

2024 GENERAL MANAGERS REPORT

Dear Members,

It has been a pleasure working with the Board and our dedicated team over the past year to bring valuable benefits to you, our members, through the initiatives of both clubs. This year has been particularly eventful, featuring great shows and functions, aplenty, great renovations, and new facilities for your benefit. Concurrently, we are actively planning and implementing significant enhancements to our facilities at both venues, from our mini golf course to our new Waterfront Café and bar.

At the Kew Country Club (KCC), we are excited to report that the completion of the 18-hole mini golf course, playground, and ongoing improvements to the golf course have greatly enhanced the experience for our members and their guests.

Our bowls facilities have also seen significant upgrades, thanks to the dedicated efforts of our volunteers and grounds staff. The new shade cloths have made play more comfortable, and we are proud to announce that our bowlers have won the state fours pennant title, marking a historic achievement for our club. We hope they continue to represent us proudly for many years to come.

The new playground and mini golf course have become popular attractions for players of all ages, and the positive turnover reflects the thoughtful planning that went into their design. We look forward to these facilities being an asset to our community for years ahead.

At the Laurieton United Services Club (LUSC), we recently completed a \$1.2 million renovation of the foyer, bistro, amenities and the addition of a takeaway bottle shop, all of which concluded in December 2023. We appreciate the patience and support of our members and guests during the renovation and thank Bob Faddy and his building team for the fantastic result.

Throughout the process, we adapted by serving meals from the bistro in the function rooms. While the construction did impact trade, we believe the end result was worth the wait. The modernised entry and amenities, along with the spectacular bistro, have transformed the club.

During the year, we were thrilled to welcome Heshan Lamahewage to the role of Head Chef, whose high-quality menu options have elevated the dining experience and positively impacted our club's trade since reopening the bistro.

Not one of these activities would have commenced or been planned for without the backing of our members. We are incredibly grateful for your support.

Finances

I am pleased to report a financial profit of \$321,000 for the 2023/2024 financial year, with our trade generating a cash surplus of \$1.5 million. This success reflects the strong support from our members. As a registered club, we reinvest our funds into the community through grants, donations, and new facilities

and events. In 2023/2024, we supported over 80 sporting and community groups. This level of support would not be possible without our members. We hope you take pride in knowing that the profits from every meal, game, show, and beverage contribute to our local community.

Throughout the year, your club has continued to be the hub of social, sporting, and community activities in the Camden Haven. We did in line with the Clubs mission this by:

Developing an optimal club for the future

The work on the new Waterfront Café and Bar is underway, and we expect it to be completed in early 2025. This exciting project will feature a fantastic café experience, a versatile function area, and a cocktail bar for our members.

Additionally, the club has secured a grant to develop the Kew Country Club as an emergency evacuation centre. Planning for this project concluded in June/July 2024, and we will be seeking further funding to ensure this facility remains a valuable resource for the community during times of natural disaster.

These improvements would not have been possible without the commitment and support of our dedicated Board, staff, and volunteers, for whom we are truly grateful.

The focus of social, sporting and community activity

You would be very proud to know that your club provided \$121,000 in cash donations and \$100,000 in kind donations to the eighty plus community groups we support. The club provided \$1.25 million in member benefits, including prizes, entertainment, and subsidies for bar and catering services as well as \$3.9 million in employee benefits to members of our community.

Clubs are the heart of communities, and over the past year, we hosted more than 1,500 functions. These ranged from the Vets' Week of Golf to the inaugural Choosing Hope Walk for The Bears of Hope Foundation, which supports families who have experienced pregnancy and infant loss. While this event could have taken place in Port Macquarie, the efforts of Chantelle Ansell from News of the Area, Michelle Freeman from Simplicity Funerals, and our LUSC team brought it to Laurieton, where the anticipated turnout exceeded expectations fourfold.

We frequently receive praise for the high quality and variety of entertainment we offer, and we owe this success to our dedicated volunteers and staff who work tirelessly to ensure that every event is a success for all participants at both venues.

The Team

Without a strong governing body, we would not have been able to realise our vision. The Board of Directors has been instrumental in achieving these outcomes. Your Chair has taken the lead in creating charters for several key aspects of the Directors' roles. Each Director serves as the convenor for their respective charter and conducts their additional responsibilities with professionalism to enhance your club. This dedication is evident in the 26 extra meetings held alongside the 13 official Board meetings during the financial year.

While your club has maintained sustainable practices, such as the installation of solar panels and reclaimed water facilities, we continue to improve upon our Sustainability Charter.

The management team and staff have worked tirelessly to implement the policies set forth by the Board.

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At LUSC, Operations Manager Meg Monaghan has excelled in delivering an exceptional experience for our members, supported by Functions Coordinator Lauren Campagnolo and Dakota Bonney in marketing the club's activities.

We recently bid farewell to Paul Curlisa, with Kylie Short stepping into the role of Administration Manager. Although the administration team has faced some challenges, we extend our best wishes to Yvonne Harvey and Helen Monaghan as they navigate health issues.

Our supervisory team—Katrina Scott, Tammy Clark, Jacob Killick, Dan Trompert, and Neil McIntosh—consistently delivers a wonderful experience for our members.

The Deck Café, led by Ros Foley, continues to thrive, prompting us to increase the daily operational team by a third. We are grateful for your feedback and enthusiasm for the café.

This year, we were pleased to assist the Laurieton RSL Sub-Branch in hosting several events for their members. President Buster Beatty OAM and his team were delighted to organise commemorative days, including a fantastic black-tie event. It has been a pleasure for the club to collaborate with the Sub-Branch, and the new modern display area for their memorabilia looks fantastic.

At Kew Country Club, Operations Manager Dean Noble is doing outstanding work, supported by Elise Kennedy and their dedicated staff. We appreciate their tireless efforts throughout the year. Our golf professional, Luke Garel, ensures a memorable experience for golfers at KCC. He is immensely proud of the Golf Academy, and if you haven't had a lesson yet, we encourage you to book one and benefit from his extensive knowledge.

Brendan Hansard, his grounds staff and volunteers have had a challenging year with the wet weather, yet the course conditions attract players, members and visitors year-round, thanks to their expertise to keep the grounds looking and playing well.

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

Sincerely,
Robert Dwyer
General Manager