

Regional Meetings



The AHA|SA conducted Regional Presentations for the South East on 8 February, the South Coast Hills on 22 February and the Murray Mallee on the 8 March. The South East presentation was held at the Sportsmans Hotel Millicent, the South Coast/Hills at the Riverside Hotel Taillem Bend and the Murray Mallee at the Renmark Country Club. Thanks to our sponsors for supporting these event.



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New Members

Licensee Transfers – December 2010

Hotel	Location	Date Granted	New Licensees
Seven Stars Hotel	Adelaide	6/12/2010	TBR Hotels Pty Ltd
Lower Light Hotel	Lower Light	7/12/2010	NDS Enterprises (SA) Pty Ltd
Wolseley Hotel	Wolseley	10/12/2010	Helen & Roy Tate
Full Moon Tavern	Wanbi	20/12/2010	W D Kobs & K A Pitcher
Port Germein Hotel	Port Germein	21/12/2010	Jobs Employment & Training Services Pty Ltd

Licensee Transfers – January 2011

Hotel	Location	Date Granted	New Licensee
Elliston Hotel	Elliston	24/1/2011	Beachport Wisata Pty Ltd
The Island Landing	Goolwa	31/1/2011	Hindmarsh Island Tavern Pty Ltd

Licensee Transfers – February 2011

Hotel	Location	Date Granted	New Licensee
Hotel Wright Street	Adelaide	2/2/2011	Lawrie Hotels Pty Ltd
Eudunda Motel/Hotel	Eudunda	10/2/2011	Thomas & Margaret Jones
Cradock Hotel	Cradock	14/2/2011	Peter C Holden

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The Stag Hotel.



Interior of The Stag after the renovations.

Following the regional presentation at the Sportsman Hotel at Millicent, I was enjoying a 'quiet' ale with Terry and Desi from the Frances Hotel, who told me a story about the recent floods in that area.

Can you believe they had over *five inches of rain* in just on six hours? You can understand why the drains could not cope. By 11.30pm that night, the water was starting to flow into the hotel and had it not been for the local town residents, farmers, SES and CFS, the local hotel would have been completely flooded, possibly to the extent it might have been closed for a long period of time for repairs.

Within a short space of time, word had got around town the hotel was in trouble and within an even shorter space of time there were eight front-end loaders building a levy bank around the hotel. In the meantime the CFS and SES were pumping water away from the hotel.

In the end, the hotel did get some water damage in the kitchen and the main dining room and of course some electrical damage, but a disaster was diverted thanks to the wonderful community spirit. There are only approximately 30 people in the town of Frances yet there were between 70 and 80 people helping to stop the hotel from being completely flooded.

One of the locals said, "We have to save the pub", and they did!



Talking of local pubs, I go past the Stag hotel at least once per week and on most occasions there have been maintenance people upstairs on the balcony doing work, until recently that is.

I had an invitation from Schweppes to attend a luncheon at the Stag for the V8 Pepsi Max team and thought, "While I am here I should check out what has been done." I was very impressed! The whole upstairs area has had a major rebuild, the bulkheads have been removed which opens up the bar areas, all the upright fridges have been removed and under-bench fridges installed. This has exposed all the walls which are now covered in 'funky' wallpaper. In addition, there is new bench seating, and the room has been completely painted. I felt I must phone Peter Holden and ask about the lighting system and the new chandeliers, who informed me the wave lights are in sync with the music and the chandeliers lighting is computer controlled.



Ian Horne, Brian Smith & Peter O'Shaughnessy.

If you get a chance call in for a beer and have a look. Talking about calling in for a beer, it was great to catch up with Mark Pascoe from the Fountain Inn recently. To be honest it was early morning and we both had a coffee. Mark was so excited this day (not just because he was seeing me!). He was excited because the next day he was going to the Port Lincoln Cup - compliments of Fosters! Fosters very kindly take up a group of hoteliers, for the two day event. I know Geoff Lessue and Dean Sullivan went and have been going for a few years. They told me it was a fantastic trip and well run by Fosters.

Talking of Dean Sullivan, don't be surprised if you see him back in town in the next few months. [Watch this space.](#)

Talking of space, it was wonderful to get out onto the golf course at Renmark Country Club for the first Berri Resort/AHA cup.

Following the recent regional meeting at the Club, Shane Roberts and I arranged for golf to be played after the meeting. It was a very successful day, and not many competitors went home without a prize. We had 'nearest the pin' on every par 3 and 'longest drive' on every par 5. Following the golf, we had a barbecue where Shane presented the prizes to all the winners. A big thank you to all our sponsors who stayed back for the presentation and to Shane Roberts and Jeremy Swift for all the hard work they did to make it such a terrific day.

Isn't it tremendous to see Peter Brien's beloved cricket team, the Port Adelaide District Cricket Club, in the finals? It's been 20 years since the last final. Not many people know this but Peter has been involved with the club for 50 years. He was a player for 25 years, Chairman for 15 years and a major sponsor via his hotel, The Alberton, for many years. Let's hope the Magpies can win the big one for him.

It was great to see Peter, Elaine and Helen O'Shaughnessy at the recent regional meeting at the Riverside Hotel. A few days prior to the meeting, Helen phoned me to let me know that Peter was going to retire from hotel duties at the Victor

Hotel within the next few weeks, so we decided it was only right to mark the occasion with a small presentation to Peter at lunch following the meeting. Ian Horne and I presented Peter with a gift of appreciation for his contribution, not only to the hotel industry but also the tourism industry, especially in the Victor area. Peter regularly 'talks tourist' on his golfing tours around the Fleurieu Peninsula. The gift was very well received by Peter. He did get a little emotional when responding with a few words of appreciation of his own to all who attended the lunch. You could just sense his love for the hospitality industry and the people in it. Good Luck Peter! See you on the golf course soon! (*Hotel SA* June/July will feature an extended story on Peter).



Golfers enjoying the BBQ after the big game.

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Hotel kitchens reach new levels of quality



Never before has the hotel kitchen had to work so hard. Today's hotel kitchen is safer, cleaner and more productive than ever before.

This hasn't always been the case. For many years the kitchen was an afterthought. Sometimes the food tasted like it, too!

With the new wave of renovations that lifted South Australian hotels to be among the best in Australia, the standard of kitchens started to rise as well and the results with the quality of menu is clearly at an all-time high.

A hotel renovation presents many challenges.

If food is an important revenue stream, hoteliers want to keep the kitchen operational during the upgrade.

Naturally this raises serious safety and hygiene issues – but modern construction techniques coupled with the ability to develop a temporary kitchen can offset the toughest of challenges.

It's important to regularly walk through the kitchen area

with staff, to see it both from a management perspective and also from a worker's perspective. You will see things that they miss – and vice versa. If you can walk through and see the kitchen from a customer's viewpoint, so much the better, especially if the kitchen is open to public view.

A kitchen 'reno' should result in a more efficient kitchen, a better work environment for staff, superior food preparation, improved safety and enhanced OH&S.

Five star hotels often use the term "surgically clean" for the levels of cleanliness they are striving for. (That's the modern version of the old expression 'So clean you could eat a meal off the floor'.)

A new kitchen will also have improved lines for movement for all of the staff that work in the kitchen.

That's important for efficiency and reduces the risk of a workplace incident.

Improved energy performance is not only good for keeping costs down, it also benefits the environment.

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The next step

A kitchen renovation is also the time to “go back to the drawing board” about the food and service you offer.

As you reinvent the menu, consider whether it is time to cater for special diets – and how this will affect the kitchen layout if certain foods can't be in contact with other foods (think gluten free for example). The 'allergy market' is growing fast and has a strong word-of-mouth network.

Revisiting the menu also means paying attention to cost-effective items as well.

It's also time to think technology. Do you want to give diners the chance to order direct to the kitchen via an iPhone app, instead of via the waiting staff?

Cost cutting. Work with your architect and builder to see how you can cut costs. This is not just trying to prune the cost of the renovation but also designing the kitchen at the optimal level, so that your investment delivers the best result possible.

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Canadian Club refreshes the crowd at optus one80project Film festival

Australia's fastest growing alcohol trademark, Canadian Club, proudly supported the recent OPTUS ONE80PROJECT Film Festival. As the official alcohol sponsor of the event, Canadian Club provided the thousands of attendees a refreshing alternative to beer, with the brand's 'Over Beer?' bar serving up Canadian Club and Dry over ice with fresh lime.

The free festival at Sydney's Prince Alfred Park marked the conclusion of the 2011 OPTUS ONE80PROJECT. Presented by Optus and MTV Networks Australia, the ONE80PROJECT is an annual competition which invites budding film makers, directors and producers to submit a 180 second pilot film for the chance to have their idea produced into a full-length, multi-platform drama that will premiere on Optus ZOO web, mobile portals and on MTV Australia Channel 124.

"Film is a key platform for Canadian Club and the OPTUS ONE80PROJECT offered us a great opportunity to get behind some fresh Australian talent," Trent Chapman, Brand Director Canadian Club said.

"The festival was also the perfect setting to provide guests with a refreshing alternative to beer. We know that once people try Canadian Club they love it, and this was certainly the case at the Over Beer? bar."

The concept for the festival bar was designed to coincide with the brand's latest 'Over Beer?' campaign, which encourages traditional beer drinkers to try a refreshing alternative for those times when they feel like something a little different.

Hosted by comedian Tim Ross and MTV's Daisy Mckenzie-Mcharg, the festival premiered the Top 10 finalists' entries before announcing the winners of the Judges Choice Award, Christian and Conor Van Vuuren, who received \$10,000 cash



and will see their pilot film "Sick" transformed into a full-length drama.

Winner of the Public Vote Award, Queensland residents Daniel Flood, Peter Johnston, Camden Casey & James Challice, walked away with a prize package that includes \$10,000 cash for their entry "15.52", while Cameron Suardana, Shane Kang & Milan Gandhi took the Best Student Entry Award and a cool \$5,000 for their 180 second pilot "Neon".

Adding to the evening's entertainment were live sets from Bag Raiders, Softwar and Grammy Award winner Mark Ronson, who surprised crowds with a guest performance by Andrew Wyatt from Swedish indie-pop band Miiike Snow.

Showing their ongoing support for the 2011 OPTUS ONE80PROJECT, special guest Xavier Samuel and judges David Wenham, Luke Doolan and Kieran Darcy-Smith were among the VIP guests who attended the event.



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"My family has been at The Alberton for over 70 years. Politicians and wharfies still rub shoulders in the front bar and they are as safe and as welcome as they have ever been - so why am I facing further trading restrictions and yet another tax?"

Peter and Kay Brien, Licensees
The Alberton Hotel



**REAL PEOPLE
REAL JOBS
REAL TAXES**

"The Gov has been a specialist live music venue ever since our family took over in 1993. Under proposed blanket conditions we face trading restrictions, more red tape and a new tax. We are an award winning venue and recognised as a responsible late night operator, so why are we facing an additional tax for doing what we have always done well?"

Jo and Mel, Licensees
Governor Hindmarsh Hotel



**REAL PEOPLE
REAL JOBS
REAL TAXES**

"Our family has run the Strath since 1972. For the last 22 years we have catered for late night shift and hospitality workers from 2am to 7am. We are not known as a trouble spot. We strive for best practice in Responsible Service of Alcohol. But under proposed blanket bans we would be forced to close, cut staff hours and turn our customers out...why?"

David and Trina Basheer, Licensees
The Strathmore Hotel

For alternative views on proposed changes to liquor licensing legislation and regulation, go to www.ahasa.asn.au to access the reactions of the 'Real People'



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Coopers Clear celebrates one year and record sales



Coopers Brewery has reason to celebrate the one year anniversary of its full strength lager, Coopers Clear, with sales exceeding all expectations.

Coopers Clear continues to invigorate the low carbohydrate Australian beer market with December 2010 sales figures showing over 66,000 cases sold in one month.

Following Clear's entry into the market and the growing low carbohydrate category in January 2010, the refreshing Coopers Clear has made a considerable impact on the market, competing against the likes of Pure Blonde, Carlton Dry and Hahn Super Dry. Coopers Clear secured a strong share of the category, with sales being particularly strong in its home state of South Australia, making 2010 the year of Coopers Clear.

Coopers Clear compliments the brewery's already successful

range of Coopers' beers in the marketplace, being the company's third highest selling product behind Pale Ale and its iconic Sparkling Ale.

"We have found that the low carb market is a completely different and individual category, separate from the traditional standard and premium beer classifications," Coopers Brewery Executive Chairman Glenn Cooper said.

"Overall, 2009-10 was a record breaking year for Coopers Brewery, with beer sales reaching 62 million litres with Clear a significant contributor to this record volume."

Both trade and consumers have embraced Coopers Clear, with consumers showing brand loyalty in states outside of South Australia converting to continuous strong demand. Premium Beverages, Coopers' national distributor, has also played a major role in driving the high sales through strategic distribution interstate.

To support the brand in its first year on the market, Coopers secured a range of sponsorships that were associated to the Clear brand including the national sponsorship of the Paspaley Polo in the City series, the Masters Golf in Melbourne, the Good Food and Wine Show as well as various other events some including country race meets.

To celebrate Clear's one year anniversary the brewery launched the Coopers Clear Cut iPhone application and on-pack promotion that takes advantage of AR 3D Technology. Coopers is the first brewery in Australia to utilise the augmented reality technology with a nationwide promotion using diamonds as prizes.

Wine on tap now in bars

Australians used to having their beer on tap and wine in bottles are in for a change.

Increasing numbers of bars and hotels around Australia are now introducing wine dispensing systems and offering both wine and beer on tap.

Beverage dispenser and ice making equipment manufacturer Hoshizaki Lancer, has recently installed a number of new wine dispensing systems in hotels in Sydney, Brisbane and Adelaide.

Hoshizaki Lancer's Managing Director, Mr Joe Thorp, said that apart from the novelty factor, having wine available on tap greatly reduced the workload involved in managing and serving traditionally packaged wines.

This saved bars both time and money.

"We have now installed wine dispensing systems at a

number of well known pubs, including Ausbrewery in Sydney, Cloudland in Fortitude Valley in Brisbane and the Highway Hotel and Grace Establishment in Adelaide," he said. "We also recently worked with Fosters on a large draught wine project.

"Our wine dispensing systems can be adjusted to suit desired temperature, volume and flow rates for both red and white wines and we can also work with wine producers to develop custom dispensing solutions."

Mr Thorp said cider could also be offered on tap.

"We are seeing a number of changes in the way drinks are served and the introduction of wine on tap is just another change," he said.

"Early indications are that it has been well received and we expect considerable growth in this area in the future."



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Gotta Love The Turf Legend Digging Up Grange!

'A'iries' and 'Furfies' were the flavour of the day when the publicans and allied industry took to the greens on both East and West courses of Grange Golf Club for the annual Liquor Industry Charity Golf Day.

Les Burdett put forward the best 'airy' delivery on the west course, which was also captured on video. His reason was that team mate Andrew 'Jars' Jarman's mobile phone went off at the crucial seconds of the swing.

Les was mindful of the huge 'divot' he left on the tee, and dutifully sewed it back in.

The 2011 event raised over \$80,000 for children's charities. This is a record for this event in over 60 years of the club's existence.

The money was raised via a major auction where items such as advertising packages on radio and in print brought around \$28,000 of the total.

Best fundraising effort came from Carlton United Beverages hole on the West course who had Mark "Roo" Ricciuto tee off for the teams for \$5 a hit. It was noted by Jars that he didn't assist their team at all, and Les' shot actually beat all four shots of Roo's. At least they paid for the furry effort by Roo.

Winners overall for the day were the Grange Golf Club team with the Club's Captain Peter Spence leading the winning team to victory and collected the coveted AHA Perpetual Charity Day Trophy.

The sponsors on the day were to be congratulated also with BankSA and Grange Golf Club the major supporters, Holco Meats and Vilis pies and pasties for their donations, and the three major breweries and two major soft drink companies who tirelessly donate each year for this fun event.

This year six children's charities benefited from the donations on the day – these included Riding for the Disabled – a hoist for the workers to lift children onto horses; Women's

and Children's Hospital Foundation – an incubator for their premature birth clinic; Autism SA – pain therapy room; Time for Kids – carer support packages; Can Do 4 Kids – 10 brail machines; and Kids Physio Foundation – physio services for children.



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The Highway ready to do it again



The Highway walked away from last year's Hotel Awards for Excellence with a swag of awards, including the most prized Best Overall Hotel.

In addition to taking out the top honour, The Highway also won Best Bar Presentation and Service – Metropolitan, Best Outdoor or Non-enclosed Facility and the Best Marketed Hotel.

AHA|SA General Manager Ian Horne praised the efforts of the entire team at The Highway.

"The Highway is a very worthy winner of this prestigious award," he said.

"It appeals to such a broad range of customers. Whether you are looking for a place to have a business lunch, a sporting enthusiast wanting to watch the big game on a big screen, or simply catching up with family and friends for a drink and bite to eat, The Highway caters for all."

The Highway Hotel Manager, Simon Adami had no hesitation when asked if the hotel would be entering in the 2011 awards.

"Absolutely," he said.

Simon believes the awards provide a great measuring stick for the industry.

"The awards highlight to outsiders the venues at the forefront of our industry, the diversity that venues within our state have and the amount of time and effort

required to get a venue to the level required to win these awards!

"Firstly winning an Award for Excellence gives acknowledgement to our amazing teams at the cold face for all the hard work they have put in! Our team were extremely proud of our success last year.

"Secondly it has increased the amount of people visiting the venue wanting to experience the various offers we have available!"

When questioned as to why go to the effort of entering the awards, it was more a case of why wouldn't you for the hotel manager.

"Branding, exposure, success and satisfaction in knowing what we are doing is being seen as the best the state can offer.

"These awards can be very beneficial to a venue but always stay strong to your beliefs as we can't please everyone. That's the beauty of this industry - all our tastes vary!"

Be sure that your hotel doesn't miss the opportunity to be involved in the 2011 Awards for Excellence.

Entries close 4pm Friday 27 May.
For further details go to www.ahasa.asn.au or
contact the AHA|SA on 8232 4525.

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HOTEL SA

EXTRACASH FOR YOU AND YOUR PATRONS

A reliable ATM service can do a lot for your business. We've spoken to Australia's largest ATM company, Customers ATM, about the service it offers AHA|SA members.

Customers ATM operates more than 5,800 ATMs nationwide – over 20 per cent of all ATMs in Australia. Its ATMs carry a variety of brands, including the new Extracash brand developed specifically for hospitality and gaming venues.

Customers ATM Managing Director Tim Wildash said Extracash was all about going the extra mile for the hospitality and gaming industry.

"For hospitality and gaming venues, service and speed are the most important things when it comes to ATMs," Mr Wildash said.

"We developed Extracash to encompass everything we want venues to have – extra reliability, service, technology and cardholder appeal.

"The Extracash brand was designed and focus group tested for visual appeal, visibility and cardholder trust so we're confident we're providing venues with the best branding on the market."

Mr Wildash said Extracash promised venues extra in the key areas, such as ATM uptime, as well as the little extras such as innovative ATM screen advertising to promote responsible gambling.

"We are backing our service promise by operating our own Client Contact Centre which provides 24-hour technical support to our customers. This is supported by a network of more than 200 technicians in the field and our own warehouses throughout Australia, ensuring faster service delivery.

"This means that when you call for help on a busy Friday night or at 3am on a Saturday morning, you will get it."

Customers ATM has also appointed South Australian local, Justin Carter, to look after SA venues and ensure even better customer service on the ground.

Contact Justin to discuss ATMs or the ATM market on 1300 305 600 or jcarter@customersatm.com.au





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Publican's Pearlers

Emily Trott, Jade Flavell, Liz O'Dea
The Wheatsheaf



EMILY TROTT

How long have you been in the industry?

About 17 years.

How many pubs have you worked at, ran or owned?

Three.

Why did you become a publican?

The desire to create a venue that gets back to pub basics. Quality and relaxed comfort without all the bling.

If you weren't a publican what else would you be doing?

Hopefully something in the Arts and/or in the winery that my late father founded.

Besides your hotel, which other hotel do you admire and why?

Any venue that contributes to the local original live music scene in a practical and supportive way, because the bands are their entertainment focus.

What do you think are the elements that make up a good pub?

Good friendly knowledgeable staff, quality products and the often overlooked background music and lighting for atmosphere.

What advice would you give to someone who wanted to begin a career in the hospitality industry/or run their own pub?

If running your own pub – Be hands on. Know your punters and work as you expect your employees to.

"When I retire from being a publican, I will..."

Be on the other side of the bar!

Do you have a nickname?

Trotty.

Which is your favourite sporting team, and who is your favourite sporting person?

The Adelaide Roller Derby League. Sarah Strong - Law (aka Barrelhouse Bessy) for bringing Roller Derby to Adelaide and maintaining its community focus.

What is your favourite holiday spot?

A tie between New York and any tropical beach.

If you could sit down to dinner with three people, who would they be?

PJ Harvey, Shirley Maclaine and Tina Fey.

What is your favourite food?

Salt and Pepper Eggplant from East Taste.

What is the strangest drink a customer has ordered from you?

Coke and Orange Juice. It's apparently called "The Thames"!

JADE FLAVELL

How long have you been in the industry?

19 years.

How many pubs have you worked at, ran or owned?

Worked at five, (arguably) ran one, (definitely) owned one.

Why did you become a publican?

To create a kind of 'parallel universe' pub in which I'd like to drink; one that keeps beer real, wine independent, music live and art public.

If you weren't a publican what else would you be doing?

Brewing Frontier Beers in my Thebarton nano-brewery. Or hiking in Tasmania.

Besides your hotel, which other hotel do you admire and why?

Any Pub that has personality and 'swims against the tide', especially those that support original live music and have distinctive, quality & independent beer/wine & spirit lists, knowledgeable staff & a genuine sense of community!

What do you think are the elements that make up a good pub?

A pub is only as good as its people – both sides of the bar! At least as much attention given to the beer list as the wine selection doesn't hurt either...

LIZ O'DEA

How long have you been in the industry?

About 20 years.

How many pubs have you worked at, ran or owned?

Seven

Why did you become a publican?

So that I could be part of creating the kind of environment that I would like to drink and socialise in.

If you weren't a publican what else would you be doing?

I would love to be doing something travel related like working for the Lonely Planet or someone similar.

Besides your hotel, which other hotel do you admire and why?

The Prarie Hotel in Parachillna. Friendly and helpful staff with great food in an amazing setting.

What do you think are the elements that make up a good pub?

Friendly knowledgeable staff. A warm welcoming atmosphere that encourages conversation, and a well-considered drinks list where the focus is on quality.

What advice would you give to someone who wanted to begin a career in the hospitality industry/or run their own pub?

Get your hands dirty!

"When I retire from being a publican, I will..."

Brew Frontier Beers in my Thebarton nano-brewery and hike in Tasmania.

Do you have a nickname?

No.

Which is your favourite sporting team, and who is your favourite sporting person?

Adelaide Roller Derby League (I love all the teams!) – "Vaderella", the best Blocker in the business!

What is your favourite holiday spot?

Flinders Ranges and South West Tasmania.

If you could sit down to dinner with three people, who would they be?

Bob Brown, Garret Oliver (Brewmaster) & Ayaan Hirsi Ali.

What is your favourite food?

Laksa.

What is the strangest drink a customer has ordered from you?

"Low Carb" Beer.

What advice would you give to someone who wanted to begin a career in the hospitality industry/or run their own pub?

Work at a grass roots level first, be customer focused and never consider any part of the job beneath you.

"When I retire from being a publican, I will..."

Travel the world in search of other great pubs.

Do you have a nickname? No.

Which is your favourite sporting team, and who is your favourite sporting person?

Adelaide Roller Derby – we sponsor the league so I couldn't possibly pick a favourite. Kim Clijsters.

What is your favourite holiday spot?

Hoi An in Vietnam.

If you could sit down to dinner with three people, who would they be?

Heston Blumenthal, Cate Blanchett, Natasha Stott Despoja.

What is your favourite food?

Asian

What is the strangest drink a customer has ordered from you?

A great single malt with coke.

RAVO'S BUSH TELEGRAPH



By Ian Ravenscroft

Sunshine on the river after dark days!

The "Bush Telegraph" recently caught up with Shane Roberts, Murray Mallee region AHA Councillor for 10 years.

Shane, his wife, Merridy and daughter Bridget (13 years and a keen golfer and tennis player) and son, Eamonn (eight years and an Auskick footballer) are all well entrenched in the Riverland area.

Shane, who has been General Manager for the Berri Hotel Group for 13 years, controls the Berri Hotel Resort, Big River Motor Inn, Big River Tavern, Renmark Country Club and is lessee and overseer of the Berri Football Club.

The group generously supports by way of donations and sponsorships around \$200,000-per annum to all sporting clubs and charitable groups in and around Berri.

This is a magnificent contribution to this close knit community.

The overall group of businesses employ 200 local Riverland people and there are plans to renovate and re-locate the Gaming Room at the Berri Hotel for an estimated outlay of \$.5million.

The town of Berri, like so many river towns, has been badly affected by the 2004 water restrictions and this action resulted in very difficult economic conditions for the area and many businesses went broke because of this stance.

Thankfully with the huge rainfall up stream, the river has been flowing beautifully and according to Shane has peaked and water allocations have been returned to normal.

Shane, well known for the catch phrase "It's always darkest before dawn", assures the RBT that the sun is starting to shine on the horizon of the Riverland once again.

Shane, also reports they recently conducted the Murray Mallee AHA Regional Meeting and then in the afternoon played an Ambrose Golf Day at the Renmark Country Club (35 groups teed off).

The golf must have been of a pretty good standard as the threesome of Bruce (The Pres.) Lindner, Greg Morrison (BankSA) and Shane himself ran 2nd with 62 off the stick and the winners on 60 with 12 under par were Darren

Baker (Berri Hotel), Rick Payne (Lion Nathan) and Luke Steel (Structural Group).

Obviously Luke carried the other two "Burglers" as he admitted after the game to being a scratch golfer at Tea Tree Gully!!

Yorke Peninsula "Beach Day Out" - bigger and better

The "Beach Day Out" at Wallaroo North Beach was another resounding success with a good crowd in attendance.

The XXXX Gold cans of beer were quenching the thirst of all and sundry on Sunday, February 13.

The day, organised by local Lion Nathan rep, Gary Gilling, combined beach cricket and beach volleyball in perfect beach weather conditions.

The XXXX Angels performed their dance routines and over \$5000 was raised for local charities and the Queensland flood appeal.

The beach cricket competition was won by the Wedgers Wockets from the Weeroona Hotel and the beach volleyball was won by the Anglers Dangles from the Anglers Inn Hotel.

Ravo's Country Champions defeated Boof Lehmann's team in the main cricket match for the third time in four encounters. The defeat for Boof was painful and obviously the last straw, as despite hitting a six off the last ball of the day, his team lost by a solitary run.

Boof, distraught by the loss after some other dismal coaching results in the KFC Big Bash etc, has taken his Bat, his Ball and everything else and left South Australia to move to Queensland to live!

Meanwhile Gary Gilling has already set the date for next years event on Sunday, February 19, 2012 and anyone interested in nominating a team can contact him or any other SA Brewery rep.

Some exciting additions to the day are envisaged next year including a Beer Can Regatta and other events, which will be advertised in due course.

We recommend you place this date in your diary.

Sponsor Spotlight

Wayne Trezona

State Manager -
Aon Risk Solutions



When did you join Aon Risk Solutions?
1996.

Tell us a bit about Aon Risk Solutions

Aon is Australia's leading provider of broking and consulting services for risk management, insurance, reinsurance, human capital consulting and financial planning.

Aon has over 25 years of hotel insurance experience in Australia and is the number one Insurance Broker to the hotel industry – as well as assisting members of the Australian Hotels Association through specific products that are tailored to meet hotel exposures.

We also have specialist brokers who understand the hotel industry and the challenges faced by hoteliers. Our global network and expertise allows us to deliver responsive and innovative risk solutions so that hoteliers can focus on growing their business.

For further information please contact us on 1800 633 402, hotels@aon.com.au or visit www.aon.com.au/hotels

What are your key responsibilities at Aon Risk Solutions?

One of my key responsibilities is to ensure that all staff are meeting the client's expectations at all times and that they are thinking about the client's business exposures and addressing them accordingly.

Too many brokers today are product / price driven when discussing a client's insurance program. I also encourage our brokers to speak to the clients face to face as opposed to communicating by email only.

How do you occupy your time outside of work?

I keep busy with kids sport on the weekend, coaching basketball and I like cycling and spending time with my family and friends.

What's something readers probably don't know about you?

I have cycled my bike from Adelaide to Melbourne for the Childhood Cancer Association in 1995.

Where is your favourite holiday destination?

I have many, but I love the York Peninsula, especially Port Vincent, it's a great place to get away and relax.

If you could ask any three people in world around for dinner who would you ask and why?

- | | |
|------------------|---|
| Michael Jordan | Learn / understand how he made himself so successful. |
| President O'Bama | Learning more about leadership style and qualities. |
| Sharon Trezona | To keep the peace for the future. |

New online service helps health professionals address problem gambling



People with gambling problems often have mental health, addiction and relationship issues and may visit a range of health and welfare professionals before they tackle their gambling.

Gambling Help Online, a new, Australian-first online service provides counselling, information and support 24/7 for people who need help with gambling issues, including referring health professionals.

Problem gambling is often a factor within a complex array of interpersonal, intrapersonal and health issues that may be experienced by your client

Typically, problem gambling is hidden and does not occur in isolation. It may arise from (and give rise to) a range of other co-presenting and co-morbid issues¹. For example:

- Problem gamblers are at least 18 times more likely to have a severe mental health disorder when compared with non-problem gamblers.
- Between half and three-quarters of problem gamblers have been found to have co-occurring alcohol issues with the prevalence of problem gambling increasing as the weekly units of alcohol consumed increases.
- There are more than 1,600 gambling-related divorces in Australian each year.
- The children of problem gamblers are more likely to demonstrate a range of physical, psychological and behavioural problems, and are twice as likely as their contemporaries to attempt suicide.

Operated by Turning Point Alcohol and Drug Centre, Gambling Help Online offers health professionals information, research and treatment options for working with someone who may have gambling concerns.

People with gambling problems report feelings of shame and guilt. This website may be a useful resource for health professionals and their clients in normalising their experience and providing a less confronting entry point into thinking about change.

The service provides live counselling and anonymous and confidential email support from qualified, experienced gambling counsellors. It is useful for anyone who may be geographically isolated, unable to access face-to-face counselling services, or for those who may feel embarrassed to seek help. Gambling Help Online also assists family and friends of gamblers.

Gambling Help Online complements existing face-to-face counselling initiatives. The 24/7 free, confidential Gambler's Help line 1800 858 858 has also attracted a new cohort of help seekers not currently willing or able to use existing services.

To find out more, visit www.gamblinghelponline.org.au

This program is funded as part of an agreement between all State and Territory Governments and the Federal Government.

(Endnotes)

¹ For statistical references please see <http://www.professionals.problemgambling.vic.gov.au>

National model work, health and safety legislation

Commonwealth, State and Territory Governments have formally committed to the implementation of model work, health and safety law in their jurisdictions from the 1st of January 2012.

The intention of model work, health and safety laws is to allow organisations to effectively manage workplace safety and work to one set of laws regardless of how many States or Territories they are operating in.

This will increase productivity and profitability and most importantly support the safety of all workers and provide greater certainty for employers.

In practical terms this model work, health and safety legislation will replace occupational health, safety and welfare legislation including applicable regulations and codes of practice established in all State and Territory jurisdictions.

All State and Territory Governments have endorsed this intention and will be required to implement State/Territory bills in their respective jurisdictions that will see their legislation covered and replaced by the Model Work, Health and Safety Act, and related legislation, i.e. regulations and codes of practice.

A number of States have drafted bills to be lodged and passed in State/Territory Parliaments to facilitate the implementation of the model legislation from the 1st of January 2012. Transitional arrangements will apply, with the actual detail and provisions to be finalised prior to January 2012.

The model work, health and safety legislation has been

prepared from the current State and Territory Legislations, which in effect will see some variations in particular industries in terms of their current legislative obligations. The degree of impact on businesses and industries will depend on the nature of the current legislative obligations in place in each State where they operate.

To support the Model Work, Health and Safety Act, Safework Australia, the governing authority for the establishment and subsequent operation of the National Model Legislation, has released for public comment an exposure draft of Model Work, Health and Safety Regulations, priority model Codes of Practice and an issues Paper. The public comment period for responses to these Drafts closes on the 4th April 2011.

The AHA|SA and AHA nationally are analysing the drafts against the State Occupational Health, Welfare and Safety Regulations and Codes of Practices to identify and make comment on the similarities, differences and likely impact on all businesses. Nationally the AHA is performing this process across all of the State and Territories through its branches.

Industry will be informed and education provided on the model work, health and safety legislation as approved in the Federal and State Parliaments leading up to and before the 1st of January 2012.

Information relating to the Model Work, Health and Safety Act and draft Regulations and Codes of Practice can be obtained from Safework Australia on their website – www.safeworkaustralia.gov.au or contact the AHA|SA HR/IR Team on 8232 4525.



**REAL PEOPLE
REAL JOBS
REAL TAXES**

“ My family has been at The Alberton for over 70 years. Politicians and wharfies still rub shoulders in the front bar and they are as safe and as welcome as they have ever been - so why am I facing further trading restrictions and yet another tax? ”

Peter and Kay Brien, Licensees
The Alberton Hotel



**REAL PEOPLE
REAL JOBS
REAL TAXES**

“ The Gov has been a specialist live music venue ever since our family took over in 1993. Under proposed blanket conditions we face trading restrictions, more red tape and a new tax. We are an award winning venue and recognised as a responsible late night operator, so why are we facing an additional tax for doing what we have always done well? ”

Jo and Mel, Licensees
Governor Hindmarsh Hotel



**REAL PEOPLE
REAL JOBS
REAL TAXES**

“ Our family has run the Strath since 1972. For the last 22 years we have catered for late night shift and hospitality workers from 2am to 7am. We are not known as a trouble spot. We strive for best practice in Responsible Service of Alcohol. But under proposed blanket bans we would be forced to close, cut staff hours and turn our customers out...why? ”

David and Trina Basheer, Licensees
The Strathmore Hotel

For alternative views on proposed changes to liquor licensing legislation and regulation, go to www.ahasa.asn.au to access the reactions of the 'Real People'



Gaming CARE

The Hotels Responsible
Gambling Early
Intervention Agency

Gaming Care is the Hotels Responsible Gambling Early Intervention Agency, and is an initiative of the AHA|SA.

Gaming Care is an Approved Intervention Agency, and its role is to assist venues with compliance and to minimise the harm caused by problematic gambling behaviour in all South Australian Hotels with gaming machines. Gaming Care achieves this by working with venue staff, Gambling Help Services and other relevant Government and Non Government Community Service organisations.

Some of our duties include:

- ✓ Assisting gaming licensees, managers and gaming staff in the early identification of, and support for patrons who may be at risk of or experiencing difficulties with their gambling behaviour.

- ✓ Assisting in developing and promoting initiatives, programs and venue policies designed to address early identification of problematic gambling behaviour.
- ✓ Providing practical assistance to managers and staff in relation to compliance with regulatory Responsible Gambling and Advertising Codes of Practice.
- ✓ Undertaking audits to assist gaming venues comply with the regulatory codes of practice with a particular focus on patron intervention.

Gaming Care has developed a **Responsible Gambling Document** to assist venues to implement and comply with a range of regulatory requirements.



For any assistance or information, please contact Gaming Care and ask to speak with your local Gaming Care Officer.

Telephone: 08 8100 2499

Facsimile: 08 8232 4979

Email: information@gamingcare.org.au

4th Floor AHA|SA House

60 Hindmarsh Square

Adelaide SA 5000

AHA launches revamped accommodation representation – Tourism Accommodation Australia

The Australian Hotels Association is stepping up its leading role in the accommodation sector with a major revamp of its national structure and representation.

The AHA has launched Tourism Accommodation Australia as a new identity representing accommodation hotels separately from the AHA's pub members.

"We are all about a re-focusing of our efforts to ensure a more targeted response to the complex and rapidly evolving issues facing the accommodation sector," AHA CEO Des Crowe said.

The AHA has represented the interests of Australia's hotels since the early 1840s, and has operated a dedicated accommodation hotels division since 1958. The launch of Tourism Accommodation Australia recognises the need for a clear representative voice for the accommodation sector.

"The AHA has long been Australia's only truly national hotel accommodation representative body," Mr Crowe said.

"But no organisation can afford to rest on its laurels and we have acted in response to member feedback calling for a stronger, more distinct identity for the accommodation sector."

The AHA's recent consultations with its accommodation hotel members revealed a desire to separate accommodation sector issues from the general liquor, gaming food and entertainment issues being addressed on behalf of pub members. The launch of Tourism Accommodation Australia will provide this dedicated voice at a national level, supported by a strong network of branches in every state and territory.

"AHA accommodation division members have demanded that we represent their interests at both a national and state/territory level. Currently the AHA has membership entry at the branch level feeding into the national structure. These state branches are important for developing tourism and event opportunities acknowledging that states and territories are in constant competition in this area," Tourism Accommodation Australia (Victoria) spokesperson Darryl Washington said.

"Many of the issues impacting our industry are determined at a state level including tax issues, domestic tourism promotions, health regulations, fire safety, stamp duty, the list goes on. Tourism Accommodation Australia will continue the necessary work to keep in touch with state politicians

and local councillors and the state bureaucrats who advise them and do the implementation." Tourism Accommodation Australia (NSW) spokesman Carol Giuseppe.

The Tourism Accommodation Australia National Board will replace the AHA's existing National Accommodation Board and will be based in Sydney with an office in Canberra and will include representatives of heads of hotel chains and accommodation property owners.

The Board of Tourism Accommodation Australia will soon appoint a National Executive Director whose major focus will be on Canberra and national issues. The Executive Director will receive direction from the Board and will work with state and territory branches of Tourism Accommodation Australia.

Mr Crowe said Tourism Accommodation Australia is committed to supporting the implementation of the National Long Term Tourism Strategy.

"Tourism Accommodation Australia will feed off the energy and focus provided by Minister Ferguson and Minister Sherry and the direction of Tourism Australia while providing these decision makers with the feedback they need to receive from the accommodation sector. Tourism Accommodation Australia will work closely with other industry groups including the National Tourism Alliance, Australian Chamber of Commerce & Industry, Tourism & Transport Forum, AHA, HMAA and the Restaurant and Caterers Association," Mr Crowe said.

"Tourism accommodation has a critical role to play in shaping Australia's economic future.

"In 2011 the Federal Government is calling our industry into account through the National Long Term Tourism Strategy and all industry groups have work to do to keep up with the pace and ensure that tourism and hospitality are taken seriously by Treasury. Already in 2011 Government agencies have been asking for hotel industry input on student visas, minimum wages, skills and labour shortages, award modernisation, business events, and occupational health and safety codes of practice.

**Tourism Accommodation South Australia
Contacts: Katherine Taylor, Trevor Evans,
Tina Fahy.**

HOTEL CARE

OzHarvest thanks AHAISA

On behalf of Ronni Kahn Founding Director of OzHarvest, OzHarvest Adelaide and UnitingCare Wesley Port Adelaide, we would like to sincerely thank Australian Hotels Association SA, Macquarie Foundation and Zero Waste SA for their incredible support.

Here is our beautiful refrigerated vehicle which is now proudly signed and on the streets of Adelaide rescuing food!

After nine weeks of operations we have already rescued 26,899 meals which have been delivered to South Australian's experiencing disadvantage.

Ronni Kahn, OzHarvest



Thank you from Women's Housing



The 2010 Women in Hotels Christmas function generated \$1000 from its annual raffle, with prizes provided by our many sponsors. This money was used to purchase over 100 items of clothing and essential items for to The Women's Housing Association Inc'. Here is their fantastic response...

"The Women's Housing Association Inc would like to thank Women In Hotels for their generous donation of \$1000 worth of gifts. It was an absolute pleasure for us to be able to distribute these gifts to some of our tenants. For some of our women, this was the only present they received at Christmas due to various reasons. For example, some were estranged from the regular extended family relationships that most people have, others simply did not have any extra cash to spend on themselves, so a gift that was specifically for them was well

received, often with tears of joy. The feedback we have received from the recipients of these gifts has been fantastic and they have asked us to pass on their thanks to you for your generosity.

Women's Housing is a not-for-profit community housing association that has been providing safe and affordable medium to long term accommodation to women, with or without children, for over 30 years. Our core focus is on those that have endured domestic or family violence. With over 350 properties housing more than 700 South Australians, Women's Housing is a vital and integral part of halting the domestic violence cycle, enabling women and children to rebuild their lives and become contributing members of the community."

Women's Housing

AHA funds state-of-the-art equipment for cancer surgery

Liver cancer patients at Flinders Medical Centre (FMC) are benefiting from one of only two Microwave Ablation machines in operation in Australia, thanks to the Australian Hotels Association SA who kindly provided \$30,000 to allow its purchase.

The new Microwave Ablation machine precisely targets and destroys cancerous tumours inside an organ using microwaves emitted from a fine needle. The needle is directed into the tumour via open or laparoscopic surgery or through the skin under ultrasound or CT guidance.

The Microwave Ablation machine is currently being used at FMC to successfully treat small tumours in the liver and to slow the progression of cancer for patients on the Liver Transplant waiting list. It is hoped this equipment will also benefit some patients with inoperable lung and kidney tumours.

FMC Surgeons said the new technology is more effective and less time consuming than other means of ablating tumours such as radiofrequency ablation or cryoablation (freezing the tumour).

Dr John Chen, Head of the South Australian Liver Transplant

Unit at FMC, said "we are very grateful to the AHA|SA for giving us this state of the art equipment, which will bring benefits for patients and may spare some patients from invasive surgery.

"This equipment will also mean that we will be able to treat tumours in patients who are too ill for a major operation, or to prevent the tumours of patients on the liver transplant waiting list from growing or spreading.

"It is very new technology and there are only two machines of this type in operation in Australia – I believe the other one is in Sydney. We have so far used it to treat five liver cancer patients at Flinders Medical Centre, and we are still waiting for the results of follow up scans but so far everything is looking very promising for those patients."

The Australian Hotels Association SA has provided close to \$90,000 to the Flinders Medical Centre Foundation since 2000, which, amongst other projects has supported setting up a telemedicine video conferencing facility to allow long-distance consultations between country patients and cardiologists, the purchase of a vital signs patient monitor, and the purchase of a two-in-one heart monitor and defibrillator.



L - R: Dr John Chen, Dr Leigh Mosel, Lucy Randall AHA|SA.

GM's REPORT

A Claytons Review – the review you have when the outcome is predetermined.

By Ian Horne, AHA|SA General Manager

South Australia's reputation as a sophisticated metropolis has been dealt a blow by bureaucrats and enforcement agencies through heavy handed, simplistic responses to the perception of alcohol and violence.

A Bill before Parliament, intended to curtail the excessive behaviour of a minority of the public in Hindley Street and other entertainment precincts, has inadvertently or deliberately trashed a right of all South Australians as to their access to alcohol.

This Bill imposes a **STATEWIDE CURFEW** between 4am and 7am – with the exception of the Casino (and the Parliamentary Members' Bar).

The social consequences of the prohibitionist approach of 1915 that led to the 6 o'clock swill and all the negative ramifications are about to be repeated. Nothing has been learned.

The Nanny State is sadly alive and well in South Australia. This review by the OLGC announced in December 2009 with submissions due by September 2010 has simply ignored Industry solutions, interstate experience and international warnings.

Is this actually about reform or police resources or bureaucratic ambitions?

The 6 o'clock swill will now be the 4am swill - and something has been lost along the way

The Liquor Licensing Bill introduced into the Legislative Council by Consumer Affairs Minister Gail Gago attempts to curtail or corral behaviour issues in Hindley Street and other entertainment precincts but actually quashes some fundamental liquor reforms that had their genesis in the 1966 Royal Commission into Liquor Licensing, were championed in the Dunstan era and confirmed in the 1986 Secker/Young review.

That is, that in a mature and sophisticated market, alcohol

should be available at any time with or ancillary to a meal while seated at a table and to lodgers.

Apparently that right whether exercised or not is quashed for Hotels, Licensed Clubs, Entertainment venues and Special Circumstance Licences only BUT not for free standing Restaurants or dining rooms in Residential Licences (motels). This has been recommended despite no discussion of the issue or evidence that the policy contributes to anti-social outcomes.

The Source of recommendations is in question. The AHA thought the Bill was based on a review by the Office of Liquor & Gambling Commissioner (OLGC) announced on 3 December 2009 with a discussion paper released in July 2010, and public submissions received by 3 September 2010. Seven months later the outcome of this 'Review' conducted by the OLGC into its own powers apparently doesn't exist. The Minister emphatically said on Adelaide radio that the Bill is the outcome of the review and there is no final written report. So that means no public scrutiny of the process. The OLGC's thought processes and analytical justification for the Bill remains confidential to the Minister.

It's of interest to note that this "transparent" process saw the 61 public submissions published on the OLGC web site on Monday 21 March 2011, two days before the Minister introduced the Bill. Extraordinary.

This Bill creates more problems than it could hope to solve. This Bill determines that unless you go to the Adelaide Casino, you cannot be trusted to consume alcohol anywhere in the State between 4am and 7am unless in a free standing restaurant or dining room in a Motel but not in a Hotel, Licensed Club etc.

The AHA|SA asks the Minister to release the OLGC recommendations and justifications so as to guarantee confidence in the review process. Without such transparency, the review will be labelled as a 'Claytons' response.





**REAL PEOPLE
REAL JOBS
REAL TAXES**

STATE WINNER - BEST RESTAURANT
1999, 2001, 2002, 2006, 2007, 2008, 2009, 2010

STATE WINNER - BEST BAR
2009

STATE WINNER - BEST...
2002, 2007

WINNER - BEST...
2007

“ We run a sophisticated, high quality venue that is recognised as one of the best in Australia. This is not a trouble spot. In fact our good standing with our neighbours and the broader community is vital to our success. We do not need more red tape, more compliance costs and more taxes. ”

Andrew Svencis and Tim Gregg, Licensees
The Lion Hotel



**REAL PEOPLE
REAL JOBS
REAL TAXES**

“ We believe that a well run pub is part of the solution to alcohol related community issues; don't treat us like part of the problem! It makes sense to us to support the vast majority of venues that are professionally and responsibly run, while cracking down on non-compliant ones. ”

Emily Trott, Liz O'Dea and Jade Flavell
The Wheatsheaf Hotel

For alternative views on proposed changes to liquor licensing legislation and regulation, go to www.ahasa.asn.au to access the reactions of the 'Real People'



New browsers may affect your website

Internet Explorer 9.0 (IE9) is now out and millions of people downloaded it in the first 24 hours.

As a result your website might not display properly in IE9 and Firefox 4.0, so it would be a good idea to get your web company to check it out.

The minimum action you should take is to check how your site displays in the new browser. If you don't want to download the new browser, you can bet one of your younger staff will already be using it!

Google search is about to change

Google is about to change the way it ranks your website in its results.

In the USA – and soon to follow in Australia – the Google change is designed to reduce rankings for low-quality sites. Is that you?

Google says "some sites will go up and some will go down ... it is important for high-quality sites to be rewarded, and that's exactly what this change does."

Young customers? Make your site mobile friendly

If you cater to young patrons, it makes sense to modify your existing website so that it displays properly on mobile phones.

Check on your own phone and also get staff to show you how your site displays on their phones.

Here are some other tips:

- If you are unsure what traffic comes to your site from mobile phones, just look in your traffic statistics. (Don't have traffic stats? Get your developer to load Google Analytics into the back end of your website and you're all set to know who is coming to your site, how they are getting there and what they are looking at.)
- Make sure your site is configured for both iPhone and Android phones.
- Is your home page constructed in Flash, which isn't compatible with iPhones? Ask your developer to set up auto-detection and divert that traffic through to a non-Flash page.
- Keep it simple. Some sites have pages set up specifically for mobile phones. They are stripped down to the bare essentials. For example, for a hotel that might be special promotions, menus and location.

If you ever have a question about the digital world – whether it is to do with websites, Facebook, Twitter etc – just give me a call.

Tim Boylen

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TOP
ONE
HUN
DRED

5

Times

1997

1999

2000

Clancy's
SHIRAZ,
CABERNET SAUVIGNON,
AND MERLOT

2003

2010



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