

QCBC AGM 2023-24

President's report

It has been a busy year for the QCBC Board. This report presents the key activities of the Board and a short overview of Club operations. The financial report is for the 12-month period to 30 June 2024. This report includes activities up till October.

CLUB OPERATIONS OVERVIEW

MEMBERSHIP:

Members at 30 June 2024: 511 (includes members who have a different home club)

New members in 2023-24: 44

QCBC is one of the fastest growing clubs in Queensland.

QCBC PLAY SESSIONS AND CONGRESSES

Duplicate play sessions:

The Club is proud to offer sessions that appeal to players of all standards, from a supportive environment for beginner players through to challenging sessions for expert players.

The Club ran 8 sessions a week for most of the year, reducing to 7 at the end of August 2024. The Board decided to cease the Wednesday evening duplicate session as the attendance was poor despite a significant marketing campaign to increase attendance.

Pat Bugler coordinated a series of events for Tuesday evening sessions including \$50 nights, 'Jim's teams' and a month-long challenge for prize money generously donated by John Gough.

Red point events were run in sessions on different days of the week in October, December, Australia Day, May, June, July, and September.

The club combined bridge with social activities for Melbourne Cup, the Club Christmas Party and New Year's Eve.

The Club introduced a non-playing Director role with modest remuneration to explore ways in which to work effectively and to attract skilled Directors for more demanding sessions. We will continue to explore ways to attract Directors.

Congresses and events:

The Club convened 9 significant congresses/competitions and hosted 2 QBA events and GNOT trials - President's Cup, QCBC Graded Pairs, Night Teams, Novice Pairs, QBA Swiss Pairs, GNOT trials, QCBC Club Teams, QCBC Graded Teams, Club Pairs Championship, Qld Graded Pairs, Spring Pairs and the Qld Festival of Bridge.

The Club commenced using MyABF for registration, providing a much-improved platform to support registration, payment and event planning.

Teaching and development activities

QCBC offers an integrated set of teaching and development activities to support players from new beginner till they are confident to play in club sessions.

Beginner's lessons

From January – September 2024:

- 63 students attended 6 x 8 -week beginners' classes. (Monday evening and Wednesday morning)
- 21 students attended on-demand, small group beginners' classes (4-week course).

Beginners' classes are taught by Christine Newbery, Annette Hogan, Tere Wotherspoon and Michelle Radke

Help with Play

At the completion of beginner's classes, students attend 'Help with Play' sessions which are run every Monday night and Wednesday morning. These sessions gradually introduce new bidding and play techniques and focus on learning through playing set boards. Richard Fox and Ian Halford run these sessions.

Supervised Play

The very popular supervised play sessions are run as a standard duplicate bridge session with movements and scoring, but participants can seek advice about bidding and play. It is supported by some teaching about key bridge concepts. Ross Murtagh runs these sessions.

Mentoring and Teams of 3

These activities are targeted to improving players. The mentoring sessions are one Wednesday evening a month. Volunteer experts mentor a small group of improving players who play random boards. Annette Hogan coordinates this activity which is delivered by a very loyal group of expert mentors.

Janeen Solomon commenced running 'teams of 3' events monthly this year. The sessions were very well received, and we plan to embed them in our program in 2024-25.

In addition, many experienced bridge players mentor improving players on an individual basis, providing a very supportive environment.

Occasional classes

Janeen Solomon and Richard Fox prepared and presented classes across the year, offering development opportunities for players at a variety of levels.

Volunteer contributions to QCBC Operations:

Club members volunteer to undertake a myriad of activities including food preparation and kitchen clean-up, mentoring improving players, dealing boards, directing and many other functions. The Club is utterly reliant on the goodwill and generosity of its members to maintain its operations and the Board and Secretary/Manager are deeply grateful to all the members who have helped the Club.

We held thank you events for our volunteers in Volunteer Week to formally recognize your generous contributions.

It is a little dangerous to identify some individuals who have made significant contributions because it is likely that someone else who is equally important to the Club is not named. However, we extend our appreciation to the following volunteers.

- Our Directors who turn up week after week to deal with the challenging problems of our play: - Nick Curry, Jim Evans, Richard Fox, Sally Hall Chris Pohle, Roberta Tait, Tony Treloar. We particularly thank Neville Francis and Ray Ellaway who resigned from directing during this year, having each contributed many years of expert help.
- Terry Clarke, who works closely with Toni for several days each week to manage the financial operations.
- Lex Ranke who has been our Masterpoints Secretary for many years
- Jim Love who has quietly helped with dealing, scoring and keeping the play area organized. Jim was unwell for part of this year and his contributions were sorely missed.

BOARD REPORT

Board member	Date joined Board	Comments
Annette Hogan	Oct 2022	Chair
Pat Bugler	Oct 2019	Resigning at this AGM Marketing portfolio
Charles Page	Oct 2020	Finance & Asset Management portfolios
Joyanne Gissing	Oct 2020	Governance portfolio
Rachel Langdon	Oct 2021	Resigned May 2024 Board Secretary portfolio
Mike Martin	Oct 2021	Term ends at AGM. Is not seeking re-nomination.
Ross Murtagh	Oct 2023	Resigned Sept 2024 Maintenance portfolio
Rowan Ward	May 2024	Commenced May 2024 Term ends at AGM. Is renominating. Grants & Asset management portfolios

I am profoundly grateful to Pat, Mike, Ross and Rachel who all worked hard and with great commitment to QCBC. There are very significant responsibilities, as well as time commitment, associated with being a Board member and all of our departing Board members contributed generously in fulfilling their responsibilities.

Board Committees

The Board and Secretary/Manager could not manage their responsibilities without the hard-working and talented QCBC committees. This year, the Board formalized its communication with Committees by designating individual Board members as the links to the committees including, as appropriate, exercising financial delegations.

Committee	Board link	Members	Comments
Finance	Charles Page	Charles Page Annette Hogan Toni Bardon	Plan budget, manage financial processes to ensure compliant, accountable processes
Constitution Review	Annette Hogan	Peter Lyons (chair) Kathleen Clifford Martin Carter Carmel Priest (for review of legal structure) Annette Hogan Mike Martin	This is special purpose committee to review QCBC's legal structure and Memorandum & Articles.
Teaching	Annette Hogan	Christine Newbery (chair) Richard Fox Ross Murtagh Annette Hogan Tere Wotherspoon Michelle Radke	Plan and implement QCBC teaching and development activities
Asset Management	Rowan Ward	Rowan Ward Charles Page	To assess and monitor viability of current location and explore options for relocation.
Website Review Committee	Rowan Ward	Rowan Ward, Zachary Ross, Charles Page, Chris Newbery, Paul Gosney, Toni Bardon, Liz Moran	Short-term committee to oversight redevelopment of QCBC website
Tournament	Toni Bardon	Toni Bardon, Jan Peach, Pat Bugler	Preparation of annual tournament program. Meets late in calendar year.
Marketing	Pat Bugler	Pat Bugler Paul Gosney	Plan and implement marketing strategies.

IT	Charles Page	Ray Ellaway Mike Levoi (Resigned 7/24)	Acquire and maintain hardware and software to meet QCBC's operational needs.
Maintenance	Ross Murtagh	Jenny Williams Ian Bannister Andrew Sharp	Plan and supervise implementation of building maintenance and repair, including safety planning. Committee currently inactive.

2023-24 Board work program

The Board undertook an extensive program in the current year. It met monthly to plan and monitor QCBC's key operations.

1. Finance

In 2023-24, the Board focused on reviewing and strengthening financial controls and updating procedures.

End-year financial position

Please refer to the full financial report which is included in the package of annual report materials. At the end of the year, the Club is in a sound financial position. It had a small operating loss (\$6.8K) with the primary driver being residual costs associated with the toilet renovations.

Income generation and management

QCBC is an asset rich and income poor organization. As the Club owns its own property, it is not able to access some of the benefits that Clubs who lease from the Brisbane City Council can e.g. rates concessions, access to some grants for building maintenance. Consequently, the income from table fees and congress entries is not sufficient to meet QCBC's expenditure. However, there are additional sources of income:

- The electronic sign located in front of the building (Bishopps)
- Advertising on the side of the building
- Rental from Chess Club, Gamers Club and QBA events.

The Club signed a 20-year lease with Bishopps this year, locking in a rental income stream and also benefiting Bishopps who made a substantial investment in the electronic sign.

For the first time in 10 years, the Club increased table fees by \$1 to address rising costs. It will not increase membership fees in 2024-25 but advises members that the ABF and QBA levies are increasing by a total of \$6.60. The Club will pass this increase onto members as it is unable to absorb the increase.

Grant income

The Club was successful in receiving a Brisbane City Council grant of \$35,000 to contribute to the cost of the new air conditioning system.

Loans

The Club took out a 10-year loan from the ABF's James O'Sullivan Fund for \$50,000 to fund the new air conditioning system. It repaid a \$15,000 loan from Ray Ellaway. There are now no outstanding member loans.

Electronic payments

The most visible and important development was the introduction of electronic payments in September 2024. The key product is bridge credits through the myABF platform. Profound thanks are due to Chris Newbery who guided QCBC through the introduction of bridge credits skilfully and calmly.

The Club also introduced eftpos payments and ceased the use of vouchers and direct debits for session payments.

The new systems meet the preferences of a many club members and enhance our financial record keeping. It also reduces the risks associated with collecting large quantities of cash.

Nearly 80% of payments are being made electronically. QCBC will retain cash payments as an option for the foreseeable future.

Financial policies and controls

The Board decided to implement financial accounting system (Xero) to replace the existing spreadsheet system. Significant work was associated with this to ensure all existing and historical information was captured. A new Chart of Accounts was installed, along with an allocation of financial responsibilities for operational roles. Chris Pohle and Sally Hall worked tirelessly on the preparatory work, setting the Club up for successful operation of the system.

A schedule of financial delegations was prepared and implemented

The schedule of payments and fees was updated, including for rental payments from Chess Club, Gamers Club and QBA.

A budget for 2024-25 was prepared so we can examine and manage performance.

Our insurance premium was completely reviewed, including a fresh external valuation of the building and contents. The increase in the building's insurance valuation led to a large, increased premium.

Financial accountability and reporting

Barry Williams has provided the Club with accountancy services, particularly in relation to reconciliations and reporting, for many years. He decided to cease this service at the end of FY23-24. The Board is deeply grateful to Barry for his dedicated and skilled support.

Chris Pohle initially took over the bookkeeper services to continue work on reconciliation and reporting. Chris stepped aside for personal reasons and Sally Hall has continued the work.

2. Building and IT maintenance

After a very busy period in the past 2 years, it was a relatively quiet year for building maintenance this year. The key initiative was installation of a new air conditioning system in the main room of the Club to replace the very old unit that was on its last legs.

The Wilton St carpark was graded to improve safety for cars and pedestrians.

There was another flooding event in early 2024, with rain coming through the roof and into the Club room. The Board is very pleased to report that the repairs to the roof and guttering were successful with no more flood events in the QCBC this year, despite occasions of heavy rain.

Other repairs and maintenance were conducted on an ongoing basis.

A key Health and Safety initiative was an external review of our fire safety preparedness which highlighted some shortcomings. Remedial action is underway.

Ray Ellaway and Mike LeVoi continued the unenviable task of keeping the IT resources in good working order. Mike recently decided to step back from this role to focus on other personal priorities. We are grateful to both Mike and Ray for their many years of quiet service looking after the IT.

3. Club Premises – Future Planning

There is a lot of development in the Woolloongabba precinct, and we anticipate that it will increase significantly in the next several years. We anticipate that a key driver for this will be the Woolloongabba Priority Development Area (PDA) in which the State Government will take over planning decisions for the area from Brisbane City Council to fast-track development. There is a strong focus on high-density, high-rise development.

The planned PDA area includes the QCBC site. It is anticipated that more detail will be released post-election.

Having regard to this, the Board has formed a sub-committee, the Asset Management Committee, to keep abreast of matters that may affect our Club site.

We are aware that property developers are very active in the area which includes our Club site. The QCBC site is indicatively zoned for 38-storey development.

The Board has an obligation to always act in the best interest of members and, in that respect, it needs to understand the outlook and manage any risks that may impact on our operations. We know that our current location is excellent with good space and good parking. We would not consider relocation unless it is in the best interests of QCBC membership.

The Board will keep members updated and assures you that any decisions would only be taken in full consultation with the membership.

Legal and Policy Review

The Board initiated reviews of key governance elements of the Club in this period.

An expert committee undertook a review of the Memorandum and Articles of Association (Constitution) to ensure that it is current and appropriate to the Club's needs. Peter Lyons chaired the Committee, and the members were Kathleen Clifford, Martin Carter and Board representatives. Carmel Priest also participated and provided advice regarding the legal structure of QCBC. The Committee resolved that the current structure – Company Limited by Guarantee – is the appropriate structure. The Committee identified amendments to the Memorandum and Articles and referred them for external legal advice.

The external legal advice highlighted some areas of uncertainty relating to our current practices, with the most significant issue being a question about whether our current financial reporting practice (Special Purpose Financial Report) is fully compliant with the terms of our ASIC license. There is a possibility that we may be required to submit fully audited financial reports. We require copies of original documents and these have been requested from ASIC.

The Board will take whatever action is required to be fully compliant with our current requirements and will prioritise completion of the Review, so we have Memorandum and Articles that are consistent with current practice and support us into the future.

The outcomes will be presented to the membership at an Extraordinary General Meeting when it is completed.

In addition, the Board reviewed policies and related governance matters. In this period the complaints policy and the code of conduct were updated, and the whistleblower

policy was written. Related activities are in progress and will continue into the next year.

The Board also focused on its own operations to provide a high level of governance in accordance with governance standards.

Emerging areas of focus

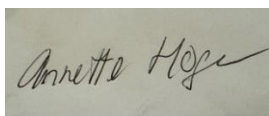
In 2024-25, the Board will continue its focus on the key initiatives listed above with a view to bedding them into the Club's routine activities. Some additional areas of focus will be:

Website review: Some members like the website just the way it is, but it is not attractive to people who are new to bridge and/or QCBC. A committee has commenced work to review the website and to develop an improved product. A website developer will be engaged to support the Club in this work. Thank you to Liz Moran for initiating this work by submitting a proposal to the Board

Disability access: While the interior of the Club is well designed for people with mobility challenges, external access to the Club is problematic. We are seeking advice on how to improve access from the rear carpark into the Club. It is likely that we will seek grant funding for this work.

Finally, a huge thank you to:

- All the Board members who have worked thoughtfully and diligently to lead and support QCBC throughout the year
- All the committee members and other volunteers who keep the Club operational in a myriad of ways
- Toni Bardon, our Secretary/Manager, who dedicates her waking hours to the Club and its members, showing infinite care for the Club and all the individuals who enjoy bridge at QCBC.

A rectangular image showing a handwritten signature in cursive script that reads "Annette Hogan". The signature is written in dark ink on a light-colored background.

Annette Hogan

President

11 Oct 2024

