



**ANNUAL
REPORT**

2019 - 2020

DISCOVER THE POSSIBILITIES



Casey
Cardinia
Libraries



CONTENTS

Contents.....	2
Foreword	3
Our Vision.....	4
Our Mission	4
Our Values and Guiding Behaviours.....	4
Our Approach	4
The Board.....	5
The Executive Team.....	5
Our Community - A Snapshot.....	6
Our Performance 2019 - 2020	7
COVID-19 – Response and Recovery.....	8
Our Performance	11
1. The Knowledge Well	11
2. Leadership & Innovation.....	16
3. Resilience	22
4. Literacies.....	27
5. Organisational Performance	36

1,885,266
TOTAL VISITS

2,285,319
TOTAL LOANS

132,757
MEMBERS



Faces of the Library: AIYLA

Aiyla has been visiting the library for as long as she can remember! From storytime to puppet shows, school holiday activities and STEAM club, the library has given her a range of opportunities to learn and develop, it's even been the place she learnt to knit! She attends the library regularly during the week and loves to read and participate in poetry, writing and comic book workshops, to the extent that they have inspired her to want to become an author in the future.

FOREWORD

Each year, Casey Cardinia Libraries 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 over the previous 12 months.

It is a summary record of the achievements, challenges, and progress made together with the community we serve. It is an opportunity for the organisation to reflect on the wins and losses of the previous 12 months and express gratitude to the people who support us.

Our staff and customers have been incredibly understanding during this disrupted year. Closing a library is like losing a close friend. Closing an entire network is more like losing a family. We are proud to be a part of a community that values its libraries and we appreciate your ongoing support as we rebuild the service.

While the COVID - 19 Virus completely disrupted our world in the first half of 2020, it is so important that we celebrate the accomplishments of 2019 – 2020.

- The Faces of the Library campaign has had a significant impact and we are delighted to share the stories of our champions in this report
- The new Cardinia Mobile vehicle was launched at Bunyip Primary School just in time for Christmas
- In January, the Pakenham Library was flooded, drained, dried and re-opened within 10 days
- Accessibility Keys were developed for all our City of Casey Branches
- Started a home delivery service that delivered more than 7,000 parcels of books during the COVID-19 response and recovery phase
- Successfully ran our first community fundraiser, which raised more than \$11,000 for the home delivery service
- Established a Customer Care Team during the COVID-19 Crisis that were able to make outbound calls to vulnerable customers
- Despite all the uncertainty, CCL delivered a strong operational surplus

These achievements are testament to the entire staff as we tightened our belts and worked harder than ever before to ensure we delivered on our promises and strengthened the long-term viability of the library service.

While our physical visits and loans were seriously impacted by library closure, our memberships grew strongly throughout the year from 127,642 people on July 1, 2019 to 132,757 people by June 30, 2020.

Digital and online engagement with our services increased significantly in the second half of the financial year.

As we reopened our Branch network in late June, the smiles on people's faces as they walked back in through the front doors said it all. Libraries Change Lives.



Noelene Duff PSM
Chairperson



Chris Buckingham
CEO

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

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



NOELENE DUFF

(Administrator – Chairperson
February 2020 – current)



CR JODIE OWEN

(Chairperson until November 2019)



BERNARD ROHAN



TRACEY PARKER



STEVE COLDHAM

Cr Wayne Smith BJ, JP ** (February 2020)
Cr Damien Rosario** (February 2020)
Cr Rosalie Crestani* ** (February 2020)
Callum Pattie*
Cr Ray Brown*

* Alternate delegate ** Retired

CCL acknowledge the significant contributions of Cr Wayne Smith BJ, JP and Cr Damien Rosario who retired from the Board in 2019 – 2020. They remain friends of CCL.

THE EXECUTIVE TEAM



CHIEF EXECUTIVE OFFICER

Chris Buckingham



GENERAL MANAGER, CUSTOMER EXPERIENCE

Beth Luppino



GENERAL MANAGER, FINANCE

Emily Ramaswamy



GENERAL MANAGER, DIGITAL OPERATIONS

Daniel Lewis



GENERAL MANAGER, ORGANISATIONAL DEVELOPMENT

Melissa Martin

OUR COMMUNITY – A SNAPSHOT

CCL operate in the traditional lands of the Wurundjeri and Boon Wurrung peoples.

Indigenous 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 466,031 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 2020](#)).

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.

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.

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, November 2017](#)).

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 1,238 Electronic Gaming Machines (EGM's). ([Victorian Responsible Gambling Foundation, June 2019](#)). More than \$160 million dollars was spent on the Pokies in the Casey Cardinia region in 2018/19.

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. This will increase as the full economic impact of COVID – 19 is realized.

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. Family violence occurs across all social and economic classes, religions, location and cultural backgrounds. Casey Cardinia region has some of the highest recorded number of family violence incidents in Victoria. ([Crime Statistics Agency, Family incidents, 2012–2016](#)).

Faces of the Library: CHARLOTTE

Charlotte has always, by her own admission, been obsessed with books. Ever since she learnt to read, her parents have been unable to get her head out of them!

Her library has helped her immerse herself into a world where she can pursue her love of adventure, mystery and drama more than any normal life could possibly do!



OUR PERFORMANCE

VISITS TOTAL

1,885,266

Physical visits **949,876**
and virtual visits **935,390**
Average per week **36,255**



LOANS TOTAL

2,285,319

Physical loans **1,838,791**
and eLoans **446,528**



MEMBERSHIP

132,757

↑ 3.85% on last year

ENEWSLETTERS

18 eNewsletters
sent to over

44,000

subscribers



PROGRAMS

Youth – 62,129

attendees over

2,031

sessions

Adult – 7,444

attendees over

788

sessions



ITEMS

19,023 digital items and
322,753 physical items.



INTERNET BOOKINGS

119,618



WI-FI SESSIONS

164,034



FREEGAL

101,114

**DOWNLOADS AND
STREAMING SESSIONS**



STUDIOSITY

2,811

study sessions
by students



CCL APP

150,024

SESSIONS



WEBSITE

446,332

VISITS



LOTE ITEMS

7,139

in Chinese,
Panjabi, Persian
and Sinhalese



HOME DELIVERIES



Posted to
4,365
members



Made
7,205
deliveries to these
members



Posted over
22,000 kgs
of items

COVID-19 – RESPONSE & RECOVERY

As the potential impact of COVID-19 in Australia became apparent, CCL rapidly adjusted service delivery to support community health and well-being.

In response to Government directives, our library branches closed for public access on Thursday 19 March until a limited re-opening in late June.

We quickly established Response and Recovery teams to lead CCL's activities through the disruption and developed a Business Continuity Plan to map and monitor performance.

The disruption to services caused by COVID-19 inspired CCL to rethink and adapt our services to meet the needs of our community.

We established the following key objectives:

- 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

CCL have a long way to go before we return to any sort of normal operating environment; however, the team takes pride in the way we have worked together diligently with our values at the forefront of thinking.

We acknowledge the support of our Member Councils and the positive advocacy of Public Libraries Victoria in helping CCL navigate its way through troubled times.

LIBRARY AT HOME

We knew that there would be thousands of people confined to home with no access to library services.

The library team focused on adjusting existing programs and services to suit people staying at home. The Adult and Youth Program Teams worked closely with the Marketing and Digital Operations Teams to create and deliver online content for our community.

Our [website](#) features a new page with links to YouTube clips of our Children and Youth Services team running Tinies Time, Storytime and STEAM Club, as well as links to other literacy/STEAM activities.



Faces of the Library: ZOE SU

Being the wise old age of 2, Zoe visits our Endeavour Hills library with her mother every Wednesday and Friday to attend Storytime, Zoe loves to interact with the other children and listens intently as she learns about the various characters and stories during the session.



We created podcasts about books and authors and shared them on our website and social media. We also made videos that we were able to live stream on YouTube and Facebook, and this content continues to be available for our community (subject to content privacy and intellectual property laws).

Our members love seeing staff they know deliver familiar programs – many of these sessions have been filmed by our Youth Team specialists from their own homes. We have received some great feedback including:

The work you're doing is seriously helping kids stuck in lock down, break the monotony.

This is awesome, guys! My son gets anxious in groups and can't go to normal Tinies Time, so it is wonderful to have an option that he can enjoy without tears.

My son is so excited that he can see Tim in his TV.

My girls LOVED this! They both stayed engaged for the whole session and sang along, doing all the hand actions - their playdough was completely forgotten! Thanks Bec, and the team! You guys are amazing.

We have rolled out other initiatives including kids and adult writing competitions, a Facebook group for Book Lovers (In a Nook with a Book), Lego building challenges, a photography competition, recommended reading booklists, the June/July school holiday programming and online digital classes for adults.

National Simultaneous Storytime (NSS) is auspiced by the Australian Library and Information Association (ALIA). Every May, libraries, schools, pre-schools, childcare centres, and bookshops across Australia host a Storytime. This year with COVID-19 things were a little different, our team were still committed to delivering this year's story Chicken Divas to the community. The team took turns to read 'virtually' passing the book to each other throughout the story.



HOME DELIVERY

CCL established a non-contact home delivery service to keep our community reading.

Australia Post workers collected items from our libraries and delivered them directly to peoples' homes. The service was made available to all members across the Casey Cardinia region.

Home Deliveries have proved a lifeline for many library members over the past three months:

This is awesome! My dad relies on going to the libraries to read as he can't go online. This is perfect so now he can go back to reading again and keep busy.

Hi there, just wanted to let you know how truly grateful we are for the home delivery service. We have quite a book collection at home but the kids were really craving some new reads. There were squeals of delight and dancing around the house from both my 7 & 4 yo's when we received our first precious package yesterday!! You have brought so much joy into our home. Stay safe & keep up the amazing work. Tania, Facebook PM

Today is a very quiet and sad Mother's Day. But.... my books arrived! On a Sunday! They have come to me in Officer from Bunjil. You are the best. It was such a wonderful surprise and your selection is perfect! Thanks so much for your postcard. I really appreciate this more than I can say. I hope you are all well and I can visit soon.

The popularity of this service was demonstrated by our empty library shelves – almost half of our collection was out on loan by the time we began re-opening our libraries. At the end of March 2019, 34 percent of our collection was on loan, at the end of May, 2020, the tally was closer to 48 percent, that is more than 44,000 more items in peoples' homes.



The most popular items were 'Begin to Reads' for primary school aged children – 81 percent or 15,196 items from that collection were out on loan at the end of May. Bunjil Place Library lent 92 percent of its 'Begin to Read' Collection, over 5,700 items.

Just at the moment I don't know where I would be without books. Your job is vital for keeping us sane.
 -Lynne, Book group member.



COVID-19 DEMAND FOR DIGITAL COLLECTIONS

The patterns of digital borrowing changed considerably during the pandemic. Demand for streaming services (music and movies) increased, along with student resources such as Studiosity.

Digital content usage increases include:

- BorrowBox eBooks and e-audio books had an extra 700 members join across April and May
- 37 percent more ebooks were borrowed each month
- Studiosity student tutorial sessions in April were almost same as the total for 2018 – 2019 with 1,392 sessions.

Several digital content suppliers freely provided increased access during COVID-19 restrictions. We are particularly grateful to: Ulverscroft eAudiobooks, Gales Health and Wellness resources and Storybox Library. Find My Past and Ancestry also enabled remote access allowing members to research their family history from home instead of only from the library.

...The Library update emails that I have received have made me smile as they offer so much support for Library users, especially avid book readers!

Ann – email

"I'm a Glass Blower and while I work I always listen to your talking books and have gone through hundreds of them. To me they are a way of life. What you have done by sending books through the mail, in this very difficult time has showed me something very Special out there, that there are people especially like yourself that really do care and understand how important the library is to people. So to you, I say a very specialthanks."

Paul – email



1. THE KNOWLEDGE WELL

**CREATE SAFE AND WELCOMING
PLACES WHERE EVERYONE CAN GATHER,
LEARN, SHARE AND GROW.**

OUR LIBRARIES

Our libraries encourage learning, exploration and independence for all in our community. Every day we hear stories that confirm what we do makes a difference.

LIBRARIES A PLACE FOR EVERYONE

Libraries today are so different to what they were many years ago. They are all encompassing, they encourage children to come in and spend time there. They are places where I feel very comfortable and feel I could stay and read and spend time there. I feel comfortable just browsing the shelves and finding that special book. I also like the activities which are held in libraries for children and adults alike. Emerald Library user, female aged 65-74 years.

RAINBOW EVENTS

CCL actively supported and facilitated LGBTQIA+ events throughout the year.

CCL gathered a powerful team of speakers for International Spirit Day in October. They shared stories about their first-hand experience preventing bullying, addressing stereotypes, raising mental health issues and supporting people as they came out. We were grateful to all the presenters for their authentic, heartfelt and at times heartbreaking stories.

As part of 2019 History Month, CCL hosted an LGBTQIA+ history panel. We looked back over 50 years of the LGBTQIA+ movement in Australia.

It provided an excellent opportunity for panel members and attendees to look forward and visualise what the next 50 years of the movement might look like. Panelist Graham Willett from the Australian Lesbian and Gay Archives took attendees on a virtual tour of some of the archives' vast array of material painting a personal and Melbourne-centric picture of the LGBTQIA+ movement.

In May 2020, Drag Queen Annie Depressant presented Storytime via YouTube to celebrate IDAHOBIT (International Day Against Homophobia Transphobia and Biphobia).

This story reading was based on similar programs held across the world to promote diversity, equality and being yourself. Annie read stories about building self-confidence and accepting others for who they are.

CCL have increased the range of LGBTQIA+ non-fiction titles available across a range of subjects over the course of the year.

Henrietta, celebrating diversity.



SOCIAL CAFE

The team at Pakenham Library recognised the need to create a space for social connection, not only for people feeling isolated, but also for those that just wanted a safe welcoming space to enjoy in the library.

They created Social Café @ The Library Lounge, a comfortable and ambient space for people to relax and enjoy each other's company.

People were able to make connections, learn about the resources available to them through the library and be entertained with sessions hosted by various groups in the community. Participants appreciated the library doing things differently and pushing the boundaries of what might be perceived to be the normal library experience.

Our Social Café @ The Library Lounge was so successful, that the State Government Libraries after Dark initiative awarded a \$56,000 grant to CCL extend opening hours on Friday evenings at Pakenham Library for two years.

This library is a cut above the rest. It's got so much to offer the community. It's manned by a team of professionals who take pride in their work. As a new resident it is important for me to feel I belong. Thanks for making me feel. Welcome, valued and respected. You are, every single one of you, an asset to the community here in Pakenham – my new home. Bravo!"– Thelma

SENSITIVE SANTA

Our Sensitive Santa program allows families with children who have sensory issues the opportunity to have a photography session with Santa in a sensory friendly environment. The program is run by passionate and enthusiastic staff, who moonlight as Santa, Santa's helpers and family photographers. It is one of the most poignant events hosted by CCL.

This year, we partnered with Windermere, who provided funding to roll the program out across four branches and reach more than 50 families. For many, it was the first-time families were able to have a professional photo taken.

An unexpected and wonderful outcome of hosting Sensitive Santa in our spaces is that families who were once hesitant to visit our libraries for fear of rejection, have discovered we are friendly and welcoming and most importantly supportive of their needs. This has provided us an opportunity to implement other sensory programs that provide ongoing engagement and support (sensory Storytimes and school holiday sessions – postponed due to COVID-19).

'The regular Santa visits have large crowds, loud noises, you are rushed and it's generally a pretty awful experience for my girls. Your sensitive Santa provides an amazing experience for kids to have a substantial time spent with Santa in a quiet and calm environment. It's so very much appreciated!'

'My son is autistic and can't cope in crowded areas and waiting in lines. The idea of going to a building he is familiar with and not waiting in a line and being able to just casually play to get the photos is such a treasure.'

'Aodhan has had a real tough year. he has been through so much, in and out of hospital and a more recent rare and life-threatening post surgery complication. It means so much to bring some happiness and see his beautiful smile Sensitive Santa and his helpers have the magic touch. Thank-you!'



FACILITY UPGRADES 2019 – 2020

CCL worked in with Member Councils to ensure that our libraries continue to meet the growing needs of our community. We acknowledge the contributions both member Councils have made over the year supporting improvements in our library spaces and surrounds.

This year improvements to our physical spaces included:

- **Bunjil Place:** Additional study tables and chairs, reupholstering of lounge furniture, refreshed painting in the library and improvement to the external Reading Garden
- **Cranbourne:** Furniture renewal in study and reading lounge areas;
- **Doveton:** New furniture and floor mats for the Children’s reading area, new tables and data points for public PC areas that has enabled more streamlined spaces and room for community to relax and stay for longer; internal lighting improvements and painting.



- **Hampton Park:** External landscaping and security/access works
- **Emerald:** exterior painting, enhanced Disabled Parking facilities.



- **Pakenham:** New lounge furniture for gaming zone and foyer; new furniture and internal painting; power/data in study zones; recarpeting throughout library and foyer (as well as other spaces in the complex). Unfortunately, the library flooded during heavy rains and the new carpet was extensively damaged, requiring replacement once again. Drainage works were completed soon after to prevent future incidents.
- **Cardinia Mobile Library:** New trailer and prime mover, with some follow-up modifications and adjustments to internal fit out and capsule.

Member Councils took the opportunity to undertake minor capital works while the library network was closed during COVID-19 lockdown. CCL acknowledge the support of Cardinia Shire and The City of Casey in the preparation of branches for reopening as restrictions were eased. Councils have worked with us to contribute to the supply of cleaning, PPE and community hygiene/safety requirements.

CARDINIA MOBILE LIBRARY - LIVING LIBRARIES INFRASTRUCTURE AND CARDINIA SHIRE FUNDING

The new Cardinia Mobile library was revealed on December 16th. The Bunyip community were the first to explore the lovely new space. Brimarco, the manufacturer used a single piece roofing and walling system to reduce weight and limit the risk of water leaks. The trailer has a large, flat floor which makes it easier for people to move around inside. It also means that there is more space available for program delivery.

The new prime mover and trailer is an eye-catching sight as it travels through the small towns of Cardinia Shire. Funded by the Victorian State Government 'Living Libraries' Infrastructure Grant and Cardinia Shire Council.



Faces of the Library: MATILDA

Matilda and her mum, Catherine are often seen visiting the mobile library on "Library Truck Day" as Matilda calls it.. how cute is that?! Matilda's confidence and independence has grown since visiting the library and she selects her own books and DVDs. She loves Storytime sessions and interacting with our mobile library staff.



VIRTUAL SPACES AND ICT

Telephone Services Upgrade

This year CCL migrated to a modern IP Telephony system, enabling teams to answer customer calls on a range of fixed and mobile devices. This enabled business continuity when pandemic disruptions began in March 2020. The chosen system was Ring Central.

CCL established a Customer Care Team and set up a new 1800 number to make it easier for people to contact our service.

The Cardinia Mobile also benefited from the change, as the mobile previously did not have any telephony options (outside of the allocated branch mobile).

All activity-based staff were assigned a number, with regional support teams provided with "hunt groups", where all members receive the call. Having this in place gave us options to continue to provide great customer service even when our teams were not able to work from library branches.

Self Check Kiosks

Library staff are always happy to help people check-out their items, however with new restrictions in place to manage social distancing, upgrades to self-check kiosks allow members to perform multiple tasks independently in a speedier and safer manner. The kiosks use software developed by the CCL Digital Operations Team. They enable item check-outs, catalogue searches and Public PCs bookings through the one device.

Integrated Library Management System – ILMS

Public Libraries Victoria (Libraries Victoria – Shared Services) and Municipal Association of Victoria (MAV) worked together to establish a new contract arrangement with SirsiDynix for the delivery of our ILMS. The new arrangement provides more functions and features and offers library members access to additional titles through the library catalogue. Considerable savings were achieved for CCL as a result of the collaborative approach.

Code Club and Public Event Laptops

Each branch now has a dedicated set of ten laptops each. These are used to run a range of digital access events, like Code Clubs, and adult digital literacy programs. The additional laptops give our community greater access to our digital library programs.



'Zac is loving Code Club thanks. He is a complete newbie to coding and also has a disability, which makes his processing and ability to keep up with the speed of other kids difficult. I can't hear what's going on because he has headphones on, so it's hard to know if it's OK to ask questions or if he's holding everyone up. So I appreciate you letting us know it's ok for him to ask you to slow down sometimes.'

- Deb - email

2. LEADERSHIP & INNOVATION

LEAD POSITIVE CHANGE THROUGH PARTNERSHIPS AND TEAMWORK.

“NO ONE CAN DO EVERYTHING, BUT EVERYONE CAN DO SOMETHING, AND TOGETHER WE CAN CHANGE THE WORLD.”

Ronald J. Sider

OUR PARTNERSHIPS

Member Councils

CCL work with our Member Councils to support and strengthen our community. Some of the key activities this year included:

- We shared plans and insights to improve services for the LGBTIQ+ community
- We supported Council's South Sudanese Community Day, building tolerance, understanding and harmony in the region
- CCL worked with Cardinia Shire and community representatives to help inform the governance structure for the operation of the new Hills Hub in Emerald, including provision of free CCL Wi-Fi in the Hub
- Significant changes to the National Disability Insurance Scheme led to a growing number of people spending time in the libraries with little or no support from trained carers. Member Councils helped us to link people to support services, and sourced training for library staff
- We developed relationships with charities, maternal child health centres, childcare centres and kindergartens, local schools, tertiary education and training providers across the region

Federation University

Sue Owen, Director Library and learning Spaces, Federation University, and Beth Luppino, General Manager Customer Experience had an article published in ALIA's Incite Magazine (March/April 2020). Incite is the leading industry publication for libraries in Australia. The article, 'Leadership Partners – Knowing no Bounds', describes our partnership journey so far. It outlines the benefits for both organisations and points to future activities that encourage lifelong learning in the Casey Cardinia Region. CCL also participated in the University's orientation week activities – signing up new members and supporting students with our library services.

Bunjil Place Library Manager, Marcela and staff member Jess with a new library member at Federation University's oWeek.



U3A at Bunjil Place Library

U3A Casey approached the Bunjil Place Library team and developed a plan to showcase their programs, free to library members, to encourage longer term participation. Together we were able to offer more learning opportunities for seniors, including digital literacy education, armchair travel chats, and brain-training techniques.

Together we Can

CCL actively participated in Cardinia Shire's Together We Can project, on family violence, prevention, training and awareness. Step by step we worked together to help make our community safer and happier. Family violence is real and a growing issue in society, particularly in times of hardship including COVID-19. We understand that libraries can help through the provision of safe spaces, community education and access to free services in branch and online. The new Cardinia Mobile library features a strong Together We Can campaign message to help raise community awareness.

Casey Tech

Our partnership with Casey Tech School allowed us to expand our offerings to include a wider variety of technologies including VR and robotics. Casey Tech specialises in areas of growing industry and allows young minds to explore future technology and job opportunities in our region. Daytime Discovery, a monthly program suited to homeschooling families, featured Casey Tech School VR and robotics workshops in 2019.



Endeavour Hills Town Square Community Christmas Party

Locals were treated to beautiful performances by local school choirs, an opportunity to mix and mingle with some adorable farm animals and a visit from the Very Hungry Caterpillar (who kindly shared his many icy poles) and of course Santa, riding in on the fire truck (cause the sleigh was being cleaned).

The library team worked with our community partners including the Endeavour Hills Shopping Centre, Leisure Centre, Neighbourhood House, Men's Shed, Boomerang Bags Endeavour Hills, Bunnings and the Hallam Fire Brigade.



Together We Can featured on the back of Cardinia Mobile Library.

Winter Arts Festival

Doveton Library welcomed keen oil painters into the library during the City of Casey Winter Arts Festival. Participants produced a stunning Australian landscape in oil pastel with local artist and arts teacher Andrew Price. They learnt about perspective, colour theory, how to blend pastels, and how to structure the composition of your artwork.



Winter Arts Festival Oil Painting participants.

Fruitful Friendships

Emerald Library's partnership with 'The Emerald Fruit Barn' continues. The store donated fruit to the library weekly up until disruption caused by COVID-19. The high-quality fresh fruit, often sourced locally, is shared with library visitors of all ages.

Doveton and Hampton Park Libraries also partner with local supermarkets (Dandenong South and Hampton Park Woolworths) to provide free fruit in our libraries.

It may seem a small thing, but the generosity of local retailers has a big impact. There are many people who spend time in the library, who do not have easy access to healthy food. We are very grateful for the support of local businesses.



Hampton Park Library Manager, Sandra and Aiden, Fruit and Veg Manager at Woolworths Hampton Park

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 welcomes partners who will 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.



Our Volunteers

CCL sincerely appreciates the contributions made by our volunteers and supporters. In 2019-2020 they helped:

- Raise funds for a range of programs and seminars
- 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 2019 – 2020, CCL provided a free Home Library Service (HLS) to nearly 200 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 the help of 34 active volunteers who donated over 840 hours to select items and deliver loans to our members.

CCL were able to maintain the HLS throughout the COVID – 19 crisis, using Australia Post to deliver packages to residents. Many of our volunteers also kept in regular phone contact with HLS members.

When we contacted one of our long time HLS members to notify her of the mailing service she replied: "I am just so grateful that you, the library service are able to do that, because without my books, what do I have?"

Libraries really do Change Lives!

Faces of the Library: ROBIN

Meet Robin, she has been a member since 1992 and has frequently used the library to access specialised books from all over Victoria using our interlibrary loan service.

She loves visiting her local library and seeing the amazing variety of people using its resources – from students studying, migrants learning English, parents introducing their children to the joys of reading through to seniors catching up with the daily newspaper or finding information about the local area.

The musical performances and art shows put on at the library and featuring local artists greatly add to Robin's enjoyment and she says it really has become a focal centre for the whole community where everyone is welcome.



OUR FRIENDS

Friends of Casey Cardinia Libraries

The 'Friends of CCL' group continues to grow. It includes all our volunteers and interested library members who want to support the work of our libraries.

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.

Friends of the Doveton Library

Our Friends of Doveton Library (FODL) volunteers are amazing. They continue to have a significant impact on the growth of Doveton Library. The FODL helped coordinate many events and support the library including:

- junior poetry and short story competition that encourages the creativity of children across the region
- school holiday programs by hiring performers
- helping to deliver the Home Library Service
- Christmas carols and gifts for kids in the Doveton community
- promoting our events and services to the local community
- financial support for the library through fundraising events.

Emerald & District Lions Club

Emerald Library are grateful to the Emerald Lions Club for their generous support including a \$300 donation that enabled the purchase of a new costume and backdrops for our popular Sensitive Santa Program. There were no book sales this year due to COVID - 19, but the Emerald Lions Club continue to collect and store books in preparation for when things begin to return to normal.

A new initiative from the Lions this year was the 'Lids 4 Kids' plastic bottle top collection in the library foyer. Hundreds of bottle tops were collected to save them from landfill and support Envision who recycle them into new products to help the community.

Friends of Hampton Park Library

The Friends of Hampton Park Library formally ceased their activities from September 2019. We are incredibly grateful for their work over many years. They have run countless book sales that have paid for events and activities that the Hampton Park community have enjoyed. More importantly they were a significant influence in the establishment of Hampton Park Library. The Friends of Hampton Park Library have helped change lives in this very special community.

A tribute to the Friends of Hampton Park Library 2001 - 2019.

The Friends of the Hampton Park Library FOHPL were a dedicated hard-working group that had its roots in the Hampton Park Progress Association HPPA and began lobbying for a permanent library at Hampton Park in the 1990s. HPPA donated \$2,500 on 1st March 2001 to start the FOHPL off.

Our Friends lobbied hard for the community including a petition of over 3,500 signatures, and eventually the library opened in January 2004. It was instantly valued by the community with more than 22,000 loans, 14,000 visitors and 1,300 new members joining in the first month.

This began the Friends many years of book sales and fundraising in the nearby Hampton Park Hall, raising an amazing \$45,000!

All of the money raised directly benefitted the Hampton Park Library community with events including Saturdays Music in the Library, the annual Teen Photography Competition, Lego kits, sponsorship of Harmony Day, International Games Day, Children's Book Week, Dinovember, and much more.

The work and dedication of the Friends of the Hampton Park Library was invaluable in achieving a library in Hampton Park. But they did not stop there. They continued to work hard fundraising because they valued the importance of literacy, and a safe community space for the community. Thank you dear Friends.

Friends of Hampton Park Library



WE ARE GRATEFUL FOR OUR SUPPORTERS

Anglicare
Windermere

Casey Tech School
Federation University
Metro Trains
Outlook
YMCA

Agha Juice Centre
Aligned Leisure
AMES
Anytime Fitness Pakenham
APM Employment Services
Arthur Wren Hall Management, Hampton Park
Australian Taxation Office (ATO)
Autumn Place Community Hub
Balla Balla Community Centre
Bam Bam Italian Restaurant, Avonsleigh
Barry Plant Emerald Charity Drive
Be Connected
Berwick Artists Society
Berwick Mechanics Institute
Bunnings
Cardinia 4Cs
Cardinia Life
Casey Aboriginal Gathering Place
Casey ARC
Casey Asperger Syndrome Support
Casey Central Shopping Centre
Casey North Information and Support Services
Casey RACE
Chisholm Institute
Communities for Children networks in Cranbourne and Cardinia Shire
Cranbourne Information and Support Services (CISS)
Cranbourne & district Community Services Group (CDCSG)
CRAMLI Counselling and Wellbeing Services
Dandenong and District Aborigines Co-Operative Limited (DDACL)
Doveton College
Doveton Eumemmerring Township Association (DETA)
Doveton Community Centre
DSS – Australian Government Department of Social Services
Eastern Regional Mental Health Association
Emerald Arts Society
Emerald and District Lions Club
Emerald Hills Hub
Endeavour Hills Neighbourhood House
Endeavour Hills Town Square
Family Life
Federation University

Fountain Gate Shopping Centre
Friends of Casey Cardinia Libraries
Friends of Doveton Library
Friends of Hampton Park Library
Hampton Park Community House
Hampton Park Youth Services
Inspiring Australia
Kids' Own Publishing
La Aroma Italiano, Hampton Park
Lakhiru Sri Lankan Groceries and Food
Libraries After Dark
Linkedin Learning Partnership with Casey Cardinia Economic Development
Live Learn Local
Local Community Houses and Community Groups across the Casey Cardinia Region
Local History Societies
Local Maternal Child Health Centres, Childcare and Kindergartens and schools.
Marketplace Pakenham
Max Employment
Metro Trains
Moonlit Sanctuary Wildlife Conservation Park
Myuna Farm
Narre Warren & District Family History Group Inc
Neighbourhood and Learning Centres across the Casey Cardinia Region
Noble Park English Language School, Casey Campus
Oslo Health and Fitness
Paint Doveton REaD
Pakenham Gazette
Pakenham Living and Learning Centre
Peninsula Community Legal Centre (PCLC)
Public Libraries Victoria
Reading Out of Poverty
Royal Botanic Gardens Victoria, Cranbourne
Salvation Army (Doveton and Pakenham)
Save the Children Australia
Services Australia
Springvale Learning and Activity Centre (SLAC)
Springvale Monash Leah Services
Star News Cranbourne
State Library of Victoria
Southern Migrant and Refugee Centre (SMRC)
The Emerald Fruit Barn
The Emerald Messenger
The General Food Store, Emerald
Transit Outreach Service
U3A – Cardinia, Casey, Cranbourne,
VACCA - Victorian Aboriginal Child Care Agency
VIRWC (Women's Friendship Café, Cranbourne)
WAYSS – Homelessness
WhatBox Creative Art Therapy and Teaching
Women's Friendship Groups
Woolworths –Dandenong South, Hampton Park

3. RESILIENCE

STRENGTHEN CAPACITY IN OUR GROWING COMMUNITY.

The 2019 Giving Tree

Our 2019 Giving Tree campaign delivered over \$12,000 worth of food and gifts for local charities in the lead up to Christmas. The active support of the City of Casey Mayor, Councillor Serey, gave the campaign a considerable boost.

CCL partnered with eight local charities during the six-week campaign, including WAYSS, Cranbourne and Casey North CISS, Transit Outreach Service, Hampton Park Community House, Barry Plant Emerald Charity Drive and the Salvation Army Open Doors Program in Pakenham.

*Emerald Library Manager
Sue and Riley Nicholas from
Emerald Charity Drive*

*Doveton Library Manager
Verona, CEO Chris Buckingham,
staff member Naomi and Susan
Magee Executive Officer for
Casey North CISS.*



Faces of the Library: JODIE

Jodie loves the community involvement her library offers and especially likes to support the library in our Christmas donation drive and Sharing the Dignity campaigns. It's not uncommon for Jodie to have a shelf's worth of holds waiting for her each week and she regularly attends Tinies Time and Storytime with her daughter.



Bushfire Support

We supported our local and surrounding community during the bushfire disaster last summer, we provided safe and welcoming spaces, free Wi-Fi, a place for community groups and members to work together and support charitable activities and provide programs and seminars supporting locals in their recovery.

Our library craft groups at Cranbourne, Emerald and Hampton Park Libraries became hubs for sewing and knitting pouches for injured wildlife. Local people came, donated time, fabric, and sewing machines, it was a heartfelt gesture when all our communities were trying to make sense of the natural disaster.



Bushfires sewing bee for injured animals at Hampton Park Library

Pakenham Hall was transformed into a Relief Centre. A place where people impacted by the fires could seek refuge, gather and take time out. CCL were able to provide people using the Relief Centre with free Wi-Fi and a relaxation room where families could watch movies and play together.

Pakenham Library Flood

Our Pakenham Library team showed considerable resilience in response to the branch flood in January. After an unprecedented rain event, the library was closed for 48 hours. The speed that the team were able to reopen the service surprised and delighted library users.

Staff manoeuvred around sticky floors to find items for members until the recarpeting project was completed just two weeks later.

CCL are grateful for the amazing support provided by the Cardinia Shire Buildings and Facilities team in partnership with Campeyn. The successful recommissioning was a real team effort.



Pakenham Library staff, Bec, Ryan, Kelly, Dominique and Shaniace with flamingo.

LIBRARIES CHANGE LIVES

Libraries Change Lives is a statewide campaign to help communicate the value of public libraries in our community. CCL have actively supported Libraries Change Lives by gathering stories and sharing them:

Libraries Change Lives by building Community resilience

In 2019 Pakenham Library embarked on a series of support programs to build community resilience.

These were made possible through relationships with local social agencies who provide support services to the homeless, job seekers and those in need of legal advice. We also supported women's empowerment programs and created a social café.

Partnerships have been created with agencies such as ERMHA (Eastern Region Mental Health Association) for assistance with affordable housing, Max Employment, Outlook Vic, APM employment services, Springvale Monash Legal service and Casey North CISS (Community Information and Support Service).

The library offers a welcoming space for vulnerable women who attend programs such as 'Keeping it Together'. Going to new places can be daunting but the library takes some of that anxiety away as they are able to use the space offered to connect with other women like themselves or take a moment for self-care by taking a book home with them. - Sancha Noranho from Casey North CISS.



Community Support Program - Sancha Noranho (Casey North CISS), Renata Wilde and Heather Bulte (Outlook), CCL staff Moira, Tim Spinks (ERMHA), Dianne Bailey (APM Employment) and Michal Kedem (Springvale Monash Legal).

Libraries Change Lives through writing and creativity

One of our most successful programs in 2020 was a Creative Writing Competition open to children and adults. We asked budding authors to submit work on the theme 'A Day in the Life of...' Local schools got involved and a number of entries came from students who had submitted an entry as part of class curriculum. We received 192 entries, short stories and poetry. It was a wonderful way to engage members of all ages and encourage creativity.



Liam, the People's Choice Winner for the Secondary, Short stories category with his story 'Hungry'.

Libraries Change Lives in small but significant ways

George has low vision so uses BorrowBox to listen to e-audiobooks.

"This has changed George's life" his wife Maureen said

"He can get about the garden and do things around the house but he can no longer watch television or read books.



One of the lovely team at the library showed us how to do it on our iPad and we can borrow and reserve Georges favourite authors, including James Paterson."

"All for free and from the comfort of home. We love it"

Linda is deaf and was brave enough to come along to our Monday Crafternoon when she saw it promoted at the library.



"I have a library membership and when I saw some knitting and crochet displayed, I came along. I cannot lip read but can sign and write on note paper. The craft group makes me happy and I look forward to

coming. I have made these baby booties and hat with the help of the ladies in the group as I find it difficult to follow written instructions."

Faces of the Library: CATHERINE AND ISAAC

Catherine has been attending the library with 4 year old Isaac since he was a baby. Every Thursday night, after she picks him up from daycare, they go to the library, where they usually eat dinner together in the car outside before hanging out in the library – its become a tradition over time!

They do a variety of things such as play board games, read books and make use of the kids computers, they also love taking part in the many child-friendly events their local library runs.

Isaac has become firm friends with one of our librarians, Tim, who always greets Isaac with a smile and is eager to have a conversation with him. Isaac talks about Tim fondly as a result and has become a reason why Isaac loves visiting the library so much!



Fundraising and Grants

In June, CCL launched a very special fundraising campaign called 'We Read to Know We are not Alone'. The campaign supported newly established Home Delivery Service and other supports for vulnerable people stuck at home. Some of the funded activities include free delivery of library books, magazines and DVDs; PCs and Laptops on loan to people who can't afford their own; and development of digital programs to help people connect with the library from home

Our community were very generous, donating almost \$12,500 through 240 donations up to the end of June.

Thank you for sharing this valuable initiative. We received via the post our library books that were on order before COVID-19 and my son was so thrilled to get the book he was waiting for Odd ones out and Dogman.

Will is 9 yrs old and has Dyslexia, reading is difficult but every day he reads. he finished his first ever chapter book Hey Jack (10 smaller books into one big book) 456 pages... is what he references :) and we wanted to go out and buy another book but couldn't. Lucky for us his delivery came and the we on to read Dogman as his second chapter book achievement.

I was so delighted that CCL would go to such lengths and costs to continue providing services to the community. So today when I read of the delivery service for isolated & or elderly people I was again delighted. Not for any personal need, we won't be using the service but because It once again showcases how CCL is truly a leader in our community. Enabling learning, contentedness, and inclusiveness for those that are vulnerable.

I have donated \$50 and hope many others than can contribute do.

Well done on all your amazing work.

CCL secured \$64,500 in grant funding through Be Connected to deliver online training to community. This funding allowed CCL staff to train community volunteers to become skilled in delivering Digital Literacy classes to others, helping seniors to learn technology and digital literacy skills.

Faces of the Library: SAKURA

Sakura has been borrowing books from her local library ever since she can remember and visits regularly during the school holidays. Books are a way for her to escape the normalities of life and be transported into world's where anything is possible! Her library allows her to read books to her heart's content, all for free. She really loves reading and says she could spend days, if not weeks in her local library!



Communities for Children

Communities for Children 'Library Has Legs' Cranbourne has been working with our diverse local communities to build pride in culture and encourage stronger connections with the library.

Cranbourne Outreach Librarian Ivy worked with the Women's Friendship Café and Koori Kids at the library throughout the year. 'Library Has Legs' would not be possible without the strong partnerships and relationships with other Community for Children partners. The program specifically targets early years literacy for Aboriginal, Torres Strait Islander and CALD families and families experiencing identified vulnerabilities.

Activities focused on supported playgroup visits including VACCA Koorie Kids, Arbourlea, Cranbourne West, and Carlisle Park.

Weekly Balee Koolin Bubup Bush Playgroup programs at Cranbourne Botanic Gardens are co-facilitated with Royal Botanic Gardens Victoria (RBGV) Aboriginal Learning Facilitator Jaffa Richardson. The program connects Country, cultural learning, stories and songs for Aboriginal and Torres Strait Islander families.

Regular multi-lingual storytimes celebrated community languages. The storytimes were planned and delivered by bilingual CCL staff or local community volunteers and included Arabic and English with volunteer Mira, Oromo and English with volunteer Biftu, and Dari, Farsi and English with our own staff member Zamira.

Ivy and Biftu presented at the RMIT Symposium Libraries and the Community. Their presentation addressed cultural and language representation for children raised in Australia who come from diverse backgrounds.

Naidoc Week

CCL worked closely with Royal Botanic Gardens Cranbourne on the annual NAIDOC Koolin-ik ba Kirrip-buluk (Family and Friends) event on 10 July. The event was attended by thousands of people who came together in appreciation of the rich contribution Aboriginal people make to our community.

Libraries Has Legs Cardinia

Library has Legs Cardinia focused on individual home visits with families to support parents while they assisted and encouraged their children to develop literacy skills and foster a love of reading.

Cardinia Outreach Librarian Jo-Anne created time and space for participating families to enjoy being together. She also provided a 'soft' entry point to the library and its many benefits.



Bugs - Communities for Children programs use literacy kits to engage and work with local families.

4. LITERACIES

ENCOURAGE READING AND LIFELONG LEARNING.

"During the early years children are learning and developing a range of skills that become the foundation for all future learning. Libraries are well positioned to include a range of STEAM activities in early years programs to help develop children's curiosity, imagination, problem solving, social skills, creative thinking and knowledge about the world around them."

Children and Youth Services – Foundation years

CCL staff promote 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 Preschool Storytime. During COVID-19, our team enthusiastically adapted to a new style of working and provided many of our regular children's programs online.

Doveton Library's Tinies Time sessions were enriched by the participation of Xiaomei, a regular library member, who volunteered to sing and play her Chinese guitar in the weekly program.



Youth service team member Jenny and volunteer Xiaomei hosting Tinies Time at Doveton Library.



Youth service team member Vicki hosting Storytime at Pakenham Library.

Our specialist Children and Youth Services teams loved, visiting schools, kindergartens and Early Childhood Centres wherever possible. Outreach work raised community awareness about our libraries, what we offer, and the importance of lifelong learning.

Sid the Sloth

Sid the Sloth became a regular helper in our library work this year. He visited all our library branches and encouraged thousands of children to read and enjoy books. Sid was part of a new campaign to connect children and families to our libraries.



The children couldn't wait to show off their library bags and membership cards, the sloth activity was a hit and to receive a certificate and bookmark to promote the library was amazing, our children left kinder today asking to go visit the library.'

....'it truly was a magical, inviting, active experience and has inspired 30 four year old children to want to visit the library, and hopefully inspires many more parents to visit also and start reading to their child.'
Emily Hughes, Nominated supervisor / Educational leader / Educator - Arena Child and Family Care

Faces of the Library: RALPH

Ralph moved to Australia in 2018 and quickly became a CCL member where he loves borrowing books and CD's for himself and his siblings. He even won a Harry Potter mug at our Harry Potter Trivia night! Ralph says he would encourage every child to make use of their library and learn as much as they can, its been a source of comfort for him as well as a safe place for him to develop and make friends.



STEAM-ing ahead

The Youth Services team at Casey Cardinia Libraries promoted lifelong learning through Science, Technology, Engineering, Arts and Mathematics (STEAM) based learning.

As well as weekly in-branch programs Little Sparks and Bright Sparks, children joined in during the school holidays making their own modelling clay, slime and pixel art. Bunjil Place had special visits, including by the CFA to deliver programs that are not only exciting to witness but informative and valuable teachable moments that will stay with children for years to come.



Learning about fire safety with the CFA - CCL staff and volunteer Daniel during Little Sparks at Bunjil Place Library.

With the closure of our branches due to COVID-19, our Youth Team created online content for our kids to interact with from home. Our STEAM videos provided kids with the information and instruction required to learn and experiment with household objects, as well as seeing the friendly faces they missed from their weekly in-branch sessions.

LEGO

We hosted our biggest Lego event ever! Families from across the City of Casey and Shire of Cardinia were thrilled to have the chance to win tickets to participate in a Jimmy and Maddy (from Lego Masters) special build project. With over 500 entries, we invited more than 200 children to show off their Lego building skills in a fun and creative atmosphere.



AMAZING! keeping imaginative play alive in a world full of technology is increasingly difficult as my children get older so this is a great initiative.

The Mega Lego event series and reveal was an extension of our weekly STEAM programs, inspiring children to develop problem-solving and design skills. LEGO clubs were popular in all our libraries and are a core part of regular programming.

Faces of the Library: HIBA

Hiba frequently takes her children to our Mobile library to encourage their reading and exploring skills. She says that the library has played a significant part in her children's development and confidence.

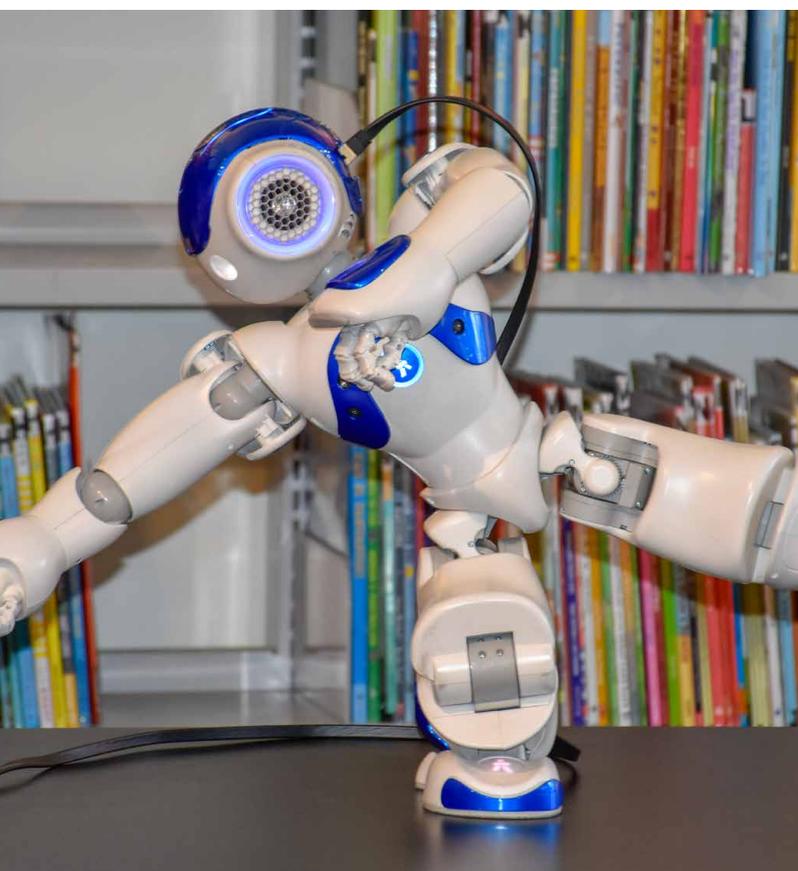


National Science Week

National Science Week and the Royal Society awarded a grant of \$2,500 to CCL for science-based workshops at our libraries across both Councils.

This year's theme was 'Destination Moon' which provided plenty of inspiration for our programming teams. Some of the highlights from the week included sensory activities 'Can You Catch a Star,' and 'Moon Sand Excavation'. There was an 'out of this world reading' of Eric Carle's 'Papa, Please Get the Moon for Me'. NAO the Brainary robot danced, talked about his favourite food and educated the children on his unique combination of sensors, motors and software. NOA's demonstration was loved by all who attended, including Mr. Julian Hill MP who dropped into Doveton Library for a visit.

One of our favourite presenters, Twisted science, delighted library members with their amazing 'Bubblemania' show. Children were enthralled in the experiments and demonstrations. Needless to say - there were bubbles everywhere!



LIFELONG LEARNING

We offered our adult community a range of programs and events across our libraries that support learning, social inclusion and wellbeing. We hosted digital literacy and technology classes, English conversation classes, writers' groups, events for book-lovers and other special interest sessions throughout the year.

Faces of the Library: LYNNIE

Lynnie has always loved libraries for their inclusive and accessible nature, a haven for knowledge where your curiosity and passion for learning, irrespective of age, race, gender and mobility can be deeply truly satisfied. As a migrant of Asian-Australasian heritage she is proud to be a Face of the library and represent that inclusive and diverse nature.

On a more personal note, her love of the library has led to significant milestones in her career. She was able to utilise the library to complete two undergraduate university degrees and she is constantly learning new things via the abundance of books and materials on offer at CCL.

She now visits weekly with her six year old son who shares her love of knowledge and considers their time together at the library as real bonding time and a special aspect of their relationship.



The goal was to engage participants interested in writing with the library as source of creative support and continuous learning. The participants worked on their own projects during the classes, which covered memoirs, poetry, children's fiction, mystery fiction, historical fiction and science-fiction. Members of the group developed their writing skills at the same time as friendships with each other.

Learning English/ Conversation Club

English Conversation Classes supported by AMES and Springvale Learning and Activity Centre were popular at many of our Libraries with new arrivals practicing their English and making friends in a relaxed supported environment.

English Language and Life Skills classes at Doveton Library allowed participants to discuss life skills while practicing their English language. This fantastic initiative came out of our partnership with Doveton Neighbourhood Learning Centre.



Writers Group

Our Writing Groups at Bunjil Place Library began in September and were an absolute success story. The groups help people explore a talent they have always wanted to tap into and for some, a way to record their life story. Members share their work and ideas and support each other to keep trying and get better every month.

Digital Literacy

We loved providing our members with weekly programs and workshops to help our community to build confidence and skills for our ever-changing digital world.

Book a Librarian

At Bunjil Place, Doveton, Endeavour Hills, Hampton Park and Pakenham Library the teams provided Book a Librarian sessions to assist the community. Designated blocks of time were made available for members who needed focused support from our team. We helped with online passport applications, mock interviews for job seekers, resume writing, computer skills, designing and sending e-cards and many other online applications.

Faces of the Library: PABLO

Pablo has been a library member for many years and initially used its resources to help him integrate into his local community. As a migrant of mixed cultural heritage, the library offered him a welcoming environment to learn and socialise in.



Ucan2

The Ucan2 project supported adults with low levels of prose and digital literacy and was predominately funded by State Library of Victoria through the 2019 Adult Literacy Innovation Grants. The target participants were disadvantaged parents and we encouraged them to participate by offering topics that related to their children's digital learning and technology skills. By participating in the classes, parents would learn more about the things their kids are able to do online – and keep up with them! The program ran at four branches over six weeks. Each participant received a 'swag bag' containing library information, library card, folder for session notes, USB stick and basic English readers.

The program culminated in a 'Fun with Tech' session where families gathered at the library to discover the latest tech toys that are increasingly being used by schools to teach kids about STEAM in a fun and engaging way.

Broadly, the topics covered were: Emails, Smart Phones, Online Shopping, Computer safety, Social Media, Fun with Technology (robots and google cardboard – things their children are probably familiar with!).

Participants who attended multiple topics are now involved in other library programs and are more engaged with library staff. Our attendees predominantly came from CALD backgrounds, with English as a second or third language, with very low levels of digital literacy as well as reading and writing in English. This meant we had to adjust the content of classes as we went along and take a more elementary approach.

I feel confident to use my iPad and have been able to understand the language regarding iPad and computers.

I now know how to go about creating online accounts and using apps.

48 classes were held across the region and we had 125 attendances. Every class was supported with training notes written in Plain English, and part of the funding was used to train staff in how to write in Plain and Easy English (and the differences between them). This enables us to apply the knowledge to future programming and communication.

Ryan and Tim presented the UCan2 project at SLV's seminar for Innovation in Adult Literacy: Victoria Public Libraries



ADULT LITERACY

In a Nook with a Book

In a Nook with a Book is a new CCL Facebook group that started in April. Since its launch we had had over 360 passionate readers join the group. In a Nook with a Book members share book reviews, information on our new podcast 'Book Matters' as well as what's hot in books, reading lists, prize winning novels and upcoming fiction and non-fiction releases, staff reviews and so much more.

In a Nook with a Book allowed us to create a virtual space where adult readers can connect with other readers, specialised library staff and authors they may never have had the opportunity to connect to without this space.



Endeavour Hills Manager, Courtney in a 'Nook with a Book'



Hampton Park Library Book Chat collecting their books

Faces of the Library: PEARL

Pearl usually visits her library once a week and takes out up to 3 books at a time. She loves the staff and how helpful they are if the book she is after isn't available and needs to be ordered in. "I really couldn't get a good night's sleep without a good read each night, thank you for providing such a wonderful selection!"



Book groups are back

Our book group membership grew with significantly this year to 67 privately run groups, and seven library branch groups. During COVID-19 lockdowns, many of our book groups continued to receive their book sets through Australia Post contact free deliveries or online through Bolinda and RB Digital. Most groups held Zoom meetings to stay connected.

Member feedback included:

Thank you for providing us with something to help keep us sane

Thanks for all the work you and the other staff are doing in the background, we appreciate it. - Lisa

Just wanted to pass on that the service given yesterday at Pakenham when I picked up our books was fantastic. There was a line-up of many people and the library staff were so calm and helpful and went out of their way to help everyone. - Alison

I know the girls are extremely appreciative of the hard work it must be to send these out to us all. It's been really nice to have something to look forward to, in amongst all the crazy. - Lena Book group coordinator



Book group meeting at home.

Book Matters Podcast

Book Matters has made author experiences accessible for everyone. The Book Matters Podcast created a virtual space for our reader community to connect with authors, library staff and other library/book industry professionals.

CCL has been able to connect our readers with some very popular and renowned authors including Australian authors Kelly Rimmer and Rachael Johns.

Book Matters also introduced other topics of interest, including a great piece from Youth Services Librarian Tim Cuthell on how to engage reluctant readers, to Rebecca Hermann, CEO of Bolinda, Australia's number one publisher of audiobooks, talking about the growth of e-audio books.

Enjoyed having you both on the school run with me today! Great interview, ladies! - Louise

Such a fun interview - thanks Janine!! - Rachael Johns

Oh wow! Wonderful. There can't be enough bookish podcasts. - Jenn

I loved listening to Kelly talk about Truths I Never Told You! Was a great book. - Robyn



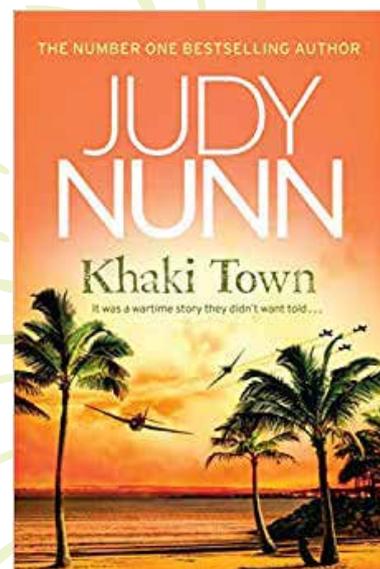
Podcast in action with CCL staff Janine, Tim and Sam.

Judy Nunn at Bunjil Place

In November 2019 Bunjil Place Library hosted over 250 people to hear acclaimed Australian Author Judy Nunn speak about her new novel Khaki Town. She told our audience about the inspiration for this story that was set in Townsville during WWII and the research she undertook to write her novel. Feedback from the attendees was wonderful and many took advantage of having a photo opportunity with Judy and getting their books signed on the night.



Judy Nunn with CCL staff Kate, Cenza and Janine at Bunjil Place.



COLLECTIONS

Our library collections provide 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 measure the performance of our collection by the number of times our items are borrowed. The age of the collection is benchmarked with other public libraries across the state. We continually look at ways to best present and promote our lending collections.

We love getting feedback from community about our collections. We appreciate and act on suggestions for purchase and reordering. The excerpt below is just one example.

I think this book will be of interest to quite a few residents as we move into reconsidering our social structures as a result of the pandemic and its consequences. I look forward to borrowing this book. - Kate

The diversity of our local community is clear with the popularity of our Languages Other Than English Collections (LOTE). The range of languages we offer in our LOTE collection are circulated throughout the entire library network.

Our digital collections became increasingly popular this year. Books, audiobooks, music and movies can be borrowed/downloaded for free through BorrowBox, RB Digital, Kanopy and Freegal. eMagazines and digital newspapers are available through RB Digital and press reader.

This borrower requested an eAudio book and the response she received from our Collections Manager Leanne 'made her year!'

Leanne that helps heaps.... I've never heard of RB digital so I shall explore. You have just made my year! I drive trucks interstate and BorrowBox has been my go-to for years.... I love it."



Find your Rainbow, Doveton Library Manager Verona and staff member Charmani.

Faces of the Library: HELMALIE

Helmalie has been a member at CCL for over a decade. Through her patronage at the library she has been able to constantly find books that she loves in both English and her native language, Sinhala. Her personal highlight of being a library member was when she was invited to participate in an Author's Corner program last year to talk about a book of short stories that she wrote. She never envisaged being part of a library program that she loved so much!



THIS YEAR'S MOST POPULAR READS!

Adult fiction

-  1. Under Currents by Nora Roberts
-  2. Good girl, bad girl: a novel by Michael Robotham
-  3. The Inn by James Patterson and Candice Fox
-  4. Blue moon by Lee Child
-  5. The testaments by Margaret Atwood

Adult non-fiction

-  1. Everything Is F-cked: A Book About Hope by Mark Manson
-  2. The barefoot investor: the only money guide you'll ever need by Scott Pape
-  3. Easy Keto : 70+ Simple and Delicious Ideas, Reclaim Your Health With a Ketogenic Diet by Pete Evans
-  4. Fast 800 How to combine rapid weight loss and intermittent fasting for long-term health by Dr Michael Mosley
-  5. Veg Easy & Delicious Meals for Everyone as seen on Channel 4's Meat-Free Meals by Jamie Oliver

Junior fiction

-  1. Captain Underpants by Dav Pilkey
-  2. Harry Potter by J. K Rowling
-  3. Mega Weird by Anh Do
-  4. The Bad Guys by Aaron Blabey
-  5. The Very Hungry Caterpillar by Eric Carle

5. ORGANISATIONAL PERFORMANCE

BUILD AN OUTSTANDING AND INNOVATIVE ORGANISATION.

This year presented us with plenty of hurdles and our team showed great resilience. We understand what libraries mean to our community particularly in challenging times.

We love what we do and the smiles we bring to people's faces.

We change people's lives!

Industry Leadership

CCL actively shared knowledge with industry partners.

Michelle McLean (Information Services Coordinator) presented at the VALA conference "Office without walls – the move to a mobile working environment for staff at Casey Cardinia Libraries" and Daniel Lewis (General Manager, Digital Operations) presented on "Process improvement and the study of 'Flows'" and "The 13 Methodology – digital strategy".

At the inaugural Public Libraries Victoria Conference, Michelle McLean presented about our successful Be Connected Program and Cenza Fulco (Community Engagement Coordinator) spoke on 'Building Partnerships in Education.'

Cenza Fulco and Leanne Hornibrook (Collections Manager) participated in the Shared Leadership Program. Through this program they developed a report [Social Issues in Public Libraries: Supporting Our Staff](#). This study identified different considerations when managing complex social issues including: professional skills, partnerships, and programs.

Ivy Tucker (Cranbourne Outreach Librarian) presented a paper on "Exploring cultural identity with children and families: Addressing cultural and language representation for children raised in Australia who come from diverse backgrounds" at the Libraries and the Community: Representing and Reflecting Cultural Diversity in Library Research, Policy and Practice symposium.

Professional Development Opportunities

With our Libraries closed and many staff working from home, our team was able to build and develop skills through new projects and online training courses.

CCL subscribe to LITMOS, a digital training platform with over 1,300 courses available. CCL also created inhouse training modules. Staff completed over 260 of these online courses over the past 12 months.

Other training our team completed included: Return to Work Coordinator; Team Building; Managing Vicarious Trauma; Accidental Counsellor; Advocacy for Libraries; Libraries Change Lives; Bridges out of Poverty; AUSLAN, Manage Aggressive Customers, OHS Law for Managers; Make your Collection work for you and Ice education.

Working from home provided staff the opportunity to review and draft new policies and procedures, create digital content, children and youth programming, contact members of the community including welfare checks and answering community calls via our 1800 number.

Fifty CCL team members completed Mental Health First Aid training, which has proved invaluable as the organisation navigates its way through unprecedented times.

Following on from the successful inhouse Living Leadership program run over previous years a new cohort of twelve emerging leaders graduated from the program in 2020.



Staff Development Day

The theme was “Libraries Change Lives”. The team listened to inspiring guest speakers including Cardinia Shire CEO, Carol Jeffs, Leah Methers and Abiola Ajetomobi from the Asylum Seeker Resource Centre. We worked through team building exercises and reviewed our organisational values together.



Work Experience

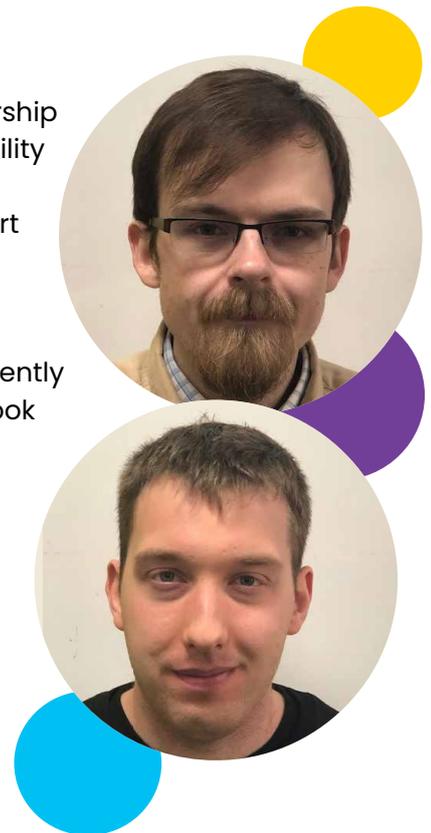
CCL supported work experience opportunities for ten local students who wanted to learn more about a career in public libraries. Branch Managers work with their local high schools to facilitate interested students’ placements. They are inducted into their library by specialist staff who discuss their roles and branch staff who share their expertise and passion about what public libraries offer their communities.

Traineeship Programs

CCL welcomed three new trainees, who are based at Bunjil Place, Endeavour Hills and Hampton Park Libraries on 12-month part time contracts. Traineeships provide a chance for people to begin their careers in a public library and gain on-the-job experience. All our new trainees completed their Certificate IV or Diploma in Library Services at Chisholm TAFE.

Outlook

Through CCL’s partnership with Outlook Vic Disability Employment Services, CCL employed two part time staff members. Aiden and Calum are now valued members of the team. Aiden recently presented to the Outlook Board on how much he appreciated his employment at CCL. His reflections were a compelling endorsement of CCL’s culture and values.



Enterprise Agreement (EA)

CCL Enterprise Agreement Number 9, 2019 - 2023 was ratified by Fair Work Australia in May. The negotiations took time, but they were conducted in good faith and in line with CCL Values. The final outcome provides surety for the organisation and its employees.

Faces of the Library

The CCL brand was refreshed in 2019. There was a distinct shift in positioning to a less formal approach that reflected our values and captured the excitement of library membership – ‘Your ticket to endless possibilities’. Our very own library members are the champions of the new brand. We are grateful to ‘the Faces of the Library’ who truly represent our community and explain how important their library is to them.

Our community is diverse and people use our service in very different ways, the common theme is that they find the libraries safe, supportive and inspiring. The stories behind our Face of the Library team will inspire others to discover the endless possibilities on offer at their local library.

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.

Thank you very much for your services. I really appreciate the attitude, friendliness and helpfulness of the library staff members. They are an asset to the library and libraries are a great asset to the community. Thank you so much for everything you do. I wish the libraries and staff members all the best!

(Pakenham library user, female aged 45-54 years)

Faces of the Library – MICHAEL

Michael has spent a large part of his life visiting his library over the years. Whether it was during his teenage years exploring the diverse range of books on offer, or working his way through our media collection and listening to new and enriching music as a young man, his library has been a place of escapism, knowledge and adventure!



OUR KEY MEASURES

CCL used the following measures to track our performance in 2019 – 2020.

Note: the targets for 2019 – 20 did not take into account the threat or impact of COVID-19.

Measure	CCL Actual 2018/19	CCL Target 2019/20	CCL Actual 2019/2020
Visits – physical	1,286,633	1,300,000	949,876
Visits – digital (virtual)	941,661	945,000	935,390
Number of programs and events	3,671	3,600	2,819
Program and events attendance	95,725	97,000	69,573
Loans (total physical and digital)	2,646,835	2,800,000	2,285,319
Utilisation of Technology (internet, Wi-Fi, specialist PCs)	348,666	358,000	283,652
Net Promoter Score	68	65	64

STATEWIDE MEASURES

Measure	State Average 2018/19	CCL Actual 2018/19	CCL Revised Target 2019/2020	CCL Actual 2019/2020*
Turnover rate – physical items	4.6	7.4	7.4	5.7
Turnover rate – digital items	5.6	16.3	15	23.5
Physical quality of library collection (age of collection – less than 5 years)	65%	67.2%	68%	68.5%
Cost of library service per capita	\$44.62	\$27.68	\$27.50	\$24.89
Active Library Members	15%	9.5%	11%	8.3%

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](#)

Casey Cardinia Libraries

Annual Financial Report

For the year ended 30 June 2020

Certification of the Financial Statements.....	3
Victorian Auditor-General's Office Report.....	4
Comprehensive Income Statement	6
Balance Sheet.....	7
Statement of Changes in Equity	8
Statement of Cash Flows	9
Statement of Capital Works	10
OVERVIEW	11
NOTE 1 Performance against budget.....	13
1.1 Income and expenditure.....	14
1.2 Capital works	16
NOTE 2 Funding for the delivery of our services	17
2.1 Contributions	17
2.2 Funding from other levels of government.....	17
2.3 Net gain/(loss) on disposal of plant and equipment.....	17
2.4 Other income	18
NOTE 3 The cost of delivering services.....	19
3.1 Employee costs.....	19
3.2 Materials and services	20
3.3 Depreciation and amortisation.....	20
3.4 Other expenses.....	20
NOTE 4 Our financial position.....	21
4.1 Financial assets	21
4.2 Payables.....	21
4.3 Provisions.....	22

4.4	Financing arrangements.....	23
4.5	Leases.....	24
NOTE 5	Assets we manage.....	27
5.1	Plant and equipment.....	27
NOTE 6	People and relationships.....	29
6.1	Corporation and key management remuneration.....	29
6.2	Related party disclosure.....	31
NOTE 7	Managing uncertainties.....	32
7.1	Contingent assets and liabilities.....	32
7.2	Change in accounting standards.....	33
7.3	Financial instruments.....	33
7.4	Events occurring after balance date.....	36
NOTE 8	Other matters.....	37
8.1	Reconciliation of cash flows from operating activities to surplus/(deficit).....	37
8.2	Superannuation.....	37
8.3	Change in accounting policy.....	41



Certification of the Financial Statements

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



Mrs Emily Ramaswamy - CPA

General Manager, Finance

DATE: 06/11/2020

LOCATION: Bentleigh East

In our opinion the accompanying financial statements present fairly the financial transactions of Casey-Cardinia Libraries (the Corporation) for the year ended 30 June 2020 and the financial position of the Corporation as at that date.

As at the date of signing, we are not aware of any circumstances which would render any particulars in the financial report 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.



Noelene Duff

Chairperson

DATE: 6/11/2020

LOCATION: Portsea, Victoria -



Tracy Parker **Board**

Member DATE: 6/11/2020

LOCATION: Langwarrin, Vic



Chris Buckingham,

Chief Executive Officer

DATE: 6/11/2020

LOCATION: 100 Petersons Road, 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 2020
- 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 2020 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
10 November 2020


Sanchu Chummar

as delegate for the Auditor-General of Victoria

**Comprehensive Income Statement
For the Year Ended 30 June 2020**

	Note	2020 \$	2019 \$
Income			
Contributions - monetary Member Councils	2.1	8,363,505	7,786,160
Contributions - monetary Government	2.2	2,883,244	2,811,871
Net gain (or loss) on disposal of equipment	2.3	(10,899)	(7,874)
Other income	2.4	263,726	397,354
Total income		11,499,576	10,987,511
Expenses			
Employee costs	3.1	8,157,787	8,300,822
Materials and services	3.2	1,278,996	1,145,051
Depreciation and amortisation	3.3	1,436,994	1,390,149
Other expenses	3.4	434,201	661,676
Total expenses		11,307,978	11,497,698
Surplus/(deficit) for the year		191,598	(510,187)
Total comprehensive result		191,598	(510,187)

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



Balance Sheet
As at 30 June 2020

	Note	2020 \$	2019 \$
Assets			
Current assets			
Cash and cash equivalents	4.1	564,069	529,752
Trade and other receivables	4.1	66,482	49,776
Other financial assets	4.1	2,900,000	2,719,224
Inventories		3,440	-
Total current assets		3,533,991	3,298,752
Non-current assets			
Plant and equipment	5.1	4,162,113	4,295,339
Right-of-use assets	4.5	167,324	-
Total non-current assets		4,329,437	4,295,339
Total assets		7,863,428	7,594,091
Liabilities			
Current liabilities			
Trade and other payables	4.2	529,820	763,478
Contract Liability	4.2	42,500	-
Provisions	4.3	1,544,575	1,494,928
Lease Liabilities	4.5	38,556	-
Total current liabilities		2,155,451	2,258,406
Non-current liabilities			
Provisions	4.3	107,343	58,285
Lease Liabilities	4.5	131,636	-
Total non-current liabilities		238,979	58,285
Total liabilities		2,394,430	2,316,691
Net assets		5,468,998	5,277,400
Equity			
Members contribution on formation		2,051,239	2,051,239
Accumulated surplus	8.1	3,417,759	3,226,161
Total Equity		5,468,998	5,277,400

The above Balance Sheet should be read in conjunction with the accompanying notes.

**Statement of Changes in Equity
For the Year Ended 30 June 2020**

2020	Note	Total	Accumulated Surplus	Member Contribution on Formation
		\$	\$	\$
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	-
Balance at end of the financial year		5,468,998	3,417,759	2,051,239

2019	Note	Total	Accumulated Surplus	Member Contribution on Formation
		\$	\$	\$
Balance at beginning of the financial year		5,787,587	3,736,348	2,051,239
Surplus/(deficit) for the year		(510,187)	(510,187)	-
Balance at end of the financial year		5,277,400	3,226,161	2,051,239

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 2020

	2020	2019
Note	Inflows/ (Outflows)	Inflows/ (Outflows)
	\$	\$
Cash flows from operating activities		
Council contributions	9,199,856	8,567,165
Government grants	2,901,072	2,827,910
Interest received	84,074	88,691
Overdue fines	2,224	3,267
Other Income	277,616	323,847
Employee costs	(8,071,667)	(8,125,123)
Library materials	(417,770)	(355,200)
IT and communications	(845,322)	(745,697)
Other payments	(929,643)	(770,405)
Net GST refund/(payment)	(711,063)	(647,416)
Net cash provided by/(used in) operating activities	1,489,375	1,167,039
Cash flows from investing activities		
Proceeds from sale of plant and equipment	39,070	1,964
Payments for investments	(180,777)	(99,999)
Payments for books, furniture, plant and equipment	5.1 (1,313,352)	(1,341,521)
Net cash provided by/(used in) investing activities	(1,455,059)	(1,439,556)
Net increase (decrease) in cash and cash equivalents	34,317	(272,517)
Cash and cash equivalents at the beginning of the year	529,752	802,269
Cash and cash equivalents at the end of the financial year	564,069	529,752

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 2020**

	2020	2019
	\$	\$
Capital Expenditure		
Furniture and equipment	216,672	261,935
Books and materials	1,096,680	1,079,586
Total Capital Works	1,313,352	1,341,521

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, and 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, 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

- 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 (except where transitional requirements of AASB 15 *Revenue from Contracts with Customers*, AASB 16 *Leases* and AASB 1058 *Income of Not-for-Profit Entities* do not require restatement of comparatives under the modified retrospective approach adopted by the Council), and disclosure has been made of any material changes to comparatives.

NOTE 1 **Performance against budget**

The performance against budget notes compare the Corporation's financial plan, expressed through its annual budget, with actual performance. The *Local Government (Planning and Reporting) Regulations 2014* requires explanation of any material variances. The Corporation has adopted a materiality threshold of the lower of 10 percent or \$50,000 where further explanation is warranted. Explanations have not been provided for variations below the materiality threshold unless the variance is considered to be material because of its nature.

The budget figures detailed below are those adopted by the Corporation's Board on 26 June 2019. The Budget was based on assumptions that were relevant at the time of adoption of the Budget. The Corporation sets guidelines and parameters for income and expense targets in this budget in order to meet the Corporation's planning and financial performance targets for both the short and long-term. The Budget did not reflect any changes to equity resulting from asset revaluations, as their impacts were not considered predictable.

These notes are prepared to meet the requirements of the *Local Government Act 1989* and the *Local Government (Planning and Reporting) Regulations 2014*.

1.1 Income and expenditure

	Budget 2020 \$	Actual 2020 \$	Variance 2020 \$	Variance 2020 %	Ref
Income					
Council grants & contributions	8,363,505	8,363,505	-	0.0%	
Government grants & contributions	2,682,570	2,704,962	22,392	0.8%	
'Communities for Children' funding	165,240	178,282	13,042	7.9%	
Interest on investments	88,000	65,463	(22,537)	-25.6%	1
Other income	302,401	187,364	(115,037)	-38.0%	2
Total income	11,601,716	11,499,576	(102,140)	-0.9%	
Expenses					
Employee costs	8,557,266	8,157,787	399,479	4.7%	3
IT & communications	736,700	768,475	(31,775)	-4.3%	
Library materials	311,000	379,791	(68,791)	-22.1%	4
Programs Promotions	91,500	130,730	(39,230)	-42.9%	5
Administration	626,851	434,201	192,650	30.7%	6
Depreciation and amortisation	1,518,584	1,436,994	81,591	5.4%	7
Total expenses	11,841,901	11,307,978	533,923	4.5%	
Surplus/(deficit) for the year	(240,185)	191,598	431,783	-179.8%	

Variance Ref	Item	Explanation
1	Interest on Investments	The steady decline in interest rates throughout the year resulted in a lower than expected revenue.
2	Other Income	Due to the closure of branches to the public during the COVID-19 Pandemic, regular revenue such as Printing & Photocopying fees was not received and the Corporation was forced to defer contracted funding of programs until the following year.

Variance Ref	Item	Explanation
3	Employee Costs	Due to the closure of branches to the public during the COVID-19 Pandemic, there have been significant savings in employee costs. Larger amounts of leave were taken during the period and any absences or vacant positions were not required to be backfilled.
4	Library materials	In April 2020, The Board approved a decision to redirect funds towards operational expenditure on library materials to meet increase community demand for digital resources during the COVID-19 pandemic.
5	Programs & Promotions	Increased investment was made into the delivery of online programming and promoting the existing and new services the libraries could offer the community.
6	Administration	A refund of costs was received that had been disclosed as a contingent asset in the prior year. Due to the closure of branches to the public during the COVID-19 Pandemic, Administrative costs such as printing, stationary and freight have seen a significant reduction. The Corporation was able to defer the purchase of an additional vehicle, which saved on operational costs in turn.
7	Depreciation	There has been reduced depreciation expense due to decreased and/or delayed capital expenditure.

1.2 Capital works

	Budget 2020 \$	Actual 2020 \$	Variance 2020 \$	Variance 2020 %	Ref
Capital Expenditure					
Library materials	1,189,640	1,096,680	(92,960)	-7.8%	1
Vehicles	35,000	-	(35,000)	-100.0%	2
Furniture and equipment	185,000	216,672	31,672	17.1%	3
Total Capital Expenditure	1,409,640	1,313,352	(96,288)	-6.8%	

(i) Explanation of material variations

Variance Ref	Item	Explanation
1	Library materials	In April 2020, The Board approved a decision to redirect funds towards operational expenditure on library materials to meet increased community demand for digital resources during the COVID-19 pandemic.
2	Vehicles	Purchase of new CCL vehicle was delayed and is expected to occur in the following year.
3	Furniture and equipment	The organisation invested in equipment such as wheeled trolleys with rising bases, to create a safer working environment for staff.

NOTE 2

Funding for the delivery of our services

2.1 Contributions

	2020	2019
	\$	\$
Member Council Contributions:		
City of Casey	6,198,639	5,818,105
Cardinia Shire	2,164,866	1,968,055
Total contributions	8,363,505	7,786,160

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

	2020	2019
	\$	\$
Grants were received in respect of the following:		
Commonwealth funded grants	178,282	172,501
State funded grants	2,704,962	2,639,370
Total grants received	2,883,244	2,811,871

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

	2020	2019
	\$	\$
Proceeds of sale	39,070	1,964
Written down value of assets disposed	(49,969)	(9,838)
Total net gain/(loss) on disposal plant and equipment	(10,899)	(7,874)

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

2.4 Other income

	2020	2019
	\$	\$
Overdue fines	2,224	3,267
Membership cards	1,338	2,367
Photocopying	87,163	107,790
Meeting room hire	4,910	5,745
Lost books	9,250	12,649
Library programs	7,048	5,503
Sundry recoverable	86,330	165,391
Interest on term deposits	65,463	94,642
Total other income	263,726	397,354

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.

NOTE 3

The cost of delivering services

3.1 Employee costs

	2020	2019
	\$	\$
Wages and salaries	7,350,303	7,486,062
Travel allowance	20,534	21,861
WorkCover	40,470	40,445
Superannuation	643,250	641,373
Other	103,230	111,081
Total employee costs	8,157,787	8,300,822

(i) Superannuation

	2020	2019
	\$	\$
CCL made contributions to the following funds:		
Defined benefit fund		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	40,558	48,313
	40,558	48,313
Accumulation funds		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	553,374	544,932
	553,374	544,932
Employer contributions payable at reporting date.	49,319	48,127

Refer to note 8.2 for further information relating to the Corporation's superannuation obligations.

3.2 Materials and services

	2020	2019
	\$	\$
IT & Communications	768,475	683,481
Library materials	379,791	330,798
Marketing and promotions	130,730	130,772
Total materials and services	1,278,996	1,145,051

3.3 Depreciation and amortisation

	2020	2019
	\$	\$
Books and materials	1,092,534	1,089,003
Furniture and equipment	300,259	282,105
Motor vehicles	3,816	19,041
Right-of-Use Assets	40,385	-
Total depreciation and amortisation	1,436,994	1,390,149

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

	2020	2019
	\$	\$
Auditors' remuneration - VAGO - audit of the financial statements	12,300	14,140
Freight - daily transfer of collection between library	91,434	102,951
Home Delivery Service	55,930	-
Consultants - secondment of Finance Manager	-	87,102
Photocopying, Printing & Stationary	3,381	131,020
Others	271,156	326,463
Total other expenses	434,201	661,676

NOTE 4

Our financial position

4.1 Financial assets

	2020	2019
	\$	\$
Cash and cash equivalents		
Cash on hand	1,130	1,130
Cash at bank	5,392	24,510
Term deposits	557,547	504,112
Total cash and cash equivalents	564,069	529,752
Other financial assets		
Term deposits - current	2,900,000	2,719,223
Total other financial assets	2,900,000	2,719,223
Total financial assets	3,464,069	3,248,975

Trade and other receivables

Prepayments	58,447	23,131
Interest Receivable	8,035	26,645
Total current trade and other receivables	66,482	49,776

Short-term receivables are carried at invoice amount.

4.2 Payables

Trade and other payables

	2020	2019
	\$	\$
Trade payables	211,020	310,905
Accrued expenses	318,800	452,571
Total trade and other payables	529,820	763,476

Contract Liability

	2020	2019
	\$	\$
Grants received in advance - operating	42,500	-
Total unearned income	42,500	-

4.3 Provisions

	2020	2019
	\$	\$
Current Provisions		
Current provisions expected to be wholly settled within 12 months		
Annual leave	541,431	483,394
Long service leave	112,370	114,789
	653,801	598,183
Current provisions expected to be wholly settled after 12 months		
Annual leave	138,758	128,541
Long service leave	752,016	768,204
	890,774	896,745
Total current employee provisions	1,544,575	1,494,928
Non-current		
Long service leave	107,343	58,285
Total non-current employee provisions	107,343	58,285
Aggregate carrying amount of employee provisions:		
Current	1,544,575	1,494,928
Non-current	107,343	58,285
Total aggregate carrying amount of employee provisions	1,651,918	1,553,213

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

	2020	2019
	\$	\$
The Corporation has the following funding arrangements in place as at 30 June 2020		
Credit card facilities	35,000	35,000
Total facilities	35,000	35,000
Used facilities		
Credit card facilities	5,287	13,875
Total Used facilities	5,287	13,875
Unused facilities		
Credit card facilities	29,713	21,125
Total Unused facilities	29,713	21,125

4.5 Leases

Policy applicable before 1 July 2019

As a lessee, the Corporation classifies leases as operating or finance leases based on its assessment of whether the lease transferred significantly all of the risks and rewards incidental to ownership of the underlying asset to council.

Operating lease payments, were recognised as an expense in the comprehensive income statement on a straight-line basis over the lease term, except where another systematic basis is more representative of the time pattern of the benefits derived from the use of the leased asset. The leased asset was not recognised in the balance sheet.

All incentives for the agreement of a new or renewed operating lease were recognised as an integral part of the net consideration agreed for the use of the leased asset, irrespective of the incentive's nature or form or the timing of payments.

In the event that lease incentives were received to enter into operating leases, the aggregate cost of incentives were recognised as a reduction of rental expense over the lease term on a straight-line basis, unless another systematic basis was more representative of the time pattern in which economic benefits from the leased asset were consumed.

Policy applicable after 1 July 2019

The Corporation has applied AASB 16 Leases using a modified retrospective approach with the cumulative effect of initial application recognised as an adjustment to the opening balance of accumulated surplus at 1 July 2019, with no restatement of comparative information. The Corporation applied the approach consistently to all leases in which it is a lessee.

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 Council is reasonably certain to exercise, lease payments in an optional renewal period if Council is reasonably certain to exercise an extension option, and penalties for early termination of a lease unless Council 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 \$
Balance at 1 July 2019	327,012	23,011
Adjustments due to contract changes	(142,315)	-
Amortisation charge	(28,879)	(11,505)
Balance at 30 June 2020	155,818	11,506

Lease Liabilities

	2020 \$
Maturity analysis - contractual undiscounted cash flows	
Less than one year	39,486
One to five years	135,750
More than five years	13,575
Total undiscounted lease liabilities as at 30 June:	188,811
Lease liabilities included in the Balance Sheet at 30 June:	
Current	(38,556)
Non-current	(131,636)
Total lease liabilities as at 30 June:	(170,192)

On transition to AASB 16 Leases, The Corporation recognised an additional \$350,022 of right-of-use assets and \$350,022 of lease liabilities.

When measuring lease liabilities, The Corporation discounted lease payments using an incremental borrowing rate at of 7% for equipment leases and 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 2019	Additions	Depreciation	Disposal	At Fair Value 30 June 2020
	\$	\$	\$	\$	\$
Motor Vehicles	63,180	-	3,816	46,355	13,009
Furniture and equipment	563,672	216,672	300,259	3,613	476,472
Books & Materials	3,668,486	1,096,680	1,092,534	-	3,672,632
	4,295,339	1,313,352	1,396,609	49,969	4,162,113

Asset recognition thresholds and depreciation periods

	Depreciation Period	Depreciation Rate	Threshold Limit
	Years	%	\$
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

	2020	2019
	No.	No.
City of Casey		
Ms Noelene Duff (Chairperson, from February 2020)	1	-
Bernard Rohan	1	1
Steve Coldham	1	1
Callum Pattie	1	1
Cr Wayne Smith (until Feb 2020)**	1	1
Cr Damien Rosario (until Feb 2020)**	1	1
Cr Rosalie Crestani* (until Feb 2020)**	1	1
Cardinia Shire Council		
Cr Jodie Owen	1	1
Cr Ray Brown*	1	1
Ms Tracey Parker	1	1
Ms Jenny Scicluna (until April 2019)**	-	1
Total Number of Councillors & Member Council Delegates	10	10
Chief Executive Officer and other Key Management Personnel		
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	1	1
Pamela Vickers - General Manager, Finance	-	1
Total Key Management Personnel	15	16

* 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.

	2020	2019
	\$	\$
Total remunerations of key management personnel was as follows:		
Short term benefits	750,472	755,965
Post employment benefits	68,264	62,967
Long-term benefits	4,752	4,375
Total	823,488	823,307

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

	2020	2019
	No.	No.
\$40,000 - \$49,999	-	1
\$80,000 - \$89,999	-	1
\$100,000 - \$109,999	1	-
\$140,000 - \$149,999	-	1
\$150,000 - \$159,999	2	-
\$160,000 - \$169,999	-	1
\$170,000 - \$189,999	1	1
\$220,000 - \$229,999	-	1
\$230,000 - \$239,999	1	-
	5	6

(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.

	2020	2019
	\$	\$
Financial Services paid to City of Casey	25,410	33,633
Catering services paid to City of Casey	8,859	-
Reimburse City of Casey staff secondment - Interim Finance Man	-	95,813
Library Administration rent - Cardinia Shire	28,518	54,340
	62,787	183,786

Funding Allocation

City of Casey	46,535	135,083
Cardinia Shire	16,252	48,703
	62,787	183,786

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 2019-20 year.

	2020	2019
	\$	\$
Qtr 4 – Financial Services from City of Casey	8,470	-
Qtr 4 – Library Administration rent – Cardinia Shire	7,411	1
	15,881	1

Funding Allocation

City of Casey	11,770	-
Cardinia Shire	4,111	-
	15,881	-

(c) Loans to/from related parties

No loans have been made, guaranteed, or secured by the Corporation to related parties during the 2019–20 or 2018–19 reporting years.

(d) Commitments to/from related parties

No commitments have been made, guaranteed or secured by the Corporation to related parties during the 2019–20 or 2018–19 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 2020. The expected contributions to be paid to the Defined Benefit category of Vision Super for the year ending 30 June 2021 are \$40,336.16

7.2 Change in accounting standards

The following new AAS's have been issued that are not mandatory for the 30 June 2020 reporting period. The Corporation has assessed these pending standards and has identified the following potential impacts will flow from the application of these standards in future reporting periods.

AASB 2018-7 Amendments to Australian Accounting Standards - Definition of Material (applies 2020/21 for LG Sector)

The Standard principally amends AASB 101 Presentation of Financial Statements and AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors. The amendments refine the definition of material in AASB 101. The amendments clarify the definition of material and its application by improving the wording and aligning the definition across AASB Standards and other publications. The impacts on the local government sector are expected to be minimal.

AASB 1059 Service Concession Arrangements: Grantors (AASB 1059) (applies 2020/21 for LG Sector)

AASB 1059 addresses the accounting for a service concession arrangement by a grantor that is a public sector entity by prescribing the accounting for the arrangement from the grantor's perspective. Based on the Corporation's current assessment, there is expected to be no impact on the transactions and balances recognised in the financial statements as the Corporation is not a grantor in a service concession arrangement.

AASB 2019-1 Amendments to Australian Accounting Standards - References to the Conceptual Framework (applies 2020/21 for LG Sector)

This Standard sets out amendments to Australian Accounting Standards, Interpretations and other pronouncements to reflect the issuance of the Conceptual Framework for Financial Reporting (Conceptual Framework) by the AASB. The impacts on the local government sector are expected to be minimal.

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 parallel shift of +1% and -1% in market interest rates (AUD) from year-end rates between 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 have an effect on the corporation as restrictions imposed by the State Government, have meant that libraries across the state have been closed to the public. 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 state budget has not yet been set, as a result of COVID-19 pandemic delay. The corporation 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)

	2020	2019
	\$	\$
Surplus/(deficit) for the year	191,598	(510,187)
Depreciation/amortisation	1,436,994	1,390,149
Profit/(loss) on disposal of plant and equipment	10,899	7,874
<i>Change in assets and liabilities:</i>		
(Increase)/decrease in receivables	18,611	39,092
Increase/(decrease) in employee provisions	98,704	185,551
Increase/(decrease) in payables	(306,490)	54,560
Increase/(decrease) in Inventory purchased for sale	(3,440)	-
Increase/(decrease) in contract liability	42,500	-
Net cash provided by/(used in) operating activities	1,489,376	1,167,039

8.2 Superannuation

The Corporation makes all 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 2020, 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 is currently underway for the Defined Benefit category as at 30 June 2020 and is expected to be completed by 31 December 2020.

As at 30 June 2019, an interim actuarial investigation was held as the Fund provides lifetime pensions in the Defined Benefit category. The vested benefit index (VBI) of the Defined Benefit category of which the Corporation is a contributing employer was 107.1%. The financial assumptions used to calculate the VBIs were:

Net investment returns 6.0% pa

Salary information 3.5% pa

Price inflation (CPI) 2.0% pa.

Vision Super has advised that the estimated VBI at 30 June 2020 was 104.6% (30 June 2019 was 107.1%).

The VBI is to be used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2019 interim 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 2017 full 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 2020, this rate was 9.5% of members' salaries (9.5% in 2018/2019). This rate is expected to increase in line with any increases in the SG contribution rate.

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 2019 interim actuarial investigation surplus amounts

An actuarial investigation is conducted annually for the Defined Benefit category of which the Corporation is a contributing employer. Generally, a full actuarial investigation conducted every three years and interim actuarial investigations are conducted for each intervening year. An interim investigation was conducted as at 30 June 2019 and a full actuarial investigation was conducted as at 30 June 2017.

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

	2019	2017
	\$m	\$m
A VBI Surplus	151.3	69.8
A total service liability surplus	233.4	193.5
a discounted accrued benefits surplus	256.7	228.8

The VBI surplus means that the market value of the fund's assets supporting the defined benefit obligations exceed the vested benefits that the defined benefit members would have been entitled to if they had all exited on 30 June 2019.

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 2019.

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 2019.

The Corporation was notified of the 30 June 2019 VBI during August 2019 (2018: August 2018).

The 2020 triennial actuarial investigation

A triennial actuarial investigation is being conducted for the Fund's position as at 30 June 2020. It is anticipated that this actuarial investigation will be completed by 31 December 2020. The financial assumptions for the purposes of this investigation are:

	2020 Triennial investigation	2017 Triennial investigation
Net investment return	5.6% pa	6.5% pa
Salary inflation	2.5% pa for the first 2 years and 2.75% pa thereafter	3.5% pa
Price inflation	2.0% pa	2.5% pa

8.3 Change in accounting policy

The Corporation has adopted *AASB 15 Revenue from Contracts with Customers*, *AASB 16 Leases* and *AASB 1058 Income of Not-for-Profit Entities*, from 1 July 2019. This has resulted in changes in accounting policies and adjustments to the amounts recognised in the financial statements.

Due to the transition methods chosen by the Corporation in applying these standards, comparative information throughout these financial statements has not been restated to reflect the requirements of the new standards except in relation to contracts that were not complete at 1 July 2019. The transition impact of these are detailed below.

(a) AASB 15 Revenue from Contracts with Customers - Impact of Adoption

AASB 15 Revenue from Contracts with Customers applies to revenue transactions where the Corporation provides services or goods under contractual arrangements. The Corporation adopted AASB 15 Revenue from Contracts with Customers using the modified (cumulative catch up) method. Revenue for 2019 as reported under AASB 118 Revenue is not adjusted, because the new standard is only applied from the date of initial application. AASB 15 Revenue from Contracts with Customers requires revenue from contracts with customers to be recognised as the Corporation satisfies the performance obligations under the contract.

(b) Leases (AASB 16)

AASB 16 Leases requires right of use assets and related liabilities for all lease agreements to be recognised on the balance sheet. The Statement of Comprehensive Income is to separately recognise the amortisation of the right of use asset, and the finance costs relating to the lease. The Corporation has elected to adopt the modified (cumulative catch up) method under the standard and as such has not adjusted 2019 disclosures. The transition impact of these are detailed below.

(c) Income of Not-for-Profit Entities (AASB 1058)

AASB 1058 Income of Not-for-Profit Entities applies to income received where no contract is in place. This includes statutory charges as well as most grant agreements. The Corporation adopted AASB

1058 Income of Not-for-Profit Entities using the modified (cumulative catch up) method. Income for 2019 is not adjusted, because the new standard is only applied from the date of initial application. AASB 1058 Income of Not-for-Profit Entities requires income to be recognised as the Corporation satisfies the performance obligations under the contract.

(d) Transition Impacts

The Corporation adopted the practical expedient of deeming the lease asset to be equal in value to the lease liability of \$350,022 at 1 July 2019. As such there was no impact on retained earnings on the adoption of AASB 16 Leases.

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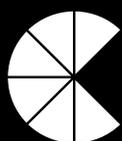
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