

This year we have given people more ways to connect than ever before. With more lockdowns in 2021, our creative and accessible digital programming was a lifeline for some, with ever-popular online storytimes, an Armchair Travel event taking you around the world from your own home, local history speakers, and much more. Click & Collect items, Family Fun Bundles of themed books and activities, activity packs, and materials for craft were all available for pick up from our foyers and kept people engaged and connected to the library

and the wider world. After reopening, it has been wonderful to see so many people back enjoying our spaces in person and coming along to programs which have been designed with reconnection in mind.

**\*INSERT [Stats – Membership] \***

Location	Banyule	Murrindindi	Nillumbik	Out-Area	Whittlesea	Total
Diamond Valley	1,352	7	5,878	173	295	<b>7,705</b>
Eltham	2,107	20	15,955	787	303	<b>19,172</b>
Ivanhoe	12,847	3	129	1,300	241	<b>14,520</b>
Lalor	103	3	56	868	14,706	<b>15,736</b>
Mill Park	520	39	261	718	21,842	<b>23,380</b>
Rosanna	9,146	1	130	328	129	<b>9,734</b>
Thomastown	70	1	22	500	6,761	<b>7,354</b>
Watsonia	10,243	7	288	390	372	<b>11,300</b>
Whittlesea	331	45	33	59	2,645	<b>3,113</b>
Mobile Library	242	6	1,819	31	1,709	<b>3,807</b>
Home Library	19	0	8	0	19	<b>46</b>
Outreach Vehicle	265	0	131	2	403	<b>801</b>
Library Support Services	4,650	66	1,363	8,173	5,037	<b>19,289</b>
	<b>41,895</b>	<b>198</b>	<b>26,073</b>	<b>13,329</b>	<b>54,462</b>	<b>135,957</b>

Welcoming Back Our Volunteers

Our volunteer activities were reactivated in 2022 after a hiatus due to COVID-19 restrictions. Compliance checks and training have been provided to ensure volunteers returned safely, and we continue our focus on 'Reimagining Volunteering for Contemporary Australia' to improve social cohesion. Volunteer activities continue to make a valuable contribution to building social connections in our communities and we thank all our wonderful volunteers for their contributions.

'Volunteering has helped me to connect with the community... I have been able to meet new people, make new friends and engage in an activity that helps other people learn something new and socialise with others.'

**SDG 3 Good Health and Wellbeing**

**\*INSERT image [Volunteer] \***

School Holiday Programming

School holiday programs remain popular in every format and were even more important during lockdown to help keep young learners connected and engaged. With restrictions in place, our September events moved online and included Click & Collect activity packs with online instructional videos, as well as activity packs that could be picked up from each branch foyer.

The April and June school holiday programs saw a big return to our branches for families with school-aged children, providing free fun close to home. Activities included a native animal incursion, Robogals robotics sessions, tie-dyeing, Australian Ballet workshops, LEGO challenges, a *The Wind in the Willows* pantomime, Game Jam coding workshops in partnership with Banyule Nillumbik Tech School, performances from Carp Productions, Minecraft Madness, and a Harry Potter trivia night.

**SDG 4 Quality Education**

**SDG 17 Partnerships for the Goals**

**\*INSERT image [Active Kids 2] \***

Building bridges to cross the digital divide

The vaccination economy brought many challenges to our communities, especially those who struggled with navigating the new digital requirements for entry to public venues. YPRL upskilled our staff and offered support in multiple languages so we could assist patrons with new requirements around QR code check-ins and providing proof of double vaccination through linking proof of vaccination certificates from Medicare to

the Service Victoria app. This support was key to helping bridge the digital divide for many members of our community, including those with low digital literacy.

### SDG 4 Quality Education

### SDG 9 Industry, Innovation, and Infrastructure

#### Homegrown Summer

YPRL's Homegrown Summer program activated our spaces and attracted people back to our libraries after the COVID-19 lockdowns of 2021. A vibrant program during January focused on fresh local food, fun outdoor activities, and local live music. Highlights included a Library Unlocked afternoon at Diamond Valley Library, with live music and pizza on the new decking. Other activities included tie-dyeing workshops, a family garden day at Lalor Library in partnership with Bunnings, a walk in the Rosanna Parklands led by Indigenous Elder Uncle Trevor Gallagher, and a lantern-making session at Eltham Library.

We leveraged our strong partnerships with all three Member Councils to deliver programming to local communities. Nillumbik Shire Council provided entertainers and activities for the Libraries Unlocked session, Banyule City Council provided mushroom kits for distribution in branches, and City of Whittlesea provided entertainers for an event at Whittlesea Library.

### SDG 3 Good Health and Wellbeing

### SDG 17 Partnerships for the Goals

#### Highlighting good design

YPRL participated in Melbourne Design Week 2022 by connecting with communities across our Member Councils – including council staff from positive aging, inclusion, early years, youth, arts, and diversity and multicultural teams – to develop our submission – *Show Us Good Design Without Telling Us*. Our project asked participants from our communities to send in short videos about something they consider brilliant design, be it civic, object or visual. A collection of the submissions is available at ([www.bit.ly/YPRL-MDW](http://www.bit.ly/YPRL-MDW)).

### SDG 17 Partnerships for the Goals

#### **Priority: Outreach**

*Look beyond our existing places to build strong links with local communities, engage with youth, CALD, and First Nations communities, and explore and test colocation and integration of services.*

We are always pushing beyond the bounds of our physical library spaces. Our new library hubs have enabled us to extend our services to new areas, and our visits to kindergartens, schools, and childcare centres resumed in early 2022. Our focus on codesign to develop and implement programs and services has allowed us to work more closely with many local communities, improving our relationships and understanding of their needs.

#### Reaching Our Community with Click & Collect Hubs

During the pandemic, YPRL extended our physical services through a network of hubs so that we could provide collection access for more people in our communities. Following the success of the Hurstbridge Community Hub, which opened in September 2020, two additional hubs launched this year, with another in planning stages.

The Donnybrook Pop-up Hub opened in November 2021 at the Olivine Estate, within the Shared Cup Café. This location offers a Click & Collect service for pick-ups and returns. Regular Storytime sessions are run by YPRL staff for local families and their children and is supported by a phone service to Whittlesea Library.

The Galada Community Centre Hub also offers a Click & Collect service where members can return items, collect holds, and browse and borrow from a curated collection of books and resources. Storytime sessions are also scheduled for this hub, which is supported by a phone service to Thomastown Library.

Planning is currently underway for a fourth hub at Orchard Road in Doreen, which will be supported by Mill Park Library.

SDG 4 Quality Education  
SDG 10 Reduced Inequalities

\*INSERT image [Hub] \*

\*INSERT [Stats – Social Media] \*

Platform	2020/21	2021/22	Growth
eNewsletter	45,921	50,857	10.75%
Facebook	6,142	6,893	12.23%
Instagram	3,127	3,584	14.61%
Twitter	2,288	2,352	2.80%
LinkedIn	762	848	11.29%
Total	58,240	64,534	10.81%
Digital Program Engagement	4,822	3,688	-23.52%
Website	765,201	1,364,675	78.34%
eLibrary	295,103	321,185	8.84%
YPRL App	158,108	283,917	79.57%

#### First Nations Storytime

This year YPRL launched a monthly First Nations Storytime program. Local First Nations community members, Whittlesea Early Years Partnership, Bubup Wilam, and First Nations staff members from YPRL collaborated to develop the program around the concept of Wominjeka (Woi Wurrung word for Welcome). We have also reached out to Yarn Strong Sista and the Victorian Aboriginal Child Care Agency (VACCA) to incorporate program ideas and early childhood standards.

This welcoming, inclusive, and culturally safe program supports relationship-building and respect with our First Nations community. The pilot has seen a steady increase in the number of families participating and we are delighted to see community Indigenous Elders also attending.

‘I came along to the library to attend training. I didn’t know how much fun I could have with my children in the library. It means I feel safe and welcome.’ Sharon (19).

SDG 3 Good Health and Wellbeing  
SDG 10 Reduced Inequalities  
SDG 17 Partnerships for the Goals

#### Staying Connected: 100 Hotspots Wi-Fi Project

During one of the lockdown periods, when our library branches were closed, YPRL staff noticed families parking all day in the library carparks, most particularly at our Thomastown and Lalor branches. We discovered that these families had no internet at home and were parking outside the library so their children could participate in online school learning, often from the back seat of the car.

In response to this need YPRL, Whittlesea Community Connections, and Vodafone collaborated on a pilot project to loan 100 free hotspot devices to local families with children in school or university and no home internet. The project has been enormously successful with eligible families from Thomastown, Lalor, Wollert, Doreen, and Epping able to use these hotspot devices for 12 months, giving children equal opportunity to participate in remote learning and increasing access to vital information during the pandemic.

‘My children struggle, and this will make our lives so much easier.’

SDG 4 Quality Education  
SDG 10 Reduced Inequalities

## SDG 9 Industry, Innovation, and Infrastructure

Celebrating Our Diversity

The International Day Against Homophobia, Biphobia and Transphobia (IDAHOBIT) is held on 17 May and YPRL acknowledged the day at Eltham Library by hosting a Human Library session where patrons could 'borrow' a drag queen or IDAHOBIT activist to learn about their story. Ivanhoe Library and Cultural Hub hosted a series of movie nights showing LGBTQIA+ films, as well as a Youth Pride Takeover event with a drag show and Queer Marketspace highlighting young LGBTQIA+ designers.

Mill Park Library presented a trivia evening with Frock Hudson as part of Libraries After Dark, and Thomastown Library hosted the *Queer-ways* exhibition, which celebrates queer stories and voices of Melbourne past and present. The exhibition was created by local artists Luciano and Georgia Keats and supported by the Australian Queer Archives. Digital elements of the exhibition use QR Code technology to tell the stories of being queer in Melbourne.

To celebrate Pride Month in June, Eltham, Ivanhoe, Mill Park, and Thomastown libraries hosted Rainbow Storytimes that focused on the theme of inclusion and diversity. Diamond Valley Library hosted a powerful documentary about two women and their journey from homemakers to activists for same-sex equality.

## SDG 3 Good Health and Wellbeing

## SDG 10 Reduced Inequalities

**\*INSERT [Stats – Grants] \***

Name of Grant	Funding body	Rough outline	Amount received
Online Storytime grant	ALIA	Guest storytime presenters: disability, rainbow, First Nations, etc.	\$1,800.00
Nillumbik Community Fund	Shire of Nillumbik	Indigenous art for DV	\$5,000.00
Vaccine Ambassadors Community Engagement Grant	PLV	Partner with WHIN for engagement session around booster shots	\$1,425.00
Vaccine Ambassadors Community Engagement Grant - extra funding	PLV	Partner with WHIN for engagement session around booster shots	\$2,075.00
SLV Libraries Change Lives: Community Campaign	SLV	Promotion for Family Safety Expo & advocacy for libraries as partner for health services	\$1,500.00
SLV Health & Wellbeing grant	SLV	Mental health focus for Somali Australian community in West Heidelberg	\$77,950.00
			<b>\$89,750.00</b>

**Outcome: Knowledge and Learning**

Together we build capacity and confidence for people across our communities to meaningfully participate in work and community life.

With our collections, our programs, our services, our spaces, and our wider resources, YPRL is a centre of learning for the community, both in our physical buildings and our online spaces. We support local makers, creatives, and entrepreneurs through our Creative Communities Action Plan. And through our Digital Inclusion Action Plan, we support the community to fully engage in the online world, providing direct assistance with access, skills, and affordability. Both plans can be found at ([www.bit.ly/YPRL-PPaSF](http://www.bit.ly/YPRL-PPaSF))

***Priority: Programs and Pathways***

*Develop programs and pathways that focus on partnerships for youth capacity building, pathways to employment, community resilience, and community-led programming and collections.*

YPRL works with nearly 350 community partners, large and small, to grow our capacity to offer services and programs to our communities. This includes partnering with Jobs Victoria Advocates to support local pathways to employment; and working with our member councils' youth teams to codesign engaging and exciting programs for the 12–25 year-old age group, such as the Youth Takeover Nights at Ivanhoe Library and Cultural Hub. Our community-led programming has helped people reconnect and build confidence after lockdowns. Coworking spaces, online resources such as LinkedIn Learning, and close partnerships with council Economic Development teams are helping people access employment as well as microbusinesses and entrepreneurs.

Storytimes kickstart literacy learning

YPRL offers a range of children's services and programs aimed at helping children develop language skills and social connections. Storytime remains one of our most popular programs, with 20 hours of early literacy programming delivered to more than 1,500 people every week. Babies, toddlers, preschool children, and their

parents, carers, and grandparents come together to read, sing, dance, and play. Families also learn ways to give their children the best literacy foundation at home.

Digital Storytimes have continued to be a vital part of our Early Years Literacy programming, allowing families to join in from home while isolating due to illness or restrictions. We have added online storytimes to our regular programming, and onsite storytimes have been reintroduced in all branches, where participant numbers are growing steadily.

SDG 4 Quality Education

SDG 10 Reduced Inequalities

**\*INSERT [Stats – Storytimes] \***

Storytimes	Sessions	Attendance
Diamond Valley	67	2,455
Eltham	122	7,047
Ivanhoe	118	4,629
Lalor	41	1,104
Mill Park	51	3,076
Rosanna	79	2,797
Thomastown	74	1,356
Watsonia	52	1,327
Whittlesea	58	1,006
Total	663	24,901

**\*INSERT image [NS Storytime] \***

#### National Simultaneous Storytime

In May, YPRL once more took part in ALIA's National Simultaneous Storytime (NSS), a long-standing reading campaign that chooses a picture book by an Australian author and illustrator to be read simultaneously to children across the country. More than 500 people attended YPRL's NSS events, held across all nine of our branches. Special guest readers on the day were Mayor Cr Frances Eyre (Nillumbik Shire); Cr Alison Champion (Banyule City); Cr Tom Melican (Banyule City); Cr Elizabeth Nealy (Banyule City); Chair Administrator Lydia Wilson (City of Whittlesea); Manager Strategic Projects Agata Chmielewski (City of Whittlesea); Manager Active and Creative Communities Anthony Traill (City of Whittlesea); and Chief Executive Officer Craig Lloyd (City of Whittlesea).

SDG 4 Quality Education

#### Learning by Reading to Dogs

The YPRL Reading Dogs team and their human volunteers returned to five branches in 2022 and spent time in the library every week listening to all sorts of stories from kids, including many reluctant readers who were happy to open a book with a canine friend. Dogs make a great non-judgemental audience – they do not know if you make a mistake, and they love the bonding time.

SDG 3 Good Health and Wellbeing

SDG 4 Quality Education

**\*INSERT image [Dog] \***

#### Local and Family History

Our local and family history programming found an even wider audience when we moved to online programming during lockdowns, with up to 100 people attending our virtual events. For Local History Month in October, we partnered with Eltham District Historical Society to create the Little Eltham Heritage Walk on the free Walking Maps platform, encouraging people to get out and explore their local history. We also

partnered with Greensborough Historical Society to provide free weekly meeting space at Diamond Valley Library while their premises were being renovated.

At Ivanhoe Library and Cultural Hub, we partnered with the Heidelberg Historical Society to host a photographic display telling the story of *Taking the Train to Heidelberg, c. 1900*. The display features photos taken en route before electrification of the Heidelberg Railway line in 1921.

#### SDG 4 Quality Education

**\*INSERT [Stats – Programming] \***

Location	Events			Participants		
	2019/20	2020/21	2021/22	2019/20	2020/21	2021/22
Banyule	1,345	305	693	42,482	6,123	13,636
Nillumbik	670	138	379	22,091	3,708	12,734
Whittlesea	1,920	398	756	56,919	7,256	40,111
Online	448	881	381	11,449	14,458	5,818
<b>Total</b>	<b>4,383</b>	<b>1,722</b>	<b>2,209</b>	<b>132,941</b>	<b>31,545</b>	<b>72,299</b>

#### Creative Communities and our Maker Spaces

YPRL currently offers different Maker Spaces across our library branches with each space having a unique focus and all of them offering a range of creative, entrepreneurial, and learning activities.

The Maker Space at Mill Park Library, which focuses on science and technology, needs a refresh so we reached out to our community of both library users and non-users to find out how they would like to use the space and what new equipment is most worth investing in. The outcomes of this consultation will inform the full upgrade of the space in 2022–23.

The Design Maker Space at Ivanhoe Library and Cultural Hub has inducted over 70 library members on how to use our new equipment, including a metal cutting tray and a Cricut Maker 3 vinyl cutter. While the existing laser cutter and 3D printer remain in constant use by our members.

Users of the Textiles and Craft Maker Space at Thomastown Library knitted 30 blankets being gifted to the Victorian Cat Protection Society and more than 100 items made for Knit One Give One (KOGO), an Australian charity that provides items to people in need. A sewing day event also resulted in 50 handmade dog beds donated to the RSPCA.

Programming returned to the Garden Maker Space at the Diamond Valley Library following its major refurbishment in 2021. Our Stephanie Alexander Kitchen Garden partnership remains strong, and our volunteers have been enthusiastically returned and are in the process of bringing the garden back to life after many months of limited access due to the renovation work.

The Watsonia Library Maker Space offers opportunities for our community to connect, self-express and support their mental health during the pandemic. We have also supported writers and poets with Open Mic sessions where poets expressed that it was the first time that they had read their work to others.

Investigations have also begun into including a Maker Space in the new Rosanna Library with a survey going out to the local community to understand what they want from a creative space in their local library.

#### SDG 4 Quality Education

#### SDG 8 Decent Work & Economic Growth

#### SDG 9 Industry, Innovation, and Infrastructure

**\*INSERT image [Tech] \***

**Priority: Information and resources**

*Build on our existing collections, assets, and services through investment in digital resources, collections, and assets; resources that are reflective of our diverse communities; supporting local creatives; early years, adult, and digital literacy.*

Our resources and collections are responsive to our community needs, and we provide quality reliable information. We had 3,969 users place a purchase suggestion via our website in the last year, with 3,189 (80%) being acquired and added to our collection. The only titles not acquired were ones that were unavailable through our supply channels. We have also worked with specific community groups, such as the First Nations community in Thomastown, to select or improve areas of our collection.

#### Our Collection

Providing community access to quality collections and resources is one of YPRL's core functions and at the heart of our work. Building closures due to the pandemic temporarily affected access; however, since reopening collection usage has been steadily recovering with 2,156,187 loans throughout 2021–22. This is an increase on the previous year, though not yet back to pre-pandemic usage.

Our eLibrary collections are more popular than ever and experienced a sharp increase in use during lockdown with a 6.7% increase compared to last year and a 43% increase to prior to the pandemic. eAudiobooks continue to see the steepest rise in popularity with loans increasing by 22% compared to last year and 80% compared to the year previous. We have continued to expand these collections to meet demand the addition of more than 20,000 eAudio items this year, more than doubling the size of our collection.

'During lockdowns, the digital library has given me an accessible and extensive world of books. It has inspired a renewed love of reading and given an escape in stressful times.'

SDG 4 Quality Education

SDG 10 Reduced Inequalities

**\*INSERT [Stats – Collection Stats] \***

Collection Stats	2020/2021	2121/2022
<b>Total Physical Items</b>	<b>379,284</b>	<b>353,384</b>
Banyule	133,733	123,104
Whittlesea	164,722	149,591
Nillumbik	80,829	80,689
<b>Total loans of physical items</b>	<b>1,391,280</b>	<b>1,835,002</b>
Banyule	462,105	686,193
Whittlesea	584,501	606,230
Nillumbik	344,674	542,579
<b>Total digital Items</b>	<b>57,620</b>	<b>83,617</b>
eBooks	36,284	40,746
eAudio	21,336	42,871
<b>Total Loans of digital items</b>	<b>295,103</b>	<b>321,185</b>
eBooks	157,481	153,052
eAudio	137,622	168,133
<b>Total collection (physical and digital)</b>	<b>436,944</b>	<b>423,147</b>
<b>Total Loans (physical and digital)</b>	<b>1,686,383</b>	<b>2,156,187</b>
<b>New items</b>	<b>72,809</b>	<b>92,227</b>
Banyule	29,391	32,818
Whittlesea	13,753	37,440
Nillumbik	29,665	21,969
<b>Turnover all items</b>	<b>3.9</b>	<b>5.1</b>
Physical Items	3.7	5.2
Banyule	3.5	5.6
Whittlesea	3.5	4.1
Nillumbik	4.3	6.7
Digital Items	5.1	3.8

### Community Language Collections

Our LOTE (Language Other Than English) collection continued to be a challenge throughout 2021–22. The publishing industry worldwide has been affected by COVID-19 and conflicts in Europe continue to interrupt the production and supply of many language titles. Working closely with our LOTE book and DVD suppliers we were able to acquire 11,493 new items for the collection, which saw 67,088 loans from our 17 language collections. In consultation with Elders from our First Nations community, 58 DVD titles were added to the collection highlighting Indigenous talents, creativity, and pride.

We added a new resource, *LOTE Online for Kids*, to our eLibrary this year. This database of digital books encourages children to enjoy reading and learn language through storytelling. The addition of this eResource grows and diversifies our LOTE collections to better engage culturally and linguistically diverse (CALD) families and support children learning second languages. It contains more than 1,350 digital books, covering over 45 languages together with English translations. Children can also watch each translated title with English narration to help with reading and literacy development. Our long-term goal is to continue to explore digital options in all our community languages to build an inclusive and diverse eLibrary where everybody in our community can see themselves represented.

‘The first thing was a big smile on my face when I tuned to a Hindi story that I used to hear as a child. Felt so good that my son can also hear and learn his mother-tongue.’ Anita and her son Aarav.

SDG 4 Quality Education  
SDG 10 Reduced Inequalities

\*INSERT image [Diverse Community] \*

### Diamond Valley Library Renewed for the Future

After extensive renovations that began in February 2021, the refurbished Diamond Valley Library reopened to the public on 30 August. The works included major upgrades like replacing the air-conditioning and included new features such as a parents room, fully accessible gender-neutral toilets, a new community room, meeting pod, tech pod, and an outdoor deck to allow library users to work or lounge in the thriving community garden. These new facilities give our community even more opportunities to connect, learn, and thrive.

This refurbishment was funded by Nillumbik Shire Council and the State Government’s Living Libraries Infrastructure Program. The official opening was held on Tuesday 15 February 2022 with the Hon. Vicki Ward MP officially opening the library on behalf of the Minister for Local Government, the Hon. Shaun Leane MP, while the Hon. Colin Brooks MP was also in attendance. Nillumbik Shire Council Mayor Cr Frances Eyre led proceedings, with Deputy Mayor Cr Ben Ramcharan, Cr Karen Egan, Cr Richard Stockman, and Cr Natalie Duffy were also there to celebrate. Banyule City Council Mayor Cr Elizabeth Nealy and Cr Alison Champion, who are both YPRL Board Members, were also present for the reopening in recognition of the services supplied to the broader region by Diamond Valley Library.

SDG 9 Industry, Innovation, and Infrastructure  
SDG 11 Sustainable Cities and Communities

\*INSERT image [DV] \*

### New Learning Garden at Mill Park Library

Site enhancements at Mill Park Library were completed with the new Learning Garden and surrounds officially launched on 21 March by the Hon. Lily D’Ambrosio MP, Member for Mill Park.

There are whimsical spaces that invite families and children to play, move and explore and it features a giant blue-tongued lizard and a sensory garden xylophone and steppingstones. The innovative Food Cubes address healthy eating, food security and sustainability by providing opportunities for community partners to grow their own food. The covered deck ensures our community has an outdoor space to use throughout the year. The entire surrounds and amenities are watered by the state-of-the-art water harvesting system, which has scope for further expansion in years to come. The \$900,000 Learning Garden and surrounds was funded by the Victoria Government’s Growing Suburbs Fund and the City of Whittlesea.

SDG 3 Good Health and Wellbeing  
SDG 9 Industry, Innovation, and Infrastructure  
SDG 11 Sustainable Cities and Communities

\*INSERT image [MP] \*

\*INSERT [Stats – Visitation] \*

Location	2017/18	2018/19	2019/20	2020/21	2021/22	% Change
Diamond Valley	104,881	110,161	78,924	22,219	32,570	46.59%
Eltham	268,591	267,087	190,181	104,138	131,349	26.13%
Ivanhoe	176,522	164,039	122,938	66,062	155,262	135.02%
Lalor	293,281	298,611	207,459	84,662	92,455	9.20%
Mill Park	203,325	161,134	130,499	65,508	100,247	53.03%
Rosanna	131,419	128,847	111,096	67,692	59,596	-11.96%
Thomastown	141,387	144,051	103,684	43,257	43,245	-0.03%
Watsonia	193,244	197,435	141,359	62,446	66,481	6.46%
Whittlesea	51,312	49,962	35,942	21,351	23,132	8.34%
Mobile Library	21,131	35,044	25,058	18,880	10,527	-44.24%
<b>Total Library Visits</b>	<b>1,585,093</b>	<b>1,556,371</b>	<b>1,147,140</b>	<b>556,215</b>	<b>714,864</b>	<b>28.52%</b>

### Outcome: Organisational Strength

Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.

We continue to invest in our people, our processes, and our technology to deliver efficient and effective library services to our community. In a constantly changing environment, we are innovating to help our service grow, and seeking continuous improvement in what and how we deliver.

**Priority: Governance and technology**

*Strengthen our service by ensuring effective governance-strengthening decisions and partnerships; technology as an enabler for delivering services; technology that improves user experience.*

YPRL continues to look to best practice approaches in how we govern our service provision to our three Member Councils. We also continue to invest in technology and systems to ensure we remain an efficient service that gets the best outcomes for our communities.

Innovative Enterprise Bargaining

YPRL implemented an interest-based bargaining process for the recent round of enterprise bargaining and in October 2021 this process concluded with a successful 'yes' vote to accept the Yarra Plenty Regional Library Service Enterprise Agreement 2020. The bargaining team were invited by the Fair Work Commission to present a short video message at the Australian Labour & Employment Relations Association (ALERA) national conference in October, presenting on Cooperative Workplace Relations and our innovative Interest-Based Bargaining approach.

SDG 8 Decent Work and Economic Growth

**\*INSERT [Stats – Professional Membership] \***

Library User Surveys and Outcomes

In March 2022 YPRL participated in the Public Libraries Victoria/State Library Victoria Survey. The survey ran for a few weeks, online and in person, and YPRL achieved 2,690 survey responses, the highest total in the state. The survey data demonstrated that YPRL was at or above the state-wide average in most reporting areas, and clearly exceeded the average for opening hours and the look and feel of our library buildings. We scored 8.77 out of 10 to the question 'Overall, how satisfied are you with the services of your library?' slightly higher than the state-wide average of 8.74. The survey data will be used to advocate to State Government and other stakeholders about the importance of public libraries to the community.

We also participated in the state-wide Public Library Census on 24 May 2022, in branch. We interviewed 1,213 community members, with 16,464 responses state-wide. The census data told us that YPRL users were more likely to come in as a group and be frequent visitors than the state-wide average, and we scored right around the state-average for satisfaction (9.24 vs 9.26 state-wide). The Public Library Census provides a snapshot of who is using public libraries across the state, what they use libraries for, and their levels of satisfaction.

Expanding YPRL's Online Presence

We commenced stage 2 of YPRL's website development with the goal of improving our capacity to promote both library and partner events, programs, and resources. We delivered a new discoverability layer, and promotional carousels that went live in August, which makes it easier for people to search for specific programs and explore related events of interest. We have continued to make our digital platforms more accessible, changing how we develop and display documents in line with the new YPRL Accessibility Action Plan.

In November we launched our new online venue booking system to help make it faster and easier for both casual and regular visitors to book a range of library venues available for public use. Improvements to our digital platforms will continue through 2022-23 based on feedback we receive from our users.

SDG 4 Quality Education

SDG 8 Decent Work & Economic Growth

### Reviewing Outreach Services

During the year we engaged external consultants to undertake a review of our mobile library and outreach programs. The review engaged all three Member Councils as well as library members to gauge the needs of our community and ensure that the next era of services will be fit for purpose. Findings were provided to the Library Board. The review demonstrated the importance of the mobile and outreach services and recommended expanding outreach services across the region with a change of vehicles. YPRL will be purchasing a new mobile library vehicle in the future.

### SDG 4 Quality Education

### SDG 9 Industry, Innovation, and Infrastructure

#### \*INSERT [Stats – Processes Updated] \*

Date	Policy
October 2021	YPRL Motor Vehicle Policy
October 2021	YPRL Debt Recovery Policy
October 2021	Creative Communities Action Plan 2021-2025
October 2021	YPRL Marketing Action Plan
December 2021	YPRL Fire Safety Procedure
December 2021	YPRL Accessibility Action Plan
February 2022	YPRL Digital Inclusion Action Plan
April 2022	YPRL Public Interest Disclosures Procedure
June 2022	YPRL Procurement Policy
June 2022	Collections Strategic Framework

#### **Priority: Environmental and social sustainability**

*Responsible, relevant, and conscious organisation through ensuring diverse and inclusive practice; environmental and socially sustainable practice and procurement.*

YPRL aims to be environmentally sustainable and socially inclusive in all things. The new Learning Garden at Mill Park Library features a City of Whittlesea funded smart water harvesting system that services all amenities and waters the garden, using rainwater. We host eWaste recycling at six of our branches, and community gardens at three branches. We use local suppliers where possible, and for specific collections, such as the Learning Library, we endeavour to purchase all our stock through social enterprises and ethical small businesses. When programming our events, we focus on celebrating ethnic and cultural diversity as seen in the installation of the new *Dreaming Sky* mural at Eltham Library.

#### A Diverse and Sustainable Collection

A focus this year was broadening our range of collection items to create a more diverse, equitable and inclusive collection where every member of the community can see themselves represented. This year our Diversity, Equity, and Inclusion (DEI) collection content reached 18.8% of the overall collection, reflecting a 4.2% increase over the past four years (the previous four-year increase was 0.4%). YPRL has made a long-term commitment to increasing DEI collecting over the coming years.

We also continue to explore ways to optimise the environmental impact of our collecting activities. We are looking at ways to minimise the use of plastics, packaging and labelling wherever possible. During the year we cut label production by 100,000 by combining the functionality of barcodes and RFID tags into a single label for all new items added to the collection.

Yarra Plenty Regional Library buys more than 90,000 books and other materials every year, with brand new releases and customer requests delivered to our branches every day. To keep our collection current, accurate, and relevant to community needs, we regularly remove old, damaged, or out of date items from the collection. YPRL has partnered with our supplier James Bennett on their project The Sustainability Project (TSP), which collects our withdrawn items and repurposes them. We organised monthly pickups from TSP

through most of 2021–22. This program frees up space for new collection items, keeps withdrawn books out of landfill, and frees up staff for other tasks.

SDG 10 Reduced Inequalities  
 SDG 12 Responsible Consumption and Production

The Welcome Here Project

YPRL is committed to providing safe and welcoming spaces for the whole community. During the year we were proud to sign up to the Welcome Here Project and display ‘welcome here’ stickers at all our branches. This project supports businesses and services throughout Australia to create and promote environments that are visibly welcoming and inclusive of lesbian, gay, bisexual, transgender, queer, intersex, asexual, and other (LGBTQIA+) communities. The ‘welcome here’ sticker lets our LGBTQIA+ community members know that YPRL libraries are safe spaces. This action was initiated by queer youth community members at Whittlesea Library and has been enthusiastically supported by all YPRL branches.

SDG 3 Good Health and Wellbeing  
 SDG 10 Reduced Inequalities

*\*INSERT image [Sustainable libraries] \**

**Priority: People and capacity**

*Invest in our people through building people’s capability and capacity; creating opportunities for growth and learning.*

Our staff are our biggest asset, working with the community every day to deliver friendly, knowledgeable, and competent service. Like our members, our staff are life-long learners, and take every opportunity to grow and learn. Our team have participated in conferences, webinars, and many internal trainings on everything from early literacy foundations to supporting loneliness and learning about new technology – all to provide the best outcomes to the community.

*\*INSERT [Stats – Staffing] \**

Staff Totals	Number of Staff	% of YPRL Workforce
Full Time	40	25%
Part Time	108	67%
Casuals	14	8%
<b>Total</b>	<b>162</b>	

Community-driven Design

YPRL is committed to creating a genuinely inclusive space and service. Over the past year, our staff have continued codesign training so that we can deepen engagement with our diverse community. We now have 11 qualified codesign champions in our teams, working closely with stakeholders from priority communities, including youth, First Nations, and CALD communities. Our aim is to listen, learn, and codesign services and programs, starting with the question of how we can make the library more welcoming for these specific communities.

SDG 10 Reduced Inequalities  
 SDG 17 Partnerships for the Goals

First Nations Cultural Competency Program

To support our goal of increased engagement with our First Nations communities, we embarked on First Nations Cultural Competency learning and development. This important cultural education is helping our staff to develop deeper understanding and greater competency in delivering programs and support for our First Nations communities.

In 2021–22, Koorie Heritage Trust delivered two Building Aboriginal and Cultural Competency Training sessions to a total of 30 staff. In 2022–23 the program will be continued and expanded.

*'Every YPRL employee should receive this training when inducted... Some staff knew history but hadn't walked in First Nations shoes or even considered how this could affect our library service.'*

*'This training should be mandatory. I learned so much about our Indigenous Communities that I had no clue about, and I feel as though this is essential knowledge when working on Stolen Land.'*

SDG 3 Good Health and Wellbeing

SDG 10 Reduced Inequalities

#### Cultural Inclusion at the Library

On 12 May 2022 YPRL staff participated in a pilot cultural competency training delivered by two Banyule City Council Youth team members, Sadia and Sayeed. This training provided the group with information about the local Somali Australian community and started a conversation about our cultural understanding of the community based largely in Heidelberg West.

The training highlighted that YPRL needed to create welcoming library spaces for everyone, and it was identified that the Ivanhoe Library and Cultural Hub would become a more welcoming space for the community if it had a room in the library that was clearly marked as being able to be used as a Prayer Room. Since the training Ivanhoe staff have identified a space in the library and made it more welcoming for patrons seeking to utilise a space for prayer. This has led to patrons feeling more included and safer in the library.

SDG 3 Good Health and Wellbeing

SDG 10 Reduced Inequalities

\*INSERT [Stats – Presentations] \*

\*INSERT [Stats – Articles] \*

\*INSERT [Stats – Internal Training] \*

#### **Priority: A resilient and thriving organisation**

*Secure and grow our organisation through: financial diversification; development of a new business model in response to Local Government Act 2020 requirements.*

YPRL has adapted to every challenge thrown at us over the last year. Be they lockdowns, restrictions on access, restrictions on programming, or having the community slow to return after lockdowns, all our staff and volunteers have proved resilient. We have undertaken business continuity planning to ensure future success, and have acted, via a state-wide marketing campaign and creative programming, to bring people back into our branches.

#### Adapting Through Lockdown

As Victoria battled a third wave of COVID-19 infections, lockdowns continued to impact YPRL services, with restrictions place from 16 to 27 July and from 5 August to 21 October. Click & Collect services proved vital during this period to continue providing access to the collection. This service has facilitated 376,731 collection pick-ups this year, ensuring ongoing access to the physical collection even through the fluctuations of COVIDSafe measures.

From 22 October, the vaccinated economy began with library sites reopening to those with proof of double vaccination. To support community members without proof of double vaccination, YPRL continued to provide digital programming and Click & Collect stations in sections of the library that did not require check-in. The vaccine mandate remained in effect until 22 April.

Along with restrictions came illness. The large number of COVID-19 cases afflicted YPRL staff which resulted in some branches moving to Click & Collect only services during January and February. While these were challenging decisions to make, altering the offerings at some branches allowed us to keep other branches

open and provide a level of consistency in the services offered across the region. Again, our staff went above and beyond, working across the region – and sometimes outside their regular roles – to ensure that we could provide library services to our visitors.

SDG 3 Good Health and Wellbeing

Return Yourself to the Library

In response to slower than hoped uptake in library services following the reopening of our branches, YPRL participated in the state-wide Public Libraries Victoria campaign, Return Yourself to the Library. The campaign highlights some of the wonderful things you will find if you return yourself to the library highlighted in 10 social media videos. With over 20,000 views across our platforms, and physical collateral including a YPRL flyer dropped to most houses across our Member Council areas, we are now starting to see an uptake in users returning to library spaces, with visitation numbers in June reaching above 90% of the 2019 equivalent for the first time since the start of the pandemic. YPRL will continue to use the campaign to encourage everyone to return themselves to the library across 2022-23 with more letter drops planned and a campaign involving local real estate agencies that will inform new residents in our communities about the great services offered by their local library.

SDG 3 Good Health and Wellbeing

**\*INSERT image [Return Yourself to the Library] \***

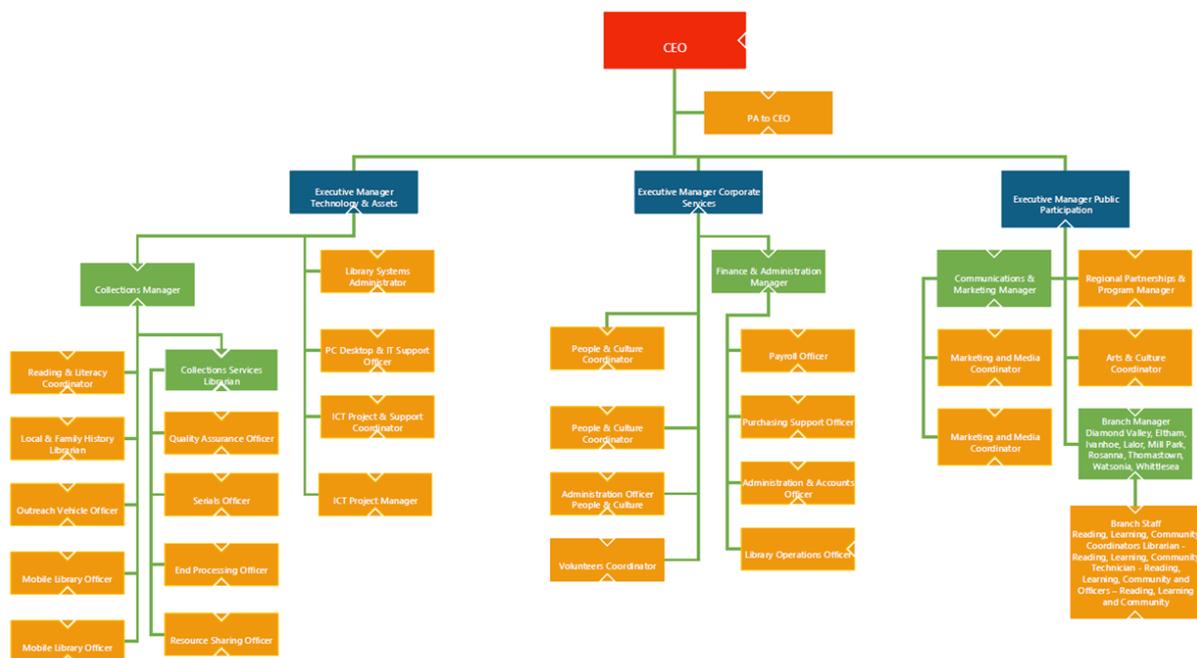
Stronger Libraries Together: New Warrnambool Library Service Agreement

Warrnambool Library Service is a new, single-municipality library in Victoria’s west. As a small library service, they have limited capacity to provide extensive services to their community, and so they reached out to YPRL (via a tender process) for assistance. As part of a Managed Services Agreement, YPRL has been able to provide support with systems, administration services, collections services, access to eResources, and some curated collection. This increases Warrnambool’s scope and their offerings to the local community, as well as providing an additional revenue stream for YPRL.

SDG 4 Quality Education

**\*INSERT [Organisation Chart] \***

YPRL Organisational Chart June 2022



### **Information Privacy Act**

The Privacy and Data Protection Act 2014 is designed to protect the private information of individuals. The Corporation has a Privacy Policy available on the library website. No complaints were received during 2021–2022.

### **Freedom of Information**

The *Freedom of Information Act 1982* provides people with the opportunity to obtain information held by state and local government departments and authorities. The Act gives people the right to request documents relating to their personal affairs. YPRL did not receive any requests during 2021–2022.

### **Public Interest Disclosures**

In accordance with the provisions of s. 58 of the *Public Interest Disclosure Act 2012*, the Corporation has a procedure for dealing with disclosures made under the Act. The Executive Manager Corporate Services is the Corporation's Protected Disclosure Coordinator. YPRL has not received any disclosures directly nor has it received any referrals from the Ombudsman during 2021–2022.

### **Financial Summary**

\*INSERT [VAGO Report] to come\*

### **YPRL Highlights**

#### **Local Youth Takeover Ivanhoe Library and Cultural Hub**

All three of the Member Councils of Yarra Plenty Regional Library (YPRL) have mental health as the top issue young people are currently experiencing, with the top five most critical causes as anxiety, school stress, exclusion, loneliness, and general wellbeing.

In mid-2021 YPRL began a codesign initiative to explore how our library spaces could be more welcoming, with teens being one of our target audiences. Out of these codesign sessions with young people in Banyule, Nillumbik, and Whittlesea, we learnt that they wanted to feel an ownership over library spaces, gather together, break the rules, and be independent. A Youth Takeover event was chosen as one of the best ideas for the group to implement.

Banyule Youth Services (BYS) had an established Role-Playing Game (RPG) program that was reaching capacity and required a larger venue that would allow its existing older members to continue building connections and developing their independence. YPRL was looking to change young people's perceptions about what they can do in libraries and provide opportunities for them to take ownership of the community spaces.

Ivanhoe Library and Cultural Hub (ILCH) and BYS staff partnered to develop a new program for youth, by splitting the existing RPG program audience, and creating a new group specifically for older members aged 16–25 in the library space, to be known as the Game Night Takeover. In response to input from codesign sessions, this program runs on the last Friday of every month from 6.00–9.00 pm. This fed into the group's desire to break rules and take over our spaces, as it occurs outside of normal opening hours with the branch usually closing at 6.00 pm on a Friday.

Game Night Takeovers utilise games as a common shared interest for social connection with a variety of resources made available by the library. RPGs have been extremely popular among young people with recent the rise of Dungeons & Dragons in popular culture. The game is well suited to a public library environment, as it requires minimal resources, builds important social skills, and contains a literacy element – the rich communal storytelling within the gameplay.

Young people are encouraged to take ownership over the RPG resources and organise themselves independently, with staff available to assist newcomers. The library as a public meeting space is a safe, neutral place for young people who may be feeling anxious or excluded to develop confidence in social settings.

At the time of writing this case study, the Game Night Takeover program has run monthly for five months and seen consistent growth in attendance every time. An estimated 90% of attendees return for the following month or for future sessions, indicating that we are facilitating a valuable experience for young people in our community.

From speaking with the young people that attend the program, few had been into the library space before (including the previous Ivanhoe Library building) and had no knowledge about the free resources that library membership provides. The program has shown remarkable success in delivering social connection, with participants sharing contact information on platforms such as WhatsApp or Discord to continue talking and playing outside of Game Night Takeover.

This program creates an excellent partnership with local Youth Services and provides a clear pathway for young people's growth and individuality as they discover a sense of belonging in library spaces.

**\*INSERT images [Youth Takeover] \***

Scott Mundell  
Reading, Learning & Community Coordinator  
Ivanhoe Library and Cultural Hub  
Yarra Plenty Regional Library

**\*INSERT image [Scott] \***

SDG 3 Good Health and Wellbeing  
SDG 17 Partnerships for the Goals

### **From Storytime to Baby Café at Thomastown Library**

At Yarra Plenty Regional Library (YPRL), supporting early years literacy development is a key part of our Library Plan. We are always striving to improve early years literacy outcomes for our community. For years, regular Storytime activities at our branches have been at the core of our early literacy programming, but with frequent COVID-19 restrictions and lockdowns, our communities have faced many barriers attending Storytime sessions. Library staff have observed that the decrease in socialisation resulting from the pandemic has led to delays in language acquisition and the development of social skills in young children. This has in turn increased anxiety in some parents and carers and highlighted the need for an increased understanding of childhood developmental milestones in the wider community.

Using a codesign approach, YPRL staff partnered with local families, Maternal and Child Health (MCH) and City of Whittlesea Family Services to investigate the early literacy needs of the community, and how we could redesign storytime to best meet these needs. We discovered that some members of the community found the phrase 'storytime' off-putting. Families suggested it be renamed to Baby Café, as this was more evocative of the experience had when parents and newborns come together to socialise, play, and learn at the library. So, library staff redesigned Storytime sessions to keep the early literacy benefits of storytime, including language and brain development, but also incorporate the requested new features of Baby Café.

In these new Baby Café sessions, there are still stories read and some singing and rhyming, but these elements are shorter than in a storytime session. Instead, guest speakers are regularly brought in, including speech pathologists, developmental specialists, and sleep specialists. Families are also given regular information on the importance of reading, talking, singing, and playing with their children, and practical tips on how to best support their early literacy development. Toys are often put out for play sessions. Parents and carers stay and socialise over tea and coffee after the main session is complete and will often stay for hours.

These Baby Café sessions are heavily supported by MCH and City of Whittlesea Family Services. Listening to community and working with partners has led to creating a YPRL program that is relevant and responsive. Partnering with MCH and Family Services means that we can all offer the families in our communities more relevant information in ways they want to consume.

The Baby Café format has been a successful pilot. It will continue at Thomastown Library and may run in a modified form at other YPRL branches. It is flexible enough that it can adapt to changing community need. Local families are more connected, both with the library and each other, and have been empowered with greater health and literacy information.

*‘Attending Baby Café with Storytime, professional information and fun has been wonderful. I never knew how important reading and rhyme was for my little one.’*

**\*INSERT images [Baby Cafe] \***

Coralie Kouvelas  
Branch Manager  
Thomastown Library  
Yarra Plenty Regional Library

**\*INSERT image [Coralie] \***

SDG 3 Good Health and Wellbeing  
SDG 4 Quality Education  
SDG 17 Partnerships for the Goals

### **Dreamtime Sky at Eltham Library**

Yarra Plenty Regional Library (YPRL) is always seeking to strengthen our connections to First Nations communities and expand our sense of place and cultural heritage, acknowledging and celebrating the traditional owners of the land our libraries are built on. At Eltham Library, we saw an opportunity to add Indigenous artwork to our Children’s Garden. We sought a Community Support Grant through the Nillumbik Shire Council, and Bunnings and Inspirations Paints in Eltham donated materials to make the project possible.

Talented local artist and Wurundjeri and Yorta-Yorta woman Simone Thomson was selected to create the mural. Simone has created numerous artworks for public and private spaces and has a strong understanding of how art can tell the cultural narrative of a place and its community.

Work on the mural began in 2019 but was interrupted by repeated COVID-19 lockdowns. Once progress continued, we shared updates of the mural’s development with the community through Facebook. *Dreamtime Sky* was completed and in place in the garden at Eltham Library, on Wurundjeri land, in 2021.

The finished mural depicts shared moieties ancestors of the Kulin Nations, with people, animals and stories of the land and river. There are gumtrees to represent the Wurundjeri people. The copper butterfly represents Eltham; this special butterfly flutters beneath the joined circles that stretch across the sky. The circles represent the community who come to gather at the gathering place which we call Yarra Plenty Regional Library.

When children returned to the library after restrictions eased, we celebrated with a special Nature Play event inspired by the animals in the mural. Children explored the local flora with a long paper ‘serpent’ that they decorated with leaves, flowers, and bark to make The Rainbow Serpent. The mural encourages children to be outside in nature and it is lovely to see the mural, garden and the history of the land being used together to teach the next generation the rich history of the land and the culture that has resided on it for millennia.

The reactions and feedback to the mural have been extraordinarily strong, especially from children who enjoy identifying all the different animals. Families can now enjoy the native garden even more with the addition of the mural to the back fence. The striking colours, and the fitting location in the garden work beautifully as a

visual reminder of the history of the land on which the library sits as a community gathering place and pays respects to the traditional owners of the land.

The mural's launch has been long anticipated and will finally take place in July 2022, with Elder Uncle Ringo Terrick to deliver a Welcome to Country and Smoking Ceremony. Simone Thomson will speak, giving insights to her painting process and choice of animals and symbols depicted, and there will be a morning tea provided by Bunji Catering, a First Nations business serving gourmet native cuisine.

**\*INSERT images [Eltham Mural] \***

Cath Hart  
Community Coordinator  
Eltham Library  
Yarra Plenty Regional Library

**\*INSERT image [Cath] \***

Roslyn Quin  
Library Officer  
Eltham Library  
Yarra Plenty Regional Library

**\*INSERT image [Ros] \***

SDG 3 Good Health and Wellbeing  
SDG 10 Reduced Inequalities

**[END OF DRAFT ANNUAL REPORT 2021-2021]**

## **Agenda Item 6: YPRL Child Safety and Wellbeing Policy 2022 (DECISION)**

Responsible Officer:	Chief Executive Officer
Author:	Robyn Ellard, Executive Manager Public Participation
Attachment:	6 – Draft YPRL Child Safety and Wellbeing Policy 2022

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### **REPORT**

#### **SUMMARY**

This report is for the Board's decision

#### **INTRODUCTION**

Yarra Plenty Regional Library's (YPRL) Child Safe Policy was originally adopted by the Board in December 2016 and demonstrates our commitment to child safety and to ensuring YPRL's policies, procedures and systems comply with child safe legislative requirements. The YPRL Child Safe Policy was reviewed in December 2018 and was due for another review in December 2021. However, new legislative requirements which commenced on 1 July 2022, led to a postponement until August 2022.

#### **REPORT**

The Child Safe Policy was implemented to demonstrate YPRL's commitment to child safety and to comply with the Victorian Child Safety Standards which mandate that organisations captured by the Child Wellbeing and Safety Amendment Act 2015 (Vic) must have in place.

The objectives of the YPRL Child Safe Policy are:

- To reflect YPRL's commitment to provide a safe environment where every child and young person has the right to be treated with respect and is safe from harm and abuse;
- To provide staff, volunteers, and contractors with guidance on their responsibilities in relation to the new Victorian Child Safe Standards and Victorian Reportable Conduct Scheme and the new Victorian Child Safe Standards
- To ensure systems, decisions and actions are consistent with the Victorian Child Safe Standards and the Victorian Reportable Conduct Scheme.

The attached Child Safety and Wellbeing Policy has been reviewed, updated and renamed to ensure it continues to demonstrate YPRL's commitment to child safety. The original 7 Child Safety Standards have now been updated to 11 new standards. These standards are more comprehensive than the original.

Key changes to the attached YPRL Child Safety and Wellbeing Policy include requirements for YPRL to:

- involve families and children in decisions that affect them
- place greater focus on safety for Aboriginal children and young people
- manage the risk of child abuse in online environments

YPRL's Child Safe Procedure will be reviewed in line with the new standards. The procedures include:

- Recruiting staff and volunteers
- Training and supervision
- Reporting a child safety concern or complaint
- Reportable Conduct Scheme obligations
- Child safe and Reportable Conduct Investigations

YPRL will investigate

- further training for YPRL's Child Safe Champions
- updated training for all staff
- additional inclusive practices for children in the delivery of library services
- Potential additional safety practises for children in online environments in YPRL online services

## **CONSULTATION**

Consultation conducted with YPRL Executive Management team, YPRL Child Safe champions and Branch Management team.

Further consultation on the implementation of the policy and review of procedures will be conducted with the Senior Leadership team, Consultative Committee and OHS committee

## **CRITICAL DATES**

January 2023 – All organisations to have implemented all new Standards.

The YPRL Board approves the new YPRL Child Safety and Wellbeing Policy, which was due for review at end of 2021.

Consultation and champion training conducted during the next quarter

Review of procedures and staff training during the next 6 months

## **FINANCIAL IMPLICATIONS**

Some limited financial impacts, including for additional staff training and staff time co-designing inclusive practices with young people

## **POLICY STRATEGY AND LEGISLATION**

The Victorian Child Safe Standards are the responsibility of the Commissioner for Children and Young People

Child Wellbeing and Safety Act 2005

Victorian Charter of Human Rights and Responsibilities Act 2006

Working with Children Act 2005, amended 2016

Crimes Act 1958

## LINKS TO STRATEGIC PLAN

### Strategies:

- Organisational Strength
- Wellbeing

### Priorities:

- Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.
- Help individuals and communities to better engage in, understand and take positive actions to support their mental and physical health.

## DECLARATIONS OF CONFLICTS OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

## CONCLUSION

Adoption of the updated YPRL Child Safety and Wellbeing Policy demonstrates YPRL's continued commitment to child safety and ensures YPRL systems are consistent with the new Victorian Child Safe Standards and Victorian Reportable Conduct Scheme

---

## RECOMMENDATION

**THAT the Board resolve to APPROVE and ADOPT the YPRL Child Safety and Wellbeing Policy 2022.**

M: \_\_\_\_\_  
S: \_\_\_\_\_



## Child Safety and Wellbeing Policy

Release No: 3.00  
Status: **Approved**  
Version Date: August 2022

Approved: YPRL Board  
Next Review: August 2025

## Purpose

This policy demonstrates Yarra Plenty Regional Library's (YPRL's) commitment to child safety and wellbeing. YPRL aims to provide children with an environment that is safe and welcoming, encourages participation and invites collaboration. The objectives of this policy include:

- To reflect YPRL's commitment to provide a safe environment where every child and young person has the right to be treated with respect and is safe and protected from harm and abuse
- To ensure the wellbeing of children and young people where diverse needs and principle of equity are upheld.
- To provide staff, volunteers and contractors with guidance on their responsibilities in relation to the Victorian Child Safe Standards and Victorian Reportable Conduct Scheme
- To ensure systems, decisions and actions are consistent with the Victorian Child Safe Standards and Victorian Reportable Conduct Scheme.

## Scope

This policy applies to all YPRL staff, volunteers, contractors, work experience students and industry placement students.

## Policy

All children who come to YPRL have a right to feel and be safe. YPRL is committed to the safety and well-being of all children participating in our programs, visiting our libraries and using our online services. We aim to create a safe and friendly environment where children feel safe and valued and where the views of children and families are included and respected.

YPRL will develop and maintain targeted policies, procedures and training to support staff, volunteers and contractors to achieve our commitment to child safety and wellbeing.

YPRL has zero tolerance to child abuse and will take all allegations of reportable conduct and safety concerns very seriously.

YPRL is committed to complying with all legal requirements regarding child safety concerns and where a suspected or alleged incident occurs. YPRL takes allegations of abuse seriously and will investigate all allegations fairly and appropriately to protect and support the health and wellbeing of children. YPRL will cooperate fully with any investigations undertaken by child protection services or the police

YPRL staff, volunteers, contractors, work experience students and industry placement students must be vigilant to signs of abuse, challenge unacceptable behaviours and report all allegations or suspicions of abuse in accordance with YPRL Policies, Procedures and Guidelines. All positions at YPRL are required to report child abuse or suspected child abuse.

YPRL is committed to promoting and protecting at all times the best interests and wellbeing of children involved in its programs and in the online environment

At YPRL, all children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, gender identity or family or social background, have equal rights to protection from abuse.

YPRL supports and respects all children, staff and volunteers. YPRL values and celebrates diversity within the community and the workforce and does not tolerate any discrimination practices.

YPRL is committed to the cultural safety of Aboriginal children, and those from culturally and linguistically diverse backgrounds, and to providing a safe environment for children living with a disability.

YPRL will ensure that child safety is part of its overall risk management approach and will identify and implement management strategies to mitigate risk.

If any person believes a child is in immediate risk of abuse, telephone 000.

## Definitions

Term	Meaning
<b>Child</b>	A person who is under the age of 18 years.
<b>Child Abuse</b>	Includes: <ul style="list-style-type: none"> <li>any act committed against a child involving a sexual offence or an offence under the Crimes Act 1958; or</li> <li>the infliction on a child of physical violence or serious emotional or psychological harm; and</li> <li>the serious neglect of a child.</li> </ul>
<b>Child Safe Organisation</b>	A child safe organisation is one that meets the child safe standards by proactively taking measures to protect children from abuse.
<b>Commission</b>	Commission for Children and Young People
<b>Failure to Disclose</b>	Any adult who holds a reasonable belief that a sexual offence has been committed in Victoria by an adult against a child (aged under 16) must disclose that information to police. This applies to everyone in the community, not just mandated professionals. Failure to disclose the information to police is a criminal offence.
<b>Failure to Protect</b>	Applies to people who hold a position of authority within organisations who know of a risk of child sexual abuse by someone in the organisation and have the authority to reduce or remove the risk, BUT negligently fail to do so. Maximum penalty is 5 years imprisonment.
<b>Grooming</b>	Individuals, who communicate, including online communication, with a child under the age of 16 or their parents, with the intent of committing child sexual abuse. Maximum penalty is 10 years imprisonment.
<b>Reasonable Belief</b>	Reasonable grounds for belief is a belief based on reasonable grounds that child abuse has occurred when all known considerations or facts relevant to the formation of a belief are taken into account and these are objectively assessed. Factors contributing to reasonable belief may be: <ul style="list-style-type: none"> <li>A child states they, or someone they know, has been abused (noting that sometimes the child may in fact be referring to themselves);</li> <li>Behaviour consistent with that of an abuse victim is observed;</li> <li>Someone else has raised a suspicion of abuse but is unwilling to report it; or</li> <li>Observing suspicious behaviour.</li> </ul>

Term	Meaning
<b>Victorian Child Safe Standards</b>	<p>The eleven child safe standards are:</p> <p>Child Safe Standard 1 – Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued</p> <p>Child Safe Standard 2 – Child safety and wellbeing is embedded in organisational leadership, governance and culture</p> <p>Child Safe Standard 3 – Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously</p> <p>Child Safe Standard 4 – Families and communities are informed, and involved in promoting child safety and wellbeing</p> <p>Child Safe Standard 5 – Equity is upheld and diverse needs respected in policy and practice</p> <p>Child Safe Standard 6 – People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice</p> <p>Child Safe Standard 7 – Processes for complaints and concerns are child focused</p> <p>Child Safe Standard 8 – Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training</p> <p>Child Safe Standard 9 – Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed</p> <p>Child Safe Standard 10 – Implementation of the Child Safe Standards is regularly reviewed and improved</p> <p>Child Safe Standard 11 – Policies and procedures document how the organisation is safe for children and young people</p>

### Breaches

Breaches of this policy may lead to action in accordance with YPRL's Performance Improvement Disciplinary policy, which may include termination of employment and/or referral to Victoria Police.

**Reviewing this policy**

This policy will be reviewed at least once every three years and following any significant incidents if they occur.

**Related Documents**

This policy must be read in conjunction with other relevant YPRL policies and procedures, as well as relevant legislative requirements.

***Related Legislation***

Child Wellbeing and Safety Act 2005

Victorian Charter of Human Rights and Responsibilities Act 2006

Working with Children Act 2005, amended 2016

Crimes Act 1958

***Related Guidelines***

Victorian Child Safety Standards

Victorian Reportable Conduct Scheme

***Related Documents***

YPRL Child Safe Procedure

YPRL Security Check Procedure

Employee Code of Conduct

Incident Report Form

## Agenda Item 7: YPRL Procurement Policy 2022 (DECISION)

Responsible Officer:	Chief Executive Officer
Author:	Luciano Lauronce, Finance and Administration Manager
Attachment:	7 – YPRL Procurement Policy 2022

### REPORT

#### SUMMARY

This report is for Board Members' decision.

#### REPORT

A Procurement Policy review is required annually under the Local Government Act 1989 (The Act). The purpose of this Policy is to:

- provide policy and guidance to Yarra Plenty Regional Library (YPRL) employees to allow consistency and control over procurement activities;
- demonstrate accountability to stakeholders;
- provide guidance on ethical behaviour in public sector purchasing;
- demonstrate the application of elements of best practice in purchasing; and
- increase the probability of obtaining the right outcome when purchasing goods and services.

The Procurement Policy 2022 includes the following changes proposed by the Audit Committee on 28 April 2022 and YPRL Board on 23 June 2022 (changes were highlighted in yellow in the policy):

Policy Item	Change details
2.2.3 Methods	"YPRL Member Councils" was added as per Audit Committee suggestion to reflect the collaboration with YPRL Member Councils.
2.3.2.2 Quotations	"most acceptable price" was changed by "best Value for Money" as per YPRL Board suggestion to align the policy to current practices.
2.4.2 Delegations	Delegations were updated as per agreement in principle at YPRL Board meeting. The increments are as follows" <b>Procurement delegations</b> Chief Executive Officer: from \$150,000 to \$200,000. Executive Leadership Team: from \$20,000 to \$40,000. <b>Credit card expenditure limit</b> Chief Executive Officer: from \$5,000 to \$10,000.
2.4.2.3 Delegations Reserved for YPRL Board	This item was added as per Audit Committee suggestion to reflect the procurement delegations above CEO's delegations.
3.1 Integration with Library Strategy	Spelling mistake was corrected as per Audit Committee suggestion.
4.2 Management Information	"Contract register" was added as per Audit Committee suggestion.

## **CONSULTATION**

The YPRL Procurement Policy 2022 has been reviewed by all staff with delegation authority under the Policy, the Audit Committee, and compared against Member Council Procurement policies.

## **CRITICAL DATES**

The YPRL Procurement Policy 2022 is to be adopted by the YPRL Board by 30 June each year.

## **FINANCIAL IMPLICATIONS**

N/A

## **POLICY STRATEGY AND LEGISLATION**

Under the Local Government Act 1989, Section 186A, YPRL is required to have and to annually review its Procurement Policy.

## **LINKS TO STRATEGIC PLAN**

### **Strategy:**

- Organisational strength

### **Priority:**

- Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.

## **DECLARATIONS OF CONFLICT OF INTEREST**

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

**CONCLUSION**

A Procurement Policy review is required annually under the Local Government Act 1989 (The Act). The YPRL Procurement Policy 2022 has been reviewed by all staff with delegation authority under the Policy, the Audit Committee, and compared against Member Council Procurement policies.

---

**RECOMMENDATION**

**THAT the Board resolves to APPROVE and ADOPT the YPRL Procurement Policy 2022**

**M:** \_\_\_\_\_

**S:** \_\_\_\_\_

<b>Policy Adopted by YPRL Board</b>	
Policy Name	<b>Procurement Policy</b>
Version number	3.0
Policy date	June 2022
Date to be reviewed	June 2023
Responsibility	CEO
Related Policies and Procedures	Business Credit Card Policy and Procedure Employee Code of Conduct Instrument of Sub Delegation Operations Manual OHS Policy Universal Expense Card YPRL Fraud and Corruption Policy
Policy Updates	<ul style="list-style-type: none"> <li>Minor wording changes and update proposed by the Audit Committee on 28 April 2022.</li> </ul>

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## 1. Principles

### 1.1 Background

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#### Yarra Plenty Regional Library (YPRL)

- Recognises that:
  - Developing a procurement strategy and adopting appropriate best practice contracting and procurement principles, policies, processes and procedures for all goods, services and works by YPRL, will enhance the achievement of YPRL objective of sustainable and responsible finance and governance.
  - The elements of best practice applicable to local government procurement incorporate:
    - broad principles covering ethics, value for money, responsibilities, and accountabilities;
    - guidelines giving effect to those principles;
    - a system of delegations (i.e., the authorisation of officers to approve a range of functions in the Procurement process);
    - procurement processes, with appropriate procedures covering minor simple procurement to high value complex procurement; and
    - a professional approach to all major procurements.
- Requires the Library's contracting and purchasing activities:
  - support the YPRL's corporate strategies, aims and objectives;
  - span the whole life cycle of an acquisition from initial concept to the end of the useful life of an asset, including its disposal, or the end of a service contract;
  - achieve value for money and quality in the acquisition of goods, services and works by the Library;
  - can demonstrate that public money has been well spent;
  - are conducted, and are seen to be conducted, in an impartial, fair and ethical manner;
  - seek continual improvement.

### 1.2 Scope

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This Procurement Policy is made under Section 186A of the *Local Government Act 1989*.

This section of the Act requires YPRL to prepare, approve, and comply with a procurement policy encompassing the principles, processes and procedures applied to all purchases of goods,

services, and works by the Library.

This policy applies to all contracting and procurement activities of YPRL and is binding upon YPRL employees and temporary employees, contractors and consultants while engaged by the Library.

**1.3 Purpose**

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The purpose of this Policy is to:

- provide policy and guidance to YPRL employees to allow consistency and control over procurement activities;
- demonstrate accountability to stakeholders;
- provide guidance on ethical behaviour in public sector purchasing;
- demonstrate the application of elements of best practice in purchasing; and
- increase the probability of obtaining the right outcome when purchasing goods and services.

**1.4 Treatment of GST**

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All monetary values stated in this policy include GST except, where specifically stated otherwise.

**1.5 Definitions and Abbreviations**

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Term	Definition
Act	<i>Local Government Act 1989.</i>
CEO	YPRL Chief Executive Officer
Commercial in Confidence	e.g. prices, discounts, rebates, profits, methodologies, and process information, etc.
Contract Management	The process that ensures both parties to a contract fully meet their respective obligations as efficiently and effectively as possible, to deliver the business and operational objectives required from the contract and, to provide value for money.
YPRL employees	Includes full time and part-time YPRL employees, and temporary employees, contractors and consultants while engaged by YPRL.
YPRL Board	Comprises of two representatives from each of the three-member councils of Banyule, Nillumbik, and Whittlesea.

Term	Definition
<p>Probity</p>	<p>The dictionary definition of probity refers to uprightness, honesty, proper and ethical conduct and propriety in dealings. Within Government, the word "probity" is often used in a general sense to mean "good process." A Procurement process that conforms to the expected standards of probity is one in which clear procedures that are consistent with YPRL’s policies and legislation are established, understood, and followed from the outset. These procedures need to consider the legitimate interests of suppliers and ensure that all potential suppliers are treated equitably.</p>
<p>Standing Offer Arrangements (SOA)</p>	<p>A contract that sets out rates for goods and services which are available for the term of the agreement. However, no commitment is made under the agreement to purchase a specified value or quantity of goods or services.</p>
<p>Sustainability</p>	<p>Activities that meet the needs of the present without compromising the ability of future generations to meet their needs.</p>
<p>Procurement</p>	<p>Procurement is the entire process of acquisition of external goods, services and works. This process spans the whole life cycle from initial concept through to the end of the useful life of an asset (including disposal) or the end of a service contract.</p>
<p>Tender Process</p>	<p>The process of inviting parties to submit a quotation or tender by public advertisement, followed by evaluation of submissions and selection of a successful bidder or tenderer.</p>
<p>Value for Money</p>	<p>Value for money in procurement is about selecting the supply of goods, services and works considering both cost and non-cost factors including:</p> <ul style="list-style-type: none"> <li>• contribution to the advancement of the Library’s priorities;</li> <li>• non-cost factors such as fit for purpose, quality, service, and support; and</li> <li>• Cost-related factors including whole-of-life costs and transaction costs associated with acquiring, using, holding, maintaining and disposing of the goods, services or works.</li> </ul>
<p>YPRL</p>	<p>Yarra Plenty Regional Library</p>

## 1.6 Related Legislation and Documents

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- Local Government Act 1989 (as amended)
- Victorian Local Government Best Practice Procurement Guidelines
- Employee Code of Conduct
- Instrument of Delegation
- OHS Policy
- OHS Purchasing Procedure
- Purchasing Procedure
- Business Credit Card Policy and Procedure
- Universal Expense Card Procedure
- Independent Broad-based Anti-Corruption Commission (IBAC) recommendations
- Other relevant legislative requirements such as, but not limited to, the Trade Practices Act, Goods Act and the Environmental Protection Act.

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## 2. Effective Legislative and Policy Compliance and Control

### 2.1 Ethics and Probity

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#### 2.1.1 Requirement

YPRL's procurement activities shall be performed with unquestionable integrity and in a manner able to withstand the closest possible scrutiny.

#### 2.1.2 Conduct of YPRL employees

##### 2.1.2.1 General

YPRL employees shall at all times conduct themselves in ways that are, and are seen to be, ethical and of the highest integrity and *will*:

- treat potential and existing suppliers with equality and fairness;
- not seek or receive personal gain;
  - maintain confidentiality of Commercial in Confidence such as contract prices and other sensitive information;
- present the highest standards of professionalism and probity;
  - deal with suppliers in an honest and impartial manner that does not allow conflicts of interest;
- provide all suppliers and tenderers with the same information and equal opportunity; and
- be able to account for all decisions and provide feedback on them.

YPRL employees responsible for managing or supervising contracts are prohibited from performing any works under the contract they are supervising.

##### 2.1.2.2 Members of Professional Bodies

YPRL employees belonging to professional organisations shall, in addition to the obligations detailed in this policy, ensure that they adhere to any code of ethics or professional standards required by that body.

### **2.1.3 Tender Processes**

All tender processes shall be conducted in accordance with the requirements of this policy, YPRL Procurement Procedures, the Contracts Register and review processes, relevant legislation, relevant Australian Standards, and the Act.

### **2.1.4 Conflict of Interest**

YPRL employees shall at all times avoid situations in which private interests' conflict, or might reasonably be thought to conflict, or have the potential to conflict, with their library duties.

YPRL employees shall not participate in any action or matter associated with the arrangement of a contract (ie, evaluation, negotiation, recommendation, or approval), where that person or any member of their immediate family has a significant interest or holds a position of influence or power in a business undertaking tendering for the work.

The onus is on the member of YPRL employees involved being alert to and promptly declaring an actual or potential conflict of interest to the Library.

Where future conflicts or relevant private interests arise, YPRL employees must declare any conflict to their and Manager and/or the CEO who will decide whether the officer should continue to be involved in the specific Procurement exercise.

### **2.1.5 Fair and Honest Dealing**

All prospective contractors and suppliers must be afforded an equal opportunity to tender or quote.

Impartiality must be maintained in selecting contractors and suppliers so that no action is taken that could result in criticism of YPRL.

The commercial interests of existing and potential suppliers must be protected.

Confidentiality of information provided by existing and prospective suppliers must be always maintained, particularly commercially sensitive material such as, but not limited to prices, discounts, rebates, profit, manufacturing, and product information.

### **2.1.6 Accountability and Transparency**

Accountability in procurement means being able to explain and evidence what has happened. The test of accountability is that an independent third party must be able to see clearly that a process has been followed and that the process is fair and reasonable.

Therefore, the processes by which all procurement activities are conducted will be in accordance with YPRL's procurement policies and procedures as set out in this policy and related Library policies and procedures.

Additionally:

- all YPRL employees must be able to account for all procurement decisions made over the lifecycle of all goods, services and works purchased by YPRL and provide feedback on them;
- regular training is to be provided to appropriate YPRL staff on the policy and procedures of procurement;
- all procurement activities are to leave an audit trail for monitoring and reporting purposes.

### **2.1.7 Role of the Audit Committee**

The CEO will provide the Audit Committee with regular reports that reflect compliance/non-compliance with laws, legislation, and policies, including non-compliance with the Procurement Policy.

The Audit Committee should endorse the annual review of the Procurement Policy.

### **2.1.8 Gifts and Hospitality**

No member of YPRL staff shall, either directly or indirectly solicit or accept gifts or presents from any member of the public who is involved, either directly or indirectly, with any matter that relates to the duties of the officer, or in which YPRL is interested. (Refer to the 'Employee Code of Conduct' for details relating to this matter).

YPRL employees must exercise the utmost discretion in accepting hospitality from contractors or their representatives, or from organisations, firms, or individuals with whom they have official dealings. YPRL employees should also avoid the ambiguous situation created by visiting the premises of a contractor, organisation, firm or individual uninvited and/or not on official business.

Details of all gifts, benefits, or hospitality more than \$50 value, received by staff, must be managed in accordance with the Employee Code of Conduct section on Gifts, Benefits and Hospitality and be recorded in the Gifts Register which is maintained by the PA of the CEO.

Offers of bribes, commissions or other irregular approaches from organisations or individuals (no matter how flimsy the evidence available), must be promptly brought to the attention of the CEO.

### **2.1.9 Disclosure of Information**

Information received by YPRL that is Commercial in Confidence must not be disclosed.

YPRL employees are to protect, by refusing to release or discuss the following:

- information disclosed by organisations in tenders, quotation or during tender negotiations;
- all information that is Commercial in Confidence; and
- pre-contract information including but not limited to information provided in quotes and tenders or subsequently provided in pre-contract negotiations.

YPRL employees are to avoid references to current or proposed contracts in discussion with acquaintances or outside interests.

Discussion with potential suppliers during tender evaluations should not go beyond the extent necessary to resolve doubt on what is being offered by that supplier.

At no stage should any discussion be entered into which could have potential contractual implications prior to the contract approval process being finalised.

## **2.2 Governance**

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Good governance is getting the processes right that provide an environment that develops and fosters an organisational culture that is conducive to good governance.

### **2.2.1 Structure**

YPRL shall:

- establish a procurement management responsibility structure and delegations ensuring accountability, traceability and auditability of all procurement decisions made over the lifecycle of all goods, services, and works purchased by the Library;
- ensure that YPRL's procurement structure:
  - is flexible enough to purchase in a timely manner the diverse range of material, goods, works, and services required by YPRL;
  - ensures that prospective contractors and suppliers are afforded an equal opportunity to tender/quote;
  - encourages competition; and
  - ensures that policies that impinge on the purchasing policies and practices are communicated and implemented.

### **2.2.2 Standards**

YPRL's procurement activities shall be carried out to the professional standards required by best practice and in compliance with the:

- The Local Government Act,
- YPRL's relevant and appropriate policies and procedures,
- YPRL's Employee Code of Conduct,
- Recommendations and control measures as identified (from time to time) by the Independent Broad-based Anti-Corruption Commission (IBAC), and
- Other relevant legislative requirements such as but not limited to the Trade Practices Act, Goods Act and the Environmental Protection Act.

### 2.2.3 Methods

YPRL's standard methods for purchasing goods, services and works shall be by:

- purchase order following a quotation process,
- Business credit card or Universal Expense Card,
- under contract following a tender process, or
- where YPRL is satisfied that value for money requirements have been satisfied, under purchasing schemes including Collaborative Purchasing Arrangements with other Libraries, YPRL Member Councils, and commercial schemes such as provided by MAV.

Unless there are other arrangements authorised by YPRL CEO arising from exceptional circumstances, such as emergencies.

YPRL may, at its discretion and based on the complexity and cost of the project, conduct one stage or multi-stage tenders.

Typically, a multi-stage tender process will commence with a registration of interest stage followed by a tender process involving the organisations selected because of the registration of interest stage.

Registrations of Interest (ROI) may be appropriate where:

- the requirement is complex, difficult to define, unknown or unclear,
- the requirement is capable of several technical solutions,
- YPRL wishes to consider ahead of formal tender processes such issues as whether those tendering possess the necessary technical, managerial, and financial resources to successfully complete the project,
- tendering costs are likely to be high and YPRL seeks to ensure that companies incapable of supplying the requirement do not incur unnecessary expense,
- it is necessary to pre-qualify suppliers and goods to meet defined standards, and
- the requirement is generally known but there is still considerable analysis, evaluation and clarification required (both, the objective and the solution).

Additionally, for highly complex projects YPRL may run sequential tenders, the first to solicit solutions, the second to compete to provide the solution selected by YPRL. Such sequential tenders may or may not be preceded by the registration of interest phase as required by YPRL based on the actual needs of the project.

#### **2.2.4 Responsible Financial Management**

The principle of responsible financial management shall be applied to all procurement activities.

Accordingly, to give effect to this principle: the availability of existing funds within an approved budget, or source of funds, shall be established prior to the commencement of any procurement action for the supply of goods, services or works.

YPRL employees must not authorise the expenditure of funds more than their financial delegations.

YPRL funds must be used efficiently and effectively to procure goods, services, and works and every attempt must be made to contain the costs of the procurement process without compromising any of the procurement principles set out in this policy.

### **2.3 Procurement Thresholds and Competition**

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#### **2.3.1 Requirement**

YPRL will from time to time decide and publish in this policy clear guidelines for minimum spend competition thresholds. These will be decided by YPRL based on the size and complexity of the proposed procurement activities. All thresholds, unless otherwise stated include GST.

#### **2.3.2 Minimum Spend Competition Thresholds**

##### **2.3.2.1 Tenders**

Purchase of all goods, services and works for which the estimated expenditure exceeds \$150,000 must be undertaken by public tender.

However, should the CEO consider that the nature of the requirement and the characteristics of the market are such that the public tender process would lead to a better result for YPRL, public tenders may be called for purchase of goods, services and works for which the estimated expenditure is less than \$150,000.

##### **2.3.2.2 Quotations**

Purchase of goods, services and works having a total valuation of less than \$150,000 (inclusive of GST) may be undertaken using the procurement by quotation method as described below:

- Items with a value of \$0 to \$5,000: verbal quotation
- Items with a value \$5,001 to \$15,000:

A minimum of one (digital, email or other written) quotation must be obtained and the

details recorded before placing an order (similar details must be recorded where more than one supplier has quoted).

- Items with a value \$15,001 to \$150,000:

A minimum of three (digital, email or other written) quotations must be sought.

The order must be placed with the supplier offering the **best Value for Money** for the most acceptable goods or services.

Details of the suppliers contacted, and their quotations must be attached to the 'Funding Request/ Procurement Policy Requirement' Form.

Quotations more than \$20,001 must be sighted and countersigned by CEO prior to the Purchase Order being placed. (also refer Section 2.4.2 Delegations)

- Advertising

Requests for quotations may be advertised at the CEO's discretion. This may occur when a field of potential tenderers has not been established, or an innovative approach is required, or the project has broad appeal that may attract keen prices, etc.

- Insufficient quotations

The situation may arise where insufficient quotations are received to satisfy the above requirements.

This may occasionally occur where there are few local suppliers for the goods, services or works being sought or the work is highly specialised. In this case, the details of the contacted suppliers must be recorded on the spreadsheet or recommendation and an appropriate comment recorded.

### **2.3.2.3 Aggregated Value of a Contract**

The value of a purchase contract is the aggregate value of the contract over the term of the contract. If the term of the contract is not clear, a default term of 2 years is to be used for cumulative expenditure.

### **2.3.2.4 Exemptions:**

There are limited circumstances in which there may be legitimate reasons for a variation from the requirement to comply with sections 2.3.2.1 relating to calling for tenders and quotations and tenders' threshold of this Policy. To seek an exemption from this policy, the exemption must be within one or more categories below:

1. **Legal Services** – The services are for the provision of legal advice – these services are exempt under the Local Government (General) Regulations 2004 No 130, Part 4, Clause 10;
2. **Ministerial Exemption** – An exemption from the Minister for Local Government in accordance with Section 186(5) (c) of the Act has been obtained for the specified services or works;

3. **MAV Public Liability or Professional Indemnity Insurance Scheme** – If YPRL participates in the MAV's Public Liability and Professional Indemnity scheme (or other Insurance Scheme approved by the Minister under Section 76A of the Act) such Insurance Premiums are exempt from Section 186 of the Act. However, if YPRL does not participate in the Minister's approved (under Section 76A of the Act) Insurance Scheme, YPRL must undertake a public tender process;
4. **Statutory Payments** – Statutory payments such as Superannuation (Employer and Employee Contributions) and Work Cover Insurance Premiums;
5. **Loan Funds** – The provision of Loan Funds. Loan agreements do not constitute the procurement of a good or service under Section 186 of the *Local Government Act 1989*, but a financial accommodation. Therefore, they are not subject to the public tender requirements of the Act;
6. **Emergency** – In accordance with Section 186 (5) of the *Local Government Act 1989*, that YPRL resolves the contract must be entered into because of an emergency;
7. **Sole Supplier/Insufficient Quotes** – When it is clear beyond doubt that there are not sufficient suppliers to provide requisite quotes. This exemption does not apply if over the value of \$150,000 for goods and services (and \$200,000 for the provision of Works). Ministerial Exemption must be sought by YPRL should this be the case;
8. **Exceptionally Advantageous Time Limited Conditions** – This includes unusual disposals by suppliers, unsolicited innovative proposals, liquidation, bankruptcy, or receivership and which are not routine purchases from regular suppliers. This exemption does not apply if over the value of \$150,000 for Goods and Services and \$200,000 for the provision of works. Ministerial Exemption must be sought by YPRL should this be the case;
9. **Intellectual Property** – Where the goods or services can only be supplied by a particular business and no other reasonable alternative or substitute exists, namely for a work of art; or to protect patent, copyright, or other exclusive right, proprietary information, software – are some examples. This exemption does not apply if over the value of \$150,000 for Goods and Services and \$200,000 for the provision of Works. Ministerial Exemption must be sought by YPRL should this be the case;
10. **Absence of Competition** – Goods and services that are limited by patents or licences. To be supported by documentation and demonstrated organisational benefits. This exemption does not apply if over the value of \$150,000 for Goods and Services and \$200,000 for the provision of Works. Ministerial Exemption must be sought by YPRL should this be the case;
11. **Support from Original Supplier** – For additional goods or services by the original supplier or authorised representative where a change in supplier would result in the organisation to procure goods or services that are not compatible with existing goods or services. For example, spare parts for vehicles and plant. This exemption does not apply if over the value of \$150,000 for Goods and Services and \$200,000 for the provision of Works. Ministerial Exemption must be sought by YPRL should this be the case;
12. **Utilities:** Such as Electricity; Gas and Water as these services are provided under the 'umbrella' of the 3 Member Councils (YPRL Buildings are owned by the Councils who are responsible for providing and sourcing the utilities supplied to the Buildings - YPRL is responsible for the costs of these services)

An exemption form must be completed if the above conditions apply in accordance with the Procurement Procedure.

**2.4 Delegation of Authority**

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**2.4.1 Requirement**

Delegations define the limitations within which YPRL employees are permitted to work. Delegation of procurement authority allows specified YPRL employees to approve certain purchases, quotation, tender and contractual processes without prior referral to the CEO. This enables YPRL to conduct procurement activities in an efficient and timely manner whilst maintaining transparency and integrity.

Procurement delegations ensure accountability and provide confidence to YPRL and public that purchasing activities are dealt with at the appropriate level.

As such, YPRL has delegated responsibilities as detailed below relating to the expenditure of funds for the purchase of goods, services and works, the acceptance of quotes and tenders and for contract management activities.

**2.4.2 Delegations**

The following delegations will apply, subject to applicable procurement restrictions:

Chief Executive Officer	\$200,000
Executive Leadership Team	\$ 40,000
Band 7 Management Staff	\$ 10,000
Band 6 Management Staff	\$ 500

The following procurement delegations will also apply to Executive Leadership and Band 7 Management Staff:

- Acceptance of quotes – to within their delegated limit
- Credit card expenditure limit:

Chief Executive Officer	\$ 10,000
Executive Leadership Team	\$ 5,000
Band 7 Management Staff	\$ 5,000
Purchasing & Support Officer	\$ 5,000
People & Culture Coordinator	\$ 5,000

The following procurement restrictions apply to Band 6 Management Staff:

- Approval applies only to designated branch budgets delegated to the Band 6 staff member.
- Debit card expenditure limit \$ 100

**2.4.2.1 Delegations Reserved for the CEO**

The following processes and commitments must be approved by the CEO:

- Acceptance of tenders;
- Initial signing and sealing of contract documents;
- Contract term extensions;
- Contract amendment;
- Tender recommendations and all expenditure over \$20,000 in value;
- Procedural exceptions;
- Credit Card Purchases of Executive Managers

#### **2.4.2.2 Delegations Reserved for the Chair of YPRL Board**

The following processes and commitments must be approved by the Chair of the YPRL Board:

- Credit Card Purchases of CEO

#### **2.4.2.3 Delegations Reserved for YPRL Board**

Process and commitments above the CEO delegation must be approved by YPRL Board.

### **2.5 Internal Controls**

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YPRL will install and maintain a framework of internal controls over procurement processes that will ensure:

- more than one person is involved in and responsible for a transaction end to end;
- transparency in the procurement process;
- a clearly documented audit trail exists for procurement activities;
- appropriate authorisations are obtained and documented; and
- systems are in place for appropriate monitoring and performance measurement.

### **2.6 Commercial Information**

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Procurement activities will be carried out in a way that supports YPRL employees in meeting their obligations - to ensure information of a commercially sensitive or confidential nature is obtained, stored, processed, published (where applicable) in an appropriate manner in accordance with the relevant Library guidelines.

### **2.7 Risk Management**

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#### **2.7.1 General**

Risk Management is to be appropriately applied at all stages of procurement activities which will be carefully planned and carried out in a manner that will protect and enhance YPRL's capability to prevent, withstand and recover from interruption to the supply of goods services and works.

#### **2.7.2 Supply by Contract**

The provision of goods, services and works by contract potentially exposes YPRL to risk.

YPRL will minimise its risk exposure by measures such as:

- standardising contracts to include current, relevant clauses;
- requiring security deposits where appropriate;
- referring specifications to relevant experts;
- requiring contractual agreement before allowing the commencement of work;
- use of or reference to relevant Australian Standards (or equivalent); and
- effectively managing the contract including monitoring and enforcing performance.

## **2.8 Contract Terms**

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All contractual relationships must be documented in writing based on standard terms and conditions.

Where this is not possible, approval must be sought from the CEO. A request for such an approval should be supported with procurement and legal advice as relevant.

To protect the best interests of YPRL, terms and conditions must be settled in advance of any commitment being made with a supplier. Any exceptions to doing this expose YPRL to risk and thus must be authorised by the appropriate member of YPRL employees listed in the delegation section above.

## **2.9 Endorsement**

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YPRL employees must not endorse any products or services. Individual requests received for endorsement must be referred to the CEO.

## **2.10 Dispute Resolution**

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All YPRL contracts shall incorporate dispute management and alternative dispute resolution provisions to minimise the chance of disputes getting out of hand and leading to legal action.

## **2.11 Contract Management**

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The purpose of contract management is to ensure that YPRL, and where applicable its clients, receive the goods, services or works provided to the required standards of quality and quantity as intended by the contract by:

- establishing a system reinforcing the performance of both parties' responsibilities and obligations under the contract; and
- providing a means for the early recognition of issues and performance problems and the identification of solutions.

All YPRL contracts are to include contract management requirements. Furthermore, contracts are to be proactively managed by the member of YPRL employees responsible for the delivery of the contracted goods, services or works to ensure YPRL receives value for money.

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### 3. Demonstrate Sustained Value

#### 3.1 Integration with Library Strategy

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YPRL procurement strategy shall support its corporate strategy, aims and objectives, including:

- all relevant legislation and policies are complied with, to Best Practice standards.

#### 3.2 Achieving Value for Money

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##### 3.2.1 Requirement

YPRL's procurement activities will be carried out based on obtaining value for money.

This means minimising the total cost of ownership over the lifetime of the requirement consistent with acceptable quality, reliability, and delivery considerations. Lowest price is not the sole determinant of value for money.

##### 3.2.2 Approach

This will be facilitated by:

- developing, implementing, and managing procurement strategies that support the co-ordination and streamlining of activities throughout;
- effective use of competition;
- using aggregated contracts and SOA where appropriate;
- identifying and rectifying inefficiencies in procurement processes;
- YPRL employees responsible for providing procurement services or assistance within YPRL providing competent advice in terms of available products and agreements; and
- working with suppliers to create relationships that are professional and productive and are appropriate to the value and importance of the goods, services and works being acquired.

##### 3.2.3 Role of Specifications

Specifications used in quotations, tenders and contracts are to support and contribute to the Library's value for money objectives through being written in a manner that:

- ensures impartiality and objectivity;
- encourages the use of standard products;
- encourages sustainability;
- eliminates unnecessarily stringent requirements; and

- wherever possible specifies technical standards and requirements that are within the capabilities of local suppliers.

### **3.3 Sustainable Procurement Framework**

YPRL is committed to social inclusion and development, environmental protection, local employment, and economic growth of the community in the Northern Region municipalities.

YPRL requires the consideration of sustainability in all its procurement activities. Where practicable and achieves value for money, YPRL will take all the opportunities to generate economic, social, and environmental benefits.

To deliver sustainable procurement benefits, YRPL has developed this Sustainable Procurement Framework which encompasses and considers social, economic, and environmental factors when dealing with suppliers.

#### **3.3.1 Economic sustainability**

YPRL is committed to supports local businesses and economic diversity in the Northern Region municipalities. Where practicable, YRPL will give preference to contracts for the purchase of goods manufactured or produced in Australia and will actively seek quotes and tenders from local businesses in the Northern Region.

#### **3.3.2 Social Sustainability**

Social sustainability focuses on social equity and is underpinned by principles of diversity, acceptance, fairness, compassion, inclusiveness, and access for people of all abilities. YRPL social sustainable procurement will generate positive outcomes for people and contribute towards building stronger communities.

When establishing procurement projects, YPRL will articulate the requirements to achieve social outcomes for the Northern Region community.

#### **3.3.3 Environmental sustainability**

YPRL is committed to minimise its impact on the environment by purchasing goods and services which avoid air, water, soil pollution, and minimise natural resource and biodiversity depletion. YPRL will provide instructions and guidance to all staff on how to embed the 5Rs (refuse, reduce, reuse, repurpose, and recycle) as core values in all future contracts, and ensure, where possible, that products purchased can be recycled at end of life.

YPRL will give preference to quotations and tender offers that deliver environmentally preferable outcomes, reduce waste generation, and drive energy efficiencies.

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## 4. Apply a Consistent and Standard Approach

YPRL will provide effective and efficient commercial arrangements for the requisition of goods and services.

### 4.1 Standard Processes

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YPRL will provide effective commercial arrangements covering standard products and standard service provisions across YPRL to enable employees to source requirements in an efficient manner.

This will be achieved via harmonisation of the following areas:

- Pricing where relevant
- Processes, procedures, and techniques
- Reporting requirements
- Application of standard contract terms and conditions.

### 4.2 Management Information

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YPRL will capture procurement management information in a variety of areas, including:

- Volume of spend.
- Number of transactions per supplier.
- Vendor register.
- **Contract register**

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## 5. Build and Maintain Supply Relationships

YPRL recognises that to achieve sustainable value, appropriate relationships must be developed and maintained with suppliers and that it seeks to operate with 'informed choice' on what supply strategy it adopts – whether to 'do it yourself' participate in regional or sector aggregated projects or to access State Government panel agreements. YPRL will consider which supply arrangement delivers best value outcomes for YPRL in terms of time, cost, value, and outcome.

### 5.1 Developing and Managing Suppliers

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YPRL recognises the importance of effective and open working relationships with its suppliers, and is committed to the following:

- Managing existing suppliers, via the appropriate development of programs and performance measurements to ensure the benefits are delivered.
- Maintaining approved supplier lists.
- Developing new suppliers.

## 5.2 Relationship Management

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YPRL is committed to developing constructive long-term relationships with suppliers. It is important that YPRL identifies its key suppliers so that its efforts are focused to best effect. Such areas may include:

- Size of spend across YPRL
- Criticality of goods /services supplier, to the delivery of the authority's services
- Availability of substitutes
- Market share and strategic share of suppliers

## 5.3 Communication

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External communication is especially important in ensuring a healthy interest from potential suppliers and partners to YPRL. The external website will be updated and provide:

The Procurement Policy

- Standard documentation used in the procurement process.

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## 6. Continual Improvement

YPRL is committed to continuous improvement and will review the Procurement Policy on an annual basis, to ensure that it continues to meet its wider strategic objectives.

**[END OF PROCUREMENT POLICY]**

## Agenda Item 8: OHS Six Monthly Report (NOTING)

Responsible Officer: Chief Executive Officer

Author: Robert Green, Executive Manager Corporate Services

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### REPORT

#### SUMMARY

This report provides a summary of incidents for the 1 January to 30 June 2022 period and an update on activities undertaken as part of YPRL's OHS management system.

#### REPORT

YPRL's OHS management system is made up of the following elements:

- Policies, procedures and planning
- Incident reporting
- OHS Committee
- Employee training
- WorkCover management

#### 1. Policies, procedures and planning

The following procedures are under review by the OHS Committee:

- Building Break-in Procedure
- Mobile Library Safety Procedure
- Storage of OHS Records Procedure
- COVID-19 Worker Vaccination Policy

The COVID-19 Worker Vaccination Policy was implemented in February 2022 and is currently being reviewed. Consultation commenced in June 2022 in response to the removal of the State Government mandates.

A Psychological Safety Survey was launched on 29 March 2022 to understand the psychosocial hazards and factors that influence worker health and safety.

The OHS Committee has been involved in one of the Focus Group of the People at Work Survey Results as a result of the amendment to Regulations for Psychosocial Risk. 'Safety Moments' continue to be a standard agenda item at all meetings and continues fostering YPRL's Safety First culture.

As part of YPRL's continued response to the COVID-19 pandemic, a diverse range of actions were taken to address health and safety impacts including:

- Regularly updating YPRL's staff COVID-19 SharePoint page;
- Regularly reviewing Infection Control Guidelines to ensure safe work practices;

- Ceasing the use of COVID-19 Check-in Marshalls following the removal of the requirement to check patron vaccination status;
- Continuous review and updates to COVID Safe Plans.

## 2. Incident Reporting

Sixty nine (69) incident reports were submitted between 1 January to 30 June 2022. This included sixty (60) incidents, eight (8) hazards, and one (1) near miss. A summary and comparison of incidents by type for the periods 1 January to 30 June 2022 and 1 January to 30 June 2021 is shown in Table 1, and a breakdown of incident types by location is provided in Table 2.

Incident Type	No. Incidents 1 Jan to 30 Jun 2022	No. Incidents 1 Jan to 30 Jun 2021
Inappropriate Behaviour	29	29
Burglary/Theft	2	0
Patron Injury/Illness	13	11
Staff Injury/Illness	5	11
Property/Building Damage	9	0
Other	5	0
<b>TOTAL</b>	<b>63</b>	<b>51</b>

Incident Location	Inappropriate Behaviour	Burglary/Theft	Patron Injury/Illness	Staff Injury/Illness	Property/Building Damage	Other	Total No.
Diamond Valley	0	0	1	1	0	0	2
Eltham	5	0	0	0	6	0	11
Ivanhoe	1	0	4	1	0	1	7
Lalor	8	1	3	0	0	2	14
LSS	0	0	0	0	0	0	0
Mill Park	2	0	1	1	1	1	6
Mobile Library	0	0	0	0	0	0	0
Outreach Vehicle	0	0	0	0	0	0	0
Rosanna	2	0	1	1	0	0	4
Thomastown	7	0	3	0	1	1	12
Watsonia	3	1	0	0	1	0	5
Whittlesea	1	0	0	1	0	0	2
<b>Total</b>	<b>29</b>	<b>2</b>	<b>13</b>	<b>5</b>	<b>9</b>	<b>5</b>	<b>63</b>

### Incident Trends

Twenty nine (29) of the sixty (60) incidents reported related to a range of inappropriate behaviours exhibited by patrons. To support staff with responding to these types of incidents, further training was offered in relevant areas.

Thirteen (13) incidents related to patron injury/illness included nine (9) children and (4) adults with injuries/illnesses related to trips and falls. Four (4) of these incidents received minor first aid.

Four (4) staff members reported injuries and received minor first aid but two (2) required ambulance assistance. One (1) Volunteer reported injuries such as nut allergy,

There has been an increase in reported incidents of 12 compared to the same period in 2021. This reflects the increase in opening hours to the public in this period.

### 3. OHS Committee

There are currently nine (9) appointed Health and Safety Representatives (HSR) across the region with scheduled bi-monthly OHS Committee meetings occurring.

During the reporting period the OHS Committee:

- Continued to review the OHS manual.
- Participation in the COVID-19 Vaccination Policy.
- Review and Update of the Incident Report Form.
- Review and Update of the Risk Assessment Form which now includes an overview of types of hazard categories.
- OHS Committee involved in a Focus Group of the People at Work Survey Results as a result of the amendment to Regulations for Psychosocial Risk.

### 4. Employee Training

All employees were required to complete annual OHS training, with completion rates for 2021 shown below.

Topic	Current Completion Rate
Bullying and Harassment	82%
Bullying and Harassment for Managers and Supervisors	70%
OHS Duty of Care for Victorian Employees	77%
OHS Duty of Care for Victorian Managers and Supervisors	71%
Equal Employment Opportunity for Employees	81%
Equal Employment Opportunity for Managers and Supervisors	71%
Social & Digital Media and the Workplace	77%
Incident Investigation for Leaders & Health and Safety Representatives	100%
Manual Handling	100%
Fraud and Corruption Awareness and Prevention	83%

Several other health and safety training sessions were offered during the reporting period including:

- COVID: How to Deal with Problem Behaviours related to COVID-19 (3)
- COVID-19 Safety at Work Course (7)
- Infection Control Training – COVID-19 (6)
- Infection Prevention & Control Course (6)
- Injury Management for Leaders (15)
- Mental Health in the Workplace (14)
- Visitor Vex about Vax (14)

A new Contact Officer was appointed and has undertaken the necessary training. There are six (6) Contact Officers across the region.

Four (4) Health and Safety Reps completed the HSR Refresher training.

There are fourteen (14) First Aid Officers across the region. All First Aid Officers have completed refresher training and are up to date with their qualifications.

#### **5. WorkCover Management**

For the period, there is currently one (1) active WorkCover claim that is resulting in a Return to Work Plan with modified hours and duties, resulting in make-up pay.

There is one (1) WorkCover claim that is medical expenses only and no lost time.

#### **CONSULTATION**

N/A

#### **CRITICAL DATES**

N/A

#### **FINANCIAL IMPLICATIONS**

N/A

#### **POLICY STRATEGY AND LEGISLATION**

Local Government Act 2020 and Local Government Act 1989

#### **LINKS TO STRATEGIC PLAN**

##### **Strategy:**

- Organisational strength
- Wellbeing

##### **Priority:**

- Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.

- Help individuals and communities to better engage in, understand and take positive actions to support their mental and physical health.

### **DECLARATIONS OF CONFLICT OF INTEREST**

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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### **RECOMMENDATION**

**THAT the Board resolve to RECEIVE and NOTE the OHS Six Monthly Report.**

**M:** \_\_\_\_\_  
**S:** \_\_\_\_\_

**Agenda Item 9: Library Plan - Year 1 Action Plan Report (NOTING)**

Responsible Officer:	Chief Executive Officer
Author:	Jane Cowell
Attachment:	9 – YPRL Library Plan Year 1 Action Plan Summary

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**REPORT****SUMMARY**

This report is for the Board members information.

**INTRODUCTION**

This acquittal of the first year of the Yarra Plenty Regional Library (YPRL) 2021-2025 Library Action Plan gives the Board an understanding of what has been achieved during the year. This attached report is for noting. The attached report also outlines the Action Plan for Year 2 of the Library Plan.

**REPORT**

Despite a continued challenging year which affected continuing staffing levels, YPRL has achieved the bulk of its Year 1 actions as planned.

Key Highlights have been our focus on:

- Building codesign capabilities within staff to embed this approach with our engagement of key community groups.
- Increasing our strategic partnerships
- Rebuilding our Early and family literacy programs in branch for caregivers, parents, and their children
- Strengthening our business systems and efficiencies
- Strengthening our cybersecurity capability both in staff understanding and skills, and our systems.

Our Year 2 Action Plan continues with these approaches and includes expanding staff skills in the areas of codesign and partnership brokering. Our Return Yourself to the Library campaign will continue with a focus on growing our membership base. We will also work with our member Councils to investigate innovative ways to deliver our services to a growing community.

**CONSULTATION**

YPRL Senior Leadership Team

**CRITICAL DATES**

N/A

**FINANCIAL IMPLICATIONS**

NIL

**POLICY STRATEGY AND LEGISLATION**

Local Government Act 1989, Section 197(d) Library Plan

**LINKS TO STRATEGIC PLAN****Strategy:**

- Organisational strength

**Priority:**

- Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.

**DECLARATIONS OF CONFLICT OF INTEREST**

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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**RECOMMENDATION**

**THAT the Board resolves RECEIVE and NOTE the Library Plan - Year 1 Action Plan Report**

**M:** \_\_\_\_\_  
**S:** \_\_\_\_\_

## Outcome 1. Knowledge and Learning

Together we build capacity and confidence for people across our community to meaningfully participate in work and community life.

Library Plan Action 1.1	Provide up to date lending resources that resonate with our community through multiple channels of service delivery		
Year	Actions	Performance Measures	Outcome
<p><b>Year 1 – 2021/2022</b></p>	<p>Review and update the Collections Asset Plan Strategic Framework to articulate a strategic direction for YPRL’s collections from a service provision as well as a strategic asset maintenance perspective</p> <p>Effectively manage collection procurement for both physical and electronic resources.</p> <p>Review our Languages Other Than English (LOTE) offering with community</p> <p>Encourage and promote the works of local writers through our collections and programs.</p> <p>Develop sustainable end of life disposal processes for physical collections.</p>	<p>YPRL CollectionHQ KPI report</p> <p>% of new items loaned in the first year of purchase – keep at or above 95%</p> <p>Maintain or improve patron satisfaction rating for Collections which patrons need or want – Survey Rating 8.28</p> <p>Maintain or improve the satisfaction of the prompt turnaround of requests – Survey Rating 8.70</p> <p>Increase in % of loans of eBooks, eAudiobooks and eMagazines as a % of total loans.</p>	<p>Improved efficiency in collection acquisition, maintenance and management:</p> <p>Well used collection</p> <p>Sustained loans at industry trend levels</p> <p>Grow local author engagement in programs, collections and marketing strategies</p>

**YEAR 1 REPORT– LIBRARY ACTION PLAN 1.1: Provide up to date lending resources that resonate with our community through multiple channels of service delivery**

- The revised 2022- 2026 Collection Asset Plan was adopted by the Board in June 2022.
- Customer Satisfaction was measured through the Statewide Library survey with YPRL receiving an individual library service result. A survey rating of 8.5% was achieved. The survey rating for satisfaction of the prompt turnaround of requests was not measured for 2021/22.
- Achieved 93.8% of new items loaned within their first year of purchase (KPI 95%) despite a challenging year due to impacts from the pandemic in the first half of the financial year. Our Collections are now performing strongly with a turnover average of 5.04 (an item is loaned 5 times per year) reflecting the return to normal trend in the second half of the year. Trends for YPRL loans compared to industry levels will be known in October 2022 when the Statewide comparative statistics are released
- This year we have added the Diversity, Equity and Inclusion collection analysis with 18.8% of our physical collection identified as Diversity, Equity and Inclusion (DEI) items.
- YPRL and Writers VIC signed an MoU to increase support for local authors and partnered with some programs for Booklovers Festival in 2021
- Introduced a codesign concept for DVDs with local First Nations Elders, Mob and partners at Bubup Wilam. Community made selections based on subject matter that is important to them and these were purchased for the collection.
- EResources included languages other than English. Feedback on our children’s selection has been positive.

*“The first thing was a big smile on my face when I tuned to a Hindi story that I used to hear as a child. Felt so good that my son can also hear and learn his mother-tongue. Thanks again. Anita & Arav (2 years of age)”*

Library Plan Action 1.2	Develop a partnered program focused on increased skill levels in the community		
Year	Actions	Performance Measures	Outcome
<p><b>Year 1 – 2021/2022</b></p>	<p>Develop a Regional Literacy Strategy that augments the usage and impact of collections and programs to help build literacy capabilities in the community</p> <p>Develop a program focused on job skills, resume writing, interview skills in partnership with other local providers</p> <p>Action the Digital Inclusion strategy to build digital literacy skills within our communities.</p> <p>Increase YPRL participation with member Councils Youth teams.</p> <p>Review the YPRL Family Literacy program against the three member councils’ strategies on early years literacy and child development.</p>	<p>Events and activities for children are valued (benchmark: Survey Rating average 95.5% of respondents)</p> <p>Events and activities for adults are valued (benchmark: Survey Rating average 94.4% of respondents)</p> <p>Increased partnered programs focused on key skills that will aid the community to recover from the pandemic</p> <p>Number of hours of programs provided</p> <p>YPRL receives a <i>fully meets</i> or <i>Exceeds</i> in State Library Victoria / Public Libraries Victoria Early Years Level 1 Indicators for regional EYs programs</p>	<p>Consultation stage of to inform Regional Literacy Strategy complete</p> <p>Increased alignment with member Councils community outcomes strategies</p> <p>YPRL delivers quality events / programs meeting community needs.</p>

## YEAR 1 REPORT– LIBRARY ACTION PLAN 1.2: Develop a partnered program focused on increased skill levels in the community

### Early Years Literacy

- YPRL has drafted a Regional Literacy Strategy which is under review with plans to launch in 2023. It will be provided to the board for approval in October meeting.
- YPRL received a *Fully Meets* for the statewide SLV/PLV Early Years Level 1 assessment for all EYs programs (assessed in June 2022). The statewide assessment measures aspects such as a library programs educational and play focus and that EYs programs are delivered in safe and welcoming environments with a focus on family literacy.
- YPRL developed many activities supporting EYs literacy such as Baby Café and culturally safe First Nations Storytimes (delivered by a First Nations staff member), delivered EYs literacy training to YPRL staff and staff in other library services. We continued to deliver online storytimes for those who were unable to come into branches and delivered Bookaroo sessions in partnership with MCH and *Read, Play and Connect* CoW, and Playgroups Victoria.
- Partnering with Speech Pathologists Australia providing ‘Speechie’ program to parents and caregivers during storytimes.

### Youth - Working in collaboration with member councils on youth programs including:

- The codesigned ILCH Friday night youth takeover events
- School Holiday programs *Hit the ground running* (youth tours) with Nillumbik and BCC which starts at DV library and involves library staff supporting the tour
- We partnered with CoW Baseline for IDAHOBIT and the Mill Park Makerspace review. Baseline is supporting us with the ‘*Burn out boys*’ engagement (see story in section 2.2)

### Pandemic recovery

- Training and support for community to learn about vaccination and access of COVID vaccination certificate or download and print service provided.
- Partnered on pandemic recovery programs with Job Advocates Victoria (hosted pop ups in branches around building job skills and applying for jobs), worked with all 3 member council Economic Development teams on supporting small businesses and start ups with collection, space and training, including Career Night for Grown ups event at WHT worked with U3A on tech support with Covid apps and booking vaccinations.
- Hosted pop up vax clinics in Thomastown, Lalor and Mill Park libraries.

### Programs

- Total of 1750 hours of programming delivered to the community in 21-22, (37, 976 participants)
- Value of events for children and adults were measured through the Statewide Library survey with YPRL receiving an individual library service result. A survey rating of 87.4% was achieved for children’s programs, and 81% for adult programs, both of which are higher than the state average.

Overall, YPRL has 344 partnerships with local businesses, education or community organisations

*“It’s my default ‘third space’. It provides the large majority of my children’s reading material. It supports me in my working life. It’s an important part of my life”*  
Feedback about our libraries from the Statewide library survey in 2022

Library Plan Action 1.3	Develop the 2022 – 2026 Maker Spaces & Entrepreneur spaces plan		
Year	Actions	Performance Measures	Outcome
Year 1 – 2021/2022	<p>Collaborate with member Councils to connect local micro business owners and creative entrepreneurs with opportunities, networking, programs and collections.</p> <p>Grow the number of drop-in community use Maker Space activities.</p>	<p>Opportunities provided for staff to participate in technology-related PD.</p> <p>Delivery of coordinated regional program.</p> <p>Increase in local and statewide partnerships that support local startups and entrepreneurs</p> <p>YPRL supports the three member councils' Economic Development Strategies</p>	<p>Increase in maker space use by community</p> <p>Increase in volunteer engagement with the Maker spaces</p> <p>Community groups to benefit from codesigned programs and partnerships that support local small businesses and creative industries</p>

## YEAR 1 REPORT – LIBRARY ACTION PLAN 1.3: Develop the 2022 – 2026 Maker Spaces & Entrepreneur spaces plan

### Maker Space:

- **Creative Communities Action Plan** developed and approved by Board in 2021
- **Professional Development:** Staff participated in technology-related professional development by attending VALA and ALIA conferences, attend peer learning for the maker spaces, participated in the Creative and New Technology workgroup lead by staff.
- The Design Maker Space at Ivanhoe Library and Cultural Hub has inducted over 70 library members on how to use the equipment, including a metal cutting tray and a Circuit Maker 3 vinyl cutter. This provides community with independent access to the Ivanhoe Library and Cultural Hub YPRL maker space.
- We're consulting with community of the renewed makerspace at Mill Park Library and new makerspace proposed in the new Rosanna Library

### Delivery of coordinated regional program:

- The YPRL Regional Programs Framework was developed and in place. Associated processes developed to embed regional programming culture, including program pitches, evaluation processes, programming stream leads and codesign training. These additional processes drive a more efficient programming design and delivery approach and ensures regional consistency and a broader suite of programming opportunities for community
- **Codesign culture:** 6 staff trained to be co-design champions to work closely with community to design programs and services

### Economic Development:

- Investigating a partnership with SLV StartSpace, in collaboration with member council economic development teams.
- YPRL supports the three member councils' Economic Development Strategies through hosting learning opportunities, the development of co-working spaces in Diamond Valley Library, Thomastown (in development) and have partnered with councils for drop-in sessions for community to engage with the economic development teams
- Increase in digital business collection (eBooks and eResources)
- Hosted Future Founders Festival (online program) with StartSpace supporting new, emerging startups with a focus on young people
- Presented Maker Month (online program during lockdown). Program featured sessions with local business coach Rebecca Sharkie, social media marketing for small business, DIY website design event.

*"My library helped me develop, make, and work my business. Above all it is the reason I earn an income, thank you"*

*"My library is part of my family's life. I am so lucky to work, play and live well in my local library and I cannot thank the staff and their wonderful support. I even started a home business using Thomastown Makerspace and continue to receive my local libraries support. Thank you, Thomastown!"*

Community feedback from Statewide library survey 2022

## Outcome 2. Wellness

Helping people and communities to better engage, understand and make positive actions to support their mental and physical health

Library Plan Action 2.1	Collaborate with member councils and other key health organisations to deliver and host programs and events		
Year	Actions	Performance Measures	Outcome
Year 1 – 2021/2022	<p>YPRL participation in COVID-19 service response programs</p> <p>YPRL participation with Councils’ community programs including community festivals.</p> <p>Continue region-wide approach to community and cultural events within YPRL, prioritising delivery of multi-library events and programs.</p> <p>Apply for relevant grants and opportunities from Council and other sources to increase program funding.</p> <p>YPRL to participate in planning for member council and regional community wellness, cultural and inclusion strategies and events.</p>	<p>YPRL participates in at least 3 council festivals annually.</p> <p>YPRL delivers at least 6 regional programs annually.</p> <p>Increased grant funding for regional projects and programs.</p> <p>YPRL amplifies (through marketing and media opportunities) councils’ community wellness and cultural programs</p>	<p>YPRL has a strong branded presence at community events.</p> <p>YPRL communities have improved access to well-coordinated events and programs</p>

## YEAR 1 REPORT – LIBRARY ACTION PLAN 2.1: Collaborate with member councils and other key health organisations to deliver and host programs and events

### Festivals and programs

- YPRL participates in Nillumbik *All Ages Tour*, Malahang Wellbeing Festival, Nillumbik Youth Summit, City of Whittlesea Promisetown Picnic, Whittlesea Early Years Conference
- Most YPRL programs are delivered regionally under the agreed Program Framework. Some highlights: Homegrown Summer, 16 Days of Activism, Lunar New Year, Pride Month, World Environment Day, Community Cuppa

### Grants

- Received \$77,950K for Talking Together project,
- \$5K for an Indigenous Mural for Diamond Valley's children's area
- \$3500 for Vaccine Ambassadors Community Engagement Grant,
- \$1,800 for ALIA Online Storytime Grant,
- \$1,500 from SLV for Libraries Change Lives Community Campaign.

Total \$89,750

### Councils' wellbeing programs

- YPRL amplifies (through marketing and social media opportunities) councils' community wellness and cultural programs through weekly posts shared from councils' Social Media pages on YPRL Facebook and we include a permanent section our regular *What's On* enews for council programs and activities
- Community Garden at Diamond Valley Library and our partnership with the Stephanie Alexander Food to Table Foundation focuses on healthy eating.
- A range of programs that support wellbeing such as writing for mental health, yoga sessions, book groups and chats, kids' activities such as Active Arvos, tech help sessions to help seniors keep in touch with family etc.
- Seed Libraries are in place in almost every branch

*"Crucial to my social interaction. I live alone, the staff are welcoming and friendly and sometimes the only conversation I will have that day"*

Community feedback on how our libraries support wellbeing

<b>Library Plan Action 2.2</b>	<b>Deliver and promote the Libraries After Dark projects funded by the Responsible Gambling Foundation</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 1 – 2021/2022</b>	Participate in LAD working group to measure outcomes and impact Build the new LAD program with Banyule City Council at Watsonia Develop an ongoing and sustainable model for the LAD program at Mill Park	YPRL supports the three member councils' strategies for gambling reduction and harm minimisation, through the provision of a range of alternative recreational and leisure activities.	Libraries become viable alternative providing a healthy and safe destination for at-risk community members.

## YEAR 1 REPORT – LIBRARY ACTION PLAN 2.2: Deliver and promote the Libraries After Dark projects funded by the Responsible Gambling Foundation

YPRL supports the three member councils' strategies for gambling reduction and harm minimisation, through the provision of a range of alternative recreational and leisure activities.

- Libraries After Dark programs and activities (including staying open until 10pm on Thursdays) at WAT, MP and being piloted at TT.
- Activities include:
  - Yarning Circles
  - Retro Disco (with Jets)
  - Open mike nights
  - Meditation workshops
  - Chess
  - Harry Potter trivia

Quote from Watsonia customer

*'It is great that the library is open until late on Thursdays. It is a place to come on the endless winter nights, to take advantage of the many activities taking place. It is great to be able to attend the library.'* Robert

- Thomastown LAD has focussed on providing food, warmth and kids activities.

*'Burnout Boys'*

All three of the Member Councils have mental health as the top issue young people are currently experiencing. At Thomastown, the Branch Manager discovered a group of young people doing burnouts in the library carpark. She initially engaged them through a love of hot-rod cars and invited them into the library where it was warm and, on Thursday nights, there was food. These boys (mostly from Arabic / Muslim communities) are unemployed and come from families where both parents are working long hours or shift work. They often don't have access to WIFI, warm houses and healthy food. These young people started by coming into the library on Thursday nights, spending time gaming and chatting with others. Now many of them are regularly coming into the library on other days and have helped seniors in the Device Drop-in program. Some have borrowed Hot Spots (through Whittlesea Community Connections) and have since found employment.

<b>Library Plan Action 2.3</b>	<b>Develop a Programming Framework underpinned by YPRL’s Library Plan and in alignment / partnership focus with member Councils and community with wellness and connection as a core outcome</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 1 – 2021/2022</b>	Consultation of key stakeholders undertaken for the Programming Framework Co-Design training for key staff Establish partnerships and collaborative working opportunities to extend the reach and breadth of YPRL’s learning programs and promotion of collections and resources. Participate in Statewide Libraries for Community Wellness project	Events and activities for adults are valued (benchmark: user survey rating average 94.4%) Framework implemented. Increased partnered programs Evaluation complete and outcomes implemented. Develop an Impact Evaluation measure (and benchmark) for relevant YPRL programs to be reported annually Grow visits to library (benchmark 2019/20: 2,415,592) 3 separate audience development focus groups undertaken.	Impact of library service better understood YPRL delivers quality events / programs meeting community needs YPRL is an integrated library service delivering cohesive, consistent services.

## YEAR 1 REPORT – LIBRARY ACTION PLAN 2.3: Develop a Programming Framework underpinned by YPRL’s Library Plan and in alignment / partnership focus with member Councils and community with wellness and connection as a core outcome

### Program Framework and evaluation

- Programming Framework developed and approved by Board in 2021. Framework implemented with staff and associated processes developed to embed regional programming culture, including program pitches, evaluation processes, programming stream leads and codesign training
- Value of events for adults was measured through the Statewide Library survey with YPRL receiving an individual library service result. A survey rating of 81% was received for adult programs, which is higher than the state average.
- Impact Evaluation measure (and benchmark) is still in development. Training in evaluating approaches was rolled out during last quarter and procedures are being developed in consultation with staff through a workgroup

### Codesign

3 separate audience development focus groups have been undertaken.

- Co-design introduction training has again been offered to all programming staff to continue to embed this cultural change.
- 6 staff have been trained as co-design champions.
- Engagement with First Nations, Youth and CALD audiences have resulted in increased connections with First Nations communities at TT and Ivanhoe (Baby Café, SNAICC), youth takeover nights at ILCH every week, *Talking Together* project developed with Australian Somali community in West Heidelberg

### Partnerships

Overall, YPRL has 344 partnerships with local businesses, education or community organisations. These include organisations such as Healthability, Araluen, Bubup Wilam, Carers’ Support Group Nillumbik, Dads of Ivanhoe, Diamond Valley Little Railway, Happy Brain Education, Lalor Living and Learning Centre, Local Food Connect, Melbourne Polytechnic, Olympic Adult Education, Plenty Valley Arts, Reconciliation Banyule, Robogals, VACCA, Watsonia Traders, Whittlesea Community Connections, Women’s Health in the North, Writers Vic, Ziebell’s Farmhouse, Department of Health, Plenty Valley Community Health

### Visitor numbers

- June saw us return to 90% of pre-pandemic visitors numbers. This is higher than many VIC libraries. We’ve actively implemented *Return Yourself to the Library campaign* as well as doing a second mail out to our communities. Library staff are also actively doing outreach to engage with lapsed or non-members.

### Libraries for Health and Wellbeing (was Statewide Libraries for Community Wellness project)

Successfully applied for a grant from SLV and VIC Health for Talking Together project with Australian Somali community in West Heidelberg

*“A friendly, safe, and welcoming place that provides access to books, information, and technology that I could not otherwise afford. Improves my mental health and general wellbeing by providing entertainment and learning opportunities at my home that I would not otherwise have. Makes life much more enjoyable”*  
Community feedback on how our libraries support wellbeing

Library Plan Action 2.4	Develop and implement a Disability Action Plan.		
Year	Actions	Performance Measures	Outcome
Year 1 – 2021/2022	Finalise a new Disability Action Plan 2022 – 2024 and embed actions across all branches	Disability Action Plan finalised	An inclusive culture where staff, stakeholders and patrons of all abilities feel welcomed and can access YPRL services.

YEAR 1 REPORT – LIBRARY ACTION PLAN 2.4: Develop and implement a Disability Action Plan
<ul style="list-style-type: none"> <li>• Accessibility Action Plan developed and endorsed. Plan was developed in consultation with member councils’ disability officers</li> <li>• YPRL is a member of the Australian Network on Disability (AND). They support us with using and applying the Access and Inclusion Index tool to review our practices, policies and procedures to establish our progress in being inclusive and accessible for people with disability. AND will also provide access to resources, support and insights that will increase our disability confidence to meet the needs of our customers and employees.</li> <li>• Using AND’s accessibility tool and with the support of Nillumbik’s Disability Inclusion Officer, reviewing current library accessibility</li> <li>• We continued to make our digital platforms more accessible, changing how we develop and display documents in line with the new YPRL Accessibility Action Plan.</li> <li>• Covid-19 has delayed the implementation of this project.</li> </ul>

### Outcome 3: Connection

Creates places and spaces for community to connect, belong and actively engage with each other.

Library Plan Action 3.1 Maximise the efficiencies of the new Library App and Website			
Year	Actions	Performance Measures	Outcome
Year 1 – 2021/2022	Website Stage 2 Integration	Increase in Library App downloads	Increase in Library App downloads
	Investigate New Customer Live Chat option	Increase in Website hits	Increase in Website hits

YEAR 1 REPORT – LIBRARY ACTION PLAN 3.1: Maximise the efficiencies of the new Library App and Website
<p>Website Stage 2 Integration project was completed. YPRL Social Media posts now integrated within the website homepage. Library App provided access to loans through the app within the Library Branches providing fast options for loans.</p> <p>Website Visits: 20/21 - 765,201 21/22 - 1,364,675</p> <p>App Downloads: 20/21 - 158,108 21/22 - 283,917</p> <p>Due to the Cloud Migration project and limited staff resources the Live Chat option for the website was not investigated</p>

Library Plan Action 3.2		Promote the Library services, resources and programs	
Year	Actions	Performance Measures	Outcome
Year 1 – 2021/2022	Develop annual marketing and PR plans to publicise key initiatives and events, linking marketing messages into moments of local and national importance. Use evidence and audience development to drive marketing campaigns Build greater skills in data analysis and evidence for the development of programs, services and resources.	Grow marketing and media engagement  Maintain or grow visits to library  Maintain or grow number of library members (benchmark 2020, 118,443)	Increased awareness in the availability and value of YPRL services.  Position YPRL as a leading library service within Victoria’s public library network.

**YEAR 1 REPORT – LIBRARY ACTION PLAN 3.2: Promote the Library services, resources and programs**

**Maintain or grow visits to library** – Not achieved due to the continued impact of the pandemic. In 2022 YPRL implemented the Return Yourself to the Library campaign with June 2022 visitor numbers reaching 90% of pre-pandemic visitor numbers indicating that the community is returning to physical public spaces.

**Maintain or grow number of library members:** This has been achieved with an increase of 15,058 members with a focus on joining visitors to the library through outreach programs, new Click and Collect Hubs and partnered programs within the library which attracted new audiences: 20/21: **120,899** and 21/22: **135,957**

**Grow Marketing and Social media engagement**

Platform	2020/21	2021/22
eNewsletter	45,921	50,857
Facebook	6,142	6,893
Instagram	3,127	3,584
Twitter	2,288	2,352
LinkedIn	762	848
<b>Total</b>	<b>58,240</b>	<b>64,534</b>

We have launched the **Return Yourself to the Library** campaign to encourage customers to return to the habit of using library services and saw June 2022 numbers for visitation reach over 90% of pre-pandemic equivalent and loans to over 96%.

<b>Library Plan Action 3.3 Strengthen our relationship with and develop greater awareness of our local indigenous heritage</b>			
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 1 – 2021/2022</b>	Investigate improved representation of our local indigenous community within Library buildings	YPRL supports the three member councils' reconciliation action plans and charters YPRL has a strong relationship with local indigenous groups and council	An inclusive culture where Aboriginal staff, stakeholders and patrons feel welcome and supported.

**YEAR 1 REPORT – LIBRARY ACTION PLAN 3.3: Strengthen our relationship with and develop greater awareness of our local indigenous heritage**

- YPRL has built relationships with Bubup Wilam, VACCA (including specialised outreach with VACCA Best Start and Brotherhood of St Lawrence playgroups in City of Whittlesea), VAHS
- Introduced First Nations Storytimes at Thomastown and Indigenous toys in Toy Library at Lalor Library.
- Indigenous mural launched at Eltham,
- Nillumbik Council Community Grant funding received for First Nations artwork at Diamond Valley Library. Working with Nillumbik Council Arts Officers to deliver the artwork.
- Koori mail available in all branches
- With permission from Nillumbik Council First Nations consultation committee finalised wording for, installed a plaque acknowledging Indigenous lands sourced via a First Nations artist and business for installation at the newly refurbished Diamond Valley library
- Rolled out first phase of Cultural Competency training for staff to understand and engage our First Nations people

*'I came along to the library to attend training. I didn't know how much fun I could have with my children in the library. I love Nic and Coralie and the First Nations Storytime. It means I feel safe and welcome.'* Sharon 19

<b>Library Plan Action 3.4</b>	<b>Tell local stories to strengthen a sense of place and pride</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 1 – 2021/2022</b>	<p>Review and update Local History and Genealogy framework to ensure that we continue to play a major role in capturing, sharing and preserving the region’s heritage</p> <p>Support local community initiatives and local history organisations</p> <p>Grow the skill levels of local history organisations in Wikimedia editing and article creation.</p>	<p>Increased accessibility to digital local history and genealogy collections</p> <p>Grow the historical digital collections</p> <p>Grow the collection and presentation of local Aboriginal history.</p>	<p>Collection, preservation and curation of local community stories</p> <p>Support of local history organisations</p> <p>Participation in 1Lib1Ref Wikipedia campaign to increase local content on Wikipedia.</p> <p>Consolidation of YPRL local history channels</p>

**YEAR 1 REPORT – LIBRARY ACTION PLAN 3.4: Tell local stories to strengthen a sense of place and pride**

- The Local and Family History Strategic Framework 2022-2025 and accompanying Year 2 Action Plan was completed and sent to the CEO for review in July 2022.
- 1ib1ref 2022 campaign had low uptake by YPRL staff this year. A total of 51 references and 3821 words were added to local articles on Wikipedia.
- About 20 new physical items have been added to the local history collections.
- Over 800 digital assets added to the Spydus Archives module. Consisting of items from the physical collections, Pandemic Time Capsule collection, organisational records, partner Council publications and donations
- Weekly Throwback Thursday posts and related posts to Facebook regularly received good reach and engagement.
- Monthly blog posts on website.
- Region wide Family History month (August) and local history month (October) and associated programming connecting the community to the past.
- In May 2022 commenced “Blast from the Past” feature sharing YPRL’s own history published in “YPRL IN Focus” newsletter for staff and Board members.
- Supported Greensborough Historical Society in providing an ongoing weekly temporary meeting and collections workshop space for volunteers at Diamond Valley Library while their premises were being renovated.
- Established Eltham Heritage walk on walkingmaps.com.au in partnership with Eltham District Historical Society.
- Activated display cases at Ivanhoe Library and Cultural Hub in partnership with Heidelberg Historical Society.
- Activated open access to the local history collection and Genealogy reference collection in the local history room once a week at Ivanhoe Library and Cultural Hub.

*“Library means that I can continue reading any books that I enjoy at no cost, also chasing family history I find that the librarians are so helpful not only to talk to but helping also online”*

Community feedback from Statewide library survey 2022

<b>Library Plan Action 3.5</b>	<b>Maximise the potential of new Library spaces and buildings and investigate new models of library service delivery.</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 1 – 2021/2022</b>	<p>Review the Mobile Library and Outreach Vehicle service to inform two briefs for the replacement of the Mobile Library trailer and the Outreach Vehicle.</p> <p>Partner to deliver the Diamond Valley Library refurbishment project</p> <p>Mill Park Library outdoor / indoor spaces maximised in partnership with Council and community</p> <p>Participate in planning and consultation processes for new Library buildings with member Councils as required – New Rosanna Library project</p> <p>Evaluate the Hurstbridge Hub model</p> <p>Deliver a minimum of one new hub model in partnership with member Councils.</p>	<p>Brief for new vehicles developed and costed.</p> <p>Grow visitation at the new Ivanhoe Library and Cultural Hub</p> <p>Grow visitation at the newly refurbished Diamond Valley Library</p> <p>Grow visitation at Mill Park Library</p>	<p>Increased visits</p> <p>Increased membership</p> <p>Increased loans</p> <p>Increased partnerships</p>

## **YEAR 1 REPORT – LIBRARY ACTION PLAN 3.5: Maximise the potential of new Library spaces and buildings and investigate new models of library service delivery**

- YPRL continues to extend its physical branch outreach via network of Hubs. This also extends the reach of the physical collections and resources.
- Following the success of the Hurstbridge Hub, two new Hubs were launched this year with a third in planning.
- The Donnybrook Hub opened in November 2021 at the Olivine Estate in the Shared Cup Café. This offers a Click & Collect Service for pick-ups and returns and a small, curated collection of library items and resources to browse and borrow. Beyond this, regular storytime sessions are run by YPRL staff for local families and their children. The Donnybrook Hub is usually unstaffed however it's supported by the Whittlesea Library staff who members can call.
- The second Hub, at the Galada Community Centre, opened in April 2022. It also offers a Click & Collect Service where members can return items, collect your holds, and browse and borrow from our curated collection of books and resources. Storytime sessions are also scheduled for this Hub and is supported by the Thomastown Library staff who are available via the phone.
- Both Hubs are located within the City of Whittlesea.
- Installation of Pop-Up park on outdoor deck at Ivanhoe Library and Cultural Hub in partnership with Banyule City Council Eco Dev team.
- Ivanhoe Library and Cultural Hub at 190% visitor rates. Diamond Valley 50% (closed for first half of year) and MP (4K more this year, than 2019)
- Diamond Valley refurbishment completed with the Branch re-opening in September 2021
- Review of the Mobile Library and Outreach Vehicle completed with report to the Board and recommendations for the replacement vehicles agreed to.

*“The mobile library visiting is an event, sometimes it is the only time in the month that I speak to my neighbours and other locals”*

Community feedback from Statewide library survey 2022

### Outcome 4: Organisational Strength – investment in our staff, capacity, and practice

Library Plan Action 4.1	Develop and implement People and Culture actions and initiatives, including staff health and wellbeing initiatives and OH&S practices.		
Year	Actions	Performance Measures	Outcome
Year 1 – 2021/2022	Implement 2021/2022 initiatives including: <ul style="list-style-type: none"> <li>• Design and communicate Employee Engagement Survey</li> <li>• Succession plan in place for key functions</li> <li>• Annual Performance reviews</li> <li>• Annual learning &amp; development calendar</li> <li>• Deliver 2021/22 Leadership Training Calendar workshops and training</li> <li>• Review Mindfulness wellbeing project.</li> <li>• Build a Safety-First Culture.</li> <li>• Successful completion of our EBA negotiations</li> </ul>	Satisfaction of library users with library staff knowledge as measured by library users  Satisfaction of library users with library staff service as measured by library surveys  Training delivered within budget as per approved training calendar  Decrease Workplace Injury claims  Majority vote obtained for the proposed EBA	A culture which inspires, supports and develops our people  Policies and procedures which support workplace health, safety and wellbeing  Staff have the appropriate skills and knowledge to undertake their role  New Agreement in place

**YEAR 1 REPORT – LIBRARY ACTION PLAN 4.1: Develop and implement People and Culture actions and initiatives, including staff health and wellbeing initiatives and OH&S practices**

- Delivered the Employee Engagement Survey in April 2022 with 126 Staff completing the survey
- Delivered the Psychological Safety: YPRL People at Work Survey March to April 2022 and conducted two further staff focus groups regarding the findings and possible actions
- Delivered the annual learning and development calendar with 2673.50 hours of training delivered.
- Safety First culture enhanced through the development of Hazard Report forms, consistent approach to incident reporting and adding a Safety Moment to all staff agenda items, regular bi-monthly OHS Committee meetings
- Leadership training partially delivered due to impacts of the pandemic on staff resources
- Enterprise Bargain finalised October 2021 through an Interest Based Bargaining approach supported by a Fair Work Commissioner.
- Wellness Hub on SharePoint active and content added weekly for staff to access
- Free wellness webinars promoted via the Wellness Hub
- Healthworks 'Well at Work' monthly newsletter available to all staff via email and the Wellness Hub
- Free Flu Vaccinations for YPRL staff
- Appliance tagging and testing completed in March 2022

Library Plan Action 4.2	Business Systems Improvements		
Year	Actions	Performance Measures	Outcome
Year 1 – 2021/2022	New Payroll & Rostering System Maximise use of new LMS features Improved business analytics and Business reporting across Business Cloud migration of network and best practice infrastructure management Full fit for purpose SAAS Business Applications across the business Investigate improved asset management processes.	Maintain an 8.0 + customer satisfaction rating Business systems operating 98% business hours Successful annual reporting delivered to member Councils, State Government and Public Libraries Victoria Increased collaboration with member Councils	Customer satisfaction rating achieved. Productivity efficiencies achieved Increased automation

**YEAR 1 REPORT – LIBRARY ACTION PLAN 4.2: Business Systems Improvements**

- YPRL’s journey of implementing fit for purpose SAAS Business Applications across the business continued successfully with 90% of all business applications being delivered as SAAS (software as a service solutions).
- Network drive migration to cloud stage 1 has been completed with all staff personal drives migrated into Microsoft OneDrive. With plans in place for the full network drive migration which will remove the need for on premise infrastructure and the data centre.
- Staff rostering and Payroll systems (Human Force and HR3) in place; significant self-service functionality and delivering ongoing resourcing efficiencies to YPRL. Staff have access to payroll services via an App, onsite tablet or via webpage access.
- Investigated and piloted a new credit card / purchase card system *Budgetly*. This will replace credit cards and purchase cards throughout the service in 2022 and provides greater transparency and control of purchasing across the organisation.
- The new LMS has rolling upgrades throughout the year and online training is available for all new staff., new features and API capability improvements being utilised for website improvements.

Library Plan Action 4.3		Security, Privacy and Governance (ICT)	
Year	Actions	Performance Measures	Outcome
Year 1	Business Continuity Plan Disaster Recovery Plan and Penetration Testing Cybersecurity Staff Training Data management improvements Develop a plan for improved Records Management across the business and a staff Intranet.	Internet and Library WiFi available 99% Library opening hours. Zero data loss Compliance requirements met	Internet and Library WiFi available

**YEAR 1 REPORT – LIBRARY ACTION PLAN 4.3: Security, Privacy and Governance (ICT)**

- Cyber Security Training implemented for all staff across the business, Phishing campaigns completed for improved awareness and experiential learning for staff, Phishing reporting button added to our Outlook mailbox for governance and expedited threat management;
- Records Management solution investigated. Stage 1 to be delivered in 2022
- Business Continuity Plan Stage 1 Business Impact Analysis completed with YPRL wide risks, priorities and business requirements identified. Resource dependency and recovery time objectives of the resources have been identified.
- External penetration testing has been completed.
- Digital signatures solution introduced for the organisation that complies with the strict legal regulations and provides the highest level of assurance of a signer’s identity and improves process efficiency and is environmentally friendly.
- Corporate wide two-factor login functionality implemented for data protection and threat reduction.

<b>Library Plan Action 4.4</b>	<b>Deliver responsible financial management and business planning</b>		
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 1 – 2021/2022</b>	<p>Review policy and procedure documents within the rolling 3-year review program.</p> <p>Meet all legislative requirements including completing a successful external audit</p> <p>Review our financial reporting and budget forecasting</p> <p>Report on identified Strategic Risks and identified mitigation actions</p> <p>Implement the annual internal audit program</p>	<p>Regular monitoring and review of budget and progress against Annual Action Plans</p> <p>Reviews due in 21/22 completed</p> <p>Improved efficiencies and financial visibility</p> <p>Complete audits &amp; commence adoption of recommendations</p> <p>Completed financial processes review, and best practices implemented as needed.</p> <p>Completed financial framework</p> <p>Business model revised and proposal presented</p> <p>Assessed financial systems</p>	<p>Budget on track and Library Plan implemented</p> <p>Financial processes are improved</p> <p>Financial framework is established</p> <p>New business model identified</p> <p>Roadmap for system improvements</p>

**YEAR 1 REPORT – LIBRARY ACTION PLAN 4.4: Deliver responsible financial management and business planning**

The following policies, procedures and action plans were reviewed and updated in 2021-2022 as part of the 3-year rolling update program.

- YPRL Motor Vehicle Policy
- YPRL Debt Recovery Policy
- Creative Communities Action Plan 2021-2025
- YPRL Marketing Action Plan
- YPRL Fire Safety Procedure
- YPRL Accessibility Action Plan
- YPRL Digital Inclusion Action Plan
- YPRL Public Interest Disclosures Procedure
- YPRL Procurement Policy
- Collections Strategic Framework
  
- The 2020-2021 Annual Report was submitted to the Minister for Local Government in October 2021 within the legislated timeframe.
- Annual Budget for 2022-2023 submitted to the Minister for Local Government in May 2022 within the legislated timeframe.
- Internal Audit of Accounts Payable process, by HLB Mann Judd, took place in April 2022 noted YPRL has developed adequate internal controls and processes governing its Accounts Payable related activities.
- Successful external interim audit completed in May 2022
- External audit completed for the financial year ended 30 June 2022.
- Audit Strategy for 2022 finalised in April 2022.

<b>Library Plan Action 4.5</b>		<b>Investigate new opportunities for Service Level Agreements with other Councils</b>	
<b>Year</b>	<b>Actions</b>	<b>Performance Measures</b>	<b>Outcome</b>
<b>Year 1 – 2021/2022</b>	Warrnambool Council  Renew SLA with Murrindindi Council	Increased partnerships / collaborations	YPR L formal collaborations are increased.

### **YEAR 1 REPORT – LIBRARY ACTION PLAN 4.5: Investigate new opportunities for Service Level Agreements with other Councils (completed)**

- Warrnambool Council 2-year Service Level Agreement in place and activated
- Murrindindi Council 2-year Service Level Agreement renewed
- Tender submission for delivery of Payroll and Finance Services for another Library service

**F. Continuation of matters lapsed from previous meetings**

**G. Consideration of action petitions and joint letters**

**H. General Business**

**I. Reports from delegates appointed by the Board to other bodies**

**J. Urgent Business**

**K. Confidential Meeting (meeting closed to the public as per 89 (2) of the Local Government Act 1989)**