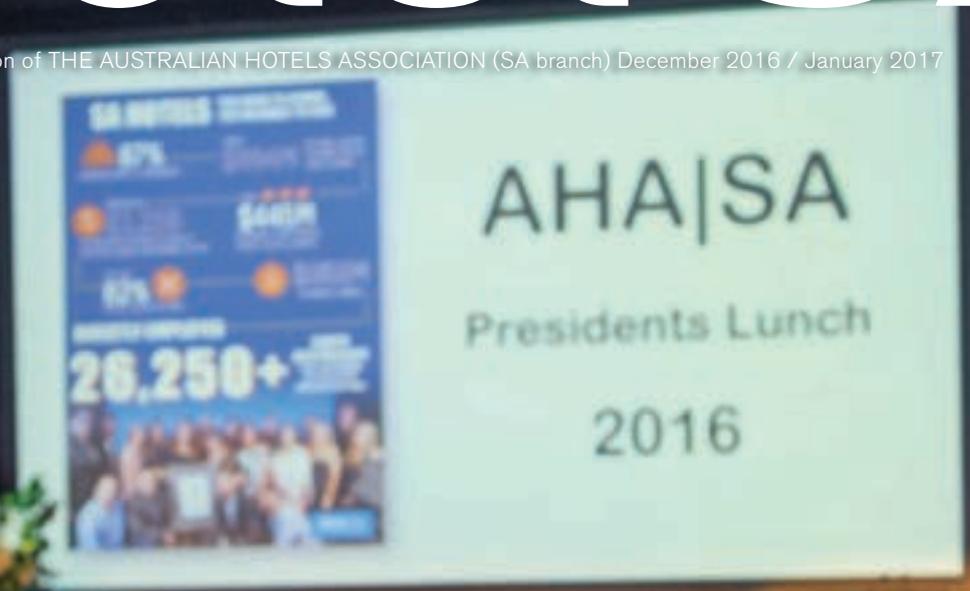


Hotel SA

The Official Publication of THE AUSTRALIAN HOTELS ASSOCIATION (SA branch) December 2016 / January 2017



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Job ads are on the rise year on year, boosted by hospitality, tourism and retail.



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FROM THE PRESIDENT

PETER HURLEY AO – AHA|SA PRESIDENT

The following is an edited extract of the speech, I gave to hundreds of key policy influencers in December.

Another year and predictably, the issues are pretty much the same.

LIQUOR LICENSING REVIEW CONCERNS IN 2017

Some may recall that at this event a year ago I applauded the Government's announcement of that day, to appoint an Independent to review the Licensing Act - the Honourable Tim Anderson QC.

Our Association was extended courtesy and access throughout the enquiry and drafting stages.

Obviously others were extended similar access as some wildly draconian recommendations emerged in the Anderson Review.

The AHA|SA is grateful that the Government has not supported the majority of those draconian proposals. These included:

- Annual licence fee loading based on breaches relating to minors or serving intoxicated persons (\$7,000 per offense) - dropped.
- Creation of an offence if an intoxicated person remains on premises - dropped.
- Liability for landlords if a licensee is found guilty of an offence - dropped.
- Removal of the defence currently available to staff who serve a minor or an intoxicated person - dropped.

Where did these nonsensical recommendations emerge from? They were not embodied in any of the 80 published submissions to the Anderson Review.

There was one unpublished, confidential submission.

So, it's an unavoidable conclusion that the irrational recommendations must have come from the confidential submission.

Who was it that was so embarrassed at what they were recommending, that they feared transparency?

If you haven't guessed already, it was the over-resourced, duplicative, Licensing Enforcement Branch.

They are so red-faced about their submission that they have done a Brandis and refused to submit to a Freedom of Information application from one of the major media entities.

That comment should not be interpreted as a criticism of Police generally.

Our police, with the exception of the occasional overzealous speed cop, enjoy genuine community confidence.

However there remain three recommendations of the Anderson report that we will focus on during the debates in Parliament in the first half of 2017.

They are:

Recommendation for risk-based licensing fees

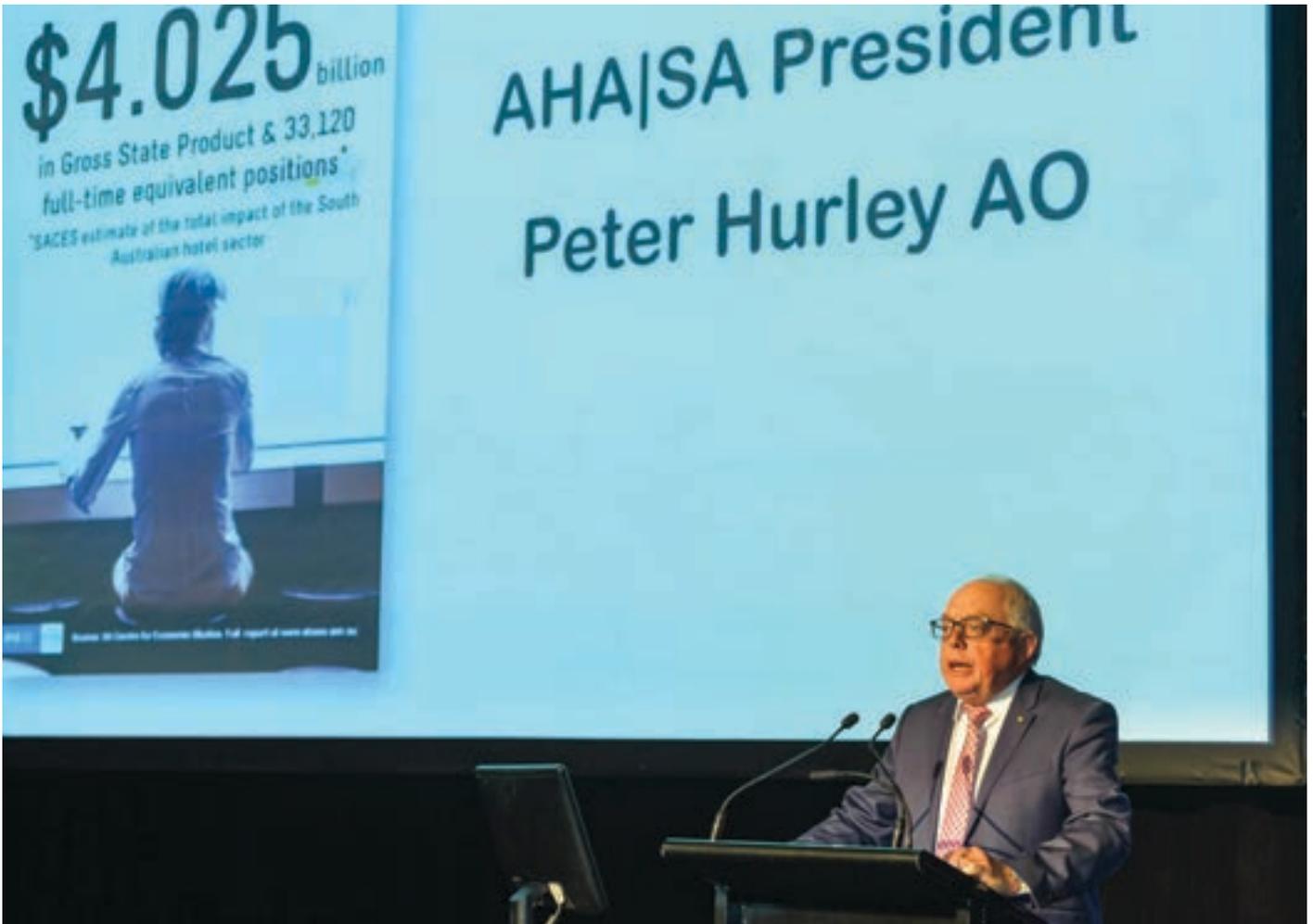
- The Government's justification seems to be based on interstate comparisons - 'they do it why shouldn't we?'
- The Anderson Review assumes that certain types of licences are riskier' than others. No discussion or evidence is put forward to substantiate the assumption.
- No effort was made by the Anderson Review to validate the cost of regulation and who in addition to retailers should contribute.
- It's seen as a tax grab interstate and will be here.

In an environment where the value of our members businesses is a multiple of their earnings, a hike in tax, such as this - without the ability to pass on the increase to customers - erodes their equity in the business.

SAPOL has sought the power to breath test for zero BAC the RPs (Responsible Persons) and Licensees

This recommendation is a bureaucratic interference that increases red tape, and renders law abiding workers vulnerable to prosecution.

This is a SAPOL ambition - yet there is no supporting evidence that there is in fact an issue. As said, SAPOL refuses to release its submission to the Anderson Review.



As a member said at a Regional Meeting last week: "As the quality control officer I need to taste the product."

When police have power to randomly breath test other police, the local GP, the family chemist, the friendly JP and MPs, we may be more sympathetic.

The long standing "needs test" will be removed as it has been in all other states.

It will be replaced (as is the case elsewhere) with a Community Impact & Public Interest Test.

Our fear is a watered down community impact and public interest test will lead to a proliferation of packaged liquor stores (almost exclusively supermarket based) and more large bars. This will be at the expense of the Independent bottle-shops and hotels with packaged liquor.

A soft Public Interest Test will result in proliferation.

This bill as it stands will definitely increase supply (more venues) yet does nothing to increase demand.

In an economic and business environment where population is near

stagnant, unemployment the highest in Australia and consumer confidence increasingly fragile, the parliamentary debate on liquor laws is a 'Big Ticket' item in 2017.

In summary: a good process to date but some important details to be sorted.

GAMING

State wide gaming, including at the Casino, is back around 2002 levels and therefore so are the tax receipts.

Simultaneously all other states and territories have growth at least in line with general economic growth.

Many in the community would conclude that is a good thing.

However it doesn't mean we are gambling less.

Evidence suggests a shift to the dark cavern of unregulated, untaxed and unsupervised domain of internet gaming. There are no jobs for South Australians in that transition.

You may wonder why?

Over regulation prevents both the Casino and pubs and clubs from sourcing the entertainment options available in other States and Territories.

Internet gambling is a legitimate issue the anti-gambling crusading NXT could use their numbers and influence to curb. Members across all parties have grave misgivings about internet gambling.

However it is bewildering that they have not used those numbers to promote curbs on this expanding unregulated and untaxed option.

The advent of \$5 maximum bets in 25 days time has required a massive investment in new machines, *for those who can fund it* and because several of the machines, that can't be modified to a maximum \$5 spin are coincidentally very popular games. We have had a max bet of \$10 since the advent of gaming. Don't be misled. The average bet, state-wide remains well south of \$4.

The industry wide investment to transition to \$5 maximum is in excess of \$35 million.

Thirty five million to simply comply with a new regulation. Simply pulled out of the hat!

Thirty five million not available to reinvest, to renovate, to expand!

Thirty five million with no return in terms of sustaining current jobs or creating new employment!

History will record it as a political knee jerk, part of political game playing.

Neither a legitimate or well considered harm minimisation strategy!

And there will not be one less problem gambler.

Further consider, in a more pragmatic environment it would have at least been a phased transition. i.e. All new machines could have a max of \$5.

Even more people will be attracted to internet and online gaming offers that contribute no tax to the SA economy and steal SA jobs rather than create.

POWER PRICES A SERIOUS ISSUE

Once again, the AHA|SA is putting on record its concern about power prices in South Australia. They are out of control.

The AHA|SA is raising this issue time and again. We have met with Ministers, lobbying opposition MPs and expressing to Government the growing discontent from our members, other businesses and from the general public.

Power prices continue to rise with no connection to the inflation rate.

Consider this:

- A country pub that sees an increase in their peak rate of 217%
- A hotel group that employs over 600 South Australians have a power bill increase in excess of \$550,000 in one year!

Hotel SA

We have also busted the myth to politicians that hotels can pass the cost on to consumers. There is zero ability to pass on such increases in food and beverage.

In theory we could slightly raise room rates – yet reality is very different. Accommodation today is governed by dynamic pricing, meaning accommodation providers are subject to market pressures. We can't raise prices when those around us are reducing theirs.

Power has now become a debilitating burden on business, an investment barrier and a jobs killer.

This is one of the major challenges for this State.

The AHA|SA is working with the State Treasurer through the latter part of 2016 and into 2017 to find relief. A HIGH priority for our industry.

POPULATION GROWTH

A major stumbling block for the State is our dismal population growth. This is a key to long term prosperity and economic capacity.

Based on 2015 statistics and ignoring the compounding effect of population growth, Victoria will generate the equivalent of an entire greater Adelaide in population terms in less than 12 years.

- SA growth was half the national average and nearly a third of Victoria's.
- SA now makes up 7.11% of the total Australian population

As a result our State's political voice in Canberra is diminished. We had 12 House of Reps MPs, it's now 11 and will soon be 10.

The AHA|SA is advocating that the State Government focus on strategies that will dramatically increase the population base of the State before any further 'reforms' that undermine existing businesses are implemented.

Measures need to be introduced to make us a more attractive place to do business. Lower business costs, tax and power price relief will stimulate spending and employment.

LIVE MUSIC

While the SA Government continued its keen interest in the state of the live music industry, applying significant funding to its development, hotels continue to play their critical role in providing gigs and engagement opportunities.

The Music SA 2016 census found that hotels and traditional pubs presented a huge 82% of ALL live music in the State. 82%!

Interestingly 19 of the top 25 music venues also offered gaming as an entertainment option.

The Government's removal of entertainment conditions on licences will have a very positive impact on hotels that chose to offer live music.

The AHA|SA is an ongoing sponsor of the SA Music Awards and the Adelaide Music Collective's South Australian Music Hall of Fame.

Live music presentation is not something we have just discovered, it is in the DNA of our industry.

Our strong advice to Government is to engage directly with the AHA|SA and its members rather than an over reliance on Thinkers in Residence reports, Citizen Jury talkfests and government funded bureaucracy. That will generate far greater employment and engagement opportunities more quickly and more broadly.

You simply can't ignore that 82% result if you are serious about a viable live music sector.



SA STATE ELECTION MARCH 2018

There can be no doubt that the next State election outcome will be crucial in determining the State's economic and therefore social wellbeing for the next decade and beyond.

We are already seeing a prominent populist and independent flexing his party muscle, holding governments to ransom. Of course his party platform is to do great damage to our industry with \$1 max gaming bets, mandatory pre-commitment regimes, bans on ATM & EFTPOS facilities, removal of EGMs and much more.

Therefore the AHA|SA on behalf of members (and the industry generally) will work with both major parties to ensure their policies are not damaging but actually pro industry!

PRO-INDUSTRY POLICIES

We asked Bentleys SA to do the numbers. They say that a reduction of just 5% in revenue across the State's hotels will mean 683 lost jobs.

Twenty percent will mean 2,733 more people out of work and \$5m less to government in payroll tax alone.

But it's not all bad news. The numbers work in reverse. Cut red tape, make it easier for hotels to do business by reducing business costs, fees and charges and encourage people to enjoy and visit South Australia's hotels, see a gig, eat fine food, share a drink and even the smallest increase in revenue of 5% will mean hundreds of additional jobs.

Pro-industry policies and an increase in revenue of only 15% would mean the creation of 2,049 jobs, which is more than Holden's losses.

Influencing both major parties on the obvious economic advantage of stimulating the hotel sector is a core strategy for 2017.

GOOD NEWS CAMPAIGN

The AHA|SA launched its "Good News" campaign in May 2016 to celebrate the extraordinary contribution SA hotels. The substantial campaign included a comprehensive media schedule which included 400+ TV commercial spots on all free to air channels across the State, recorded and live reads on key radio stations, print ads in the State's three major papers, plus an online/digital presence in InDaily and on Adelaide Now.

The goal was simple, to reinforce to everyone that SA hotels were a vital contributor to the economy and it was critical to ensure it remained viable and vibrant.

Peter Hurley AO
AHA|SA President



LIQUOR REVIEW, A NEW TAX AND SAPOL STAY SILENT

IAN HORNE – AHA|SA GENERAL MANAGER

The Attorney General tabled the draft Liquor Licensing Act amendments on Thursday 17 November.

In the lead up to the tabling of the draft Bill the AHA|SA sought assurances that further consultation would be undertaken, as the Attorney General had previously committed to, on the outstanding contentious issues, including:

- the content of the Community Impact and Public Interest Test and how it will apply
- increases to liquor licence fees
- breath testing of RPs.

As a result of discussions the draft bill will be open for public consultation until early January 2017.

The draft legislation generally reflects the Government's previously released response to the Anderson review.

Given these time frames it is expected that actual debate on a final Bill will not commence until after the first day of parliament 2017, tentatively set for 14 February 2017.

This timing is a very good outcome, giving a substantial consultation period rather than an ambush.

However on the issue of risk-based licensing fees the AHA|SA has a very strong view.

- The Government's justification seems to be based on interstate comparisons - 'they do it why shouldn't we?'
- The Anderson Review assumes that certain types of licences are 'riskier' than others. No discussion or evidence is put forward to substantiate the assumption.
- No effort was made by the Anderson Review to validate the cost of regulation and who in addition to retailers should contribute.
- It's seen as a tax grab interstate and will be here.

The risk based fee would be a savage impost on most of our members; it's inconsistent, ill-conceived and unjustified.

The inconsistency and blatant unfairness of such fee arrangements can be demonstrated by a member with a tiny Retail licence like Becks at Streaky Bay that rarely trade past 6pm will have to pay a \$4000 annual fee to reflect 'risk', whilst a venue licensed under the small bar regime in the CBD that is packed with 120 partying young people at 2am will only have to pay a so called risk based fee of \$250.

Yet hundreds of country pubs that haven't seen 120 patrons since VJ day (that's the date in 1945 that saw the end of the war in the Pacific) will be slugged \$2000 just for being a country pub! It makes no sense and is impossible to justify.

The AHA is however grateful that the Government has not supported the majority of quite draconian proposals that were included in the Anderson Review.

But as Peter Hurley says in his report, the SAPOL submission to this day remains a confidential submission.

So it's an unavoidable conclusion that the severe proposed conditions recommended must have come from this confidential submission or at least the Anderson Review relied on the evidence within this submission to come to the conclusions made.

What can possibly be in the SAPOL document that could justify such tough responses and why shouldn't the content be shared with the community?

Attempts by media outlets to access the submission via freedom of information requests have been unsuccessful. This only heightens the intrigue.

But how then can a Government or Parliament debate and vote on the Liquor amendments if vital information is withheld.

We think it's about time the Government stopped the silly game and simply released the SAPOL submission. Black out any names that may implicate venues or people (assuming that is a concern) and let all stakeholders have the opportunity to analyse and test the veracity of the SAPOL position.

AHA RUNS PENALTY RATE REVIEW CASE

The AHA|SA and our National AHA have been funding and conducting a review of weekend and public holiday penalty rates in our HIGA Award over the last twelve months or more. It has been a demanding process but one that must be pursued in lieu of any meaningful Government policy on workplace reform.

This process of hearings and submissions, including presentation of witnesses giving evidence before the FWA Full Bench, has cost several hundred thousand dollars to date. The hearings and final presentations concluded in late October 2016.

Naturally United Voice, the Union responsible for the HIGA, has opposed any such adjustments or review.

The decision is expected in early 2017. There are genuine expectations of some level of relief from Sunday arrangements in particular and also the massive impost of penalty rates as they are now applied on so many public holidays.

This case aside, the AHA|SA continues to seek a review of the ridiculous two part-day public holidays that apply in SA and for more flexible work arrangements that better reflect modern business circumstances in South Australia.

Ian Horne
AHA|SA General Manager



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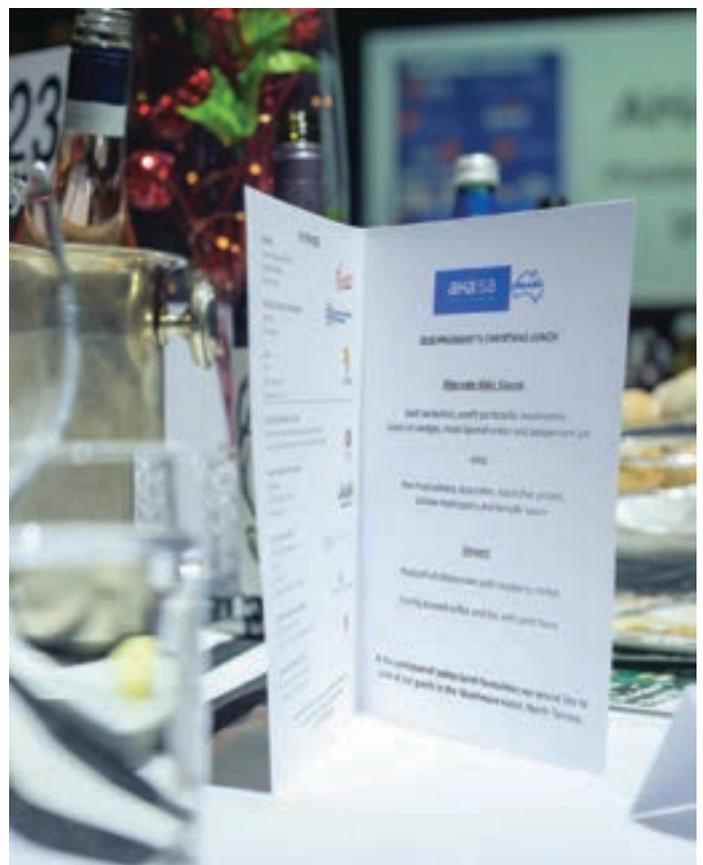




2016 PRESIDENT'S CHRISTMAS LUNCH

The AHA|SA put its policy positions to South Australia's key decision makers at the 2016 President's Christmas Lunch on 6th December, held at the InterContinental Adelaide. AHA|SA President, Peter Hurley's speech covered a range of industry issues, including the soaring price of power, need for flexibility in the workplace, unregulated short-term accommodation and the Liquor Licensing Act review. This is a pivotal function for the Association, as it gathers together hundreds of the State's political, business and community leaders. Premier Hon Jay Weatherill was in attendance and The State Council and Executive were in attendance on each table to provide one-to-one dialogue with politicians from Local, State and Federal Government from all major parties.

The event was also an opportunity to thank the major sponsors of the Association for their continued support during the year.



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 from
John Langford



As a Hotel Broker of 36 years it never ceases to amaze me how quickly the years fly by and 2016 is no exception. With a record number of completed hotel transactions this calendar year I wish to express my appreciation to all of you who supported me this year and in the past.

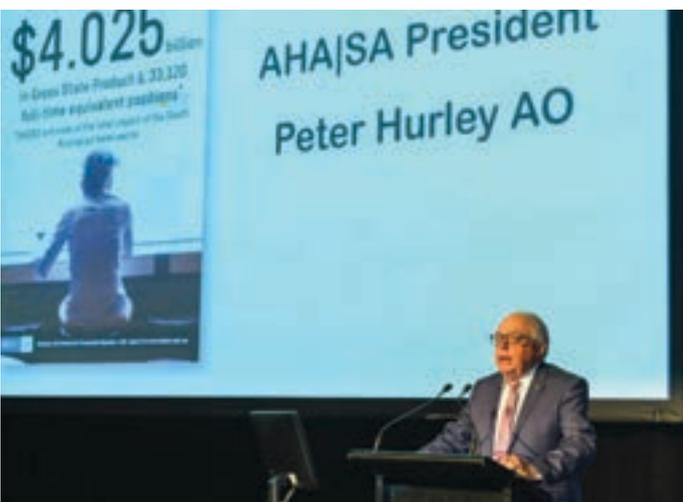
May you all have a very Merry Christmas in the relaxed company of family & friends and a safe & prosperous new year.

I am looking forward to my continuance as a Hotel Broker as even after 36 years I thoroughly enjoy my long standing association with the SA hotel & hospitality industry.



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SMITHY'S SHOUT AND ABOUT

EMPLOYMENT ISSUES – THE HR/IR TEAM CAN ASSIST

I speak with a number of members each week when I am out visiting venues across the state. One of the main topics of discussion is employment, whether it is a question about rates of pay, advice on how to deal with an employee problem or some other issue. This can be such a complex area and it is important to get it right so I point members in the direction of the AHA|SA's dedicated HR/IR Team. I encourage all members to contact the team no matter how small or complex your question may be. Here are just some of the ways the team have helped members in the past few months:

- A member venue had incorrectly classified all new staff, meaning they were receiving a much higher rate of pay than they were entitled too. The HR/IR team were able to provide the member with advice on how to best resolve the issue.
- An employee at a member venue engaged in serious and wilful misconduct. The member phoned the HR/IR Team for advice on the correct process to follow in terminating this employee. The HR/IR team was then asked to represent the member in the subsequent

claim for unfair dismissal lodged by the employee. As the member had followed the initial advice given by the HR/IR team, the matter was able to be successfully defended.

- The process of terminating a Training Contract for an apprentice for performance related issues is complex. The HR/IR team was able to provide the member with guidance and assistance to ensure the correct process was followed.
- The team was able to assist a new member who had no experience in the hospitality industry or running their own business, with understanding not only the Award but other legal obligations when it comes to employment.

There are many more examples of how the team has helped our members across the state, too many to fit the space of this article! I encourage all members to contact the HR/IR team (Trevor, Owen or Sarah) if they need assistance. It is better to take the time and get the advice you need from the beginning, as ongoing disputes can take up much of your valuable time.



Hotel SA



The Rezz provides a superb family environment.

Being out on the road a lot I have seen many changes to the industry. We have small bars in the city and hotels that have developed and improved their outdoor areas both country and city. Just recently we held a regional meeting and lunch at the Pt Victoria Hotel. The weather was great, so instead of sitting inside after lunch everyone gravitated to the outdoors area where we stayed for the rest of the afternoon. The outdoor terrace, courtyard, deck, beer garden or call it what you will is now commonplace within most venues where it is possible. Establishments these days must maintain a standard or improve on what they have to remain competitive. Another area of the hospitality business that is booming is "café style" in hotels. I recently

called into the Rezz Hotel in the early morning and found a group of ladies with their children enjoying a coffee and cake. The Rezz, like many other hotels, provides a superb family environment, especially in the morning. These ladies can relax and chat with each other whilst enjoying a barista made coffee or other refreshment from the bar while the children play happily in the enclosed playground area. Fred and Richard from the Rezz said that this (let's call it the morning social group) is a normal occurrence most days of the week at the hotel. The enclosed playground area is also utilised during the afternoons and nights, especially during the summer months.



Modern Twist on Historic Hotel

By Robert Laidlaw

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The Cathedral Hotel in North Adelaide has retained much of its historic charm after major renovations, while its upstairs “new look” has embraced a modern feel, with clean lines and a rooftop beer garden.

A significant building in the Adelaide Oval/St Peter’s Cathedral precinct, the Cathedral Hotel remains an important component in the aesthetics north of the Torrens on King William Street.

General Manager Kym Bond is proud of how the renovations have significantly improved the hotel, while retaining the majority of heritage aspects through the outside and lower level of the building, which took around 15 months to complete.

“We’ve been lucky with Adelaide Oval’s redevelopment and AFL footy being played at the ground, especially with away team’s supporters patronising the hotel.”

Visitors are greeted by the custom-built Long Bar on the ground floor, with a range of informal dining settings, booth seating, an adjacent dining room, gaming lounge and an elevator.





"It was important we kept the Cathedral Hotel as the Cathedral Hotel for heritage factors, while adding some unique aspects, such as the rooftop beer garden," Kym said.

According to the hotel website: "The Balcony Bar, echoing the urban chic of a New York City style rooftop affords patrons a spacious and comfortable place to share a bottle of wine and a pizza by the fire. An inviting fire on the roof top beer garden, pizza oven and a wrap-around balcony are but a few of the features located upstairs. Oriented to showcase the Southern Vista, our rooftop view captures the side profile of the St Peter's Cathedral and extends further toward the River Torrens to the imposing grandeur of the Adelaide Oval. A cleverly tailored cocktail list, extensive wine and spirit options accompany these superb surroundings."

Kym adds: "Opening up the upper area has increased our capacity and shows off the pub a bit more, while there are great views of the city and Adelaide Oval.

"We've been lucky with Adelaide Oval's redevelopment and AFL footy being played at the ground, especially with away team's supporters patronising the hotel."

With AFL football being played at Adelaide Oval, the Cathedral Hotel has had a massive increase in patronage, especially with some of the visiting teams, with the two Sydney teams, North Melbourne and Geelong regularly holding supporter functions at the hotel.

And while Friday nights and weekends remain popular, lunchtimes through the week have seen an increase in lunch traffic, fueled by visitors to the nearby Children's Hospital.

Earlier this year, when Adelaide United hosted the A-League grand final, the Western Sydney Wanderers supporter base formed the hotels busiest day, with 700 plus fans, in what was a great atmosphere.

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The former old wooden staircase from the lower level has been upgraded for safety reasons, with glass panelling and improved balustrades, to keep that heritage feel in keeping with the hotel's character.

"Initially patrons come into the hotel because of its heritage look, then we entice them upstairs to our function area, where there is plenty of space," Mr. Bond said.

"The Torrens room upstairs has held conferences, milestone birthdays, engagements, weddings and a whole range of functions.

"There is a barbecue upstairs as well, which was well utilised through the SANFL finals with sausage sizzles – we also sponsor the SANFL umpires."

The Torrens Room is light and spacious, has a full suite of technical features for presentations as well as its own bar and private facilities.

With its use of local products, the Cathedral Hotel is gaining a reputation for its food, including winning South Australia's best

"Initially patrons come into the hotel because of its heritage look, then we entice them upstairs to our function area, where there is plenty of space."



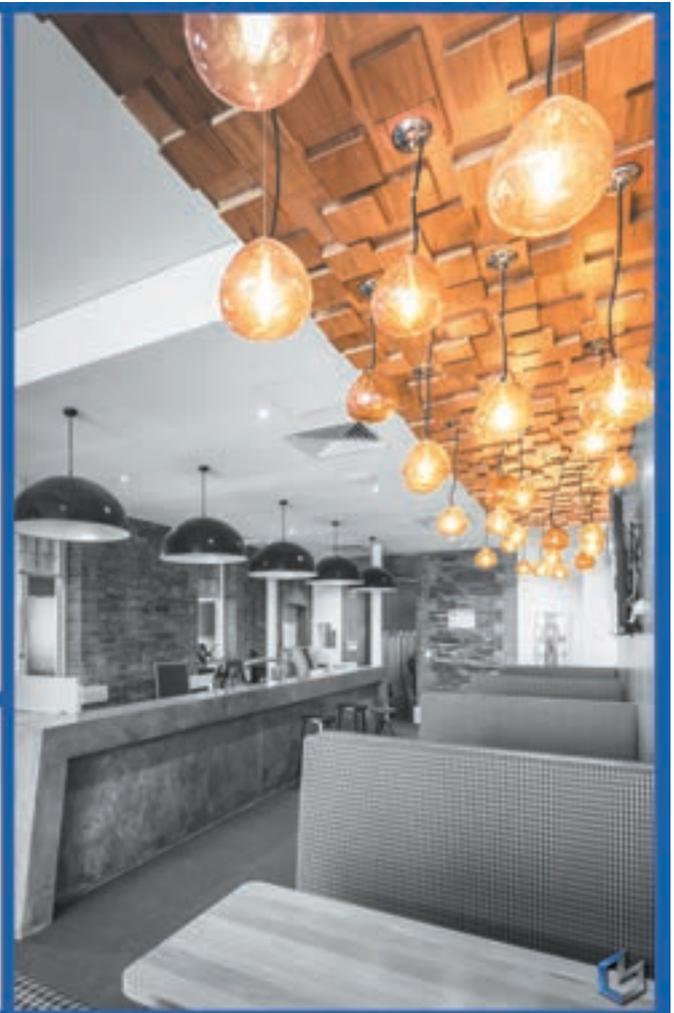
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pub burger at the hospitality trade show earlier this year. The menu describes the winning burger as “100% grass-fed beef burger served naturally pink in the centre with bacon, onion jam, cheese, lettuce & our secret burger sauce + free-range egg.”

Other interesting menu items include Woodside goat curd with fig jam, crisp pancetta & pepitas and the Super vegan salad with ancient grains, roasted sweet potato, pumpkin & organic mixed greens which is suitable for vegans and is gluten free.

The kid's menu is also a step away from the ordinary, offering the likes of “Teriyaki beef meatballs with vegetable rice” and “Tuna fritters with crispy noodle salad and sweet chilli dressing.”

Produce is sourced from local farms, with premium products enabling patrons to “taste the difference”, as everything is fresh, with much of the food coming from within a 30km radius of the hotel.

Executive chef Grant Schooling drives the Cathedral Hotel's food

Hotel SA

ethos and direction. Grant has won many local and national awards including, most notably, the 2007 World Culinary gold medal.

Local winemakers are also the major source used by the hotel, as “Products SA and eat local” is a major theme of Kym's.

“It's our team's vision, to use locally produced food and wine, to help sustain our quality,” he said.

“We have the best produce in the world, so why not showcase it here? Even milk is from the Fleurieu Peninsula.

“While we are considered a family pub, different functions attract different clientele, with all customers welcome.”

The Cathedral Hotel's history started in 1850 as the Scotch Thistle Inn and was owned by a butcher, with the original location on the north side of Kermodie Street. The license was moved to the present location in 1881, and changed to its current name in 1925.



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HELPING ST JOHN

Each year St John helps tens of thousands of people across the state through the delivery of first aid, training and education, youth and social inclusion programs.

St John volunteers are readily mobilised to provide first aid as part of the State Emergency Management Plan during times of state emergency, such as bushfires and extreme weather events. Their team consists of over 1800 volunteers across 70 divisions. St John is present at community events across the State providing first aid response, pre-hospital care and patient transport to the attending public. Hotel Care funded the purchase of 35 robust marquees to provide shelter and protection to patients whilst they undergo treatment and also provide shelter and protection to St John volunteers whilst they remain at-the-ready to provide First Aid care during events.



CURE4CF FOUNDATION LTD



Every four days a baby is born with Cystic Fibrosis (CF) in Australia. CF is a life limiting disease, with more than half of people living with CF passing away before they turn 38. A CF patient will need to take up to 40 tablets and endure two hours of physiotherapy daily, along with numerous lifetime hospital admissions from birth. There is currently no cure.

The Adelaide Cystic Fibrosis Airway Gene Therapy Research Group that Cure4CF Foundation financially supports, believes in a potential cure, rather than ongoing treatment of Cystic Fibrosis symptoms. Funding from Hotel Care will enable the Adelaide CF Airway Gene Therapy Research Group to cost-effectively and rapidly obtain large quantities of quality controlled, single-batch plasmids for its gene transfer work. The funding will be used to purchase four different plasmids, which are expected to be sufficient to last for 3-4 years and will ensure the team can continue their gene therapy studies toward developing their potential cure for cystic fibrosis airway disease.



FOODBANK SA



In winter, SA hotels took up a collection in their hotels for Foodbank SA, asking for a gold coin donation with a meal purchase to assist the hungry. This raised nearly \$5k from 27 hotels, which will enable them to provide over 8000 meals to people in need in SA. Some pubs now have donation tins permanently on their bars to collect all year round.

THE QEH AND THE BASIL HETZEL INSTITUTE

The Basil Hetzel Institute is the research arm of The Queen Elizabeth Hospital and is staffed by individuals who are employed by the Hospital or the University of Adelaide. A major component of the research at the Basil Hetzel Institute is to improve the care and outcomes of patients treated at The Queen Elizabeth Hospital and hospitals throughout South Australia.

Hotel Care funded sleep-monitoring equipment to determine the extent of sleep disruption among patients acutely hospitalised in the Coronary Care Unit of The Queen Elizabeth Hospital and the impact this may have on subsequent unexpected readmission to hospital.

The pilot study findings may lead to clinical trials of interventions to improve sleep and the overall experience and outcomes of hospitalised cardiac patients.



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South Pacific Laundry:

Full Contact Information

South Pacific Laundry Adelaide
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P: (08) 8352 4277

M: 0428 680 469 - Manuel Hrisafinas

E: admin.ade@splaundry.com.au
manuel.hrisafinas@splaundry.com.au

- "...very happy with the quality of the linen and the service, ordering and deliveries, so thanks for making life easy for the team and making them smile... we really appreciate your team's assistance and service!"
-Trieneke Collins, Stamford Grand/Stamford Plaza Adelaide
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WHAT BLACKOUT? SOME PUBS GENERATE RECORD PATRONAGE

September 28 was a night many publicans would like to forget... the night the lights went out across South Australia. Some pubs in regional areas spent several nights in darkness.

Not only did the lights go out, POS and eftpos systems failed, kitchen exhausts stopped working and cool rooms started to warm.

"The financial cost of South Australia's statewide blackout could run into billions of dollars, with insurance unlikely to cover the significant financial losses for thousands of affected businesses," **The Australian** reported.

Hotel SA

The newspaper told its national audience of one pub that had experienced three blackouts in two months.

Yet as most businesses were plunged into darkness, a few remained open, thanks to their investment in a generator.

Rick Lovell said the Marryatville was as busy as a Melbourne Cup day. The bar was full and bottle shop business doubled.

"We were incredibly busy and frantic," he said.

"In fact, we had to stop serving meals at 7.30pm because we had

BLACKOUTS ARE GREAT FOR BUSINESS

...if you have a backup generator, that is!

The storm in August resulted in a business bonanza for some hotels and restaurants. After all, the 1.7 million South Australians without power still needed to relax, eat and drink.

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100 meals on the board waiting to be cooked and couldn't keep up. People were obviously very understanding about that."

Rick said the generator has been an extremely worthwhile investment and estimated it has been used five times in the last 12 months during blackouts. It starts and stops automatically and turns off automatically, is serviced once a year started once a month and runs for 19 hours on a tank of fuel.

"Coming into summer it will continue to be used often," he predicts.

Tony Franzon had generators running at three of his five hotels, and the two without power had to stop trading.

"It was a chaotic night for the three that had generators," he recalls. "The hotels stood out like a beacon. It was a Wednesday night and they were understaffed for those kind of numbers.



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"We couldn't keep up with the demand for meals.

"Some staff couldn't make it in because they couldn't get across town, and we couldn't contact other staff because of phones being down."

The group was also able to move some food from the fridges of the venues without power, to those with power.

Rick Lovell said some patrons came to the pub because they knew it had a generator, while others drove past and saw the lights on.

"One upside is that some of the people who came in were first time visitors and they have now become repeat customers," he said.

Rick doesn't miss the days of losing power and its flow on effects.

"One upside is that some of the people who came in were first time visitors and they have now become repeat customers."

"The flow on effects and unintended consequences when losing power are enormous – no security, no credit card facilities, no lights, you have to close up. You can lose all the food in the fridge and freezer.

"Depending on when the blackout happens, you might have to cancel food service the next day if you have lost the contents of your fridge."

Rick is keen to "get off the grid" as soon as he can, due to enormous cost of power and the lack of power security. One option he is considering is solar with battery back-up when that becomes commercially viable.

Evert Verhage of Cavpower Power Systems said onsite generators provide continuous power by linking into the existing electrical system, and the generator will automatically start up within seconds of the mains power dropping out.

"Your patrons are looking for several essential services such as, security, information, food and a safe place to wait out the power outage," he said "Your hotel can offer all of these plus profit in providing this service. Having an emergency stand by generator may decrease your insurance cost too."



Rick Lovell



Tony Franzone

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He listed some of the benefits as:

- Entertainment continues, music, gaming, audio visual systems, TV news
- Computers are still working
- Social media can be used to highlight to customers that it's business as usual.
- Data losses are eliminated
- Fridges and freezers keep working, eliminating spoiled food
- Cooking capability remains, your patrons will need to eat
- Communication systems will remain in operation
- Hotel lights stay on
- Tills keep turning over

“Depending on when the blackout happens, you might have to cancel food service the next day if you have lost the contents of your fridge.”

WOMEN IN HOTELS CHRISTMAS FUNCTION

The Women in Hotels Christmas function was held on the 8th of November at the Feathers Hotel. It was a very successful afternoon with over 120 people in attendance.

AHA|SA sponsors were very generous with their support with beverages for the event and fantastic raffle prizes. This year **over \$1500**

was raised for Junction Housing, which will be specifically directed to supporting women who are in temporary/emergency accommodation with some essential household items. For some this may be the only gift they received at Christmas so it's a wonderful result that will make a great difference to those in need.



SAVE THE DATE

7TH MARCH 2017





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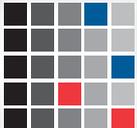
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SG 
GAMING

FOOD AND BEVERAGE LEADING EMPLOYMENT GROWTH

Job ads are on the rise year on year, boosted by hospitality, tourism and retail.

Online job portal SEEK reported a rise in job advertisements of 2.7 per cent this September when compared to the same period last year.

Michael Ilczynski, Managing Director for SEEK Australia and New Zealand, said seasonal hiring across the Hospitality & Tourism and Retail Industries helped boost advertising this September.

"Our SEEK data has shown that September is the strongest hiring month of the year for the Hospitality & Tourism and Retail industries across Australia.

"When we analysed our SEEK job ad data for the Hospitality & Tourism and Retail industries, over a three year period, on average 10 per cent of the total job ads over that time for both industries fell in September.

"We know job advertising for the Hospitality & Tourism and Retail sectors increases each September because hirers aim to have their seasonal teams in-place by late September and early October, ahead of the busy festive and Summer season. This means it's a great time for jobseekers to be onsite looking and applying for opportunities."

The roles within Hospitality & Tourism that had the greatest number of new job ads on SEEK this September and their average advertised salaries were:

1. Chefs/Cooks (\$59,716)
2. Management (\$67,098)
3. Waiting Staff (\$48,291)

Job ads on SEEK had mixed results across the states and territories

in September 2016, which is reflective of their unique labour and economic conditions.

"South Australia and the Australian Capital Territory enjoyed the largest year on year growth this September, with job ads up 13.2 per cent and 13.1 per cent respectively," said Ilczynski.

It was a hirer's market in Western Australia, Queensland, Tasmania, and the Northern Territory this September when compared to the same period last year. For each job advertised there was a higher than average number of candidates applying, creating more competition for job seekers but providing hirers with a larger pool of candidates to choose from.

"In NSW, Victoria, SA and the ACT this August, there were reasonable competition conditions for job seekers and employers," Ilczynski said.

"South Australia and the Australian Capital Territory enjoyed the largest year on year growth this September, with job ads up 13.2 per cent and 13.1 per cent respectively."



SHAKING UP A WINNER

Vini Wang from Hains & Co was the state winner of the 2016 Woodford Reserve National Cocktail Competition in November.

Now in its second year, the competition challenges bartenders to produce an original cocktail that showcases the flavour profile of Woodford Reserve along with creating a separate drink that celebrates their interpretation of the Old Fashioned cocktail.

Vini will now compete against 4 others at the

National Final which will be held at the Woodford Reserve Lighthouse Account, Ms Collins, in Melbourne on December 5th.

The winner of the National Final will receive a once in a lifetime trip to the USA to attend the Woodford Reserve Manhattan Experience Final in New York and a private tour of the Woodford Reserve Distillery in Kentucky, valued up to \$11,500.



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COOPERS LAUNCHES AMBER ALE

Coopers Brewery has released a new Amber Ale in time for summer.

But "Family Secrets Amber Ale" is only available on tap in selected hotels across Australia.

Family Secrets Amber Ale is the second limited edition seasonal beer Coopers has released this year, following the release of Brew A IPA (India Pale Ale) in April.

Coopers Sales and Marketing Director, Mr Cam Pearce, said releasing limited edition seasonal beers was a way of Coopers underlining its credentials as Australia's original craft brewery while also providing the on-premise market with a unique product to help drive customer traffic.

"For the past 154 years, Coopers has specialised in brewing unique secondary fermented ales," he said.

"Amber Ale, along with Pale Ale and IPA, is one of the major beer styles produced today by craft brewers around the world.

"With interest in Amber Ale growing in Australia, the Cooper family decided to share its unique expression of this in-demand beer."

Coopers Managing Director and Chief Brewer, Dr Tim Cooper, said Family Secrets Amber Ale was distinguished by a rich, malt character arising from the selection of caramalt, crystal and roasted malts used in the grist. This produced a beer with a rich ruby hue and a crisp refreshing taste.

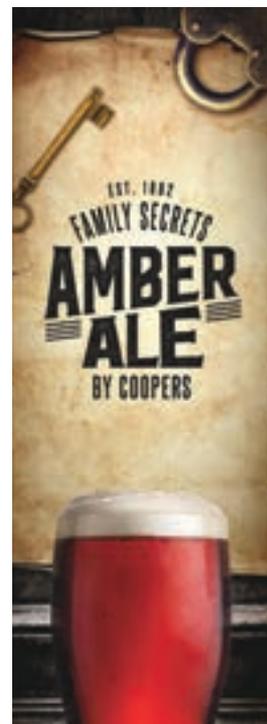
Centennial and Galaxy hops augment the fragrant and floral aromas of esters arising from the ale fermentation. At 5.2% alcohol and 35 International Bitterness units, Family Secrets Amber Ale comfortably fits within the Amber Ale specifications.

Only 1500 kegs have been brewed.

In other news, Coopers is repackaging and relaunching Coopers Premium Lager and Coopers Premium Light.

The two lagers, along with Coopers Original Pale Ale, will be the main beers sold at the Australian Open following Coopers' success in winning the pourage rights for the tennis earlier this year.

Coopers Premium Lager and Premium Light will be repackaged in 355 ml green glass bottles with clean, contemporary labels, cartons and cluster packs.



THANKS ALL ROUND FOR KIDS CHARITIES AND SPONSORS



The Liquor Industry Golf Club holds an annual golf day in February each year to support Children's charities here in South Australia.

The Charity day is now a key event on the hospitality golf calendar. It is attended by many hospitality industry businesses, providers and also a gang of hoteliers who volunteer their help on the day to keep the costs down.

The day raises in excess of \$90,000 annually that is invested with BankSA to earn extra interest so there is more to distribute at the following year's event to worthy charities.

To acknowledge the many sponsors and volunteers who assist in extraordinary ways at the event, a "thank you" lunch was held at the Worldsend Hotel on Thursday 15 October.

Bruno Battistella - President of the Grange Golf Club was in attendance who actively participates in the Charity day fund raising and recognition causes.

The Leukaemia Foundation's involvement as a beneficiary received an advanced cheque to the Young Bloods campaign which was launched



last year. The LIGC Charity day committee honoured a \$10,000 grant, to support this new initiative.

The next Liquor Industry Golf Club CHARITY DAY will be held on **MONDAY 6 FEBRUARY 2017 at the Grange Golf Club**. Teams are \$950 for 4 players, or you can participate as an active sponsor by taking on a Hole sponsorship worth \$600 – speak to the club today by email: robbitims@chariot.net.au or mobile: 0418 834 823.



LOCAL COMPANY SECURES NATIONAL DEAL WITH GLOBAL BEVERAGE COMPANY



In a major boost for the South Australian horticulture industry, JVJ CO, a partnership between the Lenswood Apples and Rivercorp Land & Water Limited will supply global beverage company Lion with 3.5 million litres of apple and pear juice annually under a new deal struck today.

Lenswood Apples is the largest packer and marketer of apples in South Australia and Rivercorp one of the State's largest growers.

"This is a massive turning point for our company, this will see us double our staff," JVJ Co's CEO Fergus McLachlan said.

"This deal will see Lion shift from mostly Victorian apples to now using locally grown South Australian apples in their ciders," he said.

"The apple industry in this State is undergoing some significant challenges at the moment but the ability to create a profitable market for our second grade fruit by juicing has offered a genuine buffer for our business," he said.

The deal with Lion follows a \$9.1M grant Rivercorp received through the Irrigation Industry Improvement Program (3IP), a joint initiative of the State and Federal Government. The grant was used to build a brand new juicing and storage facility and establish improved shade netting across part of the company's Riverland orchards.

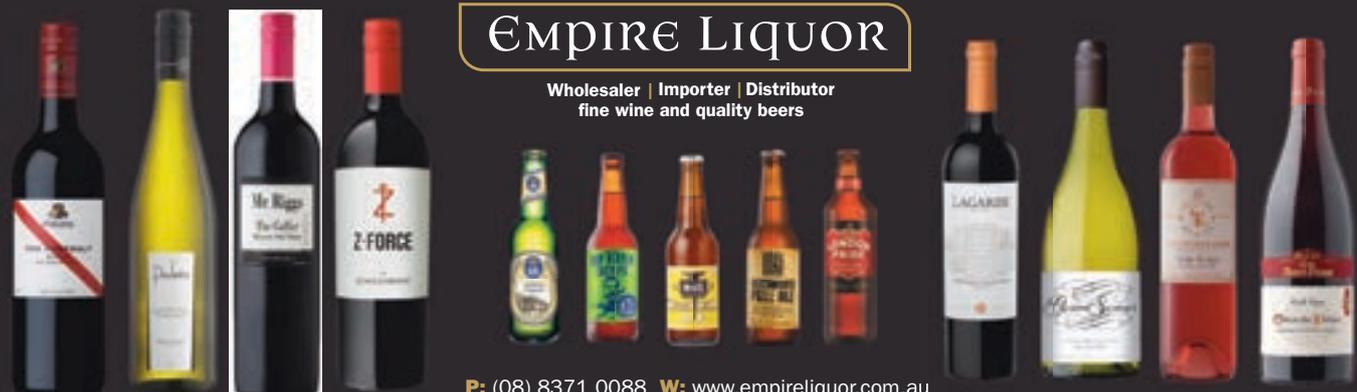
3IP is funded as part of the \$265M South Australian River Murray Sustainability program, which is funded by the Federal Government and is being delivered by PIRSA over six years to mid-2019.

"The South Australian River Murray Sustainability program has helped us secure a new sustainable income source but more importantly the long-term flow-on effects in terms of employment and economic spin-offs for local businesses, schools, supermarkets and the wider industry are immense," Mr McLachlan said.



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“EXQUISITE CUISINE” CATCHES JUDGES EYE

Two AHA|SA hotels took out awards at the recent South Australian Tourism Awards.

In winning the Luxury Accommodation award, The Playford received particular praise for its food offering, which was described by judges as “exquisite cuisine”.

Judges comments were: “Redefining opulence, The Playford, MGallery by Sofitel offers 5 star luxury accommodation, modern Australian cuisine and Adelaide’s cultural boulevard at your doorstep. Offering the perfect blend of classical style and contemporary luxury, the stunning Art Nouveau ambience flows through the 182 spacious guestrooms, individually appointed studio spa suites and distinctive ‘New York’ loft suites.

“Recognised for its outstanding personalised service and exquisite cuisine, the hotel is also home to the award-winning Playford Restaurant.”

The ibis Adelaide won the Standard Accommodation category, with judges commenting: “ibis Adelaide is the first purpose-built branded premium economy hotel to open in Adelaide. Displaying an innovative and modern design, the \$70 million hotel was developed by Hines Property Group in 2014 and is managed by French company AccorHotels.

“Located in the Adelaide CBD, ibis Adelaide offers an obsessive customer service culture. It features 311 contemporary accommodation rooms spread over 16 levels, meeting rooms, state-of-the-art gymnasium with an adjoining outdoor terrace, laundry facilities and a dedicated bar and restaurant area with balconies that overlook Adelaide’s busy Grenfell Street.”

“Recognised for its outstanding personalised service and exquisite cuisine, the hotel is also home to the award-winning Playford Restaurant.”



CHARITY GOLF DAY BENEFITS RURAL SA



The winning team from The Palmer Group, with Chip In For Mary Potter Chairperson, Jenny Hurley.

This year's Chip in for Mary Potter Golf Day raised a stunning \$107,116.

With the three major brewers – Coopers, Lion and CUB – working together as the event sponsors and a range of local businesses that support the event every year, the event has raised almost half a million dollars over five years.

This year, some of the funds will assist rural SA, with the creation of a dedicated palliative care space for patients and families in the Keith & District Hospital.

This very welcome development for the town of Keith will see rooms fitted out for palliative care and for family support. This will include a complete refurbishment of existing spaces in the hospital with

“We are grateful to know that patients and families will have a dedicated space to be together in their final days.”

upgrades to a patient room, kitchenette, access to an outdoor area and a room for family members to stay overnight.

“Over the past four years the golf day has made possible some amazing transformations of palliative care spaces for patients and families at Calvary North Adelaide Hospital and the Mary Potter Hospice,” said Jenny Hurley, Chair of the golf day committee and Patron of The Mary Potter Foundation.

“When discussing the project for this year's event The Mary Potter Foundation suggested supporting palliative care needs in a regional area.”

“We feel very privileged and excited to be chosen to receive this funding from The Mary Potter Foundation,” said Janet Allen, Chair of the Keith & District Hospital. “We are grateful to know that patients and families will have a dedicated space to be together in their final days.”

The aim of palliative care is to achieve the best quality of life when cure is no longer an option not only for the patient but for their family and friends. The opportunity to be close to home and to be able to stay with loved ones can be so important in the final weeks and days of life.

Along with the funds going to Keith, the Mary Potter Hospice will also benefit with funds to support care given to patients and families.



UNREGULATED ACCOMMODATION AND THE 'SHARING ECONOMY'

Unregulated accommodation continues to be a serious concern.

Unfortunately, neither State nor Local Governments have fully understood the implications and therefore imposed the necessary constraints.

The argument is not against 'genuine sharing' where residents offer a share room in their house or apartment or let it out on an **occasional** basis.

Our concern is non-resident property owners, who operate commercially as 'quasi hotels', operating un-hosted properties over the year, without any of the regulations that apply to hotels around planning, consumer safety, insurances, disability access or taxation.

The problem is worsening. The Weekend Financial Review carried

a piece detailing how the oversupply of units in Brisbane and Melbourne is forcing property investors to resort to Airbnb as an alternative to longer term tenants.

TAA (our Accommodation Division chaired by The Hon Martin Ferguson AM) has sought to address the issue by meeting with ATO Commissioner Chris Jordan to ensure a strict enforcement of income tax abidance by those leasing short term accommodation.

We further contend that it is time Local Government took an interest around their rates regime.

Our members pay a loaded commercial rate, whilst the rapidly expanding un-hosted sector continues to pay the lower private residential rate.

There has been a change of use that is not subject to the compliance regime of its new usage.

In Port Lincoln alone, there are 23 previous private residences advertised on the web as un-hosted short term accommodation.

Our considered opinion is that these places, in stark contrast to our members, are not paying the 10% GST either.

The tide is turning, in some parts of the world at least. The Weekend Australian carried a piece detailing how Airbnb had agreed that in two of their biggest markets, London and Amsterdam, to limit the number of nights per year that a host could hire out a room.

In New York as of 21st Oct this year it is illegal to advertise an entire unoccupied apartment for less than 30 days.

Berlin has banned Airbnb short term rentals by city court decision.

The Japanese Government has passed laws placing restrictions on Airbnb short term rentals.

New rules in Vancouver shut down in excess of 1,000 short term Airbnb listings.

This is a serious issue threatening both new investment and employment.

Airbnb has launched legal action against San Francisco over a new law that requires it to delist hosts who have not registered their living spaces.

The website will be fined up to \$1,000 US for unregistered hosts.

One final point. It will be the continuing emergence of disruptive business models like Airbnb, Uber and many more to come that will do more to undermine award based reward and permanent employment as we know it than any review of penalty rates properly argued before the IR Umpire within the recognised Fair Work rules and structure.

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SEA BREEZES, SEA VIEWS, AND SEAGULLS AT YORKE PENINSULA HOTEL



What a beautiful day it was at the recent YP regional AHA|SA meeting at the seaside Port Victoria Hotel. The meeting and gathering of AHA|SA sponsors enjoyed a lovely three course meal convened by the lovely Manager Julie Rex (I played district cricket with her late father-in-law Dean Rex many years ago). The AHA event was conducted by Y.P. Councillor Trevor "Seagull" Evans from the Wombat Hotel Kadina and was once again a very successful industry get together.

The Port Victoria Hotel has a great sea view and "Seagull", whose father was a professional fisherman, looked simply at home as we all enjoyed the beer and wine hospitality on the new alfresco area overlooking the sea. Lessees of the pub Ken and Denise Davey have done a great job with the new area, resembling a jetty-made of old jetty planks and pylons that have been replaced from storm damaged jetties in recent times. Whilst having a beer, you consider checking the fishing lines or crab nets, so real is the reproduction of the jetty feel on this unique alfresco area. Unfortunately Seagull Evans started to feel a bit queezy and off colour on the jetty planks and looking out at the moving waves nearby and had to sit down for a while. He must have remembered a recent charter boat expedition with Trevor Jumbo - SA Brewery, Grant Summerton (Weeroona Hotel), Seagull and others, arranged as one of many farewells for Ian Johnson, the long term quality control man from the SA brewery who finishes up in March 2017. Apparently Seagull, who had been seasick on a previous charter, did the right thing the night before this fishing charter out from Balgowan - no drinks and early to bed to ensure an enjoyable day of fishing with mates. The charter left shore at 7.30am and from all accounts from 8.30am sharp to 3pm in the afternoon it was a gold medal Olympic games performance of throwing up every morsel of food in his body. Gold medal performance status as it was being propelled six foot into the sea breeze - no mean feat. Apparently he thought intestines, gizzards, internal organs would be next, so crook was poor Seagull. Being 60km from land, swimming ashore was not an option! Apparently his mates on board felt very sorry for him, and to be fair, were somewhat reluctant to convey this story to me! Only my experienced journalistic skills extracted this information from some tight-lipped mates! Word has it that all caught fish except poor Seagull, who his mates could not recall even baiting up a hook let alone catching a fish. Maybe some sea-sickness tablets next time may assist!

Talking about Ian Johnson, many in the hotel industry have benefitted from his expertise over many years, believed to be around 35 years and we all wish him well in his final months of work with Lion SA. His work mates reckon he will have more farewells than John Farnham the Aussie rock icon!

Garry Wood at Lion sent me a carrier pigeon message recently, about Ian Johnson. In March 2017 he will have worked for the company for more than 40 years and I think it's a story worth telling in Garry's words:

Ian started at West End Brewery in Hindley Street 22nd February 1977.

He worked for two months in the kegging plant then moved into the cellars, operating the filter and preparing the beer for kegging.

Ian then moved down to Southwark Brewery in 1979 working on all beer processes from brewing right through to the finished product ready for packaging.

Whilst talking about the Lion SA group, I was fortunate to be seated alongside of Tim Moffat (SA sponsorship and events leader for Lion SA) at the recent launch of the Redbacks cricket season at Adelaide Oval. Tim said they have been huge supporters and sponsors of cricket in SA for over 50 years and a major supporter of the SACA and all levels of cricket, including the Redbacks, and also are the principal partner of the very popular Adelaide Strikers franchise. Their beer certainly is appreciated by all those in attendance at the oval for all events and goes down very well when these teams are performing well, as is currently the case. My group of mates who attended the recent Test match at Adelaide Oval certainly did our bit sampling and checking the quality of beverage as we all do annually at the Adelaide Oval.



During this time Ian also worked for many years as leading hand as well as Quality Control Analyst.

After 18 years working on shift work Ian needed a change and was lucky enough to secure the role in Trade Quality Dept. where he has worked until now.

In Ian's own words 'Working in Brewing was a great job, I loved it, but the shift work was not enjoyable.'

“The country travelling has also been very enjoyable. I have made a lot of friends over the 22 years in this job and feel proud that customers are happy to call me whenever they have a problem.”

He also states that “Trade Quality has been a dream job for me, I love the trouble shooting part of the role and really get a kick out of being able to help people sort out their beer issues.”

“The country travelling has also been very enjoyable. I have made a lot of friends over the 22 years in this job and feel proud that customers are happy to call me whenever they have a problem.”

Ian says that he has loved working for Lion, saying that the company has been very good to him and that he has been very lucky as he always found it very easy to come to work.

He also said that he feels sorry for people who hate their job and dread going to work each day.

He believes that now it is time to take a breather, do some mid week fishing instead of on weekends, and reckons it is amazing how many nice days we have during the week and how the weekends are windy.

He and his wife Margaret are also looking forward to doing some cruising.

What a great career, well done IJ.

Finally the Ravo's Bush telegraph would like to wish you all a very Merry Christmas and a healthy and happy New Year, and great hotel trading in the coming year.



Beer Dispensing Equipment

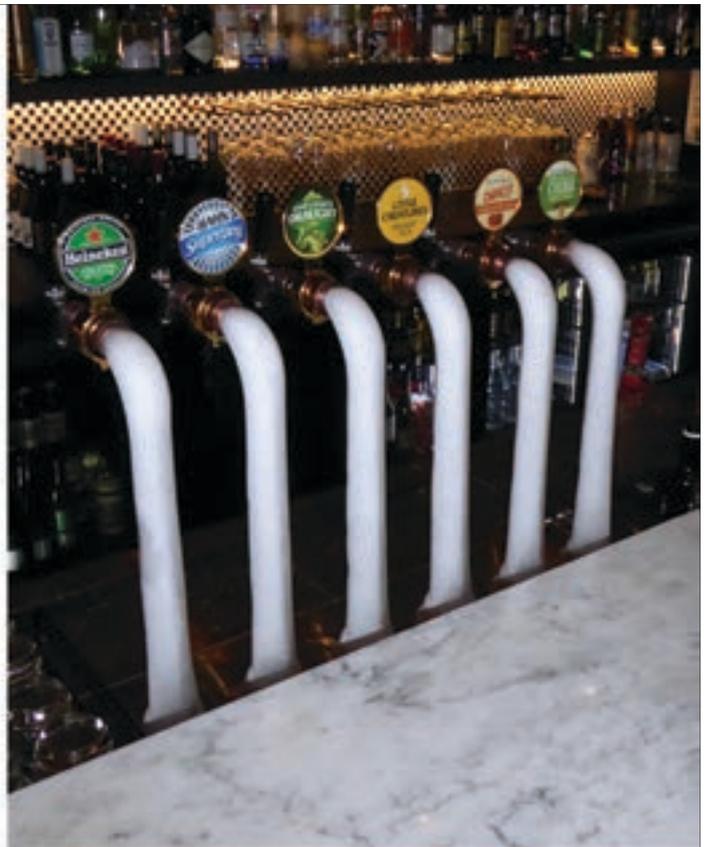
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COMMUNICATION WITHIN THE WORKPLACE

Employers often overlook the importance of developing open and transparent communication channels within the workplace. Communicating with employees on a regular basis can help develop a positive workplace culture and can help prevent workplace issues arising, such as poor performance or workplace bullying for example. This article will examine the why, when and how of workplace communication in order to show how effective communication can help create a positive workplace culture where workers feel valued resulting in fewer workplace issues.

Why communicate?

The answer to this question should be self-evident. However, employers often misunderstand why workplace communication is so important. Communication is often seen as a one way process, that is employer to employee only, however this is far from the truth. By taking this view, communication is often seen as a timely task that will potentially raise more issues that it can resolve. However, there are a number of reasons why communicating with your employees and listening to what they have to say is so important. Some of these reasons include:

- Employers advising employees of the culture and work environment they want to develop and build at their venue
- Employers advising employees of what their role is, the tasks and duties that are required of them and how you expect them to undertake those tasks and duties
- Employees are encouraged to provide the employer with ideas whether it be as to the development of a workplace policy or procedure, how to improve their business or in regards to work, health and safety matters
- Builds an open, supportive and trusting environment
- Creates a positive workplace culture whereby employees feel valued
- Allows management to obtain the views of employees and obtain an understanding of how they feel about the workplace, the work environment and other such matters.

It is important that a culture is created whereby employees know they can raise issues with management and those issues will be dealt with. Often employees do not speak up as they feel they will not be listened too, no action will be taken in response to the issues raised or they do not want to be seen as 'the complainer'. The outcome of this may be a greater likelihood of poor performance, instances of workplace bullying or other issues that may take up an employer's valuable time to resolve. By establishing open and

transparent communication channels from the outset, the chance of these issues occurring can be reduced. These are all reasons why you cannot afford to not communicate!

When should you communicate?

Communication is an ongoing process that should occur **all the time**. It should not occur only when a problem arises or when you have 'bad news' such as a workplace restructure. Further, it is important to remember that communication is a two way process, not only from employer to employee but also from employee to employer. Further, communication is not just spoken words. Listening to what is being said is just as, if not more, important. Good listeners actively engage with the speaker to show that they understand what is being said and the concerns or issues being raised.

Failure to listen to what is being said can result in the other party becoming disengaged. This may not only be with the conversation itself but when it is the employee who feels they are not being listened too they may become disengaged with the workplace or their role. This can result in higher staff turnover and subsequently the costs associated with recruiting and training new staff. Further, it may result in good employees being lost and good employees are often hard to come by. Where the employer feels the employee is not listening, the result is often further poor performance and further time spent by the employer undertaking performance management. This is why open and transparent communication from the commencement of employment is of critical importance – what do you expect of employees, what culture do you want to build at your workplace and what behaviour is and is not accepted.

The following is not an exhaustive list but contains instances of when communication should occur:

- On induction
- When an issue arises whether it be with an individual employee, a group of employees or a general issue of which employees need to be aware
- When providing feedback whether it be positive, constructive or negative
- Following up on issues that have been raised by employees – are they happy with the outcome, has things changed since they raised the issue with you
- If an employee has been performance managed, follow up with them to see if they have changed their behaviour, have their skills improved



- When it is a legal requirement such as when advising of significant workplace change such as a restructure – in such instance the consultation requirements of the relevant Award or Enterprise Agreement must be followed.

“If an employee has been performance managed, follow up with them to see if they have changed their behaviour, have their skills improved”

How to communicate?

Communication can occur in many ways. The method used to communicate a particular message should be appropriate to the message you are trying to convey and the target audience. Different methods of communicating with and between employees include:

- Policies and procedures
- Staff meetings
- Memos
- Training and instruction (in house)
- Informal chats – walking around the venue etc
- Facebook groups (although set strict guidelines) – communicating with the various age groups.

Further information

Members should contact the HR/IR Team for further advice and assistance. In addition, Members can access both the Workplace Relations and Work Health and Safety Packages from the members section of the AHA|SA website, both which contain a vast number of template policies and other documents that members can use as part of their overall communication process.

STAFF CHRISTMAS PARTIES – DO’S AND DON’TS

Communicating with staff is particularly important when it comes to the holding of staff Christmas functions. Christmas parties

provide employers with an opportunity to thank employees for their contribution to the business across the year. They are also a great way to encourage staff morale. However, poorly managed Christmas functions come with a number of risks. Any staff function set by the employer will be considered work related and therefore comes with a number of potential risks, including but not limited to claims of sexual harassment, discrimination or a work related injury. Members planning on holding a Christmas function for their employees should be mindful of the following do’s and don’ts.

What to do

- plan ahead
- remind staff that as this is a work event all hotel policies and procedures will apply during the function, including disciplinary action for any breach that may occur
- set clear start and finish times
- if alcohol will be consumed
 - ensure food is available
 - make available a choice of non-alcoholic beverages
 - provide transport home at the conclusion of the event (ie cab charges, arrange shuttle bus)
- set guidelines for Kris Kringle (if applicable) - gifts should not offend or discriminate the recipient or other staff
- in the event an issue is raised after the function, ensure that it is investigated in a timely manner as per any other workplace complaint

What not to do

- encourage rapid or excessive drinking
- fail to plan
- think employees are responsible for their own behaviour
- think that it is the host venues responsibility alone to monitor staff behaviour and alcohol consumption. Employers must ensure staff safety and compliance with policies and procedures during the function.

The above is not intended to discourage the holding of Christmas functions. Rather it is offered as a reminder of what Members should do in order to ensure the function is successful and trouble free. Members should contact the HR/IR team for further advice and information if necessary.

REGIONAL MEETINGS

The AHA|SA conducted regional meetings for the South East at the South Aussie Hotel, the South Coast/ Hills at the Swanport Hotel Murray Bridge, the Gawler and Barossa at the Prince Albert Hotel and the Metro at The Bombay Bicycle Club. The lunch at the Prince Albert was going to be tapas style food served outside in their stylish outdoor area at the back of the hotel. Unfortunately the rain came (and some hail) so we all had to move inside to the front bar.

It was very different to the normal lunch set up, although in the end it worked out well. We will do more of these in 2017.

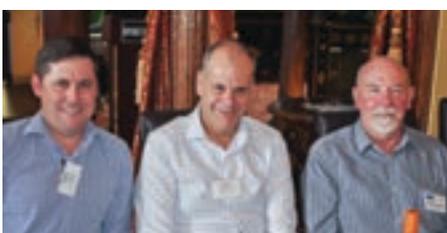
To all the hotels and staff a big thanks for providing wonderful service and great food at these events.

The meeting's agenda includes the Liquor Licencing Review and the AHA response, electricity pricing, gaming update and the continued penalty rates concerns. The

hospitality industry faces many challenges at present and in the future. Be assured the AHA|SA is working through these issues to protect your bottom line.

Following the presentation at each of the venues, our very supportive sponsors have the opportunity to enjoy lunch and interact with our members and AHA staff.

Special thanks to our sponsors that provide product on these days.





GET THE FACTS WITH YOUR FLAT WHITE

LISTEN TO DAVID PENBERTHY & WILL GOODINGS 6AM-9AM WEEKDAYS

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FIVEaa
TALKING ADELAIDE

2017 CALENDAR

aha|sa

Australian Hotels Association (SA)

FEBRUARY

- 7th** Metropolitan Regional Meeting
AHA|SA Council Meeting
- 13th** Award Nominations Open
- 21st** Murray Mallee Regional Meeting
- 28th** Lower/Mid/Upper North East Regional Meeting

MARCH

- 7th** Women in Hotels Network
AHA|SA Council Meeting
- 21st** South East Regional Meeting
- 28th** South Coast/Hills Regional Meeting

APRIL

- 4th** AHA|SA Council MEETING

MAY

- 1st** AHA|SA Annual General Meeting & Function
- 2nd** AHA|SA Council Meeting
- 9th** Yorke Peninsula Regional Meeting
- 23rd** Gawler/Barossa Regional Meeting
- 30th** Eyre Peninsula Regional Meeting

JUNE

- 6th** AHA|SA Council Meeting
- 20th** Pt Pirie/Pt Augusta/Whyalla Regional Meeting
- 27th** Women in Hotels Network

JULY

- 4th** AHA|SA Council Meeting
- 11th** Murray Mallee Regional Meeting
- 18th** Lower/Mid/Upper North East Regional Meeting
- 25th** AHA|SA Hotel Industry Awards for Excellence

AUGUST

- 1st** AHA|SA COUNCIL MEETING
- 22nd** South East Regional Meeting

SEPTEMBER

- 5th** AHA|SA Council Meeting
- 12th** Gawler/Barossa Regional Meeting
- 19th** South East Regional Meeting
- 26th** Women in Hotels Conference
- 27th** Women in Hotels Conference

OCTOBER

- 10th** AHA|SA Council Meeting
- 17th** SA Hospitality & Gaming Show
Metropolitan Regional Meeting
- 24th** Yorke Peninsula Regional Meeting

NOVEMBER

- 14th** AHA|SA Council Meeting
- 21st** Women in Hotels Christmas Function
- 28th** Eyre Peninsula Regional Meeting

DECEMBER

- 5th** AHA|SA President's Christmas Lunch
AHA|SA Council Meeting

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- Jaquillard Minns 8221 6551

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- Cashcard 0410 681 515
- Next Payments 0499 331 476

Architects & Interior Designers

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Audio Visual

- Big Screen Video 1300 244 727
- Integrate IoT 8193 4800
- Nightlife Music Video 1800 679 748
- Novatech Creative Event Technology 8352 0300

Background Music

- Nightlife Music Video 1800 679 748
- Zoo Business Media 07 5587 7222

Banking

- Bank SA 8424 5536
- Commonwealth Bank 8206 4035

Beer Dispense Equipment

- Andale Hotel Services 8234 0388
- Lancer Beverage Systems 8268 1388

Beverage Gases

- BOC Limited 8300 5662
- Supagas 8252 7472

Beverages

- Accolade Wines 8392 2238
- Asahi Premium Beverages 8276 4888
- Australian Liquor Marketers Pty Ltd 8405 7744
- Brown-Forman Australia 8418 7104
- Carlton & United Breweries 8416 7819
- Coca-Cola Amatil 8416 9547
- Coopers Brewery 8440 1800
- Diageo Australia 8245 9300
- Empire Liquor 8371 0088
- Lion 8354 8888
- Liquor Marketing Group (Sip'n Save) 8416 7575
- Options Wine Merchants 8346 9111
- Macaw Creek Wines 0409 625 642
- Pernod Ricard Australia 8208 2400
- Red Bull 02 9023 2935
- Samuel Smith & Son 8112 4200
- Treasury Wine Estates 8301 5400
- Vintage House Wine & Spirits 8397 7100

Bookkeeping

- Brisban Hospitality Consulting 8235 1594
- Winnall & Co. 8431 9447

Cabinet Makers

- John Reuther Cabinet Makers 8234 9600

Cleaning Supplies

- Chemform 1300 201 144
- Cobalt Blue Australasia 8352 3881

Energy

- Bulk Energy 1300 462 855
- Trans Tasman Energy Group 1300 118 834

First-Aid

- AlSCO 8346 1391
- St John 0488 178 823

Food Services

- Galipo Foods 8168 2000
- Holco Fine Meat Suppliers 8162 8400
- International Oyster & Seafoods 0412 392 551
- PFD Foodservice 8114 2300
- Wills and Daniel 8260 7776

Furnishings

- Concept Collections 1300 269 800
- James Richardson Corporation 8211 8966
- The Table & Chair Co 8354 3266

Gaming Machine Services

- Ainsworth Game Technology 0408 462 321
- Aristocrat Technologies Australia 8273 9900
- Global Gaming Industries 0409 283 066
- IGT 8231 8430
- Independant Gaming Analysis 8376 6966
- Konami Australia Pty Ltd 0409 047 899
- Macmont Gaming Supplies 8340 1322
- Max Systems 8275 9700

Gambling Services

- The Lott 132 315
- UBET 8354 7300

Glass

- O'Brien Glass 8259 9211

Hotel Brokers

- McGees Property Hotel Brokers 8414 7800
- Steele & Associates Hotel Brokers 8232 1566

Hotel Management

- Brisban Hospitality Consulting 8235 1594
- H&L Australia Pty Ltd 8291 9555

Hotel Marketing

- Drinking Buddy 0431 616 025

Ice Makers

- Bunzl Hospitality Supplies 8245 6200
- Lancer Beverage Systems 8268 1388

Information Systems/**Site Preparation**

- Max Systems 8275 9700

Insurance

- Aon Risk Solutions 8301 1111

I.T. Products & Services

- Vintek 1300 001 337

Kitchen & Bar Equipment

- Andale Hotel Services 8234 0388
- Bunzl Hospitality Supplies 8245 6200

- Lancer Beverage Systems 8268 1388
- Ozicater 1300 694 228
- Silverchef 1800 337 153
- Stoddart Manufacturing & Food Service Equipment 0427 106 103

Labour Hire

- Skillhire 8349 3400

Legal Services

- Clelands Lawyers 8177 5888
- Duncan Basheer Hannon 8216 3389
- DW Fox Tucker 8124 1910
- Foreman Legal 8370 8500
- Ryan & Durey Solicitors 6166 9000
- Solomon Humble 8232 3300
- Wallmans Lawyers 8235 3000

Media

- Boylen 8233 9433
- FIVEaa 8419 1395
- InDaily 8224 1600

Music Licensing

- APRA/AMCOS 8331 5800

Onhold/Messaging

- Zoo Business Media 07 5587 7222

Painting & Property Maintenance

- Higgins Coatings 8301 4600

Payroll & HR Resources

- Brisban Hospitality Consulting 8235 1594
- Sage Payroll & HR 1300 729 229
- Winnall & Co. 8431 9447

POS Systems

- H & L Australia Pty Ltd 8291 9555

Property Valuations

- Knight Frank Valuations 8233 5222

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- Bidvest Hospitality Supplies 8245 6200
- Lancer Beverage Systems 8268 1388

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- Foxtel 1300 138 898
- Fox Sports 0499 660 023
- Sky Racing 02 9218 1755
- Punt Club 8120 4880

Staff Training & Recruitment

- HITsa Industry Training 8267 3000

Superannuation

- HostPlus Pty Ltd 8205 4965

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- AlSCO 8346 1391

Websites

- Boylen 8233 9433

Workers Compensation

- Employers Mutual 8127 1100
- Gallagher Bassett 8177 8450

PLATINUM

16/17



GOLD

16/17



SILVER

16/17

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- APRA Amcos
- Aristocrat Technologies Australia
- Australian Liquor Marketers
- Big Screen Video
- BOC Limited
- Boylen
- Empire Liquor
- Employers Mutual
- Foxtel/Fox Sports
- IGT
- InDaily
- Independant Gaming Analysis
- Integrate IOT
- James Richardson Corporation
- Konami Australia Pty Ltd
- Liquor Marketing Group – (Sip'n Save)
- Novatech Creative Event Technology
- Options Wine Merchants
- Ryan & Durey Solicitors
- Samuel Smith & Son
- Sky Racing

BRONZE

16/17

- AlSCO
- Andale Hotel Services
- BankSA
- Banktech
- Bentleys Accountants
- Brown-Forman Australia
- Bulk Energy
- Cashcard
- Chemform
- Cobalt Blue Australasia
- Commonwealth Bank
- Concept Collections
- Drinking Buddy
- Duncan Basheer Hannon
- DW Fox Tucker Lawyers
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- Higgins Coatings
- HITsa Industry Training
- International Oyster & Seafoods
- Jaquillard Minns
- Knight Frank
- Lancer Beverage Systems
- Macmont Gaming Supplies
- Macaw Creek Wines
- McGees Property Hotel Brokers
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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 a recognised industry body, 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



TIM BOYLEN

Boylen +

PH 08 8233 9433

tboylen@boylen.com.au

DIGITAL FIRST

If you could choose to have one in four customers, or three in four customers, which would you choose? Three in four is the obvious answer.

That rule of thumb of three in four is critical to your marketing if you want to attract people aged in their 20s and 30s.

In fact, if this demographic is important to your business, it's time to ruthlessly audit your marketing strategy.

Because they grew up virtually connected from the crib, this demographic is sometimes referred to as "digital natives" ... and the predictions about how this upbringing would influence their behaviour are all coming true.

It's mind blowing just how different these Millennials are to people aged 35+. (Millennials are aged 19-35 in 2016.)

They are twice as likely to review your organisation via their phone than the generation ahead of them. "86% found directions or contact details for a business with their phones in the past three months." Chances are you've done it yourself. That means your marketing strategy has to become "mobile first", not an afterthought. And if your website doesn't reduce beautifully into phone format, you're in serious trouble.

Google research tells us that: "74% rely on their phones more than, or at least as much as, they rely on their desktops when searching for information, ideas, or advice." **That's three people researching on their phone, compared to one on their desktop.**

As one writer put it: "Desktop is dying and mobile is killing it."

It's not just having a mobile website that counts, it's how you deliver information on a phone screen that determines how successful you will be. Google research is highly informative in this regard. They give you insights into how your site should work on mobile view. Here are two examples:

Cars. "Car buyers spend up to 15 hours online researching, comparing and learning. When people browse the web for automobiles, they want to see pictures and visuals of their dream car. In fact, about half of Google searches for cars contain images." Your mobile website must deliver on these factors, or you are removing yourself from the 'game'.

Accommodation Hotels: "When people search for hotels, they're looking for information like rates, availability, locations, user reviews, editorial descriptions, Google Street View, and high resolution photos." If you are primarily an accommodation hotel, these factors

need to be top of mind when working out what your customer experience will be online ... and on phone. If you are a mixed offered hotel, "Accommodation" or "Rooms" might be one of the prominent navigation elements on the first screen of your mobile website. One user clicks this option, they need quick access to the information detailed above.

It's difficult keeping up with digital change. If you can't, make sure you employ staff who can, or look externally in the same way you use accountants, lawyers and refrigeration mechanics!

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Ideas Made Visible

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LICENSEE TRANSFERS SEPTEMBER 2016

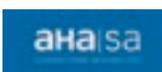
HOTEL	LOCATION	DATE GRANTED	NEW LICENSEES
Crown & Anchor Hotel	Adelaide	12/9/2016	Crown & Anchor Pty Ltd
Coonalpyn Hotel	Coonalpyn	12/9/2106	Zejaw Pty Ltd
Terminus Hotel	Morgan	19/9/2016	Talawinki Hotels Pty Ltd
The Halfway House Hotel	Bellum	26/9/2016	Brian Morris Hotel Group Pty Ltd
Rising Sun Hotel	Auburn	26/9/2016	Guerin Hotels Pty Ltd
Mannum Hotel	Mannum	28/9/2016	15 Randall Street Pty Ltd

WELCOME TO OUR NEW MEMBERS

HOTEL
Oxford Hotel
Hagen Arms
SA-WA Border Village
Union Hotel

LICENSEE TRANSFERS OCTOBER 2016

HOTEL	LOCATION	DATE GRANTED	NEW LICENSEES
Grand Hotel	Millicent	4/10/2016	Thomas Millicent Property Pty Ltd
Railway Hotel	Port Adelaide	21/10/2016	KosMik Web Pty Ltd
Coorong Hotel/Motel	Policemans Point	21/10/2016	Raymond Logan
Melville Hotel	Yorketown	26/10/2016	S & G Psaroudis Investments Pty Ltd
Pekina Hotel	Pekina	28/10/2016	Gerhard Karl Holzinger



OFFICE HOLDERS

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 Toll Free: 1800 814 525
 Fax: (08) 8232 4979
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 Web: www.ahasa.asn.au

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DIVE INTO SUMMER



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