CONFIDENTIAL
HEALESVILLE RSL SUB-BRANCH INC.
MEMBERS ONLY

ANNUAL GENERAL MEETING
11.00am SUNDAY 24th March 2019

Managers Report on 2018
We had a pretty good year overall with power failures restricting what would have been a very good year financially. It was more a year of consolidating and planning for the future.

Financial: Overall revenues were up for the year but increased costs impacted. We made a profit for the year but down on last year. Though our increased rent to the Patriotic Fund was the counter balance as it was in profit compared to last year.

Gaming: Gaming revenue across the state was down and we saw consecutive months of decline. Our revenue for the year was only a few thousand below the previous year. We would have been equal or higher had it not been for our multiple power failures (estimated to cost us at least $70,000) over the year.
We renewed 25% of our gaming floor with new games and machines ensuring our gaming revenue remained on budget.
The Government changed the Cash withdrawal $500 a day limits and the Cheque payout limits to $2,000 which had a negative impact initially then a positive impact on revenue when the larger limit came into force. New note acceptors were installed to accommodate all new Bank notes coming out.

Venue: New memorabilia displays were installed most notably the one display Field Marshall Blamey's cap. We installed a number of new TVs and screens around the Venue most notably the very large one in the gaming room to promote new game arrivals. New stools in the TAB area are providing more seating. The Air-conditioning in the venue has struggled this summer. We are holding off replacing because of cost and the imminent arrival of our new energy plant and heating cooling system.. We upgraded our CCTV system to ensure reliability and compliance and we upgraded our photocopier.

We did four seasonal changes to the bistro menu though only a few items were changed each time and we provided at least three members specials each week throughout the year. We added new wines to our list and tried different beer brands in our bars Our contract with The Essential Caterer was reviewed and agreement reached to continue.

Membership: Our oldest member, RAF Veteran Roy Clarke celebrated his 100th Birthday at the club. We have had to Ban 6 members through the year for abusive behaviour towards other guests and staff. One member has been banned for life. Membership numbers peaked at 1,071
We produced four members newsletters during the year and used regular SMS and email messaging for key promotions in both gaming and monthly promotion activities. We continued with our range of social clubs from Mah-jong to Bridge to Golf and provided free venue use for Bingo, Probus, Pony and Probus clubs. The annual Members Christmas function was again booked out and enjoyed by all who attended.

Class	Dec-18
Service	157
Affiliate	151
Social	467
Community	296
Financial	**1,071**

Energy: Increasing energy costs, disruption to power supply and aging equipment have been the catalyst for Healesville RSL to explore an alternative energy source that is both reliable and cost effective. We estimated power outages cost us over $70,000 in lost revenue in 2018. We began looking at alternative energy supply options with objective of:

1. Reducing our combined gas and electricity energy costs.
2. Reducing power outages and resulting lost revenue.
3. Expand to meet future demand (Retirement village/larger venue) at minimal additional cost.
4. Provide 100% reliability of supply.

We considered a number of options but selected a cogeneration or trigeneration system that will address our objectives and make the RSL independent. It will cost $770,000 but generate savings of over $1.0 million over the next ten years.

Development: We are still progressing the Retirement Village. RSL Vic. has approved us going to the next stage, which is getting Melbourne Water approval in principal because of the flood inundation overlay. Council approval will depend on Melbourne Water approval. At no cost to the RSL, the consultants have advised that they will pursue the issue with their architects and Melbourne Water. We undertook a full land survey of our site to assist future developments.

Staff: We had a stable workforce during the year with only Lorraine Chetcuti retiring. Training was undertaken in customer service skills, RSL Rewards programs, gamblers help programs and first aid. Some of our staff were sent to other RSL venues to extend their skills and knowledge.

We received notification from Worksafe that a former staff member will be pursuing a civil claim against Healesville RSL for damages. Worksafe insurers will handle the claim. Some staff members have added volunteering with our Veteran Support Services team to assist our veterans.

Our staff an achieved outstanding result winning a number of awards and prizes during the year based on increasing our member numbers, improving contact ability with members, and increasing the use of the membership card in the entry kiosk and at the tills.

Gary Slater

General Manager