

1. OH&S, Risk and Compliance

- Individual audit for AML/CTF has been conducted by Leigh Barrett Assoc. and we remain compliant.
- Monthly self-audit for the gaming room has been completed. This was conducted by myself and the product services gaming team from RSL Vic.
- Kitchen food safety is up to date and compliant – report was received from the RCoW for our annual inspection and was satisfactory in all areas.
- We have recently had our termite inspection. I am currently waiting on the report but when he was here to inspect, he found no areas of concern.
- First aid and CPR courses are booked for all managers and the head chef and sous chef over the coming month.
- I am currently working through the RSL Vic best practice list for cyber security. I have a few things to still go through including the use of Office 365 for our cloud-based server.
- We recently had our fire inspection for all extinguishers and the hydrant, and all are up to date and in good working order.
- Last week we had our annual inspection and maintenance from Pinkerton security for our CCTV, alarm, and armed robbery alarm systems. Everything is in good working condition. I have had one camera taken down from the bistro deck so that the roof can be installed. This will go back up once construction is completed.

2. Finance

- OTH is currently working through the changes that need to be made with our chart of account. Mainly the coding for the gaming services we now have, the expenses for new egms and game changes and the osf.
- In the coming weeks our jackpot on our dollar storm machines will increase to a starting point of 25k and our Dragon link jackpot will start at 20k. This puts us above all our competition from the other 3 venues in town in regard to jackpots on offer and should boost turnover in those egms.
- I am currently waiting on a deployment plan proposal from Chris Christou regarding the removal of our final 2 non compatible tito machines that are also reaching their end of life for supply of parts. This has come due to an offer on a new game being released in Victoria from IGT that is currently performing well in the Qld and NSW market. The cost would be 40k ex gst with install proposed for November and not due until February next year.
- Turnover in the first 17 days of the new egms is averaging 90k a day with the last 4 weeks turnover averaging 630k a week. This is well up on our original kpi set at 550k per week of which we used to struggle to achieve.
- There was an increase in cleaning expenses this month due some missed invoices at the start of the year.
- New budget has currently been started by the treasurer and we will aim to finalise this over the coming weeks.
- The CBS is now with the auditor for review, and I will submit this by the 30th of September.
- Wages were up in August compared to last month however we did see higher revenue in beverage, and we have started to add more shifts to focus on the gaming room. Also, Elsie who is off at the moment with a baby has been using some leave.

3. Customer Feedback/Staffing

- We now have new customer feedback forms available at reception. We are currently also sourcing DL holders so that these forms along with membership forms can be readily available on all our tables.
- The new spring menu is now available and has been well received by our customers.
- Please see quote attached for 2 kitchen heat lamps. We would like to install these from the ceiling to hang over the plates that sit at the pass.
- Staffing in FOH is slowly getting better. We still require a chef in the kitchen to take the pressure off team in there. Scott over the next few months will be working 3–4-day weeks to start to reduce his leave. I have a few weeks booked over the coming months but am also looking at taking Fridays off to start reducing my leave further.

4. Marketing

- New website is now live. We are still making some tweaks to it but is a lot cleaner than what we have had in the past. The new online booking option on the website is working much better than previously, we have taken over 20 bookings so far through the website in the first week. I think this will gain traction and get used more often. They are also linking the new website into the social dashboard so we can gather information and track usage.
- Membership is strong and I am now sitting down with the managers to start to plan for membership renewal promotions.
- Diggers golf day: Wang motors and Hyundai have confirmed their support again this year as has Claytons Joinery. So, we will again have a car on one hole and 10k on the other hole in one comp.
- I am just working through a change with our food special nights with the chef to make a change to Mondays and Tuesday. Currently the Carvery and Streak nights are going well.

5. Capital Improvements

- Allister Neely has been to remeasure the roof. He now thinks he can fit an extra 10kw up there with the different panels. I am waiting on an email confirmation with the new panels.
- PBC have started work this week for the new roof.