

## ANNUAL GENERAL MEETING 2021

### Report to Members



gosford.rsl

This 2020 report brings with it a great deal of relief that such a challenging year has passed, a sense of pride in the way Gosford RSL Club navigated 2020 and a feeling of optimism for the future of our organisation. There are few superlatives that have not been used to describe 2020, most of them negative, however, 2020 did provide an excellent opportunity for Gosford RSL Club to show our true identity and rise to the challenges we all faced.

Everyone will clearly recall the early weeks and months of 2020, as the seriousness of the COVID-19 pandemic became apparent, the level of fear and trepidation that Australians and the world felt. At Gosford RSL Club, we made a strong statement that our priority would remain the health and well-being of our members and our staff. This became the driving force behind every decision throughout the year. Whilst complying with every restriction or requirement enforced by regulators, Gosford RSL Club Board and Management sought to ensure we could continue to do our best to support our members and our staff. Initially, when the lockdown was announced, before any government support had been announced, the Board committed to supporting staff financially. This lasted for two weeks until the JobKeeper package was announced and was of invaluable support to many staff. From the beginning of restrictions, the Gosford RSL Team recognised that there would be a large number of regular Club members who would suffer without being able to attend the Club. Therefore, we were one of the first to implement take-away and home delivery meals. We also organised delivery of care packages and well-being check-in phone calls to many of our regular, older members. The Gosford RSL Team continued to evolve and virtually re-invent our business, sometimes overnight, to ensure we could continue supporting our staff and our members. Some examples of this included the establishment of the "Drive -through BBQ", online raffles and entertainment, ZOOM staff meetings, training and social events, Facebook live cooking classes and being the first venue to re-open (for 10 people). Throughout the year we were so pleased to hear from countless members, staff and organisations how much they appreciated the efforts we made to support them; this made it all worthwhile! Each time restrictions eased and we were able to provide more services to our members, it was so encouraging to see our members come back and support us. Now, despite all the ups and downs, Gosford RSL Club is in a stronger position than ever before.

Due to the COVID-19 restrictions the 2020 AGM and Board elections were delayed until late July. In the election, our members voted overwhelmingly to return Ron Miller and Carlo Chiofalo to the Board, making a clear statement that the members of the Club appreciated and supported the work of the Board, and the overall direction and operation of Gosford RSL Club Ltd. The Board re-elected Gary Young and Carl Rennie to continue as President and Vice-President with Patsy Edwards, Cliff Hobson and Kerry Spencer continuing as hard-working, dedicated Directors. During these unstable, challenging times it is reassuring to have the governance and guidance of the Club in the hands of such a capable, experienced and reliable Board of Directors.

The ongoing challenges of 2020 provided the opportunity for our staff to, yet again, prove what a wonderful team they are. Our staff remained positive and enthusiastic about developing, or getting stuck into the implementation of new or different ideas to support our members and fellow staff. Each time change was required our staff embraced the changes, despite the inconvenience, and worked hard to ensure they could provide the best products and service to our members. The Board and Management Team are incredibly grateful and proud of our staff who range from 18 to almost 70 years old including many long-serving staff even up to 35 years' service! We are proud of the diversity of our team who represent a range of ethnic backgrounds and abilities, and our Gender Equality with women representing more than half our employees and 45% of our Management Team. In early 2021 we farewelled one of our most beloved team members, Sally Ford. There have been few people who have shown such dedication to our organisation and such love for their fellow staff, and no one has ever done it with the vivacity and good-natured irreverence of Sally! She will be greatly missed by all.

The commitment of Gosford RSL Club to our members extends to our community as can be seen by the ongoing support for local organisations including Central Coast Industry Connect, Central Coast Mariners Supporters Club, Save Our Kids from Suicide (SOKS), Marine Rescue, Gosford Community Men's Shed, Gosford West Rotary, Coastability, Little Wings, Riding for the Disabled, Gosford Netball Association, Waves Basketball, Gosford City FC, Seagulls Rugby, Kariong Rugby Club, Gosford Tigers Junior AFL Club, Central Coast Academy of Sport, Sport Central Coast, Central Coast Dolphins Touch Football, Central Coast Football Referees, The Entertainment Grounds, Soul Soup, Swiss 8 and Top Blokes. Our biggest community support commitment is the Max Potential program which provides a personal leadership program for 30 local year 11 students with coaching from local volunteer coaches. The graduates of 2020 benefitted greatly from a program that helps develop adaptability, perseverance and overcoming challenges which they were able to implement immediately.

Our intra-clubs remain an integral part of the Gosford RSL Family and 2020 was another year where we all benefitted from each other's support. Thank you to GRSL Sub-Branch Auxiliary, National Servicemen's Association, National Servicemen's Re-enactment Group, GRSL Billiards and Snooker Club, GRSL Indoor Bowls, GRSL Indians Baseball Club, Gosford Diggers Swimming Club, GRSL Fishing Club, GRSL Social Golf Club, Old & Bold Snooker. Congratulations to our Club Person of the Year, Gary Rothwell from the Fishing Club, who was recognised for his many years of dedicated hard work in support of the Fishing Club and Gosford RSL Club.

This year our Club community mourned the loss of Mr Francis Cleary, among others. Frank was a Life Member of Gosford RSL Club, being so recognised for his dedication to Gosford RSL as a Director, to the Billiards and Snooker Club and other Club related organisations. Frank's hard work, compassion and sharp wit will be sorely missed.

As expected, the restrictions throughout 2020 had a significant impact on the organisation financially. Revenue was virtually non-existent when the Club was closed, travel restrictions impacted the Galaxy and Ashwood motels and the varying degrees of 'social distancing' and other restrictions affected the number of people visiting the Club and therefore our revenue. The Board and Management Team worked extremely hard to minimise expenses through these challenging times, however, even that could not have prevented a trading loss. The Federal Government's JobKeeper subsidy was vital for Gosford RSL to maintain consistent employment and remuneration for our employees throughout 2020 and delivered a Net Profit in the annual report, despite the losses from restricted trading. This is extremely important for our Club, to maintain a strong financial position in preparation for our major development.

The Board and Management made the decision to postpone the redevelopment of the Club for 12 months in order to allow the worst of the pandemic to pass and to allow for a clearer understanding of what the 'new normal' would look like. The timing for the postponement was optimal as all statutory approvals have been secured and the construction project tender documentation finalised in preparation for the tendering of the construction project. This allowed the Project Managers and the Club to effectively 'shelve' the project, wait 12 months and then restart at exactly the same position. It now appears that the Club is very well positioned to push ahead with the development project as planned, with construction commencing early in 2022. The Board and Management Team remain committed to delivering the best possible facilities, products and service to our members as can be seen in projects such as the development of "The Backyard", the ongoing success and expansion of "Oak Haven – Gosford RSL Brewery" and internal renovations to the Club and Gaming Room.

Finally, on behalf of the Board of Directors, Management Team and all staff of Gosford RSL Club, we would like to thank you, our members, for your support through the incredibly trying year that 2020 was. Our team always work hard to provide the best possible experiences for our members and in 2020 that work was compounded by all the challenges the COVID-19 pandemic created. It has been so rewarding for us to see our members come back to our Club and to hear your appreciation and support for our hard work. Thank you all. We wish you all the best for many healthier, safer and more prosperous years ahead.

Gary Young  
President

Russell Cooper  
Chief Executive Officer