

2019 Presidents Report

On behalf of the Board of Directors I submit for your approval and adoption the Annual Report and Financial Statements for the year ending 31st December 2019.

Given the challenges clubs face with declining gaming revenue, our result for the year of a small surplus is quite acceptable.

I extend sincere thanks to our CEO, Ian Thomson and his Senior Leadership team and each staff member for their efforts during the year as we came off a difficult financial year in 2018. At our 2019 AGM, our CEO gave a commitment to undertake a member survey to understand members concerns. The response was significant and provided management and the board with feedback that has been factored into our 2020-2024 Strategic Plan.

A key matter that members sought was for the club to establish a more family orientated environment. As a result several new initiatives were introduced; Mother's Day Lunch, Father's Day "On the Greens" and a Community Christmas day in December. In addition, a new area on one third of the western bowling green called "Pickets" was established to allow families to enjoy an outside dining experience. Feedback from members has been very positive.

In late October, new caterers Lam & Co commenced with the club. Again feed back from members has been very complimentary. I take this opportunity to thank departing caterer, Forest Catering for providing many years of dining experience for our members through the Bistro and at functions.

I also would like to say a big thank you for the significant contribution of our previous Deputy CEO and Gaming Manager, Ken Robinson, who after over 20 years service retired in July.

Once again, our Australia Day was a great success with a large number of parents and children attending.

We are proud of our support the club continues to make in donations to the various community organisations and junior sporting clubs as part of our ClubGrants program.

The club enjoys a close association with the Forestville RSL Sub Branch. Thanks go to President Bob Lunn on and his committee.

Our social section committees continue to support our membership through their voluntary work in ensuring varied activities for the benefit of members. As always, new members are welcome and details of social sections are on our website for your information.

Finally I extend a big thank you to my fellow board members for their support and efforts during the year. Key decisions were required from time to time and the board responded in a professional manner. Special thank you to our Vice President, Bill Hardman OAM who diligently with other directors documented the Board's governance responsibilities, where our club is fully compliant with legislative requirements. Board Charter, Committee Charters (5), Policies (18), and Risk & Compliance Checklists (8) are in operation and subject to annual reviews.

To any member who has lost a loved one during the year, the Board and Management extend our sincere condolences to the families left behind.

Change is occurring at the Forestville RSL Club. I look forward to the Board and management working together to provide a better family orientated club and improved facilities for our members.

Kind Regards,

Bills Shields

President