

Ordinary Meeting of Council

Nellie Ibbott Chambers, Ivanhoe Library and Cultural Hub, 275 Upper Heidelberg Road, 3079

11 December 2023 7pm

ATTACHMENTS UNDER SEPARATE COVER

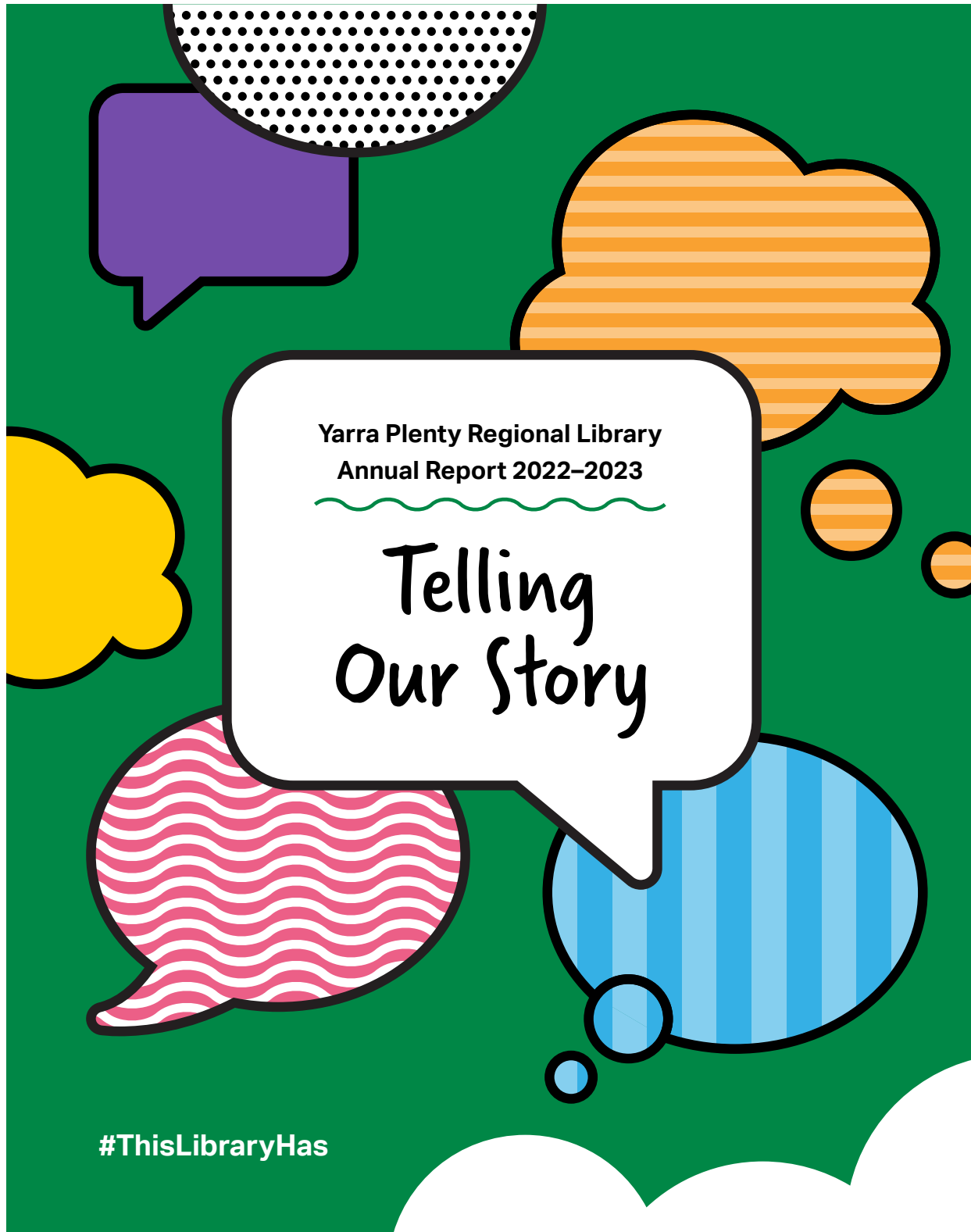
4.1 Yarra Plenty Regional Library Service Annual Report

Attachment 1. Yarra Plenty Regional Library Annual Report 2022-2023..... 3

7.1 Public Toilet Plan 2023

Attachment 2. Public Toilet Plan Background and Technical Document 2023.....143





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**Acknowledgement of Country**

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

**Recognition of Diversity and Inclusion**

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



## Our Vision

Informed creative communities:  
connected, empowered, and well.

## Our Purpose

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

## Our Role

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

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

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

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

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

## Our Values

**Respect for all:** promoting connection and fairness.

**Integrity:** honest and trustworthy.

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

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

## Contact Us

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[yprr.vic.gov.au](http://yprr.vic.gov.au)  



# Contents

<b>About us</b>	<b>2</b>
<b>Our plan on a page</b>	<b>4</b>
<b>Message from the Chair</b>	<b>6</b>
<b>Message from the CEO</b>	<b>8</b>
<b>YPRL Board Members</b>	<b>10</b>
<b>YPRL services at a glance</b>	<b>12</b>
<b>Wellbeing</b>	<b>15</b>
Mental, physical, and social wellbeing	15
Connect to local experts	26
<b>Connection</b>	<b>33</b>
Participation and belonging	33
Outreach	41
<b>Knowledge and learning</b>	<b>49</b>
Programs and pathways	49
Information and resources	58
<b>Organisational strength</b>	<b>71</b>
Governance and technology	71
Environmental and social sustainability	75
People and capacity	79
A resilient and thriving organisation	84
<b>Organisation chart and disclosures</b>	<b>86</b>
<b>Financial report</b>	<b>89</b>
Independent Auditor's report	92
<b>YPRL highlights</b>	<b>129</b>
Embedding recognition into our School Holiday Programs	130
How we're Talking Together	132
Visiting home in virtual reality	134

## About us

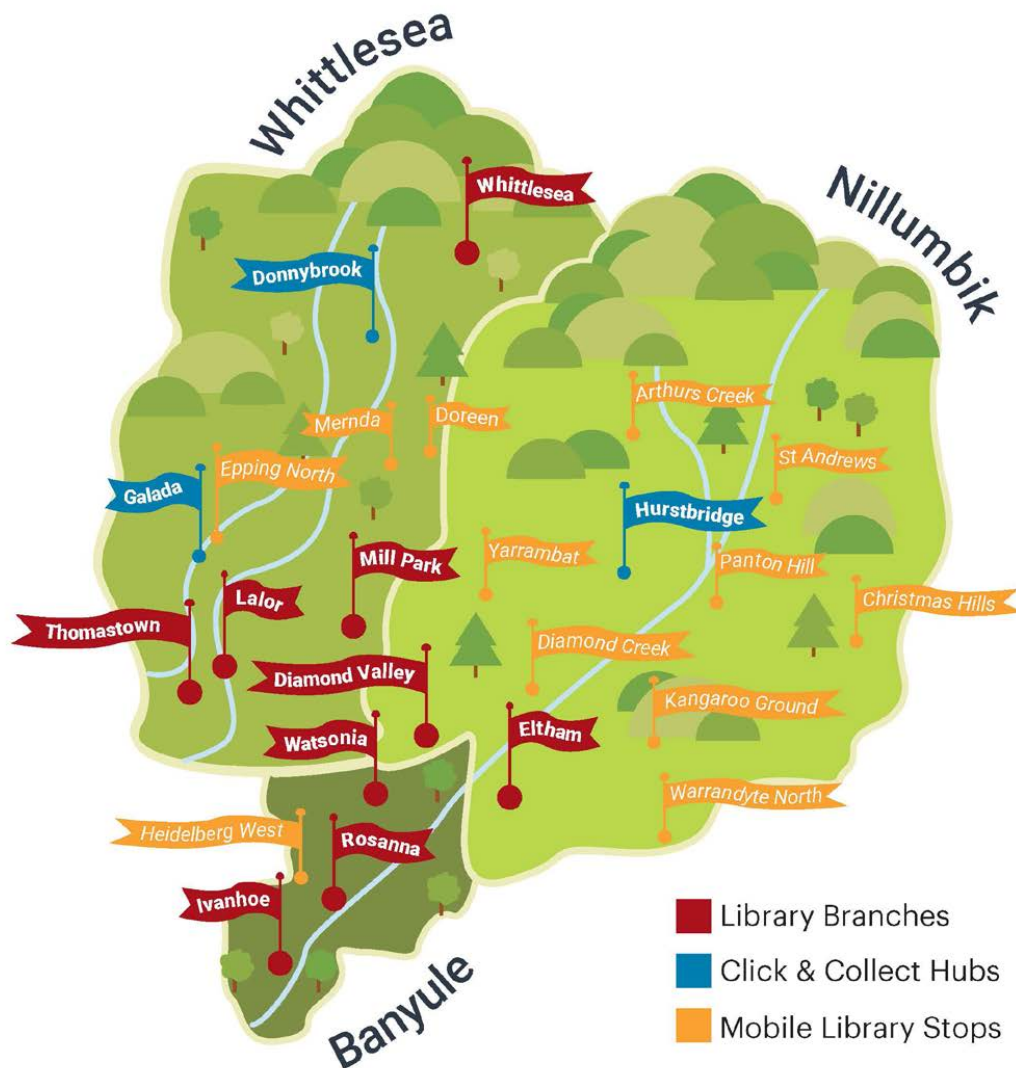
**Yarra Plenty Regional Library (YPRL) is a service that welcomes everyone. Our branches are safe spaces where communities can come together to meet, learn, create, and work. Every day, thousands of residents of the City of Banyule, the City of Whittlesea, and the Nillumbik Shire read a book, find the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

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

Read on for the story of how we grew and innovated throughout the year, supporting our community through rising cost of living and a world of digital transformation. Whether helping users skill up to get their next job, or their first job, we are unwavering in our commitment to help our communities learn, grow and discover something new every day.

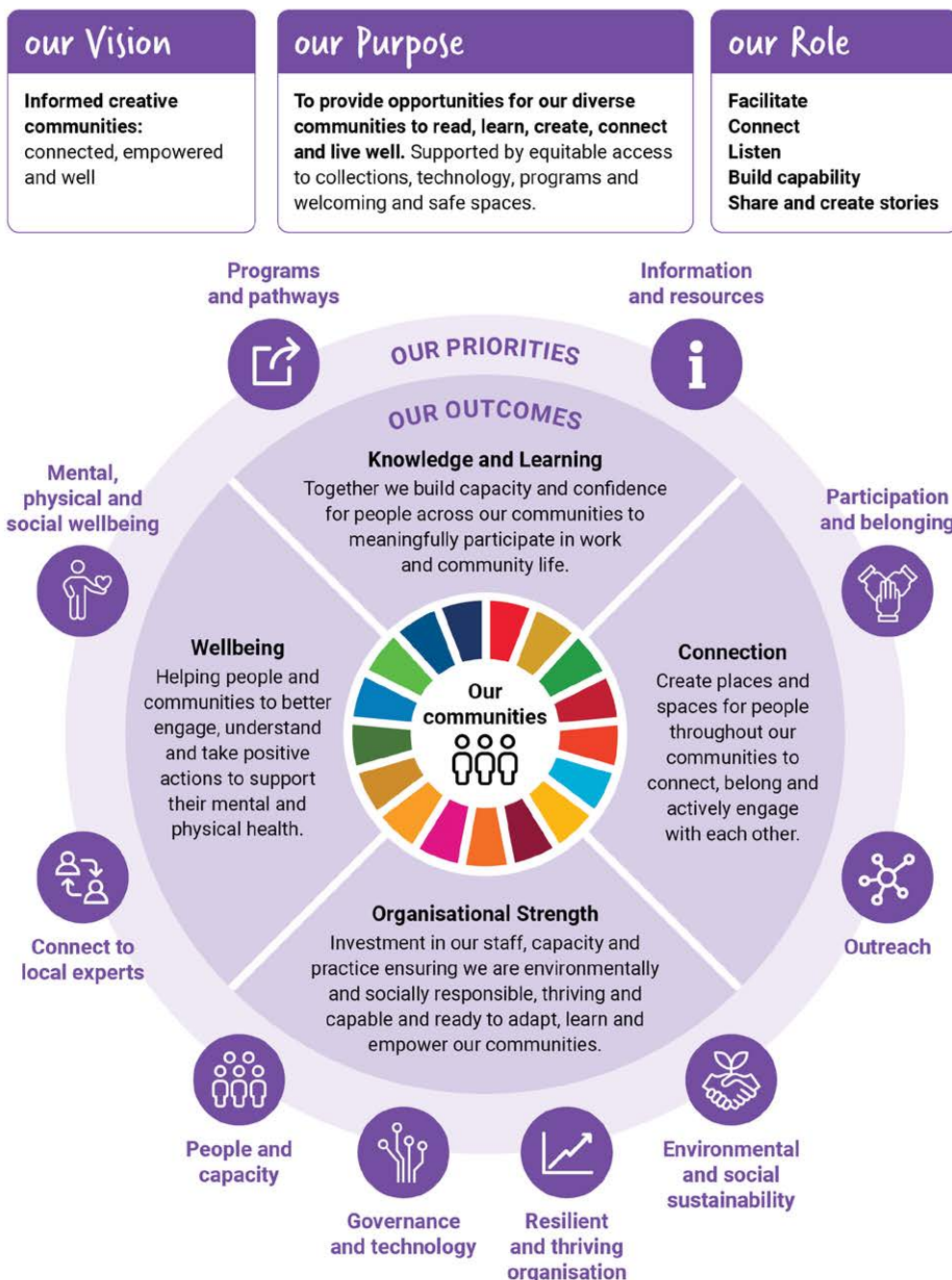


**403,243 items in the collection**  
and if they were all returned at  
the same time, we'd need over  
**8 kilometres of shelving** to hold  
them all!





## our Plan on a Page



#ThisLibraryCan: Communities connected, empowered and well

## SUSTAINABLE DEVELOPMENT GOALS



### THE PRINCIPLES THAT SHAPE OUR SERVICE

We welcome and are **here for everyone** in our communities

We always work **together**

We are not afraid to try, **test and learn**

We always seek **continuous improvement** in what and how we deliver

We **innovate** to help our service grow and create positive outcomes

We undertake **radical collaboration** to make the most of everything we have

## Message from the Chair



**As the Chair of the Library Board, I am pleased to present the 2022–23 Yarra Plenty Regional Library (YPRL) Annual Report. I welcome Cr Natalie Duffy back to the Board as well as welcoming Cr Rick Garotti and Ms Agata Chmielewski. I thank the departing Board Members Ms Kate McCaughey, Cr Elizabeth Nealy, and Cr Frances Eyre for their wonderful contributions to the library.**

The outcomes achieved by the service throughout this year are a testament to the work YPRL staff have done to reactivate library usage across Banyule, Nillumbik and Whittlesea. Libraries are vital community spaces and their existence aids in our recovery from the pandemic. In March, YPRL visitation surpassed pre-pandemic levels for the first time since the mandated shutdowns. This shows how highly the community values our public libraries as places where they can play, learn and grow.

Throughout the year, YPRL has continued to champion inclusion, diversity and tolerance, adding collection items and creating programming for everyone in the community. From Pride Month events, to the work on the *Accessibility Action Plan*, or the formal adoption of the *Uluru Statement from the Heart*, all of these actions make YPRL a safer, more welcoming space for users. And it is clear that the local community love their local libraries and the opportunities they provide.

It's great to see the ongoing investment in library spaces continuing to improve services. The wonderfully refurbished Eltham Library has now been completed, and the Galada Click & Collect Hub also had a glow-up with new signage and shelving increasing the number of items



available and showcasing the full services available through the library. Meanwhile, the library service saw a range of digital modernisation initiatives to ensure that technology and workspaces remain fit for purpose into the future. Rosanna staff worked diligently to pack up the old Rosanna Library and move into the wonderful Pop-up Library alternative that will be their contact point with the local community until the new library is built and opened.

Creating welcoming spaces is only part of the puzzle, with the activities and information available within the buildings being another crucial part. The Board has continued to be amazed at the incredible programming that comes out of the library service, delivering to the needs of the community. Activities like the Talking Together program, engaging with the local Somali Australian community, the Armchair Travel program, taking some of our senior citizens back to their hometowns through the power of virtual reality, and the work of all of our branches embedding First Nations activities and knowledge sharing into YPRL's School Holiday Programs.

Finally, I would like to acknowledge and thank my fellow Board members and our Member Councils for the significant role they play in bringing such vital

library services to the community, and I thank the CEO and the 162 dedicated, hardworking library staff for their work and service. It is so wonderful to see such an engaged and collaborative team working so hard to deliver for the residents of Banyule, Nillumbik, and Whittlesea.

**Cr Alison Champion**  
Chair

## Message from the CEO



**What a fantastic year we have had at YPRL, continuing to grow the library services and activities and watching our community respond by joining in and joining up – we now have 156,426 members across our network of branches and hubs, meaning we welcomed over 20,000 new library users in the last year.**

At YPRL, we have been working hard to create inviting spaces where diverse members of the local community feel safe, respected and included. As part of our commitment to diversity and inclusion, we have embedded the principles of codesign within all aspects of our work. Utilising codesign principles means that we work with targeted communities, library users and staff in a collaborative process to collectively design, develop and refine library programs, spaces, collections and other services to better meet their unique needs. In 2022/23 we have delivered a range of programs and services with a basis in these principles, including the Talking Together outreach programming with the Somali Australian community in West Heidelberg, consultation with young people in developing safe, LGBTQIA+ inclusive creative spaces at Eltham Library, and embedding First Nations knowledge and culture into our School Holiday Programs. The community have responded to this in droves, with over 118,000 people attending the more than 4,600 events we held this year.

Our digital transformation is also well underway and as an organisation we are always working to improve the systems we use to ensure that we have the capability to provide library services now and into the future. We need these tools to streamline processes and become more productive and cost efficient, ensuring we provide the community with value for money library services as well as astounding customer service! The rollout of Microsoft 365 has provided us with more flexible and adaptive systems that enable greater collaboration, improve efficiency and security and increase information security and control. Additionally, the introduction of our new SharePoint-based intranet has facilitated seamless communication and expanded opportunities for information sharing among our staff.

I have tremendous gratitude for all of YPRL's staff and volunteers for the flexibility, dedication and commitment that they have shown over the last year. Special acknowledgment goes to the Board for their support in empowering

YPRL to deliver forward-looking and adaptive library services. Equally deserving of appreciation are our customer service staff, who tirelessly collaborate to develop and deliver culturally safe, inclusive programs and services tailored to the diverse communities within our regions. Collectively, we've curated captivating programs, resources, and inviting spaces that, as you will see in this report, deeply resonate with every member of the local community.

**Jane Cowell**  
CEO

## YPRL Board Members 2022–2023



Cr Alison Champion



Cr Elizabeth Nealy



Cr Rick Garotti



Cr Karen Egan



Cr Frances Eyre



Cr Natalie Duffy



Ms Lydia Wilson



Ms Kate McCaughey



Mr Anthony Traill



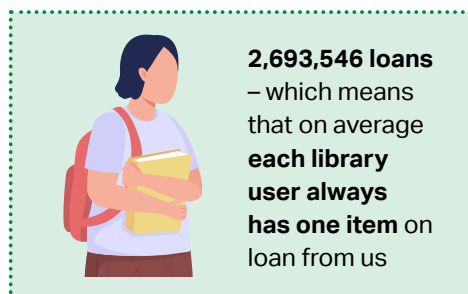
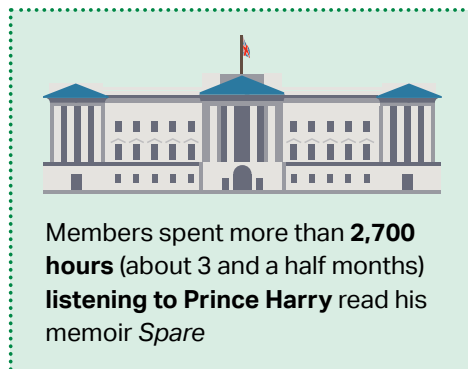
Ms Agata Chmielewski

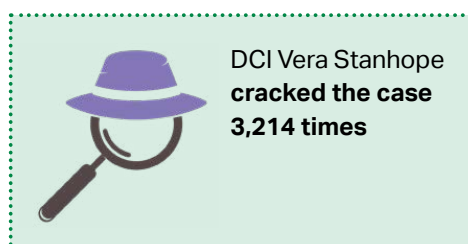
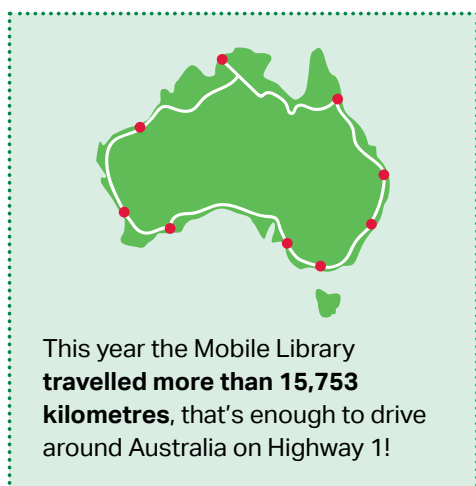
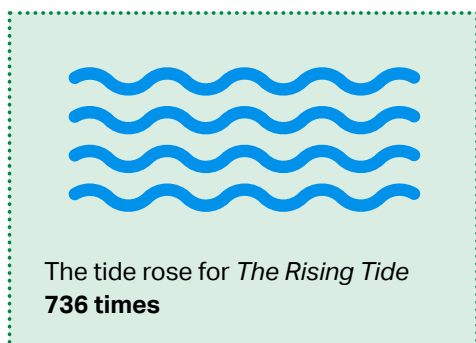
July 2022 – November 2022	November 2022 – February 2023	February 2023 – April 2023	April 2023 – June 2023
<b>Banyule City Council</b>			
Cr Alison Champion, Deputy Chair	Cr Alison Champion, Deputy Chair	Cr Alison Champion, Chair	Cr Alison Champion, Chair
Cr Elizabeth Nealy	Cr Rick Garotti	Cr Rick Garotti	Cr Rick Garotti
Ms Kath Brackett (ex officio) Director Community Programs	Ms Kath Brackett (ex officio) Director Community Programs	Ms Kath Brackett (ex officio) Director Community Programs	Ms Kath Brackett (ex officio) Director Community Programs
<b>Nillumbik Shire Council</b>			
Cr Karen Egan, Chair	Cr Karen Egan, Chair	Cr Karen Egan	Cr Karen Egan
Cr Frances Eyre	Cr Natalie Duffy	Cr Natalie Duffy	Cr Natalie Duffy
Ms Corrienne Nichols (ex officio) Director Communities	Ms Corrienne Nichols (ex officio) Director Communities	Ms Corrienne Nichols (ex officio) Director Communities	Ms Corrienne Nichols (ex officio) Director Communities
<b>City of Whittlesea</b>			
Administrator Lydia Wilson	Administrator Lydia Wilson	Administrator Lydia Wilson, Deputy Chair	Administrator Lydia Wilson, Deputy Chair
Ms Kate McCaughey Director Community Wellbeing	Ms Kate McCaughey Director Community Wellbeing	Mr Anthony Traill, Interim Director Community Wellbeing	Ms Agata Chmielewski Director Community Wellbeing
Mr Anthony Traill, (ex officio) Manager Active and Creative Communities	Mr Anthony Traill, (ex officio) Manager Active and Creative Communities	Ms Amelia Ryan (ex officio) Acting Manager Active and Creative Communities	Mr Anthony Traill, (ex officio) Manager Active and Creative Communities

#### Attendance at Scheduled and Special Board Meetings

Attendee	Meetings	Attendee	Meetings
Cr Alison Champion	5/6	Cr Frances Eyre	2/2
Cr Elizabeth Nealy	2/2	Administrator Lydia Wilson	5/6
Cr Rick Garotti	3/4	Ms Kate McCaughey	2/3
Cr Karen Egan	4/6	Mr Anthony Traill	0/1
Cr Natalie Duffy	2/4	Ms Agata Chmielewski	1/2

## YPRL services at a glance











## Year in review

### Outcome: Wellbeing

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

Safe and inclusive spaces and programs are paramount to the way in which YPRL connects with local communities. We provide users with free and accessible information, knowledge and experts across key areas including health and wellbeing, early literary development, and reading for pleasure. This supports users mental health, skills development, and strengthens their capacity for better health outcomes in adult life. Public libraries across Victoria have a strategic focus on health and wellbeing, working towards the [Libraries for Health and Wellbeing: a strategic framework for Victorian public libraries towards 2024](#).



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

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



Libraries play a key role in supporting the wellbeing of the community. From providing informal opportunities to connect with others, to programs like Chatty Cafe that are designed to reduce social isolation, the library is always a welcoming place. With experiences of loneliness rising in Australia, the role of the library in supporting social and mental health is vital. Many come along to programs and gain benefit from being in a group with others and just having a chat.

### Services snapshot

Indicator	Measure	2018/19	2019/20	2020/21	2021/22	2022/23
<b>Loans</b>	Number of Items borrowed	3,103,974	2,291,906	1,391,280	1,835,001	2,289,256
<b>Program Attendance</b>	Number of participants	176,926	132,941	30,555	72,299	118,289
<b>Visitation Total</b>	Door count	1,556,371	1,147,140	537,335	714,864	1,263,489
<b>Opening Hours</b>	Hours per week	537.5	537.5	628.0	723.0	741.0

### Late night libraries

As part of the Libraries After Dark program, Mill Park, Thomastown and Watsonia libraries stay open until 10.00pm on selected days, offering a much-needed alternative option for those at risk of harm from gambling. Instead of turning out the lights and closing our doors to the community, these libraries transform into vibrant evening hubs that offer a diverse range of activities and provide safe spaces for people to meet and connect away from gaming venues.

Evening events are designed to encourage learning, relaxation and social engagement. Attendees engage in skill-building and creative experiences while also benefiting from extended access to traditional library resources. Our Libraries After Dark highlights include live music; night markets; art and craft sessions; cooking demonstrations; art therapy; and positive aging activities.

These warm, welcoming, and inclusive nights have helped to build social connection and combat loneliness, especially for vulnerable members of the local community.



**'The library is great for local networking and I have met a lot of similar-minded creatives through the after dark program. The library is always warm and welcoming — I particularly love that it provides a well-lit and safe "third space" at night.'**

### An inclusive Christmas experience

Since 2014, YPRL has been at the forefront of providing open and inclusive programming that embraces families with neurodiverse children. Among our most beloved initiatives is the Sensitive Santa program. Tailored to the specific needs of children on the autism spectrum, these sessions take place in a carefully managed library environment where families can enjoy a magical Christmas experience without unnecessary stressors like crowds and noise.

With Sensitive Santa, neurodiverse children and their families can feel confident that they have the support and understanding they need. YPRL engages with families to plan for each individual session to create a customised experience that meets their needs.

In December 2022, Sensitive Santa was expanded to a full weekend event at Mill Park Library, welcoming 22 families with neurodiverse children. Each family enjoyed a 20-minute session with Santa where volunteers from the Diamond Valley Photographic Society were able to capture hundreds of photos. For many, this was their very first photo taken with Santa.

Demand for the Sensitive Santa sessions is growing every year. Sessions provided in 2022 were drawn from more than 80 EOIs from families – a wonderful sign of the value of this program as well as an increasing community need.



**'Sensitive Santa was such an amazing experience for the boys. Navigating life with an Autistic member of our household can be amazing but it is difficult and isolating when we can't attend things that our friends would. Thanks again for a wonderful experience, the boys had so much fun!'**

Emily

### Reading big over summer

Every summer, libraries across Victoria encourage regular engagement with library collections to keep children reading over their break from school. Aimed at primary school children, Public Libraries Victoria's Big Summer Read aims to overcome the 'summer slide' in reading levels over the school holidays to counteract potential literacy losses.

The 2022/23 Big Summer Read at YPRL drew 760 registrations, with more than 6,000 books read and borrowed as part of the program. We delivered a range of targeted family-friendly events in support of the summer reading challenge, including a special illustration workshop with the talented Zeno Sworder offered as a prize and enjoyed by 30 readers who took part in the challenge.

It was fantastic to see increased engagement with our junior collections across the board, but we saw particularly significant gains across all four libraries in the City of Whittlesea especially at Lalor and Thomastown.



**'It's a place where my child gets to meet new friends and I feel like I'm building a community for myself.'**

## Library overview

Indicator	2018/19	2019/20	2020/21	2021/22	2022/23
Population – Regional (ABS estimate)	418,510	426,963	433,698	422,629	427,062
Total members	141,641	118,443	120,899	135,957	156,426
Members as % of population	33.84%	27.00%	28.00%	32.17%	36.63%
Active users	74,875	64,518	53,113	56,439	67,243
Mobile Library locations	13	13	13	13	13
Collection items total	407,465	403,799	436,944	506,751	492,186
New Collection items	96,030	116,424	72,809	91,987	119,802
eCollection usage	473,749	549,086	587,028	547,682	539,419
Wi-Fi sessions	267,574	210,152	75,508	76,464	125,694
Public access internet sessions	191,218	131,834	37,998	42,941	87,682
Total eAccess	2,370,642	2,341,531	1,918,946	2,443,293	3,168,125
Programs total	7,726	4,383	1,613	2,209	4,605
Staff (EFT)	93.17	93.19	96.32	97.34	99.92



'I never feel lonely when I walk through the door because there are options of reading a paper, doing some study or sitting having a warm cuppa with friendly, like minded people around and helpful staff.'



### The warmth of a good read

Warm Winter Read is a statewide winter reading program created by Public Libraries Victoria to inspire healthy reading habits and make reading a daily routine during the colder months.

At YPRL, we encouraged the community to get reading via the Beanstack reading tracking app, distribution of official Warm Winter Read bookmarks and other promotional items, a fantastic blogs series with cosy reading recommendations, and curated in-branch displays to inspire library visitors to take part. We were thrilled to see 2,700 readers participate and read as part of the program over the course of the nine-week campaign.

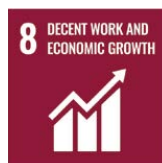


### A crafty community

In November 2022, Watsonia Library and Mill Park Library played host to talented local makers and crafters at our Twilight Community Craft Markets. An array of small businesses – many proudly owned and operated by women – descended on our library spaces to showcase their creativity and skills in a vibrant community setting.

Market stalls were held by a diverse range of makers from enthusiastic teens to experienced adults, many of whom were engaging in first time testing of new products in an environment where they could hone their customer service skills.

Community organisations also took the chance to get involved, with the Country Women's Association, and members of library knitting groups lending their support to the market. Local businesses were generous in their support of the community events, providing everything from live music to catering.







### Community stories

Every day we hear amazing stories about the positive impact of our library services to the lives of users. The YPRL Community Storytelling project was developed to bring these stories to light and demonstrate the role and value of our libraries in a diverse community.

In mid-2022, library staff signed up for a training session led by the talented local storyteller Lara McKinley. The training encompassed various skills including story discovery, framework creation, effective interviewing techniques, photography, and quick editing.

Eager to put their skills to use, YPRL's newly trained storytellers embarked on a project for Library and Information Week 2022. They collected tales from a group of library users and shared these across YPRL's social media platforms, website

and other channels. The community response was fantastic, particularly on Twitter, where the stories reached a large group of Twitter users and even caught the attention of the Chartered Institute of Library and Information Professionals in the United Kingdom, sparking international interest.

[These stories](#) not only showcase the library's positive influence on individuals, but also emphasise the transformative role of libraries and their significance in fostering community, reducing loneliness and isolation and connecting library users with literature, art and culture.



### Learning to live well

The Living Well in Lalor Expo was created to provide the local community with free advice and support on how to navigate cost-of-living pressures in a welcoming and inclusive setting. On Saturday 20 May 2023, Lalor Library offered an array of drop-in sessions which included health presentations, mortgage stress and financial service information, craft and exercise activities, a First Nations Storytime, and a range of wellness exhibitions.

Developed in partnership with U3A, DPV Health, City of Whittlesea, Innovation Youth Centre, and many local businesses, the Living Well in Lalor Expo was underpinned by codesign principles to ensure community needs and interests would be reflected in every session and presentation.



The expo attracted more than 750 attendees who happily borrowed from specially curated collections that were on display, and many kicked up their heels to join in a line dancing session too! As part of the Coats for Kindness program, 55 coats were also collected for donation to provide warm clothing to people in need.



**'What a great day, I just  
smiled all day and forgot  
all about being lonely.'**

Helen 73





### Sensational seniors

Throughout October 2022, YPRL marked Seniors Month by hosting 39 events across the region. Highlights included a harp performance, landscape painting workshops, and a platform for lively chats and new friendships in a discussion group. We also hosted intergenerational Storytimes, offered in partnership with Nillumbik Positive Aging, Bunnings, healthAbility, Estia Health, and Apollo Parkways Preschool, and attracting participants ranging from 3 to 103 years old.

YPRL also partnered with Whittlesea Council and Victoria Police to roll out specialised life skills sessions which included lessons in scam awareness and a 'Healthier You' safety session with a crime prevention officer. Older people in the community were better equipped to navigate digital technologies after

developing tech skills, attending smart phone help sessions and device fixes at our Repair Cafe.





### Pride on display

For Pride Month 2023, YPRL delivered a range of events to promote understanding, inclusivity, and acceptance, and create a welcoming space for all while highlighting the rich experiences and stories within the LGBTQIA+ community. This program included: a presentation by acclaimed author Will Kostakis sharing his insights into the LGBTQIA+ characters and themes present in his work, a Pride Weaving Workshop at Thomastown Library, a Pride Community Collaborative Art Project at Whittlesea Library, a Teen Pride Chill Zone to foster a sense of belonging and safety at Lalor Library, and a Pride Family Fun Afternoon promoting acceptance and celebrating diversity at Diamond Valley Library. We also hosted two Online Rainbow Storytimes with drag performer Frock Hudson, who read books by the many authors and publishers

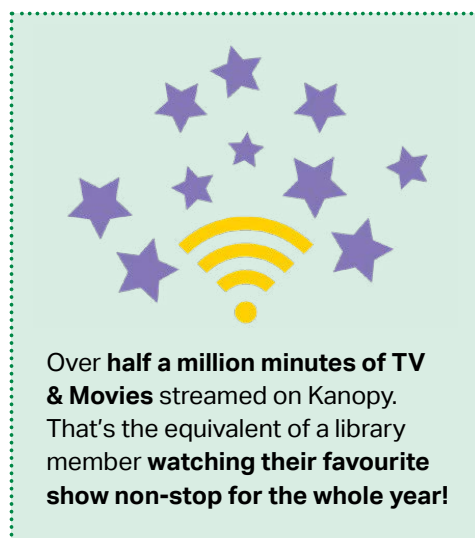
who reached out to offer the digital performance rights to YPRL in direct response to the move of our IDAHOBIT Rainbow Storytime to online.

Throughout the month, all library branches also offered Rainbow Shoelace Project bead kits for members of the LGBTQIA+ community and allies to wear on their shoelaces in a show of support. The program was well-received by attendees and provided a brilliant opportunity to reaffirm YPRL's commitment to fostering acceptance and inclusivity in the community.



## Library usage

Location	Members	Loans	Reservations	Internet sessions	Wi-Fi connections
Diamond Valley	8,317	121,025	27,654	3,742	4,638
Eltham	20,822	258,958	57,042	10,102	19,879
Ivanhoe	16,757	239,183	60,866	16,254	47,461
Lalor	17,466	91,524	13,152	18,011	8,027
Mill Park	26,088	294,322	46,693	14,816	24,308
Rosanna	10,119	111,506	33,629	2,161	4,578
Thomastown	8,304	55,015	12,996	8,260	5,922
Watsonia	12,539	194,189	45,572	10,530	9,701
Whittlesea	3,551	39,121	9,452	2,278	1,980
Mobile Library	4,283	36,654	5,157		
Outreach Vehicle	1,026	11,208	2,285		
Digital Members	27,086	823,666			
Donnybrook		494	149		
Galada		5,665	1,902		
Hurstbridge Hub		6,726	3,837		



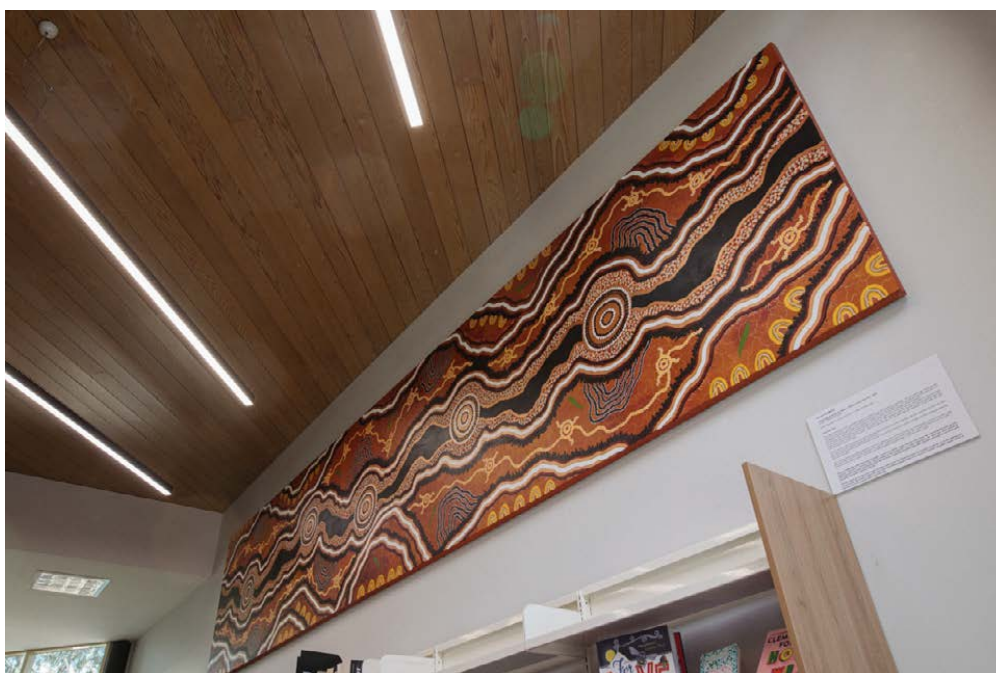
'Library is a important place for me when I felt lonely at home. When I just retired, I don't have any local friends. Since I visited library I met so many local people and became friends. I could also read magazines, newspapers, or have a cup of coffee in the library. It is a nice place to meet a friend as well.'



**Priority:**  
**Connect to local experts**

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

As librarians, we believe in quality information and the power of experts. Our programs, services, and spaces are informed by best practice, and we link the community to the best people to support their needs. This includes partnering with our three member councils to amplify their services, as well as working together with community partners to expand what we can offer.





### Adding our voice

Reconciliation Week at YPRL was a powerful and enriching experience for the local communities, offering an opportunity to delve into shared histories, culture, and achievements, with a range of thoughtful events under the national theme: Be a Voice for Generations.

Throughout the week, First Nations Storytimes at Thomastown and Whittlesea libraries nurtured an appreciation for First Nation storytelling and traditions. The Family Storytime and First Nations children's play session at Ivanhoe Library, in partnership with Banyule City Council, further celebrated the local cultural heritage of First Peoples.

Emphasising the critical role of libraries in fostering dialogue, our Reconciliation Week program included an insightful event on the *Uluru Statement from the Heart*. Led by Yankunytjatjara and Wirangu woman Shelley Ware and Wotjobaluk woman Aunty Janine Coombs, the event shed light on the significance of the Statement for Aboriginal people and the broader Australian community.

At YPRL, we recognise the pivotal role libraries play in facilitating discussions around reconciliation by providing access to vital information and resources and creating culturally safe spaces. Reconciliation Week served as a testament to our commitment to building understanding and supporting reconciliation efforts within local communities.



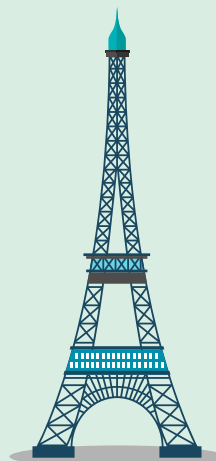
**'The library hosts various cultural and artistic events such as lectures, exhibitions and performances. These events provide opportunities for people to be exposed to different cultures and art forms, enriching their lives.'**

### A festival for Booklovers

YPRL's annual Booklovers Festival, held in November, embraced a diverse program focused on self-expression, connection, and skill development with informative and engaging author talks and workshops tailored to the creative interests of the local community.

A standout event featured author Christos Tsiolkas and Public Libraries Victoria CEO Angela Savage in a captivating conversation at Ivanhoe Library. The pair shared the books that profoundly influenced them, discussed the crucial role of libraries and teachers in fostering a love for literacy and reading, and considered the intricacies of the creative process. The theatre audience was buzzing with excitement at the session and left with a lengthy list of borrowing recommendations.

The Booklovers Festival provided a space for celebrating the magic of reading and writing as well as reaffirming the role of the library in the lives of established and aspiring authors.



**359** readers went in search of the *Paris Bookseller*

**'My family and I love the library; it is a place for fun and learning. My daughter loves learning to code and my son loves reading to Carita and giving her treats. Both look forward to the library every week and feel right at home at Watsonia Library thanks to the wonderful staff.'**



### Putting a spotlight on Code Club

YPRL's Code Clubs are instrumental in encouraging young people to develop foundational knowledge of the technologies that play an enormous role in their lives. After noticing YPRL's work running Code Club online during lockdowns, the Telstra Foundation reached out to us, suggesting a partnership to develop a video to promote both Code Clubs generally and the support of the Telstra Foundation.

In July, the Telstra Foundation arranged for a camera crew to film an in-person coding session in action at Diamond Valley Library. YPRL staff members Orit Elijah and Jane Petryszyn led the session where participants were provided with Code Club t-shirts to wear for filming. YPRL CEO Jane Cowell also provided an interview detailing the reasons for

running Code Club and the history of the program at YPRL. In appreciation of everything that we do the Telstra Foundation gifted us a voucher to use to invest in updating our tech equipment.

The [final video](#) featuring Diamond Valley Library has been used to promote the Telstra Foundation and their support of Code Clubs nationally.



### Pop-up vaccinations

In July 2022, The Multicultural Awareness of Covid Immunisation (MACI) team from City of Whittlesea partnered with DPV Health and YPRL to deliver COVID-19 booster doses for community members in a series of pop-up sessions.

Feedback from the community indicated that visitors were pleased to have ready access to vaccinations in a familiar location. The sessions proved so popular that the partnership continued to deliver vaccination pop-ups on Tuesdays throughout August and September.

The pop-up was instrumental in improving access to vaccinations, and it had the dual effect of providing an opportunity for library users to reconnect with the service and reengage with their favourite programs in-branch.

**'Mill Park Library was by far the most successful site in recent months for the COVID mobile vax model that was implemented across the municipality, consistently attracting double digit figures every week.'**

MACI staff



### Celebrating culture

Diamond Valley Library has proudly unveiled two artworks by renowned Wurundjeri and Yorta-Yorta Traditional artist Simone Thomson. A grant through the Nillumbik Community Fund assisted YPRL in commissioning the works. Ms Thomson wrote in her letter of support for the project that 'It is extremely important to have visual elements of Aboriginal Culture present in a place of knowledge and learning and to be accessible for the wider community. Users of the space will feel a sense of ownership to the art as they gain understanding of the Dreaming stories and their symbols. Aboriginal people who use the library will also feel a sense of belonging and inclusiveness and importantly – cultural safety.'

These pieces pay profound respect to the Wurundjeri Peoples and commemorate the region's millennia of history as a gathering site and can now be admired on the walls of Diamond Valley Library. Titled *'Bargoongagat Kyinandoo Wilam – Gather at the Clever Hut'*, the artist has paid tribute to the local area throughout the work.







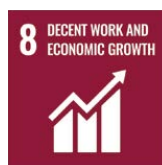
### Creative networking

On Tuesday 16 May 2023, Diamond Valley Library hosted the Creative Industries Networking Event: Good Art, Good Business, in partnership with the Nillumbik Economic Development and Tourism Team. The event provided a platform for local creatives to explore the ways in which the Nillumbik Creative Industries Team fosters creative entrepreneurship, in addition to highlighting promotional and practical opportunities both within the library and across the wider Nillumbik community.

The evening began with a Smoking Ceremony conducted by Uncle Bill before the unveiling of two artworks by Wurundjeri and Yorta-Yorta Traditional artist Simone Thomson. Following the launch of her artwork, Simone joined Lisa Radford, artist, writer, and Board Member for The National Association for the

Visual Arts, and Tess Edwards Baldessin, founder and President of Baldessin Studio, on a panel where the three discussed their creative inspirations and experience establishing themselves as working artists.

The event had a fantastic turnout and provided invaluable networking opportunities for artists, emphasising the transformation of creative practices into successful businesses.





## Outcome: Connection

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

Libraries are all about connection. Through our spaces, our programs, our partners, and our welcoming staff and volunteers, we create an environment of belonging where people of all ages and backgrounds can actively engage with each other. We connect people with books, ideas, diverse services, and with their local and wider communities. Through regular programs, drop in Maker Spaces, special events, and friendly chats with our staff, the library is somewhere that everybody can feel welcome, safe, and valued. Through our Mobile Library, our Community Hubs, and our outreach programming, that connection goes far beyond the walls of our library buildings, engaging with people where they are and delivering what they need. Our creativity, innovation, and partnership mindset has meant that we can get library programs out into more community locations.



### Priority: Participation and belonging

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



Libraries are spaces where people belong. Our programs are inclusive, accessible, and community-driven, giving people opportunities to connect. They reflect the diverse community we serve. This year, people have returned to our spaces and our programs in ever-increasing numbers. Opportunities for connecting and belonging also come through volunteering, and we treasure our amazing team of volunteers who enable us to expand the reach of what we do.

## Library membership

Location	Banyule	Murrindindi	Nillumbik	Out-Area	Whittlesea	Total
Diamond Valley	1,527	7	6,198	233	352	8,317
Eltham	2,470	26	16,991	998	359	20,844
Ivanhoe	14,405	5	157	1,904	286	16,757
Lalor	165	5	57	1,128	16,111	17,466
Mill Park	616	46	308	952	24,166	26,088
Rosanna	9,465	1	139	374	140	10,119
Thomastown	120	1	25	654	7,504	8,304
Watsonia	11,210	9	334	512	474	12,539
Whittlesea	334	82	41	114	2,980	3,551
Mobile Library	271	12	1,993	40	1,967	4,283
Home Library	20	0	7	0	19	46
Outreach Vehicle	277	1	276	2	470	1,026
Library Support Services	7,271	129	2,227	9,965	7,494	27,086
<b>Total</b>	<b>48,151</b>	<b>324</b>	<b>28,753</b>	<b>16,876</b>	<b>62,322</b>	<b>156,426</b>



**156,426 library members** – that is more than the number of people who attended the AFL Preliminary Finals in 2022 – **with 44,160 members borrowing a physical item this year** – that is more than **the population of Wodonga**





### School holiday fun

YPRL's school holiday programs continue to thrive, evident in our strong registration numbers and impressive turnout. We are focussed on enhancing community access and aim to craft diverse offerings that engage the wide spectrum of families within the library community.

Throughout September our branches buzzed with activity, attracting families seeking entertaining and educational activities to make the most of the school break. All-day attractions like board games, giant chess, movies, and puzzles provided free enjoyment to participants, many contending with the rising cost-of-living.

STEAM programming took centre stage in January, featuring coding, augmented reality, and RoboGirls sessions alongside artistic activities like tie-dying and *Let's Make Art!*, presented in collaboration with the National Gallery of Victoria. Events

engaging with First Nations culture were offered at every branch with a focus around Indigenous Infusion, Indigenous Storytelling (run by the Cultural Infusion Foundation), or Indigenous plants.

Come April families flocked to our branches, taking part in more than 50 events catering to nearly 1,500 attendees. Highlights included an Indigenous dance and storytelling, escape rooms, boomerang throwing, and a digital programming jam. Our outreach extended to various community hubs, with school holiday sessions providing the opportunity to learn and connect.

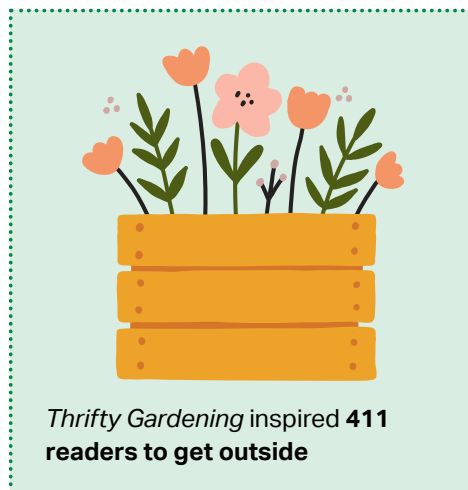




### Summer sensations

YPRL's Homegrown Summer is an annual regionwide initiative presented each January to build community engagement and social connections through a series of fun and interactive events. This year we delivered nineteen events, drawing community into our branches to connect with each other, support local businesses and artists, and borrow our collections. These events showcased local cuisine, offered gardening and food preparation insights, and presented live music.

Feedback highlighted the desire of our users to shift away from their screens and towards shared activities, strengthening connections by taking time out and enjoying activities as a community. Homegrown Summer is a fantastic summer celebration that kindled connections, nurtured creativity, and fortified the local community.



### Engaging young minds

A collaboration between Banyule Youth Services and YPRL, Immersive Worlds was a program designed specifically to encourage young people to return to the library by creating opportunities to connect. Held at Ivanhoe Library, Immersive Worlds blended virtual reality experiences, Dungeons & Dragons sessions, and an escape room event, along with various other games. It drew an impressive attendance with nearly sixty young people ranging in ages from 12 to 22 years-old joining in. Many of those attending were first-time library visitors.

Immersive Worlds created space for young people to explore diverse interests and meet new friends in a safe and social setting, reaffirming the library as an inviting hub for exploration and positive interaction. It was fantastic to observe groups form and exchange contact information, emphasising the event's success in forging new connections amongst young people who might otherwise experience isolation.



### Youth takeover Mill Park Library

Following on from the success of a series of Youth Takeover Nights at Mill Park Library, the City of Whittlesea Youth Services Baseline team and Mill Park Library joined forces to roll out a special Baseline 'Battle of the Brains' event.

Held as part of the Baseline School Holiday Program, the event drew in attendance from 28 young people to take part in an exciting trivia contest on the beautiful outdoor deck area. A steady supply of slushies from a slushie machine fuelled the trivia session and added fun to the occasion.

Baseline Youth Development Officer Lisa Wellington shared her tremendous feedback: 'The event was so well attended, and all the young people enjoyed themselves, we could not have run that event and had such a fantastic turn out without [YPRL] support.'



**'A place to connect and feel safe. I really appreciate the rainbow stickers on the door — it lets me know that our 2-mum family is welcome at storytime.'**





### Australian Muslim Writers Festival

In October 2022, YPRL partnered with the Right Pen Collective, a local group whose mission is to connect, support and inspire Australian Muslim writers. The partnership saw Lalor Library act as a satellite venue for the Australian Muslim Writers Festival (AMWF), hosting a schedule of fantastic events for attendees of all ages. Offering a range of creative workshops, the Festival invited Australian Muslims and people from all backgrounds to share their passion for storytelling.

The AMWF 2022 theme 'Our Table' sought to discover the role of diverse writers in Australian publishing and to amplify the voices of Muslim writers as they explore identity and personal experience. As part of the festival, Lalor Library hosted a fantastic family day that showcased Muslim children's writers Nazeem Hussain, Ozge Sevindik Alkan and Huda Hayek, creating an opportunity for writers, publishers, illustrators and community to feel welcome, and to explore and promote literacy and writing for young children.



**'It was wonderful to see the children so excited and enjoying themselves but what is more valuable is seeing the Muslim writers of the future and them seeing themselves represented here today in the authors who are sharing their stories with them.'**

Participating author

### A real-time response to cost-of-living concerns

Continuing our commitment to the community, a diverse and ever-evolving series of events and activities have been introduced across YPRL to support the community with information and advice to assist in the cost-of-living crisis over the last year.

Driven by community feedback, YPRL staff have rolled out tailored events on an ongoing basis to encourage the use of our library services and collections as a cost-saving measure, in addition to providing education in priority areas like cooking, energy saving, sustainability, entertainment and keeping active.

Events have included sessions on saving at the supermarket and basic car maintenance, health talks and cooking demonstrations using the Stephanie Alexander Kitchen Garden, as well as resume building and clothes mending workshops.

YPRL's cost-of-living sessions demonstrate our commitment to listening to the local community and responding to needs as they are identified, to provide relevant and meaningful support to library users.



**'Over the last year my rent has increased so much, the cost of living has gone up and it's come to the point where I can't afford the basics. A while ago I read in a council flyer that the library has free internet. It's such a beautiful place and the staff are always so welcoming.'**

Bev, retired library user



### Recognising our volunteers

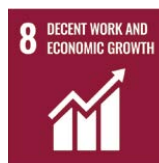
YPRL volunteers play a pivotal role in delivering our rich array of programs and events, an offering that would not be possible without the generous contributions of a diverse group of individuals. Our volunteers are instrumental in some of our most loved programs, from social connection through our Chatty Cafe, to skill-building at Tech Help, Chess Club and Line Dancing sessions.

The unwavering support of our volunteers towards both our staff and the community is instrumental in delivering the meaningful programming that is core to what libraries do. To our invaluable volunteers: we recognise and appreciate your dedication and effort in fostering positive connections in the community and supporting lifelong learning at YPRL.

#### *Soo Nickels Celebrating 20 Years*

Soo Nickels is a proud wife, mother, and soon-to-be grandmother, with a legendary status as an intrepid traveller and adventurer. She is also an avid reader, community supporter and library volunteer with YPRL. Soo first volunteered with us in 2003, when she started helping out with our Home Library Service before moving into assisting staff and users in branches.

YPRL is immensely grateful for Soo's dedication to our library and her two decades of making meaningful connections and supporting the YPRL community through change and challenges.

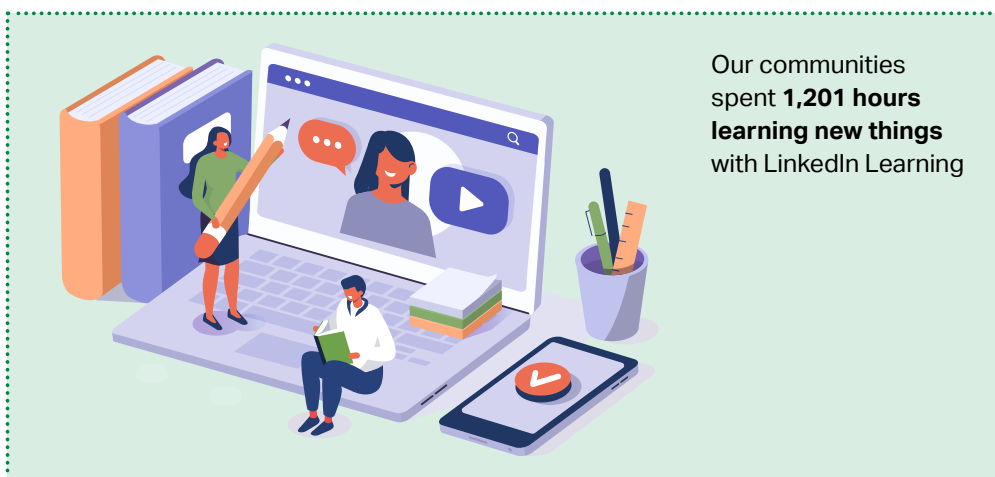




### Priority: Outreach

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

You don't need to be in our library buildings to access library services or programs. Online programming and our eLibrary means that more of the community can engage with us from the comfort of their own homes, while the Home Library Service offers a valuable lifeline in delivering print books and magazines to our house-bound patrons. Our outreach programming continues to expand all over the community, from storytimes in different locations, to school holiday events, festivals, and visits to nursing homes, kinders, schools, and shopping centres.



Our communities spent **1,201 hours** learning new things with LinkedIn Learning

'The services a library provides is crucial for our communities. It helps people to connect in several ways. It is great for those who are vulnerable within our communities.'





### Expanding our reach

YPRL's network of Click & Collect Hubs extends our reach into more locations to provide better access to physical collections for those who may not live near a library branch.

Hurstbridge Hub has been a fantastically successful site of community activation and it continues to grow. Our Hurstbridge Hub-based library users can return items, collect holds, as well as browse and borrow from a curated collection of books and resources. YPRL also delivers weekly storytime sessions and school holiday programming at the hub, with support from staff at Eltham and Diamond Valley libraries.

Donnybrook Hub, supported by Whittlesea Library, is another site of growing community engagement – evident in the strong attendance at school holiday programs delivered at the site. Visitors to the Shared Cup Cafe are enthusiastic borrowers from

the hub's collection. YPRL staff run regular Storytimes and the attendance from first-time families is a sure sign of the need to support early years literacy in the area.

Galada Hub has become a spot for locals to meet, borrow and engage with library programs including Storytime, school holiday activities and a Conversation Cafe pilot. Approximately 1,300 children have attended Galada Storytimes over the last year and a small refurbishment has allowed a doubling of the collection which now includes Book Express and an extended children's section which is well loved by the onsite kindergarten. Galada is supported by Thomastown and Lalor, with wonderful support from council's Community and Activity Centre staff.



## Library on wheels

YPRL's Mobile Library is on the road five days a week, 46 weeks a year. Making 13 stops at 12 locations, it has welcomed nearly 24,000 visitors this year. Mobile Library users have borrowed over 36,000 items and more than 400 new members have signed up at stops.

The Mobile Library team is essential to our outreach, regularly delivering to 40 kindergartens, daycare centres, schools and community groups. At any one time, 1,400 Mobile Library items will be in the hands of the local community.

During Eltham's closure in June 2023, the Mobile Library received additional outreach programming support and offered storytimes. Dozens of children joined in and loved the chance to enjoy picture books together. The Mobile Library serves as a dynamic regional hub, with a dedicated team, personalised services and outreach programming for the community.

**'The Mobile Library means being met with warm and friendly greetings by lovely staff who always make the time to chat and learn my interests, whilst also being kind enough to keep an eye out for and reserve any books that they think my children or I may enjoy.'**



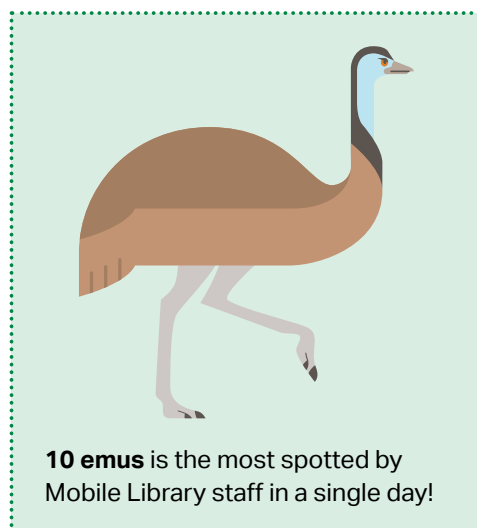


### Social media

Platform	2021/22	2022/23	Growth
eNewsletter	50,857	58,315	14.66%
Facebook	6,893	7,269	5.45%
Instagram	3,584	3,923	9.46%
X (formerly known as Twitter)	2,352	2,326	-1.11%
LinkedIn	848	958	12.97%
<b>Total</b>	<b>64,534</b>	<b>72,791</b>	<b>12.79%</b>

### Digital interactions

Platform	2021/22	2022/23	Growth
Digital program engagement	3,688	1,076	-70.82%
Website	1,364,675	1,613,496	18.23%
Online catalogue	367,902	415,322	12.89%
YPRL app	283,917	386,512	36.14%



**'My experiences are steeped in nostalgia and borrowing from the Donnybrook pop-up helps me stay connected to a more simple way of life I had forgotten. I've returned to borrowing books later in life for Sustainability reasons and am so grateful to have access to these resources in the outer reaches of Melbourne.'**



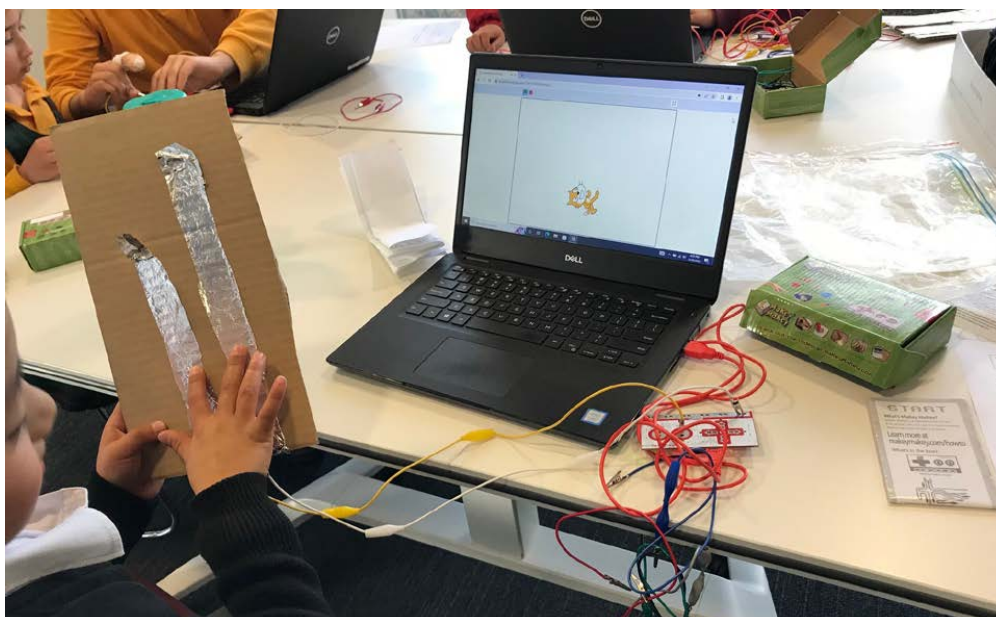
### Using Storytime as outreach

YPRL has committed to running outreach Storytimes in key locations to maintain community connection and our early literacy focus during the development of the new Rosanna Library. We have partnered with Banyule City Council and Kids First to deliver weekly Storytimes at Banyule Community Health, Macleod Community Hall, and Bellfield Community Hub. Storytime attendance is increasing each week and we are receiving fantastic feedback from families delighted to still have Storytime sessions near home.



**'It's fantastic to have a Storytime here in Macleod! I have a really lovely half day out with my two children now. We are able to have a play on the playground, watch some trains, and come to Storytime.'**

Macleod Storytime attendee



### National Science Week

In August 2022 YPRL celebrated National Science Week, hosting sixteen events delivered over the course of a fortnight. More than 330 attendees participated in the fun and educational sessions, with some travelling across the region for the occasion.

Highlights included the Science Discovery Dome Mobile Planetarium, coding sessions, Minecraft, and events featuring kaleidoscopes and optical illusions. Beyond cultivating scientific curiosity and an interest in technology, our Science Week events provided a warm and welcoming space for families to bond while discovering fantastic STEAM collections and programs.



**'I moved into the area to look after my elderly father eight years ago. As a carer I had little time for myself and was feeling isolated and down. My sister suggested joining the library and attending some of the activities. I joined two groups (Chat & Connect and a Walking group) that I am still with to this day. I look forward to these activities every week. I can't imagine life without them.'**

### Home services lifeline

YPRL's Home Library Service (HLS) has bounced back post-lockdown. Over the last year, more than 6,000 loans have been provided to housebound and low-mobility library users. We have streamlined onboarding process for new Home Library users and volunteers to ensure we are able to provide the best services to our HLS users.

Our HLS is a critical service providing a vital lifeline to the world of literature, film, culture and current affairs. Housebound and low-mobility users are at a higher risk of social isolation, and the connection created between clients and volunteers through the HLS reduces loneliness.

For one widowed client, the HLS is life changing: 'I would be lost without it.' Our HLS volunteers value the experience too: 'I find it really rewarding enabling people to continue their love of reading.'

YPRL's HLS is expanding to meet the rising community need. We will partner to build ongoing capacity within the service so that we can continue to enrich the lives of those who access our services from home.



### Grants received

Name of Grant	Funding body	Purpose	Amount received
<b>JumpStart</b>	VicHealth	Codesigned healthy eating & gardening workshops for youth	\$12,500.00
<b>Digital Literacy for Seniors</b>	Department of Jobs, Precincts and Regions	Providing digital literacy programming for seniors	\$91,216.00
			<b>\$103,716.00</b>

'The Outreach Van is just a delight! Having it come right into our village is fantastic and the staff are a great help 🙌.'





## Outcome: Knowledge and learning

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

Through our collections, programs, and partnerships, YPRL supports the community to learn and grow. We are a community of readers, with both print and digital loans increasing this year. Borrowing books remains one of the main reasons that our members visit library branches, with both leisure reading and knowledge seeking highly valued. YPRL provides one of the largest and most up-to-date collections in Victoria, with more than 400,000 books and 20+ Digital Library platforms to support our community to learn, create, and live well.

Another key reason people visit our libraries is to engage in our wide variety of events and programs. From our youngest attendees of Baby Storytime through to our oldest attendees of social chat groups, our programming offers something for everyone. YPRL programs are creative, innovative, and responsive to community needs.



### Priority: Programs and pathways

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

Library programs educate, entertain, inspire, and connect. Our codesign approach to programming puts community needs at the centre of all we do. We partner with others and collaborate to make the most of everything we have. From our daily Storytimes, providing quality early years education to families, through to specialised programming such as Family History Month and Maker Space inductions, we foster creativity and curiosity, build skills, and encourage innovation.



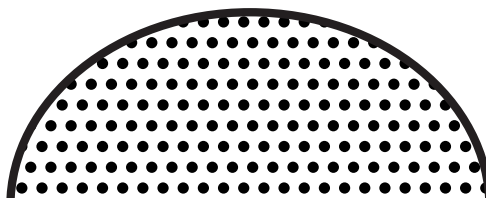


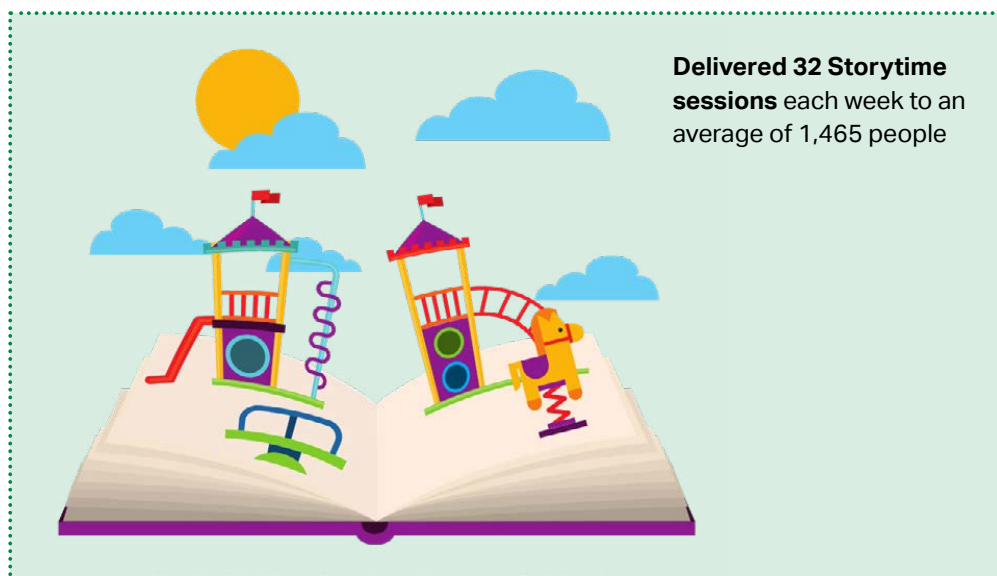
### Nurturing literacy and inclusion

YPRL Storytimes continue to captivate children, families and carers, inspiring a love of reading, words and language. Delivered to more than 1,400 people each week, our early years literacy programs offer welcoming and enjoyable opportunities to gather, read, learn, sing and create. Families and carers are supported to build knowledge, skills and confidence to nurture children's reading and language development beyond the library.

Storytimes reflect the diverse communities YPRL serves, creating inclusive opportunities to experience various languages, cultures, traditions and perspectives. In 2022–23 our regular Storytimes included First Nations, bilingual and intergenerational sessions, with feature programs celebrating significant dates such as Reconciliation Week, IDAHOBIT, Pride Month and NAIDOC Week.

Storytimes are offered across all YPRL branches, with staff regularly delivering outreach sessions at our library hubs, community locations, early childhood services and schools. Select Storytimes and early years programming features special guests in collaboration with community partners such as local health services and our member Councils.





### Storytime sessions

Storytimes	Sessions	Attendance
Diamond Valley	177	8,231
Eltham	294	17,083
Ivanhoe	196	12,204
Lalor	199	5,276
Mill Park	211	11,986
Rosanna	176	6,477
Thomastown	126	3,166
Watsonia	178	8,787
Whittlesea	145	2,909
Online	3	70
<b>Total</b>	<b>1,705</b>	<b>76,189</b>

'For the past 7 years my kids and I have visited Whittlesea Library weekly. It has such lovely staff, storytime is wonderful for fostering in my kids a real enthusiasm for books, and it's here that I'm connected with other local events via flyers on the wall.'



### National Simultaneous Storytime

National Simultaneous Storytime (NSS) is an engaging annual event that aims to promote the value of reading and literacy. Each year highlights a picture book created by an Australian author and illustrator to be read simultaneously to children across the country.

In 2023, more than 2 million children across Australia sat down to listen to the *The Speedy Sloth* written by Rebecca Young and illustrated by Heath McKenzie. YPRL invited special guest readers for each of our NSS sessions to read the book, from Banyule City Cr Alison Champion and Cr Tom Melican; from City of Whittlesea Administrator Lydia Wilson, and staff Janine Morgan, Amelia Ryan, Anthony Trill; and from Nillumbik Shire Mayor Cr Ben Ramcharan and Cr Natalie Duffy.

YPRL's NSS activities focussed on reading, literacy, wellbeing, connectedness, and belonging. YPRL invited local primary schools and kindergartens to visit our libraries to enjoy *The Speedy Sloth* and other stories, choose some books to take home, and participate in sloth-themed activities. NSS was a fantastic event highlighting the joy of reading in a social setting.





### Insights into family history

Each year, our Family History Month program offers opportunities for family history researchers and others interested in the past to engage in a series of events to help get started or sharpen skills. Family History Month events provide attendees with a fascinating journey into their ancestral past, fostering connections, uncovering stories, and enriching understanding.

YPRL partnered with the University of Tasmania's Family History Department and Melbourne Dead Persons Society to present Family History Month events including talks by authors and research experts; a cemetery tour; opportunities to workshop research challenges; an introduction to family research session;

digital story creation lessons; photo digitisation sessions; and DIY family 'food memory' bookmaking. Our most popular sessions were Celebrating 150 Years of State Schooling, Writing Migrant Family History and No Ordinary Convict.





## Havens of innovation

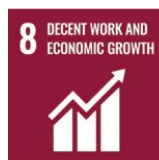
We take pride in our diverse Maker Spaces across our library branches and Council areas, each offering unique avenues for creativity, entrepreneurship, and learning.

Diamond Valley Library's garden Maker Space nurtures connection, wellbeing, and knowledge through programs focused on sustainability and garden play. YPRL has partnered with The Stephanie Alexander Kitchen Garden Foundation to deliver a monthly program where children use produce from the garden to learn about healthy eating.

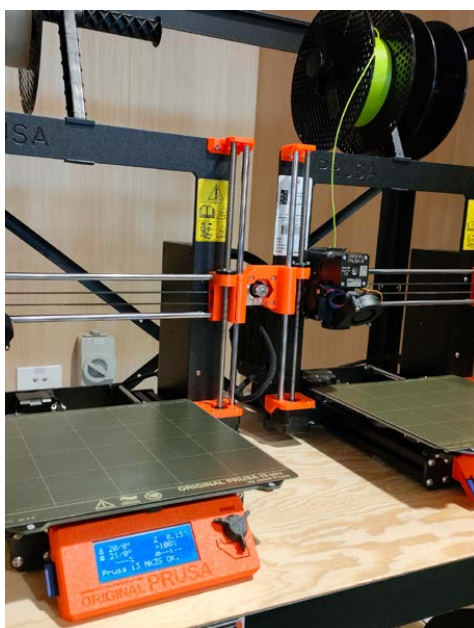
Thomastown Library's textile Maker Space is a haven for crafters and now provides borrowing access to sewing and overlocker machines. With a lending library that offers frame looms, printmaking gear, and tool boxes, it serves as a vibrant creative space where YPRL and our partners have delivered events such as lantern making, and hosted expert-led clothes mending workshops.

Ivanhoe Library's design Maker Space empowers self-directed tech creativity via 3D printing, laser cutting, and Cricut – a smart cutting device controlled by an app. This year, more than 150 new participants completed safety inductions and started exploring 3D printing and laser cutting.

We are committed to maintaining cutting-edge Maker Spaces to create hubs of innovation and learning. Staff are currently investigating the future of the new Rosanna Library Maker Space and looking at how to best meet community need in the Mill Park Maker Space to ensure we're delivering for our community now, and into the future.



**'At your libraries I have learned how to design and make earrings on a fancy new printer, I have enhanced my understanding of botany, explored the world, and discovered new life skills that offer hope I may be able to work or study again.'**





### All YPRL events

Location	Events			Participants		
	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23
<b>Banyule</b>	305	693	1457	6,123	13,636	40,894
<b>Nilumbik</b>	138	379	1007	3,708	12,734	33,972
<b>Whittlesea</b>	398	756	2120	7,256	40,111	42,769
<b>Online</b>	881	381	21	14,458	5,818	654
<b>Total</b>	<b>1,722</b>	<b>2,209</b>	<b>4,605</b>	<b>31,545</b>	<b>72,299</b>	<b>118,289</b>

### Gathering for Children's Day

On 4 August 2022, the local community came together at Thomastown Library to connect, share, yarn, and support each other. We celebrated the day by connecting with culture and country, celebrating Aboriginal and Torres Strait Islander children growing up strong, safe and knowing their cultural traditions.

Thomastown welcomed and celebrated several elders on the day who shared their stories, culture and country. This included a yarn with Uncle John Baxter on Wominjeka, the Wurundjeri word, it's meaning and significance. We also collaborated with community, elders and partners on reflecting on the SNAICC Creating Change through Partnerships audit tool, working together on how to best promote the principles of 'Proud in Culture, Strong in Spirit', which was the theme for the event.

National Aboriginal & Children's Day held a unique significance for YPRL, the event established cultural underpinnings, engaged and welcomed the community. Engaged and welcomed community who may not typically use our libraries. Our intention is to further develop and expand upon this experience as we look ahead to next year.

YPRL's celebration of National Aboriginal and Torres Strait Islander Children's Day was held in partnership with local First Nations Community, Secretariat of National Aboriginal and Islander Child Care (SNAICC), Victorian Aboriginal Health Service (VAHS), Victorian Aboriginal Child Care Association (VACCA), Yarn Strong Sister, the Victorian Government *Best Start* initiative, Thomastown Neighbourhood House, Brotherhood of St Laurence, Bubup Wilam Aboriginal Child & Family Centre Incorporated, Playgroup Victoria and other organisations.





### Advocating for community employment opportunities

YPRL has partnered with Job Advocates Australia to provide regular pop-up sessions in our libraries, supporting jobseekers across the region with advice on local employment opportunities, employment support, and low or no-cost education and training. Job Advocates Australia also share information and tips about getting a job, including resume refreshes, and connects attendees with additional services such as housing support or counselling.

The Job Advocates Program received promotion in our Storytimes and throughout our libraries to highlight the employment and training opportunities available to support people re-entering the workforce.





### Priority: Information and resources

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

Quality and reliable information is a touchstone of library services. Our collections remain one of the key drawcards in our spaces, as people visit every day to read, learn, discover, relax, and connect with information. This year, we worked hard to align our collection with local needs and reviewed our community language collections to best reflect who we are. We have had exciting upgrades and additions to our spaces, including a new reading retreat at Greensborough Plaza, and have focussed on making collections appealing and simple to browse.





There were **1,833,110 hours of eAudiobooks listened to...** think of how many daily commutes or vacuuming sessions that is!

### Our collections

In the past year, our collections made their way into the hands and onto the screens of community members 2,693,546 times as they continue to delight, empower, and inform. This represents a 47% increase in loans throughout 2022–23 compared to the previous year, as usage continues to rebound after the pandemic. Our updated *Collection Development Policy* ensures our collections are responsive to community needs, support local creatives, celebrate First Nations culture, and reflect and support our diverse communities. Nine out of ten titles suggested for purchase were acquired by the library as community driven acquisitions continue to build dynamic physical and digital collections to meet the needs of the community.

We added more than 30 items to our local history collections, including *Whittlesea's Dark Past* by Mill Park Library's very own Jack Chan, a publication that was funded by a Local History Grants Program. More than 500 items were also added to our Digital Archives, including the Mary Zhou collection of drawings of local landmarks in the City of Banyule; contemporary photos taken as part of the Whittlesea Township walking map project; community newsletters; and YPRL organisational archives.

Loans from our eLibrary reached another all-time high, now accounting for more than 15% of our total collection loans and rounding out our eighth year of consecutive digital loan growth. eAudiobooks remain our strongest trending format, allowing our users to relish the convenience of enjoying a book on the move. We also saw significant growth across our Children's digital platforms, with StoryBox Library and LOTE4Kids both rising in usage by over 50%.

Our priorities for the digital collection this year were increasing breadth, reducing the wait time for popular titles, and a stronger focus on community driven acquisitions. We purchased more copies than ever before of in demand titles to reduce the average wait time for holds by 88%.



**Collection statistics**

<b>Items</b>	<b>2021/22</b>	<b>2022/23</b>
<b>Total physical Items</b>	<b>353,384</b>	<b>342,500</b>
Banyule	123,104	111,197
Whittlesea	149,591	151,117
Nillumbik	80,689	80,186
<b>Total digital Items</b>	<b>60,412</b>	<b>60,743</b>
eBooks	40,746	39,011
eAudio	16,985	19,005
eMags	2,681	2,727
<b>Total collection (physical and digital)</b>	<b>413,796</b>	<b>403,243</b>

<b>Loans</b>	<b>2021/22</b>	<b>2022/23</b>
<b>Total loans of physical items</b>	<b>1,835,002</b>	<b>2,289,237</b>
Banyule	686,193	835,381
Whittlesea	606,230	776,644
Nillumbik	542,579	677,212
<b>Total loans of digital items</b>	<b>396,747</b>	<b>404,309</b>
eBooks	153,052	149,394
eAudio	168,133	183,311
eMags	75,562	71,604
<b>Total loans (physical and digital)</b>	<b>2,231,749</b>	<b>2,693,546</b>

<b>Turnover</b>	<b>2021/22</b>	<b>2022/23</b>
<b>Turnover all items</b>	<b>5.4</b>	<b>6.7</b>
Physical Items	5.2	6.7
Banyule	5.6	7.5
Whittlesea	4.1	5.1
Nillumbik	6.7	8.4
Digital Items	6.6	6.7

<b>Purchases</b>	<b>2021/22</b>	<b>2022/23</b>
<b>New items</b>	<b>92,227</b>	<b>93,189</b>
Banyule	32,818	37,284
Whittlesea	37,440	27,271
Nillumbik	21,969	28,634





### Introducing a braille collection

YPRL is dedicated to responding to the diverse needs of our community. We know it is incredibly important for children to have access to books and have committed to adding and growing a braille collection with 34 picturebook titles added this year so that readers with vision impairment can enjoy stories from our collection. These titles were also read at Storytimes to increase community awareness and introduce all children to braille reading. We want to ensure that every child can engage with our collections and develop a love for reading.

Braille books employ a tactile writing system using a series of raised dots on pages to represent letters, numbers and punctuation. Children's braille picture books contain images along with both braille and lettering for the sighted, offering a wonderful way for sighted and visually impaired readers to enjoy books together.

The foundations of early literacy depend upon an early introduction to reading. Holding a book and sharing a moment with caregivers strengthens bonds and initiates familiarity with language, spelling and punctuation, contributing significantly to a child's developmental journey.

The role of reading is pivotal in children's learning and development, and braille books can help children with impaired vision to learn and develop in a format tailored to their needs. We are committed to growing this collection to ensure that all our library families can enjoy reading together.





### More sought-after titles

YPRL's popular Book Express collection provide a bookstore experience in our libraries, allowing visitors to browse sought-after titles and blockbuster releases to borrow right away. Dedicated Book Express shelving originally featured at the entrances of Mill Park, Eltham, Watsonia and Ivanhoe libraries. In the last year this was expanded to all branches after a pop-up Book Express trial during the 2022 Warm Winter Read campaign indicated that the community wanted this trending collection to be available at all of our libraries.

The Book Express collection looks to bestseller lists with a 'no holds: no waiting' approach. We have made sure to refine and optimise our selection processes to tailor available titles to the needs of the local communities and strengthen the breadth of this collection.

Book Express titles are borrowed an average of 4.3 times across a three-month period. With a three-week loan, the Book Express collection is borrowed at a very fast pace! In total, Book Express titles were borrowed 12,862 times in 2022–23. As an extremely popular feature of our collection that drives foot traffic in our physical libraries, we are committed to offering this option to YPRL readers on an ongoing basis.



### Expanding our eLibrary

Use of YPRL's digital collections is growing and there is an appetite in the community for an expanded offering in this space. This year, we have increased the arts and culture as well as language learning options for our library users.

Four new digital resources were added to YPRL's eLibrary including Craftsby – a database containing over 1,400 instructional videos for creative hobbies; Qello – a streaming platform containing the world's largest collection of live concerts and music documentaries; Classica – a streaming platform featuring recordings of classical music concerts, opera and ballet; and Clear Pronunciation – a library of video tutorials for English learners of all levels to introduce the sounds of Australian English.

YPRL will keep seeking opportunities to expand our popular eLibrary with digital collections and platforms that meet the needs of our diverse community by increasing opportunities to learn, connect, and be entertained.



### Finding the facts

YPRL was the first library in Victoria to offer free access to *The New York Times*, an essential daily news source with a reputation for ethical, thoughtful, high-quality journalism. Our library users have unlimited onsite access to *The New York Times* when connected to library Wi-Fi, and can access from home with an unlimited renewable 24-hour subscription token.

Libraries play a vital role in offering dependable resources for digital literacy, teaching source reliability assessment, and countering misinformation. Offering free access to the award-winning journalism of *The New York Times* is a fantastic way to build toward the achievement of these learning outcomes.



### Expanding in-language collections

This year, we surveyed our Culturally and Linguistically Diverse (CALD) community in ten community languages to find out which of our language collections they currently access, what they would like to see more of in those collections, and if they would like more expansive digital collections in their language.

We heard from more than 220 library users, with the general themes across all community language groups requesting more bilingual books for children; more bestselling fiction titles; and more adult nonfiction books on popular topics like psychology and cooking.

As a result, we added 4,500 eBooks and eAudiobooks in the top 8 community languages spoken in our region to our eLibrary, and feedback from survey participants fed directly into our 2023–24 physical collection acquisition specifications.



### Library visitation

Location	2018/19	2019/20	2020/21	2021/22	2022/23	% Change
Diamond Valley	110,161	78,924	22,219	32,570	67,068	105.92%
Eltham	267,087	190,181	104,138	131,349	195,911	49.15%
Ivanhoe	164,039	122,938	66,062	155,262	295,509	90.33%
Lalor	298,611	207,459	84,662	92,455	168,923	82.71%
Mill Park	161,134	130,499	65,508	100,247	173,133	72.71%
Rosanna	128,847	111,096	67,692	59,596	73,629	23.55%
Thomastown	144,051	103,684	43,257	43,245	102,484	136.98%
Watsonia	197,435	141,359	62,446	66,481	133,888	101.39%
Whittlesea	49,962	35,942	21,351	23,132	42,852	85.25%
Mobile Library	35,044	25,058	18,880	10,527	23,976	127.76%
<b>Total Visits</b>	<b>1,556,371</b>	<b>1,147,140</b>	<b>556,215</b>	<b>714,864</b>	<b>1,277,373</b>	<b>78.69%</b>





### Eltham Library's revamp

In March 2023, Eltham Library bid farewell to old, not-so-faithful book sorter Bessie, which had returned and sorted the collections circulating through Eltham for the last 10 years. In Bessie's stead, staff welcomed our sleek, state-of-the-art new book sorter, quickly dubbing it 'The Big Labookski, AKA The Dude.'

The new, improved and smaller book sorter is the little engine that can! This Australian made machine was even built with a local touch, with an Eltham resident and library user contributing their electronic engineering expertise to its design. This machine can process as many books as can be returned at one time and provides much excitement as library users of all ages watch their returns on the journey along the conveyor belt and into the return trolleys. Eltham staff and patrons alike have welcomed this new addition to the team, and appreciate its role in easing a significant manual handling task.

YPRL also undertook extensive internal renovations in June 2023, with the changes to be unveiled in July 2023. Enhancements include a redesigned information desk, upgraded furnishings in the learning lounge, young adult and community zones, improved study spaces, and engaging collection spotlights highlighting the Eltham community's most borrowed books. Improvements to Eltham Library's spaces will create a more usable and inviting environment for library users to connect, learn, and thrive.







### Rosanna Library's new chapter

In March, Rosanna Library closed its doors in preparation for construction of the new library.

Built in the early 1970s, Rosanna Library has been a much-loved place for learning and connection but, as Rosanna has grown and changed, so have the needs of the community. In the weeks leading up to the original library's closure, library users engaged in a series of events created to capture memories and experiences of the Rosanna Library.

In a partnership with Woolworths, Banyule City Council will deliver a new Rosanna library – a proposed three storey, 1600sqm building incorporating indoor and outdoor spaces in the heart of Rosanna. The new space will expand the children's area and offer co-working and study spaces, community meeting

rooms, quiet zones, a podcasting and recording studio, Maternal Child Health services and the Banyule Toy Library.

YPRL has partnered with Banyule City Council to deliver the Rosanna Library Pop-up just a few minutes' walk away from the original library to serve library users. The Rosanna Library Pop-up services include: Click & Collect, curated collection, printing and photocopying services, newspapers, computer access and Wi-Fi. Since opening, the pop-up has received more than 10,000 visitors and loaned over 15,000 items.



### Galada Hub upgrade

In February 2023, the Galada Community Centre Hub underwent a vital upgrade to meet the growing demand for collection in the space. Enhancements included new shelving, permanent signage and book displays, creating a more user-friendly experience and a stronger presence for YPRL in the centre.

Shelving updates and the introduction of stand-alone units for picture books have effectively doubled the collection available at the Hub. The addition of clearer signage and wall displays not only aids in creating connections in outreach visits but also incorporates focal points to highlight the growing collection. An interactive addition to the Hub are new book recommendation spots, collaboratively maintained by YPRL staff, Galada Community Centre staff, and community members sharing the common goal of telling others about the books they love.

The revamped children's shelving improves access to age-appropriate books for families and kinder groups, while the addition of Book Express to the Galada collection extends access to the newest and most sought-after items amongst library users. The Galada upgrade has made this much-loved YPRL Hub more inviting, usable and accessible, and has significantly improved the experience of library users visiting the space.



**'We walk to the library, get our favourite books. Now she's 17 months and has a sense of 'her' books and how we go to get them from Galada. It's such a relief since the hub expanded.'**

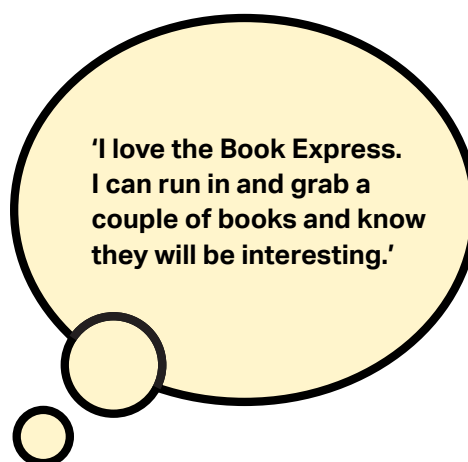




### Updating our support

Our Library Support Services (LSS) office in South Morang was closed for refurbishment from late July until mid-November 2022. During this time, our support staff relocated to branches and filled nearly every available space.

The refurbishment included new lighting, carpet and a complete transition to hotdesking for all of our support staff, with the CEO and manager offices transitioned into meeting rooms. Sit-stand desks were installed, and laptops with docking stations provided to all of our support staff, allowing them to be more efficient on the go and when helping out in branch.



### Connecting communities

Greensborough Plaza has established a Reading Retreat space with support from YPRL. The Greensborough Reading Retreat invites people to donate books that can be taken, read, and then returned to the space for others to enjoy. YPRL has provided items from our collection to offer for borrowing from the retreat, with staff consistently refreshing the selection available to the community.

The Reading Retreat is a great space to promote our services to an engaged local community. Information on how to access YPRL's eLibrary and details of our library programs are available, and a 'Meet a Librarian' engagement opportunity and Storytime session were arranged for its launch.

YPRL will be utilising the Reading Retreat space to better understand the needs of the Greensborough community and gauge areas of interest to inform future library programming, including potential school holiday activities and a queer book group for young people. We are thrilled to be involved in activating local spaces and developing our understanding of the community in Greensborough.



### Enabling dialogue on treaty

In February 2023, Thomastown Library hosted a Treaty Community Forum presented by the First People's Assembly of Victoria. The forum was an opportunity to 'hear about the Self Determination Fund and processes for Treaty-making in Victoria, have a yarn, ask questions and help us shape the next steps on the journey.'

The Treaty Community Forum achieved a fantastic turnout with attendance by local library regulars, staff from Thomastown Library and the City of Whittlesea, along with members of the wider community. YPRL looks forward to continuing to support Treaty and the First People's Assembly of Victoria by providing a safe and welcoming space for community and allies to meet and discuss the path ahead.









## Outcome: Organisational Strength

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

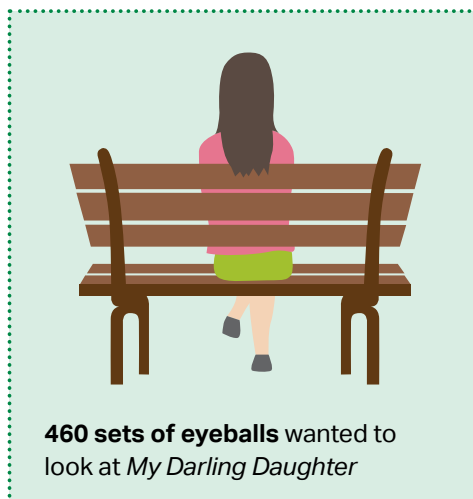
Behind the scenes, YPRL is committed to supporting our staff to enable them to serve the local community. We empower our staff through training, good structures and governance, and the right technology, so that they can focus on delivering what local communities need. Having the right infrastructure in place makes our staff more confident and adaptable to coming change. We see our staff as a major asset and invest in them accordingly, supporting their development, career progression, and wellbeing. Our responsibility to the local community is one that we take seriously. As well as delivering high-quality library services, we take a sustainability lens to all that we do. Libraries inherently support sustainability in the community, with our model of shared resources, and we are always striving for ways to do better. As we work to update several of our spaces, we re-use and repair materials where we can, and prioritise the use of sustainable materials in all our activities.



### Priority: Governance and technology

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

YPRL takes a continuous improvement approach across the board, and that includes governance and technology. We have undertaken large-scale work to upgrade our digital environment, with a migration to Microsoft Office 365, a new corporate intranet, a major PC upgrade, new reporting systems, and a new expense management system. These upgrades mean that our staff can continue to produce high-quality work, supported by the most streamlined systems.



### Digital transformation

YPRL has made significant progress toward the outcomes in our Information and Communications Technology (ICT) strategy and Digital Transformation Plan. Our shift to Microsoft 365 from the old on-premises data centre enables authorised staff to access corporate data securely anytime, anywhere, enhancing internal collaboration. This change has changed the way we work and collaborate alongside our change management action plan that was put in place to aid staff throughout this transition.

We launched a new corporate intranet and digitised our corporate forms, enhancing communication, information availability and delivering efficiency and productivity improvements. YPRL is focused on continual improvement of our new digital environments.

Despite vendor delays, our corporate PC and laptop deployment project is underway with the cloud PC management environment and the procurement process completed. Deployment will be completed when devices are delivered.

YPRL continues to enhance staff cyber security awareness through targeted training, with a dedicated training platform aiding in building a robust defence against cyber threats. These initiatives position YPRL to offer agile library services, poised to tackle future challenges effectively.



**'It's peaceful and safe. A place where I know I will be welcomed and respected, where I see people from all walks of life. I can sit quietly, learn, work, study, read, reflect and ponder. It gives me a space outside my home and work environments, where I am always able to recharge. I love my local libraries and appreciate having them available.'**

## Financial fundamentals

Our digital transformation is supporting more efficient management of finance requirements at YPRL and we have delivered significant innovations. Our Financial Sustainability Framework is a comprehensive plan to ensure the long-term stability of YPRL's financial health and lay the foundation for strategic decision-making that aligns with the organisation's objectives. We have an Investment Policy and Strategy that optimally allocates resources, maximises returns, and maintains a controlled risk exposure.

An internal review of YPRL's payroll function assessed the design and effectiveness of our internal controls embedded into payroll processes, identified potential risks, and sought opportunities to improve related practices. Auditors concluded that YPRL has established appropriate payroll management practices fortifying YPRL financial integrity and enhancing employee trust and satisfaction.

We implemented a new corporate card expense management system, representing a significant leap forward in streamlining financial processes and reinforcing YPRL's commitment to efficiency and transparency. The system seamlessly integrates all corporate card transactions into a centralised platform that optimises expense tracking, reconciliation, and reporting.

We launched a new financial reporting system which harnesses advanced technology to empower our staff and stakeholders with real-time, insightful data for informed decision-making. We also presented as a panellist in the IT Systems Transformation Panel at

the FinPro (Local Government Finance Professionals) conference where we were able to showcase our organisational practices as a best-of-kind approach in leveraging technology to enhance financial operations, sharing our learnings with the broader library sector.



## Professional membership

- ALIA (Australian Library & Information Association)
- Australian HR Institute
- FinPro (Local Government Finance Professionals)
- IFLA (International Federation of Library Associations and Institutions)
- IPA (Institute of Public Accounts)
- PLV (Public Libraries Victoria)
- PLV Collections Special Interest Group
- PLV Home Library Service Special Interest Group
- PLV ICT Special Interest Group
- PLV Marketing, Advocacy and Engagement Special Interest Group
- PLV Local Studies Special Interest Group
- PLV Resource Sharing Special Interest Group
- Stephanie Alexander Kitchen Foundation
- VALA (Libraries, Technology and the Future Inc)
- VECCI (Victorian Chamber of Commerce & Industry)

**Processes updated**

Date	Policy
Jul-22	Public Interest Disclosures Procedures
Jul-22	Guidelines: Filling Vacant Shifts and Positions
Sep-22	YPRL CCTV Standard Operating Procedures
Sep-22	YPRL Child Safety and Wellbeing Policy 2022 (formerly Child Safe Policy)
Sep-22	Recruitment & Selection Procedure 2022
Sep-22	Employee Assistance Program Procedure 2022
Sep-22	COVID-19 Vaccination Policy
Oct-22	YPRL Employee Reward and Recognition Procedure
Nov-22	YPRL Membership Policy 2022 - 2025
Nov-22	Unattended or Lost Child Procedure 2022
Nov-22	Conference and Course Travel Expenses Procedure (formerly Travel Expenses Guidelines)
Dec-22	YPRL Fire Safety Procedure
Dec-22	Instrument of Sub Delegation 2022
Jan-23	OHS Manual
Jan-23	YPRL Payroll Policy 2022
Mar-23	YPRL Volunteer Policy
Mar-23	YPRL Conflict of Interest Procedure
Mar-23	Collection Development Policy 2022-2026
Mar-23	YPRL Privacy Policy
Mar-23	YPRL Fraud and Corruption Control Policy (formerly Fraud and Corruption Prevention Policy)
Jun-23	Equal Employment Opportunity Anti-Discrimination Bullying & Sexual Harassment Policy



### Priority: Environmental and social sustainability

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

At YPRL our work around inclusion and diversity is fundamental to all that we do, as we truly believe that libraries are for everyone. Building on programming such as Sensitive Santa, we're doing a thorough review of our accessibility across our services, spaces, and programs as part of our Accessibility Action Plan. Through the Talking Together program we have connected with the Somali Australian community and brought the benefits of library engagement to a new audience. Ongoing work with the LGBTQIA+ community has included IDAHOBIT events across the region.



### Sustainable refurbishment

YPRL prioritised sustainable practice in refurbishing both corporate and library spaces this year. At Eltham Library, this meant choosing to repurpose much of our existing furniture and joinery instead of buying new – cushions in the children's area were reupholstered; table legs on PC desks were reused; existing shelving units were retained and revitalised; timber bay ends were resurfaced; and chairs and tables were refinished rather than replaced.

During our Library Support Services upgrade we used the same sustainable mindset. Most of YPRL's retired furniture was not sent landfill, with 70% donated for reuse. We were also able to improve the quality of lighting while reducing energy use by moving to LED – a change we anticipate will save an estimated 40% on power consumption and bills. YPRL is committed to ensuring our libraries and offices are up to date and fit for purpose while prioritising sustainability as a cornerstone in our decision making moving forwards.





### Celebrating inclusion

On 17 May 2023, YPRL marked International Day Against Homophobia, Biphobia and Transphobia (IDAHOBIT) with a planned Rainbow Storytime hosted by Eltham Library. The inviting family event was to feature drag performer, Frock Hudson, reading from inclusive children's books, bringing stories of inclusion to the community. Unfortunately the session was moved online based on police advice, where more than 3,000 people have now viewed the inclusive message, a far greater number than could ever have fit in the library for an in-person event. This fantastic turnout demonstrated the importance of positive visibility and representation for LGBTQIA+ families in our library spaces.

Eltham Library received an immense amount of support from rainbow families in and around Eltham, as well as families from near and far. Our IDAHOBIT event became a catalyst for forging new community partnerships, firmly establishing the library as a safe space to celebrate IDAHOBIT and for our diverse library families to feel truly seen and embraced.

**'Thank you so much for spreading the Rainbow love for IDAHOBIT day. This means so much for Rainbow families and all of us in the trans and queer community! Love to all the staff.'**

**'Dear library staff, Thank you for supporting next week's IDAHOBIT drag storytime. As a member of the queer community, I find hope in the darkness when people and organisations like you stand up for people like me.'**





### Embracing the Uluru Statement from the Heart

In June 2023, the YPRL Board of Directors made the unanimous decision to endorse the *Uluru Statement from the Heart* in full. This is a positive step in continuing to build a strong and respectful relationship with the First Nations community and this endorsement signifies YPRL's commitment to promoting positive change within the community.

We recognise the vital role public libraries can play in supporting the Uluru Statement and fostering understanding of First Nations culture. Public libraries are uniquely positioned to support the *Uluru Statement from the Heart* and contribute to reconciliation efforts.

We can ensure accurate information is accessible and work with local First Nations communities to provide educational opportunities to learn more about First Nations culture. By sharing information and collaborating with First Nations communities and organisations, as well as our councils, YPRL is providing communities with trusted resources to make informed decisions in the upcoming referendum.



### Accessibility in action

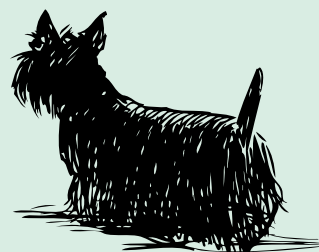
YPRL is working to make our services more accessible and ensuring our staff can identify and address barriers to library services for people with disability is crucial to this effort. Disability confidence in libraries supports both staff and library users and a key action from our Accessibility Action Plan involves assessing and improving staff confidence in the space. We conducted a survey which indicated there was a varying degree of confidence among staff.

In response to the survey findings, we offered opportunities for staff to attend customer disability training and take on the role of branch champion. Staff who completed the training reported increased confidence in understanding and addressing accessibility issues and felt more empowered to advocate and promote greater understanding, empathy, and respect for people with disability in our libraries.

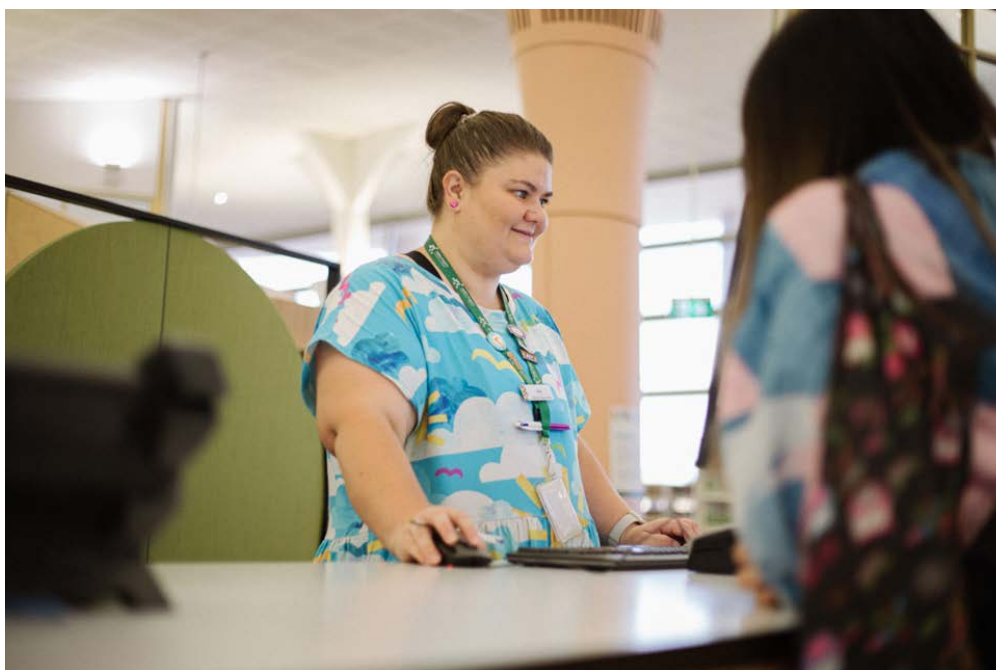
By reviewing our service through an accessibility lens, our staff are able to contribute to our Accessibility Action Plan and build a more welcoming and inclusive library service that actively seeks out and removes barriers to access. Each change brings YPRL one step closer to ensuring our libraries meet the needs of everyone in the community.



**'I have struggled with physical disabilities but always found the library very accessible and 100% free of judgement, I would curl up in little chairs and feel so happy again, look out the window and be able to be productive. I owe so much of my recovery to Ivanhoe library.'**



**Hairy Maclary** left Donaldson's Dairy **2,866** times



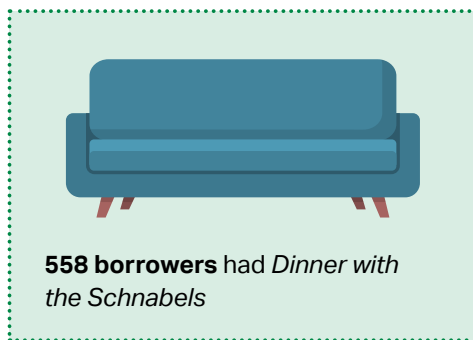
### Priority: People and capacity

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

YPRL is nothing without our amazing staff. Our continued investment in our teams through training, professional development, and an all staff development conference mean that our library staff are engaged, in touch with industry trends, up to date with best practise, and are leaders across our libraries. A new internal structure has given more opportunities for staff to grow, develop, and progress.

#### YPRL staff

Staff Totals	Number of staff	% of YPRL Workforce
Full Time	40	25%
Part Time	107	66%
Casuals	15	9%
<b>Total</b>	<b>162</b>	



### Public Participation restructure

In early August 2022, YPRL announced a restructure in the Public Participation department. Three new senior positions were created to increase engagement with councils, partners, and community, replacing three existing Branch Manager roles.

These three new positions of Senior Manager, Engagement and Operations have a regional portfolio, liaise with councils, and lead a culture of community codesign. In addition, three Team Leader: Operations positions were created to support the Senior Manager positions. Consultation took place with all YPRL staff throughout August and the staff's union (Australian Services Union) were fully informed during the process.



### Our all staff conference

After a three-year hiatus, the Staff Development Conference made a triumphant return in 2023. Held on Friday 3 March at Plenty Ranges Arts & Convention Centre the day saw a record surge in attendance fuelled by the enthusiasm and energy of staff enjoying the opportunity to connect in person.

The day started on a high note, with a brilliant presentation from Banyule City Council First Nations Lead Zali Mifsud. Her insights shed light on the need to integrate First Nations perspectives within our libraries and the vital importance of the *Uluru Statement from the Heart* and upcoming referendum.

We were grateful to hear from all our expert presenters, including Dr Barbara Barbosa Neves and Prof Alan Petersen from Monash University, Leanne Hart from Hart2heart Wellbeing and our moderator Margaret Devlin from the Centre for Organisational Development.

We have received brilliant feedback from staff and presenters indicating that our Staff Development Conference is a tremendously valued opportunity for learning and connection at YPRL. We look forward to delivering another great program in 2024.





**External training**

- A Culturally Responsive Way of Being
- AI Fluency and Libraries
- Building Aboriginal Cultural Competency
- Bushfire Safety for Workers
- Codesign Champion Training
- COVID-19 Safety at Work
- Creating Child Safety Champions
- Defibrillator Training
- Effective Performance Management
- Fire Safety Training
- First Aid and CPR
- First Nations – Walking in Two Worlds
- Health and Safety Representative Training
- Infection Control
- Injury Management for Managers
- Book Data Analysis
- LGBTQIA+ Awareness
- Librarians Guide to Homelessness
- Manual Handling
- Mental Health Awareness
- Occupational Health and Safety for Managers and Supervisors
- Pathways to Inclusion in Early Childhood
- Read, Play and Connect
- Supply Chain Compliance for Management
- Uluru Statement from the Heart
- Working with Young People with ASD

**Conference attendance**

- ALIA Conference 2023
- Meerkin & Apel Workplace Relations Forum
- PLV 2022 Planning Summit
- PLV Conference 2023
- PLV Libraries Change Lives Champion Forum
- ALIA Disability – What is Disability?
- State Library Victoria Partnership Mapping Seminar
- PLV WynTalk Pathway to Reconciliation
- Early Years Conference
- ALIA Future Libraries – Better Communities Stakeholder Symposium
- Whole Person Librarianship Seminar
- PLV Social work in Libraries Symposium
- Australian Classification Board – What Libraries need to know
- Thought Leadership Workshop
- Future Libraries: Better Communities Stakeholder Symposium
- Asia Oceania Regional Division Committee Webinar
- Australia Public Libraries Alliance Lightning Talk – Celebrating Library Staff
- ALIA Asia-Pacific Health, Law and Special Libraries Conference

**YPRL presentations and appointments**

Event	Staff
PLV Conference 2023 – Youth Takeover	Kate Hansen and Scott Mundell
PLV Conference 2023 – Talking Together	Robyn Ellard and Mahamed Hassan Awl
Chartered Institute of Library and Information Professionals Digital Leadership For Libraries – Digital Marketing section	Brendan Eichholzer
State Library Victoria Shared Leadership Program	Ian Wedlock and Kate Ferguson
PLV Leadership Summit	Jane Cowell and Robyn Ellard
Australia Public Libraries Alliance Lightning Talk – Celebrating Library Staff	Jane Cowell
ALIA Asia-Pacific Health, Law and Special Libraries Conference – welcome and introduction	Jane Cowell
ALIA Mentoring Scheme – Online Presence	Jane Cowell
ALIA Mentoring Scheme – Selection Criteria	Jane Cowell
ALIA Professional Development Webinar – Job Roles and Job Descriptions	Jane Cowell
Rotary Club of Banyule – Modern Library Services	Jane Cowell
ALIA Queensland Conference 2022 – Talking Together	Kate Ferguson
State Library Victoria Libraries for Health and Wellbeing Partnership Mapping Seminar	Kate Ferguson
FinPro (Local Government Finance Professionals) – IT Systems Transformation Panel	Luciano Lauronce
PLV Health & Wellbeing Working Group	Jane Cowell
Nillumbik Youth Council	Annie Lee
Nillumbik Positive Aging Advisory Committee	Annie Lee
Nillumbik Positive Aging forum	Dione Fisher
Early Literacy: Getting Ready to Read	Coralie Kouvelas
ALIA Mentor	Jane Cowell Kate Ferguson and Brendan Eichholzer
CAVAL Mentor	Robyn Ellard
PLV Local Studies and Collections combined SiG – The value of local history collections in public libraries	Liz Pidgeon
PLV Local Studies SiG Co-convenor	Liz Pidgeon
PLV Marketing, Advocacy & Engagement SiG Co-convenor	Brendan Eichholzer

Event	Staff
PLV Operations Special Interest Group	Tracey Jermieson
PLV Reader Development Special Interest Group	Sarah Schmidt
PLV Community Programs Special Interest Group	Kate Hansen and Kate Ferguson
PLV Children's & Youth Special Interest Group	Kate Ferguson and Coralie Kouvelas
PLV Multicultural Services & Programs Special Interest Group	Cherry Byford-Sibbing
PLV ePLV Special Interest Group	Cherry Byford-Sibbing
PLV ePLV Special Interest Group Working Group	Cherry Byford-Sibbing
PLV Collections Special Interest Group	Cherry Byford-Sibbing
PLV Collections Special Interest Group Mentor	Jane Cowell
VALA Tech Camp Organising Committee 2023	Karen Seligman

### Featured articles

Publication	Details
<i>Memories of the Shire of Diamond Valley 1964–1994</i>	Liz Pidgeon contributed several articles to this book published by the Greensborough Historical Society, 2022.
Designed posters for IFLA working groups	Marieclaire Baird developed two items for use by the Libraries as Actors of Climate Empowerment program and the Public Library Manifesto 2022.
Talking Together <i>INCITE</i> article	Cover article for ALIA's <i>INCITE</i> magazine, written by Kate Ferguson about the Talking Together program.
<i>Whittlesea's Dark Past</i>	Book written by Jack Chan through a Local History Grant and Yarra Plenty Regional Library gratefully acknowledges the Local History Grants Program and Public Record Office Victoria, supported by the Victorian Government through the Community Support Fund.

### Internal training

- CEO On the Spot
- Introduction to Storytimes
- Grant Writing
- Child Safety
- Staff Professional Development Conference
- Coordinator Workshops
- Microsoft 365
- Injury Management



### Priority: A resilient and thriving organisation

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

YPRL continues to grow as an organisation through creative solutions such as supporting smaller libraries to deliver library services, maintain a library management system and sharing collection. Service level agreements with Murrindindi Library Service and Warrnambool Library Service leverage our strengths and give these smaller organisations access to higher level systems and services than they could not otherwise afford.

### Employee wellbeing

YPRL is committed to supporting staff's overall health and happiness and we have implemented a range of initiatives to invest in staff wellbeing for a healthy, motivated and productive workforce.

Our staff Wellness Hub Portal is regularly updated with resources to support staff's mental, physical, and emotional wellbeing. Our Employee Assistance Program (EAP) is a valuable resource for employees and managers seeking confidential counselling and support for personal or work-related issues, with specialist helplines also available for First Nations, LGBTQIA+ and domestic and family violence. An EAP Portal with a monthly eMagazine, and an array of resources on individual mental health and wellbeing, nutrition and lifestyle is also available to staff. YPRL also shares a monthly *Well at Work* newsletter offering information on wellbeing topics as well as practical tips, success stories, and recipes. The newsletter has been well-received with a good subscriber base indicating that staff find the content valuable and engaging and are keen to stay informed about health and wellness matters at YPRL.



### Service level agreements

YPRL and Murrindindi Library Service (MLS) have maintained a long-standing, mutually beneficial service level agreement (SLA) since 1996 which continues strongly to this day. Our newer relationship with Warrnambool Library Service (WLS) began in 2021, and WLS opened the Warrnambool Library and Learning Centre in October 2022, welcoming South West TAFE into their shared facility. YPRL supports WLS and MLS with Library Management System support and collection services.

These partnerships offer financial benefits by sharing systems, collections, and expertise, but there is additional value to our users in sharing systems, collections and learnings with each other. YPRL is proud to support smaller libraries in the delivery of library services to their communities.

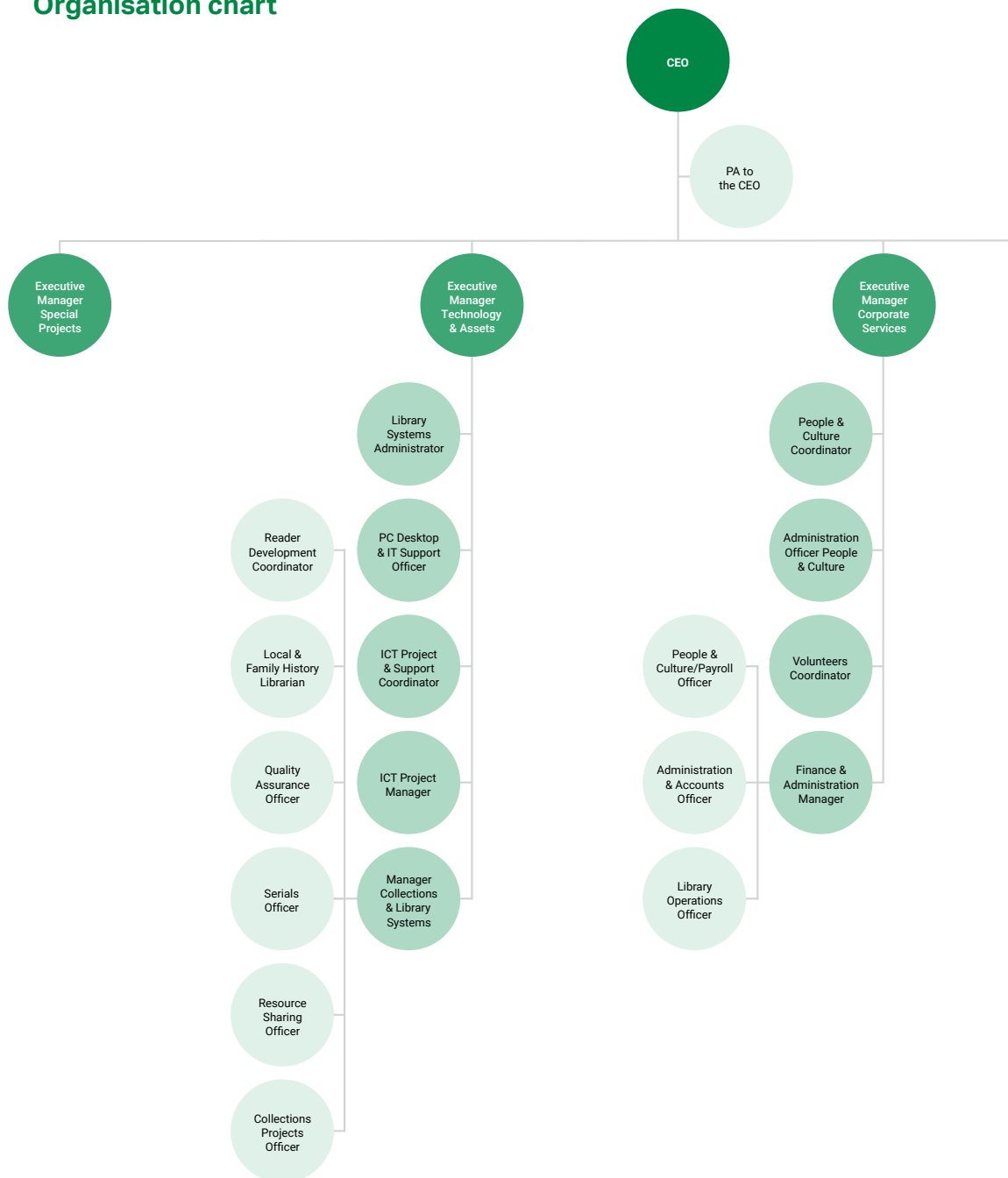


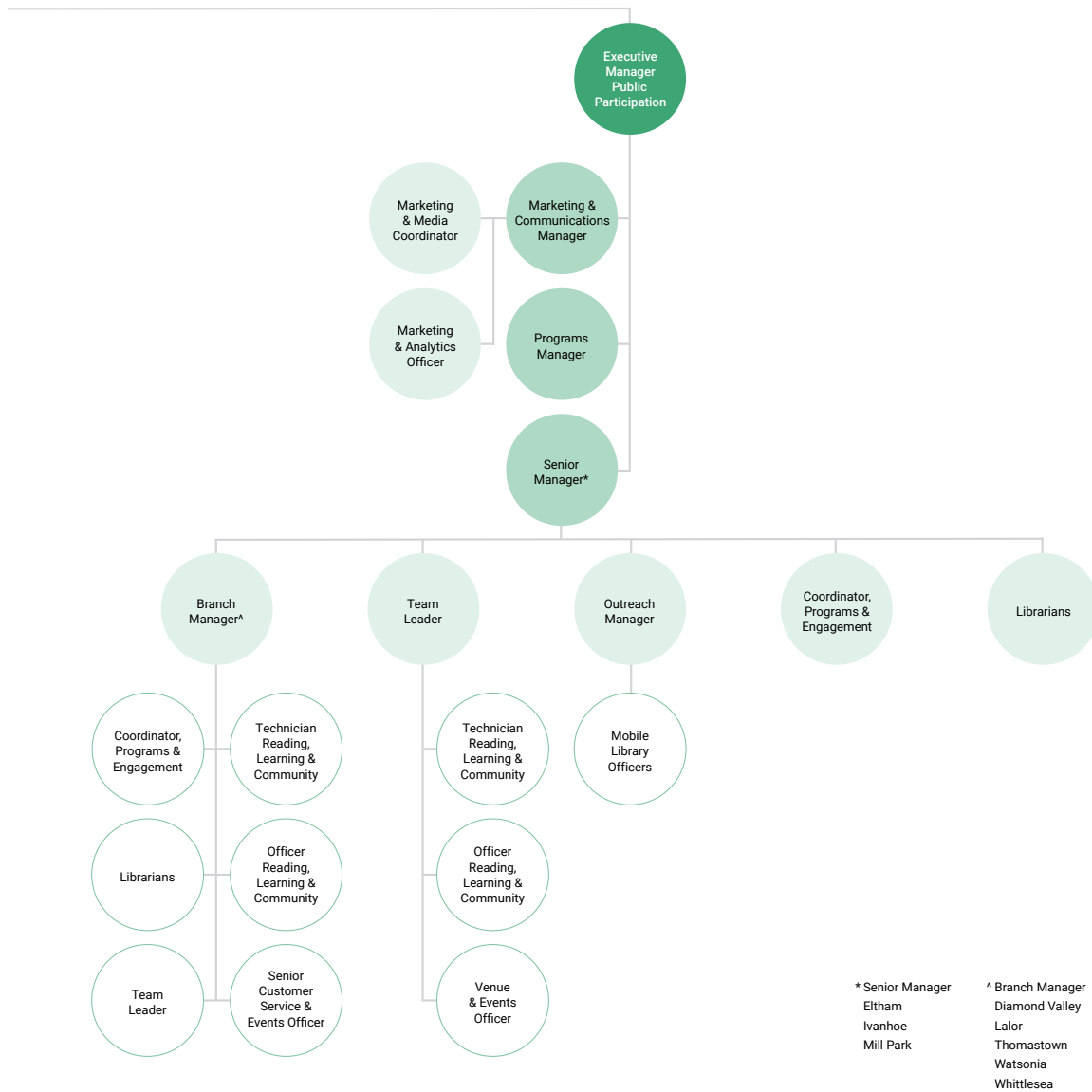
**'I have found our partnership with YPRL to be a valuable and generous asset. Everyone I have spoken with has been supportive and inspirational with their time, advice and patience and have mentored me, even if they've been unaware. YPRL's attention to detail and their dedication to their communities through empathetic collection management and programs, and their dedication to creating a community space for all, are an inspiration.'**

Michelle Whatnall,  
Coordinator Murrindindi  
Library Service



## Organisation chart





**Information Privacy Act**

The Privacy and Data Protection Act 2014 is designed to protect the private information of individuals. The Corporation has a Privacy Policy available on the library website. No complaints were received during 2022–2023.

**Freedom of Information**

The *Freedom of Information Act 1982* provides people with the opportunity to obtain information held by state and local government departments and authorities. The Act gives people the right to request documents relating to their personal affairs. YPRL did not receive any requests during 2022–2023.

**Public Interest Disclosures**

In accordance with the provisions of s. 58 of the Public Interest Disclosure Act 2012, the Corporation has a procedure for dealing with disclosures made under the Act. The Executive Manager Corporate Services is the Corporation's Public Interest Disclosure Coordinator. YPRL has not received any disclosures directly nor has it received any referrals from the Ombudsman during 2022–2023.

# **Yarra Plenty Regional Library Service Annual Financial Report For the Year Ended 30 June 2023**

## Table of Contents

### Financial Report

Certification of the Financial Statements .....91

Independent Auditor's Report.....92

### Financial Statements

Comprehensive Income Statement .....94

Balance Sheet.....95

Statement of Changes in Equity .....96

Statement of Cash Flows .....97

Statement of Capital Works .....98

### Notes to Financial Statements

Note 1 Overview .....99

Note 2 Analysis of our results..... 101

Note 3 Funding for the delivery of our services ..... 104

Note 4 The cost of delivering services ..... 108

Note 5 Our financial position..... 111

Note 6 Assets we manage ..... 118

Note 7 People and relationships..... 120

Note 8 Managing uncertainties..... 123

Note 9 Other matters ..... 125

Note 10 Change in accounting policy ..... 128



### Certification of Financial Statements

In my opinion, the accompanying financial statements have been prepared in accordance with the Local Government Act 1989 (as per the transitional provisions of the Local Government Act 2020), the Local Government (Planning and Reporting) Regulations 2014, the Australian Accounting Standards and other mandatory professional reporting requirements.



*Luciano Lauronce*

**Principal Accounting Officer**

Dated: 20 September 2023

*South Morang*

In our opinion, the accompanying financial statements present fairly the financial transactions of the Yarra Plenty Regional Library (YPRL) for the year ended 30 June 2023 and the financial position of YPRL as at that date.

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

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



**Alison Champion**

**Councillor**

Dated: 20 September 2023

*South Morang*



**Rick Garotti**

**Councillor**

Dated: 20 September 2023

*South Morang*



*Jane Cowell*

**Chief Executive Officer**

Dated: 20 September 2023

*South Morang*



## Independent Auditor's Report

### To the Board members of Yarra Plenty Regional Library Service

<b>Opinion</b>	<p>I have audited the financial report of Yarra Plenty Regional Library Service (the library) which comprises the:</p> <ul style="list-style-type: none"> <li>• balance sheet as at 30 June 2023</li> <li>• comprehensive income statement for the year then ended</li> <li>• statement of changes in equity for the year then ended</li> <li>• statement of cash flows for the year then ended</li> <li>• statement of capital works for the year then ended</li> <li>• notes to the financial statements, including significant accounting policies</li> <li>• certification of the financial statements.</li> </ul> <p>In my opinion the financial report presents fairly, in all material respects, the financial position of the library as at 30 June 2023 and their financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of the <i>Local Government Act 1989</i>, the <i>Local Government (Planning and Reporting) Regulations 2014</i> and applicable Australian Accounting Standards.</p>
<b>Basis for Opinion</b>	<p>I have conducted my audit in accordance with the <i>Audit Act 1994</i> which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the <i>Auditor's Responsibilities for the Audit of the Financial Report</i> section of my report.</p> <p>My independence is established by the <i>Constitution Act 1975</i>. My staff and I are independent of the library in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's <i>APES 110 Code of Ethics for Professional Accountants</i> (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.</p> <p>I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.</p>
<b>Board members' responsibilities for the financial report</b>	<p>The Board members of the library are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the <i>Local Government Act 1989</i>, the <i>Local Government (Planning and Reporting) Regulations 2014</i> and for such internal control as the Board members determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.</p> <p>In preparing the financial report, the Board members are responsible for assessing the library'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.</p>

Level 31 / 35 Collins Street, Melbourne Vic 3000  
T 03 8601 7000 enquiries@audit.vic.gov.au www.audit.vic.gov.au

<b>Auditor's responsibilities for the audit of the financial report</b>	<p>As required by the <i>Audit Act 1994</i>, 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.</p> <p>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:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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 library's internal control</li> <li>• evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board members</li> <li>• 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 library'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 library to cease to continue as a going concern.</li> <li>• 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.</li> </ul> <p>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.</p>
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MELBOURNE  
22 September 2023

  
 Travis Derricott  
*as delegate for the Auditor-General of Victoria*

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

**Comprehensive Income Statement  
For the Year Ended 30 June 2023**

	Note	2023 \$	2022 \$
<b>Income/Revenue</b>			
Contributions - monetary	3.1	13,758,187	13,488,419
Grants - Operating	3.2	2,961,243	2,914,205
Grants - Capital	3.2	87,629	-
User fees and charges	3.3	230,026	121,051
Interest income	3.4	271,489	12,933
Other income	3.5	240,130	219,967
<b>Total income / revenue</b>		<b>17,548,705</b>	<b>16,756,576</b>
<b>Expenses</b>			
Employee costs	4.1	11,488,893	10,553,448
Materials and services	4.2	4,264,534	3,700,662
Depreciation	4.3	1,680,730	1,739,854
Amortisation – right of use assets	4.3	104,181	108,427
Utility charges	4.4	347,831	300,208
Finance costs - leases	4.5	10,908	14,166
Net loss on disposal/write-off of assets	4.6	188,813	180
<b>Total expenses</b>		<b>18,085,889</b>	<b>16,416,945</b>
<b>Surplus /(deficit) for the year</b>		<b>(537,184)</b>	<b>339,631</b>
<b>Other comprehensive income</b>		<b>-</b>	<b>-</b>
<b>Total comprehensive Result</b>		<b>(537,184)</b>	<b>339,631</b>

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

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

<b>Balance Sheet</b>			
<b>As at 30 June 2023</b>			
	<b>Note</b>	<b>2023</b>	<b>2022</b>
		<b>\$</b>	<b>\$</b>
<b>Assets</b>			
<b>Current Assets</b>			
Cash and cash equivalents	5.1	3,411,986	4,351,250
Trade & other receivables	5.1	88,959	56,387
Other financial assets	5.1	3,000,000	3,000,000
Other assets	5.2	42,110	46,601
<b>Total current assets</b>		<b>6,543,055</b>	<b>7,454,238</b>
<b>Non-current assets</b>			
Bookstock, plant and equipment	6.1	4,205,790	3,779,593
Right-of-use assets	5.7	578,175	682,355
<b>Total non-current assets</b>		<b>4,783,965</b>	<b>4,461,948</b>
<b>Total assets</b>		<b>11,327,020</b>	<b>11,916,186</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	5.3	671,682	647,584
Unearned income/revenue	5.3	62,371	-
Lease liabilities	5.7	84,076	94,728
Provisions	5.4	2,202,228	2,247,125
<b>Total current liabilities</b>		<b>3,020,357</b>	<b>2,989,437</b>
<b>Non-current liabilities</b>			
Provisions	5.4	98,585	103,594
Lease liabilities	5.7	556,179	634,072
<b>Total non-current liabilities</b>		<b>654,764</b>	<b>737,666</b>
<b>Total liabilities</b>		<b>3,675,121</b>	<b>3,727,103</b>
<b>Net assets</b>		<b>7,651,899</b>	<b>8,189,083</b>
<b>Equity</b>			
Accumulated Surplus	9.4	6,277,394	6,814,578
Reserves		1,374,505	1,374,505
<b>Total Equity</b>		<b>7,651,899</b>	<b>8,189,083</b>

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



Yarra Plenty Regional Library Service  
2022/2023 Financial Report

**Statement of Changes in Equity  
For the Year Ended 30 June 2023**

<b>2023</b>	<b>Note</b>	<b>Total</b>	<b>Accumulated Surplus</b>	<b>Other Reserves</b>
		<b>\$</b>	<b>\$</b>	<b>\$</b>
Balance at beginning of the financial year		8,189,083	6,814,578	1,374,505
Deficit for the year		(537,184)	(537,184)	-
Transfers to other reserves		-	-	-
<b>Balance at end of the financial year</b>	<b>9.4</b>	<b>7,651,899</b>	<b>6,277,394</b>	<b>1,374,505</b>

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

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

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

**Statement of Cash Flows**  
**For the Year Ended 30 June 2023**

	Note	2022/2023 Inflows/ (Outflows) \$	2021/2022 Inflows/ (Outflows) \$
<b>Cash flows from operating activities</b>			
Contributions - monetary		13,758,187	13,488,419
Grants - operating		2,961,243	2,914,205
Grants - capital		150,000	-
User fees and charges		230,026	121,051
Interest received		224,936	3,923
Other receipts		254,111	291,257
Employee costs		(11,435,054)	(10,692,099)
Materials and services		(3,603,019)	(3,085,687)
Net GST payment		(770,852)	(843,543)
Other payments		(313,650)	(268,701)
<b>Net cash provided by operating activities</b>	<b>9.2</b>	<b>1,455,929</b>	<b>1,928,825</b>
<b>Cash flows from investing activities</b>			
Payments for bookstock, plant and equipment		(2,295,740)	(1,654,884)
Payment for investments		-	(3,000,000)
<b>Net cash used in investing activities</b>		<b>(2,295,740)</b>	<b>(4,654,884)</b>
<b>Cash flows from financing activities</b>			
Interest paid – lease liability		(10,908)	(14,166)
Repayment of lease liabilities		(88,545)	(96,938)
<b>Net cash used in financial activities</b>		<b>(99,453)</b>	<b>(111,104)</b>
Net increase/(decrease) in cash and cash equivalents		(939,264)	(2,837,163)
Cash and cash equivalents at the beginning of the financial year		4,351,250	7,188,413
<b>Cash and cash equivalents at the end of the financial year</b>		<b>3,411,986</b>	<b>4,351,250</b>

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

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

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

	Note	2023 \$	2022 \$
<b>Bookstock</b>			
Bookstock	6.1	1,540,612	1,608,177
<b>Total bookstock</b>		<b>1,540,612</b>	<b>1,608,177</b>
<b>Plant and equipment</b>			
Plant and equipment	6.1	755,128	46,707
<b>Total plant and equipment</b>		<b>755,128</b>	<b>46,707</b>
<b>Total capital works expenditure</b>		<b>2,295,740</b>	<b>1,654,884</b>
<b>Represented by:</b>			
New		127,629	-
Renewal		2,168,111	1,654,884
<b>Total capital works expenditure</b>		<b>2,295,740</b>	<b>1,654,884</b>

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

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

## Notes to the Financial Report for the Year Ended 30 June 2023

### Note 1 OVERVIEW

#### Introduction

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

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

#### Statement of compliance

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

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

#### Significant accounting policies

##### Basis of Accounting

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

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

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

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

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 fair value of bookstock, and plant and equipment (refer to Note 6.1)
- the determination of depreciation for bookstock, and plant and equipment (refer to Note 6.1)
- the determination of employee provisions (refer to Note 5.4)

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

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### Notes to the Financial Report

for the Year Ended 30 June 2023

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

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

#### Goods and Services Tax (GST)

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



Yarra Plenty Regional Library Service  
2022/2023 Financial Report

**Notes to the Financial Report**  
for the Year Ended 30 June 2023

**Note 2 Analysis of our results**

**2.1 Performance against budget**

The performance against budget compares YPRL's financial plan, expressed through its annual budget, with actual performance. The *Local Government (Planning and Reporting) Regulations 2014* requires explanation of any material variances. YPRL has adopted a materiality threshold of more than \$30,000 where further explanation is warranted. Explanations have not been provided for variations below the materiality threshold unless the variance is considered to be material because of its nature.

These notes are prepared to meet the requirements of the *Local Government Act 1989* (as per the transitional provisions of the *Local Government Act 2020*), and the *Local Government (Planning and Reporting) Regulations 2014*.

**2.1.1 Income / Revenue and expenditure**

	<b>Budget 2022/2023 \$</b>	<b>Actual 2022/2023 \$</b>	<b>Variance \$</b>	<b>Reference</b>
<b>Income</b>				
Contributions - monetary	13,758,187	13,758,187	-	
Grants - Operating	2,883,139	2,961,243	78,104	(1)
Grants - Capital	-	87,629	87,629	(2)
User fees and charges	241,509	230,026	(11,483)	
Interest income	3,200	271,489	268,289	(3)
Other income	153,237	240,130	86,893	(4)
<b>Total income / revenue</b>	<b>17,039,272</b>	<b>17,548,704</b>	<b>509,432</b>	
<b>Expenses</b>				
Employee costs	10,903,613	11,488,893	(585,280)	(5)
Materials and services	3,968,741	4,264,534	(295,793)	(6)
Depreciation	1,681,910	1,680,730	1,180	
Amortisation – right of use assets	104,236	104,181	55	
Utilities charges	369,128	347,831	21,297	
Finance costs - leases	11,644	10,908	736	
Net loss on disposal/write-off of assets	-	188,813	(188,813)	(7)
<b>Total expenses</b>	<b>17,039,272</b>	<b>18,085,890</b>	<b>(1,046,618)</b>	
<b>Surplus/(Deficit) for the year</b>	<b>-</b>	<b>(537,186)</b>	<b>(537,186)</b>	

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

**Notes to the Financial Report**  
for the Year Ended 30 June 2023

(i) **Explanation of material variations**

- (1) Awarded grants for specific 'one off' programs including Digital Literacy for Seniors, Healthy Body and Healthy Minds, and Indigenous Art.
- (2) Awarded Living Library Infrastructure Grant to acquire a new outreach vehicle.
- (3) Additional interest income as per cash rate increments favouring term deposit investments and the maximisation of the amount invested.
- (4) Favourable variance due to workcover reimbursement income that offsets employee costs.
- (5) Unfavourable variance because of changes in YPRL's organisational structure to provide a better service to the community.
- (6) Additional expenses to complete the implementation of Office 365 SharePoint environment, including Microsoft Teams, new intranet, document management, and security. The unfavourable variance also includes the expenditures related to YPRL's head office and Eltham branch refurbishments that did not meet the capitalisation criteria.
- (7) Wide area network (WAN) equipment (radio and antennas) was written-off as result of accessible internet connection at all branches. The WAN equipment was acquired in 2006 and the technology is now obsolete with no market value.

**2.1.2 Capital Works**

	<b>Budget 2022/2023 \$</b>	<b>Actual 2022/2023 \$</b>	<b>Variance \$</b>	<b>Reference</b>
Bookstock	1,646,233	1,540,612	105,621	(1)
Plant and equipment	89,917	755,128	(665,211)	(2)
<b>Total capital works expenditure</b>	<b>1,736,150</b>	<b>2,295,740</b>	<b>(559,590)</b>	
<b>Represented by:</b>				
New	-	127,629	(127,629)	(1,2)
Renewal	1,736,150	2,168,111	(431,961)	(1,2)
<b>Total capital works expenditure</b>	<b>1,736,150</b>	<b>2,295,740</b>	<b>(559,590)</b>	

(i) **Explanation of material variations**

- (1) Favourable variance due to unavailability of physical book collection that meets YPRL selection criteria.
- (2) Unfavourable variance mainly explained by YPRL Board decision to refurbish YPRL's head office and Eltham branch. YPRL solid financial position allowed to fund these projects from accumulated surplus.

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

**Notes to the Financial Report**  
for the Year Ended 30 June 2023

**Note 2.2 Analysis of YPRL results by program**

YPRL delivers its functions and activities through the following programs.

**Administration and management**

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

**Collections**

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

**Branches**

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

<b>2023</b>	<b>Income</b>	<b>Expenses</b>	<b>Surplus/(Deficit)</b>	<b>Grants (incl. in income)</b>	<b>Total assets</b>
	\$	\$	\$	\$	\$
Administration and Management	17,261,439	8,584,503	8,676,936	2,991,633	7,313,571
Collections	57,239	2,733,877	(2,676,638)	57,239	2,998,713
Branches	230,027	6,767,509	(6,537,482)	-	1,059,736
	<b>17,548,705</b>	<b>18,085,889</b>	<b>(537,184)</b>	<b>3,048,872</b>	<b>11,327,020</b>

<b>2022</b>	<b>Income</b>	<b>Expenses</b>	<b>Surplus/(Deficit)</b>	<b>Grants (incl. in income)</b>	<b>Total assets</b>
	\$	\$	\$	\$	\$
Administration and Management	16,583,037	7,170,843	9,412,193	2,856,966	8,136,593
Collections	57,239	2,743,326	(2,686,087)	57,239	3,012,858
Branches	116,300	6,502,776	(6,386,475)	-	766,735
	<b>16,756,575</b>	<b>16,416,945</b>	<b>339,631</b>	<b>2,914,205</b>	<b>11,916,186</b>

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

**Notes to the Financial Report**  
for the Year Ended 30 June 2023

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

**3.1 Contributions - monetary**

	<b>2023</b>	<b>2022</b>
	<b>\$</b>	<b>\$</b>
Member Council's contributions	13,758,187	13,488,419
<b>Total Contributions - monetary</b>	<b>13,758,187</b>	<b>13,488,419</b>

The following Member Council contributions were received during the year.

Shire of Nillumbik	3,022,440	2,999,166
City of Banyule	5,550,711	5,376,491
City of Whittlesea	5,185,036	5,112,762
<b>Total contributions of Member Councils</b>	<b>13,758,187</b>	<b>13,488,419</b>

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

**Aggregate contributions of Member Councils**

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

	<b>2023</b>	<b>2022</b>
	<b>%</b>	<b>%</b>
Shire of Nillumbik	21.38	21.35
City of Banyule	40.81	40.84
City of Whittlesea	37.81	37.81
<b>Total aggregate contribution of Member Councils</b>	<b>100.00</b>	<b>100.00</b>

**3.2 Grants**

Grants were received in respect of the following:

	<b>2023</b>	<b>2022</b>
	<b>\$</b>	<b>\$</b>
<b>Summary of Grants</b>		
State Government grants	3,028,872	2,882,405
Other grants	20,000	31,800
<b>Total grants received</b>	<b>3,048,872</b>	<b>2,914,205</b>

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

**Notes to the Financial Report**  
for the Year Ended 30 June 2023

**(a) Operating Grants**

	<b>2023</b>	<b>2022</b>
	<b>\$</b>	<b>\$</b>
<b>Recurrent Grants</b>		
<b>Recurrent - State Government</b>		
Regional Library Service grant (i)	2,782,788	2,742,342
Premiers Reading grant	57,239	57,239
<b>Total recurrent operating grants</b>	<b>2,840,027</b>	<b>2,799,581</b>
<b>(i) The Regional Library Service State Government grant was apportioned on the following basis:</b>		
Shire of Nillumbik	465,684	458,919
City of Banyule	880,866	868,063
City of Whittlesea	1,436,238	1,415,360
<b>Total Regional Library Service State Government grant</b>	<b>2,782,788</b>	<b>2,742,342</b>
<b>Non-recurrent Grants</b>		
<b>Non-recurrent – State Government</b>		
Senior Digital Literacy grant	91,216	-
Healthy Bodies Healthy Minds grant	10,000	-
Health & Wellbeing Innovation grant	-	77,960
Libraries Change Lives grant	-	1,364
Vaccine Ambassadors Community Engagement grant	-	3,500
<b>No-recurrent – Other grants</b>		
Indigenous Art project grant	5,000	-
Watsonia Library After Dark grant	15,000	30,000
Online Story Time grant	-	1,800
<b>Total non-recurrent operating grants</b>	<b>121,216</b>	<b>114,624</b>
<b>Total operating grants</b>	<b>2,961,243</b>	<b>2,914,205</b>



Yarra Plenty Regional Library Service  
2022/2023 Financial Report

**Notes to the Financial Report**  
for the Year Ended 30 June 2023

**(b) Capital Grants**

**Non-recurrent – State Government**

Living Library Infrastructure grant	87,629	-
<b>Total non-recurrent capital grants</b>	<b>87,629</b>	<b>-</b>
<b>Total capital grants</b>	<b>87,629</b>	<b>-</b>

**(c) Recognition of grant income**

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

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

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

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

	2023 \$	2022 \$
<b>Income recognised under AASB 1058 Income of Not-for-Profit Entities</b>		
General purpose	2,961,243	2,914,205
Other specific purpose grants	87,629	-
<b>Revenue recognised under AASB 15 Revenue from Contracts with Customers</b>		
Specific purpose grants	-	-
	<b>3,048,872</b>	<b>2,914,205</b>

**(d) Unspent grants received on condition that they be spent in a specific manner**

<b>Capital</b>		
Balance at start of year	-	-
Received during the financial year and remained unspent at balance date	<b>62,371</b>	-
Received in prior years and spent during the financial year	-	-
<b>Balance at year end</b>	<b>62,371</b>	<b>-</b>

Unspent grants are determined and disclosed on a cash basis.

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

**Notes to the Financial Report**  
for the Year Ended 30 June 2023

**3.3 User fees and charges**

	<b>2023</b>	<b>2022</b>
	<b>\$</b>	<b>\$</b>
Community room venue hire	111,596	58,478
Photocopy fees	89,185	43,910
Other fees and charges	29,245	18,664
<b>Total other revenue</b>	<b>230,026</b>	<b>121,051</b>

User fees and charges are recognised as revenue at a point in time, or over time, when (or as) the performance obligation is satisfied. Recognition is based on the underlying contractual terms.

**3.4 Interest income**

Interest on investments	271,489	12,933
<b>Total interest income</b>	<b>271,489</b>	<b>12,933</b>

Interest income is recognised as they are earned.

**3.5 Other revenue**

Sale of library services	153,185	177,813
Workcover reimbursements	70,257	32,808
Other revenue	16,688	9,346
<b>Total other revenue</b>	<b>240,130</b>	<b>219,967</b>

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

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

**Notes to the Financial Report**  
for the Year Ended 30 June 2023

**Note 4 The cost of delivering services**

**4.1 (a) Employee costs**

The following items are included as employee costs:

	2023	2022
	\$	\$
Salaries	9,336,601	8,609,215
Superannuation	1,012,932	912,352
Workcover	56,620	38,889
Annual leave/Long service leave	1,082,740	992,992
<b>Total Employee Costs</b>	<b>11,488,893</b>	<b>10,553,448</b>

**4.1 (b) Superannuation contributions**

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

Scheme	Type of scheme		
Vision Super	Defined benefit	66,810	76,808
Vision Super (Employer) %	Accumulation	486,531	506,595
Australian Super (Employer) %	Accumulation	93,501	65,068
REST Super (Employer) %	Accumulation	56,334	30,968
Uni Super (Employer) %	Accumulation	50,898	57,027
Hostplus (Employer) %	Accumulation	38,049	25,917
VIC Super (Employer) %	Accumulation	21,417	12,690
Q Super (Employer) %	Accumulation	20,482	19,086
Other funds	Accumulation	178,910	118,193
<b>Total employer contributions</b>		<b>1,012,932</b>	<b>912,352</b>

*Defined benefit fund:*

Employer contributions payable at the reporting date (Vision Super)	-	-
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*Accumulation funds:*

Employer contributions payable at the reporting date	-	-
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Yarra Plenty Regional Library Service  
2022/2023 Financial Report

**Notes to the Financial Report**  
for the Year Ended 30 June 2023

**4.2 Materials and services**

Audit Fees

- Auditors' remuneration - VAGO - audit of the financial statements	17,500	21,300
- Auditors' remuneration - Internal Audit	9,000	9,150
Bank charges	13,523	9,559
Building maintenance costs	137,238	115,917
Cleaning costs	507,144	475,652
Collection content & processing costs	1,193,131	1,166,561
Consultancy costs	268,083	107,223
Courier and postage costs	159,047	136,866
Equipment and motor vehicle maintenance costs	610,863	498,040
Initiatives costs	128,031	132,866
Insurances	55,862	45,928
IT service, system communication, and license costs	573,322	495,294
Other material and service costs	90,309	114,673
Staff Training and OHS	172,298	135,906
Printing Stationary & external communications	150,671	106,147
Program costs	178,512	129,580
<b>Total material and services</b>	<b>4,264,534</b>	<b>3,700,662</b>

Expenses are recognised as they are incurred and reported in the financial year to which they relate.

**4.3 Depreciation and amortisation expense**

Depreciation expense for the year was charged in respect of:

	<b>2023</b>	<b>2022</b>
	<b>\$</b>	<b>\$</b>
Plant and equipment	140,118	163,554
Bookstock	1,540,612	1,576,300
<b>Total depreciation expense</b>	<b>1,680,730</b>	<b>1,739,854</b>

Amortisation expense for the year was charged in respect of:

Right-of-use assets	104,181	108,427
<b>Total amortisation expense</b>	<b>104,181</b>	<b>108,427</b>

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

**Notes to the Financial Report**  
for the Year Ended 30 June 2023

**4.4 Utility charges**

Gas, electricity, and water	347,831	300,208
<b>Total utility charges</b>	<b>347,831</b>	<b>300,208</b>

**4.5 Finance costs – Leases**

Interest – lease liabilities	10,908	14,166
<b>Total finance costs - leases</b>	<b>10,908</b>	<b>14,166</b>

**4.6 Net loss on disposal/write-off of assets**

Written down value of assets disposed/written-off (i)	188,813	180
<b>Total net loss on disposal of assets</b>	<b>188,813</b>	<b>180</b>

(i) In the financial year 2022/2023, as a result of accessible internet connection at all branches, the Wide area network (WAN) equipment (radio and antennas) was written-off. The WAN equipment, with a net value of \$188,813, was acquired in 2006 and the technology is now obsolete with no market value.



Yarra Plenty Regional Library Service  
2022/2023 Financial Report

**Notes to the Financial Report**  
for the Year Ended 30 June 2023

**Note 5 Our financial position**

**5.1 Financial assets**

	2023	2022
	\$	\$
<b>(a) Cash and cash equivalent assets</b>		
Cash on hand and at bank	411,986	551,250
Term deposits	3,000,000	3,800,000
<b>Total cash and cash equivalent assets</b>	<b>3,411,986</b>	<b>4,351,250</b>

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

<b>(b) Other financial assets</b>		
Term deposits - current	3,000,000	3,000,000
<b>Total other financial assets</b>	<b>3,000,000</b>	<b>3,000,000</b>
<b>Total financial assets</b>	<b>6,411,986</b>	<b>7,351,250</b>

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

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

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

Trust deposits (refer Note 5.3)	4,350	4,650
<b>Total restricted funds</b>	<b>4,350</b>	<b>4,650</b>
<b>Total unrestricted cash and cash equivalents</b>	<b>3,407,636</b>	<b>4,346,600</b>

**Intended allocations**

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

Provisions	2,300,813	2,247,125
Asset replacement reserve	1,374,505	1,374,505
	<b>3,675,318</b>	<b>3,621,630</b>

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

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

**Notes to the Financial Report**  
for the Year Ended 30 June 2023

**(c) Trade and other receivables**

<b>Non-statutory receivable</b>	<b>2023</b>	<b>2022</b>
	<b>\$</b>	<b>\$</b>
Community organisations and financial organisations	88,959	56,387
Provision for doubtful debts	-	-
<b>Total trade and other receivables</b>	<b>88,959</b>	<b>56,387</b>

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

**(d) Ageing of receivables**

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

Current (not yet due)	88,959	56,387
Past due by up to 30 days	-	-
Past due between 31 and 180 days	-	-
Past due between 181 and 365 days	-	-
Past due by more than 1 year	-	-
<b>Total trade and other receivables</b>	<b>88,959</b>	<b>56,387</b>

**5.2 Other assets**

Prepayments	42,110	46,601
<b>Total other assets</b>	<b>42,110</b>	<b>46,601</b>

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

**Notes to the Financial Report**  
for the Year Ended 30 June 2023

**5.3 Payables, trust funds and deposits and unearned income/revenue**

**(a) Trade and other payables**

	2023	2022
Current	\$	\$
<i>Non-statutory payables</i>		
Payables and accruals	463,964	430,684
Trust deposits	4,350	4,650
<i>Statutory payables</i>		
Net GST	203,368	212,250
<b>Total trade and other payables</b>	<b>671,682</b>	<b>647,584</b>

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

**(b) Unearned income/revenue**

<b>Current</b>		
Grants received in advance - capital	62,371	-
<b>Total current unearned income/revenue</b>	<b>62,371</b>	<b>-</b>

**5.4 Provisions**

2023	Annual Leave \$	Long Service Leave \$	Total \$
Balance at beginning of financial year	894,847	1,455,872	2,350,719
Additional provisions	861,488	240,203	1,101,691
Amounts used	(851,549)	(300,048)	(1,151,597)
<b>Balance at the end of the financial year</b>	<b>904,786</b>	<b>1,396,027</b>	<b>2,300,813</b>

2022	Annual Leave \$	Long Service Leave \$	Total \$
Balance at beginning of financial year	736,043	1,354,492	2,090,535
Additional provisions	695,892	215,804	911,696
Amounts used	(537,088)	(114,424)	(651,512)
<b>Balance at the end of the financial year</b>	<b>894,847</b>	<b>1,455,872</b>	<b>2,350,719</b>

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

**Notes to the Financial Report**  
for the Year Ended 30 June 2023

	2023	2022
	\$	\$
<b>Current provisions expected to be wholly settled within 12 months</b>		
Annual leave	736,962	778,517
Long service leave	380,991	405,683
	<b>1,117,953</b>	<b>1,184,200</b>
<b>Current provisions expected to be wholly settled after 12 months</b>		
Annual leave	167,825	116,330
Long service leave	916,450	946,595
	<b>1,084,275</b>	<b>1,062,925</b>
<b>Total current employee provisions</b>	<b>2,202,228</b>	<b>2,247,125</b>
<b>Non-current</b>		
Long service leave	98,585	103,594
<b>Total non-current employee provisions</b>	<b>98,585</b>	<b>103,594</b>
<b>Aggregate carrying amount of employee provisions:</b>		
Current	2,202,228	2,247,125
Non-current	98,585	103,594
<b>Total aggregate carrying amount of employee provisions</b>	<b>2,300,813</b>	<b>2,350,719</b>

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

*Annual leave*

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

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

*Long service leave*

Liability for long service leave (LSL) is recognised in the provision for employee benefits. Unconditional LSL is disclosed as a current liability as YPRL does not have an unconditional right to defer settlement. Unconditional LSL is measured at nominal value if expected to be settled within 12 months or at present value if not expected to be settled within 12 months. 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 and measured at present value.

Key assumptions:

- discount rate (4.063%) as per Department of Treasury and Finance Victoria 30/06/2023
- inflation rate (4.350%) as per Department of Treasury and Finance Victoria 30/06/2023

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

**Notes to the Financial Report**  
for the Year Ended 30 June 2023

**5.5 Financing Facilities**

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

**5.6 Commitments**

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

	2023	2022
	\$	\$
Cleaning Contract Expenditure	295,750	995,547
	<b>295,750</b>	<b>995,547</b>

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

Not later than one year	295,750	557,340
Greater than one year but not later than five years	-	438,207
	<b>295,750</b>	<b>995,547</b>

**5.7 Leases**

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

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

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

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

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

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

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



Yarra Plenty Regional Library Service  
2022/2023 Financial Report

### Notes to the Financial Report

for the Year Ended 30 June 2023

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

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

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

Right-of-use Assets	Information and Communication Technology \$	Buildings \$	Total \$
Balance at 1 July 2022	21,584	660,772	682,356
Additions	-	-	-
Amortisation charge	21,584	82,597	104,181
<b>Balance at 30 June 2023</b>	<b>-</b>	<b>578,175</b>	<b>578,175</b>

	2023 \$	2022 \$
<b>Lease Liabilities</b>		
Maturity analysis – undiscounted cash flows		
Less than one year	95,112	106,556
One to five years	379,243	368,197
More than five years	206,852	305,907
<b>Total undiscounted lease liabilities at 30 June:</b>	<b>681,207</b>	<b>780,660</b>

Lease liabilities included in Balance Sheet 30 June:

Current	84,076	94,728
Non-current	556,179	634,072
<b>Total lease liabilities</b>	<b>640,255</b>	<b>728,800</b>

#### Short-term and low value leases

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

<b>Expense relating to:</b>		
Leases of low value assets	329,822	312,119
<b>Total short-term and low value leases</b>	<b>329,822</b>	<b>312,119</b>

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

### Notes to the Financial Report

for the Year Ended 30 June 2023

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

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

	2023	2022
Payable:	\$	\$
Within one year	90,140	277,457
Later than one year but not later than five years	85,782	150,733
<b>Total non-cancellable lease commitments – short-term and low-value leases</b>	<b>175,922</b>	<b>428,191</b>

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

### Notes to the Financial Report

for the Year Ended 30 June 2023

#### Note 6 Assets we manage

##### 6.1 Bookstock, and plant and equipment

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

<b>2022/2023</b>	<b>Bookstock \$</b>	<b>Plant &amp; Equip. \$</b>	<b>Total \$</b>
At valuation 1 July 2022	7,623,852	3,551,772	11,175,624
Accumulated depreciation 1 July 2022	(4,610,994)	(2,785,037)	(7,396,031)
	<b>3,012,858</b>	<b>766,735</b>	<b>3,779,593</b>
<b>Movements in carrying value</b>			
Acquisition of assets at cost	1,540,612	755,128	2,295,740
Cost value of assets disposed/written-off	(1,593,079)	(407,016)	(2,000,095)
	<b>(52,467)</b>	<b>348,112</b>	<b>295,645</b>
<b>Movements in accumulated depreciation</b>			
Depreciation expense	(1,554,757)	(125,973)	(1,680,730)
Accumulated depreciation of assets disposed/written-off	1,593,079	218,203	1,811,282
	<b>38,322</b>	<b>92,230</b>	<b>130,552</b>
At valuation 30 June 2023	7,571,386	3,899,884	11,471,270
Accumulated depreciation at 30 June 2023	(4,572,673)	(2,692,807)	(7,265,480)
<b>Carrying amount at 30 June 2023</b>	<b>2,998,713</b>	<b>1,207,077</b>	<b>4,205,790</b>
<b>2021/2022</b>			
	<b>Bookstock \$</b>	<b>Plant &amp; Equip. \$</b>	<b>Total \$</b>
At valuation 1 July 2021	7,678,741	3,512,773	11,191,514
Accumulated depreciation 1 July 2021	(4,697,760)	(2,629,011)	(7,326,771)
	<b>2,980,981</b>	<b>883,762</b>	<b>3,864,743</b>
<b>Movements in carrying value</b>			
Acquisition of assets at cost	1,608,177	46,707	1,654,884
Cost value of assets disposed	(1,663,066)	(7,708)	(1,670,774)
	<b>(54,889)</b>	<b>38,999</b>	<b>(15,890)</b>
<b>Movements in accumulated depreciation</b>			
Depreciation expense	(1,576,300)	(163,554)	(1,739,854)
Accumulated depreciation of assets disposed	1,663,066	7,528	1,670,594
	<b>86,766</b>	<b>(156,026)</b>	<b>(69,260)</b>
At valuation 30 June 2022	7,623,852	3,551,772	11,175,624
Accumulated depreciation at 30 June 2022	(4,610,994)	(2,785,037)	(7,396,031)
<b>Carrying amount at 30 June 2022</b>	<b>3,012,858</b>	<b>766,735</b>	<b>3,779,593</b>

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

### Notes to the Financial Report

for the Year Ended 30 June 2023

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

##### *Acquisition*

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

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

#### 6.3 Depreciation

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

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

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

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

	Depreciation Periods	Threshold Limits
Plant & Equipment	3 to 30 years	\$1,000
Bookstock collection	3 to 5 years	\$0

#### Repairs and maintenance

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

#### 6.4 Impairment of Assets

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

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

## Notes to the Financial Report

for the Year Ended 30 June 2023

### Note 7 People and relationships

#### 7.1 YPRL and key management remuneration

##### (a) Key Management Personnel

Key management personnel (KMP) are those people with the authority and responsibility for planning, directing, and controlling the activities of YPRL. The Councillors, Chief Executive Officer and Executive Managers are deemed KMP.

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

Board Members	2023 No.	2022 No.
Karen Egan (Nillumbik Shire Council)	1	1
Alison Champion (Banyule City Council)	1	1
Rick Garotti (Banyule City Council) – Appointed 7 November 2022	1	-
Lydia Wilson (City of Whittlesea)	1	1
Kate McCaughey (City of Whittlesea) – Resigned 3 February 2023	1	1
Natalie Duffy (Nillumbik Shire Council) – Re-appointed 23 November 2022	1	1
Agata Chmielewski (City of Whittlesea) – Appointed 18 April 2023	1	-
Frances Eyre (Nillumbik Shire Council) – Up to 23 November 2022	-	1
Elizabeth Nealy (Banyule City Council) – Up to 7 November 2022	-	1
<b>Total Board Members</b>	<b>7</b>	<b>7</b>
<b>Council Delegates</b>		
Corrienne Nichols	1	1
Kath Brackett	1	1
Ben Waterhouse – Resigned 1 September 2021	-	1
Anthony Traill – Appointed 1 March 2022	1	1
<b>Total Council Delegates</b>	<b>3</b>	<b>4</b>
<b>Executive Management Personnel</b>		
Chief Executive Officer – Jane Cowell	1	1
Executive Manager – Corporate Services – Kate Karrasch	1	1
Executive Manager – Corporate Services – Robert Green	1	-
Executive Manager - Public Participation - Robyn Ellard	1	1
Executive Manager – Technology & Assets – Sajeeva Tennekoon	1	1
Executive Manager - Corporate Services - Claire Tootell (Resigned January 2022)	-	1
<b>Total Executive Management Personnel</b>	<b>5</b>	<b>5</b>
<b>Total Key Management Personnel</b>	<b>15</b>	<b>16</b>



Yarra Plenty Regional Library Service  
2022/2023 Financial Report

### Notes to the Financial Report

for the Year Ended 30 June 2023

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

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

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

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

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

**Termination benefits** include termination of employment payments, such as severance packages.

Total remuneration of key management personnel was as follows:

	2023	2022
	\$	\$
Short-term employee benefits	731,583	694,011
Other long-term employee benefits	29,490	14,600
Post-employment benefits	68,947	62,612
Termination benefits	-	-
<b>Total</b>	<b>830,020</b>	<b>771,223</b>

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

	2023	2022
	No.	No.
NIL	10	11
\$60,001 – \$69,999	1	1
\$120,000 – \$129,999	-	1
\$160,000 – \$169,999	1	1
\$170,000 – \$179,999	2	1
\$220,000 – \$229,999	-	1
\$230,000 – \$239,999	1	-
	<b>15</b>	<b>16</b>

#### (c) Remuneration of other senior staff

Other senior staff are officers of YPRL, other than Key Management Personnel, whose total remuneration exceeds \$160,000 and who report directly to a member of the KMP.

At YPRL, there were no other senior staff who met the above criteria for the financial year 2022/2023.

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

### Notes to the Financial Report

for the Year Ended 30 June 2023

#### (d) Transactions with related parties

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

	2023	2022
	\$	\$
<b>Expenditure</b>		
Fuel, MV Repairs, Training & Other paid to City of Whittlesea	20,080	13,048
Branch utilities (Ivanhoe, Rosanna, Watsonia) paid to Banyule City Council	111,931	86,887
Vehicle Running Cost & Other paid to Banyule City Council	12,260	9,852
Eltham Electricity paid to Nillumbik Shire Council	57,629	53,211
Contribution for Diamond Valley refurb. paid to Nillumbik Shire Council	-	45,000
Room hires paid to City of Whittlesea	10,777	-
Other Expenses paid to Nillumbik Shire Council	85	-
<b>Total Related Party Expenditure</b>	<b>212,762</b>	<b>207,997</b>
<b>Revenue</b>		
Council Library Contribution received from City of Whittlesea	5,185,036	5,112,762
Lalor Community Room contribution received from City of Whittlesea	12,000	12,000
Lalor Toy Library contribution received from City of Whittlesea	5,400	5,400
Other monies received from City of Whittlesea	1,973	-
Council Library Contribution received from Banyule City Council	5,550,711	5,376,461
Ivanhoe cleaning cost reimbursement received from Banyule City Council	99,358	83,306
Watsonia Library After Dark contribution received from Banyule City Council	15,000	30,000
Other monies received from Banyule City Council	2,931	13,944
Council Library Contribution received from Nillumbik Shire Council	3,022,440	2,999,166
Diamond Valley Indigenous Art project Grant received from Nillumbik Shire Council	5,000	-
Other monies received from Nillumbik Shire Council	6,268	908
<b>Total Related Party Revenue</b>	<b>13,906,117</b>	<b>13,633,947</b>

#### (e) Outstanding balances with related parties

	2023	2022
	\$	\$
Monies owed to Banyule City Council	621	12,167
Monies owed by Banyule City Council	19,884	21,245
Monies owed to City of Whittlesea	660	-
Monies owed by City of Whittlesea	500	-

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

There are no outstanding loans to/from related parties.

#### (g) Commitments to/from related parties

There are no outstanding commitments to/from related parties.

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

## Notes to the Financial Report

for the Year Ended 30 June 2023

### Note 8 Managing uncertainties

#### 8.1 Contingent assets and liabilities

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

##### (a) Contingent assets

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

As at 30 June 2023, YPRL is not aware of any contingent assets.

##### (b) Contingent liabilities

Contingent liabilities are:

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

As at 30 June 2023, YPRL is not aware of any contingent liabilities.

##### (c) Superannuation

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

##### (d) Liability Mutual Insurance

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

#### 8.2 Financial instruments

##### (a) Objectives and policies

YPRL's principal financial instruments comprise cash assets, term deposits, receivables (excluding statutory receivables), and payables (excluding statutory payables). Details of the significant accounting policies and methods adopted, including the criteria for recognition, the basis of measurement and the basis on which income and expenses are recognised, in respect of each class of financial asset, financial liability and equity instrument is disclosed in the notes of the financial statements. Risk management is carried out by senior management under policies approved by YPRL. These policies include identification and analysis of the risk exposure to YPRL and appropriate procedures, controls and risk minimisation.

##### (b) Market risk

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

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

### Notes to the Financial Report

for the Year Ended 30 June 2023

#### (c) Interest rate risk

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

Investment of surplus funds is made with approved financial institutions under the *Local Government Act 1989 (as per the transitional provisions of the Local Government Act 2020)*.

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

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

#### (d) Credit risk

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

Receivables consist of a large number of customers.

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

#### (e) Liquidity risk

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

To help reduce these risks, YPRL:

- have a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid instruments; and
- monitor budget to actual performance on a regular basis.

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

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

#### (f) Sensitivity disclosure analysis

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

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

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

### 8.3 Fair value hierarchy

YPRL financial assets and liabilities are measured at amortised cost.

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

### 8.4 Events occurring after balance date

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

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

**Notes to the Financial Report**  
for the Year Ended 30 June 2023

**Note 9 Other matters**

**Note 9.1 Relevant financial ratios**

	2023	2022
<b>Working capital ratio</b> assess YPRL's ability to meet current commitments		
Current assets/Current liabilities	2.17	2.49
<b>Capital replacement ratio</b> assess YPRL's expenditure against depreciation		
Capital spend/Depreciation	1.37	0.90

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

	2023	2022
	\$	\$
<i>Surplus/(deficit) for the year</i>	(537,184)	339,631
Depreciation/amortisation	1,784,911	1,848,281
(Profit)/Loss on disposal/written-off of property, infrastructure, plant and equipment	188,813	180
Interest expense on financing activities	10,908	14,166
<i>Change in assets and liabilities:</i>		
(Increase)/decrease in trade and other receivables	(32,572)	(27,857)
(Increase)/decrease in prepayments	4,491	(1,999)
Increase/(decrease) in unearned income /revenue	62,371	-
Increase/(decrease) in trade and other payables	24,098	(503,761)
Increase/(decrease) in provisions	(49,906)	260,184
<b>Net cash provided by operating activities</b>	<b>1,455,929</b>	<b>1,928,825</b>

**9.3 Superannuation**

YPRL makes the majority of its employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). This Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently. Obligations for contributions to the Fund are recognised as an expense in the Comprehensive Income Statement when they are made or due.

**Accumulation**

The Fund's accumulation category, Vision MySuper/Vision Super Saver, receives both employer and employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings (for the year ended 30 June 2023, this was 10.5% as required under Superannuation Guarantee (SG) legislation (2022: 10%).

**Defined Benefit**

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

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

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

### Notes to the Financial Report

for the Year Ended 30 June 2023

#### Funding arrangements

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

A triennial actuarial investigation is currently underway for the Defined Benefit category which is expected to be completed by 31 December 2023. YPRL was notified of the 30 June 2023 VBI during August 2023 (2022: August 2022). The financial assumptions used to calculate the 30 June 2023 VBI were:

Net investment returns 5.7% pa

Salary information 3.5% pa

Price inflation (CPI) 2.8% pa

As at 30 June 2022, an interim actuarial investigation was held as the Fund provides lifetime pensions in the Defined Benefit category. The vested benefit index (VBI) of the Defined Benefit category of which YPRL is a contributing employer was 102.2%. The financial assumptions used to calculate the VBI were:

Net investment returns 5.5% pa

Salary information 2.5%pa to 30 June 2023, and 3.5%pa thereafter

Price inflation (CPI) 3.0% pa.

YPRL was notified of the 30 June 2022 VBI during August 2022 (2021: August 2021). Vision Super has advised that the estimated VBI at June 2023 was 104.1%.

The VBI is used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2022 actuarial investigation determined the Defined Benefit category was in a satisfactory financial position and that no change was necessary to the Defined Benefit category's funding arrangements from prior years.

#### Employer contributions

##### (a) Regular contributions

On the basis of the results of the 2022 interim actuarial investigation conducted by the Fund Actuary, YPRL makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2023, this rate was 10.5% of members' salaries (10% in 2021/22). This rate is expected to increase in line with any increases in the SG contribution rate and was reviewed as part of the 30 June 2022 interim valuation. AASB 119 148 (a) In addition, YPRL reimburses the Fund to cover the excess of the benefits paid as a consequence of retrenchment above the funded resignation or retirement benefit.

##### (b) Funding calls

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

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

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

Due to the nature of the contractual obligations between the participating employers and the Fund, and that the Fund includes lifetime pensioners and their reversionary beneficiaries, it is unlikely that the Fund will be wound up. If there is a surplus in the Fund, the surplus cannot be returned to the participating employers. In the event that a participating employer is wound-up, the defined benefit obligations of that employer will be transferred to that employer's successor.



Yarra Plenty Regional Library Service  
2022/2023 Financial Report

### Notes to the Financial Report

for the Year Ended 30 June 2023

#### The 2022 interim actuarial investigation surplus amounts

An actuarial investigation is conducted annually for the Defined Benefit category of which YPRL is a contributing employer. Generally, a full actuarial investigation is conducted every three years and interim actuarial investigations are conducted for each intervening year. An interim investigation was conducted as at 30 June 2022 and the last full investigation was conducted as at 30 June 2020.

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

	2022 (Interim) \$m	2021 (Interim) \$m
A VBI surplus	\$44.6	\$214.7
A total service liability surplus	\$105.8	\$270.3
A discounted accrued benefits surplus	\$111.9	\$285.2

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 2022.

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 2022. 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 2022.

#### The 2023 triennial actuarial investigation

A triennial actuarial investigation is being conducted for the Fund's position as at 30 June 2023. It is anticipated that this actuarial investigation will be completed by 31 December 2023. The financial assumptions for the purposes of this investigation are:

	2023 Triennial investigation	2020 Triennial investigation
Net investment return	5.7% pa	5.6% pa
Salary inflation	3.50% pa	2.50% pa for the first two years and 2.75% pa thereafter
Price inflation	2.8% pa	5.7% pa

#### Superannuation contributions

Contributions by YPRL (excluding any unfunded liability payments) to the above superannuation plans for the financial year ended 30 June 2023 are detailed below:

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

Scheme	Type of Scheme	Rate	2023 \$	2021 \$
Vision Super	Defined Benefit	2023 10.5% 2022 10.0%	66,810	76,808
Super funds	Accumulation Fund	2023 10.5% 2022 10.0%	946,122	835,544

There were no contributions outstanding, and no loans issued from or to the above schemes as at 30 June 2023.

The expected contributions to be paid to the Defined Benefit category of Vision Super for the year ended 30 June 2024 is \$61,600.

Yarra Plenty Regional Library Service  
2022/2023 Financial Report

### Notes to the Financial Report

for the Year Ended 30 June 2023

#### 9.4 Accumulated surplus

	Balance at Beginning of Period \$	Increment/ (Decrement) \$	Balance at End of Period \$
Members Contributions (i)	3,770,080	-	3,770,080
Surplus from previous years	3,044,498	(537,184)	2,507,314
Asset replacement reserve (ii)	1,374,505	-	1,374,505
<b>Total Contributions</b>	<b>8,189,083</b>	<b>(537,184)</b>	<b>7,651,899</b>

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

(ii) Reserve established for addressing renewal and replacement of capital assets.

#### Note 10 Change in accounting policy

There have been no changes to accounting policies in the 2022-23 year.

# YPRL highlights



**Embedding  
recognition  
into our School  
Holiday Programs**

**How we're  
Talking Together**



**Visiting home  
in virtual reality**

### Embedding recognition into our School Holiday Programs

Yarra Plenty Regional Library (YPRL) recognises the vital role public libraries play in fostering understanding of and engagement with First Nations culture. In mid-2022, our codesign work with local First Nations communities resulted in calls for stronger representation of First Nations history and culture within our library spaces and programs. In response to this, YPRL made a commitment to embed First Nations cultural experiences in all of our School Holiday Programs.

This pledge reflected our Library Plan, which highlights that creating ongoing opportunities for children and young people to connect with First Nations people increases meaningful engagement and learning. So, we worked with a range of First Nations artists, presenters and organisations to design and deliver a suite of traditional and contemporary activities acknowledging and celebrating the significance of First Nations culture and history throughout the region.

Our staff have also been supported to learn from and deliver First Nation activities in the library setting. In late-2022, staff members attended the City of Whittlesea Early Years and Conservation Conference, strengthening community connection, collaboration and inclusion. This conference fostered knowledge sharing and skill development in traditional play-based practices. At this time, local First Nations facilitator Aunty Sharon Hughes encouraged our staff to learn about and deliver a Possum Skin Painting inspired event at Lalor Library. In this session, children and families engaged with the practice through

discussion, film demonstration, learning resources, and experimentation with natural paint on calico.



Community response to our First Nation programming has been very positive. At the Possum Skin Painting session, children were excited to tell their own stories through painting, and were able to talk about their own families and what they thought was important to share in their artwork. Parents commented that they had never heard about the artform before and thought it was wonderful to see their children exploring it.

Mill Park Library and Thomastown Library also introduced digital experiences of First Nations culture during School Holiday Programs in 2022, including *Dhinawan in the Sky* and *Thalu: Dreamtime is Now*. Created by Tess Reading, a Gomeroi woman from Tamworth for Code Club Australia, *Dhinawan in the Sky* engages children in

coding and animation activities, inspired by traditional knowledge of the Dark Emu Dhinawan, star tracing stories, and time. Directed by Tyson Mowarin, *Thalu: Dreamtime is Now* immerses participants in ground-breaking virtual reality experiences, exploring stories, cultural heritage and contemporary issues of the Ngarluma Aboriginal people of northern Western Australia.

Children have participated in boomerang throwing, traditional games, performance and music making at their local library, while parents and carers increasingly report positively of these experiences. Moving forward, all YPRL branches will continue to offer a range of opportunities to engage with First Nations culture during our School Holiday Programs and beyond.

**'Will you be doing more of these? He had such a good time and it's so good for them to be learning from Elders.'**

Parent of participant

By offering unique and meaningful engagement with First Nations culture beyond what children might encounter in the classroom, YPRL's School Holiday Program activities continue to support increased community awareness and respect for First Nation histories, languages, traditions and contributions.

In the spirit of reconciliation and truth-telling, events and activities also amplify local First Nations voices and stories, inspired by and reflecting YPRL's emerging Deadly Collection and endorsement of the *Uluru Statement from the Heart*.



**Kate Hansen**  
Programs Manager  
Yarra Plenty Regional Library



**Debra Fothergill**  
Coordinator, Programs & Engagement  
Lalor Library  
Yarra Plenty Regional Library

## How we're Talking Together

At Yarra Plenty Regional Library (YPRL) we work hard to make our libraries welcoming, inviting, and inclusive spaces for the whole community. In early 2022, we found out through feedback to council that the local Somali Australian community in West Heidelberg did not feel welcome in library spaces and didn't think that libraries were there for them.

We know that using libraries connects people not just to books and education but also to their local communities and the people around them, leading to improved social, mental, and physical health outcomes. We started planning how we could make our library spaces more welcoming to the local Somali Australian community.

In April 2022, we learned that we had been successful in our application for a Libraries for Health and Wellbeing Innovation Grant to the value of just under \$80,000, to engage with the Somali community, create a deliberate welcome, codesign programming to bring people into the library, and promote better health and wellbeing for the community through library engagement.

This project was driven by our Community Program Officers, Mahamed Hassan Awl and Aisha Ahmed, who were both employed under the grant. Mahamed and Aisha are both local Somali Australians and brought with them strong networks and a rich understanding of the community. Having the program led by members of the community we were trying to engage meant that we were able to jump straight into meaningful conversations and connections.



Throughout the year, Aisha and Mahamed built connections with community and partners including Himilo Community Connect. An outreach program was also established where staff from Rosanna Library visited the Himilo Community Connect Playgroup once a month for a Storytime session. These sessions were very well received, with families enjoying the interaction with the Storytime presenter and learning new songs.

Aisha and Mahamed also identified that a gap for the Somali Australian community was career development. Young Somali Australians are highly educated, more so than the broader Australian population, but they are less likely to be in employment and often lack role models that look like them in their desired fields. With this in mind Aisha and Mahamed decided that a CALD Careers Expo in the library would be a good way to support the community, promote connection, and ultimately lead to better health and wellbeing outcomes.



The expo took place in December 2022 at Ivanhoe Library and Cultural Hub, in partnership with Himilo Community Connect and Jobs Victoria. Over 250 people attended, with many connecting with employers and even getting jobs on the day. Exhibitors included employers, education services, councils, and legal services, and sessions ran through the day.

The grant culminated in an art installation in the gallery space at the library in partnership with Banyule City Council and a Somali Cultural Festival on Sunday 5 March 2023.

The vibrant exhibition drew crowds from across Melbourne and attracted social media attention globally. Somali poets performed at the exhibition launch and there was a ceremonial unwrapping and sharing of a traditional wedding meat dish. The exhibition itself featured a striking vinyl wall wrap replicating a Somali landscape, a woven replica of a traditional Somali hut, lots of hand weaving and artifacts, and a series of proverbs (important in Somali culture) matched with photos of Somalia. Other events during that period included Baati Night, a special evening for women with games and dancing; a weaving workshop with one of the exhibition artists; a FIFA competition; and a Somali Storytime.

Talking Together aimed to bring the Somali Australian community into the library and foster stronger community connection with an increased sense of community belonging. The results have been highly successful, thanks to having community members at the heart of the project, both through a codesign approach and through employing Somali Australian staff. There has been a

significant and sustained increase in the Somali Australian community using the library, leading to further positive social and mental health outcomes.



**Kate Ferguson**  
Senior Manager  
Engagement & Operations  
Mill Park Library  
Yarra Plenty Regional Library



**Jane Petryszyn**  
Coordinator, Programs & Engagement  
Rosanna Library  
Yarra Plenty Regional Library

### Visiting home in virtual reality

At Yarra Plenty Regional Library (YPRL) we recognise the value of play and gaming as an opportunity for education, socialisation, fun, and engagement across a range of demographic groups. At our libraries you are never too young, or too old, to engage in play! In partnership with a range of council and health services, Diamond Valley Library delivered an innovative digital activity that incorporates gaming and virtual reality into our services.

Following on from the Be Connected program, staff identified an opportunity for further digital inclusion programs for older people. Our Armchair Travels program is designed for older people that are interested in exploring virtual reality, gaming, and augmented reality. It highlights the broad outcomes of lifelong learning, health and wellbeing, and social connection. Virtual reality is much more than simple entertainment, it's a way to reinvigorate the mind, stimulate imagination, strengthen social connections, and – for most of our participants – boldly try something they have never attempted before! Armchair Travels has impacted the lives of our participants through meaningful and shared experiences in virtual reality that stimulate memories, drive social engagement, and bring joy. It offers opportunities for patrons to drive their own experience. They might choose an adventure, or a location to visit, and can even lead explorations of virtual environments with others.

In one Armchair Travels session library users travel through an online tour of a destination of their choice, all while sitting in the safety of a comfy chair in



the library. Many of the patrons have used this technology to travel back to their hometowns, cities they have visited, or countries their families migrated from and relived memories or stories of yesteryear and traversed through the area and rediscovered their past. This is otherwise impossible for many of them, due to health or financial barriers making physical travel to these places impossible. By using virtual reality, they are able to reconnect with their past, share with their family and friends the similarities or differences of their favourite places or experiences.

Through the virtual world, our users are immersed in a brand-new experience alongside their friends and family. But the real magic of virtual reality happens when the headsets come off, after a virtual reality experience, patrons are often eager to talk about what they have seen, where they have been, and are often keen to share some long-forgotten stories of their own past or hometowns. These memories then unlock conversations

about food, family, friends, and fears. The discussions afterward are always engaging for the entire group who usually have lots of questions about the virtual visits. One community member, John (78) used the opportunity to visit Thailand and experience some of their history and culture, without leaving his seat. He said that the experience was so real that he felt like he was actually there.

Whilst there are many clinical and health benefits to group virtual reality sessions, sharing joyful moments and experiencing joy is what these sessions are all about. Armchair Travels is delivered as a monthly program increasing digital literacy for older people. The success of this program has been a highlight for staff and partners and the community, and we have received requests for more sessions across the library service.

We have also leveraged this engagement to increase our opportunities for collaboration on other digital literacy programs that explore the curiosity of our users, resulting in brain training games, scam awareness training, tech help, intergenerational storytime, and more. These codesign opportunities have enabled our staff to design future meaningful programming and collaboration with older people throughout the local communities. We have continued to deliver Armchair Travels in a variety of branches and expos and are looking forward to future opportunities to explore the virtual world with many others through public play in our library services.

**'They absolutely loved it, was all the talk on the bus back, over lunch and transport home. Thank you so much.'**



**Cristopher Pizarro**  
Coordinator, Programs & Engagement  
Lalor Library  
Yarra Plenty Regional Library



**Teresa Dober**  
Coordinator, Programs & Engagement  
Diamond Valley Library  
Yarra Plenty Regional Library







# PUBLIC TOILET PLAN – Background and Technical Document 2023

D23/194415



## Document Control

<b>Record Number</b>	D23/194415
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# Table of Contents

<b>COVER PAGE</b>	<b>1</b>
<b>DOCUMENT CONTROL</b>	<b>2</b>
<b>TABLE OF CONTENTS</b>	<b>3</b>
<b>EXECUTIVE SUMMARY</b>	<b>4</b>
<b>INTRODUCTION</b>	<b>7</b>
OVERVIEW	7
WHY PLAN FOR PUBLIC TOILETS?	8
WHERE DOES COUNCIL NEED TO ENSURE THERE ARE PUBLIC TOILETS?	9
PROJECT SCOPE	9
BANYULE PUBLIC TOILET PLAN	12
BENCHMARKING	12
POLICY CONTEXT	12
<b>PROJECT METHODOLOGY</b>	<b>14</b>
SITE AUDIT	14
CONSULTATION AND ENGAGEMENT	17
SPATIAL ANALYSIS	19
<b>BANYULE'S PUBLIC TOILETS</b>	<b>20</b>
VISION AND OBJECTIVES	20
DISTRIBUTION	21
USAGE	25
HYGIENE & MAINTENANCE	26
ACCESSIBILITY	29
GENDER IMPACT ASSESSMENT	33
DESIGN & SUSTAINABILITY	34
LOCATION & SITING	39
<b>ACTION PLAN</b>	<b>43</b>
KEY ACTIONS	44
CAPITAL WORKS PLAN FOR EXISTING TOILETS	49
CAPITAL WORKS PLAN FOR NEW TOILETS	51
FINANCIAL IMPLICATION	54
<b>APPENDICES</b>	<b>58</b>
APPENDIX A: TERMS USED IN THIS REPORT	58
APPENDIX B: STAR RATING ASSESSMENT CRITERIA AND A SAMPLE CALCULATION	59
APPENDIX C: CONDITION RATING AND DESCRIPTION	60
APPENDIX D: COMMUNITY CONSULTATION OUTCOME	61
APPENDIX E: TOOLKIT	67

## Executive Summary

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The Banyule Public Toilet Plan sets out a ten-year plan to guide the provision of Council owned and managed public toilets across the municipality. This is the review of Council's first Public Toilet Plan adopted in 2018 and is the product of a collaborative process with local communities, Council staff and key user groups.

The vision for all public toilets in Banyule is:

**"To ensure there is adequate provision of public toilets within Banyule, that are accessible for all users in areas of high public use, by working in partnership with other stakeholders."**

This Plan is underpinned by five key objectives:

- Work co-operatively with key stakeholders, to ensure that there is a comprehensive and well-connected network of accessible public toilets at key locations in areas of high public activity in Banyule.
- Maintain toilets managed by Council to a standard of cleanliness and hygiene to enhance the health and wellbeing of all public toilet users.
- Ensure that public toilets are accessible to people of all ages and abilities and promote their location to all residents and visitors.
- Advocate for quality and environmentally sustainable design in all public toilet facilities.
- Improve the amenity and safety of public toilets through appropriate siting and design.

The number of toilets owned and managed by Council are ageing and don't meet modern design and access standards.

This plan has been revised and updated following a comprehensive Community Consultation and Gender Impact Assessment (GIA).

### Community Consultation

The first revision of the Plan was prepared following community consultation in April - May 2023, as well as internal stakeholder consultation.

The following methods of engagement were used for community consultation.

- Shaping Banyule survey
- Intercept survey
- Community Advisory Committees
- Banyule social media (Instagram and Facebook)

545 community members provided feedback. 64% of people that participated are women and 85% are more than 35 years old.

The revised Plan was shared with the community in September-October 2023 on Shaping Banyule to seek further feedback. Hardcopies of the plan were also made available in Ivanhoe Library and Cultural Hub, Council Office, Rosanna Library and Watsonia Library. Council received a total of 50 responses from the community during this engagement. 56% of respondents supported the draft Plan, including the 10 year works program and action plan, 28% of respondents did not support and 16% of respondents were unsure.

## Gender Impact Assessment

The subject matter has been considered in accordance with the requirements of the Section 9 of the Gender Equality Act 2020. As a result of the GIA, the following recommendations were made to reduce gender inequality and promote gender equality:

- Undertake consultation and engagement with the local community and conduct a Gender Impact Assessment prior to the development and installation of a new public toilet.
- Determine a standard practice for the configuration of cubicles that best achieves a balance between inclusivity, practicality, and value for money.
- Investigate an alternative approach for the community to send a request to Council by using QR code for cleaning and maintenance of public toilets.

## Summary of the Plan

The Banyule Public Toilet Plan sets out:

- A suite of recommendations and other actions to improve the standard of existing and new public toilets in Banyule.
- A renewal and upgrade program of Council owned and managed public toilets.
- A program for constructing new toilets based on a gap analysis.
- A toolkit to guide assessment of public toilets. The toolkit comprises:
  - Condition Rating Assessment
  - Star Rating Assessment Criteria
  - Service Hierarchy Framework
  - Schedule of Fixtures and Fittings
  - Assessment Framework
  - Design and Siting Principles

## Recommendation and Action Plan

39 actions have been identified or carried over from the original plan for continuous improvement and better management of Council's public toilets. This action plan has been developed and reviewed through internal stakeholder consultation. Two actions may require additional budget of \$120,000, which may be considered in future initiatives/capital works program. Other actions are proposed to be undertaken using existing operating or capital budget.

## Renewal and Upgrade Program

A detailed condition audit of all toilets across Banyule was undertaken. This audit included physical condition inspection of each toilet so assist in determining remaining useful life of toilet facilities and their renewal requirements. Community feedback was also considered to prepare the renewal program.

This plan proposes renewal of the following 11 toilets over the next 10 years, which will cost approximately \$4.5 million.

- James Reserve Public Toilet
- Greensborough War Memorial Park East Toilet
- Warringal Parklands/Heidelberg Park/Possum Hollow Public Toilets

- Poulter Reserve Public Toilet
- Ivanhoe Park Public Toilet
- Price Park Public Toilet
- Kalparrin Gardens Public Toilet
- Greenwood Reserve Public Toilet
- Greensborough Park Public Toilet

Council also carried out a STAR rating assessment of each toilet. This assessed functional inefficiencies of each toilet, which require an upgrade. It has been identified for 28 toilets to be upgraded to meet 4 STAR rating proposed by the community. It will cost approximately \$200,000 for upgrade works and an ongoing operating cost of \$5,500 annually.

#### Proposed New Toilets

A gap analysis, considering proximity to activity centres and open space/parks, as well as community feedback has been used to identify priority locations for additional toilet facilities. Six new toilets are proposed over the next 10 years as the outcome of this exercise as follows:

- Rosanna Parklands\*
- East Ivanhoe Village
- Aminya Reserve
- Burke Road North Reserve
- Sparks Reserve
- Plenty River Drive Reserve

*\* Subject to the investigation of recommissioning the existing public toilet block at Macleod Park (adjacent to the oval).*

Installation of these six new toilets will cost approximately \$2.94 million. Each project is proposed to be implemented across a two-year period:

Year 1 - Community consultation, GIA and design

Year 2 - Construction

Requirement and siting of new toilets will be identified through community consultation and the GIA outlined above.

#### Financial Summary

Financial implication of the proposed plan in the 10 year capital works program is summarised below. It includes replacement of 10 existing toilets, upgrading all toilets to 4 STAR rating and installation of six new toilets, which will improve the level of service significantly.

Year	Replacement & Upgrade		New Installation		Operating Cost Increase	Variation (Current Allocation - Proposed)
	Proposed	Current CWP Allocation	Proposed	Current CWP Allocation		
2024/25	\$200,000	\$575,000	\$0	\$0	\$0	\$375,000
2025/26	\$320,000	\$650,000	\$30,000	\$0	\$5,500	\$294,500

2026/27	\$430,000	\$550,000	\$500,000	\$0	\$5,500	-\$385,500
2027/28	\$700,000	\$365,000	\$30,000	\$0	\$20,500	-\$385,500
2028/29	\$450,000	\$625,000	\$535,000	\$0	\$20,500	-\$380,500
2029/30	\$460,000	\$710,000	\$445,000	\$0	\$35,500	-\$230,500
2030/31	\$470,000	\$650,000	\$460,000	\$0	\$42,500	-\$322,500
2031/32	\$480,000	\$790,000	\$480,000	\$0	\$49,500	-\$219,500
2032/33	\$490,000	\$770,000	\$460,000	\$0	\$56,500	-\$236,500
2033/34	\$500,000	\$770,000	\$0	\$0	\$63,500	\$206,500
<b>Total</b>	<b>\$4,500,000</b>	<b>\$6,455,000</b>	<b>\$2,940,000</b>	<b>\$0</b>	<b>\$299,500</b>	<b>-\$1,284,500</b>

Proposed work program would require an estimated \$1.28 million more in the next 10 years. It includes construction of six new toilets throughout the municipality and increased operating cost due to the provision of new toilets and upgrading other toilets to 4 STAR rating. The additional toilets and upgrade works will improve the level of service significantly.

# Introduction

---

## Overview

**The Banyule Public Toilet Plan sets out a framework to guide the future planning and provision of public toilets throughout the municipality.**

The City of Banyule plays a central role in the planning and provision of public toilets. In addition to maintaining the public toilets that Council directly owns or manages, there is a potential to also partner with other stakeholders to ensure that there are adequate public toilets in areas with high levels of public activity.

The Plan establishes a vision for public toilets in Banyule, complemented by a series of objectives and principles to guide the renewal, upgrade and decommissioning of existing public toilets. It also identifies where new toilet facilities are required in future. The Plan includes a capital works program to improve the distribution and quality of facilities and a Toolkit to assist Council in determining future priorities and community needs.

The development of the Banyule Public Toilet Plan was originally undertaken over five stages, as illustrated in Figure 1.



Figure 1 – Stages of Developing the Toilet Plan

This 2023 review of the Public Toilet Plan was also undertaken over multiple stages:

**Stage 1** involved an extensive review of Public Toilet Plan 2018 and 10 Year Asset Plan. An audit and inspection of each public toilet in Banyule was undertaken to assess the condition and quality of each facility. The audit assessed a number of design and siting considerations such as location, accessibility of toilets, level of cleanliness, safety and condition. Council also carried out a condition audit in 2020 to assess physical condition of each toilet.

**Stage 2** included identifying issues and opportunities in preparation of internal stakeholder consultation and community consultation.

**Stage 3** focused on community consultation and internal stakeholder consultation. The following methods of engagement were used for community consultation.

- Shaping Banyule survey
- Intercept survey
- Community Advisory Committees
- Banyule social media (Instagram and Facebook)



An overview of the consultation findings is contained in **Appendix D**.

**Stage 4** included preparing the draft Public Toilet Plan incorporating gap analysis, priority and community feedback.

**Stage 5** included preparing the Final Public Toilet Plan incorporating gap analysis, priority and community feedback.

The Banyule Public Toilet Plan sets out:

- An action plan for renewal, upgrade, replacement and decommissioning of Council owned and managed public toilets.
- A plan for installing new toilet facilities where required.
- A suite of recommendations and other actions to improve the standard of public toilets in Banyule.
- Best practice siting and design guidelines to improve the provision of toilets.
- A Toolkit to guide the delivery of public toilets outside the capital works plan.

## Why Plan for Public Toilets?

Public toilets provide an essential piece of community infrastructure which contribute to the enjoyment and amenity of Banyule. Changing community needs, attitudes and advances in technology have led to different approaches to the design, location and function of public toilets.

The Council Plan identifies six priority themes as follows:

- Our Inclusive and Connected Community
- Our Sustainable Environment
- Our Well-Built City
- Our Valued Community Assets and Facilities
- Our Thriving Local Economy
- Our Trusted and Responsive Leadership

Each of these themes seek to enhance community participation and inclusion through the promotion of safe environments that support the health and wellbeing of all residents and visitors to Banyule.

As Banyule strives for a healthier and more equitable community, there is a greater focus on walkable, accessible and safer public places and spaces. Well located and designed public toilets are an important part of this aspiration.

## Council's Approach

Banyule City Council recognises the need for public toilets in areas of high public activity. It is also recognised that Council, is only one of several stakeholders who provide access to toilets.

### Role of Council

Council has a responsibility to its ratepayers to ensure prudent use of public funds, and to ensure an appropriate due diligence process is undertaken before embarking on any capital investment in new public toilet infrastructure. On a case-by-case basis Council will ensure:

- There is no unnecessary duplication with commercial, or other public sector toilet providers
- It has investigated the potential for other providers to address community need

- It has identified any potential partners who could share the responsibilities and costs of providing a new public access toilet.

## Where does Council Need to Ensure There are Public Toilets?

Key locations where Council have a role in ensuring public toilets are either provided, or adequately sign posted, are:

- In high public use activity nodes, such as commercial areas
- Civic hubs, such as around libraries, municipal offices, community centres, etc.
- Regional and significant neighbourhood parks
- Regional trails
- Sporting hubs
- In public facilities provided by or managed by Council.

## Minimising Duplication

A fundamental part of Council's position in relation to the provision of public toilets is to avoid any unnecessary duplications by:

- Developing partnerships and/or agreements with private providers, such as shopping centre owners, local traders groups and other public sector organisations in relation to public toilet provision.
- Providing information to the public on the location of existing public toilets; e.g. maps, brochures, council website. Where possible in partnership with other stakeholders, e.g. traders groups.
- Ensuring there is well located, clear sign posting in high public use areas, where possible in partnership with other stakeholders.

## Project Scope

The ownership and governance of public toilets can be complex and there are a variety of stakeholders with a responsibility to provide public toilets. Currently Council is a key stakeholder in the provision of public toilets in Banyule. Council owns and manages 57 public toilet facilities across Banyule as shown in Figure 2. List of the toilets and their numbers are summarised in Table 1 to locate in them in the figure.

There are also other types of toilets which are often available for public use, however these are generally not owned by Council.

## Other Public Toilets

There are a range of other public toilets available for use in community buildings and at key locations throughout Banyule. These include libraries, recreation centres and train stations. Not all of these locations are managed by Council and the availability of these facilities is usually limited to opening hours of the facility.

## Private Toilets

There are also a range of non-Council toilets distributed throughout Banyule's commercial areas including shops, cafés and entertainment hubs. These toilets are privately owned and are usually located in areas with high volumes of pedestrian activity such as large shopping centres, service stations or food and drink premises.

Although these toilets supplement Council's own network, the usage of these facilities is generally expected in conjunction with a transaction, for example the purchase of petrol or other goods. These facilities are not advertised as 'public toilets' and are intended to service the needs of paying customers.



Figure 2: Existing Public Toilet Network in Banyule

Table 1: List of Toilets and Their Numbers to Locate them in the Maps

Toilet Number	Toilet Name/Location	Toilet Number	Toilet Name/Location
1	A K Lines Reserve Public Toilet	30	Malcolm Blair Reserve Public Toilet
2	Anthony Beale Reserve Pavilion Public Toilet	31	Montmorency Park North Oval Public Toilet
3	Banyule Flats Reserve Public Toilet	32	Nellie Ibbott Reserve Public Toilet
4	Binnak Park - Central Public Toilet	33	NETS Stadium
5	Binnak Park - North Public Toilet	34	Olympic Park Pavilion (Kelly Pavilion Public Toilet)
6	Cape Street Car Park Public Toilet	35	Olympic Park South Public Toilet
7	Cartledge Reserve Public Toilet (Part Pav)	36	Partington's Flats Public Toilet
8	Central Park Pavilion Public Toilet (Part Pav)	37	Petrie Park Public Toilet (Part Pav)
9	Chelsworth Park Public Toilet (Part Pav)	38	Possum Hollow Public Toilet
10	Cyril Cummins Reserve Public Toilet	39	Poulter Reserve Public Toilet
11	Cyril Cummins Reserve Public Toilet (Hockey)	40	Price Park Public Toilet
12	Cyril Cummins Reserve Public Toilet (Tennis)	41	Rosanna Station Public Toilet
13	Elder Street Public Toilet (Part Pav)	42	Shelley Park Public Toilet
14	Fell Reserve Public Toilet	43	Telfer Reserve - East Public Toilet
15	Ford Park Public Toilet (Part Pav)	44	The Mall Public Toilets & Shelter
16	Greensborough Park Public Toilet	45	Viewbank Reserve Public Toilet
17	Greensborough War Memorial Park - East Public Toilet	46	Warrawee Park Public Toilet
18	Greensborough War Memorial Park - West Public Toilet	47	Warringal Cemetery Public Toilet
19	Greenwood Reserve Public Toilet	48	Warringal Parklands Public Toilet
20	Heidelberg Park Public Toilet	49	Waterdale Road/Norman Street Public Toilet
21	Ivanhoe Library and Cultural Hub	50	WaterMarc
22	Ivanhoe Park Public Toilet	51	Watsonia Library
23	James Reserve Public Toilet	52	Watsonia Shopping Centre Public Toilet
24	Kalparrin Gardens Public Toilet	53	Willinda Park Public Toilet (Part Store)
25	Lower Plenty Shopping Centre Public Toilet	54	Yallambie Park Public Toilet
26	Loyola Reserve Public Toilet	55	Yulong Reserve - East Public Toilet
27	Macleod Park Public Toilet	56	Yulong Reserve - West Public Toilet
28	Macleod Shopping Centre Public Toilet	57	Montmorency Shopping Centre Public Toilet (Newly Constructed – No assessments conducted)
29	Malahang Reserve Public Toilet		

## Banyule Public Toilet Plan

This Plan focuses on Council owned and managed public toilets. It excludes toilets located in libraries and other council run buildings. The 57 public toilet facilities Council owns and manages have been the subject of an audit and other analysis.

Toilets located in privately run buildings are not included within this evaluation. These may include toilets in cafes, shopping centres or other private recreational buildings.

It is acknowledged that these private toilets provide an important service to particular locations and catchments. This Plan will not make recommendations for these toilets, however it does take into account the role in which they play in overall levels of provision and prioritisation of new facilities.

## Benchmarking

A review was undertaken to compare the provision and prioritisation of public toilets with other local municipalities. Adjacent municipalities such as Darebin, Boroondara, Nillumbik and Manningham were analysed to identify public toilet standards and where public toilets may be located just beyond Banyule's municipality.

Other city councils generally classify their public toilets as either standalone facilities or co-located facilities. Less frequent classifications included:

- Pavilion based facilities
- Automated facilities
- Facilities within Council buildings

Prioritisation of public toilet locations is generally consistent across all of the municipalities. The highest priority areas are locations with high pedestrian traffic such as activity centres, civic buildings and public spaces. Lower priority locations included neighbourhood and local parks, sport pavilions and walking/shared trails.

With regard to the role of private public toilets, all other municipal strategies reviewed noted their significance. While they were not included in other strategies, the role that they play within the community is broadly considered when planning for the future of Council owned public toilets.

## Policy Context

The Plan complements Banyule's Council Plan in supporting a safe, healthy, vibrant and connected community, our valued community assets and facilities, fostering a well-built city and promoting the importance of a sustainable environment.

The Banyule Public Toilet Plan intersects with a range of existing plans and strategies. In particular, it strongly supports the three themes of Council's Plan as follows:

### Our Well-Built City

A well planned, sustainable and liveable place that caters for all our current and emerging communities, where our local character and environment is protected and enhanced.

### Our Valued Community Assets and Facilities

As Custodians of our community, assets, facilities and services, we work to ensure that they are affordable, sustainable, evenly distributed, safe and accessible for all ages and abilities and designed to provide meaningful experiences and connections.

## Our Inclusive and Connected Community

A safe, healthy, vibrant and connected community where people of all ages and life stages love to live, work and stay; diversity and inclusion are valued and encouraged.

The Public Toilet Plan sits under the theme of our valued community assets and facilities.

Figure 3 below shows the relationship of other Council plans and strategies and the correlation with the Public Toilet Plan.

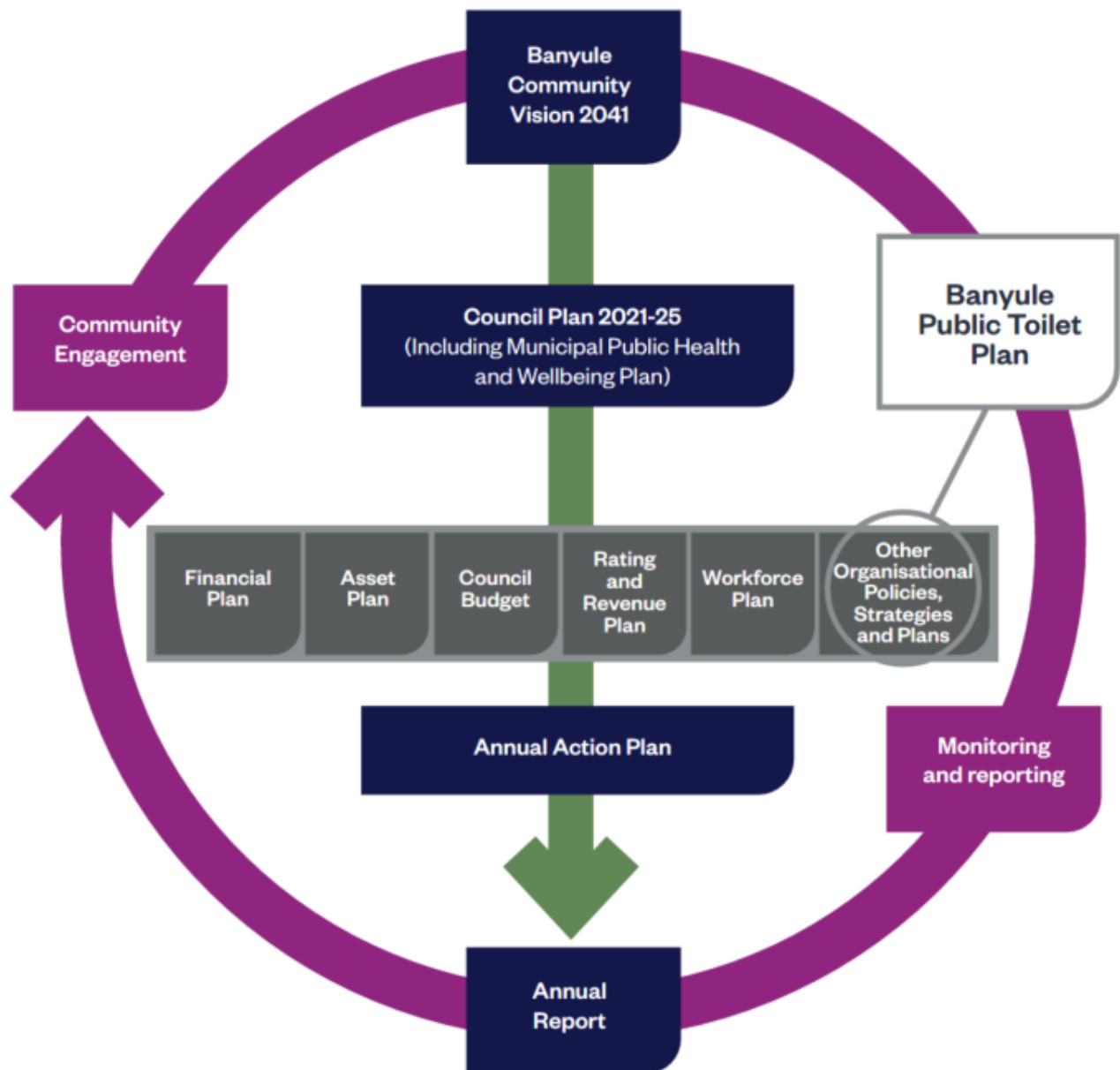


Figure 3 – Strategic Context



## Project Methodology

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### Site Audits

Audits of Council's public toilet facilities included two types of inspections:

- STAR Rating assessment to assess the functionality and suitability of each facility. It helps identify features to be upgraded.
- Condition inspection to understand remaining useful life of toilets. It is required to inform the toilet renewal program.

### STAR Rating Assessment

A site audit was undertaken for this updated plan in 2022, utilising a STAR rating system to determine the overall functionality of each public toilet. The results of the audit have contributed to the review and updating of the capital works including upgrade required for each toilet. The STAR rating system was developed by reviewing available practice in other councils and other industry standards. The STAR rating audit utilised six primary themes comprising:

- Sustainable Design
- Crime prevention through Environmental design Principles (CPTED)
- Accessibility
- Structural features
- Cleanliness and Tidiness
- Ancillary Features

Each toilet was assessed within a STAR rating, ranging from 1 to 5 with 5 being the highest rating and 1 being the lowest. Criteria used to assess STAR rating and a sample calculation are included in **Appendix B**.

The results of STAR rating assessment are shown in Figure 4. It identified that 28 toilet facilities within Banyule are rated 4 - STAR. Banyule's public toilet network is characterised by an aging building stock consisting of many older toilets constructed with a low STAR Rating. Many facilities do not meet modern day expectations or standards in relation to design, accessibility and safety.

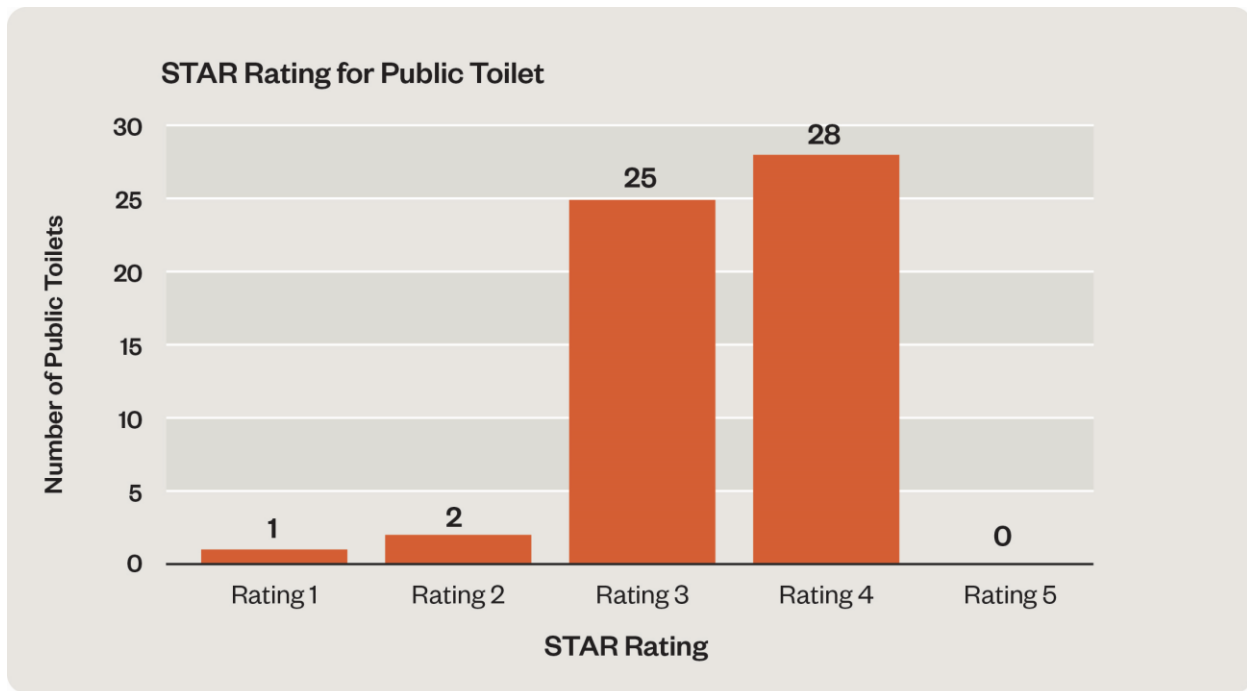


Figure 4 – Summary of STAR Ratings of Public Toilets

The results of the site audit suggest that a number of toilets is not performing to an appropriate standard with many facilities requiring upgrade, renewal or decommissioning/removal. The scale of the challenge highlights the need for Council to maximise the use of capital expenditure and recurrent maintenance spending through a process of prioritisation. The results also highlight the need for Council to adopt a leadership role in facilitating the provision of public toilets with other stakeholders.

Overall, the key findings from the audit are:

- Half of Council public toilets (50%) in Banyule were identified as having a 4-STAR rating (total of 28 facilities).
- 25 facilities achieved a STAR rating of 3.
- Three facilities (5%) were rated as STAR rating 1 and 2. These facilities scored poorly in safety, accessibility and design assessment criteria.

In relation to specific factors relating to public toilet provision, the audit found that:

- 45 facilities (78%) were found to satisfy best practice design principles for location and siting. They are rated as 4 (35 facilities) and 5 (10 facilities).
- 36 facilities (62%) were found to be accessible to people with disability, with a further 5 facilities (9%) partly supporting people with special access needs.
- 32 facilities (55%) were found to be designed to maximise the safety of patrons and minimise opportunities for vandalism, a further 22 facilities (38%) were found to partly support this objective.
- 28 facilities (48%) duplicate the catchment of other facilities in Banyule considering 400m catchment, suggesting that public toilets are not distributed across Banyule in the most effective manner.
- Facilities that were assessed as in the lowest STAR rating were primarily located in public open spaces.

### Condition Rating Assessment

A site audit of Banyule's existing public toilets was undertaken in 2023 to determine their physical condition. Council undertakes this condition audit every four years. The results of the audit contribute to the

development of the capital works program, particularly renewal, replacement and upgrade required for the next 10 years. The audit focuses on visual inspection, not on specific structural conditions of each facility.

Condition rating and their description is contained in **Appendix C**.

Figure 5 indicates the summary of physical condition of the Council's Public toilet network. The majority are in average condition, whilst no toilet was identified to be in poor condition. This condition rating drives priority of public toilet renewal/replacement in future.

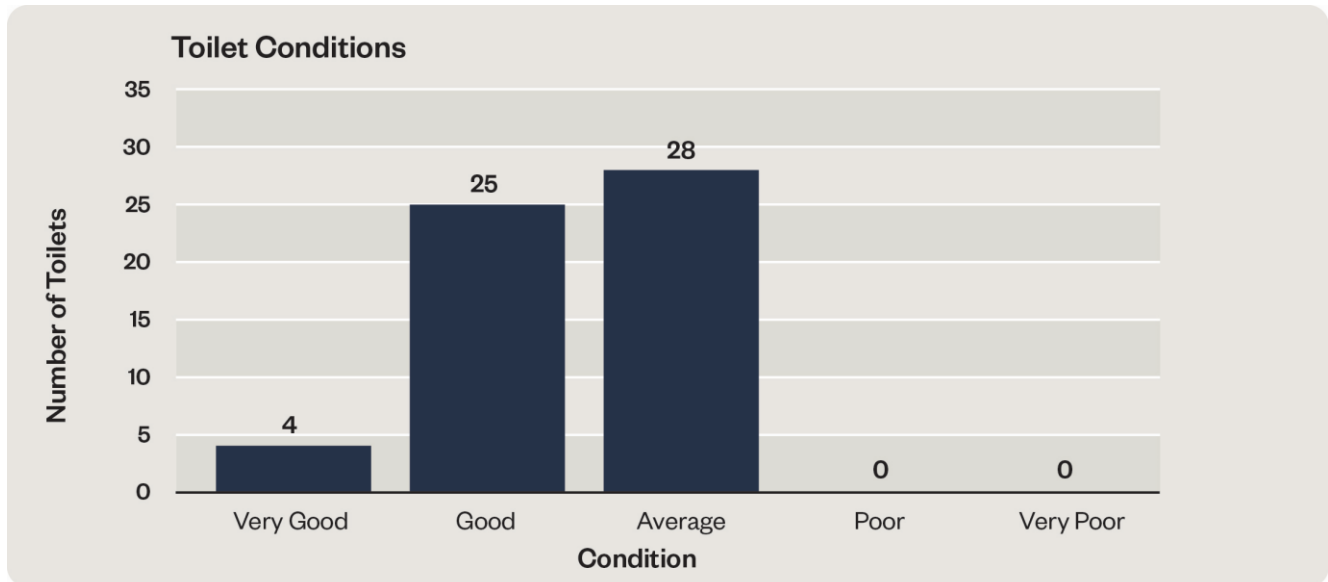


Figure 5 – Toilet Conditions Profile

Figure 6 shows the distribution and overall condition of all Council owned and managed public toilets.



Figure 6: Location of Public Toilets and Condition

## Consultation and Engagement

The development of the Banyule Public Toilet Plan has been informed by a range of consultation activities including:

- Workshops with Council Staff
- Shaping Banyule Website (project information, interactive map & online survey)
- Key User Group Survey (Through emails)
- Meeting with Aged Friendly Committee
- Intercept Survey
- Displaying signage in front of High Use Toilets

The objectives of consultation were to inform the community and relevant stakeholders of the review and purpose of the Plan and to provide opportunities for Banyule residents and visitors to have their say about public toilets.

Information and data gathered throughout the consultation processes was recorded and collated. The key messages and findings from the consultation activities directly informed the development of key actions and objectives outlined in this Plan. The draft Public Toilet Plan was displayed in Shaping Banyule website for four weeks, giving the opportunity for the public to send their comments before finalising the plan.

### Key Findings: Consultation and Engagement

Project stages that included stakeholder engagement are illustrated in Figure 7. Key themes emerging from the consultation are summarised below.



Figure 7 – Project Stages Highlighting Community Engagement

### Public Toilet Distribution

The distribution of public toilets was a key indicator to usage and was identified by the community as an important consideration. Results indicate that:

- 62% of the respondents consider the availability of public toilets when planning a trip within Banyule.
- 68% of the respondents prefer not to travel more than 400m for a public toilet. Most of these respondents are over 50 years of age.
- Respondents in the survey also pinpointed a number of locations throughout Banyule for additional toilet facilities. Consideration of locations identified by the community was undertaken in the review of this Plan and subsequent amendments to the Capital Works program have been made to reflect the community priorities where appropriate. Locations pinpointed by the respondents are indicated in Figure 8.



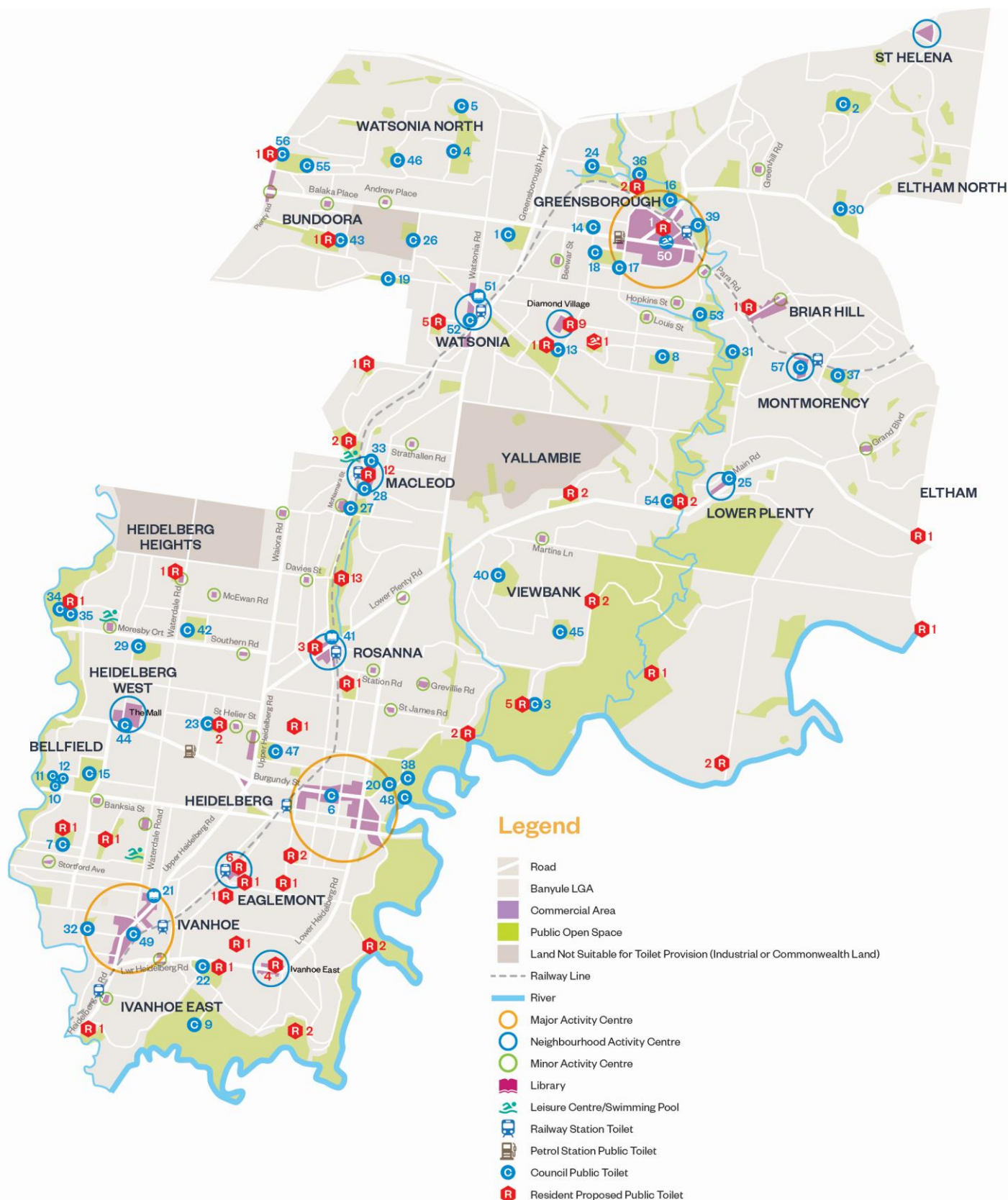


Figure 8: Locations of New Toilets Proposed by Residents



## Accessibility

Banyule has a good network of public toilets however some are inaccessible due to their co-location with sport facilities. Some co-located facilities are locked or only available during sport training and match times. Following two recommendations were identified in the stakeholder consultation:

- Displaying a sign in closed toilets to indicate the direction for the nearest open toilet.
- Investigate the possibility of getting partnerships with local businesses to provide toilet facilities in place of constructing new toilets.

## Fixtures and Fittings

Respondents identified several issues in the current toilet network specific to each location. Issues identified included:

- Need of children size toilets
- Poor lighting
- Faulty doors
- Lack of soap dispensers and hand dryers
- No mirrors
- No baby change tables
- Poor cleaning
- Locked toilets

## Maintenance and Hygiene

Maintenance and regular cleaning of facilities was identified across a broad spectrum of respondents as being important in promoting safe and hygienic facilities. 61% of the respondents indicated that they avoid some area due to unavailability or poor toilet facilities.

## Replacement and Upgrade

Respondents provided feedback regarding existing toilets requiring replacement and/or upgrade. Macleod Shopping Centre toilet has been indicated by the highest number of participants followed by Watsonia Shopping Centre, Rosanna Railway Station, The Mall at Heidelberg West, Possum Hollow and Price Park.

Findings of Community Consultation Report is contained **Appendix D**.

## Spatial Analysis

A spatial analysis of Banyule's existing public toilets was undertaken using Geographic Information System (GIS) data to identify the distribution patterns of public toilets in Banyule. Catchments of 400m walkable distance were applied to each of Banyule's public toilet facilities in recognition of the community feedback to assess the distribution and spread of public toilets across the municipality. These catchments reflect commonly accepted walkability threshold, with 400m represents a five-minute walk.

This process assisted in the identification of gaps in public toilet provision and areas of public toilet duplication. In this review, locations identified were further interrogated taking into consideration:

- Land use patterns
- Availability and proximity to other toilets in libraries, community centre and at train stations
- Parks Victoria owned and operated public toilets
- Availability of toilets located within privately owned and managed buildings and facilities

- Population density
- Open space hierarchy
- Local shopping strips

Detailed discussion of the spatial analysis results and findings in relation to each theme is contained later in this document.

# Banyule's Public Toilets

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## Vision and Objectives

A vision for the future provision of public toilets in Banyule has been developed. A suite of key objectives support the vision and provide an overarching framework for the distribution, accessibility, safety and design of toilets in Banyule.

The vision of this Plan is:

*"To ensure there is adequate provision of public toilets within Banyule, that are accessible for all users in areas of high public use, by working in partnership with other stakeholders."*

## Objectives

The objectives for public toilet provision in Banyule are:

- **Distribution:** Work co-operatively with key stakeholders, to ensure that there is a comprehensive and well-connected network of public toilets at key locations in all areas of high public activity in Banyule.
- **Usage:** Determine utilisation of public toilets to prioritise cleaning, maintenance and upgrade works.
- **Hygiene & Maintenance:** Maintain toilets managed by Council to a standard of cleanliness and hygiene to enhance the health and wellbeing.
- **Accessibility:** Ensure that public toilets are accessible to people of all ages and abilities and promote their location to all residents and visitors.
- **Gender Impact Assessment:** Create better and fairer outcomes, and make sure all people have equal access to opportunities and resources.
- **Design & Sustainability:** Advocate for quality and environmentally sustainable design in all public toilet facilities.
- **Location and Siting:** Improve the amenity and safety of public toilets through appropriate siting and design.

## Distribution

Objective: Work co-operatively with key stakeholders, to ensure that there is a comprehensive and well-connected network of public toilets at key locations in all areas of high public activity in Banyule.

## Activity Centres

Public toilets in Banyule are well distributed and provide a comprehensive network of facilities across the municipality. There are opportunities to further improve and strengthen the network of toilets through upgrades and installations and improve wayfinding signage at key locations. Future Capital works actions should consider community needs and be reviewed frequently.

Activity centres play a key role in servicing the local needs of the community. Banyule has 3 major and 10 neighbourhood activity centres. There are no Council owned or managed public toilets in the activity centres located in Bundoora, Greensborough, Diamond Village or St Helena. There are opportunities for council to work more closely with the private sector to make available existing toilets in shopping centres and other private developments.

Public toilets in activity centres are generally toilet block structures located next to car parks, on street corners or within public plazas. There are opportunities for Council to increase the supply of public toilets in activity centres through the planning permit approval process associated with new large commercial or public sector developments.

A large number of residents requested public toilets at Eaglemont station and Delta Reserve. There are no public toilets currently available at these two locations. Eaglemont station has a staff toilet. Council may consider advocating with State Government for inclusion of public toilets at the Eaglemont station, which may include allowing the community to access the staff toilet available at the station. Diamond Village Shopping Centre, which is adjacent to Delta Reserve has toilet facilities currently only available to staff, but were previously accessible to the public. Council could collaborate with the Diamond Village Shopping Centre management to reinstate public access to this shopping centre toilet.

Council should continue to monitor future community need through the application of decision-making tools (**Appendix E**) to assist in determining future requirements. These tools prompt consideration of the role of the private sector in assisting in network provision.

## Key Actions:

- Review this Plan in five years and revise and refine action plan as required. Should a number of requests for a public toilet arise, apply the assessment frameworks in conjunction with the gap analysis to determine future need.
- Advocate with State Government for the provision of a public toilets at the Eaglemont Railway Station, including investigating the opportunity for community access to existing staff toilets.
- Investigate the opportunity of making the Diamond Village Shopping Centre toilets accessible to the community.
- Where large commercial or public sector developments are proposed in high public activity areas, negotiate the provision of public toilets as part of the development, where additional public toilets are required.
- Liaise with private business to provide toilet facilities in partnership arrangements.

## Open space

The Banyule Public Open Space Strategy establishes a hierarchy of open spaces. The Hierarchy consists of four tiers:

- Regional Parks
- Neighbourhood Parks
- Local Parks
- Pocket Parks

The hierarchy does not provide specific direction on the requirement for public toilets, however it is generally Council's practice to provide public toilets only in regional and larger neighbourhood parks. These parks usually have a greater range of facilities and therefore tend to attract users from further afield and for longer periods of time.

It is not Council's practice to provide public toilets in either pocket parks or local parks, as these parks generally have only local catchments, and the average user visit is usually for no more than 15 to 30 minutes.

The gap analysis carried out reveals that there are several neighbourhood and regional parks where no public toilets are provided. The community also provided proposed locations to construct new toilets. These locations are indicated in Figure 8 earlier.

Proposed locations considering residents requests and outcomes of the gap analysis are included in the next section under Capital Works Plan for New Toilets.

## Key Actions:

- Prioritise the provision of new or upgraded public toilets in neighbourhood or regional parks, as informed by the gap analysis and community feedback, for inclusion in the 10-year capital works program.
- Consider upgrading existing toilets to 4 – STAR rating as recommended by the community.
- Advocate for the provision of new, or the upgrading of existing, public toilets as part of future park masterplans, public realm improvements and/or other capital works projects.

## Trails and Shared Paths

The Banyule Bicycle Strategy Action Plan sets out a list of capital works and actions to improve the bicycle network throughout Banyule. It includes missing links of the local Bicycle network including route modifications where appropriate for route safety and continuity.

Several requests came from the public consultation process to construct new toilets along these trails and shared paths.

Banyule is also located within Melbourne's northern trail region and is strategically positioned to accommodate linkages along the Yarra River. The Northern Regional Trails Strategy identifies a number of future priority trail projects including the Banyule Shared trail and Main Yarra River alignment.

The management of many areas along the Yarra River and other rivers in Banyule is overseen by ParksVic. Council should continue to work closely with ParksVic and any other land management authorities to install new toilets and improve access to existing facilities along the river environs.

### Key Actions:

- Install new toilets based on the gap analysis and the residents' requests along the trails and shared paths.
- Investigate opportunities to partner with Parks Victoria and other government agencies to improve the provision of public toilet facilities and/or wayfinding signage along the Main Yarra Trail and other Parks Victoria land.

### Duplication

Public toilets are generally efficiently distributed across the open space network. However, there are several clusters of public toilets, as shown in Figure 9, located within 400m proximity to one another in the following locations:

- Greensborough War Memorial Reserve
- Heidelberg Park
- Ivanhoe Park
- Willinda park
- N J Telffer Reserve
- Binnak Park
- Ford Park

This plan does not make any recommendations to rationalise any of these clusters of toilets over the life of this plan, but does highlight the need for appropriate planning before undertaking any future works. In other areas where there is a high density of facilities, Council should apply the assessment framework (**Appendix E**) to determine future requirement, should the need arise.

### Key Actions:

- Utilise the assessment framework(s) to determine the suitability of consolidating existing facilities.
- Provide improved wayfinding signage to assist members of the community to locate public





Figure 9 – Clusters of Toilets

## Usage

**Objective: Determine utilisation of public toilets to prioritise cleaning, maintenance and upgrade works.**

Council installed 27 counting sensors in 16 randomly selected toilets to understand the utilisation of toilet. Results indicate most of the toilets are being used regularly.

The majority (15) of the toilets are used less than 25 times in a day as shown in Figure 10. Nine toilets have a moderate usage, which is 26 to 50 times in a day. Only three toilets are heavily used with more than 50 times in a day.

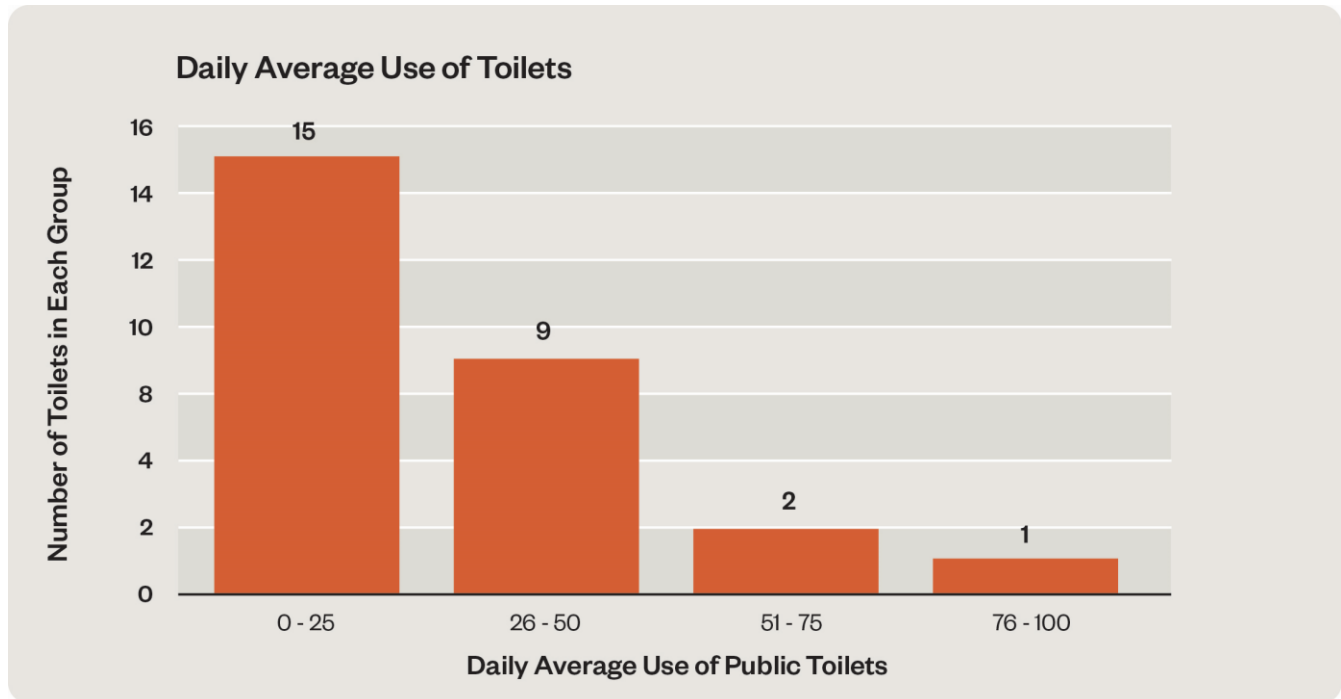


Figure 10 – Daily Average Use of Public Toilets

It is suggested to capture usage data of all toilets and prioritise operations and capital works program accordingly. It is also recommended for operation/maintenance team to review the opening strategy of the toilets and also the cleaning cycles based on the usage.

### Key Actions:

- Collect usage data for each public toilets for a better understanding and prioritisation of cleaning.
- Prioritise renewal and upgrade for high usage public toilets in the Capital Works Program.
- Review opening hours of toilets based on the usage.

## Hygiene & Maintenance

**Objective: Maintain toilets managed by Council to a standard of cleanliness and hygiene to enhance the health and wellbeing**

### Safety and Hygiene

The health and wellbeing of the Banyule's community is paramount when planning for future public toilets. Perceptions of hygiene and safety are linked to other considerations including location and design.

The majority of toilets provided only contain basic facilities such as hand basins and a cold water tap. The key issues influencing the hygiene in Banyule's public toilets include factors related to Crime Prevention through Environmental Design (CPTED) and cleanliness:

- Natural surveillance, natural access control and territorial reinforcements prevents vandalism and other illegal activities within public toilets, assisting to maintain the safety and hygiene within the premises.
- Internal cleanliness depicts the level of hygiene maintained inside the public toilet.
- External cleanliness depicts the level of hygiene maintained in the area surrounding of the public toilet.

As part of community consultation, residents identified a number of toilet facilities where they feel unsafe. As shown in Figure 11, the most commonly identified is at Macleod Shopping Centre followed by toilets at The Mall, Heidelberg West, Malahang Reserve and Watsonia Shopping Centre.

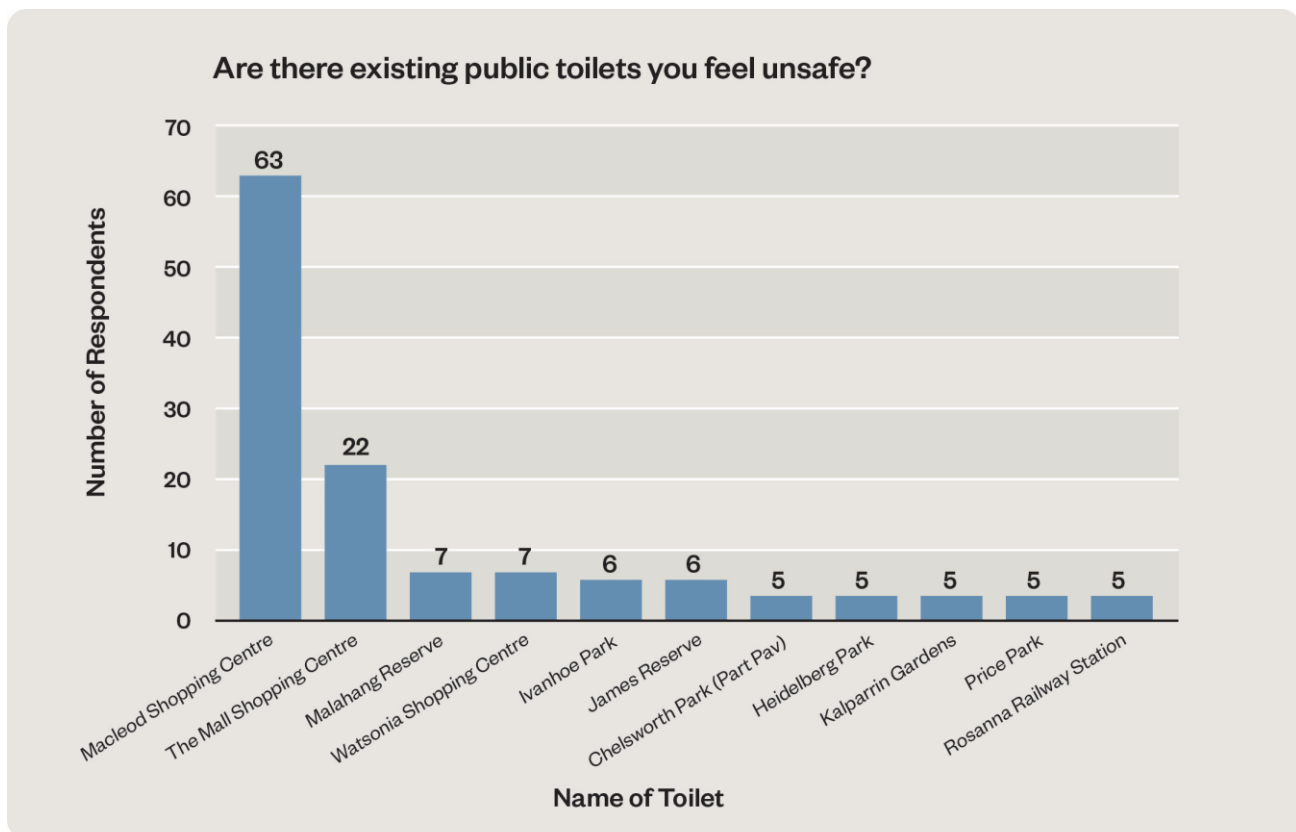


Figure 11 – Unsafe Toilets Identified by the Community

Site audits undertaken by Council staff assessed each toilet based on safety and hygiene criteria. The location of toilets and their safety and hygiene ratings are depicted in Figure 12, where Rating 1 is Very Poor and Rating 5 is Very Good. The following toilets have been rated as poor in regard to safety and hygiene:

- Loyola Reserve
- Macleod Park
- Winsor Reserve Public Toilet (Part Pav)
- Heidelberg Park Reserve

The capital works plan identifies actions for several of these facilities. Other locations identified above are discussed in further detail throughout other themes.

#### Key Actions:

- Review management and contractual arrangements of all co-located facilities to standardise cleaning and maintenance responsibilities.
- Review Council audit data every four years.
- Prioritise cleaning scheduling in accordance with level of usage based on data collected from the people counting sensors, installed in the toilets and community feedback.



Figure 12 – Safety and Hygiene Rating of Toilets (1 is Very Poor &amp; 5 is Very Good)



## Accessibility

**Objective: Ensure that public toilets are accessible to people of all ages and abilities and promote their location to all residents and visitors.**

### Universal Design

Public toilet accessibility is not just about meeting legislative standards, rather it seeks to ensure that all users across all ages and with varying abilities can use public toilet facilities safely and independently.

The Council Plan seeks to promote the health and wellbeing of the community by establishing key themes to achieve more accessible and inclusive built environments. The Municipal Health and Wellbeing Plan also recognises the importance of inclusive, equitable and accessible environments in supporting the needs of the community.

Public toilet accessibility is underpinned by three key requirements:

- Ease of access from the surrounding environment or points of activity.
- Providing for the convenient and safe use of facilities by people with special access requirements or limited mobility.
- Accessible hours (restricted or unrestricted hours)

Many toilet facilities in Banyule are poorly designed to accommodate easy access for people with limited mobility or special access requirements.

Using public toilets can be a confronting experience for different user groups. In order to reduce barriers, it is important to ensure that future upgrades and installations of new toilets adopt the key principles of universal design.

Universal design promotes fair and inclusive environments that allow people to be safe and independent, that are fair and inclusive. The seven principles of universal design are:

- **Equitable in Use** - the design is useful and marketable to people with diverse abilities.
- **Flexibility in Use** - the design accommodates a wide range of individual preferences and abilities.
- **Simple and Intuitive Use** – use of the design is easy to understand, regardless of the users' experience, knowledge, language skills or current concentration level.
- **Perceptible Information** – the design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.
- **Tolerance for Error** – the design minimises hazards and adverse consequences of accidental or unintended actions.
- **Low Physical Effort** – the design can be used efficiently and comfortably with a minimum of fatigue.
- **Size and Space for Approach and Use** – appropriate size and space is provided for approach, reach, manipulation and use regardless of users' body size, posture or mobility.

There is increasing research around the promotion of age-friendly cities and designing for people with dementia. Specific requirements such as use of colour contrasts between materials, tactile surfaces and clear graphic signage are amongst the key considerations. Many of these principles and considerations cross over with other objectives sought by universal design and Crime Prevention Through Environmental Design (CPTED) principles.

The audit results addressing accessibility across public toilet facilities include:



- 27 facilities (47%) achieved an above average to good score for accessibility.
- Approximately half of the public toilet facilities had footpaths of an appropriate width and grade for easy access for people with limited mobility whilst the remaining facilities did not provide adequate paths.
- Despite many facilities indicating a signposted 'disabled' or 'ambulant' toilet cubical, 23 facilities were compliant with all current requirements of the DDA.
- Most facilities provided bars and sufficient circulation space within 'disabled' toilets however a number of toilets didn't fulfil the more specific technical requirements of DDA compliance such as the height and lengths of fixtures such as taps, soap dispensers and basins.

Figure 13 provides an overview of the rating for all the toilets in relation to accessibility.

#### Key Actions:

- Apply the principles of universal design to all toilet upgrades and new installations.
- Ensure accessible public toilets are included in pavilion and building upgrades.
- Prepare a Communications Strategy to promote the location of accessible public toilets throughout Banyule.

#### High User Groups

Families with children and infants are another key user group that often rely on the availability of public toilets. Many of Council's current public toilets lack basic facilities such as family areas, baby change tables or sufficient space for prams, particularly in key locations in public parks and play spaces.

#### Key Actions:

- Upgrade toilets in key locations to include family friendly facilities.

#### Signage and Wayfinding

Signage and wayfinding are important factors in promoting an accessible and connected public toilet network. Existing signage on public toilet facilities is varied across the municipality.

Industry best practices recommends that additional information should be provided on the exterior of all public toilets to convey key aspects of the facility including:

- Gender accessibility
- Opening hours
- Contact information (to report repairs or closures)
- Consideration for vision impaired users
- Direction to the nearest open toilet when the facility is closed.

## Key Actions:

- Develop a municipal signage/wayfinding strategy to improve the accessibility and standard of signage on public toilet network.
- Update information annually about Council owned and managed toilets on the National Public Toilet Map within Banyule.
- Update list of public toilets on Council's web page to include information including opening hours and DDA compliance.



Figure 13: Accessibility Rating of Toilets (1 is Very Poor and 5 is Very Good)

## Changing Places

Changing Places facilities were introduced in Australia in 2014 and there are currently 256 certified facilities across the country. Originating in the United Kingdom in 2006, Changing Places facilities are designed for people with severe and profound disabilities. The facilities differ from standard accessible or disabled toilets as they include additional features such as an adult change table, hoist, shower, screens and large circulation spaces.

There has been an increasing interest in the provision of Changing Places facilities across both the private and government sectors, particularly in locations that attract regular crowds, such as sports and recreation facilities.

Changing Places facilities are vital pieces of community infrastructure which allow members of the public with specific needs to participate in the day-to-day activities across the municipality.

There is only one location indicated in the national Changing Places list within Banyule Council at RMIT University site that is managed by the University. Council recently created a 'Changing Places' facility within the Ivanhoe Library and Cultural Hub and has a plan to also create one in Watermarc, Greensborough. To ensure equitable access for all users, Council will register and make these facilities accessible to members of the community who require such facilities. Council will also investigate provisions of creating a Changing Place in Heidelberg or surrounding area.

The capital works actions identify a number of ongoing actions which should continue to be funded across the duration of this Plan.

### Key Actions:

- Consider the provision of changing places facilities in capital projects in the Capital Works Program.
- Make the proposed changing facilities in Watermarc accessible to members of the community who require such facilities and register both the Watermarc and Ivanhoe Library and Cultural Hub facilities on the national list.
- Explore the feasibility and need for a Changing Place facility in Heidelberg or surrounding areas.

## All Gender Facilities

An all gender facility is a public toilet that is accessible to all people regardless of gender. Contemporary all gender facilities generally come in the form of a single cubical toilet, where the cubical is meant to be used by one person at a time. There are 29 toilet facilities with all gender cubicles in Banyule.

All gender facilities are preferred by the LGBTIQ+ community as it recognises that some members of the community do not identify as either male or female. All gender facilities also support the needs of other groups including single parents, carers and other parties who may need to accompany or supervise a person of the opposite gender accessing a public toilet.

As part of this review a gender impact assessment was carried out, which is discussed in the next section.

### Key Actions:

- Ensure the provision of all gender toilets when upgrading or building new toilet facilities.

## Gender Impact Assessment

### **Objective: Create better and fairer outcomes, and make sure all people have equal access to opportunities and resources**

The Victorian Gender Equality Act 2020 requires public sector organisations to undertake Gender Impact Assessment (GIA) to assess how their policies, programs and services affect people of different genders to ensure that their work does not unintentionally reinforce inequalities.

Section 6(8) of the Act outlines that “gender inequality may be compounded by other forms of disadvantage or discrimination that a person may experience based on Aboriginality, age, disability, ethnicity, gender identity, race, religion, sexual orientation and other attributes.” This concept is referred to as “intersectional gender inequality”.

A GIA is designed to help organisations think about how policies, programs and services will meet the different needs of women, men, and gender diverse people. Using an intersectional approach, Council recognises that the causes of disadvantage or discrimination do not exist independently, but intersect and overlap with gender inequality, magnifying the severity and frequency of the impacts while also raising barriers to support.

The purpose of GIA is to create better and fairer outcomes, and make sure all people have equal access to opportunities and resources. There is flexibility in the approach to GIA to meet obligations under the Gender Equality Act 2020.

As part of Council’s commitment to gender equality, the review of this Plan applied a GIA before preparing it to present to Council and community. A GIA was used with four steps to guide and prompt thinking and direction, including:

1. Define the issues and challenge assumptions;
2. Understand the policy context;
3. An Options Analysis; and
4. Making recommendations for action.

Through this process, Council consulted representatives from different teams and embedded a gender inclusive approach to community engagement. Some of the key lessons from the GIA process and the impacts on diverse communities’ access to public toilets include:

- For some people, there are structural, societal, cultural, and physical barriers to accessing and using public toilets.
- Some people may experience discrimination, harassment and violence due to their sexuality, gender, race, ability, and age, when using public toilets.
- Public toilet provision traditionally favours normative gender conventions and may unintentionally exclude diverse communities.
- Certain toilet configurations and design features may make some users feel unsafe, unwelcome, confused, and fail to meet specific needs.
- Signage and information may discriminate, confuse, or exclude diverse communities.

## Key Actions:

- Undertake consultation and engagement with the local community and conduct a Gender Impact Assessment prior to renewal of any toilets and installation of a new toilet.
- Determine a standard practice for the configuration of cubicles that best achieves a balance between inclusivity, practicality, and value for money.
- Investigate an alternative approach for the community to send a request to Council by using QR code for cleaning and maintenance of public toilets.

## Design & Sustainability

**Objective: Advocate for quality and environmentally sustainable design in all public toilet facilities.**

### Typologies

The design of a public toilet greatly influences its usability and accessibility. Design is also important for promoting positive perceptions of public toilets to the community.

The design of public toilets is critical in achieving equitable outcomes and positive perceptions of facilities.

There are two typologies of public toilets in Banyule: free standing toilet blocks and co-located toilet units.

Key features of **stand-alone public toilets** are:

- Freestanding (not attached to or within another building structure)
- Externally accessible from public realm
- Separate male/female entrances or single fronted unit doors
- Can include separate or integrated disabled access
- Constructed of brick, bluestone or pebble-crete.

Stand-alone public toilets (toilet blocks) are the most common typology across Banyule. Toilet blocks require larger land envelopes and are typically genderised, often with no provision for people with disabilities or access difficulties (non-DDA compliant). They often have poor levels of integration into surrounding environment.

Key features of **co-located public toilets** are:

- Attached to, or located within a building structure
- Generally integrated into sport club, pavilion or other recreational buildings
- Externally accessible from the public realm
- Either separate male/female entrances or single fronted unit doors
- Opening hours restricted by building and activity (such as sport fixture, training or event).

Co-located facilities are generally open only during sport times, reducing accessibility. They are often sited around the back of a pavilion.

Toilets that are co-located with other facilities such as libraries, community centres and sporting pavilions are popular amongst some users. They provide a greater sense of security and cleanliness, however the availability of service hosted toilets is constrained by the opening hours of the building. The location of the toilet within



the building is also an important consideration. If a toilet is sited at the rear of a building, requiring a potential user to traverse through the building, it may discourage some users due to the perceived territoriality of the facility and/ or the perception of safe passage to and into the facility.

Council should explore the potential of modifying toilets located in pavilions to enable the public to access them when the pavilions are not in use.

Council should ensure that all new or upgraded pavilions include public toilets that can be accessed by the public when the pavilions are not in use.

Figure 14 provides rating of Council's public toilets based on design features.



Figure 14: Design Features available in Public Toilets (1 is Very Poor and 5 is Very Good)

## Structural Features

Adequacy of ventilation, floor and wall surfaces, and functional layout are frequently cited when considering the issues related to public toilet provision.

Majority of the toilets were constructed between 1960 and 1980 as depicted in Figure 15, whilst some were constructed before 1960. These toilets are approaching the end of their useful life and expected to be physically in poor condition. Only 9 toilets were constructed after 2010.

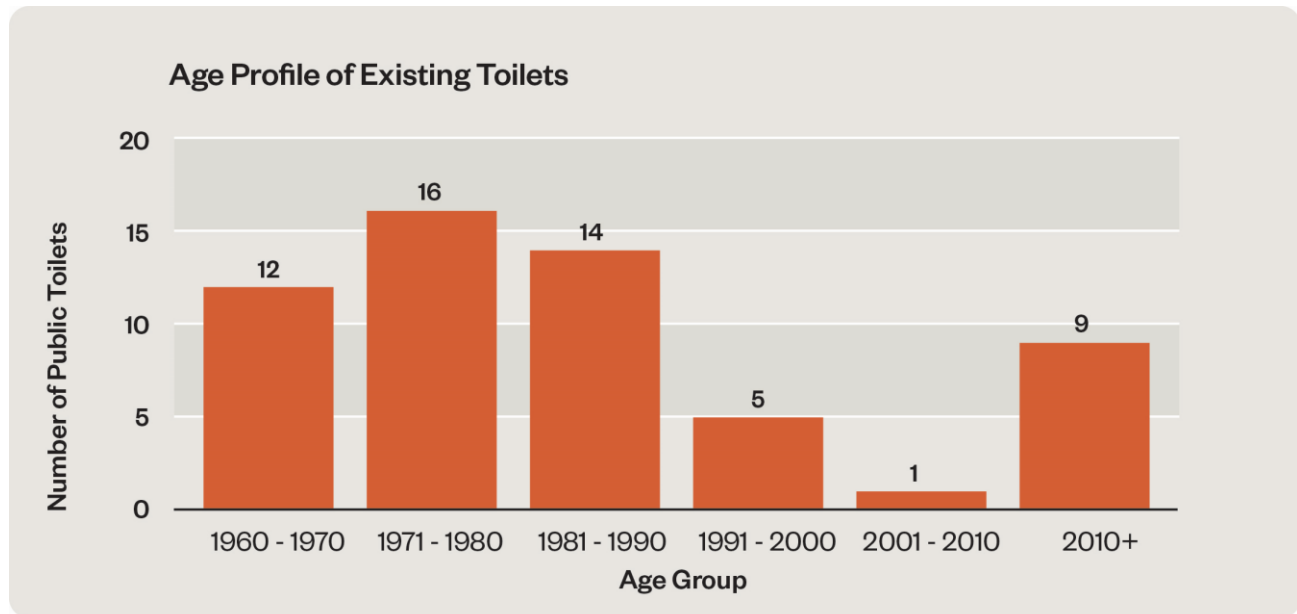


Figure 15: Age Profile of Public Toilets

Primary issues with the design of existing facilities includes lack of ventilation and poor levels of natural lighting.

The facilities that scored poorly in regard to design (not in any particular order) are:

- Loyola Reserve Public Toilet
- Macleod Park Public Toilet
- Winsor Reserve Public Toilet (Part Pav)

Council is proposing to upgrade these toilets with respect to design in the future.

## Key Actions:

- Utilise the Service Hierarchy framework to determine the typology and minimum level of service provision when planning new or upgrading existing public toilet facilities.
- Consider altering existing co-located toilets in places such as pavilions, to allow for use outside of event hours. This should extend to upgrading existing pavilions and the provision of new pavilions.

## Configuration

The most common configuration of public toilet in Banyule is split gender, comprising separate male and female toilet entrances either in a toilet block style or an open unit style.

The Gender Impact Assessment recommends that the configuration of new toilets should respond to the needs of all genders providing male, female and all gender toilet facilities. For the existing toilets, it is recommended to consider the needs of all gender when the toilets are replaced or upgraded.

Prior to the development of a new public toilet facility, engagement with the immediate community and local residents should be undertaken to ensure that future toilet designs meet community expectations and needs.

### Key Actions:

- Undertake consultation and engagement with the local community prior to the development and installation of a new public toilet.

## Fixtures and Fittings

Toilets in Banyule contain a range of basic fixtures and fittings such as hand basins and a cold water tap.

With the increase in quality, standard and provision of privately operated public toilets, such as those found in large shopping centres, there is a increasing expectation that more facilities are to be provided within toilets.

The consultation findings indicated that 68% of the respondents believe most of the toilet facilities need additional features or replacing existing features. Most prominent features mentioned are soap dispensers, hand dryers, mirrors and better lighting.

In some instances, the fixtures and fittings will vary depending on the context and the location in which the public toilet is sited. For example, toilets along waterway corridors will need to consider environmental impacts compared with those sited in activity centres. Examples include the provision of soap dispensers, hand dryers and baby change tables.

However, it is important to note that a balance must always be considered between the cost of facilities replacement and reasonable public need, accessibility and expectation.

Cost savings can be achieved in the long term through the standardisation of fixtures and fittings across the municipality in accordance with the level of service provision (**Appendix E**).

### Key Actions:

- Apply the Schedule of Fixtures and Fittings to determine the appropriate internal and external configuration of new and upgraded public toilets.
- Standardise the provision of fixtures and fittings in accordance with the service provision to ensure consistency across the network.
- Incorporate features in site specific locations as appropriate to the site (examples include the provision of soap dispensers, hand dryers and baby change tables).

## Sustainability

Banyule is dedicated to achieving sustainability throughout all aspects of governance and implementation. Opportunities for sustainable public toilet practices exist on a range of scales.

Ecologically Sustainable Development (ESD) and management can achieve a range of cost efficiencies and improved performance results. As technologies continue to improve, the range of sustainable measures

which can be implemented into the provision of public toilets will continue to be a relevant and important consideration. ESD Principles include:

- **The precautionary principle:** consideration of any threats of serious or irreversible damage to the environment.
- **Intergenerational equity:** present generation considers needs of future generations.
- **Biodiversity and ecological diversity.**
- **Improved economic valuation** including environmental factors.

Durable, low cost structures will improve Council's efficiencies, minimise environmental impacts and reduce the maintenance and replacement of facilities in the future.

Key Actions:

- Incorporate the principles of Ecologically Sustainable Development when upgrading existing or constructing new public toilets. This should include considerations of energy and water conservation opportunities, such as water tanks and waterless urinals.

## Location & Siting

**Objective: Improve the amenity and safety of public toilets through appropriate siting and design.**

### Location & Siting

The location and siting of a public toilet influences a person's decision to use it or not. In some instances, choice may be overruled by necessity.

The location of a public toilet may directly influence the decision process and likelihood of a person using it. The location of toilet facilities is also correlated with other factors such as attractiveness, perceptions of safety, levels of surveillance and crime prevention.

There is a delicate balance in the design and siting of public toilets. Best practice guidelines indicate that public toilets should be sited in highly visible areas which allow for passive and active natural surveillance. On the other hand, a public toilet that appears too 'exposed' or visible may decrease perceptions of privacy and be considered undesirable for some users and/or by adjacent landowners.

The siting of public toilets in Banyule is generally average. The audit results found that some toilets are generally well located however poorly sited and orientated. A summary of findings relating to siting are:

- The most common siting issues across Banyule's public toilet network are:
  - Poor integration with the public realm and local character
  - Lack of landscaping, vegetation or other 'softening' interventions
  - Poor location of entrances and doorways lacking direct lines of site from the public realm
  - Sited in obscure locations or amongst dense vegetation
  - Lack of visibility from streets
  - Absence of directional signage for legibility and access
  - No footpath connecting to the toilets
- Toilets in activity centres are generally located within or adjacent to car parks, on street corners. Direct access from the main street is uncommon.
- Toilets located in car parks are poorly integrated into the surrounding environment,
- lacked directional signage and had often included obscured entrances.
- In open space areas, many facilities were located away from the central activity areas.
- Facilities co-located with sport pavilions were better sited than standalone facilities in public parks as they were generally signed, provided access pathways and were centrally located.
- Public toilets co-located with sport pavilions were often sited around the non-active side of the building. Some of the locations assessed identified the presence of syringes and other litter within these 'dead' spaces.

Some toilets with poor sited facilities are:

- James Reserve Toilet
- Macleod Park Toilet
- Winsor reserve Toilet



The Capital Works actions identify a number of these locations for improvements, both to the design and siting of existing facilities.

#### Key Actions:

- Utilise the Design and Siting Principles (Appendix E) when installing new toilets or upgrading existing toilets.

#### Safety

During the public consultation 45% of the participants raised safety concern about some of the toilets. Table 2 summarises a list of toilets where residents are concerned about safety. Macleod Shopping Centre toilet received the highest number of responses in regard to safety concerns. This toilet facility is to be replaced in 2023/24, of which the proposed design will address the safety concerns at this location. A large number of respondents also indicated safety concerns at The Mall Shopping Centre toilet. Facility audits found this toilet to be in very good condition, with modern facilities and appropriate lighting. Further investigation is proposed to be undertaken to be better understand the cause of the concerns raised by the community at this toilet.

Table 2: Public Toilets with Safety Issues Raised by the Residents

Toilet Location	Address	Number of respondents
Macleod Shopping Centre	31 Aberdeen Road, Macleod	63
The Mall Shopping centre	7 The Mall, Heidelberg West	22
Malahang Reserve	123 Southern Road, Heidelberg West	7
Watsonia Shopping Centre	70 Watsonia Road, Watsonia	7
Ivanhoe Park	132 Lower Heidelberg Road, Ivanhoe East	6
James Reserve	32 James Street, Heidelberg Heights	6
Chelsworth Park (Part Pav)	28 Irvine Road, Ivanhoe	5
Heidelberg Park	1 Beverley Road, Heidelberg	5
Kalparrin Gardens	32 Yando Street, Greensborough	5
Price Park	53 Lyon Road, Viewbank	5
Rosanna Railway Station	75 Turnham Avenue, Rosanna	5

The safety and security of public toilet users should be prioritised ahead of any other decision-making considerations. From a user perspective, perceptions of safety can be as influential as actual or recorded levels of safety. If a toilet is perceived to be unsafe, unhygienic or dangerous, users will generally avoid the facility.

There are a number of factors that contribute to negative safety perceptions:

- Poor integration into the streetscape/public realm
- Obstruction behind dense landscaping or away from passive surveillance
- Age and condition of the facility
- Presence of graffiti or vandalism
- Loitering
- Lack of natural light
- Odour or lack of cleanliness

There are many ways that design can minimise antisocial behaviour and contribute to positive perceptions of safety. For example, the objectives of Crime Prevention Through Environmental Design (CPTED) establish

guiding principles to reduce the incidence and perceptions around crime and safety. With regard to public toilets, the guidelines consider:

- Natural surveillance discourages loitering by providing windows, better lighting and the removal of obstructions to improve sight lines from within buildings.
- Natural access control ensure entrances to public toilets are clearly visible from the street and other public areas
- Territorial reinforcement defines boundaries between public and private areas achieved by using physical elements such as fences, pavement treatment, art, signs, good maintenance, and landscaping are ways to express ownership.

There are a number of responses to anti-social behaviour that Council can employ such as:

- Installation of closed-circuit television (CCTV) cameras outside of the toilets in line with Council's policy
- Time-sensor lighting (solar panel operated)
- Quick response to reactive maintenance
- Regular cleaning and reporting
- Automatic locking doors

The key issues influencing the perceived and actual level of safety in Banyule's public toilets include:

- Obscured entrances
- Doors directly facing the street from a cubicle
- Poor internal and external lighting
- Presence of graffiti in most facilities

Generally, poorly-sited public toilets employed measures such as additional lighting or CCTV to alleviate the negativity associated to their location.

Key Actions:

- Incorporate CPTED principles into all decision and assessment processes.
- Record all reports and instances of anti-social behaviour and reactive maintenance and monitor over time to identify key hot spots.
- Investigate safety concerns identified by the community at The Mall Shopping Centre public toilet, Heidelberg West and recommend any actions to improve community safety.







## Action Plan

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An Action Plan has been developed that sets out the key priorities for public toilet upgrades over the next ten years. The Action Plan should be read in conjunction with the vision, objectives and design and siting principles for public toilets in Banyule and contained in the body of this Plan.

### Key Actions

Key actions have been divided into:

- Strategic Actions
- Operational Actions

These actions include responsible team and delivery time frame.

### Capital Works Plan

The Capital Works Plan is divided into two sections:

- Ten-year action plan
- Ongoing capital works improvements and costs

The actions and locations identified in the plan have been developed with consideration of:

- Community feedback
- Audit results
- Network and spatial analysis
- Existing Council expenditure
- Future funding allocations

## Key Actions

Action ID	Action	Classification	Timeline	Responsibility	Cost (per annum)
<b>DISTRIBUTION ACTIONS</b>					
A1	Review this Plan in five years and revise and refine action plan as required.	Strategic	Medium Term	Asset Management	Existing
A2	Should a number of requests for a public toilet arise, apply the assessment frameworks in conjunction with the gap analysis to determine future need.	Strategic	Ongoing	Asset Management	Existing
A3	Where large commercial or public sector developments are proposed in high public activity areas, negotiate the provision of public toilets as part of the development, where additional public toilets are required.	Operational	Ongoing	Strategic Planning	Existing
A4	Advocate with State Government for the provision of public toilets at the Eaglemont Railway Station, Including investigating the opportunity for community access to existing staff toilets.	Strategic	Short Term	Transport and Environment	Existing
A5	Investigate the opportunity of making the Diamond Village Shopping Centre toilets accessible to the community.	Strategic	Medium Term	Economic Development	Existing
A6	Prioritise the provision of new or upgraded public toilets in neighbourhood or regional parks, as informed by the gap analysis and community feedback, for inclusion in the 10-year capital works program.	Strategic	Medium Term	Asset Management	Existing
A7	Install new toilets based on the gap analysis and the residents' requests along the trails and shared paths.	Strategic	Medium Term	Asset Management	In Capital Works Program
A8	Utilise the assessment framework(s) to determine the suitability of consolidating existing facilities.	Strategic	Medium Term	Asset Management	Existing



Action ID	Action	Classification	Timeline	Responsibility	Cost (per annum)
A9	Advocate for the provision of new, or the upgrading of existing, public toilets as part of future park masterplans, public realm improvements and/or other capital works projects.	Strategic	Ongoing	Open Space Planning	Existing
A10	Investigate opportunities to partner with Parks Victoria and other government agencies to improve the provision of public toilet facilities along the Main Yarra Trail and other Parks Victoria land.	Strategic	Short -Medium Term	All Council Departments	Existing
A11	Provide improved wayfinding signage to assist members of the community to locate public toilets. Include the directions to the nearest open toilet when the toilet is closed.	Operational	Ongoing	Operations and Open Space Planning	100,000
<b>USAGE</b>					
A12	Collect usage data for each public toilets for a better understanding and prioritisation of cleaning.	Operational	Ongoing	Asset Management	Existing
A13	Prioritise renewal and upgrade for high usage public toilets in the Capital Works Program.	Operational	Ongoing	Asset Management	In Capital Works Program
A14	Review opening hours of toilets based on the usage.	Operational	Ongoing	Building Maintenance	Existing
<b>HYGIENE &amp; MAINTENANCE ACTIONS</b>					
A15	Review management and contractual arrangements of all co- located facilities to standardise cleaning and maintenance responsibilities.	Operational	Short Term	Cleansing and Building Maintenance	Existing
A16	Review condition audit data every 4 years and STAR Rating assessment in line with the review of this plan.	Strategic	Every 3 and 5 years (ongoing)	Asset Management	Existing
A17	Prioritise cleaning scheduling in accordance with level of usage and community feedback.	Operational	Ongoing	Cleansing	Existing

Action ID	Action	Classification	Timeline	Responsibility	Cost (per annum)
<b>ACCESSIBILITY ACTIONS</b>					
A18	Apply the principles of universal design to all toilet upgrades and new installations.	Capital Works	Ongoing	All Council Departments	In Capital Works Program
A19	Ensure accessible public toilets are included in pavilion and building upgrades.	Strategic	Ongoing	Sports, Recreation and Community Infrastructure	In Capital Works Program
A20	Prepare a Communications Strategy to promote the location of accessible public toilets throughout Banyule.	Strategic	Medium Term	Strategic Planning/ Communications	Existing
A21	Upgrade toilets in key locations to include family friendly facilities.	Strategic	Medium Term	Asset Management	In Capital Works Program
A22	Update information annually about Council owned and managed toilets on the National Public Toilet Map within Banyule.	Strategic	Ongoing	GIS	Existing
A23	Update list of public toilets on Council's web page to include information including opening hours and DDA compliance.	Operational	Ongoing	Communications	Existing
A24	Consider the provision of changing places facilities in capital projects in the Capital Works Program.	Strategic	Ongoing	Sports, Recreation and Community Infrastructure	In Capital Works Program
A25	Make the proposed changing facilities in Watermarc accessible to members of the community who require such facilities and register both the Watermarc and Ivanhoe Library and Cultural Hub facilities on the national list.	Strategic	Ongoing	Sports, Recreation and Community Infrastructure	Existing
A26	Explore the feasibility and need for a Changing Place facility in Heidelberg or surrounding areas.	Strategic	Medium Term	Sports, Recreation and Community Infrastructure	Existing
A27	Ensure the provision of all gender toilets when upgrading or building new facilities if the community supports in the proposed area.	Strategic	Ongoing	All Council Departments	In Capital Works Program

Action ID	Action	Classification	Timeline	Responsibility	Cost (per annum)
<b>GENDER IMPACT ASSESSMENT</b>					
A28	Undertake consultation and engagement with the local community and conduct a Gender Impact Assessment prior to renewal of any toilets and installation of a new toilet.	Strategic	Ongoing	City Futures	Existing
A29	Standardise the provision of fixtures and fittings in accordance with the service provision to ensure consistency across the network and achieve a balance between inclusivity, practicality and value for money.	Operational	Ongoing	Asset Management and Capital Works	In Capital Works Program
A30	Investigate an alternative approach for the community to send a request to Council by using QR code for cleaning and maintenance of public toilets.	Operational	Mid Term	Asset Management and Building Maintenance	20,000
<b>DESIGN &amp; SUSTAINABILITY ACTIONS</b>					
A31	Consider upgrading existing toilets to 4 – STAR rating as identified by the community.	Operational	Ongoing	Asset Management	In Capital Works Program
A32	Incorporate features in site specific locations as appropriate to the site (examples include the provision of soap dispensers, hand dryers and baby change tables).	Operational	Ongoing	Asset Management and Capital Works	Existing
A33	Incorporate the principles of Sustainable Building Guidelines when upgrading existing or constructing new public toilets. This should include considerations of energy and water conservation opportunities, such as water tanks and waterless urinals.	Operational	Ongoing	Capital Works	Existing
A34	Utilise the Service Hierarchy framework to determine the typology and minimum level of service provision when planning new or upgrading existing public toilet facilities.	Operational	Ongoing	Asset Management	In Capital Works Program
A35	Consider altering existing co-located toilets in places such as pavilions, to allow for use outside of event hours. This should extend to upgrading existing pavilions and the provision of new pavilions.	Operational	Ongoing	Sports, Recreation and Community Infrastructure	Existing

Action ID	Action	Classification	Timeline	Responsibility	Cost (per annum)
<b>LOCATION AND SITING ACTIONS</b>					
A36	Utilise the Design and Siting Principles (Appendix E) when installing new toilets or upgrading existing toilets.	Operational	Ongoing	Capital Works	Existing
A37	Incorporate CPTED principles into all decision and assessment processes.	Operational	Ongoing	Capital Works	Existing
A38	Record all reports and instances of anti-social behaviour and reactive maintenance and monitor over time to identify key hot spots.	Operational/ Strategic	Ongoing	All Council Departments	Existing
A39	Investigate safety concerns identified by the community at The Mall Shopping Centre public toilet, Heidelberg West and recommend actions to improve community safety.	Strategic	Medium Term	Community Wellbeing	Existing

## Capital Works Plan for Existing Toilets

Toilet replacement and upgrade program for including in 10 Year Capital Works Program. Renewal of small components are considered as part of maintenance program.

The replacement program has been developed utilizing the condition data of existing toilets and their usage.

The upgrade works included in 2025/26 is developed based on the STAR rating and to lift all existing toilets to 4 STAR rating, which is included in the next section.

Public Toilet Name	Suburb	Condition	Estimated Cost	Proposed Year
Macleod Shopping Centre	Macleod	Average	\$365,000	2023/24
Watsonia Shopping Centre	Watsonia	Good	Part of Watsonia Town Square	2023/24
Loyola Reserve Public Toilet	Bundoora	Average	\$300,000	2023/24
Yallambie Park Public Toilet	Yallambie	Average	\$300,000	2023/24
Toilet Upgrade Program to bring all 1, 2 & 3 STAR toilets to 4 STAR (Listed in the Following Table)	City Wide	Not Applicable	\$200,000	2024/25
James Reserve Public Toilet	Heidelberg Heights	Average	\$320,000	2025/26
Greensborough War Memorial Park East <sup>1</sup>	Greensborough	Average	\$430,000	2026/27
Warringal Parklands/Heidelberg Park/Possum Hollow Public Toilets <sup>2</sup>	Heidelberg	Average	\$700,000	2027/28
Poulter Reserve Public Toilet	Greensborough	Average	\$450,000	2028/29
Ivanhoe Park Public Toilet	Ivanhoe East	Average	\$460,000	2029/30
Price Park Public Toilet	Viewbank	Average	\$470,000	2030/31
Kalparrin Gardens Public Toilet	Greensborough	Average	\$480,000	2031/32
Greenwood Reserve Public Toilet	Bundoora	Average	\$490,000	2032/33
Greensborough Park Public Toilet	Greensborough	Good	\$500,000	2033/34

<sup>1</sup> There are two existing sets of public toilets in Greensborough War Memorial Park. More detailed planning and consultation will be undertaken with park users to better understand the public toilet needs across the park, in conjunction with other projects planned for the park. This will confirm whether the East toilets may be decommissioned or potentially relocated.

<sup>2</sup> Public toilets at Warringal Parkland, Heidelberg Park and Possum Hollow are located within 250m of each other. More detailed planning and consultation will be undertaken with users across the Warringal Park/Heidelberg Park/Possum Hollow precinct to better understand the public toilet needs of the overall area, and where best to locate toilet facilities within the 'cluster' to best meet community needs. As result, Council may decommission one or two toilets, which may bring other projects earlier.

## Upgrade of Existing Toilets

The following table summarises the toilet upgrade program to bring all toilet facilities to 4 STAR rating, which is proposed in 2024/25. Features considered in this upgrade program is aligned with the schedule of fixtures and fittings included in Appendix E. Toilets included in this program are standalone in parks or reserve, and are standard toilets, which do not require baby changing facilities, sanitary bin and other premium accessories.

It is recommended to reassess the requirements of fixtures and fittings during the delivery stage of the works.

Toilet Name	List of Items/Features Required (But Not Limited to)	STAR Rating	Upgrade Cost, \$	Operating Cost, \$/Year
Telfer Reserve - East	Hand dryer, Soap dispenser, Clothing hooks, Mirror, Push button tap, Sky light and Automatic sensor light	2	30,000	500
Fell Reserve	Mirror, Soap dispenser and Automatic sensor light	3	7,000	500
Greensborough Park	Hand dryer, Soap dispenser, Clothing hooks, Mirror and Automatic sensor light	3	15,000	500
Greensborough War Memorial Park - West	Hand dryer, Soap dispenser, Clothing hooks, Mirror and Automatic sensor light	3	15,000	500
Lower Plenty Shopping Centre	Hand dryer, Soap dispenser, Mirror and Automatic sensor light	3	15,000	500
Malcolm Blair Reserve	Hand dryer, Soap dispenser, Clothing hooks, Mirror, Push button tap and Automatic sensor light	3	20,000	500
Poulter Reserve	Hand dryer, Soap dispenser, Clothing hooks, Mirror and Automatic sensor light	3	15,000	500
Warrawee Park	Hand dryer, Soap dispenser, Clothing hooks, Mirror and Automatic sensor light	3	15,000	500
Warringal Cemetery	Soap dispenser, Clothing hooks, Mirror, Push button tap and Automatic sensor light	3	12,000	500
Waterdale Road/Norman Street	Hand dryer, Soap dispenser, Clothing hooks, Mirror, Push button tap, skylight and Automatic sensor light	3	30,000	500
Willinda Park	Hand dryer, Soap dispenser, Clothing hooks, Mirror and Automatic sensor light	3	16,000	500
Yulong Reserve - West Public Toilet	Hand dryer, Clothing hooks, Mirror and Automatic sensor light	3	10,000	0
<b>Total Cost</b>			<b>200,000</b>	<b>5,500</b>



## Capital Works Plan for New Toilets

This program proposes six new toilets to be constructed in Banyule over the next 10 years. The following four factors have been used to identify location of new toilets and their priority.

**Gap Analysis:** Community feedback supports a walking distance of no more than 400 metres from a location of public activity to find a public toilet.

**Activity Centre:** Major, neighbourhood and minor activity centres have been identified based on the size and volume of usage.

**Parks Hierarchy:** Regional and Neighborhood parks are locations of high public activity of which public toilets may support their greater use.

**Community Feedback:** The community were asked to indicate potential locations for new toilets. Numbers of residents' requests have been categorized as follows:

- High number of request (More than 8 request)
- Medium number of requests (4 to 8 requests)
- Low number of requests (Less than 4 requests)

The following table includes the location of new toilets, their driving factors and priority. The gap analysis including existing toilets, activity centres, public open space and proposed toilets are shown in Figure 16.

Public Toilet Location	Driving Factors	Priority
Rosanna Parklands / Macleod Parks*	<ul style="list-style-type: none"> <li>- Outside of 400 m walkability</li> <li>- Regional park with no toilet facilities</li> <li>- High number of community requests</li> </ul>	High
East Ivanhoe Village	<ul style="list-style-type: none"> <li>- Outside of 400 m walkability</li> <li>- Neighbourhood activity centre with no toilet facilities</li> <li>- Medium number of community requests</li> </ul>	High
Aminya Reserve	<ul style="list-style-type: none"> <li>- Outside of 400 m walkability</li> <li>- Neighbourhood park with no toilet facilities</li> <li>- Medium number of community requests</li> </ul>	Medium
Burke Road North Reserve	<ul style="list-style-type: none"> <li>- Outside of 400 m walkability</li> <li>- Neighbourhood park with no toilet facilities</li> <li>- Small number of community requests</li> </ul>	Medium
Sparks Reserve	<ul style="list-style-type: none"> <li>- Outside of 400 m walkability</li> <li>- Regional trail with no toilet facilities</li> <li>- Small number of community requests</li> </ul>	Medium
Plenty River Drive Reserve	<ul style="list-style-type: none"> <li>- Outside of 400 m walkability</li> <li>- Regional trail with no toilet facilities</li> <li>- Small number of community requests</li> </ul>	Medium

*\*Subject to the investigation of recommissioning the existing public toilet block at Macleod Park (adjacent to the Oval) as a first step prior to committing to a new toilet block in Rosanna Parkland. If a new toilet block in Rosanna Parkland is required, the siting will be determined through the community consultation undertaken as part of preparing the Rosanna Parklands Masterplan.*

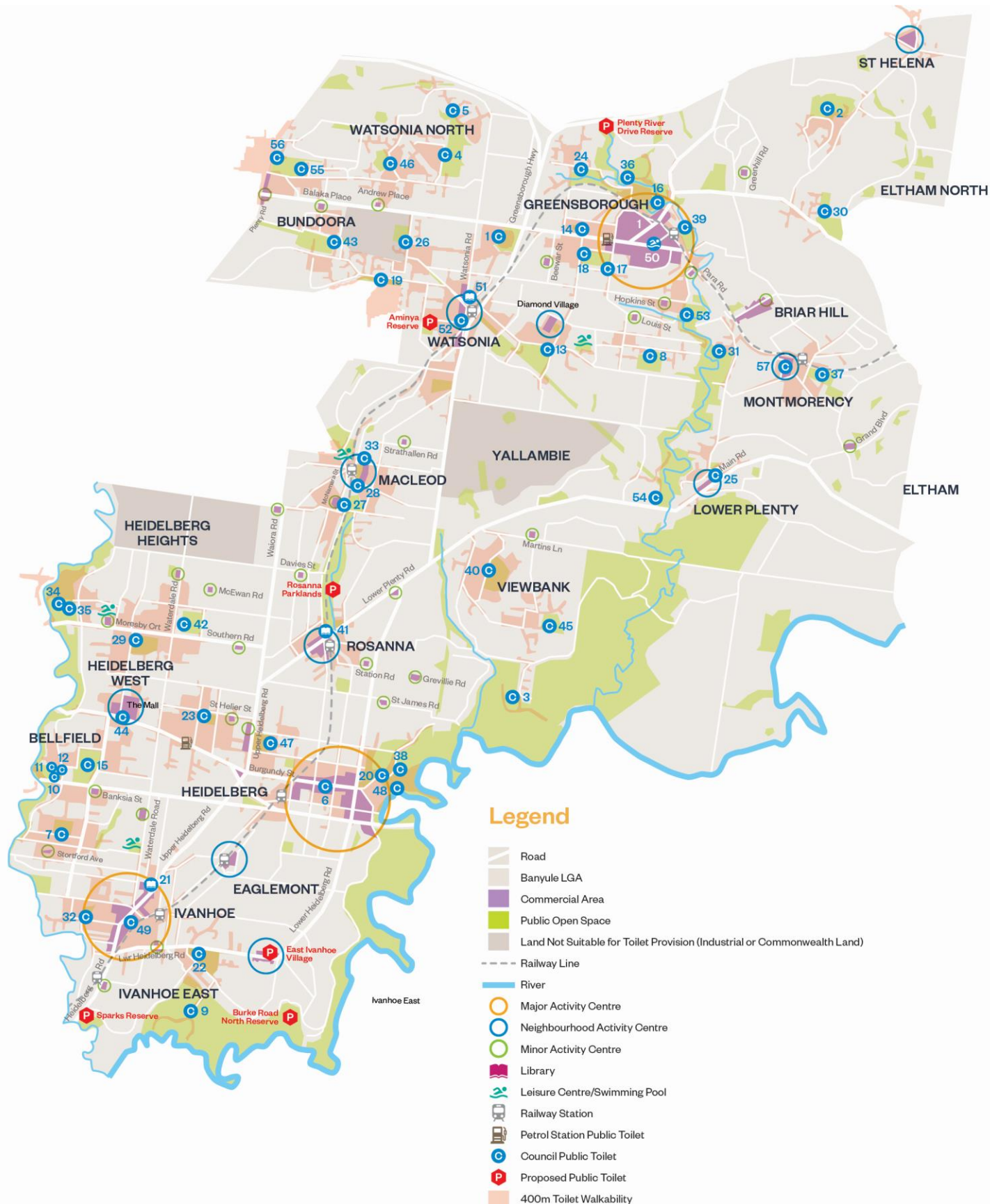


Figure 16: Proposed New Toilets

An indicative 10 years capital works program for new public toilets is summarised in the table below. Three standards (High, Medium and Low) of public toilets have been considered based on their priority for cost estimates.

Requirements of new toilets and their siting will be identified through community consultation and Gender Impact Assessment before finalising the design and scope of each project. Each toilet project is proposed over two years, first year for consultation and design and second year for construction.

Installation year of these proposed new toilets may change subject to community consultation and associated master plan of the precinct.

Public Toilet Location	Suburb	Estimated Cost	Proposed Year
Rosanna Parklands (Design)*	Rosanna	\$30,000	2025/26
Rosanna Parklands (Construction)	Rosanna	\$500,000	2026/27
East Ivanhoe Village (Design)	Ivanhoe East	\$30,000	2027/28
Aminya Reserve (Design)	Watsonia	\$25,000	2028/29
East Ivanhoe Village (Construction)	Ivanhoe East	\$510,000	2028/29
Burke Road North Reserve (Design)	Ivanhoe East	\$25,000	2029/30
Aminya Reserve (Construction)	Watsonia	\$420,000	2029/30
Sparks Reserve (Design)	Ivanhoe	\$30,000	2030/31
Burke Road North Reserve (Construction)	Ivanhoe	\$430,000	2030/31
Plenty River Drive Reserve (Design)	Greensborough	\$30,000	2031/32
Sparks Reserve (Construction)	Ivanhoe	\$450,000	2031/32
Plenty River Drive Reserve (Construction)	Greensborough	\$460,000	2032/33

*\*Exact location and requirements of the Rosanna Parklands public toilet will be determined during community engagement for the Rosanna Parklands Masterplan.*

## Financial Implication

Financial implication of the proposed work program is summarised below.

Year	Replacement & Upgrade		New Installation		Operating Cost Increase	Variation (Current Allocation – Proposed)
	Proposed	Current CWP Allocation	Proposed	Current CWP Allocation		
2024/25	\$200,000	\$575,000	\$0	\$0	\$0	\$375,000
2025/26	\$320,000	\$650,000	\$30,000	\$0	\$5,500	\$294,500
2026/27	\$430,000	\$550,000	\$500,000	\$0	\$5,500	-\$385,500
2027/28	\$700,000	\$365,000	\$30,000	\$0	\$20,500	-\$385,500
2028/29	\$450,000	\$625,000	\$535,000	\$0	\$20,500	-\$380,500
2029/30	\$460,000	\$710,000	\$445,000	\$0	\$35,500	-\$230,500
2030/31	\$470,000	\$650,000	\$460,000	\$0	\$42,500	-\$322,500
2031/32	\$480,000	\$790,000	\$480,000	\$0	\$49,500	-\$219,500
2032/33	\$490,000	\$770,000	\$460,000	\$0	\$56,500	-\$236,500
2033/34	\$500,000	\$770,000	\$0	\$0	\$63,500	\$206,500
<b>Total</b>	<b>\$4,500,000</b>	<b>\$6,455,000</b>	<b>\$2,940,000</b>	<b>\$0</b>	<b>\$299,500</b>	<b>-\$1,284,500</b>

Proposed work program would require an estimated \$1.28 million more in the next 10 years. It includes construction of six new toilets throughout the municipality and increased operating cost due to the provision of new toilets and upgrading other toilets to 4 STAR rating. The additional toilets and upgrade works will improve the level of service significantly.

## Ongoing Improvements Works and Timeframes

<b>ACTION</b>	<b>COMMENT</b>	<b>OCCURRENCE</b>	<b>Budget</b>
<b>SIGNAGE UPGRADES</b>	Standardise and improve signage on all facilities. Install wayfinding and directional signage.	Annual	It is included in Action Plan
<b>SECURITY UPGRADES</b>	Consider CCTV at high risk locations where design solutions may not achieve desired outcomes. Install automatic locking doors.	Ongoing	It may be considered in line with Council's Policy
<b>ACCESSIBLY UPGRADES</b>	Minor modifications and retrofit of existing facilities to improve disabled access.	Annual	Included in Capital Works Program
<b>CLEANING AND CLEANSING</b>	Regular cleaning and maintenance of facility.	Weekly	Existing Operating Budget
<b>BUILDING MAINTENANCE</b>	Repair and other miscellaneous costs.	Annual	Existing Operating Budget
<b>REACTIVE MAINTENANCE</b>	Removal of graffiti, vandalism.	Ongoing	Existing Operating Budget



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## Appendices

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### Appendix A: Terms Used in This Report

TERMS USED	DEFINITION
Australian Standard (AS) 1428	Specifies that new buildings must be capable of providing access to people with disabilities. Particular attention is focused on continuous accessible paths of travel for wheelchair users, access for people with ambulatory disabilities and access for people with sensory disabilities.
Building Code of Australia (BCA)	A uniform set of technical provisions to be incorporated into the design and construction of buildings and other structures within Australia.
Changing Places Toilet	Public toilet facilities that cater for people with severe or profound disabilities. These facilities incorporate full sized change tables tracking hoist systems, large circulation spaces and centrally placed toilet with room for carers.
Crime Prevention Through Environmental Design (CPTED)	An approach to the prevention of crime focusing on the relationship between physical environments and those who use them. Key strategies include natural access control, natural surveillance
Disability Discrimination Act (DDA)	The Disability Discrimination Act 1992 makes discrimination against an individual because of their disability unlawful. This applies to a number of areas of public life including employment, education and the access of public places
Ecologically Sustainable Development (ESD)	An integrated and holistic approach to design that aims to reduce negative environmental impacts and improve the health of building occupants. Principles of ESD include the promotion of renewable energy, reducing water use, inclusion of environmentally friendly building materials and optimising operational practices.
Gender Neutral	Terminology used to describe a facility that is accessible to all people regardless of gender, preferred by the LGBTI community as it recognises that some members of the community do not identify as either male or female
Public Toilet	A facility which contains one or more rooms/cubicles which is available for use by the public. The facility may be mechanised or automated and consist of standalone, service-hosted and privately provided facilities. A public toilet is usually located on Council owned and managed land

## Appendix B: STAR Rating Assessment Criteria and a Sample Calculation

Primary Themes	Elements	Waiting	Rating (1 to 5)	Rating for each Theme	Overall Rating
Sustainable Design	Water Usage	2	3	$(2*3+2*4+1*5+1*4)/6$  <b>=4</b>	$(4+4+4+4+4+1)/6$  <b>=4</b>
	Energy savings	2	4		
	Waste Disposal	1	5		
	Natural light and ventilation	1	4		
Crime prevention through Environmental design Principles (CPTED)	Natural Surveillance	2	5	$(2*5+2*4+1*4+1*3)/6$  <b>=4</b>	
	Natural access control	2	4		
	Territorial reinforcement	1	4		
	Maintenance and management	1	3		
Accessibility	Ease of access from surrounding activity centres	2	5	$(2*5+3*4+1*3)/6$  <b>=4</b>	
	Disabled Access	3	4		
	Hours of operation	1	3		
Structural features	Adequacy of Ventilation and lighting	2	4	$(2*4+2*3+2*5)/6$  <b>=4</b>	
	Floor and wall surfaces	2	3		
	Functional layout	2	5		
Cleanliness and Tidiness	Internally	3	5	$(3*5+3*4)/6$  <b>=4</b>	
	External and surrounds	3	4		
Ancillary features	Ancillary features	3	1	$(1*3)/3=1$	

## Appendix C: Condition Rating and Description

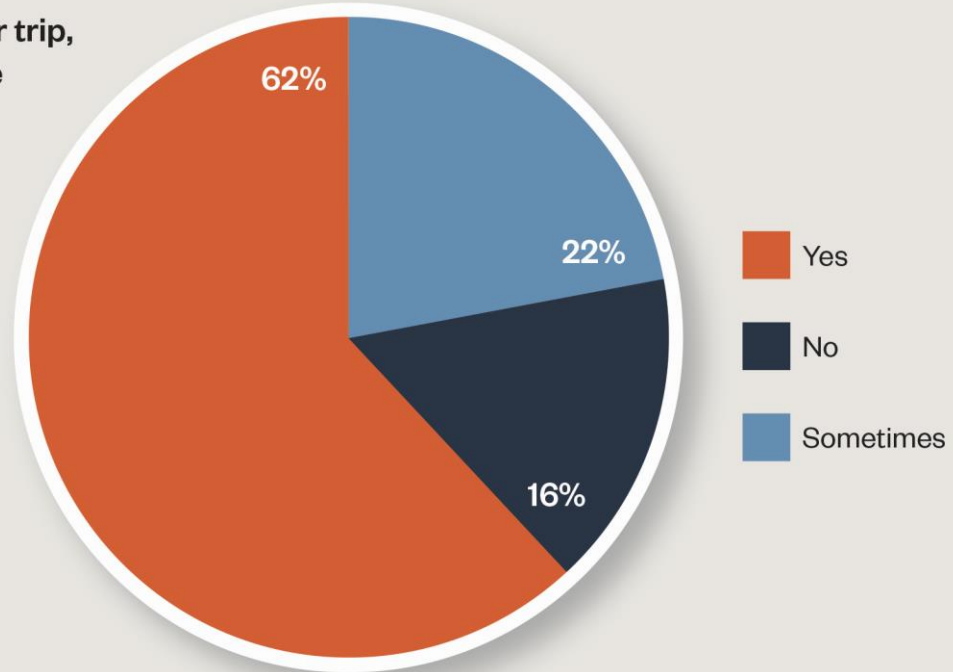
Score	Condition	Description
1	Excellent	Asset has no defects or obvious signs of wear. Asset is as new
2	Good	Asset is functional and shows superficial defects; only minor signs of deterioration in surface finishes; does not require major maintenance
3	Average	Asset is functional but shows signs of moderate wear and tear; deteriorated surfaces require attention; planned maintenance required to prevent further deterioration
4	Poor	Asset functionality is reduced; asset has significant defects/deterioration affecting major components are failing often and require significant attention; significant maintenance required to prevent further deterioration
5	Very poor	Asset has deteriorated badly or is not functional; serious structural problems; general appearance is poor with eroded protective coatings; elements are broken or are not performing; significant number of major defects exist

## Appendix D: Community Consultation Outcome

### Stage 1 – Community Consultation Outcome

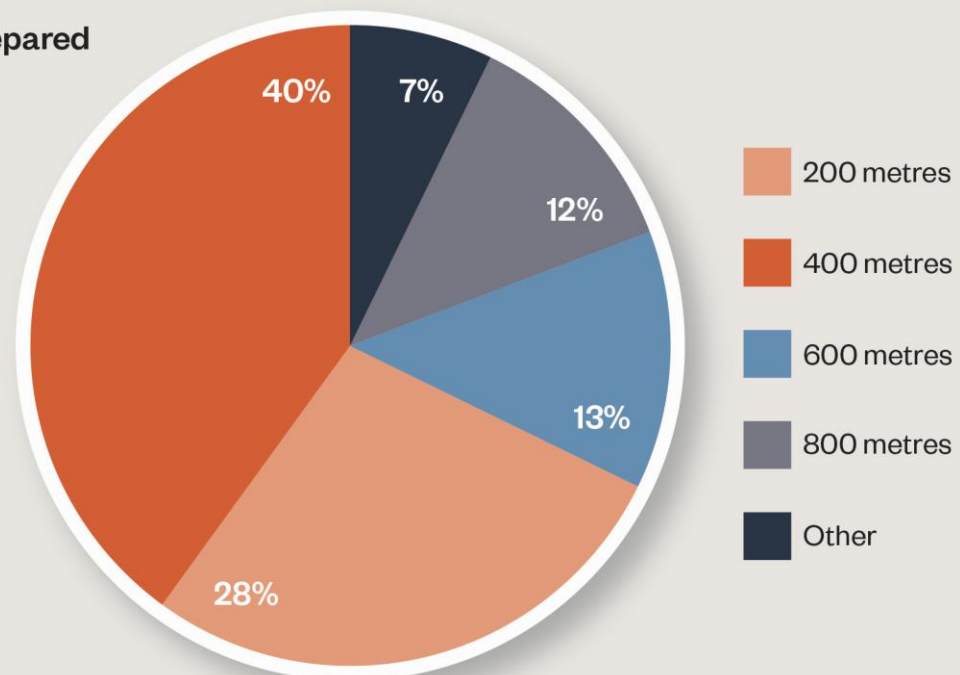
1. Considering the availability of a public toilet when planning a trip.

**When planning your trip, do you consider the availability of a public toilet?**



2. The distance residents are prepared to walk/travel for a public toilet.

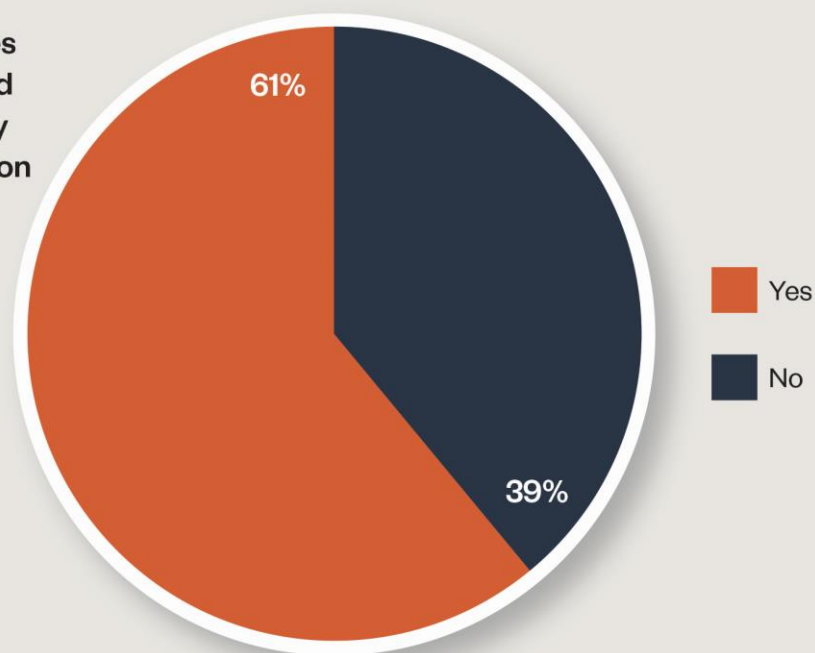
**How far are you prepared to walk/travel for a public toilet?**





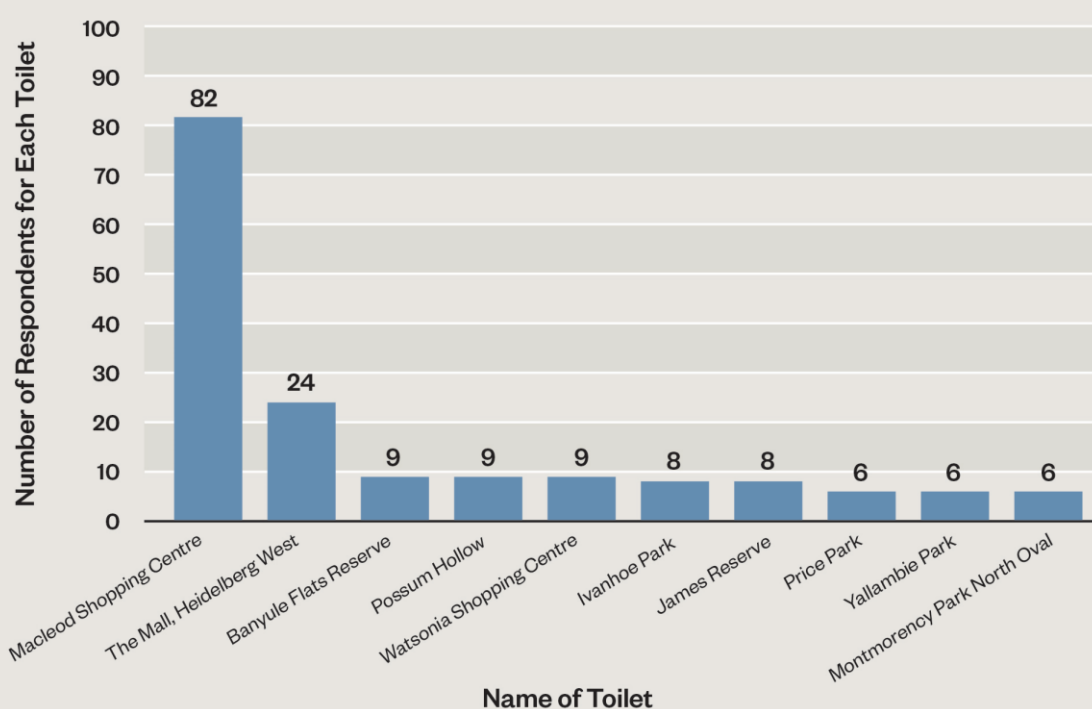
3. Avoiding any areas due to unavailability or poor public toilets.

**Are there any places in Banyule you avoid due to unavailability and/or poor condition of public toilet facilities?**

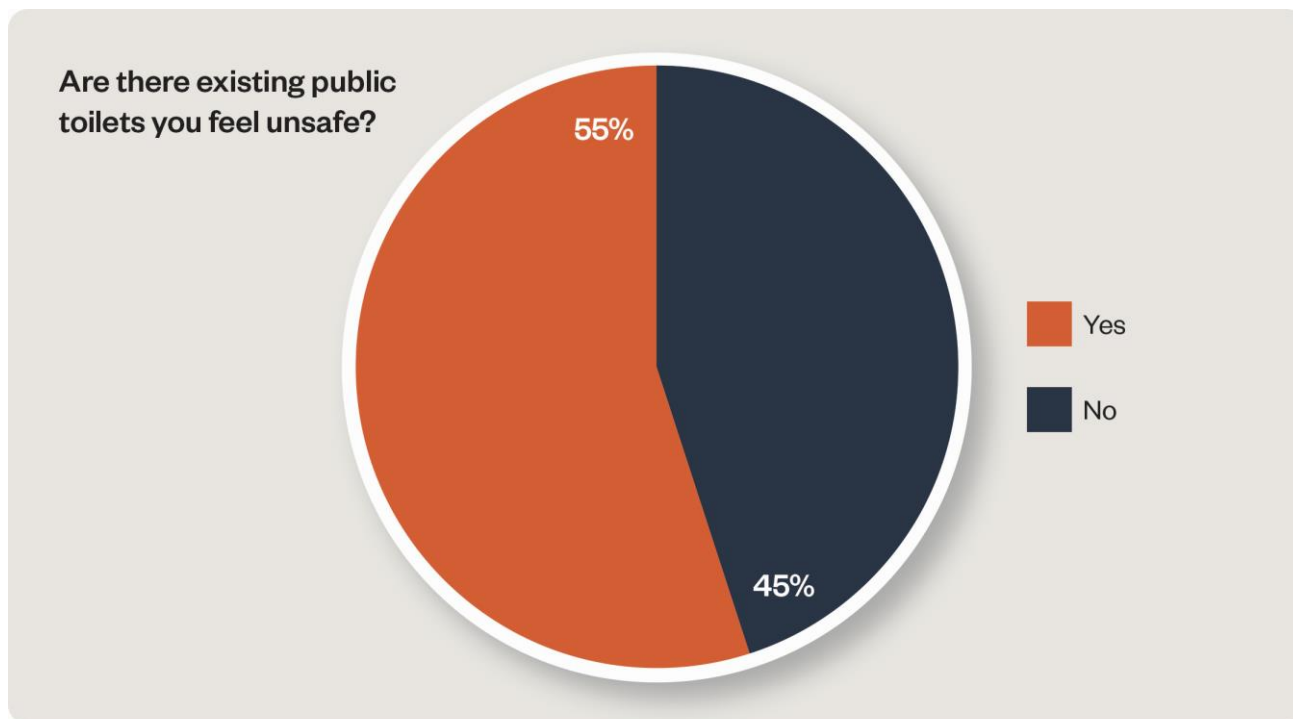


4. Areas/Toilets residents avoid due to unavailability or poor public toilets.

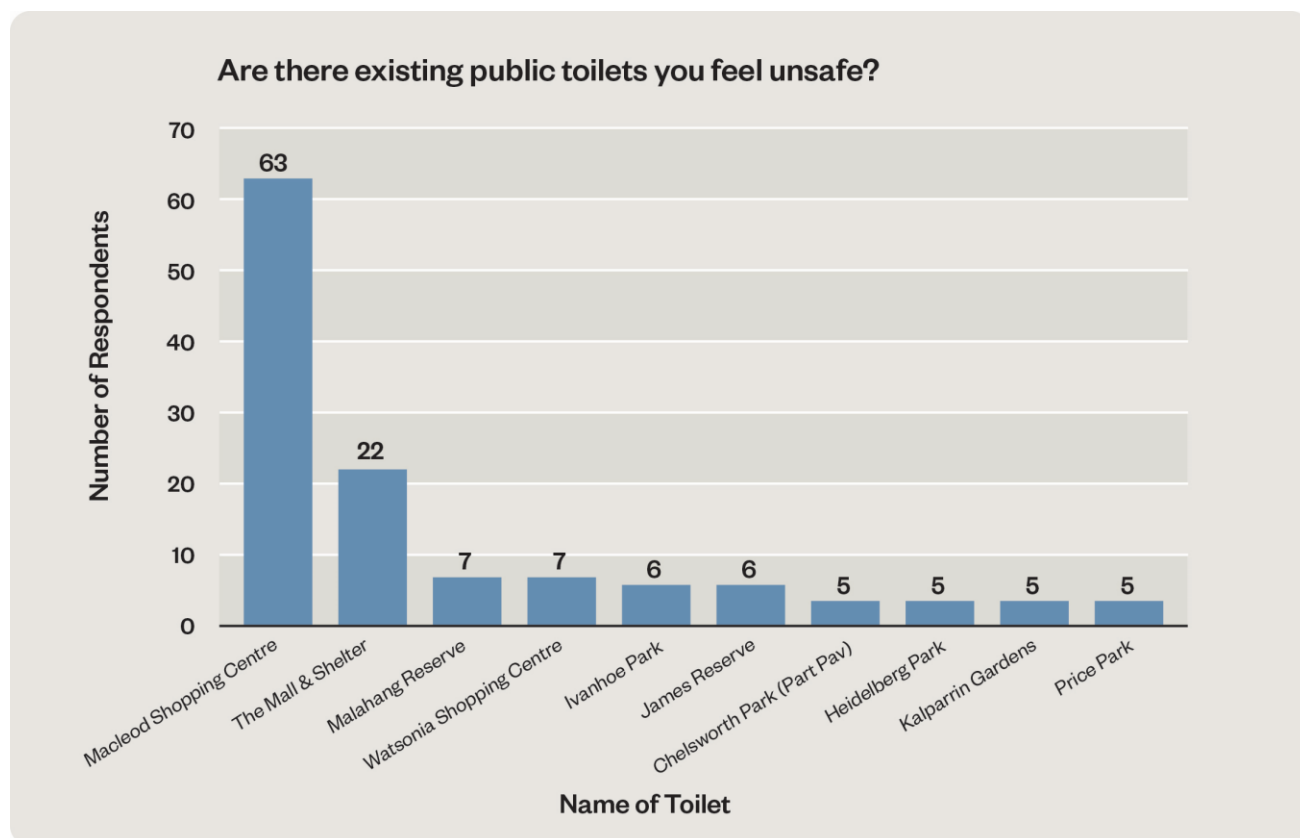
**Tell us which areas and/or public toilet facilities you avoid**



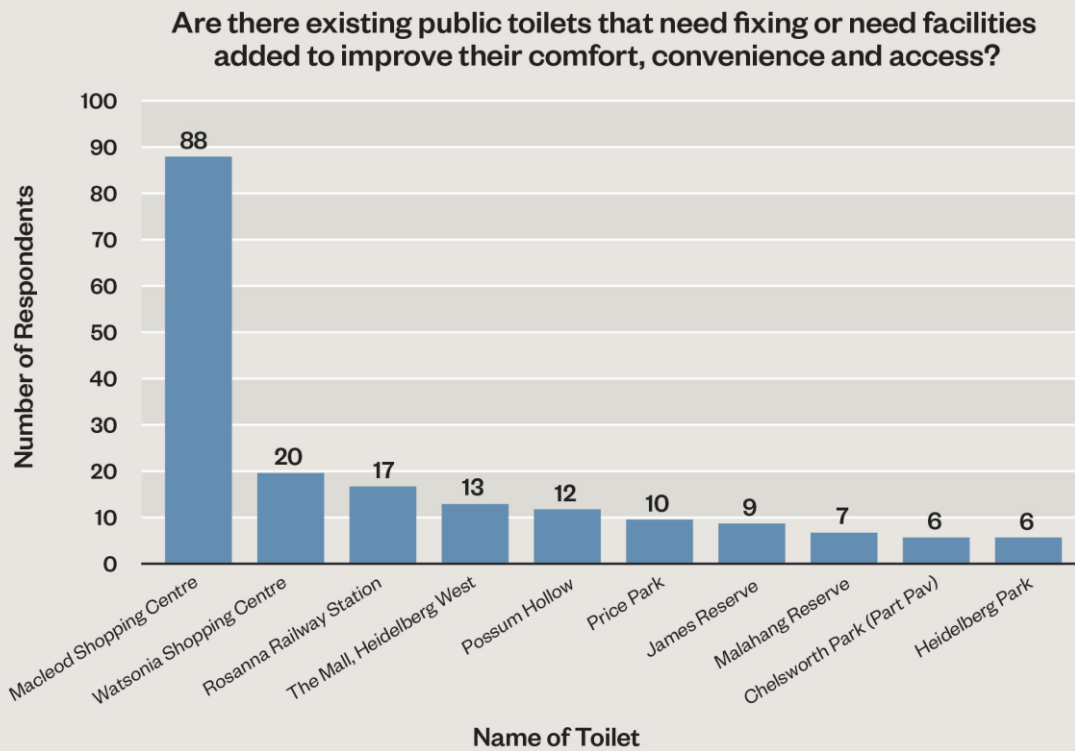
## 5. Existing public toilets where residents feel unsafe.



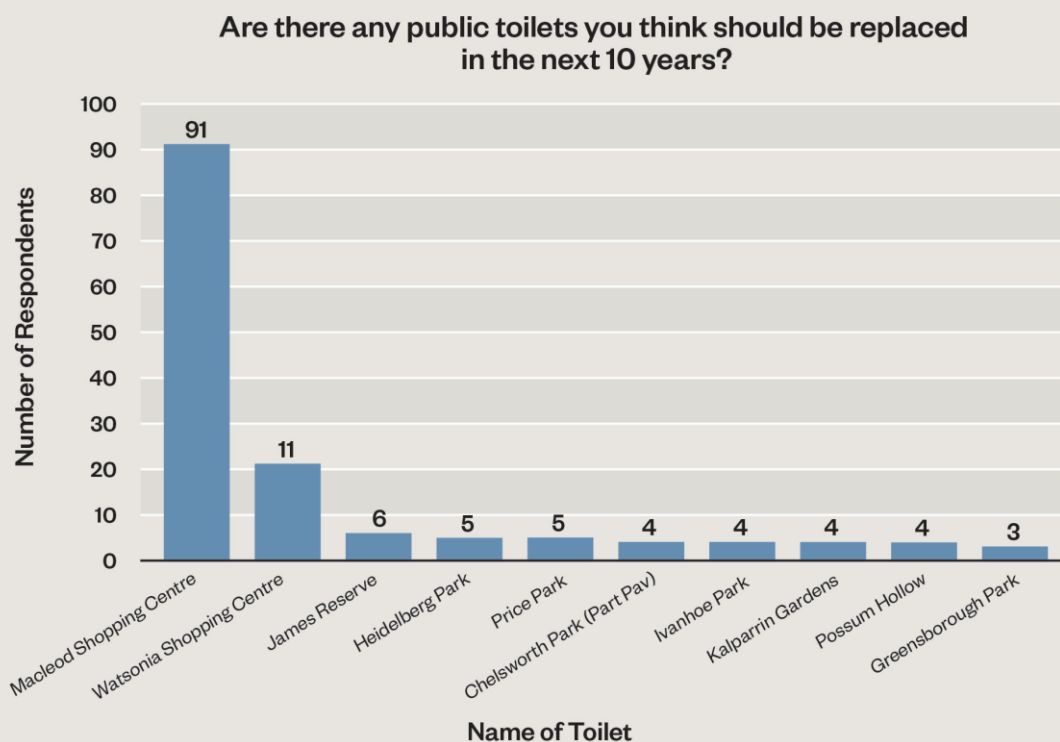
## 6. Locations of toilets where residents feel unsafe.



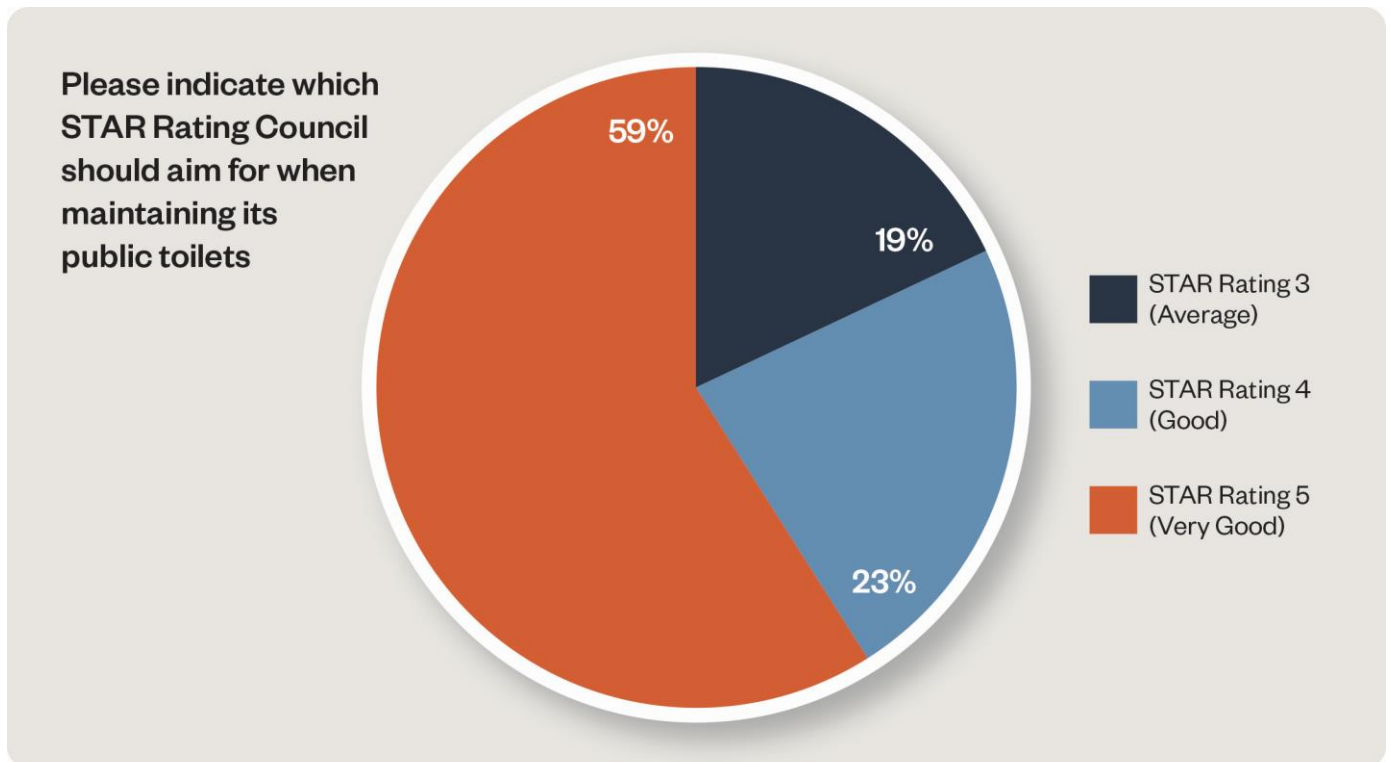
7. Existing public toilets that need fixing or need facilities added to improve their comfort, convenience and access.



8. Public toilets should be replaced in the next 10 years.



9. STAR rating Council should aim for when maintaining its public toilets.



10. Criteria to be considered when designing new public toilets to improve comfort, convenience and access.

Design Criteria	Number of Responses
Cleanliness	43
Safety	36
Better locations for new toilets	35
Layout/design upgrades	25
Lighting upgrades	25
Accessibility	23
Accessories	19
Separate female/male/all gender facilities	18
Child-friendly	16
Baby change facilities	10
Disabled toilet facilities	8
Maintenance	6
Better signage	2
Other	33

## Stage 2 – Community Consultation Outcome

The first revision of the plan was shared with community from 27 September 2023 to 25 October 2023 on Shaping Banyule to seek further feedback. Hardcopies of the plan was also available in:

- Ivanhoe Learning and Cultural Hub
- Council Office
- Rosanna Library
- Watsonia Library

Key findings of the consultation include:

- Council received 50 responses in total, 44 through Shaping Banyule and 6 paper submissions.
- 56% of respondents supported the draft plan including the 10-year works program and action plan. 28% of respondents did not support it and 16% of respondents were unsure.
- 62% of respondents identified as female and 36% as male, which is similar to first round of consultation in April-May 2023.
- 39% of the respondents were aged over 65 years and 75% over 45 years.
- Seven respondents (14%) did not support installing a new public toilet in Rosanna Parkland. The exact location of the proposed toilet was the main concern to these residents.
- Six respondents (12%) supported installing a public toilet in Eaglemont.
- Two respondents (4%) suggested constructing toilets at Aminya Reserve and East Ivanhoe earlier than the proposed timeframe.

## Appendix E: Toolkit

A toolkit has been developed to guide the delivery, development and management of public toilets in Banyule. The toolkit will assist with the Implementation of the Plan and guide the day-to-day decision-making of Council.

The toolkit should be read in conjunction with the vision and objectives for public toilets in Banyule and contains the following components:

1. Service Hierarchy
2. Schedule of Fixtures and Fittings
3. Assessment Frameworks
4. Design and Siting Principles

### Service Hierarchy

The service hierarchy sets out four different levels of service provision based on different toilet configurations and typologies. The hierarchy should be used to determine the minimum level of service provision for a specific location.

### Schedule of Fixtures and Fitting

A standard suite of fixtures and fittings has been developed to guide the internal and external configuration of new public toilets.

In addition to the standard suite, a number of site-specific features have been listed. These features should be installed in premium public toilets, or in locations where there is a demonstrated community need.

### Assessment Frameworks

An assessment framework has been developed to assist Council in determining future upgrades to public toilets (or installation of new toilet) outside the capital works plan.

The framework should be used when there is a demonstrated community need or community demand for a new facility, upgrade or removal of a public toilet that is not identified within the Capital Works Plan. A demonstrated community need refers to occasions where there are consistent community requests or persistent maintenance issues associated with a public toilet facility. The framework may also be useful for assessing public toilet provision as part of a wider master planning process for an area.

In first instance, justification for an action or the demonstration of community need is required before other key directions can be considered. The framework should be used in conjunction with the overall vision, objectives and principles outlined in this Plan.

### Design and Siting Principles

The design and siting principles set out a range of siting and design objectives which should be considered when installing new toilets or upgrading existing facilities. The design and siting principles have been developed based on best practice planning and have further been informed by feedback from the Community, key stakeholders and Council staff.



## Service Hierarchy

LEVEL OF SERVICE	CONFIGURATION /TYPOLOGY	MINIMUM CUBICLES	EXAMPLE LOCATIONS	OPENING HOURS	MINIMUM CLEANING FREQUENCY	INDICATIVE LIFE CYCLE COST PER YEAR*
<b>BASIC</b>	Individual cubicles comprising: ➤ One disabled all gender cubicle ➤ One all gender cubicle	2	Small public open spaces  Linear trails/ shared paths  Other moderate use locations	Dawn – dusk	x1 per day	\$250,000 - \$300,000 capital cost \$4,000 - \$5,000 annual maintenance and cleaning
<b>STANDARD</b>	Individual cubicles comprising: ➤ One disabled all gender cubicle ➤ Two all gender cubicles	3	Neighborhood Parks, reserves and open space  Adjacent to high use playgrounds  Local activity/ commercial areas  Other high use locations	Dawn to Dusk  <b>OR</b> 24 hours	x1 per day	\$350,000 - \$400,000 capital cost \$6,000 - \$7,000 annual maintenance and cleaning
<b>CO-LOCATED</b>	Individual cubicles comprising at least: ➤ Two disabled all gender cubicles ➤ Two all gender cubicles) <b>OR</b> Toilet block comprising: ➤ One disabled all gender toilet ➤ Three all gender cubicles	4	Multi-use Recreation reserves Sports pavilions	Dawn to Dusk	x1 per day/ after event	\$500,000+capital cost \$8,000 - \$10,000 annual maintenance and cleaning
<b>PREMIUM</b>	Individual cubicles comprising: ➤ One disabled all gender toilet ➤ One all gender/ ambulant/ family friendly toilet ➤ Two all gender cubicles <b>OR</b> Toilet block comprising: ➤ One all gender disabled toilet ➤ Three all gender cubicles	4+	Regional/ municipal parks and open space  High use recreation reserves  Regional playgrounds  Large activity centres  Other high-use locations	Dawn to Dusk  <b>OR</b> 24 hours	x2 per day	\$500,000+ capital Cost \$13,000 - \$15,000 annual maintenance and cleaning

\*Costs are estimated and will be confirmed once design has been completed

## Schedule of Fixtures and Fittings

CATEGORY/LEVEL OF SERVICE	INTERNAL FEATURES	EXTERNAL FEATURES
<b>BASIC/ STANDARD</b>	<p><b>Toilet Cubicle</b></p> <ul style="list-style-type: none"> <li>➤ Standard toilet</li> <li>➤ Toilet Seat</li> <li>➤ Concealed cistern and pipes</li> <li>➤ Paper sheets</li> </ul> <p><b>Amenities</b></p> <ul style="list-style-type: none"> <li>➤ Hand dryer</li> <li>➤ Standard hand basin</li> <li>➤ Clothing hook</li> <li>➤ Soap dispenser</li> <li>➤ Push button tap</li> <li>➤ Non-glass Mirror</li> <li>➤ Skylight if natural lighting is not enough</li> </ul>	<p>Signage showing opening hours, gender configuration, basic contact information</p> <ul style="list-style-type: none"> <li>➤ At grade pathway access</li> <li>➤ Weather protection</li> <li>➤ Low level, drought resistant planting</li> </ul>
<b>CO-LOCATED/ PREMIUM</b>	<p><b>Toilet Cubicle</b></p> <ul style="list-style-type: none"> <li>➤ Jumbo rolls</li> <li>➤ Sanitary napkin disposal</li> </ul> <p><b>Amenities</b></p> <ul style="list-style-type: none"> <li>➤ Electric hand dryer</li> <li>➤ Baby Change table</li> <li>➤ Syringe disposal</li> <li>➤ Sensors to conserve energy and water consumption</li> <li>➤ Non-glass Mirror</li> <li>➤ Clothing hook</li> <li>➤ Rubbish bins</li> <li>➤ Soap dispenser</li> <li>➤ Non-slip surfaces/easy clean product</li> <li>➤ Electronic lock</li> <li>➤ Push button tap</li> <li>➤ Skylight if natural lighting is not enough</li> </ul>	<ul style="list-style-type: none"> <li>➤ Automatic locking doors</li> <li>➤ Communal hand wash basins</li> <li>➤ Screening</li> <li>➤ Public art</li> </ul>
Disabled and ambulant toilets	In accordance with AS1428	In accordance with AS 1428

## Notes

\*The use of specific fixtures and fittings should be considered on a site-specific basis. For example, in high use locations, where accommodating the maximum number of people is a priority, required fixtures should be considered. In locations where there is anti-social behaviour the use of security cameras or automatic locking doors may be appropriate in line with Council's privacy policy.

## Assessment Framework

## Renewal and Upgrade of Existing Facilities

DIRECTIONS	CHECKLIST	YES	NO	RESOURCES
Demonstrated community need for this facility to be replaced or refurbished	Is there evidence from the community or Council audits/records that the existing facility is not adequately functioning?			>> Community surveys >> Public Open Space Strategy >> Local masterplans or structure plans
The existing public toilet in poor condition	Is there presence of vandalism or graffiti?			>> Public toilet audit data >> Empirical observations Or anecdotal information from the community, Council staff, cleaning, Service or maintenance contractors
	Are the facilities unhygienic and difficult to maintain/ clean?			
	Are there obvious signs of wear on the existing facilities within the toilet?			
	Are features within the toilet broken or not operational?			
	Are there issues with odour or presence of vermin?			
	Is the environment or facility unsafe or dangerous?			
	Are there negative perceptions of safety or is there presence of antisocial behaviour?			
The existing toilet has a low level of usage	Does the facility adhere to the Location and Siting Principals?			>> Counters >> Empirical observations or anecdotal information from the community, Council staff, cleaning, service or maintenance contractors >> Maintenance costs >> Water usage, levels of Toilet paper, soap Consumed weekly, monthly or annually
	Opening hours and availability			
The toilet does not have appropriate fixtures or fittings	Is the facility DDA compliant?			>> Service Provision Hierarchy >> List of Fixtures and Fittings
	Does the facility adhere to the principals of universal access?			
	Site specific features			
Ecologically sustainable	Are there any low water use fittings?			>> WELS ratings
	Is the facility energy efficient e.g. energy efficient lighting/natural light?			>> Council's Environmental

DIRECTIONS	CHECKLIST	YES	NO	RESOURCES
development (ESD)	Is there a balance of landscaping with amenity and public safety?			Service Unit >> Local provenance
Other Notes				

## New Facilities

DIRECTIONS	CHECKLIST	YES	NO	RESOURCES
There is not <b>an</b> existing <b>public</b> or planned toilet nearby	Are there public toilets within 400m of the proposed location?			>> GIS database mapping >> National Toilet Map >> Activity Centre strategies >> Local masterplans or structure plans >> Public Toilet Capital Works Plan
	Is there one or more private or community hosted toilets that are accessible within 400m available? (e.g. libraries, community centres, indoor sport and recreation centres)			
	Are there any toilets (public or private) within 800m of the proposed location?			
	Are there privately operated public toilets within close proximity to the proposed location? (e.g Shopping Plaza)			
There is a high movement of pedestrian, cycling or other active transport modes and the proposed location in an area with a growing catchment	Are there activity generators and a diversity of land uses in the area?			>> ABS Population protections >> Surrounding mixture of land uses  >>Public Open Space Strategy >> Northern Regional Trails Strategy >> Bicycle Plan >>Integrated Transport Plan >> Local masterplans or structure plans
	Is there different types of transport and connectivity available?			
The new toilet will enhance community safety, health and wellbeing	Contribution to the existing public toilet network			>> Council Plan >>nclusion Access and Equity Framework >> LGBTI Plan >> Disability Action Plan >> Open Space Plan >> Festival and Events Guide
	Social indicators			
	Would a facility meet the needs of different user groups?			
Ecologically sustainable development (ESD)	Are there any low water use fittings?			>> WELS ratings >> Environmental Unit >> Local provenance indigenous shrubs
	Is the facility energy efficient e.g energy efficient lighting/natural light?			
	Is there a balance of landscaping with amenity and public safety?			
Other Notes				

## Removing an Existing Facility

DIRECTIONS	CHECKLIST	YES	NO	RESOURCES
Is there adequate justification for the removal of an existing public toilet?	Is there evidence from the community or Council audits/records that the existing facility is not adequately functioning?			>> Community surveys >> Public Open Space Strategy >> Local masterplans or structure plans
The existing public toilet in poor condition	Presence of vandalism or graffiti			>> Public toilet audit data >> Empirical observations or anecdotal information from the community, Council staff, cleaning, service or maintenance contractors
	Facilities are unhygienic and difficult to maintain/clean			
	Obvious signs of wear on the existing facilities within the toilet			
	Features within the toilet are broken or do not work			
	Issues with odour or presence of vermin			
	Environment/facilities are unsafe or dangerous			
	Negative perceptions of safety or presence of antisocial behaviour			
The existing toilet has a low level of usage	Location and siting			>> Counters >> Empirical observations or anecdotal information from the community, Council staff, cleaning, service or maintenance contractors >> Maintenance costs >> Water usage, levels of toilet paper, soap consumed weekly, monthly or annually
	Opening hours and availability			
Does the existing toilet meet the majority of the design and siting principles?	Is the facility DDA compliant?			>> Service Provision Hierarchy >> Design and Siting Principals
	Does the facility adhere to the principals of universal access?			
	Site specific features			
Will the removal of the toilet create a gap in accessible toilet provision?	Are there toilets within 400m of the proposed location?			>> GIS database mapping >> National Toilet Map >> Activity Centre strategies >> Local masterplans or structure plans >> Public Toilet Capital Works Plan
	Is there one or more private or community hosted toilets that are accessible within 400m available? (e.g. libraries, community centres, indoor sport and recreation centres)			
	Are there any toilets (public or private) within 800m of the proposed location?			
	Are there privately operated public toilets within close proximity to the proposed location? (e.g. Shopping Plaza)			
Other Notes				



## Design & Siting Principles

### Design & Siting Principles

The following design and siting principles should be considered when installing or upgrading any public toilet in Banyule.

1. Locate toilets near central, multi-use community facilities that draw on existing walking catchments.
2. Site toilets in accessible locations that maximise visibility to the street/public space and orientate toilets toward well lit areas and to allow for natural ventilation and daylight.
3. Integrate toilets seamlessly into the public realm by incorporating low-level landscaping and avoid obstructing toilets with dense landscaping, vegetation or impermeable barriers.
4. Ensure entrances/doorways have a direct line of sight to and from the public realm to allow for passive surveillance.
5. Design toilets to integrate into the public realm, reflect the local character and where appropriate, encourage artistic design expression for toilets in high usage locations.
6. Incorporate appropriate fixtures within toilets that are responsive to the local context and balance community expectations with maintenance practicalities.
7. Ensure compliance with AS1428 and DDA where practicable and other best practice accessibility guidelines.
8. Clearly sign toilets by providing directional signage where required to improve legibility and access. Provide signage on toilets which shows opening hours, contact details and gender availability.
9. Incorporate Crime Prevention through Environmental Design (CPTED) principles to ensure toilets are constructed with materials that are durable, sustainable and vandal resistant and reduce the opportunities for crime and antisocial behaviour.
10. Incorporate materials, fixtures and fittings that promote environmental sustainability.