

## **72<sup>nd</sup> ANNUAL AGM - MINUTES OF MEETING**

<b>DATE:</b>	<b>Thursday 23<sup>rd</sup> September 2021</b>
<b>TIME:</b>	<b>6-8pm</b>
<b>LOCATION:</b>	<b>Western Power, Ground Floor G.16, 363 Wellington St, Perth</b>
<b>ATTENDEES:</b>	<b>Refer to Appendix 1.</b>
<b>PROXIES:</b>	<b>Refer to Appendix 2.</b>
<b>APOLOGIES:</b>	<b>Refer to Appendix 3.</b>

### **1. Welcome by President**

The President, Aaron Bowling (AB), welcomed and thanked everyone for attending the 72<sup>nd</sup> Annual AGM of the Energy West Social Club and then ran through the housekeeping, safety evacuation procedures, Covid social distancing and the agenda for the night.

### **2. Presidents Report – Aaron Bowling, President (AB)**

AB thanked everyone who gave their time to the Club over the last year, he also thanks the major sponsors and special mention to those who ran the subcommittees.

I would like to start by thanking Dwayne and his team as well as my fellow board members on all the work you all put in this past year under very difficult circumstances at times. I would also like to thank the Life Members who helped build our great club. I would also like to take the time to remember all of our members who have passed away this year. This is our 72<sup>nd</sup> AGM and we are still going strong thanks to all of those who have helped build our wonderful club. We still had to deal with the COVID-19 situation this year as well as a bushfire and cyclone Seroja, but our club delivered some great results for our members which took a lot of hard work from Dwayne and his staff as well as the board.

I would like to thank each of our members as you are what makes this club great. Thank you to my fellow board members and the office staff as you all work very hard to ensure we offer the best possible service to our members. The Board (Gene, Emma, Lauren, Katie, Lia, Al, and Miles) have worked with Dwayne and his team (Heidi, Nisha, Sophie, and Sam) to continue providing great benefits to our members and to ensure we maintain the quality of our holiday homes. Thank you to Ray Elvidge as well for serving as our chairperson for the Constitution committee again. Thank you to Emma Brown and Gene Matthews who took turns chairing the Holiday Homes committee and thank you to Lauren Shaw for chairing the Membership committee. A special mention to the partners and families of the board members and the office staff as I know we demand a lot from everyone which impacts their home life, and your understanding and support is very important to every one of us.

I would like to thank our major sponsors Western Power and Synergy. Without their generous support a lot of what we provide would not be possible and we appreciate everything they have

done for our club. We look forward to maintaining a key partnership with both of our wonderful sponsors in the future.

We sold two of the three Mandurah properties this past year and we have since purchased the Jurien Bay property as well, and I want to thank Dwayne, Sam, Nisha, Miles, and Emma for their hard work on these projects. The Jurien Bay property looks great, and I think all of our members will be very happy with this property for many years to come. We continue to focus on providing the best possible value for money with our holiday homes and we will continue to invest in this area of the club.

We have continued to engage with our members through our regular communication via diverse platforms (email newsletters, Facebook, lift posters and tv screens etc), and we want to continue our focus on engaging our members and we want to return maximum value to all of our members.

Lauren Shaw and Katie McIntyre will be leaving the board and I will miss working with both of them as they both helped deliver some great results. Heidi has also left the club for a great opportunity and I want to thank her for her contribution to the club as well. Heidi has remained a member so you will probably see her at some events from time to time. Sophie has joined the team and she is a welcomed addition to Dwayne's already strong team. I look forward to working with the new board who will be announced later tonight.

The Club's membership base as at 30th June 2021 is over 2,600 members strong, and our membership base is growing thanks to the marketing efforts from our staff through depot visits and social engagements. We will continue to work with our members to maintain our value for money offering and to continue improving our club in the future.

### **3. Business arising from the minutes**

There was no business arising from previous minutes.

### **4. Confirmation of minutes from previous AGM**

*Accepted by Albert Koenig and seconded by Ron Croager*

### **5. General Manager Report – Dwayne Wescombe (DW)**

#### **General Update**

I started the 2020 annual report by indicating it had been an “extraordinary year”, and I can now report that 2021 made a valiant attempt at matching it by introducing new challenges to the Club. Despite these challenges, the Club delivered a very solid financial result on the back of increased occupancy attributed to interstate and overseas travel restrictions. Board and staff are again to be thanked for being proactive, flexible and supportive throughout this period. Members are also to be congratulated for their patience and understanding as we worked through these challenges. More on these challenges later in this report.

I wish to extend my thanks to the EWSC Office Team – they are an amazing team of skilled, committed, and enthusiastic employees who go well beyond their roles to provide service to Members. The extended EWSC Team includes our Holiday Home Caretakers who also provide service to our Members - services that are usually not seen and that Members are often even unaware of.

Nisha Shah joined the EWSC team as the Finance and Administration Officer. Heidi Serong left EWSC at the end of April to take up an amazing opportunity with Rio Tinto. Sophie Frazer started in May in this role and has already proven to be a very valuable team member. Samantha Manderson has now been with the Club for 3 years and, as always, is an extremely flexible hard worker. I cannot thank the EWSC Team enough for the hard work, enthusiasm, and commitment.

Our focus over the past 12 months has been to improve 1) staff and caretaker culture, 2) Holiday Home maintenance and presentation, 3) operational systems, compliance, and efficiencies (financial, Holiday Homes and administrative) and 4) Member communication and engagement. Improvements in these areas is creating a strong underpinning foundation from which the Club can continue to grow and flourish. This, along with confidence in the COVID environment improving, now provides us the ability to focus on Events and Marketing moving forward.

COVID-19 continued to impact the number of events that EWSC ran throughout the 2021 Financial Year, including the Royal Show and 2 x EWSC events being cancelled. A total of 1664 members attended a smaller than usual variety of events.

## **Events**

The Annual Family Event was held at Adventure World in February 2021. This event proved to be extremely popular and has been booked again for February 2022. Holding this event in February has several advantages including 1) weather is more predictable, 2) slightly longer daylight time, 3) we can obtain Saturday nights 4) Members tend to already have a lot of engagements during December and 5) a significant cost saving to EWSC. Feedback from Members about running this event this time of year has been very positive.

RE questioned Western Powers stance on the use of Christmas for events. It was advised by AB and DW that it has nothing to do with the club deciding that our family event would be held in February.

The Life Members Luncheon was moved to April due to COVID, however it proved to be no less popular with 54 attendees. Stan Wilkosz, Kim Metcalfe and Ken Lee were presented with their Life Membership certificates and badges at this luncheon.

BG asked why the Life Members lunch was listed as an event. DW explained that it was an event that was organised for members and that is appropriate place for it to sit. BG asked why Royal Show showed no tickets sold. DW explained that the show was unable to provide a report on how many tickets were sold so we reported as zero. BG asked about Neat Ideas and what was that? DW explained that is the clubs discounted tickets to things like the movies and experiences like Adventure World, Rottnest Ferries etc.

BG asked about the ticketed events. Samantha Manderson explained that the club purchases the tickets at a group discounted rate, we on-sell these to the members at a reduced rate. Any tickets that do not sell get bought back from Ticketek.

BG queried the lack of traditional events, AB explained that there had been some more traditional events but the turn out had been low and it is showing to us that our members are looking for a bigger variety in what is delivered.

RE asked for EOY event details, AB explained it was one event at The Court and one at Ascot Racecourse which was a family event. RE questioned the amount of 1,300 people at the Ascot event, DW explained that it was spread out over the whole day, we could not count people as they arrived but we did have 1,300 people receive tickets. It was discussed that the 45 degree day was a factor in a lower attendance than expected.

## **Holiday Homes**

Average Holiday Home occupancy for 2021 was higher than normal due to Members not being able to travel interstate or overseas. Despite some lost occupancy due to COVID lockdown, bushfires and a cyclone, the average occupancy across all homes was 83.3% - an occupancy rate I doubt has ever been achieved before.

While significantly higher occupancy than previous years, Mandurah was the least occupied property during 2021, reinforcing the decision to dispose of two of the Mandurah properties. Occupancy rates this high made very few days available to undertake regular maintenance and quarterly cleans, however we were still able to undertake minor maintenance works and replacement of some furnishings. *\*\* (Full details can be found in the Annual Report)*

Considerable work has been undertaken over the past 12 months in the presentation of the EWSC Homes. Caretakers and EWSC Staff are to be congratulated in achieving a fantastic result with Welcome Home Surveys showed an average satisfaction rate across all properties of 67% in April 2020 but increasing to 88% in the most recent survey results.

Due to declining occupancy a decision was made late last year to sell two Mandurah properties. The sale of both 19 & 21 Stewart Street were finalised during 2021. 30 Hall Street has been retained for those members wishing to stay in the Mandurah area.

11 Heaton Street, Jurien Bay, was subsequently purchased to add to the EWSC Holiday Home portfolio. This property was made available from September 4, 2021 and forward bookings are very strong.

All Holiday Homes and caretakers, other than Mandurah, were visited throughout the year.

Our Caretakers are a critical part of the EWSC team, and they are to be congratulated on the work they undertake, often voluntarily and unpaid, and nearly always behind the scenes where their services are unseen by Members.

Alex Papadopoff commented that he appreciated the effort put into the Annual Report, it contained a lot more information than previous reports.

## **6. Treasurers Report – Miles Jupp, Treasurer**

Due to COVID, and Members not being able to travel interstate or overseas, occupancy was high for the 2021 Financial Year, with a corresponding increase in revenue, leading to a significantly profitable year. It has also resulted in a significant increase in bookings for future periods with Members keen to secure accommodation in the future.

### **Holiday Home & Membership Revenue Accruals**

There has been a change to the EWSC accounting method this year which changes to the way Holiday Home revenue and Annual/Retired Membership is recorded. Despite EWSC being listed with the ATO as reporting on an accrual basis, Holiday Home and Annual/Retired Membership revenues had been recorded on a cash basis. This creates several challenges:

- This method is not fully compliant with our financial reporting requirements with the ATO.
- Holiday Home Revenue, Membership Revenue, Net Profit, and Gross Profit have not been representative of the corresponding reporting periods. This would be misrepresentative of financial performance this year given the increase in advanced bookings for Financial Year 2022.

Significant work has been undertaken over the past few months to ensure this revenue can be reported in the period in which it is realised (accrual basis), providing Board and management the opportunity to make better informed decisions with more accurate and meaningful reports.

2021 is the transition year for the implementation of these new accruals, so the reported financials only reflect one side of the accruals, rather than both sides, and therefore show an accounting Operating Loss for the year, despite it being a profitable operating year for the Club. Comparative

Financials are included later in this report showing the financial performance of the Club under the various scenarios.

- 2020 on a cash basis for Holiday Home and Annual/Retired Memberships
- 2021 on a cash basis for Holiday Home and Annual/Retired Members
- 2020 on an accrual basis, adjusted for both sides of the accruals
- 2021 on an accrual basis, adjusted for both sides of the accruals
- 2021 as reported in the official Club financials

**Other Significant Financial Highlights for 2021 Financial Year:**

- There was a significant increase in revenue attributed to increased occupancy.
- A significant Profit from the Sale of Assets is due to the sale of 2 x Mandurah properties. Capital Gains Tax will be due on some of this surplus, however it is expected current Tax Credits held with the ATO will fully offset this.
- The Balance Sheet indicates two new values in “Membership Revenue Collected in Advance” and “Accommodation Revenue Collected in Advance”. These values are reflective of revenue received in the 2021 Financial Year that will be realised in the 2022 Financial Year – see above “Holiday Home and Membership Revenue Accruals”.
- Financial reports including the current month and YTD, holiday home and event profit and loss reports, occupancy and membership movement reports, were reviewed by the treasurer and submitted to the board on a monthly basis.
- All ATO and payroll tax liabilities, including our Company Tax return, were prepared, and lodged with the ATO by due dates.
- Reconciliations of all balance sheet items were completed on a monthly basis and a review and summary of movements of the profit and loss vs budget analysis were supplied to the treasurer for review before being submitted to the board.
- Additional financial, statistical and compliance reporting is now made to Board monthly.

Many thanks to Jamie Wallis, Deon Conradie, Brian Grayson and Doris Tay of Western Power for undertaking the 2021 financial review. This requires a lot of work, and this team undertook the review in a voluntary capacity.

RE asked why Trade Creditors was so high, it was advised that at the time of the report the club was in the midst of the Margaret River renovations and there were some large invoices not yet due so not yet paid.

BG asked, under employment there was a difference of about \$12,000 from last year to this year. It was explained by DW that he had 4 weeks leave but apart from that there were no reductions in staff.

BG then queried the General Reserve amount. DW advised the initial Annual Report for 2021 that was made available to members did have an error and it was replaced within 8 hours with the correct figures. DW apologised for the confusion. AB voiced that he did not feel this was a big issue, especially given the club is being much more visible than ever before by putting the annual report online prior to the AGM.

Ray Elvidge asked about the \$150k withdrawn from the savings account. It was advised by the Treasurer that this was the money required for the Margaret River renovations. DW explained that it was removed from the long-term deposit account on maturity.

RE asked what is going to happen with the money from the sale of the Mandurah properties. AB advised that there would be a Member Survey coming out and it would be for the members to decide what was to happen next. RE raised concerns about a reduction in the amount of homes.

RE asked when position title of Manager changed to General Manger happened. AB advised the title didn't really fit the position. It didn't increase the salary of the role. RE questioned who challenged it. AB advised it was previous Manger Jacqui Sanzone. AB advised he was comfortable that the new title fitted the role.

AK added that he felt the financial statements were well compiled and he felt very confident in their content.

MJ asked for a motion to accept the Treasurers report:

*The report was accepted by Bruce Gibbney and seconded by Ray Elvidge.*

## **7. Special Resolutions**

### **Board Honorariums – Emma Brown (1.14m)**

To make available to current 2020/21 Board member \$300 honorarium in recognition of the work undertaken during their immediate past term as voluntary Directors of Energy West Social Club.

It was voted and accepted unanimously.

## **8. Life Member Nominations – Aaron Bowling**

No nominations were received. AB asked that members please remember to nominate for future years if they know of any worthy candidates.

## **9. Election of Office Bearers – Albert Koenig**

There were 3 vacancies on the Board and the Club received 3 nominations. This has resulted in 3 appointments to the Board: Albert Koenig, Caroline Elton and Margaret Pырchla

AB welcomed the new members and thanked them in advance for their future contributions. AB advised there would be 5 vacancies next year so encouraged members to think about nominating.

## **10. General Business**

**AGM Time/Location:** General discussion ensued about the time of the meeting, it was agreed that by having it in the Western Power office it saves the Club money, it is central, and those that work for the Club can attend and prepare easily. Some people raised that they would like the meeting earlier but then others agreed they would struggle to arrive on time any earlier than 6pm. BG said he would prefer it later at 7pm but safety was raised as an issue. AB got a general feel from the audience and most were happy with 6pm. Previous external AGM's costed near on \$3,000, this event cost only \$150-200. It was agreed 6pm in the free space at Western Power offices was probably the best all-round.

**Retired Members,** Tim Vance: Dwindling membership has been an issue with older members passing away and not so many joining up to replace those numbers lost. Back in March the committee came up with an affiliate membership to encourage those that wanted to be part of the Retired Members Group a way of joining without full membership of the Club. They would be invited to RMG meetings, events and also sent the newsletters. In May the office let past members know that they could join the RMG, just from that they got about 10 new members and it now sits at about 34. TV thanked the office for all their assistance in booking rooms and helping with the newsletters and meeting room bookings.

Tony Murphy stated that the new affiliate RMG would pay their \$5 and get invites to their meetings, all RMG social events and the newsletter, they would not be eligible for the other EWSC benefits. AK confirmed any retired member paying an annual fee will automatically become a member of the Retired Members Group, \$5 from each of the annual fees will go to the RMG, whether they decide to engage with the RMG or not.

Ray Elvidge raised concerns on events for 2021, there seemed to be a real lack of events the numbers used to be so big they would need to be split over multiple dates and there hasn't been much at all. RE couldn't see any foresight of how marketing could be ramped up to provide more events and services to the members so they can engage and get to know each other like a social club should. DW advised that this was the focus of the next 12 months the two main focuses are events and marketing. DW shared that even though members say they want events when they are planned the numbers are mostly lacking. RE suggested promoting the social side of the club to members in the hope of encouraging attendance in the future. DW advised it was definitely a priority.

AB encouraged all in attendance to join one of the committees, we have a membership committee and would be glad for the assistance to the current Board with this. General discussion around types of events ensued. The floor asked about the country depots, DW advised that he had been working with Collie as the largest group and they had advised that they struggle to get volunteers to commit the time to organise events for the local areas. The country depots get majority of their own fees back and with this money are to organise their own events but with new legal requirements many are hesitant to volunteer. AB advised that DW was working with Collie to possibly arrange a combined area event.

AB raised that BG had sent some Constitutional queries via the EWSC Secretary box and they were not picked up in time to be included in this AGM to propose. They were fairly minor suggestions and it was agreed that they would be held over for the next AGM and have since been sent to Ray Elvidge as the Constitution Chairperson. BG pushed for the AGM minutes from this meeting to be on the website within 30 days for all members. DW agreed it would be easy to share the recording very quickly on the website, there could be no commitment to the typed minutes as they are extremely time consuming to dictate, we are also down a Secretary at present.

## **11. Close**

There being no further business the meeting closed at 8.05pm.

Appendix 1. Attendance Register

Energy West Social Club  
72nd AGM - 23 September 2021  
Sign In Register

Number	Name	Attend. Via	Voting	Signature
2980	Alex Papadopoff	WebEx	Yes	X
10575	Glenn Mitton	WebEx	Yes	X
5397	Ken Lee	WebEx	Yes	✓
2926	Vishwa Achari	WebEx	Yes	X
6056	Aaron Bowling	In Person	Yes	<i>Aaron Bowling</i>
68	Albert Koeing	In Person	Yes	<i>AKoeing</i>
2905	Allan David	In Person	Yes	<i>Allan David</i>
893	Don Bower	In Person	Yes	<i>Don Bower</i>
10206	Dwayne Wescombe	In Person	Non-Voting	<i>Dwayne Wescombe</i>
6356	Emma Brown	In Person	Yes	<i>Emma Brown</i>
10133	Gene Matthews	In Person	Yes	<i>Gene Matthews</i>
10002	John Cavuoto	In Person	Yes	<i>John Cavuoto</i>
2728	John Zanello	In Person	Yes	<i>John Zanello</i>
2983	Keith Weaire	In Person	Yes	<i>Keith Weaire</i>
6980	Miles Jupp	In Person	Yes	<i>Miles Jupp</i>
11843	Nisha Shah	In Person	Non-Voting	<i>Nisha Shah</i>
5503	Njabulo Mlilo	In Person	Yes	-
2559	Ron Croager	In Person	Yes	<i>Ron Croager</i>
5086	Tim Vance	In Person	Yes	<i>Tim Vance</i>
10174	Ray Elvidge	In Person	YES	<i>Ray Elvidge</i>
6746	Tony Murphy	In Person	YES	<i>Tony Murphy</i>

Number	Name	Attend. Via	Voting	Signature
2966	SAUCE GIBNEY	IN PERSON	Y	<i>Sauce Gibney</i>

## Appendix 2. Proxy Forms

Annual General Meeting						
Thursday 23rd September 2021						
Proxy Forms						
Unattending Member	Mem #	Nominated Proxy	Mem #2	Received By	Member Verified by Office	Electronic Copy Filed?
Lia Przymenska	6393	Emma Brown	6356	Dwayne Wescombe	Yes	Yes
Gerry O'doherty	6649	Emma Brown	6356	Dwayne Wescombe	Yes	Yes
Victoria Radu	11727	Emma Brown	6356	Dwayne Wescombe	Yes	Yes
Linda Burnside	10294	Emma Brown	6356	Dwayne Wescombe	Yes	Yes
Mark Henry Brennan	10201	Emma Brown	6356	Dwayne Wescombe	Yes	Yes
Jason Powell	6528	Emma Brown	6356	Dwayne Wescombe	Yes	Yes
Hoo Wong	6760	Emma Brown	6356	Dwayne Wescombe	Yes	Yes
Andrew Ling	6759	Emma Brown	6356	Dwayne Wescombe	Yes	Yes
Mark Wilshusen	5669	Emma Brown	6356	Dwayne Wescombe	Yes	Yes
Daniel Howes	10263	Emma Brown	6356	Dwayne Wescombe	Yes	Yes
Scott Blevins	10446	Emma Brown	6356	Dwayne Wescombe	Yes	Yes
Sam Potter	11981	Emma Brown	6356	Dwayne Wescombe	Yes	Yes
Sue Harris	10267	Emma Brown	6356	Dwayne Wescombe	Yes	Yes
Tracy Deveugle-Frink	10410	Emma Brown	6356	Dwayne Wescombe	Yes	Yes
Margaret Pырchla	11891	Miles Jupp	6980	Dwayne Wescombe	Yes	Yes
Michael Taylor	6609	Emma Brown	6356	Dwayne Wescombe	Yes	Yes

## Appendix 3. Apologies

- Ian Reay
- John Halliday
- Judy Dinison
- Lia Przymeska
- Mario Priomalli
- Samantha Manderson
- Sophie Frazer
- Graham McGinnity
- Neville Fry
- Julie Fry
- Katie McIntyre
- Sheryl Purcell