

# Hotels SA

The Official Publication of THE AUSTRALIAN HOTELS ASSOCIATION (SA branch) April/May 2017

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# FROM THE PRESIDENT

## PETER HURLEY AO – AHA|SA PRESIDENT

### SANITY PREVAILS AS BIGGER ISSUES BECKON

The AHA|SA is grateful that sanity prevailed during the recent Liquor Licensing Review. Confronted by some ridiculous recommendations from certain quarters, we were treated with fairness and respect by the former Supreme Court Justice Tim Anderson.

The inconsistent and unfair risk based licence fee that was proposed for the moment is still subject to consultation. This notion needs to be buried permanently. The State has far greater issues to grapple with (Ian Horne addresses some of these in his column in this issue.)

### PENALTY RATES

Amidst the gnashing of teeth over the Fair Work Commission's *penalty rates* decision, most commentators have missed the point that many employees in the South Australian hotel industry are completely unaffected.

The industry entered into a collective agreement with Mark Butler many years ago, where the long standing rate for casuals of time plus 50% was preserved for all covered by the agreement. Those employees receive that rate regardless of the day of the week or time of the day. It applies 365 days a year whether a Public Holiday, a Sunday or a normal weekday.

As a footnote, I note the appointment of the former CEO of the Australian Chamber of Commerce and Industry, Peter Anderson, to the Fair Work Commission. The AHA has had a professional relationship with Mr Anderson for many years and in the last year he has assisted us with a review of our rules and procedures, membership eligibility and other procedural matters. He is a very capable individual and an asset to the Commission.

### COLLATERAL DAMAGE

The Adelaide Fringe is an excellent event and long may it prosper.

Nevertheless, something needs to be done about the proliferation of temporary licences that has made this the worst trading period in the year for metropolitan hotels.

The licenses in question are:

- 7000 people at the Royal Croquet Club
- 7000 at the Garden of Unearthly delights
- 3000 at Elder Park
- 3800 at Gluttony

That's public 'pop ups' of nearly 21,000 people. We are all fishing in the same pond and with no population growth, members suffer the leanest four weeks of the year.

What's worse is so much of it attracts such significant State and Local Government funding and subsidisation.

I am sure this is not what the Government has intended.

So let's fix this issue once and for all. Otherwise hoteliers across the city will be praying for rain every night of the week during this wonderful festival.

As a footnote, I note the appointment of the former CEO of the Australian Chamber of Commerce and Industry, Peter Anderson, to the Fair Work Commission. The AHA has had a professional relationship with Mr Anderson for many years and in the last year he has assisted us with a review of our rules and procedures, membership eligibility and other procedural matters. He is a very capable individual and an asset to the Commission.

Peter Hurley  
AHA|SA President



## LIQUOR LICENSING ACT REVIEW AND DEBATE

IAN HORNE – AHA|SA GENERAL MANAGER

The final report of the review of the SA Liquor Licensing Act by The Hon. Tim Anderson QC together with its 130 recommendations was handed to the SA State Government in June 2016. The Government handed down its response to that report in late September of 2016.

In order to reach the best outcome for the hotel industry and the South Australian economy the AHA|SA provided substantial input to the review during its consultation phase including a comprehensive written submission and a number of face to face meetings with Mr Anderson. Further consultation was undertaken and a further submission provided to the Government's response to the Review.

The recommendations were a mixed bag. Some, such as changes to liquor licence categories and names, clearly add red tape with no discernible benefit. Others have the potential to bring additional and potentially disastrous financial and economic consequences to hotels and to the wider SA economy.

The AHA|SA was buoyed that the outcome of the question raised again by the State Government about allowing alcohol sales in supermarkets was not recommended by Anderson and this was agreed in the State Government's response.

Had alcohol sales in supermarkets been recommended it would have been a far wider reaching proposal than even the proposal to only allow wine which was discussed in 2013. Anderson's report recommended that while retail liquor merchants could apply for and potentially be granted a separate liquor licence which may exist under the same roof as a supermarket it must be only accessible via a separate entrance from outside the supermarket premises and must be separated by a high solid barrier. While this is about to run the parliamentary gauntlet if accepted it represents no relaxation of existing regulatory requirements and is a common sense approach and a significant win for existing bottle shops and SA's iconic wine industry.

The AHA|SA was successful in persuading some of the more draconian recommendations in the Review to not be accepted, such as the proposal to 'double-dip' licencees who commit an offence, through the application of BOTH an expiation fee and by increasing licence fees by between \$5,000 and \$20,000 in the year after the expiation occurred.

“Others have the potential to bring additional and potentially disastrous financial and economic consequences to hotels and to the wider SA economy.”

As well, the Government chose not to agree to the recommendation to make it an offence to simply allow an intoxicated person to be on licensed premises (not just enter or be served) and to legislate to require persons who appear to be under the age of 25 years to provide evidence of age.

Some recommendations however remained of huge concern which has been the focus of the AHA|SA through 2017 to date.

The recommendation by Anderson to dramatically increase liquor licence fees for all licence categories is simply unacceptable. The State Government has in principle accepted an increase although the magnitude has yet to be agreed. Should the recommendations outlined in the

Anderson review be adopted however, it would equate to fee increases of thousands of dollars per year for hotels based on nothing but historic capacities and is just treating hotels as cash cows. It cannot be accepted.

The AHA|SA also disagreed with any suggestion to allow SAPOL to breath test or drug test RP's or licensees. This recommendation simply had no basis in evidence and was entirely unjustifiable and unworkable. Hoteliers are already reasonably expected to implement safe work practices in their businesses, SAPOL officers are unable to enter any other work place and breath test any other employer or employee. The AHA|SA was able to persuade the Government of the folly of such a recommendation and the breath/drug testing capacity has been removed.

A new Community Impact and Public Interest Test is also to be introduced to replace the current 'needs' test which currently applies only to hotels and bottle shop licences. Again the AHA|SA has worked with Government to ensure that this CIPIT will be appropriately applied in such a way to not disadvantage hotels.

The Community Impact Assessment Guidelines released with the draft legislation cover issues that will need to be considered when the licensing authority assesses certain high risk applications, such

as late night venues or bottle shops. Anyone with an interest can make a submission to the Authority. The assessment criteria will include:

- The harm that might be caused (whether to the community as a whole or a group within the community) due to the excessive or inappropriate consumption of liquor.
- The cultural, recreational, employment or tourism impacts
- The social impact on the locality.

The Act will bring change that will include opportunities and no doubt some threats however the AHA|SA has managed to persuade the Government that much of the radical surgery envisaged by the Anderson Review and advocated by domestic and International interests was destructive to jobs, investment and the orderly sale and supply of alcohol in South Australia.



Ian Horne  
AHA|SA General Manager





# THE URANDA HOTEL

BY JOHN CASEY



There is a sumptuous renaissance underway in the Adelaide Hills and the Uraidla Hotel's 150<sup>th</sup> birthday this year will be a focal point.

Buoyed by their successful revival of The Crafers Hotel, food and wine connoisseurs Julie and Ed Peter have now poured their inspiration and energy into Uraidla – and have invited the entire township along for the ride.

"We believe the hotel can reinvigorate the whole area," Julie enthused, "there are so many fine artisans in and around Uraidla and we want everyone to share the superb work they are doing.

"We source as much of our produce as we can from locals – you can't buy fresher than from those living just across the paddock."

Renowned head chef Anna Kittel is in her element, declaring nearby Cobbledick Bros. beetroot as "the best in the world".

"It's inspirational working here, Julie's imagination knows no bounds."

And more than showcasing the best the Adelaide Hills has to offer; the Uraidla Hotel is being returned to its former glory as the beating heart of the community after lying dormant for four years.



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## RE-BUILDING THE LOVE

Advanced Building Concepts oversaw the demolition and renovations at The Crafers so Julie knew they would be the best fit for their Uraidla project, which had begun life in 1867 with storekeeper Edmund Wilcox at the helm.

"They are thorough professionals at Advanced Building Concepts," Julie explained. "Meticulous, hard-working and honest, they are a pleasure to work with."

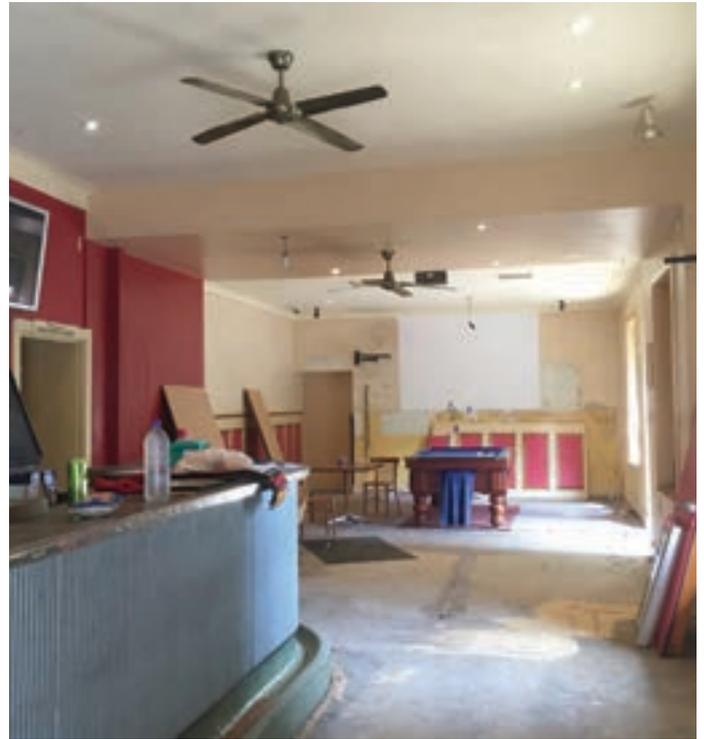
Retaining the olde world charm was central to the renovation. Some charred beams in the ceiling are exposed as a nod to the 1939 fire which led to the original single-storey building gaining an upstairs addition.

Architect Mark Folland was also asked to keep the art-deco foyer, but had free reign almost everywhere else.

"We basically stripped out the inside," Julie revealed.

The stone walls have been exposed and stunning pressed metal back-lit with gorgeous effect, while the terrazzo walls and floors are polished to showcase the original building.

"We uncovered fireplaces and took out wall coverings, floor coverings and three layers of false ceilings. Previous owners just put another one over the top when they got tired of the old ceiling," Julie laughed.



## Making the Vision a Reality



After



During

Before

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### UPSTAIRS ADVENTURE

The upstairs area was gutted – one room taken out completely - to showcase the gallery and its sui generis light feature (installed by renowned crystal artist Nic Folland) that exudes the creativity Julie developed spending her early life as a graphic designer and advertising impresario.

A bar and two sitting rooms now feature, encased by the refurbished balcony on two sides which beckons patrons outside to enjoy glimpses of the Adelaide Hills.

"We hosted our first engagement party last weekend and from all reports it was a great success," Julie said.

Eclectic furnishings which are sourced from Estate Auctions and regional op-shops are dotted throughout the building and enhance the Uraidla Hotel's rustic, sophisticated-quirky experience while also conforming to its community theme.

"I spend a lot of my time hunting through the second-hand shops where I have purchased most of the crockery and English stoneware we use," she said.

"The money I am spending is going back into the community through a local charity which is entwined with our vision of being a community hotel, supporting as many local organisations as we can."

**"We hosted our first engagement party last weekend and from all reports it was a great success."**



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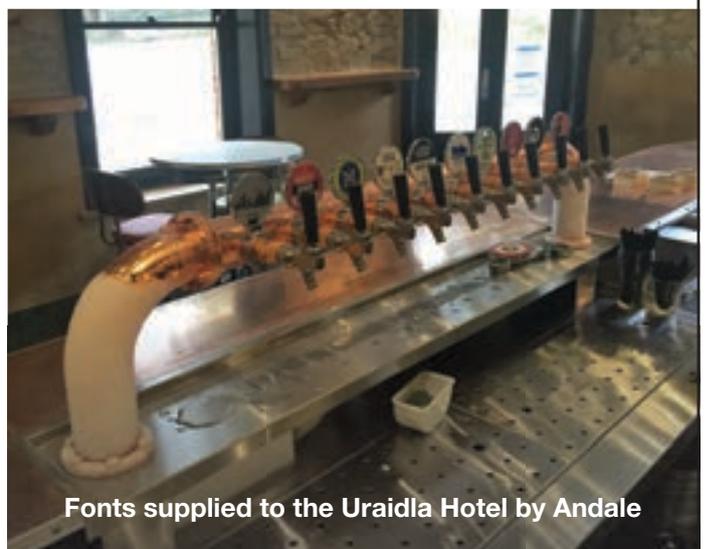

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## FOOD MENU

As a mum of four, Julie was determined the Uraidla Hotel menu would augment its traditional pub food with an emphasis on wholesome goodness and head chef Anna Kittel is a willing participant.

"It's a good challenge," Anna explains. "We have some of the best produce in the world right on our doorstep and it's inspirational for me to be part of the Uraidla Hotel vision."

The Mini Farmers' Fare provides for those after something light and starts at just \$2 – try finding that at your local!

The main menu is sure to satisfy even the most selective eaters with a Jospier charcoal grill oven adding flavour while reducing cooking times. Highlights which caught the eye include:

- Spiced lamb breast on the bone, cauli, pistachio & currant toasted couscous, pickled carrot, whipped goat's fetta.

- Balinese leather jacket cheek curry, pilau rice, chilli jam and lime.

- Spiced jospiered chicken, avocado, pickled onion, jalepeno cream, grilled tortilla

"We have some of the best produce in the world right on our doorstep and it's inspirational for me to be part of the Uraidla Hotel vision."



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**RARE WINE**

The hills region around the Uraidla Hotel is home to 10 of Australia's 40 minimal-intervention vineyards – making it the heaviest concentration of natural winemakers in the Southern Hemisphere.

Couple this with the fact Julie and Ed are owners of Kaesler Vineyards in the Barossa Valley, Clare Valley Winery, Small Valley Wines at Gumeracha, Yarra Yering in Victoria's Yarra Valley as well as their partnership in Chateau Maris in the south of France, and it's no surprise the wine list runs to seven pages.

"Our wine list will promote a lot of the local producers," said Julie. "Lucy Margaux, Taras Ochota and Basket Range Wines, to name just a few."



#### WHAT LIES AHEAD

By August 2017 the Uraidla Hotel will extend to include a cellar door, bakery, café with coffee roaster, micro-brewery and an outdoor garden. "Our own little eco-system," Julie advises.

"Who knows, maybe we'll fight for our independence ... our own little part of the world."

"There'll be a chance for the kids to run around enjoying the fresh country air while Mum and Dad unwind with a glass of the best wine.

"Bringing in that market garden theme, growing our own veggies and maybe running our own chickens will give us the opportunity to provide an experience that all the family can enjoy.

"Who knows, maybe we'll fight for our independence ... our own little part of the world."

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## Congratulations to The Uraidla Hotel

Congratulations to Julie and Ed Peter and all of the team at The Uraidla Hotel on the amazing renovations to this extraordinary venue.

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# 2017 AHA|SA AWARDS FOR EXCELLENCE – NOW IS THE TIME TO NOMINATE



The AHA|SA Awards for Excellence are recognised as the most prestigious awards in the hospitality industry, honouring the achievement of excellence in a wide range of categories.

South Australian hotels provide patrons with a great range of food and beverage, entertainment, quality accommodation and excellent service.

The annual AHA|SA Awards for Excellence provides a prime opportunity to showcase your venues and be proud of your achievements. For the winners it also brings fabulous marketing, advertising and endorsement opportunities that are invaluable to your hotel.

## WHAT YOU NEED TO ENTER...

1. Completed nomination form for each category
2. Brief Submission summary covering the criteria points as outlined in the nomination criteria booklet [www.ahasa.asn.au](http://www.ahasa.asn.au)
3. Several photos regarding the category of nomination along with a hero shot of the hotel.



## NOMINATIONS CLOSE @ 4PM FRIDAY 12 MAY 2017

Winners of the AHA|SA Awards for Excellence will be announced at the annual Gala Dinner being held at the Adelaide Entertainment Centre on Tuesday 25 July 2017. For all enquiries contact Lucy at the AHA|SA 08 8100 2441

# ANNUAL GENERAL MEETING & FUNCTION

Notice is hereby given that the 146th Annual General Meeting of Members of the Australian Hotels Association (SA Branch) will be held as follows;

## MONDAY 1 MAY 2017

### Crowne Plaza Adelaide

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AGM Meeting of AHA|SA Members 4-5pm

Cocktail Reception with Corporate Sponsors 5-7pm

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# SA HOTELS INDUCTED INTO VENUE HALL OF FAME

Three South Australian pubs have now been inducted into the Adelaide Music Collective (AMC) Venue Hall of Fame.

Congratulations go to:

- The Gov
- The Wheatsheaf Hotel
- Grace Emily Hotel

“As a musical hub of a similar stature to Austin, Nashville and Seattle. The AMC establish links to Adelaide artists based interstate and abroad.”

The Wheatsheaf quickly took to Facebook to announce the news: “We are over the moon to accept our induction into the AMC Venue hall of fame along with the equally deserving Governor Hindmarsh Hotel. A massive thank you goes out to Enrico Morena and the AMC and to the AHA for this prestigious award presented by the always-awesome Beccy Cole.”

The Adelaide Music Collective (AMC) is a Collective of Adelaide artists/associated professionals with national and international experience in the music industry.

The AMC aims to develop Adelaide “as a musical hub of a similar stature to Austin, Nashville and Seattle. The AMC establish links to Adelaide artists based interstate and abroad.”

“The South Australian Music Hall Of Fame was founded by Adelaide Radio Legend David ‘Daisy’ Day, who has kindly donated over 40 years of memorabilia, which is currently displayed at the Goodwood Institute. The SA Music Hall of Fame not only celebrates the careers of successful music industry personalities, it also brings them together, creating relationships with the upcoming youth and future of South Australian music.”



The Wheatsheaf Hotel



The Gov



# WOMEN IN HOTELS

Over 50 hoteliers and corporate sponsors attended the first Women in Hotels networking event for 2017. Hosted by the Kentish Hotel North Adelaide, guests were entertained with some live comedy from Yalumba Wine Ambassador Jane Ferrari, as part of the Adelaide Fringe Festival.

It was a great informal event to kick-start the busy year.

**NEXT EVENT**

Women in Hotels Winter Bus Tour, Tuesday 27 June

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2017 Women in Hotels Biennale Conference, Hilton Adelaide, 26 & 27 September.



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FOOD & BEVERAGE



# ALFRED'S



# PUB-IN-A-SMALL-BAR

BY PATRICK KEAM

When Scott Quick decided to open up a venue on Adelaide's most talked about nightlife strip, he knew he had to do something different.

However unlike many other venues to blossom on Peel St, Quick chose a different route and one which isn't typical of the small bar scene.

"The vision was to try and bring the feel and the vibe of a front bar," he says.

"I'd always been involved in larger format hotels and was always interested in the small venue scene.

"We did our best to recreate a 'pub' in a small bar and that 'Cheers' concept as well where everybody knows your name."

Alfred's opened its doors in September, taking over the space once occupied by BarBushka and is best summed up as polished and refined, with bar-style minimalism.

A simple sign "bar" is written above on frosted glass as you walk in, from there all attention goes to the impressive island bar with soft orange tiling on the sides leading up to a timber benchtop.

This, along with the high ceilings, gives the bar an open sense of space and adds to that feeling of comfort.

That theme of welcome and comfort stems from the bar's name, homage to the man who inspired Quick's concept.

"Alfred was my grandfather, so that's where the name came from," he says.

"Growing up I always remember going to his house and he would brew his own beer and had a bar in the backyard and another inside.

"There would be people dropping in all the time and it had a homely feel which was something I've tried to recreate."

Quick's background in hotels has also influenced the pub-in-a-small-bar theme, which extends right through to the drink offering.

Rather than go down the route of many Peel and Leigh St venues where craft and often obscure beverages are the norm, Alfred's again provides a welcoming touch.

"I think with Peel St in particular, it's like a little community, so it was always about doing something different for the street as well."





"My thought process was always about having recognisable brands, which again ties into that whole pub concept," Quick says.

"The good thing about small venues is it gives the opportunity to showcase some of the more boutique, craft items, which we do stock as well.

"But we wanted people to be able to come in and go 'I've had a Little Creatures on tap before, I know what it's going to taste like' and they're comfortable in purchasing that without taking a chance."

A range of Little Creatures, as well as the brewery's offshoot White Rabbit are available on tap, but also more crafty beers on offer by the bottle.

However, it didn't take long for Quick to find out that his vision was not always going to work unequivocally.

"The street itself does demand that you do stock those other craft items. We've worked that out, probably within the first month, that the initial direction that I was hoping to take with it needed a bit of manipulating," he says.

"Which we do and I think we've hit the right spot now."

Hotel SA

Aside from beers, gin is a growing staple at Alfred's and the bar recently held a gin masterclass, inviting in producer Prohibition Gin Co to walk patrons through a journey of all things gin.

Quick says he hopes to hold more similar events in the future, including whiskeys of the world tasting session which takes place on April 12.

Those types of events all play into the aim for Alfred's to offer something different on Peel St, but still fit the strip and its allure that has seen it become so popular in the Adelaide entertainment scene.

Quick says Alfred's is beginning to feel part of the community.

"I think with Peel St in particular, it's like a little community, so it was always about doing something different for the street as well," he says.

"Each of the venues has their own little market, but people do move around throughout their evening or day so it was always about bringing something different to the street, so I think that's where the little pub feel does work.

Alfred's Bar is located at 14, Peel St and is open from 2pm til late Tuesday to Friday and 4pm til late Saturday & Sunday.

[www.alfredsbar.com.au](http://www.alfredsbar.com.au)

# CDU EXPANDS HOSPITALITY OFFERINGS BY ACQUIRING ICHM

Charles Darwin University has acquired the Adelaide-based International College of Hotel Management (ICHM) from the founding Lipman family.

ICHM's Chief Executive, Mr Gerald Lipman said he was delighted with the development. "While ICHM has been growing as a private provider, ownership by a university of CDU's stature will help tremendously going forward. CDU will provide ICHM with enhanced engagement in higher education, continuity and the potential for growth and development in its educational offerings."

The Vice-Chancellor of CDU, Professor Simon Maddocks, said he welcomed the addition of ICHM to the university, which currently comprised 11 campuses and centres located across the Northern Territory and in Sydney and Melbourne.

"We are delighted that ICHM has joined our operations," Professor Maddocks said.

"ICHM has a great reputation within the tourism and hospitality industry, which is a sector that is important not only in the Northern Territory, but also in the greater Australasian region that the university serves."

He said ICHM would continue to function under its current management and all existing staff would remain, including Mr Lipman, who would continue in his role as Chief Executive. CDU would have representation on ICHM's College Council and Academic Board.

"CDU's strengths in hospitality and tourism mean we have obvious synergies with ICHM, and our online capacity in business and



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**International College of Hotel Management**  
ADELAIDE - AUSTRALIA

management programs add new opportunities to develop capability for these sectors," Professor Maddocks said.

ICHM is one of the leading hotel schools in Australia, and has graduated more than 2000 students from 88 countries.

It is a Swiss Hotel Association affiliated school with links to the oldest Swiss hotel school, Ecole hotelier de Lausanne.

Established in 1992 by the late Rex Lipman in partnership with the South Australian Government, ICHM operates independently, with a long-term lease over facilities at its Regency Park campus located 8km north-west of Adelaide.

ICHM has been managed by Gerald Lipman since 1998.

CDU, which has its headquarters in Darwin, retained its position among the world's top 300 universities in Times Higher Education's 2016 World University Rankings. Times Higher Education also placed CDU in joint 31st position in its 2016 rankings of the best 150 universities in the world aged less than 50 years.

## CHANCE TO BE INVOLVED

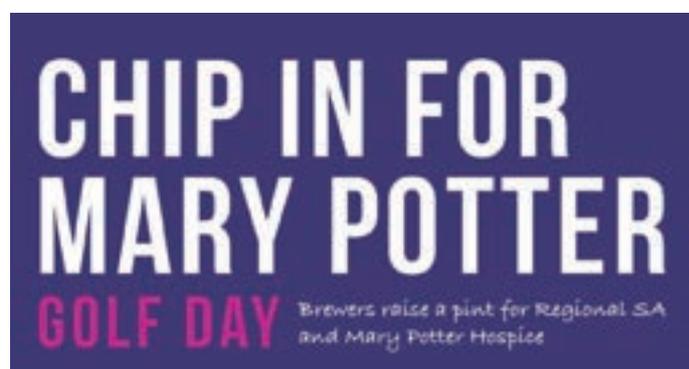
It's a sell-out every year and regarded as one of the best golf days in South Australia ... which raises valuable funds for charity.

The golf day in question is the Chip in for Mary Potter Golf Day, which will be held on Friday, 20 October this year, at the Grange Golf Course.

If you are interested in being part of this great day – either as a hole sponsor or with a team - go to [www.chipinformarypotter.org.au](http://www.chipinformarypotter.org.au) for all the details, or contact Jess Harford [jessica.harford@marypotter.org.au](mailto:jessica.harford@marypotter.org.au) and phone 8239 0119.

With continued support from the major events sponsors - Coopers, CUB and West End – you know it will be a great day out!

Over the past five years the event has raised almost \$500,000 to support patients and their families to live every day, every hour when it matters the most. Your support will help families spending time with their loved one in the care of Mary Potter Hospice and also the establishment of new hospices in regional South Australia.



# LEIGH CREEK TAVERN REOPENS



The Leigh Creek Tavern reopened in January, with a new name and big plans for the future, including a “refresh” of its food and beverage offering.

Now managed and marketed by 1834 Hotels - a leading South Australian hospitality management group - the hotel will be rebranded as the Leigh Creek Outback Resort and promoted to domestic and international tourists.

1834 Hotels general manager Leigh Kentwell said the new name and marketing push would reinvigorate the hotel and the local community, providing jobs, confidence and optimism for the future.

“1834 Hotels is delighted to have been able to reappoint several of the previous staff members, and have plans to employ more locals in the future,” he said.

“Our aim is to re-establish the property as an iconic regional resort and Leigh Creek as a must-visit destination in the Flinders Ranges and Outback. With over 60 accommodation rooms, access to an Olympic-size swimming pool, gymnasium, bar and restaurant, the new name aims to more accurately reflect the potential and significance of the property.”

Leigh said 1834 Hotels was also planning to upgrade the accommodation, to develop a calendar of events and to refresh the food and beverage offering.

“Our intention is to market Leigh Creek and its iconic scenery, including the Aroona Dam and nearby Flinders Ranges, to the world, drawing on our established tourism networks and destination marketing experience in both national and international markets,” he said. “We are also working to establish the Resort as an Outback conference venue.”

Chair of Flinders Ranges and Outback SA Tourism (FROSAT) Jane Luckcraft said the rebranding and reopening of the Leigh Creek Tavern was great news for the region.

“We are also working to establish the Resort as an Outback conference venue.”

“It will help to ensure that Leigh Creek will remain an important hub in the Flinders Ranges,” she said.

Manager of the Leigh Creek Post Office Kirsty Nicholls said she was “very excited” about the reopening and rebranding of the hotel.

“Having somewhere to go to have a drink or a meal with friends is really important for the residents of the town,” Ms Nicholls said. “It’s also great that the hotel is going to be run differently and targeting tourists - it presents so many opportunities for Leigh Creek and will give the town a whole new lease on life.”

1834 Hotels manages a growing portfolio of hotel properties across metropolitan and regional South Australia, Victoria, New South Wales, Queensland, Western Australia and the Northern Territory including McCracken Country Club at Victor Harbor, Clare Country Club, the Berri Hotel Group and Mayfair Hotel in Adelaide.

Manufacturing and Innovation Minister Kyam Maher said 1834 Hotels would use their considerable expertise in running regional pubs and resorts to maximise the potential of their business and provide an essential community hub for residents of Leigh Creek.

“I am heartened by 1834 Hotel’s plans to transform the tavern into regional resort, providing a tourism drawcard for Leigh Creek and its surrounds. The region has so much to offer tourists coming from both Australia and overseas and I look forward to seeing the benefits of the new resort flow through to Leigh Creek’s economy.”



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# ALLERGY EXPERTISE CAN GROW YOUR BUSINESS

When The Lion Hotel ran an allergy workshop in February, it received an incredible 447 likes on an allergy association Facebook page.

That gives you an idea of the pent up demand in the population for hotels and restaurants that make a real commitment to providing certainty to the growing number of Australians that suffer from an allergy.

Because of the risk involved in eating out for someone with a high risk condition, they tend to keep returning to establishments that guarantee food certainty. Nobody expects a totally gluten free hotel but if you advertise a dish as GF, then it must be totally gluten free.

The Lion reported "a great response" from the Facebook publicity, including contact from families making restaurant bookings.

"A customer with food allergies who feels understood and who has been adequately cared for, will become your most loyal customer," says Allergy & Anaphylaxis Australia.

"Food allergy has increased in prevalence in recent years. 1 in 10 babies now suffer from food allergies. Whilst children often outgrow milk and egg allergy, peanut, tree nut, sesame, fish, and shellfish allergy are very often lifelong. More and more people now live with the risk of a potentially life threatening allergic reaction to common proteins found in the what are for most, very healthy foods.

"The most common allergens are peanuts, tree nuts, fish, shellfish, eggs, milk, sesame, wheat and soy."

It advises people with a food allergy that dining out is a risk "as there are no ingredient lists readily available and many food service workers have potentially limited knowledge of food preparation for those with a life-threatening food allergy.

"Dishes may have hidden ingredients and there is a risk of cross-contamination during the preparation. You need to be extra careful and ask a lot of questions."

Hotel SA

## HELPFUL KIT

Allergy & Anaphylaxis Australia has created a Food Allergen kit for Food Service, which is available for order through its website.

It contains easy to understand information on law surrounding provision of food, ideas on how to reduce risk and factual information on food intolerance, coeliac disease, food allergy and anaphylaxis.

**"The most common allergens are peanuts, tree nuts, fish, shellfish, eggs, milk, sesame, wheat and soy."**

Always take requests and questions from customers seriously and remember the four R's:

- **REVIEW** the food allergy concerns in detail with the customer;
- **REFER** the food allergy concerns to the chef, manager or person in charge;
- **REMEMBER** to check the preparation procedure for potential cross-contamination, as well as ingredient labels;
- **RESPOND** back to the customer and inform them of your findings.

After passing on required information, always let the customer make their own informed choice about what menu item to order.



## FOOD ALLERGY BASICS FOR FOOD SERVICE STAFF

### Checklist

- What is food allergy?
- What are the eight foods that cause 90% of food allergic reactions?
- Take food allergies seriously and listen to your customers.
- Avoidance of the allergen is essential to minimise the risk of an allergic reaction.
- Know what is in the food you serve so allergic customers can find out, choose wisely and eat safely. If you don't know, say so.
- Latex gloves can trigger an allergic reaction in someone with latex allergy. Prepare food using only vinyl gloves.
- Be aware that allergens can be hidden in sauces, soups, dressings and garnishes.
- Minimise cross contact by starting orders fresh. In order to prevent accidental exposure develop a food allergen management policy that ensures your staff :
- Have continuous education and training about allergens.
- Allergen risks are identified in every part of meal.
- Review the way ingredients are stored, used in recipes, during preparation and handling, serving and display.
- Ask your suppliers about their allergen management policy.
- Read all product labels.
- Good cleaning procedures should be established to prevent contamination between dishes, equipment and utensils.



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## AN INSIDER'S ADVICE

AHA|SA Communications Manager Katherine Taylor understands both sides of the allergy and food service equation. By day her work involves spreading the good work about hotels and by night she cares for a young child with serious allergies. When it comes to choosing where to eat, she can't afford to take risks, which might result in her son being rushed to hospital. We asked Katherine to explain how she goes about selecting where to eat, what allergy sufferers are looking for and any warning signs.

### WHAT PROCESS DO YOU GO THROUGH WHEN CHOOSING SOMEWHERE NEW TO EAT?

My son Ben has severe allergies to nuts, fish, eggs and milk. This can make eating out really stressful, and his menu choices are very limited due to his number of allergies.

When choosing somewhere new to eat, I will always look up the venue's menu on their website beforehand to see if there is anything which appears suitable for Ben to eat. This is when it is really useful to have up-to-date menus on the website, including the children's menu if you have one.

Menus that identify what allergens are included in the food, or identify which menu items are dairy-free, nut-free, gluten-free, vegan etc. make things so much easier for us. Also, having a statement on the menu saying "Please notify us of any food allergies" or "We are allergy aware" signals to me that this is a venue that is aware of how to handle food allergies, and are prepared to cater for Ben. Having said that, we will always disclose his allergies, and will always ask and confirm that the food is allergen free before ordering.

Even after looking at the website, if it is a venue that I have never been to before, I will often call the venue and ask to speak to the chef about what food is available for my son to eat, and whether they are able to cater for his allergies in the kitchen. It is often easier for me to have this conversation with the chef before, rather than during their peak times in a busy kitchen.

**"Because we have always been made to feel so welcome with Ben's food allergies, and have confidence in their process, we do eat there often."**

Hotel SA

### WHAT ARE THE KEYS IN DECIDING "YES, I'LL MAKE A BOOKING" OR "NO, I DON'T HAVE THE CONFIDENCE"?

This really comes down to the staff and how they respond to my requests. A staff member that is helpful and confirms with the chef straight away whether a particular food is safe for Ben to eat, that can confirm the steps that the kitchen will take to avoid cross contamination and writes down his allergies, gives me the confidence.

A staff member that isn't helpful, and makes us feel like we are being too difficult has the opposite effect. I am surprised at how many times I have disclosed Ben's food allergies to a staff member and have asked what is in a particular menu item, to only be told "I'm not sure", with no offer to speak with the chef to find out or a suggestion for an alternative meal. This leaves me with no confidence that the staff member has experience in dealing with food allergies or is able to communicate effectively with the kitchen, and we will not eat there. It also makes us feel as though our patronage is not wanted.

For me, it really just comes down to good customer service and good communication.

### WHAT HOTELS IN ADELAIDE DO YOU DINE AT?

We are lucky to have some great pubs around us, including The Tower Hotel, The Robin Hood Hotel and The Colonist. One of our favourite hotels to dine at with Ben is the Lion Hotel. Each time we place our order there, I will disclose Ben's allergies (even though we always order the same thing for him!) and if the staff member isn't sure what is in a particular menu item, they will immediately pick up the phone and speak with the chef in the kitchen. When the meals are presented on the table, they always confirm which is Ben's allergen free meal, which means that I know the message has been passed on from the staff member who has taken the order, to the kitchen, and then to the waiting staff again. They also have fruit salad available as a dessert, which is really helpful. Ben usually has to go without dessert.

Because we have always been made to feel so welcome with Ben's food allergies, and have confidence in their process, we do eat there often.

### WHAT ARE OTHER THINGS THAT HOTELS CAN DO TO GO ABOVE AND BEYOND IN ASSISTING YOU WITH FOOD ALLERGIES?

Once again, it's really about the customer service. We want to feel welcome in a venue, despite the food allergies. We want to have confidence in the kitchen processes. We are happy to read the back of a food packet if the kitchen is not sure about something, and are more than happy to wait if the staff member needs to speak with the kitchen.



Most of the things that Ben ends up eating at restaurants, tend to be meals that are specially created by the chef for him. Grilled chicken and vegetable sticks, or steak with steamed vegetables. The offer to prepare a special meal just for Ben, even if it is simple, is really appreciated and valued by us.

Children with food allergies often have to miss out on dessert, which can be devastating when you are small! Offering fruit salad as dessert is really helpful. Having jelly as a dessert option is also an excellent alternative, because it usually does not include the common allergens. Even something as simple as offering ice blocks as well as ice cream really makes Ben's day!

Two years ago we went to Melbourne for three nights for a family holiday. It was very daunting as it was the first time we had been away with Ben, and we were still learning how to navigate the world of food allergies. The first night we were there, we stopped

at an Italian restaurant near our hotel. We were seated, and when I perused the menu, there appeared to be nothing that Ben could eat! I spoke to the owner of the restaurant and described Ben's allergies. He was so accommodating and sympathetic to Ben, and he created the most beautiful risotto for Ben to eat, that was not on the menu. We felt so comfortable and happy with the service, that the next night, we went back to the same restaurant. The owner was working again, and when he saw us he said "I've been thinking about Ben! I realised that he could eat the pizza, because we don't put milk or egg in it. We will just leave off the cheese!" So that night, Ben enjoyed a delicious pizza. The next night we chose to eat at the same restaurant again, and this time they made him a delicious chicken and vegetable meal. How lucky was Ben! And by night three, the owner also knew that I would order a glass of sparkling wine, and offered it to me straight away – now THAT is great customer service!



# ADVICE FOR GAMING ROOM FITOUTS

Comfort is king in a gaming room.

For what is essentially a sedentary entertainment and leisure option, gaming rooms that achieve the right ambience with (as the real estate agents say) “all the creature comforts”, are those that will prosper.

Gaming machines companies can offer a wealth of knowledge for hotels wanting to refurbish their existing room, or for those planning to start from scratch.

Firstly, the layout is critically important. Your room needs to be structured to achieve the optimum sightlines and privacy considerations, as well as traffic flow. This will take into account the number of machines you have, the shape of the room, position of the gaming room bar if you have one, and so on.

Seating is critical. Gaming chairs are among the most important aspect in the room. Force your patrons onto uncomfortable chairs and they won't stay long and nor will they return. This is a real investment and worthy of prolonged consideration.

The acid test for seating is how long you can sit in the chosen chair without discomfort? If you are aged well below your normal demographic, getting some older people to try out the chairs will prove to be a valuable exercise. Also, remember that the weight of the chair is important, especially for older people and staff.

Seating specialists and gaming companies can both provide excellent advice, as well as work with your chosen designers to achieve your style and décor objectives.

Lighting is also a key consideration. Few hotels want to fashion their gaming room on the dark and dingy rooms of years gone by. Today's gaming room uses natural light when possible, with carefully selected lights that achieve the correct ambience.

A good gaming room also has amazing staff that form strong connections with patrons, combining their hospitality skills with duty of care.

To learn from the best, it's worth reflecting on the attributes of recent award-winning gaming rooms:

In 2016, the Best Gaming Venue – Metropolitan was the Lodge Hotel, Brahma Lodge. Judges' comments were: Recent renovations at The Lodge have delivered a new fresh gaming room. The staff are trained in all aspects of responsible gaming and The Lodge works closely with Gaming Care to ensure a pleasurable gaming experience. The venue offers the latest gaming machines and a comfortable atmosphere with a breakout lounge for customers to sip

a coffee and read the paper. They provide great customer service and a successful loyalty system.

In 2015, the Royal Oak Hotel in North Adelaide went on to be a national award winner. Judges' comments were: “a superior gaming room that has made a refreshing change to the venue. Modern styling meets old world charm at the hotel, which also provides a good mix of machines. The Royal Oak engages well with its customers and is a responsible venue utilising the services of Gaming Care. Staff are warm and friendly and the overall hotel facilities make this an award winning venue.

“Gaming machines companies can offer a wealth of knowledge for hotels wanting to refurbish their existing room, or for those planning to start from scratch.”

Country hotels generally have smaller populations and this has to be taken into account when investing.

In 2016 the Best Gaming Venue – Country was the Vine Inn Barossa. Judges' comments were: The Vine Inn Barossa has undergone a recent renovation to create a comfortable gaming room without being pretentious. The area is light and bright with relaxing colours. The room has a great layout and a good mix of machines. Staff are courteous and interactive with the patrons. The venue has the highest level of compliance by effective use of appropriate signage, reminder cards and other collateral in full view and available to all patrons. The Vine Inn works closely with their Gaming Care officer and is in constant review of their patron interventions.

In 2015, it was the Eyre Hotel in Whyalla. Judges' comments were: The Eyre Hotel gaming room is constantly being updated. The staff are trained in all aspects of responsible gaming and work closely with Gaming Care to ensure a pleasurable gaming experience. The renovated room incorporates the opulent looks of the 50s/60s, offers the latest gaming machines and a comfortable atmosphere.



## CHECKLIST

This is a basic checklist. Gaming manufacturers, architects, interior designers and seating companies can provide deeper and more sophisticated advice that is tailored to your own unique gaming room.

- Plenty of parking and convenient disabled parking spaces
- Complimentary tea and coffee
- Complimentary or easily available snacks
- Dedicated bar facility – with a good range, so that patrons don't feel like second class citizens
- Well trained staff
- A room that has been refurbished, rather than an old, tired 'back room'
- Good air conditioning
- A variety of games, updated whenever possible
- Big screen TVs
- Promotions that your patrons enjoy – and add a bit of variety. Ensure they comply with codes of practice.
- A relaxed, friendly atmosphere
- Keno and TAB
- Staff who understand the importance of responsible gambling
- Mandatory signage
- A lounge area
- Either a dedicated smoking area or easy access to a smoking area that has good heating in winter
- A loyalty program
- Music playlists that are chosen specifically for your gaming room demographic. The music that is appropriate in the front bar is probably not right for your gaming room.

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# TONY FLANEGAN

UBET SA PTY LTD  
GENERAL MANAGER – RETAIL

## WHEN DID YOU JOIN YOUR CURRENT EMPLOYER?

July 2000, TAB Queensland purchased the Government owned NT TAB where I was working as Operations Manager.

## TELL US ABOUT YOUR COMPANY:

UBET (formerly TattsBet, Unitab, SA TAB), is a whole owned subsidiary of the public company the Tatts Group. UBET holds the totalisator and fixed odds licences in South Australia with Retail exclusivity. There are currently merger discussions (as we speak) between the Tatts Group and TabCORP. UBET SA has approximately 300 licensed venues with TAB/UBET facilities.

## WHAT ARE YOUR KEY RESPONSIBILITIES?

Manager/overview for the general retail UBET infrastructure throughout SA, growing and building the relationship with all racing industry participants.

## HOW DO YOU OCCUPY YOUR TIME OUTSIDE OF WORK?

Enjoy regular exercise through tennis, basketball, running and riding along with socialising with partner, family and friends!

## WHAT IS SOMETHING THAT MOST WOULDN'T KNOW ABOUT YOU?

I was a chronic stutterer and good looking when I was a lad!!

## WHERE IS YOUR FAVOURITE HOLIDAY DESTINATION?

New York, the Maldives, haven't been to either, but they are both on the "bucket list".

## IF YOU COULD ASK ANY THREE PEOPLE IN THE WORLD AROUND FOR DINNER WHO WOULD THEY BE AND WHY?

I love my AFL (Bombers) so I reckon a good evening would be with Kevin Sheedy, I really enjoy funny man Mick Molloy (although a Richmond tragic), I love my horse racing so I reckon the best jockey in the world, Joao Moreira.



# PHILIP BOCOCK

MAX (BYTECRAFT)  
GM SA/WA/NT

## WHEN DID YOU JOIN YOUR CURRENT EMPLOYER?

2003 started work as the second person employed for Bytecraft in SA and set up the operation to start servicing Gaming equipment to venues from SA/WA Border Village to Mt Gambier.

## TELL US ABOUT YOUR COMPANY:

Now owned by the Tatts Group and rebranded as MAXtech as the service arm to the group, we service venues in all location with a local team of qualified technicians and a large network of agents in most locations across SA. MAXtech provides the service for UBet and The LOTT for the Tatts Group. Provides service for Telstra on their network of Pay Phones and SA Health contracts here in SA.

## WHAT ARE YOUR KEY RESPONSIBILITIES?

Overseeing the three states and working with key interstate government departments for the gaming operations, making sure we supply professional service to our customers. Over 50 staff here in SA and one tech officer in Darwin, WA Crown Casino is serviced by the MAXtech team and I am heavily involved in that operation. I run a team of 18 staff in the Crown office where we provide 24 x 7 service.

## HOW DO YOU OCCUPY YOUR TIME OUTSIDE OF WORK?

With a lot of traveling most of my weekends are catch up time with the family and gardening which I do enjoy, plus I always find that list on the fridge when I get home.

Hotel SA

## WHAT IS SOMETHING THAT MOST WOULDN'T KNOW ABOUT YOU?

I am a tester for Project Cars 2 (online racing game) which I have been involved with for the last 18 months, V8 enthusiast and love the Outback plus the drive to get there.

## WHERE IS YOUR FAVOURITE HOLIDAY DESTINATION?

Thailand and Malaysia great places, good food and fantastic friendly people.

## IF YOU COULD ASK ANY THREE PEOPLE IN THE WORLD AROUND FOR DINNER WHO WOULD THEY BE AND WHY?

Mahammad Ali - such a professional and interesting person would love to know more.

Barry Sheen - great world champion motorcyclist just an open honest character would be good to hear those stories.

Olivier Newton John - just the entertainment would be fantastic but what a great personality she has.



# ADRIAN EATON

TATTS LOTTERIES SA PTY LTD  
GENERAL MANAGER RETAIL (SA)

## WHEN DID YOU JOIN YOUR CURRENT EMPLOYER?

I joined Tatts Lotteries in March 2013.

## TELL US ABOUT YOUR COMPANY:

Tatts Group Lotteries operates and markets Australia's leading lottery games in each jurisdiction under SA Lotteries, Tatts, Tatts NT, NSW Lotteries and Golden Casket.

In South Australia, these games include Saturday X Lotto, Monday and Wednesday X Lotto, Powerball, Oz Lotto, Set for Life, Lucky Lotteries, The Pools, Keno and Instant Scratch-Its.

## WHAT ARE YOUR KEY RESPONSIBILITIES?

I oversee the management of over 600 SA Lotteries outlets, including more than 200 licensed outlets; the business's future strategy; and management of the SA team which is comprised of Retail Territory Managers, Training and Compliance.

## HOW DO YOU OCCUPY YOUR TIME OUTSIDE OF WORK?

Either playing golf, cooking, walking my dog or enjoying a punt and a beer at one of my two locals, the Watermark and Morphett Arms.

## WHAT IS SOMETHING THAT MOST WOULDN'T KNOW ABOUT YOU?

I obtained my pilot's license when I was 16 years old.

## WHERE IS YOUR FAVOURITE HOLIDAY DESTINATION?

Europe, although Hawaii is next on the list.

## IF YOU COULD ASK ANY THREE PEOPLE IN THE WORLD AROUND FOR DINNER WHO WOULD THEY BE AND WHY?

Richard Branson for his business acumen and overall good value, Neil Armstrong as it would be out of this world, and Ricky Ponting.



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# PENALTY RATES DECISION

*This article only focuses on the aspects of the Decision relating to the Hospitality Industry (General) Award 2010 and does not include discussion of changes to other Modern Awards.*

On 23 February 2017 a Full Bench (Bench) of the Fair Work Commission ('Commission') handed down their decision in the penalty rates matter ('Penalty Rates Case') across the hospitality and retail awards as part of the 4 yearly review of modern awards ('the Review').

In their decision the Bench granted a reduction in penalty rates on weekends and public holidays across a number of awards including the Hospitality Industry (General) Award ('HIGA').

In this article we examine what factors the Bench took into consideration in making their decision to vary the penalty rates in the HIGA, as well as what HIGA penalty rates are going to change, who will be affected and when the changes will be implemented.

## CONSIDERATIONS

The Commission's role in the Review process is to decide whether a particular modern award achieves the modern awards objective.<sup>1</sup> If it does not, an award is to be varied such that it only includes terms that are necessary to achieve this objective. In determining whether existing penalty rates in the hospitality and retail modern awards meet the modern awards objective, the Bench took into consideration a range of factors. Two areas of great importance were (a) the need for the Commission under the *Fair Work Act 2009* (Cth) ('Act') to take into account the provision of additional remuneration to employees working on weekends or public holidays and (b) the evidence put before the Commission by the parties.

### The need to provide additional remuneration

Under section 134(1)(da)(iii) of the Act the Commission needs to take into account the 'need to provide additional remuneration' for 'employees working on weekends or public holidays'<sup>2</sup>. In assessing this need the Bench considered the following areas:

- i. The impact of working at such times or on such days for the employees concerned;
- ii. The terms of the relevant modern award, in particular whether it already compensates employees for working at such times or on such days (e.g. through loaded rates or allowances); and
- iii. The extent to which working at such times or on such days is a feature of the industry regulated by the particular modern award<sup>3</sup>

### Evidence

The Bench sat for over 39 days of hearings with evidence obtained from 143 lay and expert witnesses with over 5,900 submissions lodged with the FWC<sup>4</sup>.

The Commission took into consideration a number of reports into the impact of penalty rates, including the Productivity Commission Inquiry Report: Workplace Relations Framework, Pezzullo Weekend Work Report, Rose Report and Sands Report<sup>5</sup>.

Whilst this expert evidence provided an understanding of community expectations and societal changes, the evidence provided by the lay witnesses, including four from South Australia, was of particular importance. The lay witnesses were able to provide a first-hand account as to the effects Sunday and Public Holiday penalty rates were having on their respective businesses.

**“This decision does not affect existing penalty rate structures contained within Enterprise/Collective Agreements within the Hotel sector.”**

## REASONS FOR THE DECISION

The Commission decided that the existing Sunday penalty rate for full-time and part-time employees and the Public Holiday penalty rate for full-time, part-time and casual employees, did not achieve the modern awards objective as they did not provide a fair and relevant minimum safety net. The Commission provided a range of reasons for their decision however some of the key reasons included the level of disutility for employees working on weekends and public holidays, the level of services and opportunities for employees to work if penalty rates were to change and a rejection of some of the Union's key arguments.

### Level of Disutility

Historically penalty rates were implemented to compensate employees for working outside normal hours and to deter employers from scheduling work outside normal hours.<sup>6</sup> However given the changes to community expectations since the inception of penalty rates (ie services being available 7 days a week, 24 hours per day) and societal norms, the Commission held that the deterrence factor should no longer be a consideration when setting penalty rates. The Commission held that as the idea of 'normal hours' has shifted slightly, the only consideration in setting penalty rates should be the level of disutility associated with working at particular times.<sup>7</sup> The Commission found whilst Sunday and Public Holidays do still have some significance, the disutility associated with working on those days is no longer as significant as it once was. However, the level of “..disutility of working on public holidays is greater than the disutility of working on Sundays (which in turn is greater than Saturday work)”<sup>8</sup>. Accordingly, the Commission's view was that “the notion of relative disutility supported a proportionate approach to the fixation of weekend and public holiday penalty rates”<sup>9</sup>.



**Level of Services**

The Commission held the reduction in services offered by venues on these days was not only having an impact on employees and the hours available for work, but also the end consumer. It was held that the evidence provided by the lay witnesses supported the notion that a reduction in penalty rates, particularly on Sundays, would benefit both employees and consumers.<sup>10</sup>

**Unions Position**

One of the key propositions put forward by the Unions was that there has been no material change in circumstances since the inception of the modern awards and therefore the Commission could not vary the penalty rates within awards. The Bench rejected this proposition on the basis that it did not hold the view that such a test is a pre-requisite condition to the variation of a modern award in the Review<sup>11</sup>.

**THE CHANGES**

The Commission decided to reduce penalty rates on Sundays and Public Holidays in the HIGA as follows:

**Sunday Penalty Rate**

Full time and part time	Casual
475% 150%	(no change)

**Public Holiday Penalty Rate**

Full time & part time	Casual
250% 225%	275% 250%

**WHO DOES IT AFFECT?**

The decision only affects those employers and employees who are covered by a modern award (eg HIGA). This decision **does not** affect existing penalty rate structures contained within Enterprise/ Collective Agreements within the Hotel sector.

**WHEN WILL THE CHANGES BE IMPLEMENTED?**

**Public Holiday Penalty Rate**

The reduced Public holiday penalty rate will commence from 1 July 2017. Therefore the first public holiday in South Australia on which the reduced rate can be paid will be Labour Day - Monday 2 October 2017.

**Sunday Penalty Rate**

The commencement date of when the Sunday penalty rate changes will commence is yet to be determined. Given the potential and much debated impact the reduction may have on employees, the Commission are considering whether some form of transitional arrangements should apply and if so what form these arrangements should take. The purpose of a transitional arrangement would be to mitigate the potential effects of the reduction on both employees and employers. A hearing will be held in May 2017 following submissions from interested parties to determine the appropriate transitional arrangements.

The Commission expressed the following provisional views as to potential transitional arrangements:



- the Commission do not think that the commencement date for the reduction in the Sunday penalty rate should be delayed by 12 months (ie commence 1 July 2018);
- the Commission has suggested that it is likely a minimum of 2 instalments will be required. These instalments should take place on 1 July each year in line with the annual wage review as this will reduce the impact for affected employees. The number of instalments required will likely depend on the extent of the reduction. More instalments may therefore be required for other modern awards where the reduction for employees is greater<sup>12</sup>.

#### WHERE TO FROM HERE

The Bench directed interested parties to file written submissions in relation to the transitional arrangements to apply to the reduction in Sunday penalty rates by 24 March 2017. The matter has been listed for hearing in early May 2017.

The AHA will be making written submissions in relation to the HIGA transitional arrangements and will appear at the hearing in May 2017.

Members will be advised of the outcome of this hearing in due course.

Revised Wage Schedules will also be prepared for Members in June 2017. These schedules will reflect the change in Public Holiday penalty rates as well as any potential wage increase from the Annual

Wage Review Decision and also any potential transition of Sunday penalty rates.

#### Endnotes

- 1 *S.138 Fair Work Act 2009* (Cth)
- 2 *Summary of FWCFB Decision (4 Yearly review of Modern Awards – Penalty Rates)* [2017] [12]
- 3 *Summary of FWCFB Decision (4 Yearly review of Modern Awards – Penalty Rates)* [2017] [13]
- 4 *Summary of FWCFB Decision (4 Yearly review of Modern Awards – Penalty Rates)* [2017] [5]
- 5 *Summary of FWCFB Decision (4 Yearly review of Modern Awards – Penalty Rates)* [2017] [29]
- 6 *Penalty Rates Decision* [2017] FWCFB 1001 [37]
- 7 *Penalty Rates Decision* [2017] FWCFB 1001 [39]
- 8 *Summary of FWCFB Decision (4 Yearly review of Modern Awards – Penalty Rates)* [2017] [33]
- 9 *Summary of FWCFB Decision (4 Yearly review of Modern Awards – Penalty Rates)* [2017] [33]
- 10 *Penalty Rates Decision* [2017] FWCFB 1001 [783]
- 11 *Summary of FWCFB Decision (4 Yearly review of Modern Awards – Penalty Rates)* [2017] [8-10]
- 12 *Summary of FWCFB Decision (4 Yearly review of Modern Awards – Penalty Rates)* [2017] [48]

# REGIONAL MEETINGS

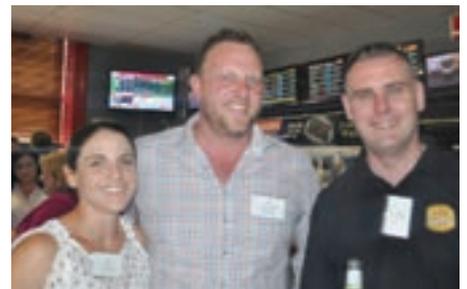
The AHA|SA conducted Member Presentations and Lunches with Corporate Sponsors in the following regions;

- Murray Mallee
- Lower Mid Upper North East
- South East

The Murray Mallee regional was held at the Renmark Hotel, the Lower Mid Upper North East at the Royal Hotel Balaklava and the South East at the Robe Hotel. The hoteliers from the specific regions and the sponsors are well looked after by the wonderful service each hotel offers. If you haven't been to a regional lunch before, we recommend you to go along to the next one in your area.

Prior to lunch we guide our members through a detailed presentation that identifies some of the issues that confront the hospitality industry. Issues such as compliance, the Liquor Review, industrial relations and gaming all form part of the presentation. Following the presentation at each of the venues our very supportive corporate sponsors have the opportunity to enjoy lunch and interact with our members and AHA staff.

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16/17



SILVER

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Gambling Early  
Intervention Agency



**G**aming 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](mailto:information@gamingcare.org.au)

4th Floor AHA|SA House  
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## HOW ARE YOUR GOOGLE REVIEWS LOOKING?

In the constantly evolving digital landscape, Google continues to close down old technology and replace it with new apps and innovations. With only a few notable exceptions, Google continues to place its stamp on the way the web works and be the primary trendsetter for web-based innovation.

If you have a website, there are two changes you should know about.

Google Reviews have been an important part of doing business for many years. Much of business can live or die based on those little yellow stars in the search engine sidebar.

And they are about to become even more important to your bottom line:

1. Google Trusted Stores is being retired and replaced by Google Customer Reviews
2. Google Site Search, an enterprise offering from Google that allows you to have a Google-powered search on your site, is being shuttered 01/04/17 and retired 01/04/18.

### OUT WITH GOOGLE TRUSTED STORES, IN WITH GOOGLE CUSTOMER REVIEWS

The Google Trusted Stores program was a free service to both e-commerce operators and online consumers.

Online retailers that lived up to Google's customer service and shipping standards could proudly display the Google Trusted Store badge on their website. The badge was a sign of trustworthiness and served to instil confidence for consumers making purchase decisions.

Moreover, by shopping at a Google Trusted Store, online buyers could take advantage of Google's free purchase protection by setting up a Google Trusted Stores customer account. If you had an issue with a "Google Trusted" merchant and were not able to resolve it directly with them, Google would intercede on your behalf at no cost.

The decision to shut down the Google Trusted Stores network in favour of Google Customer Reviews is a telling sign of the times. It has caught our attention because it taps into the "social" power of the online community.

It's a longstanding fact that word-of-mouth referrals are powerful business drivers. With online review aggregators such as Google Customer Reviews or Facebook, allowing your customers to rate your service creates the digital equivalent of word-of-mouth referrals.

Building a bank of positive reviews reinforces your trustworthiness as an online retailer and affords you valuable social proof.

### CONSUMER-CENTRIC E-COMMERCE

In shutting down Google Trusted Stores, Google is embracing the consumer-centric model of the market. Online retailers will be able to display a badge on their website showing their seller rating score from 1-5 stars. A high score means high trust and online shoppers will gravitate towards sellers with high trust rankings.

This consumer-centric social proof model is the basis of eBay's seller rating system – the highly successful method by which eBay's community keeps itself accountable. For example, an eBay seller with rankings in the high 90s (out of 100) lets potential customers know they can be trusted. One safeguard of the eBay system is sales volume, whereby having a good number of sales in your history affords you a more robust seller rating.

Of course, ratings such as eBay's can be manipulated (e.g. struggling merchants may shut down poor-performing accounts and open new ones). So, Google has placed checks and balances in the system, such as a minimum number of reviews before you receive your score (in star ratings) to ensure one or two malicious reviews don't skew the results.

To participate in the program, you will give permission for Google to send a feedback survey to your customers after they have made a purchase. Google's algorithm works out the results and your ranking changes according to your ongoing performance. Leaving you to focus on providing good customer service while the good ratings pour in!

Australia is not yet on the rollout list, but it won't be far away. As with many of Google's recent technologies and innovations, the Google Customer Reviews system lets you focus on doing good business while Google worries about the technical details. So getting ready for the new system is simple – provide the best customer service you possibly can, and let your social proof speak for itself.

### GET AHEAD OF THE GAME

As a digital agency, we make it our business to get in front of new technology so you can benefit from it.

If you'd like to know more about the new Google Customer Reviews system, or if you need help turning your old e-commerce site into a conversion powerhouse, feel free to contact us today.

## LICENSEE TRANSFERS JANUARY 2017

HOTEL	LOCATION	DATE GRANTED	NEW LICENSEE
Blanchetown Hotel	Blanchetown	9/1/2017	Jansim Hotels Pty Ltd
Leigh Creek Tavern	Leigh Creek South	9/1/2017	1834 Tavern Pty Ltd
Poochera Hotel	Poochera	20/1/2017	Karen Brown
Commercial Hotel	Cowell	25/1/2017	Kym & Kylie Martens
Salisbury Hotel	Salisbury	30/1/2017	Clampett Beverages Pty Ltd
Mt Compass Tavern	Mt Compass	30/1/2017	Prest Hotels Group Pty Ltd

## WELCOME TO OUR NEW MEMBERS

HOTEL
Mt Compass Hotel
Transcontinental Hotel Quorn
Charleston Hotel
Coonalpyn Hotel
Flinders Hotel
Port Adelaide Football Club
Adelaide Inn
Blanchetown Hotel
Swan Reach Hotel
Commercial Hotel Burra

## LICENSEE TRANSFERS FEBRUARY 2017

HOTEL	LOCATION	DATE GRANTED	NEW LICENSEES
Rising Sun Hotel	Lobethal	1/2/2017	The Electric Pencil Sharpener Company Pty Ltd
Meningie Hotel	Meningie	9/2/2017	Bend Hotels Pty Ltd
Yorke Valley Hotel	Maitland	10/2/2017	DPR Hotels Pty Ltd
Prince Edward Hotel	Wallaroo	10/2/2017	Theck Pty Ltd
Nundroo Hotel Motel	Nundroo	27/2/2017	SRSR Pty Ltd
Clare Castle Hotel	Kapunda	27/2/2017	Clare Castle Hotel Barossa Pty Ltd
Charleston Hotel	Charleston	28/2/2017	Segue Hotel Group Pty Ltd



## OFFICE HOLDERS

## CONTACT

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 Toll Free: 1800 814 525  
 Fax: (08) 8232 4979  
 Email: [information@ahasa.asn.au](mailto:information@ahasa.asn.au)  
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