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**Extract of Report to Members presented by Steve McKenzie,
Director and President, at the 53rd AGM held on Saturday 18 November 2023**

"I now take this opportunity to update you on the Club's activities since the last AGM.

We all hope that the restrictions brought on by COVID-19 are now in the past, but it is interesting to note that the year ended 30 June 2023 was the first financial year since 2019 that the Club was actually open and trading in every month of the financial year.

Having said that, it has not been easy and there are plenty of challenges facing the Club in the year ahead including:-

- We are a seasonal business with good summer trading but much reduced trading in winter*
- Higher inflation putting pressure on prices, then*
- We have increased interest rates, a reduction in remote working and pressure on holiday rentals all of which influence discretionary spending of our Patrons; and then, to top-it-off*
- We seem to have a flood of locals catching-up on overseas travel – and not spending at the Bar!*

I remind Members that the Directors have been focused in recent years on stabilizing the financial viability of the Club and taking full advantage of the COVID cash concessions, various Government Grants and benefiting from generous donations from Members who, like all of us, believe this little Club is worth saving.

For your reference I provide a brief financial snapshot of results over recent financial years as follows:-

- For the year ended 30 June 2018 there was a loss of \$61,000*
- For 2019 there was a loss of \$96,000*
- For 2020 there was a loss of \$90,000*
- For 2021 the Club reported a profit of \$57,000*
- For 2022 the Club reported a profit of \$55,000*

The 2021 and 2022 years the Club benefited significantly from COVID-19 Government cash concessions as without that financial support the Club may not have been able to continue.

I am pleased to report that for the year ended 30 June 2023 the Club achieved a profit of \$22,415 which is a very pleasing result but it should be noted that the Club received \$20,000 in generous donations from Members during the year as without those donations, the result would have been about break-even.

So we are grateful to those donors and reassure Members that any donations received are applied to improving the Club's facilities and not used for paying operating expenses. Also, the improved financial result would simply not have been possible without a small army of Volunteers helping the Club – but I will return to that later.

Despite this improved result we need to be mindful that the Club has a shortfall/deficiency of Assets over Liabilities of over \$117,000, essentially reflecting the significant trading losses of prior years.

The trading outlook for the coming year, although more promising than recent years, is still subject to inflation concerns and general risky economic conditions but we continue to look for opportunities and new activities (like the very popular Trivia and Musical Bingo nights; the Men's and Sport's Lunches and special events like the Hardy Archies) and we are working on increasing bookings for Weddings and Functions.

The Club's financial position and trading activities are closely monitored and managed, and I advise that:-

- *The wine and beer lists have been reviewed and updated with further changes underway based on sales volumes and Member feedback*
- *Costs continue to be reviewed and monitored closely*
- *Repairs and maintenance to the Club premises (both inside and outside) continues to be a major focus and the Directors are pursuing the landlord for items for which they are responsible (but it is hugely time consuming and frustrating task - though some items have now progressed e.g. repairs to the Deck in 2 instalments; replacement of the Loading Dock brick Pillars; repair of the floor structure in the TAB room and the general office; installation of additional drainage on the offside of the building; repairing of internal water damage and replacement of the brick pillar under the kitchen to ensure stability).*
- *The Club has not been successful in all its Government Grant applications, but I am pleased to report that the Club was awarded:-*
 - *A capital works grant for the upgrading of the Loading Dock – now completed; and*
 - *Another capital grant to cover the majority of the cost of building an elevated roof over the open portion of the deck to give extra protection from the elements, particularly as a back-up for Functions and Events*
- *As mentioned earlier, the Club has also benefited from some generous donations from Members during the year totaling over \$20,000 which have been greatly appreciated*

As previously advised, following the failed attempts to buy-back the Club premises, the Club has managed to negotiate a 3-year lease commencing from 1 January 2022 with an option for the Club to extend for a further 3 years. The Directors continue to seek a long-term tenure over the site, albeit that the rent and related charges will remain an ongoing challenge for the Club.

As you will be aware the Club has invested in new technology during the year with the aim of improving efficiency and processes, including:-

- **NowBookIt** – *A simple and easy to use on-line Table Booking system accessed via the Club website in lieu of sending emails and making phone calls*
- **Membership Register** – *We have moved from a manual Membership Register to a specialized Club software package developed by Member Jungle. We are in the process of rebuilding our membership base which was over 500 before COVID-19 but dropped by 50% during COVID-19. It is now climbing back and is currently over 475, which is great. If you have not renewed yet, please do so now!*
- **Square** – *In recent months we were forced to look at alternatives to our Bar cash register software and eventually chose Square, which has been universally seen as a huge improvement and we look forward to using Square in other ways to benefit Members*
- **ClubPASS** – *This software was developed by ClubsNSW as an alternative to the manual Visitor sign-in books at the door entry as required by Law. Unfortunately, ClubPASS has not been taken-up by a sufficient number of Clubs to make it viable and, accordingly, it is being decommissioned on 31 December 2023. (This is despite one of our Members winning the \$5,000 cash prize from ClubPASS during the promotional drive on the Central Coast!) As a result, we have researched the available alternatives and have chosen **Infosign**, which will be familiar to many as it is used in many other Clubs. It will be installed in the coming weeks.*

In conclusion, I would like to acknowledge and thank, on behalf of Club Members, all those who have helped bring the Club along this year and without mentioning names (save a few exceptions), I give thanks to:-

- *Trent for managing the Bar during a difficult time and recruiting and retaining a solid Bar Crew including Jess, Grace and Alia. A big thank you for continuing the challenge;*
- *The Club would not survive without live entertainment, so we also give a vote of thanks to the loyal Volunteer team who have planned and managed the booking of live music, particularly Treveen Brown, and to Lisa Richardson who has taken on the important role of Function Manager and to all those who have helped with office administration and the upkeep of the Club premises. In particular we are most grateful for the contribution from Andrew Tolmie in assisting with our technology challenges and especially in helping get Square working in no time flat, and to Sue Clancy for managing the conversion of the Member Register to Member Jungle;*

- *We also acknowledge the generous support and encouragement we have had from local and touring artists, who have mostly performed for tips only. Can we hear it for the musos? (Clap)*
- *We also give credit to Karen and the Hardys Hideaway Restaurant Team for meeting the challenge of re-establishing the Club Restaurant and building a successful function and special events menu. We all realise the difficulties running a hospitality business in these times of staff shortages and where there can be huge fluctuations in demand from week to week. Karen and her Team are continuing to refine the menu, adding variety and styles to meet the season, and working closely with the Club on cross-promotion. Thank you, Karen*
- *Also, we have had great support from local businesses and other members who have helped-out when things needed to be done and, particularly those businesses who have sponsored the Sunday raffle including SeaCoast Fishing, The View Pizza, Bunnings, Jaquie Payne from Strong Bodies, Strong Minds, Hardys Hideaway Restaurant, Empire Bay Cellars and to Kerry and others for doing such a great job at selling Raffle tickets. And not to forget the generous sponsorship provided by Ray White Killcare Peninsula of major events during the year. Many thanks to all of them (Clap)*
- *The Club is incredibly fortunate to have the large and welcoming indoor and outdoor areas where Members, Guests and Visitors can relax and enjoy the Club hospitality in a friendly and safe environment.*

To survive (and thrive) the Club needs your support as once the Club is lost, it will be lost forever. So please patronise the Club often and if you are able to help the Club in any way (e.g. volunteering your skills or experience, or a financial donation) please contact one of the Directors, Volunteers or Bar Staff and let's all look forward to another year of continuing to prove the sceptics wrong."
