

# PRESIDENT'S REPORT

**Dear Members**

**It gives me great pleasure to provide my Presidents report to the members of the Shoalhaven Ex-Servicemens Club for the 75th AGM to be held on 26th June. a remarkable milestone for the Club. I will start by saying that it is an honor to have been elected to this position as the first non-service president. It is a testament to the progressive nature of the board and membership to continue to make proactive changes to the constitution and capture the full spectrum of valued members of this Club. It is incumbent on me, however, to be the custodian of the values and sacrifice in service that the Club was established on so many years ago and we will not forget this as we move forward.**

**It has surely been another tough year. ANZAC Day commemorations were again stifled although the sub branch was able to provide a fitting commemorative service in Nowra with limited numbers due to restrictions. We emerged in 2021 with a strong trading period over easter and into the cooler months only to be locked down again during the spring. Upon reopening we were again challenged with venue and trading restrictions in line with the Public Health orders of the time. The back end of the calendar year saw most restrictions eased which created opportunities for businesses and members in general to book Christmas get togethers utilizing Club facilities to capacity. Our functions area quickly booked out and flowed onto The Growers and Pepper Trees bistro. Sadly, the emergence of the Omicron Coronavirus variant limited tourist traffic throughout the summer period, however, we were greatly supported by our local member base which flowed into March to have a strong financial close to our Club year.**

**Golf and Bowls operations were able to continue with restrictions on participation, however, offered members some social activity and outdoor fitness to stay active both mentally and physically. This was until we received a years' worth of rain in a 3-month period leading to the course close and disrupted bowls activity. It has also been one of the most disrupted cricket seasons in memory.**

Whilst social activity and events have been understandably few, our sports sections have continued to operate effectively and provided some good performances. It was great to be able to attend end of year events such as the Golf sections presentations and dinners and the 30th anniversary of the Exservos Social Golf Club. The cricket club has also recently celebrated a 60-year anniversary. Members have also been participating in the planning stages of the Worrigeo Links master plan which will look to be executed over a 3-year period to be completed in line with the 25-year celebrations. It's great to see the input from the golfing members. Our course and other sporting facilities have been in exceptional condition thanks to the hard work of Greens Superintendent Chris and his team, great work.

The staff have continued to provide excellent service whilst abiding by the restrictions which at times led to frustrations. It is a testament to their will and determination that we were able to get through a very busy Christmas and New Year period with minimal resourcing complications. I congratulate every one of our valued employees on their efforts. During the year we saw the retirement of long serving (30 years) Administration Coordinator Debbie, the board wish her all the very best in retirement and thank her for the assistance she has provided to myself and the committee over the years. It was also nice to see the presentation of some service awards for Kathy (35 years), Lyn (30 years) and Monique (20 years) around International Womens Day with more presentations to come. Thank you to all staff for your efforts throughout the year.

We are always saddened by the passing of members and their loved ones; however, it seems this year has been particularly tough. In late April the Club was devastated with the passing of retired Club President Eddie Lee who stood down in December 2020 due to his health challenges. Eddie was an excellent Chairman and was also a pivotal member of the bowls section and enjoyed attending to the running of barefoot bowls events. Long term director and life member John Newbold lost his wife Fran during the year, a sad time for John and the family. The Bowls club were also saddened to lose committee man Greg Morphett as well as Eddie and more recently Max Stevens. To all of our members who have suffered loss this year we extend our deepest sympathies.

Myself and colleagues hope this is only a temporary break as Suz provided energy and enthusiasm to the role and will be missed by all. Suz was also the first female director in the Clubs history. To VP's Greg Sturgiss and Bill Garrick, thank you for your support and stepping in to the role when required.

To the Club leadership team headed up by CEO Bernie Brown, COO Andrew Gunn, Group HR Shelley, departmental managers, customer service managers and our newly appointed Group CFO Sara, on behalf of the board a big thank you. Most of all I would like to congratulate our valuable staff on your commitment to the club and ability to ride out the challenges that the past 3 years with bushfires, pandemics, industry staff shortages and floods has presented, you should be proud.

In closing I would like to thank you, our members for your continued support and patronage of our venues and facilities. You have also shown resilience and your continued support allows us to provide ongoing community donations and grants. We have some exciting renovations planned for both venues to kick off in the spring of 2022 so stay tuned and look out for more information in the coming months. Thank you.

Kind Regards,

Alan Bird

President



# CEO REPORT

**Dear Members**

**Welcome to the annual report for 2022. It has been another pandemic affected trading year although we have been able to weather the worst of it through our strong COVID policies and hardworking staff who have again risen to the challenge under extreme circumstances. It makes me very proud to watch our fantastic team deliver time and time again, being able to pivot with ever changing rules and guidelines and pick up the workload with periods of significant resources shortages.**

**We have again faced a forced business closure from mid-August to late October 2021. Even after opening, our trade was restricted with capacities and the inability for tourists from the greater Sydney region, which included Wollongong and Shellharbour, to visit our venues. Thankfully from November onwards our local market responded attending our venues in good numbers especially for well-earned work, group and family Christmas events resulting in December function facilities and eateries fully booked.**

**Not only have we endured pandemic related restrictions and closure, the la Nina weather event has thrown outdoor activities into chaos. Cricket, bowls and golf have been significantly impacted and unfortunately, we continue to receive widespread, consistent heavy rain which impedes the maintenance and upkeep of the golf course. Sadly, we are looking at an extended closure with over two continuous weeks of good drying conditions needed to enable play to recommence.**

## THE FIGURES

Our industry maintains the line, “profit for purpose” which best describes, in a few words, the importance of having a financially stable business to continue to provide valuable community support, maintain and expand member facilities, provide employment opportunities and supporting local businesses. To that end we have continued to drive revenues and restrain expenses posting a profit of \$1,769,461 for the year. Whilst a slightly reduced figure from 2021, we experienced a net reduction of government covid grants of (\$878,932) as Jobkeeper (\$1,332,000 – 2021) and other business stimulus initiatives (\$100,000 cash boost) were wound up. We did, however, receive \$553,068 from the Job SAVER grant during the year which assisted in keeping our full base of staff engaged with the business.

Our debit reduction strategies have seen us all but extinguish and financial liabilities, however, we have maintained the existing loan facility of \$6.5m to draw from for upcoming planned projects including Worrigee expansions and carpark works, Worrigee Links course master plan and major works for the Exservos. We have also begun to set aside cash to assist further with these and other capital expenditure items. We repaid borrowings by \$4,817,593 during the year which has reduced our on-hand cash at bank whilst maintain the ability to access those funds as needed through redraw and reduce interest at the same time.

Revenues have continued to improve against 2021 results across a majority of areas. Total sales revenue (excluding other income) topped \$18.32m up 15.9% (2021 \$15.80m) and up 35.6% or \$4.84m over 5 years (2018 \$13.48m). This is an amazing achievement considering we lost 2 months of trading to closures through the year. With continued support from our members and visitors we should see sales exceed \$20m for the 2023 year. This year, Bar trading sales were up 16% to \$1.99m, Gaming net clearances improved 9.1% to \$10.90m, Pepper Trees Bistro trading sales (including functions) grew 22% to \$1.35m. The Growers Shoalhaven contributed \$1.95m to the sales revenue mix.

**Community support through ClubGRANTS and sporting sponsorships remained unwavering with local Category 1 cash grants totalling \$81,563 and category 2 sporting sponsorships and other donations of \$133,063. These combined with in-kind room hire fee waiver, raffle prize donations and administrative assistance to \$229,772 for the period 1 September 2020 to 31st August 2021 (Club Grants statutory reporting period).**

## **OUR PEOPLE**

**As previously mentioned, our staff have done an outstanding job again under difficult circumstances and have been willing to go above and beyond. With the retirement of long-term serving Administration Manager Debbie Abbott, the Club took the opportunity to strategically review the group executive structure and create a new CFO role. In July we welcomed Sara Goodwin CPA to the team. Sara has hit the ground running taking accounting inhouse and providing the board with the monthly finance reporting presentations. Sara is also upskilling the admin team and generating further efficiencies within that department.**

**The covid period has seen people across many sectors looking to early retirement and career change. Our business has not been immune to this trend. We saw some of our people return to their pre covid occupations as the travel and leisure sector rebooted towards the back end of the calendar year. To compensate for that we have also welcomed a new surge of willing hospitality professionals who have slotted in to various roles within the business. Group COO Andrew Gunn has again led the way through his long hours and strategic support. He has been well aided by our group executive team, department head and Customer Service Management team.**

**Through trying conditions our greens team have again held strong led by our Sports Turf Manager Chris Regan, his 2nd Adam Fortier and complimented by a well-oiled group of proud grounds staff. Thank you to all of you on behalf of the board and executive for your efforts.**

**To our Group Executive Chef Patrick, a big thank you for keeping our catering team humming. November and December saw significant uptick in reservations and meals whilst also dealing with staff shortages due to covid infections, equipment challenges and ongoing produce supply issues. Our catering department has seen overall growth which is amazing considering the challenges, thank you. Also a thank you to Jodie and the events team who handled a record number of Christmas events, parties and functions this year.**

**Perhaps the heaviest load has been felt by our Human resources team who have been required to actively recruit and retain our employees during one of the most difficult resourcing periods in recent history. Not just in our sector, many other industries have experienced staff shortages, early retirements, career changes and recruitment issues. Group HR Manager Shelley has been outstanding under extreme change this year, a big thank you for your efforts.**

**Our people also include the wonderful volunteers that make up our sporting sub clubs. Without them the administration and organisation of events, competitions, presentations and general functioning of the Clubs would not occur. Our sub committees have themselves faced challenges of coordinating sporting activities under the health orders of the day and more recently with the relentless pounding from mother nature, thank you for your efforts and persistence.**

**A big thank you to the board led by Chairman Alan Bird for your support and energy over the past year. The board have kept themselves well informed and have made at times challenging decisions for the benefit of the Club. The board is a key strategic function of the organisation and continues to evolve, be proactive and engage with new ideas and direction. The performance of the club is a direct reflection of the stability and cohesion of the governance group in following established strategic objectives and working together for the benefit of the membership.**



## COMMUNITY

Following on from the amazing community support through club grants, we have been pleased to partner with many local charities and organisations including;

<b>ClubGRANTS Category 1 Projects</b>	<b>Organisation</b>	<b>Donation</b>
Neighbourhood Centre / Youth Drop in Activities	<b>Shoalhaven Neighbourhood Services</b>	\$7,500
Shoalhaven Education Fund Grants	<b>Shoalhaven Education Fund</b>	\$5,000
GREAT - Grandparents Raising, Empowering, Advocating Together - A group for grandparent carers of children with a disability	<b>Noah's Inclusion Services</b>	\$9,600
Accessible technology	<b>Albatross Musical Theatre Company</b>	\$3,061
Connecting Men – Reaching Out and Speaking Up	<b>Mentoring Men</b>	\$7,396
Our Mia Mia School Based Health Care – Dental Equipment	<b>NOWRA EAST PUBLIC SCHOOL PARENTS AND CITIZENS ASSOCIATION INC</b>	\$10,877
Nowra Refuge Furniture	<b>SAHSSI</b>	\$3,000
Nowra Youth Centre's - "School Holiday Program" 2021/2022	<b>Nowra Youth Centre</b>	\$3,000
Look Good Feel Better	<b>Cancer Patients Foundation</b>	\$3,000
Bomaderry Public School Grow to Learn Garden	<b>Bomaderry Public School P&amp;C ASSN</b>	\$5,000
'Kidscape' – an arts and music group learning program for children with hearing loss and their families in Shoalhaven area	<b>The Shepherd Centre - For Deaf Children</b>	\$1,940
Shoalhaven Domestic and Family Violence Committee	<b>Shoalhaven Domestic and Family Violence Committee</b>	\$2,975
Essential Trauma Care Training for First Responders	<b>CareFlight</b>	\$4,000
The Disability Trust Sports and Recreation Programs for Kids	<b>The Disability Trust</b>	\$6,964
Connecting Hearts in Need	<b>HeartKids Limited</b>	\$2,250



**Lastly a big thank you to the members for your ongoing support and patience as well move through this pandemic journey together. Your continued patronage and support of the Club allows us to continue our strong community grants program at a time that it is needed more than ever.**

**Kind regards  
Bernie Brown  
ACCM MAICD Group CEO**

