

CEO Annual Report

Financial Year ending 30th June 2023

Dear Members,

I am pleased to present to you the annual report for ending 30th June 2023], a year of exceptional growth and progress for Murwillumbah Services Club. It is with great pride and enthusiasm that I highlight the outstanding achievements and milestones we have reached over the past year.

Financial Performance:

Record Revenue: In the financial year [Year], we achieved a remarkable record revenue of \$6,657,734, marking a substantial increase of 29.7% from the previous year. This extraordinary growth demonstrates our strong market presence and our unwavering commitment to delivering exceptional value to our members and customers.

EBITDA (Earnings Before Interest, Taxes, Depreciation, and Amortization): Our EBITDA for the year was \$1,223,819, representing a significant increase of 9% compared to the previous year. This reflects our ongoing focus on operational efficiency and financial prudence in managing our resources.

Profit: We are pleased to report a profit of \$401,741 for the year, indicating a substantial increase of 24%. This impressive growth underscores our ability to balance profitability and sustainability.

Membership Growth:

Our commitment to providing value to our members has been rewarded with a 10.4% increase in club membership. As of the end of the financial year, we are proud to serve a total of 9,318 dedicated members who have chosen Murwillumbah Services Club as their preferred destination for recreation, social, family and community engagement.

Capital Works:

We have invested significantly in improving our facilities during the year. The completion of new toilets, a parents' room, and a lounge area has enhanced the overall experience for our members and visitors. Furthermore, we have undertaken a major project to replace the entire club roof, ensuring the safety and comfort of everyone who enters our establishment.

Community Contribution:

At Murwillumbah Services Club, we believe in giving back to the community we are a part of, it is part of our ethos "Profit for Purpose". During the financial year, we were able to donate \$66,261 to local charities and not-for-profit organizations. These contributions help these vital organizations continue to provide essential services to our community.

Dedicated Team:

Our success would not have been possible without the unwavering commitment and hard work of our 41 dedicated staff members. I would like to extend my heartfelt gratitude to our team for their dedication and exceptional performance.

On behalf of the management and staff, I wish to convey our thanks and gratitude to the Board of Director's led by President Patsy Lucas, whom have provided the resources and mentoring to allow us to navigate a path in achieving these exceptional results. The Boards support has been exceptional again this year. Thank you.

Looking Ahead:

As we move forward into the coming year, we are excited to build upon our achievements. We remain committed to fostering a culture of innovation, inclusivity, and continuous improvement. Our focus will continue to be on providing exceptional value to our members, operating sustainably, and actively contributing to the betterment of our local community.

In conclusion, I am thrilled to report that Murwillumbah Services Club had an outstanding year, achieving significant milestones and setting new records. To our members and community, thank you for your on-going support of our Club. To those that have lost loved ones throughout the year, we tender our sincere condolences and to those that are ill at home or elsewhere, we wish you a speedy recovery.

Sincerely,

Guy Diven

CEO,

1st November 2023