



2021 GENERAL MANAGERS REPORT

Dear Members,

Last year we were touched by the worst fire conditions our state has been involved in, the worst drought conditions many have experienced and a worldwide pandemic. Unfortunately, we are still not on top of the pandemic, and our community experienced a terrible flooding event in March. A great deal of thanks goes to you, our members, our emergency services, our Federal and State Governments and last but not least, our staff for dealing with the challenges these events threw at us. We certainly have proved to be a resilient bunch.

During the trying times, your Club has continued to be an integral part of its community and sustained its vision of focusing on social, sporting and community activities in the Camden Haven. The commitment from the Board of Directors, management, and staff during uncertain times must be recognised. In March, for five nights, we were an emergency evacuation centre for nearly 360 patrons and 60 animals, including dogs, cats, birds and lizards.

In conjunction with our community, I congratulate our Federal MP David Gillespie, State MP Leslie Williams, Mayor Peta Pinson and all their staff for taking steps to reduce the impact of the worldwide pandemic on our lives. Our staff has also done an outstanding job during the closures, part opening, part closures and part openings to provide a safe environment for you, our Members, and I congratulate them for their attention to detail and tireless efforts. I also thank most of our members for complying with the restrictions.

It is pleasing to report a financial profit of \$1,095,000 for the 2020/21 financial year, an improvement of \$933,000 compared to the previous year. The \$2,400,000 increase in revenue for the year was mainly attributable to increased patronage and receipts from you, our Member's (we were open for 12 weeks longer than last year), flood insurance recoveries and JobKeeper payments. The \$1,331,000 increase in expenses for the year was mainly attributable to repairs and maintenance following the floods, insurance expenses, increased tax, writing off assets damaged in the floods and other assets that were no longer deemed assets for the Club.

During the financial year, both the LUSC and KCC recorded a cash surplus of \$2,633,000, an Improvement of \$1,580,000 compared to the previous year. In the balance sheet, you will notice that this was predominately used to retire debt and improve your facilities.

As a registered club, we reinvest our funds into the community through grants, donations, or new facilities and events for your entertainment. In 2020/21, we supported over 80 sporting and community groups. Without the tremendous support from you, our Members, this level of support to the local community would not happen. We hope you are as proud as we are to know that the profits from every meal you purchased, game played, show you danced at or watched (when we could host them), and beverage enjoyed has contributed to your community.

As mentioned earlier, your Club sustained its vision of being the focus of social, sporting and community activities in the Camden Haven. Throughout 2020/2021 we achieved this by:

Developing an optimal club for the future

As part of the Club's commitment to members, we continue to improve facilities as financial opportunities arise. This year we refurbished the Gaming Room and renovated the Kew Country Club Clubhouse, which looks great. We are also in the planning stages to renovate the Sports Bar and Bistro for the benefit of our members.

At the KCC the Club has committed to spending over \$275,000 to upgrade power, provide a world-class Junior Golf Academy, new cart paths and a new surface to the synthetic bowling green. The Club also spent \$100,000 this year upgrading the fleet of golf carts for our members and guests.

The focus of social, sporting and community activity

In light of this business activity, we have not lost sight of our purpose to be a club for members. The Club has provided \$800,000 in members benefits, including prizes, entertainment, bar, and catering subsidies.

Due to the effort and expertise of Brendan Hansard and his team and with the passion and voluntary labour of the KCC Bowlers, the grass green is receiving accolades about its playability which is also reflected in the course condition.

Clubs are the heart of communities, and we supported more than 80 community groups, including 22 of our sub-clubs. Throughout the year, we hosted hundreds of functions and are often commended for the high quality and range of entertainment we proudly provide. Whilst the number of functions and events have been affected by the pandemic this year, a great deal of gratitude goes to the team of volunteers and staff who ensure events are a success for all participants at both venues.

The Team

Without a great governing body, we would not have been able to deliver on these visions. The Board of Directors continues to be instrumental in delivering these outcomes. Each Director is involved in specific charters and carries out their additional roles in a professional manner to improve your Club. This year we have seen a few changes to the Board, with Anne Burton stepping down after 11 years of wonderful service to your Club. Her role as the Welfare officer for the Club was a role in which she worked tirelessly. Following her resignation, the Club interviewed several great candidates and appointed April Saunders to the role. April has been working well with the Board to set the direction of the Club. Following this year's AGM Ingo Model has decided to have a break after five years, and his attention to detail and drive for continual improvement will be missed. Noel Hiffernan was nominated to be a director this year, and we welcome him to the team.

The management team and staff have performed tirelessly in delivering the policies that the Board determines. This year has been more than a challenge as we worked through Fires, Floods and the Pandemic.

Nathan Kerr has done an outstanding job as the Assistant General Manager, looking after the Finances and Kew Country Club operations. His assistance and expertise, has been greatly

recieved.

During all these challenges, the LUSC operations team led by Jude Bird has performed outstandingly, from juggling Covid safety plans to staff issues. Jude is assisted by a strong team including marketing and entertainment coordinator Dakota Bonney and supervisors including Katrina Scott, Dean Myers, Rebecca Pryke, Emma Ellul and Neil McIntosh, who all deliver a great experience for you, our members.

Jason Bird is doing a tireless job coordinating the catering team at the LUSC with the assistance of Daniel Ansell, Kylie Oliver and all our staff. Their creativity in offering delicious meals which cater for all tastes deserves high praise, and Kylie's tireless work in coordinating our functions is reflected in the number of accolades she receives.

The Club's golf professional, Luke Garel, does a great job coordinating his team to make the golfers' experience at the KCC memorable. We all can't wait to start working with the new facilities.

Budgie Parrot resigned as the President of the Laurieton RSL Sub-Branch this year. He was respected by his members and a pleasure for the Club to deal with. We welcome Buster Beaty OAM to the role, and has been an integral part of the committee that your Club has the pleasure to deal with. Unfortunately, a number of this year's activities have been heavily impacted by the pandemic. I am sure we will agree we hope to return to some of these activities in the near future.

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

Yours sincerely,
Robert Dwyer
General Manager