

AGM- Murwillumbah Service Club- Monday 27th November 2023
President's Report

Welcome to the Murwillumbah Services Club, 2023 AGM, and reflecting on the year that's gone. As we come to the close of 2023, let me share with you, some of our achievements on what has been a year of changes and challenges.

Firstly, I'd like to thank all our Members for your ongoing support of our club and for engaging in Club life. Every decision we make is for your benefit so we can fulfill your needs by providing the best. Secondly, I'd like to thank the Board, Guy and all the staff for your commitment, loyalty, and belief in what we do. As I've said before, we are a family, working together, always striving for excellence in creating a safe environment and providing a welcoming smile.

2023 we have moved out of lockdowns and restrictions in what we can do and where we can go. It has been a year for rebuilding on many levels. We've had physical and staff rebuilding. Staffing levels are now back to pre-covid level and there is more stability. The management team have worked tirelessly to train and upskill staff across all areas of the organisation. This has had a positive effect on performance, accountability, and enthusiasm amongst the staff.

My focus must be around the work of the hospitality team. They have achieved so much with the focus on continual innovation around the menu. This was further implemented after some of our senior managers attending a Course in Sydney recently. They embraced this at ground level and the outcome has been outstanding. I'd like to say "Well done to the management team."

Coupled with the outstanding work by the staff, the dining area has had a facelift. The new furniture reflects the modern, light, inviting image we are working towards. The innovation in the kitchen, the skilled staff and the inviting eating space are all part of our rebuilding efforts.

Now I move onto the structural rebuilding. Over the past year we have had some significant outlays for the roof and the solar panels. I'm sure Guy will discuss in more detail the works completed and the reasons behind these repairs and costs. The Board had to make some tough decisions but, in the end, the safety of our members and staff will always be our top priority. These renovations have been completed.

Our new Directors, Shonnea and Paul, have now completed a full year of service on the board. Both Directors have brought extensive skills and experience to the board, and we are extremely grateful to have them with us to add to the existing skills and experience from the rest of the Directors. We work as a team, always showing consideration of others, respecting opinions, and the input from each other. We are focused on effective governance, transparency to our members and living the culture of the Club.

We openly discuss succession planning in what's best for the Club and recently held an information session for potential Directors. We had 4 members attend the meeting and hopefully a couple of them will move to the next stage of forwarding a resume to us. From there we will set up a meeting/ interview with the sub- committee and report back to the board. This has been a most successful and well-planned process in the past. We will keep the members updated with the outcome of these meetings to be held in early December.

I have thoroughly enjoyed my year on the Board. We've had many decisions to make but we have made them together, we have supported each other and respected the opinions of others. As I mentioned earlier, our focus has always been on what's best for the members, the staff and our community. Guy has been our leading light, guiding us and always displaying his professionalism in a very caring and respectful manner.

We are looking forward to the opportunities in 2024 and for a stable year. I wish you all a very merry Christmas with family and friends. If you're on the road, stay safe and look out for each other. All the best.

Patsy Lucas
President
Murwillumbah Services Club
27th November 2023