



# ANNUAL REPORT

2020 - 2021

# YOUR TICKET TO ENDLESS POSSIBILITIES



Casey  
Cardinia  
Libraries



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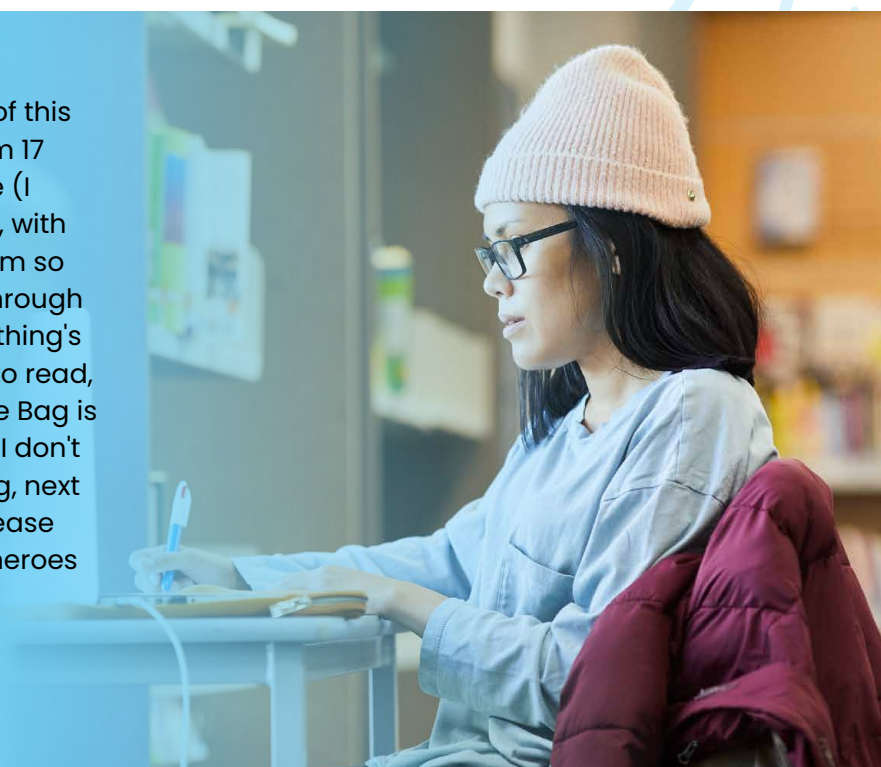
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The library is hands down my favourite part of this community, and I've loved it since I was 10. I'm 17 now, and I've read over 500 books from there (I keep count.) And even during this pandemic, with the home deliveries, you are incredible and I'm so thankful to everyone who's helping me get through lockdown. I'm doing VCE this year, and everything's stressful, and I've been craving some books to read, and you guys came into the rescue. My Binge Bag is already on its way. I'm still pretty young, and I don't work, so I'm broke. But when I do start working, next year, I've resolved to donate to the library. Please keep up the amazing work. You are unsung heroes and you are so, so incredibly appreciated.

(Natasha, library member)



# Foreword

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What a year!

Each year, Casey Cardinia Libraries (CCL) produces an Annual Report to satisfy the requirements of the Local Government Act. We have a responsibility to inform the community and our funding partners how we have performed.

As much as 2020–2021 has proved a test for us all, we have plenty to celebrate. Despite the extended lockdowns and restrictions on services, the team at CCL feel more closely connected with their community than ever before.

There is no substitute for being able to visit your local library, catch up with friends and be a part of your local community on your own terms.

The place-based strategy that saw a renaissance in library visitation and engagement in recent years has been severely impacted by COVID-19. While our vital statistics may have been dented by restrictions, we have been creative and worked with our community to ensure that their needs were met.

CCL was one of the first library services in Victoria to develop a Home Delivery Service, we managed to put hundreds of thousands of books in the hands of people who were not allowed to leave their homes.

Our Children and Youth Teams became online superheroes delivering Storytimes via YouTube and Facebook to young families in desperate need of some library time.

When our operating conditions changed, the team responded with a 'can do' attitude. Librarians working from home made outbound phone calls to check in on the welfare of older people in our community; the Collections Team rapidly expanded the selection of eResources available online, and borrowers had their items automatically extended for months.

We are incredibly grateful to our community partners, who helped us deliver a top-notch library service in these challenging times. You always find out who your true friends are in a crisis.

This Annual Report tells the story of an organisation that truly embraced the maxim Libraries Change Lives and found new ways to deliver services throughout a rudely disrupted year. In doing so we became a stronger, more caring service that is fit and ready to face the next set of challenges.

We commend this Annual Report to you.



**Cr Jeff Springfield**  
Chairperson

A handwritten signature in black ink, appearing to be 'Jeff Springfield'.



**Chris Buckingham**  
CEO

A handwritten signature in black ink, appearing to be 'Chris Buckingham'.

## Our Vision

Inspiring spaces where everyone is free to discover possibilities.

## Our Mission

To encourage lifelong learning, increase literacy and build strong, resilient communities across the Casey Cardinia region.

## Our Approach

We

- Put people first
- Pay it forward
- Follow up and reciprocate good deeds
- Help each other grow
- Share our stories and learn from each other
- Encourage authentic and courageous conversations
- Take quick little steps
- Give new things a go
- Choose momentum over perfection
- Encourage each other to take calculated risks
- Build confidence and resilience by working to our strengths
- Embrace the opportunity to learn when things don't go as planned
- Share ideas freely
- Acknowledge our partners
- Celebrate success

## Governance

We are a values led organisation.

Our governance structure reflects our commitment to achieving a genuine model of community participation.

We are absolutely committed to supporting good governance as an organisation.

## Our Values and Guiding Behaviours



### CREATIVITY

- Thinking of new ways to do things is crucial to our success
- We challenge the status quo, if we believe a better way is possible
- We cultivate creativity in others



### FAIRNESS

- We treat people fairly and recognise them as individuals
- We do not let our personal feelings bias our decisions about others
- We actively support social inclusion and connection
- We are accountable for our behaviour



### HUMOUR

- Our humour enables us to express how we feel
- We like to laugh, bringing smiles to other people
- We use humour to build connections and create a positive experience for everyone



### LOVE OF LEARNING

- We love learning about new things
- We believe there is always an opportunity to learn
- We learn from each other



### SOCIAL INTELLIGENCE

- We are mindful of people's feelings
- We know what to do to put others at ease
- We are kind, compassionate and look for the best in each other



### TEAMWORK

- When we all contribute, we excel
- We look out for each other
- We play to each other's strengths
- We work with our community

# The Board

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**Miguel Belmar**  
- Administrator  
(from Nov 2020)



**Cr Jeff Springfield**  
(from Nov 2020)  
(Chairperson from Nov 2020)



**Bernard Rohan**



**Jenny Scicluna**  
(from June 2021)



**Steve Coldham**

**Noelene Duff\*** - Administrator  
(Chairperson February 2020 – until Nov 2020)

**Cr Jodie Owen\*\*** (until Aug 2020)

**Cr Ray Brown\*\*** (until April 2021)

**Tracey Parker\*\*** (until Nov 2020)

**Nigel Higgins\*\*** (from November 2020 until May 2021)

**Cr Jack Kowarzik\*** (from Nov 2020)

\* Alternate delegate    \*\* Resigned/retired

# The Executive Team

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**Chief Executive Officer**  
Chris Buckingham



**General Manager, Finance**  
Emily Ramaswamy  
(July 2020 until April 2021)



**General Manager, Customer Experience**  
Beth Luppino



**General Manager, Finance – Acting**  
Avtar Singh  
(from April 2021)



**General Manager, Digital Operations**  
Daniel Lewis



**General Manager, Organisational Development**  
Melissa Martin

# A New Library Plan

One of the highlights of 2020–2021 was the development of our new Library Plan. We developed it as a team in consultation with key stakeholders and the community.

It sets out a bold vision for the next four years as we grow and develop together with our community.

We are grateful for the robust conversations and thoughtful reflections shared by the hundreds of people who took part in the strategy development process.



# COVID-19 Did Not Stop Us

CCL did not let a global pandemic and multiple lockdowns stop us from delivering vital services to the community.

We attribute this in part to being a values led organisation. It was also the collective commitment by CCL staff to work together for the benefit of our community. We drew inspiration from the Libraries Change Lives campaign. We knew it was so important that people knew they could get support from their local library come what may.

At the beginning of the COVID-19 pandemic we set down five overarching objectives that have helped guide us through countless challenges. We share them with you here:

- Protect the safety, health and wellbeing of our staff, customers and volunteers
- Establish new ways of providing services to

support our community while complying with Government directives

- Ensure the best possible service is available to the community through a highly disrupted period
- Protect and preserve the employment of our staff; and
- Ensure responsible financial management through this period.

We achieved these objectives together with the support of the community. Thank you.

# Our Community – A Snapshot

CCL operate in the traditional lands of the Bunurong and Wurundjeri peoples. First nations people from many different places live in the Casey Cardinia Region.

Our region continues to experience rapid population growth with significant residential development occurring in Clyde, Cranbourne and Officer.

The latest Australian Bureau of Statistics report shows the population has increased to 480,793 across the region's 1,690 square kilometres. Our population is growing at more than 4% every year. ([Regional Population Growth, Australia – 3218.0 Australian Bureau of Statistics, Revised March 2021](#)).

Our community is diverse. More than a quarter of residents were born in non-English speaking countries. Almost a third of the Casey Cardinia region's population speak a language other than English at home. Key languages other than English include Persian/Dari, Sinhalese, Punjabi, Mandarin, Hindi, Arabic and Spanish. More than 9,800 people with an Afghan ancestry live in Casey; this is nearly half of all Afghan-born people in Victoria.

Casey Cardinia region has more couples-with-children households (43%) and single-parent households (11.8%) than the Melbourne average. Nearly 55% of residents are families with children.

Compared with other OECD countries, Australian Institute of Health and Welfare (AIHW) reports that Australians are struggling to achieve a work-life balance ranking in the bottom third of the OECD countries. ([Australia's Welfare 2017, AIHW, October 2017](#)). Despite satisfactory job performance and earnings, Australians spent less time on leisure and personal care than those in other OECD countries. ([How's life in Australia? OECD, 2020](#)).

City of Casey has the second highest Pokies expenditure of Victorian Local Government Areas. There are thirteen venues with Pokies across Casey and another five in Cardinia, with a total 1,237 Electronic Gaming Machines (EGM's).

([Victorian Responsible Gambling Foundation, 2020](#)). More than \$119 million dollars was spent on the Pokies in the Casey Cardinia region in 2019/20.

Our community faces challenges with income, education, employment, occupation and housing. Casey and Cardinia rank 49th and 59th respectively in Victoria for socio-economic disadvantage. ([Population and Housing: Socio Economic Indexes for Areas \(SEIFA\), Australia – 2033.0.55.001 Australian Bureau of Statistics, Revised March 2019](#)). Mortgage and rental stress is common in the Casey Cardinia region.

Time is a precious resource in our community. More than 93% of residents (15 years+) are employed. Approximately 65% of working people from Casey and Cardinia live in the area but work outside the area.

Casey Cardinia region has some of the highest recorded number of family violence incidents in Victoria. Both Local Government Areas have experienced increases in family violence levels in recent years. ([Crime Statistics Agency, Family incidents, 2017-2021](#)).

Despite all the challenges our communities grapple with each and every day they are proud of their community and the libraries that serve them.



# 2020–2021 – The Numbers

## VISITS TOTAL

**1,282,625**

Physical visits **435,263**  
and virtual visits **847,362**  
Average per week **24,666**



## LOANS TOTAL

**2,055,629**

Physical loans **1,464,667**  
and eLoans **590,965**



## MEMBERSHIP

**105,930**

at end of 2020–2021, this is less than the previous year, due to a significant overhaul of our membership database. In adjusted terms our membership still continues to grow strongly.

## ENEWSLETTERS

**50,000**  
subscribers



## PROGRAMS

**Youth – 16,076**

attendees over

**929**  
sessions

**Adult – 20,269**

attendees over

**621**  
sessions



## ITEMS FOR LOAN

**28,028** digital items and  
**328,959** physical items.

## INTERNET BOOKINGS

**36,513**



## WI-FI SESSIONS

**17,947**



## WEBSITE VISITS

**457,662**



## LOTE ITEMS

**8,198**

in Chinese,  
Panjabi, Persian  
and Sinhalese





# 1. The Knowledge Well

Create safe and welcoming places where everyone can gather, learn, share and grow.

Every day we hear stories about how 'we' the library make a difference in people's lives. We are a safe and welcoming place for people to come together, share, learn and flourish. We love creating and maintaining physical and virtual spaces which inspire our community.



CCL are committed to working in partnership with Member Councils to enhance the visitor experience across the library network. We help inform sustainable investment in library infrastructure by the Member Councils in response to the growing needs of the region.

Our Facilities Development Plan 2021–2025 was endorsed at the February Board meeting. It provides Member Councils with a clear description of our community's needs and where there are opportunities for improvement in library infrastructure provision.



## **Emerald Library will get a makeover with State Government support**

In May, Cardinia Shire secured \$97,500 through the State Government's Living Libraries Infrastructure Grants Fund to upgrade Emerald Library. The total value of the project is \$165,000 with co-contributions made by Cardinia Shire and the Emerald Mechanics Institute. The project will be completed in 2022. Key improvements will include:

- Refreshed and well-lit entry and foyer which welcome visitors into the space
- Fit for purpose, designated study and lounge spaces for students
- More spacious places for play and learning for children and their families
- More flexible space within the library footprint for community use
- Shade for the Reading Garden.

## **Bunnings improves our wellbeing spaces**

We were supported by local Bunnings stores to enhance the wellbeing spaces at Hampton Park and Pakenham Libraries.



*Hampton Park Library staff Jess accepting donations from local Bunnings store.*



## Libraries Change Lives – Andrew's Story

*"I was born in South Sudan a country that experiences much civil unrest. As a young boy I had to flee the country and spent time in a refugee camp in Ethiopia. When I was 17 years old war broke out and I found myself once again returning to South Sudan. Returning was very dangerous. I had to lead a group of over 1000 boys and the trek took more than 20 days. Each day was filled with the threat of violence, exhaustion, a scarcity of food and water and the pain of walking great distances with no shoes. We were searching for peace and safety, something I finally found when I came to Australia.*

*One of my most significant relationships in the community is the one I have with my library. As a community leader I encourage the South Sudanese community to use the library for the extensive resources that are available. The library is a very important place where diversity is embraced, and everyone feels welcome. It's a place where you are greeted with a smile always and feel that you belong, which is very important. We are so lucky to come into a library and have computers to use, books to borrow, activities and programs to participate in. The staff are always helpful no matter what the query and it is a wonderful place of learning and growing. It is a place where we can strive for a better life"*

## Free and accessible services

### Access Keys

Six of our libraries now have Accessibility Keys. In 2020, Cardinia Shire supported the development of a Key for Pakenham Library, and City of Casey reviewed existing Keys for all five branches in the municipality. The Accessibility Keys are available on our website and through the Accessibility Australia website. They allow customers with sensory or physical access concerns, to understand what to expect when they visit our branches.



### Fees Reduced

CCL continued to find ways to reduce barriers to access. Overdue fines were removed by CCL some years ago. This year we reduced service fees during the disruptions caused by COVID-19. This proved a major relief for people when they were unable to return physical items to closed libraries. We also halved the fees for Book Group memberships. CCL has over 65 community Book Groups across the region. The reduction of fees encouraged these groups to continue reading together.

## Laptops for Loan

Lockdowns and restrictions highlighted the unequal access to digital resources that exist right across our community. One in seven Victorians doesn't have access to internet at home. Many of our members were not set up with their own devices and found themselves disconnected from work, friends, and information when they were unable to access our services in-branch. CCL introduced a successful lending program that repurposed devices scheduled for disposal and got them into the hands of those in need.

In addition to the 49 devices supplied by CCL, the team at Emerald Hills Hub worked with us to make an additional 20 devices available from Cardinia Shire's device replacement schedule.



Emerald Library Team Leader Jess handing over a laptop to John Sheils with IT mentor Tom Connolly

## Online Member Dashboard

We have customised our website to create a member dashboard capable of logging users in and securely displaying information relevant to their account.



Endeavour Hills Library staff Georgia assisting a library member

Customers can now see their loans, home delivery, click and collect orders, and event bookings on their own Member Dashboard. The dashboard was developed to bring together all member information clearly so that customers can keep track of their account at-a-glance.

## Family History Research from Home

Our community love researching their family history. Our online resources Ancestry and Find My Past have become very popular in the last 12 months.



Ancestry use increased significantly in 2020–2021 from 2019–2020 from 51,853 to **89,779 sessions**



Find My Past use increased significantly in 2020–2021 from 2019–2020 from 15,678 to **34,865 sessions**

***"I just wanted to say thank you to everyone at Casey Cardinia Libraries. You are doing an amazing job and providing an excellent service in these extraordinary times.***

***I am particularly enjoying the access to Ancestry and Find My Past in the comfort of my home. It has enabled me to extend my family tree and fill in what would otherwise be an uneventful day.***

(Marlene, Library member, July 2020)

## Contactless Home Deliveries

Our Home Delivery service was one of the notable successes appreciated deeply by our community, particularly during lockdowns. In 2020–2021 we:



Posted to **6,713 members**



Made **11,386 deliveries** weighing nearly 40,000kgs



Attached a personalised handwritten note to the recipient of every delivery.

## 2. Leadership & Innovation

Lead positive change through partnerships and teamwork.

### Customer Experience Framework

We want our libraries to be places where people feel welcomed, included, equal and worthy. Our purpose is to make people's lives better and communities stronger. We now have a framework to support and train our team in their delivery of outstanding customer service and experiences.

Commitments and insights from the framework include:

- We are a values-driven team and have chosen to work in Public Libraries because we want to make a difference
- We know that customers interact with us in many ways, and that their library experience often begins before they set foot in our branches
- We work to develop a relationship with every customer, treating every interaction as if it is part of a lifelong journey
- We want people to enjoy consistently positive experiences when they interact with us.
- The people who use our libraries are more important to us than our books or technology
- We actively gather feedback and listen to our community – we adapt our services to suit their needs.

Our September community survey results reflected how highly the library service is valued by our members. Our Net Promoter Score (a measure of customer satisfaction) was the highest ever recorded for the organisation.

*“Every time I visit local libraries I find the staff to be so very helpful and obliging with their efforts and service to the Public. They are extremely multitalented and giving of themselves, to particularly the older people, who are not so well adept on the computer. Without their assistance we would be at a loss. They are very public-minded and patient. They deserve every dollar they are paid and so much more for their multi-skilling.”*

Dennis, Pakenham Library member



Bunjil Place Library staff members Kelly, Lina, Sam and Jason

## CCL in the News

We enjoyed terrific editorial support from local and metropolitan media throughout the year. This can be attributed partly to the Libraries Change Lives campaign and the way CCL responded as a team to the challenges of lockdown:

- The Herald Sun featured our wonderful (and free) Home Delivery service
- ABC Melbourne interviewed CEO Chris Buckingham on the removal of our library fines
- CCL featured in a special article by The Age on the way public libraries successfully met the needs of their community during lockdown.
- Local Star and Gazette newspapers featured many stories throughout the year such as a post-lockdown 'Welcome back to libraries', report on increases to State Government libraries funding; and introduction to our new Chair of the Board; the Summer Reading program; and the Lendable Laptops



*Pakenham Library staff Moira and Kelly with Anne from Australia Post picking up parcels for our Home Delivery service*



*English Conversation Club at Bunjil Place Library*

## Partnerships – It's a team game

CCL acknowledges the support and innovation provided by our key partners. Our community has directly benefited from the knowledge and support of the following organisations:

**Casey Connect (Neighbourhood Houses)** – provided speakers, digital classes and English Conversation support

**Doveton Neighbourhood Learning Centre** – worked with CCL on Autumn Place precinct programs, and funding Art classes in the library

**Federation University** – promoted our services to students, shared knowledge and funded study spaces at Cranbourne library

**Justices of the Peace** – delivered free services at Bunjil Place Library

**Monash Health** – supported us with funding applications that will help us provide better health outcomes for our community

**Outlook Victoria** – provided trainees to assist in library branches, and advice on accessibility issues

**Springvale Monash Legal services** – provided Job Advocates for our libraries to support job-seekers

**U3A** – connected seniors, digital literacy. Streaming Casey Tech STEM classes for students.

**YMCA** – connected our members to physical wellbeing opportunities



*Study spaces at Cranbourne Library*

## Save the Children Australia at Doveton

Doveton Library works closely with Save the Children Australia. This wonderful organisation exists to ensure every child gets a healthy start in life, an education and the chance at a better future. Save the Children groups visited Doveton Library every Wednesday during school terms. During the lockdowns, the children made the most of being able to visit their local library online. At Christmas, Doveton Library gifted library bags to each child and celebrated being able to create lasting memories with this special group of children and their carers Jo and Mohadisa.



## Peninsula Community Legal Centre and Hampton Park

Peninsula Community Legal Centre is an independent, not-for-profit organisation that has been providing free legal services to Melbourne's south-eastern communities since 1977. Through philanthropic funding they now have a

community street law coffee van that dispenses free coffee and legal advice. The van stopped regularly at Hampton Park Library to work with local community. When a longer conversation was required, the lawyer had free access to the library's meeting room for a private consultation.

## enliven - Food from Home

Some families had a little more time at home to start growing their own food this year. Free Seeds arrived at our library branches thanks to enliven and the Food From Home initiative.

enliven is a health promoting charity which brings together health and community services organisations to work collaboratively to improve health and social wellbeing for vulnerable groups.

Food from Home is a social movement that supports a resilient, healthy, and food-secure future for all households and communities in Melbourne's South-East.

*"Silke, from Hampton Park Library said "I received the seeds from the library free as a pleasant surprise. The 3 plants produced 6 pumpkins! Thank you for the gift, it brought a lot of joy and fresh food to our table."*



## Bunjil Place - Miffy Exhibition and The Gruffalo

CCL worked with the Bunjil Place Gallery team to promote and activate the acclaimed Miffy exhibition from March to June 2021. Leading up to the exhibition opening we ran Miffy themed Storytime in our libraries and gave craft kits to families. The Gallery team added beautiful Miffy decals to the children's reading area in the library. Our team ran Storytime in the gallery to complement the exhibition.



CCL also promoted the Gruffalo theatre show in all our libraries. Tim Cuthell, Bunjil Place Children's and Youth Services Librarian, donned the Gruffalo costume to delight our younger members and create excitement about the upcoming shows.

## Emerald Library and Hills Hub

In April, Emerald Library and the Hills Hub put on a full morning of community events to celebrate being back open to the community.



Families enjoyed art-making, play and exploration of the range of services on offer at the Hub and library. The free entertainment included Puffing Billy Toy Library play sessions, a second-hand toy stall and book sale, scavenger hunt, musicians, Storytime sessions, face-painting and animal encounters in the reading garden (this included a special appearance by CEO, Chris Buckingham as our very own mascot 'The Very Hungry Caterpillar').



## Endeavour Hills Shopping Centre

Endeavour Hills Library re-instated library visits to the Endeavour Hills Shopping Centre during the April school holidays, with an extra focus on visibility and community engagement. The relationship with the Shopping Centre is mutually beneficial. The library offers an extra drawcard for the shopping centre by providing a free Storytime for children and their carers. The shopping centre provides an opportunity for the library to engage with community members who may be unaware of their local library.



Endeavour Hills staff Daniel as our Very Hungry Caterpillar at Bakers Delight, Endeavour Hills Shopping Centre

## Our Volunteers

CCL sincerely appreciates the contributions made by our volunteers and supporters. In 2020–2021 they helped:

- Raise funds for LEGO and Science programs in our libraries
- Raise funds for our free Home Delivery service
- Provide prizes for reading programs and writing competitions
- Promote the value of libraries to their networks
- Deliver the Home Library Service to housebound community
- Assist and run informal programs for library users including Tinies Time, hand crafting, English conversation classes and Code club.

If you are interested in volunteering through the library or being a 'Friend of CCL', please get in touch with your local branch or visit our [website](#).

### Home Library Service Volunteers

In 2020–2021, CCL provided a free Home Library Service (HLS) to over 190 members living in the Casey Cardinia region. The HLS supports people who are unable to access the library due to illness, age, disability, being housebound, a full-time carer or a resident in a care facility.

This service would not be possible without our Home Library Service Officers, Makaila Giles and Donna Ratten and the help of 22 active volunteers who donate their time to select items and deliver loans to our members.

COVID-19 lockdowns and restrictions meant our staff and volunteers were not always able to get out and see our recipients in person. We were able to maintain the HLS service using Australia Post to deliver packages to residents and where restrictions allowed, our staff provided a drop off and pick up service from the recipient's front doors.



*Home Library Service Officer, Donna making a delivery.*

## Friends of Casey Cardinia Libraries

The Friends of CCL (FOCCL) group continues to grow, and now has more than one hundred members of volunteers and supporters.

The purpose of FOCCL is (to):

- support the library to meet needs of its community
- actively embed libraries in our community
- support inclusive libraries valued by community.

Our Friends group have been some of our biggest fundraising supporters this year, and we appreciate the gift of support they provide in time, expertise and donations. We also appreciated the feedback our library friends provided during the development of our new four-year library plan.

### Friends of the Doveton Library

Our Friends of Doveton Library (FODL) volunteers are a small and passionate group who support the Doveton community and continually promote our library. They have helped us deliver the Home Library Service to locals for many years.

FODL ran another successful children's writing competition this year, judging over 80 entries and awarding prizes to the best in each category. They also organised Author Meredith Costain to speak about the importance of children writing creatively. Meredith read and provided feedback to each winner on their story entries.

### Emerald & District Lions Club

The Lions Club once again went above and beyond as charitable supporter of Emerald Library. This year, we worked with The Lions by acting as a collection point for recyclable milk bottle lids as part of the Lids For Kids initiative. The plastic lids are recycled into prosthetic limbs for kids who need them.

We also donate our old daily newspapers to the Club, who shred them and sell them to local farmers. Profits from the sale go straight back into the local community via Lions Club projects.

The Lions also helped boost the Library's LEGO supplies by over \$200, enabling our Children and Youth Services Team to continue to deliver high quality STEAM programs to our community.



## Encouraging Philanthropy

CCL is largely funded through contributions from City of Casey, Cardinia Shire Council and the Victorian State Government. We also receive significant in kind and financial support from local businesses and community organisations.

CCL are grateful to partners who support our mission to encourage lifelong learning, increase literacy and build strong, resilient communities across the Casey Cardinia region.

Casey Cardinia Libraries is endorsed by the Australian Tax Office as a Deductible Gift Recipient (DGR). We welcome bequests, donations and sponsorships.



## Industry Leadership

Our library team were actively involved in several state-wide project groups and committees. Through the sector leadership groups we gained insight into broad trends, new service delivery benchmarks and opportunities for improvement. We also shared experiences and success stories from our own region.

Our CEO, Chris Buckingham is the President of Public Libraries Victoria, our peak industry organisation made up of all the library services across the state.

Throughout the year we had CCL staff representation on sector Special Interest groups for most of the key aspects of library services including the Libraries Change Lives team.

As President of PLV, Chris spoke at the Libraries Change Lives Parliamentary showcase, Libmark conference and opened the Libraries by Design Conference with State Librarian Kate Torney.

In 2020–2021, Public Libraries Victoria successfully advocated for an additional \$10 million towards library infrastructure and a 3.5 percent increase in recurrent funding from the State Government.



*CEO, Chris Buckingham enjoying the Wellbeing section at Pakenham Library*



**Libraries  
Change Lives**

# 3. Resilience

## Strengthen capacity in our growing community.

In 2020-2021 our community experienced frequent changes to services, and disruptions caused by lockdowns and changing restrictions. We were encouraged by our members' understanding and continued enthusiasm for library services, and it was heart-warming to hear the impact our service made on individuals.



Saanvi and Ishka thankful for Casey Cardinia Libraries home deliveries

### Online Programs

Our programming teams created a host of professional online content for community to enjoy when they were unable to visit the library. Our website and online platforms (our 'Digital Branch') became an important opportunity to connect to our community and maintain the strength of our relationship with members. Regular online programs included Storytime, Tinies Time, Baby Time, Code club, Book chats, English Conversation club and many special events.

### Fundraising and Grants

#### LEGO and Science Programs Fundraiser

Our generous community donated \$7,500 to help grow our LEGO and science programs in May and June. Science programs are a key part of our programming for primary school children, and this fundraiser enabled us to purchase equipment to improve this service. Along with cash donations, we also received generous gifts of pre-loved LEGO bricks to boost our supplies.

As part of the campaign, we were able to share the story of one of our special members who loves LEGO club. Poppy is eight, and is a member of Cranbourne Library, see some of her story here:

For eight year old Poppy, the science program at her local library has changed her life. Poppy was born with only half a functioning heart. By the time she was four, she'd already had three open heart surgeries and spent much of her short life in hospital.

One of the few activities that Poppy could take part in however was trips to the library with her Mum. At the library Poppy discovered the LEGO club and through this developed a love of science and technology.

Amelia, Poppy's mum is grateful for the library's science program that is quite different to the classes at her primary school.

***"Because Poppy was so sick, Lego was one of the few activities she could do. It engaged her mind and her hands. Poppy absolutely loves the science program at the library. It's where she catches up with her friends, it's where she uses her creativity. It's her passion."***

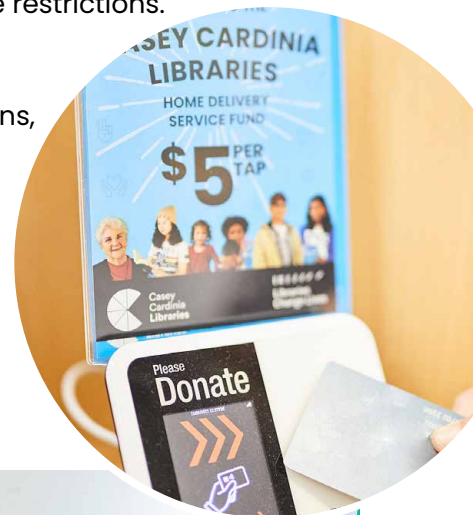


*Poppy being creative with LEGO at Cranbourne Library*

## Home Delivery Service Fundraiser

The Home Delivery service was one of our great success stories of 2020. The service started soon after the pandemic hit our region and continued right through the year. The online ordering system was so smooth, it enabled our community to have almost continuous access to library collections despite disruptions caused by lockdowns and service restrictions.

This free service was supported by \$16,000 of community donations, for which we are truly grateful.



## Deliver Joy Campaign

The 'Deliver Joy' campaign raised money to help locals who were doing it tough over the festive period. Casey Cardinia residents generously donated more than \$10,000 worth of gifts, toiletries and non-perishable food items in the lead up to Christmas and gave an additional \$1,000 to the CCL Home Delivery Service.

All donations were distributed by our Charity Partners: Cranbourne Information & Support Service, Transit Soup Kitchen and Food Support, Hampton Park Community House, Casey North Community Information & Support Service, The Andrews Centre, Emerald Lions Club, St Luke's Pastoral Care and The Salvation Army (Pakenham branch).



## Hamper Drive: Success

*I just wanted to say a big thank you for supporting our hamper drive this year.*

*We focused the hampers on Christmas treats this year and advertised the food bank, that runs from St Luke's on a Monday, so that families can access daily staples now and any time throughout the year.*

*We distributed 70 hampers to families in need in the Cockatoo and Gembrook area. We are given the names of most families requiring assistance through the school principals and the local creche.*

*The hampers included plum pudding, soft drink, custard, shortbread, chips, biscuits, lollies etc. and a small ham as well as distributing any toys and gifts that were donated.*

*The hampers are so appreciated by the families that receive them and it is a blessing to be able to assist many in our community.*

*It is only through the help and support of our community partners that this ministry can take place each year.*

*So again, thank you for donating. I have attached photos of the hampers being packed.*

*Regards Sue (St Luke's Pastoral Care)*

## Digital Literacy Grant

'Be Connected' is a State Government digital literacy funding program. With this support, CCL ran classes for adults in our libraries, and in other community facilities. We helped Seniors at the Cardinia Waters Lifestyle Village in Pakenham to learn digital skills. Residents brought along their own devices and we chatted about the issues they were experiencing and how the Be Connected website can help. We walked through some of the individual topics together with participants, showing them how easy it can be to use the site to gain further skills and confidence at home.

We received fantastic feedback from the village programs coordinator that one of the participants mentioned after the event that she "had given up on technology as it made her too nervous, but after today feels far more confident and will be using the Be Connected website on her phone to learn even more".

Be Connected also funded an expansion of our existing programs with \$5,000 for additional laptops and digital devices.



## Vic Health Grants

CCL received two grants from Vic Health to support new community Health and Wellbeing initiatives.

Hampton Park Library, in collaboration with Community Arts organisation Outer Urban Projects, partnered with Narre Warren South P12 and Hallam Senior College to provide AfroFusion Dance workshops for secondary students.

The workshops mitigated some challenges and problems that COVID-19 has brought about for young people, including social isolation and lack of opportunities for physical activity. It was delightful to support young people as they grew in confidence as they developed their technique together.

Pakenham Library received the funding to support health and nutrition for locals in Cardinia Shire. The H.E.A.L (Healthy East Accessible Local) foods program brings together food, gardening, sustainability and lifelong learning. The ongoing program encourages people to understand how to grow and eat seasonal produce, and connect with each other. Local library members also helped to establish the community garden in the outdoor reading area of the library.



### Care packages with Follow Bless Collective

Pakenham and Emerald libraries distributed food care packages thanks to the Follow Bless Collective. One of the best things about this program was that there was no requirement for people to justify their need or meet set criteria, and the library team was happy to know that the packs were reaching people who are doing it tough while allowing them privacy and dignity. We included the Cardinia 'Help is at Hand' wallet card in each pack and details of outreach services that include free financial counselling for people affected by gambling issues.

### Libraries After Dark

We were so proud to launch the Libraries After Dark (LAD) program at Pakenham Library in February 2021. This supports people at risk of gambling harm by keeping the library open later – until 9pm on Friday evenings. There are two Pokies venues located near Pakenham Library, that amass almost \$16 million dollars in losses annually. There is no single profile of a person at risk, but the State Government funded LAD program recognizes that libraries provide a safe and appealing alternative space for vulnerable people. Pakenham Library offered a mix of quiet, comfortable, and actively programmed spaces.

The program gained momentum over the year and despite a few lockdown disruptions, had a solid following, with patrons developing meaningful connections with staff and each other.

***“Absolute success – Lots of laughter, with many attendees mentioning how excited they are that the library is open late, running diverse programs and how it’s fantastic to learn new skills. Not all attendees were local either, with people coming from places like Cranbourne and Narre Warren. Many booked into future events on the spot. Aside from the program, families used the space for activities (gaming and reading), alongside multiple individuals studying until closing.”***

(Nina, Pakenham Library staff member, March 2021.)

## Paying it forward



### New homes for retired books

As part of ongoing work to rehouse retired books, we often reach out to schools, childcare centres and charities in the community rather than adding to landfill and recycling bins. The students of Harkaway Hills College were beneficiaries this year thanks to lots of work from the parents and a little support from us.

### Our Reconciliation Journey

CCL continues our journey towards Reconciliation. We have established a regional team who have worked steadily on the draft Reconciliation Action Plan (RAP). The multi-disciplinary team bring different skills and experience including Programming, Outreach, Collections and Customer Experience. We are grateful to have two members of the Working Group who identify as Aboriginal. The RAP will drive CCL's contribution to reconciliation both internally and in the communities in which we operate.

There are four RAP types (Reflect, Innovate, Stretch, Elevate) which address the minimum elements required to build strong relationships, respect and opportunities within our organisation and community. We have adopted the Innovate RAP template. We have developed actions related to events and programs, physical spaces, employment policies, collections, and our work with partners. The final plan will be ratified by Reconciliation Australia.

During Reconciliation Week in May, CCL showed the film 'In My Blood it Runs.' This brilliant documentary tells the story of a 10-year-old Aboriginal boy in Alice Springs, struggling

to balance his traditional Arrernte/Garrwa upbringing with a state education. The film was shown at Bunjil Place on the large plaza screen, and also at Pakenham Library, with local Torres Strait Islander community member Anni Cockburn who hosted a Q&A after each showing.

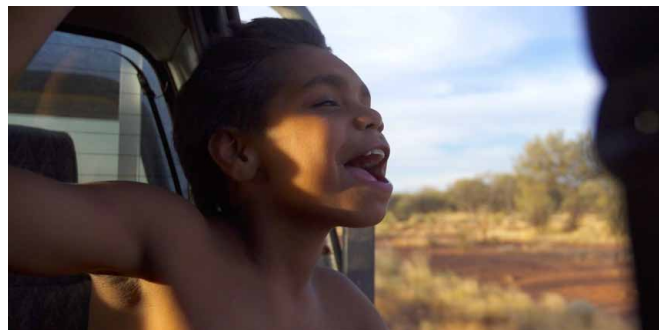


Image courtesy of 'In My Blood it Runs'

### Customer Care Outbound Welfare Calls

When we couldn't open our libraries this year, we 'checked in' on some of our most vulnerable community members. The 'Outbound Care Calls' project allowed us to connect community with more of our available services, checked on their welfare and referred them back to member Councils for further support where required. It was wonderful to provide our vulnerable members with tech support, Home Deliveries and a point of social connection during restrictions:

***"Kevin, 92 years old and catches a cab to the library now knows we have Home Library Services and is a very happy camper"***

***"Gloria, on her way to Savers to buy some books - had a delivery posted out to her that same day"***

***"Joan, 85 was ecstatic to have someone to talk to about her recent experience reading 50 shades of grey and can't wait for her next call to happen"***



## Communities for Children

### Naidoc Week

Ivy Tucker from Communities for Children 'Library Has Legs' Cranbourne worked with our diverse local communities to build pride in culture and encourage stronger connections with the library.

Headline events for NAIDOC week included: 'Bush food for the Backyard' (thanks the Royal Botanic Gardens Cranbourne team for this online session); and a special Storytime from Auntie Fay Muir, with 100 Zoom attendees. We were also fortunate to have Auntie Anni Cockburn for a literary session of poetry, prose, and conversation.



### Library has Legs Goes Digital

The CFC team worked with CCL's bilingual staff members to make story and craft videos in community languages, including Dari, Farsi, Arabic, Sinhalese, Farsi, Hindi and Turkish. We also held two interactive Zoom online Storytimes this year in Oromo and Hindi. The videos were very popular and we were able to leave them up for viewing until the end of the publisher agreement that was in effect for the pandemic (craft videos are still available).

The team also created videos of stories that addressed specific issues arising from the pandemic: Bertrand the Bored & the Imagination Jar and The Invisible String. These stories address challenges like boredom, isolation and feeling disconnected from loved ones. The Australian Childhood Foundation specifically produced Bertrand the Bored & the Imagination Jar to help families struggling with the effects of being under restrictions due to coronavirus and generously gave us permission to turn it into a storytime, which is still available [online](#).

### Books on Wings

Cardinia Communities for Children supported vulnerable children and their families through a new initiative 'Books on Wings'. Where visits to homes were not possible, our dedicated team sent packs of books, information and select lending collection items to families to help form a new connection with the library.



### Library has Legs Cranbourne - COVID Care Packages

There were long periods of time when playgroups were not running or were running only online. Library has Legs Cranbourne sent care packages out to Aboriginal families from Balee Koolin Bubup Bush Playgroup and VACCA Koorie Kids Cranbourne Playgroup. The packs were designed to help maintain a sense of cultural connection with community and included picture books by a local Elder, a large craft pack, library bag, and toys. We are grateful to Windermere's Merry Mission Drive for donations of toys which proved very popular.

The parcels brought so much happiness to families in what was a stressful and isolating time.

***"We got our pack! Thank you so much... the books are beautiful and \_\_\_\_\_ will be taking them to her kinder for the teacher to read at group time."***

(Parent from VACCA Cranbourne group)



# 4. Literacies

## Encourage reading and lifelong learning.

### Children and Youth – Foundation years

We promote the love of reading and the importance of early years literacy as a foundation for success in life. We supported parents and carers as a child's first teacher through a range of early years programs like Baby Time, Tinies Time and Storytime.

During COVID-19, our team enthusiastically adapted to a new style of working and provided many of our regular children's programs online:

*'I had a mum and toddler come into Pakenham and the toddler kept staring at me open mouthed. "He's star struck" said Mum, "he's watched you on the Storytime videos and now he's seeing you face to face (mask in place of course). Toddler and I chatted about the Very*

*Hungry Caterpillar, his favourite story, and we did a rhyme or two. As I worked in the children's area shelving he followed me around for the next 15 minutes, a big smile on his face. It was so difficult during the lockdown when we were making videos, to know if they would connect with the children and families. This interaction proved to me that all those videos (adult and youth) were so worth it...*



### Alisha and Alora's Story

*Alisha came to the library for a Special Effects Make Up workshop when baby Alora was 4 months old. Alisha remembered coming to Storytime at Cranbourne Library with Family Daycare when she a child, but hadn't been to any library programs since she'd become a mum. Meeting some friendly staff members that night encouraged her to start bringing Alora along to Baby Time. Alora was Alisha's first baby and was born at 30 weeks gestation.*

*Her feeding tube made it hard to get out and about to daycare or other opportunities for socialisation with other kids. Baby Time was a great place for Alora to safely interact with other kids, develop early language skills, and gain confidence to go new places like playgroup and play centres. It was also the first time Alisha could meet other young mums after spending the first few months of Alora's life visiting her in hospital every day. As a single parent dealing with the pain of endometriosis while trying to care for a new baby, Alisha thought of her weekly visit to the library as something to look forward to in challenging times. Now that Alora is 18 months old, Alisha comes to the library to use the free Wi-Fi and is studying to become a teacher. Alora is now a happy and healthy little girl who loves meeting other children and visiting the library to discover stories and music.*





***“Every time I see one of our Early Years members has read 1000 books before school – I am so proud to work here .”***

*(Beth, Regional Support staff member, February 2021)*

***“Thank you so much Heidi and Jenny our whole service (3 rooms) joined in on Thursday and really enjoyed it all. The children in my room took part in the songs, stories and activities. We look forward to being able to participate in some more story times.”***

*(Nicole, Livingston Kindergarten Educator)*

## National Simultaneous Storytime

It was great to celebrate National Simultaneous Storytime (NSS) this year on the 19th of May. Local children were thrilled to hear the story read by Shannon Walker, NASA Astronaut – from the International Space Station! This year's chosen book 'Give me some Space' by Philip Bunting was read right across our library network, with many local schools, kinders and childcare centres participating too.

NSS is held annually by the Australian Library and Information Association (ALIA). Every year a picture book, by an Australian author and illustrator, is read simultaneously around the country. NSS helps us to:

- promote the value of reading and literacy,
- promote the value and fun of books,
- promote an Australian writer and publisher,
- promote storytime activities in libraries and communities around the country,
- and provide opportunities to involve parents, grandparents, the media and others to participate in and enjoy the occasion.

In 2021 there were nearly 2 million readers at over 33,000 locations around the country.



*Tim Cuthell, Children and Youth Librarian with some of his fellow astronauts at Bunjil Place*

Emerald Library celebrated with a local childcare centre, the Hei School. 4 year old students and their teachers walked down to the library in their hi-vis vests to listen to the story and enjoyed a VIP tour of the library.



*Emerald Library Team Leader Jess reading to children from the local childcare centre*



At Hampton Park we had 27 Grade 2 students from River Gum Primary who watched the reading on the big gaming screens in the library.

### Lilliana, one of our colouring competition winners

This is Lilliana, one of our lucky 'Give me Some Space' NSS local colouring competition prize pack winners from Endeavour Hills Library.

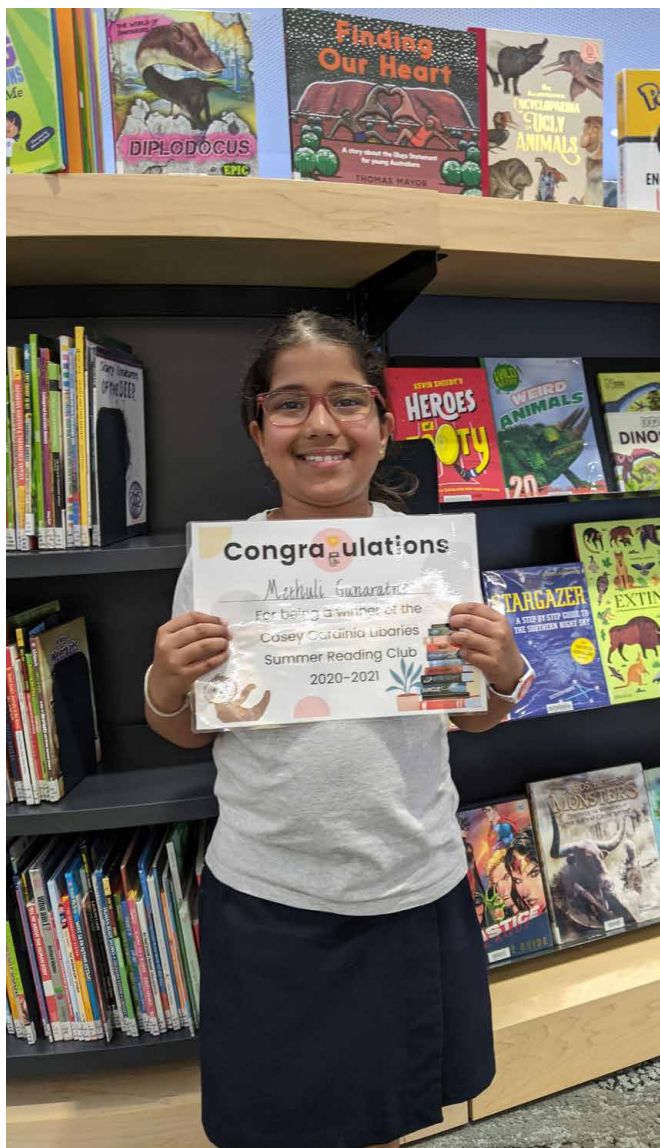
Lilliana was completely delighted with her prize pack, and at winning her very own copy of Give me Some Space!



## Summer Reading Club

Junior library members embraced the Summer Reading Club this year. 266 children logged a total of 5,676 hours of reading over the school holidays! They also wrote 294 book reviews and participated in challenges to compete for prizes.

This is Methuli. She's in grade 3 this year and loves reading! Her favourite books were the Tilda Teaches books she got as part of her mail out binge bag in 2020. She visits the library all the time to get books with her mum. Methuli won the first prize of \$250 Rebel sports voucher.



## Promoting Science



The Youth Services team promoted Science, Technology, Engineering, Arts and Mathematics (STEAM) learning opportunities.

Our Code clubs, popular for several years now, became an online winner during lockdowns, so much so that we continued to run some clubs online even when branches were not closed for restrictions.

We also ran special programming during Science Week and continued to work with Casey Tech to deliver innovative STEAM programs as part of school holiday and ongoing programming.

## Community events inspiring creativity

### Anzac Day at Emerald Library

Emerald Library member Ian Richsteig is somewhat of a motorcycle enthusiast! Every year, to mark Anzac Day and Remembrance Day, Ian generously displays a vintage motorbike from his collection in the library.

This year, we hosted a 1939 Norton, complete with original service book, helmet, and other army paraphernalia.

The community love seeing the motorbikes, posing for photos and trying on the helmet.



Emerald Library staff Kim and Ian, a motorcycle enthusiast celebrating Anzac Day

### Pakenham Jobs Expo

The Pakenham team's Jobs and Skills Expo was a wonderful example of the role libraries can and do play in COVID-Recovery. Unemployment and under-employment is a significant issue in the region. The Expo brought together specialists in job-seeking, education and social supports to help people find their feet in a competitive market. There was also a great line-up of keynote speakers and workshops. Library helped link job seekers into our ongoing employment support programs.

The event attracted media coverage, featured on page 1 of the Pakenham Officer News. 71 people attended the keynote speaker presentations, and 120 visited stalls hosted by collaborating employment, education and support agencies. Our collaborating 15 services reported that they benefited from the opportunity to network with each other, as well as accessing local job seekers.



Pakenham Library staff Bec, Ryan and Moira with Kaylie and Monique from Cardinia Youth Services

**"A local school worker had come down to gather information (resources and connections), to then share with her students. She was so glad to have been able to connect with all these local people who were passionate about helping. She said she was so excited to share what she found with the other career teachers and students."**

(Jadine, Pakenham Library staff member, March 2021)

### Crafternoon – Cancer Council Fundraiser

Our Monday afternoon crafters raised funds for the Cancer Councils Biggest morning tea, by selling their art and crafts to our library patrons. Our group meets every Monday and often work to support charities and our community. All are welcome.



Crafternoon participants at Hampton Park Library

## **International Women's Day event – author Clare Bowditch**

We hosted a popular zoom event with Clare Bowditch in partnership with Greater Dandenong Libraries and West Gippsland Libraries. For one hour the music maker, author and educator took our 140 participants on a journey of self-reflection. Participants enjoyed Clare's flair, warmth and inspiration:

***"...a lady who attended last night called and asked after me to say thank you for the session. She said she had seen her counsellor earlier in the day and a lot of what her counsellor said was also mentioned by Clare. She was so appreciative of the event, found it inspiring in her words. She was also grateful that we had hosted it online so she could attend- lives in Mount Martha. Lovely feedback and so nice she took the time to call and ask for me.***

(Program participant, February 2021)

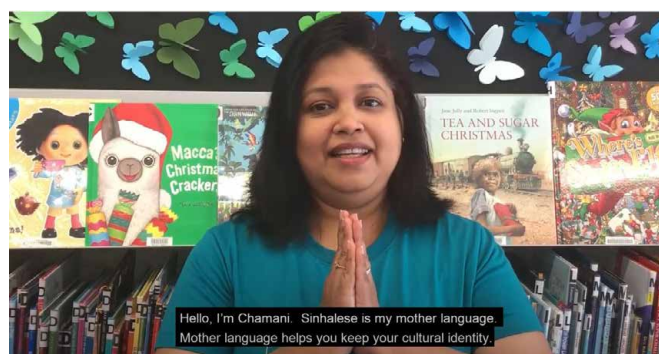
***"I felt like she gave me personal permission to reframe a very difficult year in 2020 for me (and I know for a lot of people) as "my Sabbatical year"***

(Program participant, February 2021)



## **International Mother Language Day**

CCL worked with our Pakenham English Conversation class to produce a welcome video for International Mother Language Day. Mother Language, or Mother tongue, is the language which a child starts hearing after being born. Evidence suggests that your Mother Language helps you stay connected to your culture and our roots. Learning and maintaining your Mother Language helps in providing a definite shape to your emotions and thoughts. In the video, staff and library members from many cultural backgrounds introduce themselves in their native language – it is a fabulous celebration of cultural diversity within our community.



Hampton Park Library staff Chamani, whose mother language is Sinhalese

## **Harmony Day – Cultural Diversity Week**

The Doveton community love Harmony Day. The Doveton Library team work together with the Doveton Neighbourhood Learning Centre, Autumn Place and staff from Doveton College to encourage isolated families to re-engage with key services. The event featured live performances, food, and fun activities with an important theme – promoting understanding, peace and the celebration of culture.

Our Hampton Park Library team also celebrated with Harmony Day events and along with the array of entertainment took the opportunity to introduce visitors to Be Connected digital literacy program – offering demonstrations and signing people up to the six-week program.

## Our Collections

Our local community has access to a wide range of physical and electronic items, fiction and non-fiction books, magazines, newspapers and audio supporting their literacy, reading, learning, information and leisure.

We prioritised purchasing and renewing the books and materials most in demand. Despite COVID restrictions our collections work hard. Our home delivery service was popular, and around a third of our physical collection was always on loan despite lockdown. It peaked in September 2020 at 51 percent.

We know our community love digital content. CCL is ranked second in Victoria for the usage of eBooks. We increased our electronic offerings to the community to meet demand and ensure our community had access to reading materials during lockdown.

The most popular collections were adult fiction, junior fiction, Begin to Read and our Top Title collection. Our junior graphic novels and kits (VOX books) were in demand throughout the year. There were also some items less popular than in previous years including our audio books on CD and music CD's.



## Graeme's Story

*Graeme Dickens is 83 years old. He retired from a farm in Gippsland 6 years ago and lives in a retirement village not far from Cranbourne Library.*

*Graham started to have problems with his eyesight. He first had cataracts fixed which was a big improvement but then had more trouble and had to surrender his licence. Now he has nearly lost his sight due to macular degeneration and can no longer read, write or watch television.*

*He was told about getting talking books from the library by Vision Australia. He had never been in a library before at all but about 4 years ago started coming to Cranbourne Library. He's now a familiar sight to Cranbourne Library staff, as he pops in regularly to order his talking books and have a chat with us all.*

*"The library has been a Godsend" he told us because he relies on the talking books to keep him entertained and goes through 3 or 4 of them a month.*

*He was also extremely grateful for the home delivery service as it kept him sane during the lockdown and he very much appreciated the handwritten note with his delivery too.*

## This year's most popular Adult reads!

### Adult fiction

- 

1. Survivors by Jane Harper
- 

2. Godmothers by Monica McInerney
- 

3. Fair Warning by Michael Connelly
- 

4. The Good Sister by Sally Hepworth
- 

5. The Boy from the Woods by Harlan Coben

### Adult fiction eAudio

- 

1. Secrets of Midwives by Sally Hepworth
- 

2. Nine Perfect Strangers by Liane Moriarty
- 

3. Where the Crawdads Sing by Delia Owens
- 

4. Switch by Beth O'Leary
- 

5. Talk of the Town by Rachael Johns

### Adult non-fiction

- 

1. Resilience Project Finding Happiness through Gratitude, Empathy and Mindfulness by Hugh Van Cuylenburg
- 

2. A promised land by Barack Obama
- 

3. The barefoot investor: the only money guide you'll ever need by Scott Pape
- 

4. Becoming by Michelle Obama
- 

5. Veg Easy & Delicious Meals for Everyone as seen on Channel 4's Meat-Free Meals by Jamie Oliver

### Adult non-fiction eAudio

- 

1. Becoming by Michelle Obama
- 

2. Subtle Art of Not Giving a F\*ck by Mark Manson
- 

3. Dark Emu by Bruce Pascoe
- 

4. 488 Rules for Life by Kitty Flanagan
- 

5. Everything is F\*cked by Mark Manson

### Adult eBooks

- 

1. Secrets of Midwives by Sally Hepworth
- 

2. Tattooist of Auschwitz by Heather Morris
- 




3. Grown Ups by Marian Keyes
- 

4. Untamed by Glennon Doyle
- 



5. Subtle Art of Not Giving a F\*ck by Mark Manson

## This year's most popular Junior reads!

### Junior fiction

- 
 1. Captain Underpants  
by Dav Pilkey
- 
 2. Weird Do  
by Anh Do
- 
 3. Diary of a Minecraft Zombie  
by Zack Zombie
- 
 4. The Bad Guys  
by Aaron Blabey
- 
 5. Thea Stilton and the treasure seekers  
by Thea Stilton

### Junior and Young Adult fiction eBooks

- 
 1. Weirdo  
by Ahn Do
- 
 2. Harry Potter  
by J.K.Rowling
- 
 3. Storey Treehouse  
by Andy Griffiths
- 
 4. Throne of Glass  
by Sarah J. Maas
- 
 5. Ballad of Songbirds and Snakes  
by Suzanne Collins

### Junior and Young Adult fiction eAudio

- 
 1. Harry Potter  
by J.K.Rowling
- 
 2. Storey Treehouse  
by Andy Griffiths
- 
 3. Book Thief  
by Markus Zusak
- 
 4. Midnight Sun  
by Stephenie Meyer
- 
 5. The Bad Book  
by Andy Griffiths





# 5. Organisational Performance

Build an outstanding and innovative organisation.



160

Employees

33

Full time

127

Part time

94.93

FTE

## Traineeship Programs and opportunities for young people

CCL used State and Federal Government support to employ VARP (Victorian Apprenticeship Recovery Package) and BAC (Boosting Apprenticeship Commencements) traineeships.

These roles were a mix of part-time and full-time positions – with all four trainees enrolled in their Certificate IV in Library and Information Services through Chisholm TAFE. In line with our Social Inclusion Policy and Workforce Development Plan, the trainee positions enabled CCL to include disadvantaged young people in our team. This strengthens the existing CCL team, and provides great opportunities for young people.

In January, our ‘Shelvers’ (local High School students under the age of 18) completed further training to become “Library Assistants”. The new role allowed these team members broader responsibilities and opportunities to be trained in Customer Service duties – great for students wanting further roles in libraries, or to boost their resumes for future employment.



## Health and Wellbeing

CCL values the health and wellbeing of our team. We had a dedicated group of staff ensuring the broader team looked after themselves throughout a fairly challenging and disruptive year.

Fortnightly newsletters were circulated encouraging staff to “takeFIVE”. Also, to check in on themselves and each, and to follow links to information on improving physical and mental health, our team social Yammer site, jokes, recipes and more.

We created a Mental Health First Aid Policy and now have a team of Mental Health First Aid Officers to support the wider team. With over 55 staff now accredited Mental Health First Aiders, CCL achieved accreditation as a “Gold” Mental Health Skilled Workplace.

***“Something I love about our work are the training opportunities we are offered which translate into the wonderful work we do. From AUSLAN, autism, dementia, LGBTQIA+, emergency response, First Aid, Mental Health First Aid, tech skills.....All of this learning we do helps us develop empathy and understanding to interact with our customers and their needs with a gentle, considerate and educated approach.”***

(Raelene, Bunjil Place Library staff member, February 2021)

***“There are so many things I love about our work, but lately I’ve been loving the opportunity to work on projects collaboratively across branches and teams. Its been fabulous to get to know people I might not otherwise have had the chance to spend much time with and to discover more of the extraordinary talents and passions that we have right here at CCL! “***

(Heidi, Endeavour Hills Library staff member, February 2021)

## Tell Us What You Really Think

We are always on the lookout for ideas and suggestions that will help us improve what we do. We continually receive feedback through social media, feedback forms, conversations with library staff, as well as our biannual community surveys. If you have an idea or reflection that you would like to share, please feel welcome to contact us directly.

***The Bunjil Place Library contributes to our community by being a place for everyone. It is so inclusive of people of all walks of life and abilities. It offers so many services that look to draw people out of their homes and into the community so they feel like they belong somewhere. By going to the library, you meet other people who you might not have spoken to outside. I can’t tell you how many times we have met people from our local community like school and the kids might never have spoken to them before, but they are wearing the same school uniform and they’d seen each other around the school before. Suddenly, they’re engaged in conversation and looking through books together. This of course, gets us parents talking and connecting with each other. The library is a crucial part of the community. We adore going there!***

(Bunjil Place Library user, aged 45–54 years).

***The library provides a variety of programs and resources to assist in educating the youth. Reading is fundamental and should be encouraged. With newer spaces such as Bunjil Palace community theatre and programs can be continually supported while an updated space can appeal to a new demographic who once thought libraries were obsolete.***

(Bunjil Place Library user, aged 18–24 years)

# Our Key Measures

CCL used the following measures to track our performance in 2020–2021

Measure	CCL Actual 2018/19	CCL Target 2019/20	CCL Actual 2019/2020	CCL Actual 2020/2021
<b>Engagement</b>				
Utilisation of Technology	941,661	945,000	935,390	<b>935,390</b>
(Wi-Fi, Public PC user in branch)	348,666	283,652	94,000	<b>107,171</b>
Net Promoter Score	95,725	97,000	69,573	<b>69,573</b>
(Community Survey)	68	64	70	<b>76</b>
Memberships**	127,642	132,757	109,000	<b>105,930</b>
<b>Visits</b>				
Visits – physical	1,286,633	949,876	460,000	<b>435,263</b>
Visits – virtual	941,661	935,390	805,000	<b>847,362</b>
Total visits	2,228,294	1,885,266	1,265,000	<b>1,282,625</b>
Program and events attendance	95,725	69,573	10,000	<b>36,345</b>
Number of program and events	3,671	2,819	3,600	<b>1,550</b>
<b>Collection</b>				
Loans (total physical and digital)	2,646,835	2,285,319	1,990,000	<b>2,055,629</b>
Turnover rate – physical items	7.4	5.7	6.0	<b>4.5</b>
Turnover rate – digital items	16.3	23.5	20.0	<b>21.1</b>
Physical quality of library collection (age of collection - less than 5 years)	67.2%	68.5%	68.0%	<b>xxx</b>
<b>Cost of Delivery</b>				
Cost of library service per capita	\$27.68	\$24.89	\$24.35	<b>xxx</b>
Cost of library service per visit (total income)	xxx	\$11.70	\$25.93	<b>xxx</b>

\* Revised projections from those presented in the Library Plan 2020 – 2024.

\*\* Unusual bulk membership database clean-up occurred in February 2021.

For more detail on Local Government Reporting Framework measures go to City of Casey or Cardinia Shire websites Key Performance Indicators can be sourced from the Annual Survey of Public Libraries

Australian Library and Information Association (ALIA) Guidelines, Standards and Outcome Measures for Australian Public Libraries – July 2016

# Thank you, we are grateful

## Partners and Supporters

Aligned Leisure	DSS – Australian Government Department of Social Services	Paint Doveton REaD
AMES	Eastern Regional Mental Health Association (ERMHA)	Pakenham Living and Learning Centre
Anglicare	Emerald Arts Society	Peninsula Community Legal Centre (PCLC)
Arthur Wren Hall Management, Hampton Park	Emerald and District Lions Club	Public Libraries Victoria
Asylum Seeker Resource Centre ASRC	Emerald Hills Hub	RAV – Relationships Australia
Australian Childhood Foundation	Endeavour Hills Town Square	Royal Botanic Gardens Victoria, Cranbourne
Australian Library and Information Association (ALIA)	Endeavour Hills Shopping Centre	Research Unit for Multilingualism and Cross-Cultural Communication (RUMACCC) at the University of Melbourne
Australian Taxation Office (ATO)	enliven Enhancing Social Health: Food from Home	Salvation Army (Doveton and Pakenham)
Australia Post	Federation University	SASP – Uniting (fellow CfC Cranbourne Community Partner)
Autumn Place Community Hub	Friends of Casey Cardinia Libraries	Save the Children Australia
Balla Balla Community Centre	Friends of Doveton Library	Springvale Learning and Activity Centre (SLAC)
Be Connected	Follow Bless Collective	Springvale Monash Legal Services (SMLS)
Berwick Mechanics Institute	Gazette	St Luke's Pastoral Care
Bunjil Place Precinct Partners	Grow Australia	Star News
Bunnings	Hampton Park Community House	State Library of Victoria
Cardinia 4Cs	Hampton Park Youth Services	Southeast Community Links
Cardinia Life	JobCo	South East Yoga
Casey Aboriginal Gathering Place	Justices of Peace	Southern Migrant and Refugee Centre (SMRC)
Casey ARC	Kaye Charles Real Estate Emerald	The Andrews Centre
Casey North Information and Support Services	Libraries After Dark	The Emerald Messenger
Casey Rainbow Community	LinkedIn Learning Partnership with Casey Cardinia	The General Food Store, Emerald
Casey Tech	LJ Hooker Hampton Park	Transit Soup Kitchen and Food Support
Chisholm Institute	Local Community Houses and Community Groups across the Casey Cardinia Region	U3A – Cardinia, Casey, Cranbourne
Communities for Children networks in Cranbourne and Cardinia Shire	Local History Societies	VACCA – Victorian Aboriginal Child Care Agency
Community Information and Support Cranbourne Inc. (CISC) formerly Cranbourne Information and Support Services (CISS)	Local Maternal Child Health Centres, Childcare and Kindergartens and schools.	WAYSS – Homelessness
Cranbourne & District Community Services Group (CDCSG)	Max Employment	Windermere
Dandenong and District Aborigines Co-Operative Limited (DDACL)	Monash Health	Women's Friendship Groups
Doveton College	Narre Warren & District Family History Group Inc	Woolworths Dandenong South
Doveton Neighbourhood Learning Centre	Neighbourhood and Learning Centres across the Casey Cardinia Region	YMCA
	Outlook	

# Casey Cardinia Libraries

## Annual Financial Report

For the year ended 30 June 2021

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### Certification of the Financial Statements

In my opinion the accompanying financial statements have been prepared in accordance with the *Local Government Act 1989*, the *Local Government (Planning and Reporting) Regulations 2014*, the Australian Accounting Standards and other mandatory professional reporting requirements.



Mr Avtar Singh - CPA

**Acting General Manager, Finance**

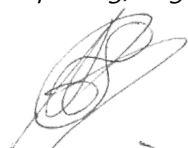
DATE: 7/09/2021

LOCATION: Cranbourne

In our opinion the accompanying financial statements present fairly the financial transactions of Casey-Cardinia Libraries (the Corporation) for the year ended 30 June 2021 and the financial position of the Corporation as at that date.

As 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 Board of the Corporation and by the *Local Government (Planning and Reporting) Regulation 2014* to certify the financial statements in their final form.



Cr Jeff Springfield

**Chairperson**

DATE: 7 September 2021

LOCATION: Melbourne



Miguel Belmar

**Board Member**

DATE: 7.9.21

LOCATION: Melbourne.



Chris Buckingham,

**Chief Executive Officer**

DATE: 7 September, 2021

LOCATION: Ellinbank

# Independent Auditor's Report

## To the Board members of Casey-Cardinia Library Corporation

**Opinion** I have audited the financial report of Casey-Cardinia Library Corporation (the corporation) which comprises the:

- balance sheet as at 30 June 2021
- comprehensive income statement for the year then ended
- statement of changes in equity for the year then ended
- statement of cash flows for the year then ended
- statement of capital works for the year then ended
- notes to the financial statements, including significant accounting policies
- certification of the financial statements.

In my opinion the financial report presents fairly, in all material respects, the financial position of the corporation as at 30 June 2021 and their financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of the *Local Government Act 1989* and applicable Australian Accounting Standards.

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

My independence is established by the *Constitution Act 1975*. My staff and I are independent of the corporation in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Victoria. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.

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

**Board members' responsibilities for the financial report** The Board members of the corporation are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the *Local Government Act 1989*, and for such internal control as the Board members determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Board members are responsible for assessing the corporation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is inappropriate to do so.



---

**Auditor's responsibilities for the audit of the financial report**

As required by the *Audit Act 1994*, my responsibility is to express an opinion on the financial report based on the audit. My objectives for the audit are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the corporation's internal control
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board members
- conclude on the appropriateness of the Board members' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the corporation's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the corporation to cease to continue as a going concern.
- evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Board members regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

---

MELBOURNE  
16 September 2021



Sanchu Chummar

*as delegate for the Auditor-General of Victoria*

**Comprehensive Income Statement**  
**For the Year Ended 30 June 2021**

	Note	2021 \$	2020 \$
<b>Income</b>			
Contributions - monetary Member Councils	2.1	8,642,856	8,363,505
Contributions - monetary Government	2.2	2,953,964	2,883,244
Net gain (or loss) on disposal of equipment	2.3	9,082	(10,899)
Other income	2.4	196,804	263,726
<b>Total income</b>		<b>11,802,706</b>	<b>11,499,576</b>
<b>Expenses</b>			
Employee costs	3.1	8,385,772	8,157,787
Materials and services	3.2	1,265,276	1,278,996
Depreciation and amortisation	3.3	1,358,812	1,436,994
Other expenses	3.4	517,948	434,201
<b>Total expenses</b>		<b>11,527,808</b>	<b>11,307,978</b>
<b>Surplus/(deficit) for the year</b>		<b>274,898</b>	<b>191,598</b>
<b>Total comprehensive result</b>		<b>274,898</b>	<b>191,598</b>

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



**Balance Sheet**  
**As at 30 June 2021**

	Note	2021 \$	2020 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	4.1	430,454	564,069
Trade and other receivables	4.1	78,118	66,482
Other financial assets	4.1	3,500,000	2,900,000
Inventories		4,111	3,440
<b>Total current assets</b>		<b>4,012,683</b>	<b>3,533,991</b>
<b>Non-current assets</b>			
Plant and equipment	5.1	4,234,308	4,162,113
Right-of-use assets	4.5	135,190	167,324
<b>Total non-current assets</b>		<b>4,369,498</b>	<b>4,329,437</b>
<b>Total assets</b>		<b>8,382,181</b>	<b>7,863,428</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	4.2	756,667	529,820
Contract liability	4.2	39,780	42,500
Provisions	4.3	1,569,116	1,544,575
Lease liabilities	4.5	26,907	38,556
<b>Total current liabilities</b>		<b>2,392,470</b>	<b>2,155,451</b>
<b>Non-current liabilities</b>			
Provisions	4.3	133,437	107,343
Lease liabilities	4.5	112,378	131,636
<b>Total non-current liabilities</b>		<b>245,815</b>	<b>238,979</b>
<b>Total liabilities</b>		<b>2,638,285</b>	<b>2,394,430</b>
<b>Net assets</b>		<b>5,743,896</b>	<b>5,468,998</b>
<b>Equity</b>			
Members contribution on formation		2,051,239	2,051,239
Accumulated surplus	8.1	3,692,657	3,417,759
<b>Total Equity</b>		<b>5,743,896</b>	<b>5,468,998</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 2021**

<b>2021</b>	<b>Note</b>	<b>Total</b>	<b>Accumulated Surplus</b>	<b>Member Contribution on Formation</b>
		\$	\$	\$
Balance at beginning of the financial year		5,468,998	3,417,759	2,051,239
Surplus/(deficit) for the year		274,898	274,898	-
<b>Balance at end of the financial year</b>		<b>5,743,896</b>	<b>3,692,657</b>	<b>2,051,239</b>

<b>2020</b>	<b>Note</b>	<b>Total</b>	<b>Accumulated Surplus</b>	<b>Member Contribution on Formation</b>
		\$	\$	\$
Balance at beginning of the financial year		5,277,400	3,226,161	2,051,239
Surplus/(deficit) for the year		191,598	191,598	-
<b>Balance at end of the financial year</b>		<b>5,468,998</b>	<b>3,417,759</b>	<b>2,051,239</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 2021**

	Note	2021 Inflows/ (Outflows) \$	2020 Inflows/ (Outflows) \$
<b>Cash flows from operating activities</b>			
Council contributions		9,507,141	9,199,856
Government grants		2,972,252	2,901,072
Interest received		19,455	84,074
Overdue fines		185	2,224
Other Income		190,990	277,616
Employee costs		(8,343,785)	(8,071,667)
Library materials		(377,255)	(417,770)
IT and communications		(874,412)	(845,322)
Other payments		(507,655)	(929,643)
Net GST refund/(payment)		(733,945)	(711,063)
<b>Net cash provided by/(used in) operating activities</b>		<b>1,852,971</b>	<b>1,489,375</b>
<b>Cash flows from investing activities</b>			
Proceeds from sale of plant and equipment		24,058	39,070
Payments for investments		(600,000)	(180,777)
Payments for books, furniture, plant and equipment	5.1	(1,410,644)	(1,313,352)
<b>Net cash provided by/(used in) investing activities</b>		<b>(1,986,586)</b>	<b>(1,455,059)</b>
Net increase (decrease) in cash and cash equivalents		(133,615)	34,317
Cash and cash equivalents at the beginning of the year		564,069	529,752
<b>Cash and cash equivalents at the end of the financial year</b>		<b>430,454</b>	<b>564,069</b>

The above Statement of Cash Flows should be read in conjunction with the accompanying notes.

**Statement of Capital Works**  
**For the Year Ended 30 June 2021**

	2021	2020
	\$	\$
<b>Capital Expenditure</b>		
Motor Vehicles	34,544	-
Furniture and equipment	197,874	216,672
Books and materials	1,178,226	1,096,680
<b>Total Capital Works</b>	<b>1,410,644</b>	<b>1,313,352</b>

The above Statement of Capital Works should be read in conjunction with the accompanying notes.



## OVERVIEW

### Introduction

Casey-Cardinia Libraries was established under the provisions of Section 196 of the *Local Government Act 1989* by the Minister of Local Government on September 26, 1996. The Libraries' main office is located at 65 Berwick-Cranbourne Road, Cranbourne.

### 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 Australian Accounting Standards (AAS), other authoritative pronouncements of the Australian Accounting Standards Board, the *Local Government Act 1989*, and the *Local Government (Planning and Reporting) Regulations 2014*.

### Significant accounting policies

#### a. Basis of accounting

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

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

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

- the determination of depreciation for plant and equipment (refer to Note 3.3)
- the determination of employee provisions (refer to Note 4.3)
- 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 2)
- 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 4.5)
- other areas requiring judgements.

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

## b. Impact of Covid-19

On 16 March 2020 a state of emergency was declared in Victoria due to the global pandemic COVID-19 virus, known as coronavirus. A state of disaster was subsequently declared on 2 August 2020. While the impacts of the pandemic have abated somewhat through the 2020-21 year, Casey-Cardinia Libraries has noted the following significant impacts on its financial operations:

- Repeated COVID-19 lockdowns and branch closures resulted in loss of revenue, including photocopying, printing and meeting room hires, resulting in unfavourable variance against the budget. The branches were closed to the public and opening hours were reduced in the first half of the financial year. This loss of revenue is largely offset by an underspend in administration expenses (printing, photocopying, stationery) compared to the budget. Details on Page 14 & 15.
- Due to the closure of branches to the public during COVID-19 pandemic, there have been significant savings in employee costs compared to the budget. Further savings have been achieved due to staff taking leave, reduction in staff additional hours, reduced overtime, postponement of recruitment for vacant shifts, cancelling and postponing of training events. Details on Page 14 & 15.





## 1.1 Income and expenditure

	Budget 2021 \$	Actual 2021 \$	Variance 2021 \$	Variance 2021 %	Ref
<b>Income</b>					
Council grants & contributions	8,642,856	8,642,856	(0)	0.0%	
Government grants & contributions	2,771,127	2,771,087	(40)	0.0%	
Communities for Children' funding	176,000	182,877	6,877	3.9%	
Interest on investments	37,500	16,626	(20,874)	-55.7%	1
Other income	298,543	189,260	(109,283)	-36.6%	2
<b>Total income</b>	<b>11,926,026</b>	<b>11,802,706</b>	<b>(123,320)</b>	<b>-1.0%</b>	
<b>Expenses</b>					
Employee costs	8,842,315	8,385,772	456,543	5.2%	3
IT & communications	737,593	794,920	(57,327)	-7.8%	4
Library materials	317,220	342,959	(25,739)	-8.1%	
Programs Promotions	95,160	127,397	(32,237)	-33.9%	5
Administration	612,967	517,948	95,019	15.5%	6
Depreciation and amortisation	1,430,760	1,358,812	71,948	5.0%	7
<b>Total expenses</b>	<b>12,036,015</b>	<b>11,527,808</b>	<b>508,207</b>	<b>4.2%</b>	
<b>Surplus/(deficit) for the year</b>	<b>(109,989)</b>	<b>274,898</b>	<b>384,887</b>	<b>349.9%</b>	

Variance Ref	Item	Explanation
1	Interest on Investments	Interest rates have been consistently declining, which resulted in lower than expected interest revenue.
2	Other Income	Repeated COVID-19 lockdowns and branch closures resulted in loss of revenue, including photocopying, printing and meeting room hires, resulting in unfavourable variance against the budget. This loss of revenue is largely offset by an underspend in administration expenses (printing, photocopying, stationery) compared to the budget. During the year, CCL also received VIC Health partnership grants, community donations and grants from range of other sources.

Variance Ref	Item	Explanation
3	Employee Costs	Due to the closure of branches to the public during COVID-19 pandemic, there have been significant savings in employee costs compared to the budget. Further savings have been achieved due to staff taking leave, reduction in staff additional hours, reduced overtime, postponement of recruitment for vacant shifts, cancelling and postponing of training events.
4	IT & Communications	The variance is due to combination of factors, including telephony diversion and migration work, which was predicted to exceed annual budget, Telstra billing & corporate network migration during the year, and the Business Innovation Project, streamlining the back-end staff forms and administration. Due to increase in the scope of work to achieve further automation, the project resulted in minor additional digital operations costs during the year.
5	Programs & Promotions	Graphic design function moved to an external service provider due to staffing changes in the marketing team, which was not budgeted.
6	Administration	The favourable variance against budget is mainly due to the branches being closed to public and reduced opening hours in the first half of the financial year during COVID-19. A slower return to branches from public has resulted in further savings in areas such as printing, photocopying and stationery.
7	Depreciation	Depreciation expense is lower due to reduction and delay in the capital expenditure caused by COVID-19.

## 1.2 Capital works

	Budget 2021 \$	Actual 2021 \$	Variance 2021 \$	Variance 2021 %	Ref
<b>Capital Expenditure</b>					
Library materials	1,213,433	1,178,226	35,207	2.9%	
Motor Vehicles	38,500	34,544	3,956	10.3%	1
Furniture and equipment	188,700	197,874	(9,174)	-4.9%	
<b>Total capital expenditure</b>	<b>1,440,633</b>	<b>1,410,644</b>	<b>29,989</b>	<b>2.1%</b>	

(i) Explanation of material variations

Variance Ref	Item	Explanation
1	Motor Vehicles	CCL purchased new Toyota RAV4 Hybrid with the trade-in of the old motor vehicle at a better deal than the amount allowed for in the budget.

## NOTE 2 Funding for the delivery of our services

### 2.1 Contributions

	2021	2020
	\$	\$
Member Council Contributions:		
City of Casey	6,415,592	6,198,639
Cardinia Shire	2,227,264	2,164,866
<b>Total contributions</b>	<b>8,642,856</b>	<b>8,363,505</b>

Figures are stated exclusive of GST

Member Council Contributions are recognised on receipt, as there are no performance obligations associated with the contribution.

### 2.2 Funding from other levels of government

	2021	2020
	\$	\$
Grants were received in respect of the following:		
Commonwealth funded grants	182,877	178,282
State funded grants	2,771,087	2,704,962
<b>Total grants received</b>	<b>2,953,964</b>	<b>2,883,244</b>

Figures are stated exclusive of GST

Grant income is recognised at the point in time when the organisation satisfies its performance obligations as specified in the underlying agreement. Where there are no specific funding obligations, income is recognised on receipt.

### 2.3 Net gain/(loss) on disposal of plant and equipment

	2021	2020
	\$	\$
Proceeds of sale	24,058	39,070
Written down value of assets disposed	(14,977)	(49,969)
<b>Total net gain/(loss) on disposal plant and equipment</b>	<b>9,082</b>	<b>(10,899)</b>

The profit or loss of an asset is determined when control of the asset has passed to the buyer.

## 2.4 Other income

	2021	2020
	\$	\$
Overdue fines	185	2,224
Membership cards	559	1,338
Photocopying	33,982	87,163
Meeting room hire	1,874	4,910
Lost books	6,958	9,250
Library programs	3,440	7,048
Sundry recoverable	133,181	86,330
Interest on term deposits	16,626	65,463
<b>Total other income</b>	<b>196,804</b>	<b>263,726</b>

Interest is recognised as it is earned.

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



### 3.2 Materials and services

	2021	2020
	\$	\$
IT & Communications	794,920	768,475
Library materials	342,959	379,791
Marketing and promotions	127,397	130,730
<b>Total materials and services</b>	<b>1,265,276</b>	<b>1,278,996</b>

### 3.3 Depreciation and amortisation

	2021	2020
	\$	\$
Books and materials	1,092,724	1,092,534
Furniture and equipment	226,678	300,259
Motor vehicles	4,071	3,816
Right-of-Use Assets	35,339	40,385
<b>Total depreciation and amortisation</b>	<b>1,358,812</b>	<b>1,436,994</b>

Refer to notes 4.5 and 5.1 for a more detailed breakdown of depreciation and amortisation changes and accounting policy.

### 3.4 Other expenses

	2021	2020
	\$	\$
Auditors' remuneration - VAGO - audit of the financial statements	12,500	12,300
Freight - daily transfer of collection between library branches	82,952	91,434
Home Delivery Service	83,810	55,930
Photocopying, Printing & Stationary	51,723	3,381
Others	286,963	271,156
<b>Total other expenses</b>	<b>517,948</b>	<b>434,201</b>



## NOTE 4

## Our financial position

## 4.1 Financial assets

	2021	2020
	\$	\$
<b>Cash and cash equivalents</b>		
Cash on hand	1,065	1,130
Cash at bank	120,809	5,392
Term deposits	308,580	557,547
<b>Total cash and cash equivalents</b>	<b>430,454</b>	<b>564,069</b>
<b>Other financial assets</b>		
Term deposits - current	3,500,000	2,900,000
<b>Total other financial assets</b>	<b>3,500,000</b>	<b>2,900,000</b>
<b>Total financial assets</b>	<b>3,930,454</b>	<b>3,464,069</b>

**Trade and other receivables**

Prepayments	72,912	58,447
Interest Receivable	5,205	8,035
<b>Total current trade and other receivables</b>	<b>78,118</b>	<b>66,482</b>

Short-term receivables are carried at invoice amount.

## 4.2 Payables

**Trade and other payables**

	2021	2020
	\$	\$
Trade payables	332,115	211,020
Accrued expenses	424,552	318,800
<b>Total trade and other payables</b>	<b>756,667</b>	<b>529,820</b>

**Contract Liability**

	2021	2020
	\$	\$
Grants received in advance - operating	39,780	42,500
<b>Total unearned income</b>	<b>39,780</b>	<b>42,500</b>

**4.3 Provisions**

	2021	2020
	\$	\$
<b>Current Provisions</b>		
Current provisions expected to be wholly settled within 12 months		
Annual leave	542,589	541,431
Long service leave	113,720	112,370
	<b>656,309</b>	<b>653,801</b>
Current provisions expected to be wholly settled after 12 months		
Annual leave	151,754	138,758
Long service leave	761,052	752,016
	<b>912,807</b>	<b>890,774</b>
<b>Total current employee provisions</b>	<b>1,569,116</b>	<b>1,544,575</b>
<b>Non-current</b>		
Long service leave	133,437	107,343
<b>Total non-current employee provisions</b>	<b>133,437</b>	<b>107,343</b>
Aggregate carrying amount of employee provisions:		
Current	1,569,116	1,544,575
Non-current	133,437	107,343
<b>Total aggregate carrying amount of employee provisions</b>	<b>1,702,553</b>	<b>1,651,918</b>

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

*Wages and salaries and annual leave*

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

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

*Long service leave*

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

**4.4 Financing arrangements**

	2021	2020
	\$	\$
The Corporation has the following funding arrangements in place as at 30 June 2021		
Credit card facilities	35,000	35,000
<b>Total facilities</b>	<b>35,000</b>	<b>35,000</b>
<b>Used facilities</b>		
Credit card facilities	4,524	5,287
<b>Total used facilities</b>	<b>4,524</b>	<b>5,287</b>
<b>Unused facilities</b>		
Credit card facilities	30,476	29,713
<b>Total unused facilities</b>	<b>30,476</b>	<b>29,713</b>

## 4.5 Leases

At inception of a contract, all entities would assess 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 of time 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 of 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, The Corporation 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, The Corporation uses an appropriate incremental borrowing rate as the discount rate.

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 The Corporation is reasonably certain to exercise, lease payments in an optional renewal period if The Corporation is reasonably certain to exercise an extension option, and penalties for early termination of a lease unless The Corporation 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

	Property	Other, etc
	\$	\$
<b>2021</b>		
Balance at 1 July 2020	155,818	11,506
Adjustments due to contract changes	3,206	-
Amortisation expense	(23,833)	(11,506)
<b>Balance at 30 June 2021</b>	<b>135,190</b>	<b>(0)</b>

	Property	Other, etc
	\$	\$
<b>2020</b>		
Balance at 1 July 2019	327,012	23,011
Adjustments due to contract changes	(142,315)	-
Amortisation expense	(28,879)	(11,505)
<b>Balance at 30 June 2020</b>	<b>155,818</b>	<b>11,506</b>

## Lease Liabilities

	2021	2020
	\$	\$
Maturity analysis - contractual undiscounted cash flows		
Less than one year	27,400	39,486
One to five years	109,600	135,750
More than five years	15,983	13,575
<b>Total undiscounted lease liabilities as at 30 June:</b>	<b>152,983</b>	<b>188,811</b>

Lease liabilities included in the Balance Sheet at 30 June:

Current	26,907	38,556
Non-current	112,378	131,636
<b>Total lease liabilities as at 30 June:</b>	<b>139,285</b>	<b>170,192</b>

When measuring lease liabilities, The Corporation discounted lease payments using an incremental borrowing rate 3.42% for office space leases.

## NOTE 5

## Assets we manage

## 5.1 Plant and equipment

## Summary of plant and equipment

	At Fair Value 30 June 2020	Additions	Depreciation	Disposal	At Fair Value 30 June 2021
	\$	\$	\$	\$	\$
Motor Vehicles	13,009	34,544	4,071	9,945	33,537
Furniture and equipment	476,472	197,874	226,678	5,031	442,637
Books & Materials	3,672,632	1,178,226	1,092,724	-	3,758,134
	<b>4,162,113</b>	<b>1,410,644</b>	<b>1,323,473</b>	<b>14,976</b>	<b>4,234,308</b>

*Asset recognition thresholds and depreciation periods*

	Depreciation Period Years	Depreciation Rate %	Threshold Limit \$
Books & Materials	6.7	15%	Nil Limit
Motor Vehicles	6.7	15%	Nil Limit
Furniture & Equipment			
Furniture and Fittings	10	10%	500
Electrical Equipment	5	20%	500
Computer Equipment	3	33%	500
Mobile Devices	2	50%	500

*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 price that would be received to sell an asset (or paid to transfer a liability) in an orderly transaction between market participants at the measurement date.

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

### *Depreciation and amortisation*

Plant and equipment and other assets having limited useful lives are systematically depreciated over their useful lives to the Corporation in a manner which reflects consumption of the service potential embodied in those assets. Estimates of remaining useful lives and residual values are made on a regular basis with major asset classes 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 residual useful life as determined each year. Depreciation periods used are listed above and are consistent with the prior year unless otherwise stated.

**NOTE 6** **People and relationships****6.1 Corporation and key management remuneration****(a) Key Management Personnel**

Details of persons holding the position of Board Members or other members of key management personnel at any time during the year are:



## Board Members

	2021 No.	2020 No.
<b>City of Casey</b>		
Noelene Duff (Chairperson, from Feb 2020 until Nov 2020) *	1	1
Miguel Belmar	1	-
Bernard Rohan	1	1
Steve Coldham	1	1
Callum Pattie (until June 2020) *	-	1
Cr Wayne Smith (until Feb 2020) **	-	1
Cr Damien Rosario (until Feb 2020) **	-	1
Cr Rosalie Crestani* (until Feb 2020) **	-	1
<b>Cardinia Shire Council</b>		
Cr Jeff Springfield (from Nov 2020) (Chairperson from Nov 2020)	1	-
Cr Jodie Owen (until Aug 2020) **	1	1
Cr Ray Brown* (until April 2021) **	1	1
Cr Jack Kowarzik * (from Nov 2020)	1	-
Tracey Parker (until Nov 2020)	1	1
Nigel Higgins (from November 2020 until May 2021)	1	-
Jenny Scicluna (from June 2021)	1	-
<b>Total Number of Councillors &amp; Member Council Delegates</b>	<b>11</b>	<b>10</b>
<b>Chief Executive Officer and other Key Management Personnel</b>		
Chris Buckingham - Chief Executive Officer	1	1
Beth Luppino - General Manager, Customer Experience	1	1
Melissa Martin - General Manager, Organisational Development	1	1
Daniel Lewis - General Manager, Digital Operations	1	1
Emily Ramaswamy - General Manager, Finance (until April 2021)	1	1
Avtar Singh - Acting General Manager, Finance (from April 2021)	1	-
<b>Total Key Management Personnel</b>	<b>17</b>	<b>15</b>

\* Alternate Delegate. \*\* Retired

**(b) Remuneration of Key Management Personnel**

Board Members who are Councillors and Officers nominated by the Member Councils do not receive remuneration from Casey Cardinia Libraries.

	2021	2020
	\$	\$
Total remunerations of key management personnel was as follows:		
Short term benefits	781,356	750,472
Post employment benefits	70,346	68,264
Long-term benefits	2,375	4,752
<b>Total</b>	<b>854,077</b>	<b>823,488</b>

The number of Key Management Personnel whose total remuneration from the Corporation and any related entities, fall within the following bands:

	2021	2020
	No.	No.
\$20,000 - \$29,999	1	-
\$100,000 - \$109,999	-	1
\$110,000 - \$119,999	1	-
\$140,000 - \$149,999	1	-
\$150,000 - \$159,999	-	2
\$160,000 - \$169,999	2	-
\$170,000 - \$189,999	-	1
\$220,000 - \$229,999	-	-
\$230,000 - \$239,999	-	1
\$240,000 - \$249,999	1	-
	<b>6</b>	<b>5</b>

**(c) Senior Officer Remuneration**

All Senior Officers are also considered KMPs and their remuneration is therefore disclosed above in section (b). No further disclosure is required.

## 6.2 Related party disclosure

### (a) Transactions with related parties

During the period the Corporation entered into the following transactions with related parties.

The Corporation purchases financial services and rents office space for the Library's Administration from the City of Casey and Cardinia Shire. The Corporation used the onsite catering services at Bunjil Place Library for events held on site during the year. Contributions are received from both Member Councils and separately disclosed in Note 2.1.

	2021 \$	2020 \$
Financial Services paid to City of Casey	33,880	25,410
Catering services paid to City of Casey	-	8,859
LinkedIn Learning Contribution Received from City of Casey	(18,815)	-
Library Administration rent - Cardinia Shire	-	28,518
	<b>15,065</b>	<b>62,787</b>

#### Funding Allocation

City of Casey	11,183	46,535
Cardinia Shire	3,882	16,252
	<b>15,065</b>	<b>62,787</b>

Figures above are stated inclusive of GST

### (b) Outstanding balances with related parties

The following balances were outstanding with related parties that required disclosure during the 2020-21 year.

	2021 \$	2020 \$
Qtr 4 - Financial Services from City of Casey	-	8,470
Qtr 4 - Library Administration rent - Cardinia Shire	-	7,411
	-	<b>15,881</b>

#### Funding Allocation

City of Casey	-	11,770
Cardinia Shire	-	4,111
	-	<b>15,881</b>

### (c) Loans to/from related parties

No loans have been made, guaranteed, or secured by the Corporation to related parties during the 2020-21 or 2019-20 reporting years.

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

No commitments have been made, guaranteed or secured by the Corporation to related parties during the 2020-21 or 2019-20 reporting years.

**NOTE 7 Managing uncertainties****7.1 Contingent assets and liabilities****(a) Contingent assets**

There are no anticipated contingent assets.

**(b) Contingent liabilities****Superannuation**

The Corporation has obligations under a defined benefit superannuation scheme that may result in the need to make additional contributions to the scheme, matters relating to this potential obligation are outlined below. As a result of the volatility in financial markets the likelihood of making such contributions in future periods exists.

*Future superannuation contributions*

There were no contributions outstanding and no loans issued from or to any schemes as at 30 June 2021. The expected contributions to be paid to the Defined Benefit category of Vision Super for the year ending 30 June 2022 are \$42,925.76.

**7.2 Change in accounting standards**

Certain new Australian Accounting Standards and interpretations have been published that are not mandatory for the 30 June 2021 reporting period. The Corporation assesses the impact of these new standards. As at 30 June 2021 there were no new accounting standards or interpretations issued by the AASB which are applicable for the year ending 30 June 2022 that are expected to impact the Corporation.

**7.3 Financial instruments****(a) Objectives and policies**

The Corporation's principal financial instruments comprise cash assets, term deposits, receivables (excluding statutory receivables), payables (excluding statutory payables) and bank borrowings. Details of the significant accounting policies and methods adopted, including the criteria for recognition, the basis of measurement and the basis on which income and expenses are recognised, in respect of each class of financial asset, 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 the Corporation. These policies include identification and analysis of the risk exposure to the Corporation and appropriate procedures, controls and risk minimisation.

## (b) Market risk

Market risk is the risk that the fair value or future cash flows of the Corporation financial instruments will fluctuate because of changes in market prices. The Corporation's exposure to market risk is primarily through interest rate risk with only insignificant exposure to other price risks and no exposure to foreign currency risk.

### *Interest rate risk*

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. The Corporation does not hold any interest-bearing financial instruments that are measured at fair value, and therefore has no exposure to fair value interest rate risk. Cash flow interest rate risk is the risk that the future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Corporation has minimal exposure to cash flow interest rate risk through its cash and deposits that are at floating rates.

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

- Diversification of investment product;
- Monitoring of return on investment, and
- Benchmarking of returns and comparison with budget.

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

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

## (c) Credit risk

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

- the Corporation has a procurement policy to manage levels of authority, purchasing limits and contractual time-lines established credit controls for the entities we deal with;
- the Corporation may require collateral where appropriate; and
- the Corporation only invests surplus funds with financial institutions which have a recognised credit rating specified in the Corporation's investment policy.

Receivables consist of business and government sector customers. Credit risk associated with the corporation's financial assets is minimal.

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

The maximum exposure to credit risk at the reporting date to recognised financial assets is the carrying amount, net of any provisions for impairment of those assets, as disclosed in the balance sheet and notes to the financial statements. Credit risk is not considered significant for the Corporation given the minimal dealings with counterparties giving rise to debts receivable.

#### (d) Liquidity risk

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

To help reduce these risks the Corporation:

- Has contractual funding agreements with the Member Councils;
- Has a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid instruments;
- Monitors budget to actual performance on a regular basis.

The Corporation's maximum exposure to liquidity risk is the carrying amounts of financial liabilities as disclosed on the face of the Balance Sheet.

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

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

#### (e) Sensitivity disclosure analysis

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

- A stable interest rate environment, with remote prospect of a shift from year-end rates of 0.5% - 1.25%.

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

#### 7.4 Events occurring after balance date

After the balance date the COVID-19 pandemic has continued to influence the Corporation as restrictions imposed by the State Government have meant that libraries across the state have been closed to the public during lockdowns. Whilst this does affect the ability of the Corporation to produce revenue through events and photocopying/printing charges, over 95% of the revenue of the Corporation is made up of State Government funding and Member Council contributions. The Corporation is financially stable and is still in a position to pay its commitments as and when they fall due.

**NOTE 8**

**Other matters**

**8.1 Reconciliation of cash flows from operating activities to surplus/(deficit)**

	2021	2020
	\$	\$
Surplus/(deficit) for the year	274,898	191,598
Depreciation/amortisation	1,358,812	1,436,994
Profit/(loss) on disposal of plant and equipment	(9,082)	10,899
Non cash movement in lease liability	(34,113)	-
<i>Change in assets and liabilities:</i>		
(Increase)/decrease in receivables	(11,636)	18,611
Increase/(decrease) in employee provisions	50,635	98,704
Increase/(decrease) in payables	226,847	(306,490)
Increase/(decrease) in Inventory purchased for sale	(671)	(3,440)
Increase/(decrease) in contract liability	(2,720)	42,500
<b>Net cash provided by/(used in) operating activities</b>	<b>1,852,971</b>	<b>1,489,376</b>

**8.2 Superannuation**

The Corporation makes 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 categories, Vision MySuper/Vision Super Saver, receive 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 2021, this was 9.5% as required under Superannuation Guarantee legislation).

## Defined Benefit

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

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

## Funding arrangements

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

A triennial actuarial review for the Defined Benefit category as at 30 June 2020 was conducted and completed by the due date of 31 December 2020.

The vested benefit index (VBI) of the Defined Benefit category of which the Corporation is a contributing employer was 104.6%. The financial assumptions used to calculate the VBIs were:

Net investment returns 5.6% pa  
 Salary information 2.5% pa for two years and 2.75% pa thereafter  
 Price inflation (CPI) 2.0% pa.

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

Vision Super has advised that the estimated VBI at 30 June 2021 was 109.7% (30 June 2020 was 104.6%)

The VBI is to be used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2020 actuarial investigation determined the Defined Benefit category was in a satisfactory financial position and that no change was necessary to the Defined Benefit category's funding arrangements from prior years.



## Employer contributions

### Regular contributions

On the basis of the results of the 2020 triennial actuarial investigation conducted by the Fund Actuary, the Corporation makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2021, this rate was 9.5% of members' salaries (9.5% in 2019/2020). This rate is expected to increase in line with any increases in the SG contribution rate and was reviewed as part of the 30 June 2020 triennial valuation.

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

### Funding calls

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

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

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

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

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

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

### The 2020 triennial actuarial investigation surplus amounts

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

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

	2020 (Triennial) \$m	2019 (Interim) \$m
A VBI Surplus	100.0	151.3
A total service liability surplus	200.0	233.4
a discounted accrued benefits surplus	217.8	256.7

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 2020.

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 2020.

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 2020.

The Corporation was notified of the 30 June 2020 VBI during August 2020 (2019: August 2019).

### The 2021 interim actuarial investigation

An interim actuarial investigation is being conducted for the Fund's position as at 30 June 2021 as the Fund provides lifetime pensions in the Defined Benefit category. It is anticipated that this actuarial investigation will be completed by October 2021.

### Superannuation contributions

Contributions by the Corporation (excluding any unfunded liability payments) to the above superannuation plans for the financial year ended 30 June 2021 are detailed below:

Scheme	Type of Scheme	Rate	2021 \$000	2020 \$000
Vision Super	Defined Benefits	9.5%	40.4	40.6
Vision Super	Accumulation	9.5%	635.0	602.7
All Other Superannuation Funds (Choice of Super)	Accumulation	9.5%	31.3	-

In addition to the above contributions, the Corporation has paid unfunded liability payments to Vision Super totalling \$0 paid during the 2020-21 year, (2019-20: \$0)

There were \$0 contributions outstanding and \$0 loans issued from or to the above schemes as at 30 June 2021.

The expected contributions to be paid to the Defined Benefit category of Vision Super for the year ending 30 June 2022 are \$42,925.76.

### **8.3 Change in accounting policy**

#### **AASB 1059 Service Concession Arrangements: Grantors (AASB 1059)**

This new standard has no impact on Casey-Cardinia Libraries.

# For more information on Casey Cardinia Libraries visit



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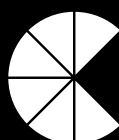
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