

Board of Directors Update

February 2018



Members, your Board continues to strive to meet your expectations and looks to the future to ensure we can continue to provide a welcoming, comfortable and safe Club for you all.

The recent holiday period well demonstrated how members valued the Club with a positive turnout for Christmas Day and New Year's Eve. While our visitation remains strong, particularly for our two-high class eating venues, our total revenue is lower than average reflecting a national trend. Management and staff have made significant cost savings in the face of this reduced revenue; however, this is a fine balance to maintain the high-quality service that members should expect. A recent initiative by management has been to introduce a Sustainability Package looking at reducing waste and making for a cleaner community. One of our staff members, Mark Bailey, has worked with staff and management to identify where we can reduce food and general waste products, minimise costs associated with the NSW container deposit scheme, reduce the use of plastics and reduce our waste management costs. This was of much interest to the Board and will be for those members wanting a better future for our children and grandchildren. This initiative will be fully supported, and we will also use this as a marketing opportunity in our community.

Recently the Board worked on our Strategic Plan for the next few years with significant input by all staff and management. The outcome was very positive, and all stakeholders agreed on what change is necessary to ensure our great Club continues to prosper well into the future. Staff identified many operational improvements to our dining, gaming, infrastructure and marketing arrangements that will be implemented over the next year with the intention of increasing visitation to our Club and thus increased financial turnover. These were fully supported by the Board and it remains for us to work with members to consider options for our future given the many challenges we are facing in the short to medium term. The pressures we and other local clubs are experiencing is a national issue being addressed by Bowls Australia and Clubs NSW. Bowls Australia understand the importance of "change" so they have developed a National Facilities and Retirement/Lifestyle Villages Strategy which "will provide a framework for Bowls Australia to understand and prioritise its facility needs both now and in the future. The strategy is underpinned with a foundation of evidence, data analysis, and modelling to ensure the best outcomes for the sport of bowls, its stakeholders and the community. It will also be a critical resource in the development of the next whole of business strategic plan for Bowls in Australia." (*Neil Dalrymple, Bowls Australia Chief Executive Officer August 2017*).

The Annual General Meeting in November 2017 considered some of those options for our future. Members could not support the option to have the Chairman and Deputy Chairman of the Board elected by the Board members and chose to continue to elect those positions by members vote. The members did support changes that allow the Board more flexibility with selling assets and property (given that members still need to vote on any option to sell green four), changes to update our Discipline Proceedings and changes to streamline the calling of Special General Meetings by members. The members supported these motions. The overall support for the Board and management was appreciated. The members elected Wayne Heydt to the Board and we sincerely thank Marion Daly for her dedicated and valued service over the past three years.

The Board, Management and staff still believe that the options with green four and back carpark need to be investigated given that this has been discussed for the past ten years and periodically supported by members. The prime motivation is the obvious need to find significant alternative income streams for our Club while recognising the reducing number of active bowlers. It has been recorded that visitor numbers during our winter months are down by 18% this year and we are likely to continue to experience that trend according to feedback from those visitors. This reduced visitation and trends has resulted in a significant reduction in Club revenue. The key to developing the back property seems to be deciding on the necessary parking options. Therefore, members are invited to work with the Board and Management to look at best options for our future. We will be conducting "Our Future" forums in the next few months for all members to attend. The intention is to allow members to not only understand why the Board and Management are supporting necessary change through diversification options, but also invite frank discussions about options from all members and we will only proceed further with any option with significant member endorsement. The first scheduled "Our Future" forum is **Tuesday 20th February 2018 from 10am** at the Club and we welcome all members to attend to share their thoughts about the future of our Club.

As we are a community Club, we play a significant role supporting many charities, schools and sporting clubs locally. Following is a list of some organisations we have assisted in just the last three months: *National Serviceman Association,*



Vietnam Vets 2 Battalion 5 platoon, Jeans For Genes, Homicide Victims Support Group Inc., Legacy - Coolangatta Tweed Heads, Headspace - Youth Support Group, Biggest Morning Tea, Tweed Hospital Auxiliary, Story Dogs - Reading Program, Friends Tweed Regional Museum, Australian Judo Union, Probus Coolangatta/Tweed, Terranora Tennis, Tweed Heads Public school, Twin Towns Stamp Club, Evening View Club, Coolangatta/ Tweed Australian Rules Football Club and Lions Club Coolangatta and Tweed.

Recently, our Bowls Manager, Wayne Turley, gave a summary of our bowling members' achievements and what to look forward to: "Tweed Heads welcomes four-time world Champion and Commonwealth Games Silver Medallist Leif Selby. Leif brings a wealth of experience and Tweed Heads is delighted to have Leif wearing the Osprey's shirt. Ospreys other import is former NSW Representative John Green. John has won many NSW Titles and represented NSW over 50 games. John added a lot experience and fun to the Ospreys. Tweed Heads has also recruited Australian and QLD Representative Chloe Stewart, former Australian and new QLD representative Claire Turley, QLD rep Lauren Wilson and former NSW rep Lisa Prideaux. The Ospreys also have long time Tweed Heads members QLD Representative Kristy Thatcher along with Australian Development player and Qld representative Jessica Srisamruaybai. The Ospreys have a great mix of experience, youth and talent and we look forward to a competitive and fun 2018 Premier League season. Congratulations to Kristy Thatcher, Jessica Srisamruaybai, Chloe Stewart, Claire Turley & Lauren Wilson for being selected to represent QLD to play NSW in February at Raymond Terrace while Ken Hanson has been selected to represent Australia at the Commonwealth Games.

Our bowling members are engaged in many different representative events over the summer months, namely Premier League, Premier 7s, Tweed Valley Shield, the Cross-Border Shield and Summer Nines. Meanwhile the social bowls scene remains positive, with strong numbers playing every day during the week. This is reflective of the tireless and innovative efforts of the Men's and Ladies Clubs and the many volunteers that make our Club work so well. The Indoor Green is looking world class after the recent refurbishment and is very popular, certainly over the summer months. Our outdoor greens have gone through a management change with John Wyper seeking a new challenge. Our Bowls Manager (Wayne is an ex green keeper) will manage the situation in the short term while a longer-term solution will be sought within three months. The successful and growing Sunday barefoot bowls, the opportunity for seven-day roll ups and the higher use of greens one to three (to better present our bowlers to the public) will provide some challenges for the greens maintenance but we intend to retain the highest quality greens we have always enjoyed.

We are keen to address ongoing maintenance issues, with such a large and aging building while looking for enhancement and updating facilities for members and guests. The upgrades to the car park across the road from our Club (corner of Wharf and Florence Streets), which will provide more car spots on a better surface with access only via McGregor Court, was delayed but should be started by the end of February. Parking remains a growing issue with the hospital, council offices and the new police station all putting pressure on our limited car spots. We will continue to look to minimise that pressure and hope soon to provide more undercover parking on site or across the road.

Our solar panels are exceeding expectations and we will investigate increasing the number of panels this year to better offset the high costs of power, which has increased by approximately \$228,000 for this year alone.

The changes to Bistro 16 have been well received and the staff and management are constantly looking for improvements based on feedback from members and guests.

Keep an eye out for our Club to be showcased on TV shortly in an endeavour to better publicise what we can offer the local community, members and visitors. You might have noticed the reduced membership fees for social members which is part of the strategy to increase membership and showcase our Club.

Please look for the opportunity to talk with your Board members or Management about our future options and try to attend one of our "Our Future" forums to address those options with fellow members.

Yours faithfully,

Leigh Tynan
Chairman
On behalf of the Board.