

Dear Member

The AGM of our Club is drawing near and thanks to you and the rest of the Paddo family we are again pleased to report a satisfactory result considering the current financial climate. The club and retail industries, which are heavily reliant on disposable income, have all experienced a downturn.

We continue to play a leading and increased role in our community as well as setting a sound foundation for the future. The provision of function rooms for local schools or sporting groups as well as participation with local business sectors and the involvement in the "Clubs Grant Scheme" illustrates our position in being a good community member.

The transformation in 2017 to introduce the Triennial election of the Board was a process to provide stability to the overall management of the Club however the unprecedented action in 2019 of four past Board members resigning their offices immediately prior to the last AGM caused an administrative action under our Rules to fill the vacant positions as "Casual Vacancies"

Procedures mentioned in Schedule 4 of the Registered Clubs Act only cover singular retirements of Board Members but does not reference the situation experienced by the mass resignations of those Directors. Procedurally in accordance with the club constitution, well known club members, John Doyle, Daphne Hardin and Neil Breen bringing a wealth of diversified knowledge were appointed to fill all but one position of those vacancies which remains vacant due to the pressure in trying to bring about change both to our facilities and the administration of our club so as to enhance member and guest experiences.

Whilst our rules are appropriate and cover the way business is carried out, it was disappointing that a number of incidents occurred during last year's AGM which only exhibit a lack of understanding by a small minority of members of the behavioural and etiquette processes in conducting the most important annual meeting of the club. In addition the Board has recently been challenged by a number of disciplinary matters being brought before Board meetings which have resulted in suspensions and even cancellation of a membership.

The ambience of the club dictates poor behaviour of this nature cannot be tolerated within the club and the constitution provides severe penalties being imposed where anti-social activity is proven after due process.

The Board continues to work on a Strategic and Operational plans to ensure sustainability of the club particularly for the benefit for future generations.

The 2019 financial year, as shown by the Club's accounts, is again seen to be positive for Paddo RSL with further increases in memberships, trading revenue and improved Club operations but is challenged by increasing costs particularly in relation to maintenance of the operation of our "Pokies".

The Board remains mindful of the need to control costs as well as finding additional revenue streams.

One of those revenue streams included the contract in regard to the lease of space to the Q2 Dance School which came to an end due to administrative problems encountered by the proprietor. Following a period which the club tried to assist the proprietor, the Board was forced to write off the debt owed to the club. Swift action by our General Manager has minimised the effect with the area being re-leased.

As will be disclosed by the Annual Accounts, revenue outcomes are in line with the Board's expectations and are higher in comparison with the same period last year. Beverage and gaming have generated increases allowing added investment in newer technology gaming machines. Function revenue has remained roughly static.

Our Catering Contractor continues to provide both culinary and financial benefits.

The result of this continual improvement has seen the club able to reduce its non current loan from the NAB Bank by approximately \$42K.

We continue to develop a number of management practices and I can assure members, the Board and Management constantly work on an improvement service plan for the benefit of all.

With the prospective appointment of an Honorary Publicity Officer, it is anticipated a greatly improved system of communication utilising Email, social media and internal screen advertising will help to raise the awareness of members to club activities whilst containing cost by the reduction of hard copy promotional and communication mail outs.

While a number of local clubs strive to implement major refurbishment at great expense and risk, the Board and Management have implemented a plan of gradual improvement utilising funds as they become available. In this way we continue to identify the most pressing needs of our facilities to be able to provide this improvement without causing any large disruption to member and guest enjoyment.

Accordingly, it has been an extremely busy year and on behalf of the club, I thank the General Manager for his guidance and advice and the staff for their continued support of the club. The recent appointment of a new Operations Manager, Asher Harbeck, has added a new dimension to the administrative processes and has assisted the critical thinking on how we can take our successful club to an even higher level.

Finally I wish thank all of my Board for their assistance and contributions throughout the year.

Richard Best
President