

2015 Secretary Manager's Report

It is great to be a part of a registered club that is so closely engaged with the community we work within. On behalf of the management team and staff, a great deal of thanks goes to the committed governing body who provide us with the direction to be able to deliver such fantastic facilities and entertainment for our members to enjoy.

The club's vision, or mission statement, is to develop the optimum club for the future, while creating sustainable financial viability and maintain our position as the focus of social, sporting, entertainment and community activities. This is reflected in the list of some 73 community groups your club supported in the last financial year, whilst at the same time providing \$1.3 million dollars in members' benefits including prizes, competitions and entertainment whilst delivering a healthy profit of \$217,000 across the two venues.

This could only have been achieved with a great deal of hard work by our volunteers, governing body, staff and management team. The team have stayed true to the club's strategic plan in the following ways:

DEVELOPING AN OPTIMAL CLUB FOR THE FUTURE

At the Kew Country Club (KCC) this year, the ongoing course beautification program has certainly contributed to attracting bigger fields to the club, which was reflected in increased membership subscriptions and members green fees. The year also saw extensions to cart paths and a commitment to commence reconstructing very aged golf greens in order to bring them up to the design standards of our other greens.

The two synthetic bowling green rectification works were completed this year. Unfortunately we suffered a significant reduction of 20% in green fees during the year prior to the completion of the works, however recent months have seen improvements to our fields of bowlers.

At the LUSC the extension to the Boardwalk Bistro required further works which are near completion create a vibrant and modern club for you, our members.

The governing body has been hard at work and is certainly not resting on its laurels. You can look forward to ongoing improvements in the future with the main bar refurbishment being a focal point for this financial year.

CREATING SUSTAINABLE FINANCIAL VIABILITY

As detailed in the Treasurer's report, it is very pleasing to report a record increase in our trading revenue, and increase of nearly 5% which is pleasing.

Trading at the Laurieton United Services Club (LUSC) resulted in a healthy profit of \$350,000 and whilst the loss of \$112,000 at the KCC is disappointing it is an improvement of 10% compared to the previous year and provided surplus cash flow of \$50,000 which is pleasing. It is difficult to manage outdoor activities which are

impacted by weather and the first quarter of the 2015 financial year was heavily impacted by adverse conditions.

During the year your club commissioned the installation of 400 solar panel to the LUSC. This in turn reduced our electricity bill by 10% which is pleasing.

As reported last year, the club conducted a feasibility study on developing the three Lake Street properties in order to diversify the club's income. At this point in time we are still working through zoning and crown land issues which may take some time in order to optimise the benefit to the club and the community.

THE FOCUS OF SOCIAL, SPORTING AND COMMUNITY ACTIVITIES

As we are all aware, clubs are often referred to as the heart of the community. In the last financial year we supported in excess of 65 to community groups ranging from Legacy Widows to sporting groups such as junior netball and rugby league. A list of these beneficiaries can be found on our website and noticeboards.

In the last financial year your club hosted in excess of 2000 functions for our community, ranging from Country Music fundraisers to 100th birthdays. It's certainly a commendation to our team of dedicated staff that your club continues to be such a strong part of the community.

MANAGEMENT TEAM

During the year we have experienced some changes to key roles in the club. Our Finance manager, Nathan Kerr, stepped up to the general manager's role at another club and after 11 years of dedicated service to the LUSC we wish him all the best. By all accounts Nathan is kicking goals at his new club. From this we welcome Jenny Hall to the team who is stepping into some big shoes and we are grateful to have her on board. Jenny has been assisted by the administration team during the busy audit period. A great deal of thanks goes to, Yvonne Harvey, Helen Monaghan and our trainee Alana Kidd for stepping up while the finance manager's role was vacant.

The same must be said for Rachel Mersey who certainly stepped up to the task of assisting me in operating the club while the position of operations manager was vacant following the loss of Matt Lister and Gordon Wiegold during the year. I take this opportunity to thank both men for their services to the club throughout the year.

With the assistance of our supervisors Gail Kelly, Judy Bird, Katrina Brown, Sonia Dell, Tim Goff and our cellar person, Neil McIntosh, the operation of the club was seamless in delivering excellent customer service to our patrons.

The catering operations at the LUSC, under the guidance of head chef Jason Bird, have been continuing to receive positive reports which is reflected in the increased sales for the year. His team of cooks and wait staff, led by Kylie Wright, are delivering high quality meals with exceptional customer service, for which the club is very grateful.

As noted in recent years, the Kew Country Club activities have gone from strength to strength under the guidance of operations manager Deniece Merryfull, assisted by her trainee Nicki McMiles. The presentation of the golf course and bowling greens continually attracts praise, testament to the commitment of the ground staff lead by course superintendent Mark Bird. Mark, his team of ground staff and the band of volunteers give countless number of hours to the great presentation of our course. It is with regret that we recently received Mark's resignation after some 38 years of service to the KCC. He will certainly be missed

The positive uptake of golf would not be achieved without a great team in the pro shop and I thank Luke Garel for continuing to deliver great initiatives, coaching, customer service and quality equipment for our members.

Fairways Bistro at the KCC has been receiving great reports, in particular when hosting functions. Theresa Kirkwood and her team are certainly doing a great job delivering delicious meals from such a small environment.

THANK YOU

A great deal of thanks go to the volunteer committees of our 22 sub clubs. Without the work of these committees, the hundreds of events – from junior golf to chess – just wouldn't happen. Next time you cross paths with them, please let them know how grateful you are to them for pulling it all together.

What a year it has been for the RSL Sub Branch. Mike McClelland his team were exceptionally busy this year in delivering the most moving of services to commemorate the 100th anniversary of the Gallipoli landings in WW1. It is great working with such a professional group of volunteers.

On behalf of our members, a big thank you goes to our welfare team who have assisted our ill members throughout the year. Our director Anne Burton leads the team consisting of Edna Lamb, Zenda McDonald, Margaret Henry and Susan Poll whose care to our members is certainly appreciated.

On behalf of the governing body, management and staff – thank you for your support and patronage this year. We look forward to welcoming you for many years to come.

Yours sincerely,

Robert Dwyer

Secretary Manager