

Board of Directors Update

March 2017



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The Board continues to strive to meet your expectations. Management and staff work closely with the Board and are working hard to maintain, if not improve the exceptional level of customer service we have come to expect at our Club.

The fourth green and carpark project was considered and not supported at this stage by the members, however the Board will continue to look at how further development can be achieved with member endorsement. Given the difficulties with external limitations imposed on the Club it was decided that we will continue with the technical subdivision of the back area including the car park and fourth green, to provide more flexibility in the future with our non-core property. It is the Board's intention to have this non-core property sub-divided by the end of the year, however there will be no formal consideration to sell or lease this land until member endorsement has been obtained.

While our finances are relatively healthy we are aware of the precarious political situation in regards to our main income source, gaming. It is disappointing to see such negative comments about gaming from elected officials, usually from states outside of NSW. Our Club industry in NSW is a genuine non-for-profit business providing for the community and members. We form a big part of our local community's commerce and provide much needed assistance to local charity and sporting organisations. In addition, the facilities here provide a welcoming, safe and enjoyable environment for our many members and guests. Following is a list of those 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, Tweed United Football Club and Lions Club Coolangatta and Tweed.

Our Club is a 'bowling' Club with arguably the best facilities in the world and a strong bowling membership base. Our volunteers remain the core of the running of our sport and we will continue to support them in any way we can. We particularly recognise the tireless match committees, the innovative "scroungers" coordinators and the dedicated members running the singles and pairs indoor events. The Board is working closely with management and the Mens' and Ladies' Clubs to continuously improve the variety and effectiveness of social, representative and prestige bowling events. The notion of a "Centre of Excellence" is currently being investigated by all those parties to lift both our enjoyment and competitiveness in the game of bowls. Another priority for our club is to encourage more young bowlers and school children. We can assist with equipment and costs are minimal. Please encourage family and friends to consider this terrific sport for all ages.

We are keen to address ongoing maintenance issues, with such a large and ageing building while looking for enhancement and updating facilities for members and guests.

Projects in progress or being considered:

- We will be replacing the roof over the indoor green and the winners lounge by April of this year. This is at a cost of approximately \$170,000 but much needed as the leaks have become a growing problem.
- In preparation for the Australian Indoor Singles Bowling Championship we are also replacing the indoor carpet by June of this year. The old carpet has done us proud for many years but is at the end of its usefulness. The new carpet will feature a softer underlay at a similar speed and should last many years. The projected cost is \$145,000 and we expect this to inject new life into what has been a great asset for our Club. We recently viewed the video of the construction of this facility in the mid-80s. At that time this was a “brave” undertaking and they experienced several hardships during its construction such as appalling weather, strike action and significant cost overruns. Nonetheless our members and management at the time persevered to provide an outstanding facility. We should acknowledge their efforts and perhaps take heart that such ‘brave’ decisions are usually rewarded down the track.
- When looking to take on the contract for the Australian Indoor Championships we found that our grandstands, both indoor and outdoor, weren’t up to current Australian Standards. This may have major insurance implications. We are working hard to bring them up to standard, with an expected cost of approximately \$60,000.
- The work on upgrading our main upstairs dining facility is expected to be completed by May 2017. The new area will be called Bistro 16 (the year it was initiated). This has and is a major undertaking by both management and staff. The new facility will feature a very modern and diverse range of food. A more streamlined selection, ordering and paying process will be initiated, which was considered through embracing member and guest feedback and staff consultation. As an adjunct to this upgrade we will shortly improve the outside appearance of our Club by cleaning up and repairing the paintwork.
- Some members have raised questions about the new rates for weekend penalty rates and if they will affect our staff. The answer is “no” as our staff and management negotiated a Workplace Agreement which protected the current rates. Our staff have just adopted a new ‘rewards and recognition’ program incorporating team work and reward for achievement. Some of the goals of that program are:
 - To increase staff job satisfaction
 - To actively participate in ‘Our Culture’.
 - To increase employee productivity through positive engagement and being empowered to make the customer feel “special”.
 - To have the workforce integrated into succession planning and development
 - To showcase our “culture “daily with a goal of entering the Australian Business Awards for Employer of Choice, to be assessed against the EOC Framework.
- Members would be aware our staff are exceptional and go out of their way to assist patrons enjoying our facilities so we need to ensure we look to their needs and ensure they continue to feel part of the journey we are on to make our great Club even better.

- The car park across the road from our Club (corner of Wharf and Florence Streets) is to have a significant upgrade by June (target date) which will provide more car spots on a better surface with access only via McGregor Court. 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 in the near future, provide more undercover parking on site or across the road.
- Our financial situation remains strong. While our income remains reasonably stable the efforts to reduce costs have been and continue to be a key focus of the Board and management. The challenge for our Club is to increase membership numbers and revenue. We are very pleased with the recent Autumn Tweed Life booklet featuring several new major promotions and a raft of new offers and events for members and their guests.
- Finally, to reiterate what our Strategic Plan says about our “Culture”:
 - We welcome all who come to our Club and make them feel special by:
 - Warmly welcoming them
 - Anticipating their needs
 - Engaging with them
 - Listening
 - Showing respect
 - Being attentive
 - Being caring
 - Being knowledgeable about all our products and services
 - We are accountable and never complacent
 - We are proactive and constantly look for ways to serve all who come to our Club
 - We take pride in our work, our work-place and our role in the community
 - We go above and beyond our role and constantly look for ways to do our job better
 - We are team players and are actively helpful to anyone or any area that needs attention
 - We are community minded and actively involved in our community and we strive to make a difference

Should any member or guest require information or clarification on any Club matter, feel free to speak to any of our friendly staff.

Yours faithfully,

Leigh Tynan

Chairman THBC Ltd

On behalf of the Board of Directors.