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The Official Publication of THE AUSTRALIAN HOTELS ASSOCIATION (SA branch) August/September 2017



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# FROM THE PRESIDENT

**PETER HURLEY AO – AHA|SA PRESIDENT**

## STATE ELECTION 2018

With the next State election looming large both major parties have started campaigning, polling and I am sure having serious conversations about how the chips may fall come election day. Rest assured even seven months out they are turning their minds to voting tickets, preference deals and even perhaps how much pizza they may need to order to get some Independents across the line!

Some of the major party's candidates have been announced and the names of others are either being worked out or held tightly under wraps in those seats with the highest profiles. Minor parties have yet to really show their hands and won't have to until the 11th hour, a cynic might say they don't necessarily want too much scrutiny on their candidates.

The influence of the minor parties in Australia has never been greater. One only has to look at the increasing influence of once marginal parties like One Nation or to look at current Senators who may have won their seats with less than one hundred votes to see that the Australian political landscape has fundamentally changed in the past years. Major parties have become used to being held to ransom by one vote from a minor party in order to get legislation passed. It is not an effective or representative way to govern. The House of Review has become The House of Obstruction.

The AHA|SA must be astute in considering how to best safeguard the interests of the hotel sector in this complex political climate. SA is not immune from the unusual trend of unexpected political outcomes which have happened globally over the past year, Brexit and the US Presidential election spring to mind.

The March 2018 is a critical one for SA's economy. We face a number of serious issues, high energy costs, low population growth, the closure of a number of the traditional employers. These together with a lack of confidence that things will improve further discourage risk taking or new businesses setting up here. The AHA|SA has at its heart not only the best interests of the large hospitality sector (remember it employs more than 26,000 people) but also the best interests of SA.

The absolute best outcome for both the sector and the State and the best chance of strong and effective government is a decisive win by one

of the major parties. The biggest threat to our industry and to the state is that come election night, the leaders of those major parties are racing to negotiate deals with those who would try to dictate terms which would be bad for the hotel industry and damage the economy.

As always the AHA|SA remains apolitical. We work with all sides of government and support any policies which are in the best interests of our sector and the State more broadly and this includes reduced tax and bureaucratic burden on business, stability of employment and of course initiatives which reduce the crippling costs of energy.

## CONGRATULATIONS

The best of the thriving hotel industry in SA were on show at the AHA|SA's annual awards night – and it was an absolute pleasure to join in celebrating the achievements of all nominees and winners on the night. A special congratulations to The Lion as Hotel of the Year, a richly deserved award. My personal thanks also to the AHA's Lucy Randall, who always organises such a professional event. SA really does produce top class hospitality venues and I wish all the winners the very best heading to the National Awards in September.

## GAMING CHANGES

The transition to the new monitoring system is progressing seamlessly under the auspices of the Independent Gaming Corporation.

The rollout of the new site controller to all gaming venues commended on 3 July 2017. As of 4 August 2017, 117 venues comprising 2839 gaming machines have been successfully converted to the new on line site controller. Approximately 20 gaming venues per week are being converted.

As a result of the new monitoring system SA gaming venues will have access to a wider choice of games based on interstate communications protocols and approvals for those games has commenced.

Peter Hurley  
AHA|SA President



# SA WINE AND BEER DESERVES BETTER TREATMENT

IAN HORNE – AHA/SA GENERAL MANAGER

In SA we operate in an increasingly competitive environment.

According to a Flinders University report of a handful of years ago South Australia has the highest number of liquor licences per head of any Australian State, which to some extent reflect our State's dominance in wine production and cellar door.

However, we are not immune from the encroaching power and influence of major national and international grocers and their increasing appetite for own brand and home brand alcohol offerings.

As such our capacity to promote our product and service relies on our capacity to communicate our services and products of our suppliers through all forms of communication, be that social, print, electronic or outdoor media.

And of course SA remains the home of some of Australia's icon brands such as Coopers, Penfolds and Yalumba to name but a few.

## SA CONTEXT:

Yet it would be less than honest if I was not to also acknowledge the significant challenges that face this state and current and future governments.

The closing of Holden is the obvious headline event but more sinister is our unwanted title the highest unemployment rate of any state or territory.

One of our confronting statistics is our declining share of the national pie in both population and output.

Deloitte's released a report just over two weeks ago called 'Make It Big Adelaide' effectively saying that Adelaide needed to double its growth over the next ten years just to recover our historic share of the national pie. What a confronting revelation by Deloitte that was!

**“There are (now) fewer individuals aged between 15 and 34 living in South Australia than there were in the mid-1980s”**

Less of that crucial demographic living in SA than thirty years ago! Wow.

## BRIGHT SPOTS

So what are our bright spots? For SA they include tourism and premium food and wine production.

South Australia has done extraordinarily well in capitalising on its opportunities The redevelopment of the Adelaide Oval has been a catalyst for further rejuvenation of the riverbank precinct, including the soon to be opened expanded Adelaide Convention Centre.

We have seen a steady increase in new tourist accommodation to cater for the many arrivals resulting from easier access, thanks to new carriers and direct flights

And of course at the forefront of our national and international reputation is wine.

The State Government has strategic and economic objectives aligned to food and wine. In fact, one of the Governments **seven strategic priorities** is “Premium Food and Wine Produced in our Clean Environment and Exported to the World”. It is a clear and unequivocal statement to that ambition. It is a welcome and overwhelmingly obvious and sensible.

Which is why the decision of August of last year to effectively ban alcohol advertising on public transport has left so many on our side bewildered.

It simply seems incongruous.

The genesis of the action came out of the current review of the states' liquor laws. A process that commenced in October 2015 with submissions, the appointment of retired Supreme Court Judge Tim Anderson QC, the release of his report and recommendations in June 2016 and the Government's own response to that report in late September 2016. This was followed up by the release of draft legislation for further consultation and finally a Bill before Parliament that is currently being debated. There can be no doubt that the consultation was extensive and thorough.

129 recommendations that were analysed, dissected and questioned.....except recommendation 120 on page 255 of the Anderson Report.

This recommendation of Tim Anderson QC seemed to be largely based on a submission from the Alcohol Advertising Review Board. Of course, the Alcohol Advertising Review Board is an initiative of the McCusker Centre for Action on Alcohol and Youth and Cancer Council WA. The same people who say even a sip of red wine exposes you to similar risks associated with tobacco and asbestos.

For whatever reason the Hon. Tom Anderson apparently accepted their submission without question, nor apparently seeking any counter view or evidence.

And then again for whatever reason the Government acted on recommendation 120 in August 2016 some six weeks before their formal response to all 129 recommendations. They chose to use the power via commercial contracts rather than regulation or legislation.

Naturally we are all disappointed. It seems so obviously counterproductive and undermines the often promised consultation.

This Government has demonstrated its capacity and willingness to consult, consider and negotiate outcomes. That is absolutely clear from how it has so competently managed the transition of the liquor review and subsequent Bill before parliament.

Certainly, representing the retailers section of our industry in South Australia, AHA|SA would hope that similar opportunities to revisit recommendation 120 still remain.

An example of how consultation should work was when the AHA|SA working with the Alcohol Beverages Australia, the SA Wine Industry Association, Wineries, Distillers and Brewers and others - convinced the Government and Opposition of the ramifications of the regulations initially passed under the name of Independent Labor MP Francis Bedford. These proposed to give the Minister extremely broad and unfettered discretion to 'regulate, restrict or prohibit advertising, sponsorships and other practices designed to promote or publicise liquor and its consumption.' Think about the ramifications. A logo hat, a beer mat, a Tour Down Under sponsorship, a happy hour chalk board could all be caught.

The Government after representation from the beer, wine, spirit and retail sectors understood the unintended consequences and withdrew support for the amendment.

That exercise was an outstanding example of cooperation between all industry players and a genuine willingness of Government to consider the arguments, realise the unintended consequences and act proactively. A fair outcome all round.

We would argue that a similar discussion needs to be had regarding recommendation 120. A respectful discussion based on available evidence that is both tested and found to have broad academic and industry support.



Ian Horne  
AHA|SA General Manager



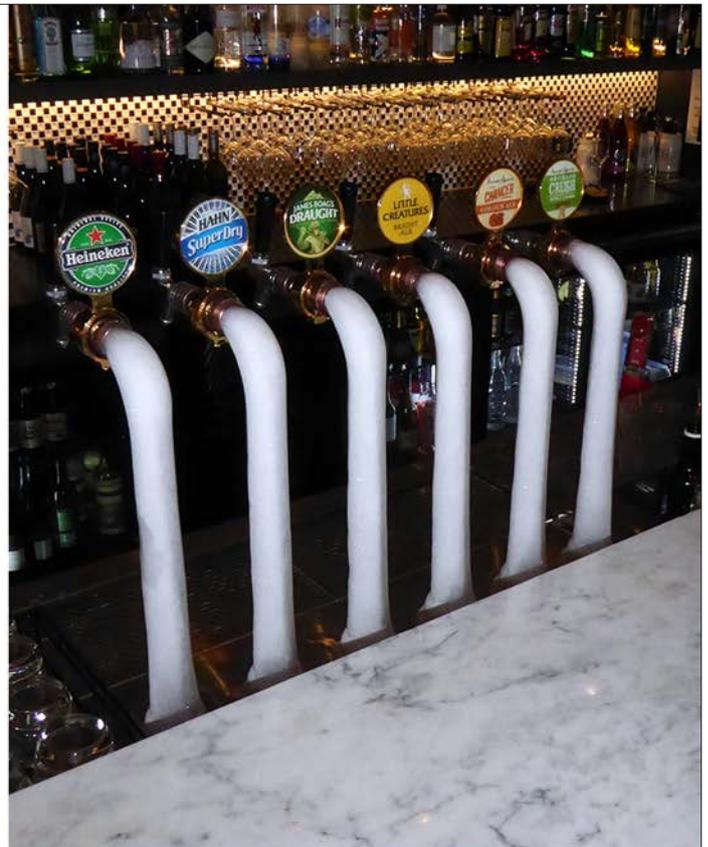
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aha|sa  
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HOTEL  
INDUSTRY

Awards

FOR EXCELLENCE '17

# THE LION HOTEL - STILL THE PRIDE OF THE INDUSTRY

The Lion Hotel in North Adelaide has the honour of being named South Australia's Best Overall Hotel in 2017 at this year's AHA|SA Hotel Industry Awards for Excellence held at the Adelaide Entertainment Centre. This is the third time The Lion has been awarded this title, also winning it in 2009 and 2013.

Praised by the judges for its innovative and high-quality dining experience, atmospheric bar, sophisticated function spaces and accommodating outdoor area, The Lion continues to maintain an incredibly high standard across the entire venue.

Also winning the coveted titles of Best Restaurant – General Division and Best Function Operation Facility – General Division, the team at The Lion continue to deliver an exciting and diverse menu, from an intimate dinner for two, to a banquet for 100.

The Crafters Hotel was another high achiever at the 2017 Awards, winning both the Best Apartment/Suite Accommodation category, and a joint winner in the Best Bistro/Casual Dining – Metropolitan category.

Following extensive and careful renovations of the hotel over the past three years, The Crafters now offers seven beautiful four-star rooms for overnight guests, designed with respect to the 1830's heritage of the building. The bistro offers a delicious French inspired menu, where diners can choose not only from grand dishes, but all-day appetizers, traditional pub fare and delicious desserts. A wonderful wine selection is on offer, including a professional sommelier on hand to assist the patron.

SA's country hotels were also celebrated tonight, including the Sevenhill Hotel for Best Bistro Casual Dining – Country, with judges commending the menu's blend of innovative meals and traditional pub fare.

Hotel SA

The newly redeveloped Hardy's Verandah Restaurant (HVR) at Mount Lofty House received the honour of Best Restaurant – Accommodation Division. HVR guests are treated to magnificent views as an accompaniment to their culinary experience. The focus of the restaurant is two superbly balanced degustation menus (The Full Story – seven courses, the Short Story – four courses) created by Head Chef Wayne Brown. With a background in French and Japanese cuisine he has been able to create an exquisite culinary experience.

"The AHA|SA Awards for Excellence celebrates the diversity of this exciting industry, and recognizes the extremely high standards that are achieved across the State," said AHA|SA CEO Ian Horne.

"South Australian hotels provide patrons with a great range of food and beverage, entertainment, quality accommodation and excellent service. They are also the perfect place to socialize, be entertained, relax and enjoy living. There is no doubt that South Australian hoteliers and their staff should be proud of the services and facilities they offer.

"Congratulations to Tim Gregg and Andrew Svencis, and their team at The Lion for their very well-deserved win."

The 2017 AHA|SA Hotel Industry Awards for Excellence was held on Tuesday July 25 at the Adelaide Entertainment Centre. Over 750 people attended this premier event, with entertainment provided by The Black Sorrows and hosted by Rebecca Morse.

All winners from the AHA|SA Awards will now go on to compete in the National AHA Awards to be held on the Gold Coast on September 18, 2017.



# 2017 AHA|SA AWARDS FOR EXCELLENCE



## BEST DRAUGHT BEER QUALITY AWARD - METROPOLITAN (SPONSORED BY CUB, COOPERS AND LION)

The Barker                      Joint Winner  
Cathedral Hotel                Joint Winner



## BEST DRAUGHT BEER QUALITY AWARD - COUNTRY (SPONSORED BY CUB, COOPERS AND LION)

Mount Gambier Hotel



## MID-RANGE ACCOMMODATION

Tonsley Hotel



## APARTMENT/SUITE ACCOMMODATION

Crafers Hotel



## SUPERIOR HOTEL ACCOMMODATION

Crowne Plaza Adelaide  
*Clare Country Club                      Judges Commendation*



## DELUXE HOTEL ACCOMMODATION

The Playford Mgallery by Sofitel



## BISTRO /CASUAL DINING – COUNTRY

Sevenhill Hotel



## BISTRO /CASUAL DINING – METROPOLITAN

Crafers Hotel                      Joint Winner  
Warradale Hotel                Joint Winner  
*Oxford Hotel, North Adelaide      Judges Commendation*



## RESTAURANT – ACCOMMODATION DIVISION

Mount Lofty House - Hardy's Verandah Restaurant



## RESTAURANT – GENERAL DIVISION

Lion Hotel, North Adelaide



## SOUTH AUSTRALIAN PREMIER'S COMMENDATION FOR 'HEALTHY MEAL CHOICES FOR CHILDREN'

Beach Hotel, Seaford





**BAR PRESENTATION & EXPERIENCE – COUNTRY**  
Port Lincoln Hotel



**BAR PRESENTATION & EXPERIENCE – METROPOLITAN**  
Cathedral Hotel                      Joint Winner  
Uraidla Hotel                          Joint Winner  
*Exchange Hotel, Gawler*            Judges Commendation



**OUTDOOR OR NON-ENCLOSED FACILITY**  
Feathers Hotel



**LIVE MUSIC VENUE**  
Governor Hindmarsh Hotel  
*Arkaba Hotel*                              Judges Commendation



**ENTERTAINMENT VENUE**  
Alma Tavern, Norwood



**SPORTING ENTERTAINMENT VENUE**  
Warradale Hotel



**COMMUNITY SERVICE & SUPPORT**  
Renmark Hotel



**MARKETING & PROMOTION – GENERAL DIVISION**  
Moseley Bar & Kitchen



**TOURISM & REGIONAL PROMOTION**  
National Wine Centre  
*Innamincka Hotel*                      Judges Commendation



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**GAMING VENUE – COUNTRY**  
Vine Inn Barossa Community Hotel





GAMING VENUE – METROPOLITAN  
Maylands Hotel



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FUNCTION OPERATION/FACILITY – GENERAL DIVISION  
Lion Hotel, North Adelaide



RETAIL OUTLET - STAND ALONE  
East End Cellars



RETAIL OUTLET - ATTACHED  
The Pickled Duck  
*Pretoria Hotel, Mannum Judges Commendation*



SMALL VENUE  
Pink Moon Saloon



REDEVELOPED HOTEL – METROPOLITAN  
Coopers Alehouse, Gepps Cross



STAFF DEVELOPMENT & TRAINING  
National Wine Centre



APPRENTICE DEVELOPMENT & TRAINING  
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HOTEL INDUSTRY RISING STAR AWARD  
Josh Gorman - Hilton Adelaide



*Best Overall Hotel*  
Lion Hotel, North Adelaide





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# CONSTRUCTION TAKES OFF ON ATURA HOTEL AT ADELAIDE AIRPORT



Construction has started on the new \$50 million, 165-room Atura Hotel at Adelaide Airport. Premier entertainment, hospitality and leisure company, Event Hospitality & Entertainment Ltd (EVENT), will develop and operate Atura Hotels, a new seven-storey design-driven hotel directly adjacent the domestic and international terminal.

Chief Executive Officer, Jane Hastings, said the company was thrilled to deliver Atura Hotels to South Australia.

"Atura will provide the 8 million passengers flying into Adelaide each year the opportunity to experience the Atura philosophy of value driven urban design, quality food and beverage, and great local hospitality," she said.

Anticipated to launch in the December 2018 quarter, the hotel is being developed under EVENT's multi award-winning Atura brand and will feature a restaurant and bar, a business centre, flexible function and meeting spaces plus a port-cochere for guest drop off and collection.

Urban, industrial and design-inspired, Atura's signature free-flowing communal spaces will be a key design feature at the Adelaide Airport hotel; the restaurant, bar, lobby and general public spaces will integrate seamlessly with the broader airport terminal and can be accessible by all travellers, not just hotel guests. A walkway will directly link the hotel with the airport's Level 2 domestic and international check-in area.



Hotel SA

It is estimated 350 construction and related jobs will be created during the construction works. Under the direction of its experienced local team in Adelaide, national construction group Built is appointed as the major contractor on the project having delivered EVENT's first Atura Hotel in Blacktown and QT Hotels and Resorts across Australia.

Adelaide Airport Managing Director, Mark Young, said the Atura Hotel would be a focal point of the airport's long term vision to create an easy, seamless connection between aeronautical activities and its planned Airport Business District.

"More than 8 million people fly in and out of Adelaide Airport each year, and many of our customers have indicated they would welcome the convenience of an airport hotel to enable catching early morning flights after meetings or conferences," Mr Young said.

"There are more than 8,700 people directly employed on the airport and many business people fly to Adelaide to conduct business solely at the airport. We expect demand to grow as passenger numbers continue to increase, and we develop our Airport Business District infrastructure and expand our terminal facilities.

"We believe the Atura Hotel offers a real point of difference to the airport precinct. It's great to see construction underway and we look forward to welcoming the first customers late next year."

Premier of South Australia, Jay Weatherill, said the hotel construction was further evidence that South Australia was an attractive investment destination.

"Adelaide Airport is the nation's fastest growing international airport with the recent additions of airlines such as Qatar Airlines, China Southern Airlines and Fiji Airways and I'm pleased to welcome Atura Hotel," he said.

Launched in late 2013 with the opening of Atura Blacktown in Sydney, the Atura brand delivers a fresh take on the hotel experience fusing edgy design, high-energy public areas and the latest technology.

The force behind some of Australia's most iconic event and hospitality brands, EVENT's enviable portfolio includes luxury QT Hotels and Resorts, Rydges Hotels and Resorts, Art Series Hotels, Thredbo Resort and Event cinema group.

# WOMEN IN HOTELS



## CONFERENCE 26 & 27 SEPTEMBER 2017 HILTON ADELAIDE

### BOOKINGS CLOSE

Tuesday 19 September.

The Women in Hotels Conference is a biennial event bringing together women from across the South Australian hotel industry, for one and a half days, to learn, be inspired, share their knowledge and strengthen their networks with one another.

This year's conference will be the sixteenth of its kind in SA. The 2017 Conference provides an inspiring and comprehensive list of fantastic speakers across diverse topics and backgrounds.

A highlight will be keynote speaker Dianne McGrath.

Dianne is one of seven Australian shortlisted Mars One astronaut candidates in the remaining Mars 100. The Mars One mission seeks to establish the first permanent human settlement on Mars. It is a one-way journey. She is a leader, team player, project manager and creative problem solver. Her experience working in and managing teams in sales, marketing, emergency services and government provides her with a strong platform to work as a unit to deliver on outcomes. Dianne's sense of adventure, determination and fitness has seen her sail tall ships in the Southern Ocean, cycle extreme

distances, jump from planes, and run marathons and an ultra-marathon. Dianne believes nothing is insurmountable.

We are also delighted to announce speakers including Kris Lloyd (Woodside Cheese Wrights) and Justine Baker (Solotel Hotel Group NSW). There will be an informative session on Marketing & Social Media, Personal Development with the Own It Project and Design with Studio Nine. Our popular panel discussions will include special guests Grace Collier (The Australian), Zoe Watson (Bliss Sanctuary Bali), Jacqui Dunn (The Travelling Stylist), Kristy Kyte (Treasury Wines) and Katie Bridges (Nova). We are also delighted to welcome delegates and panellist from hotels in Victoria and NSW.

The Conference Dinner is on Tuesday 26 September at the Hilton Adelaide. At the dinner, we announce the inductees into the Women in Hotels Hall of Fame in recognition of ladies that have made a significant contribution to the SA Hotel Industry.

Please register for the Conference today. With such a brilliant list of experienced speakers and topics, it is an event not to be missed!





# BARTLEY UNVEILS SECOND MAJOR REFURB

ROBERT LAIDLAW

IMAGES: MEAGHAN COLES PHOTOGRAPHY



The RD Jones Group has undertaken its second major refurbishment of the Bartley Hotel since acquiring the West Lakes hotel 12 years ago.

Highlights of the \$1 million project include a redesigned all-weather outdoor area, a private area for punters, tank beer and a fire pit, as well as modernising the bistro and upgrading the gaming lounge.

The RD Jones Group purchased the West Lakes Shore property in 2005.

“Originally when we first brought the hotel, it was in a fairly ordinary state, with just one building,” Director of Operations Luke Donaldson said.

“We created another bottle shop and an outdoor area, and opened the main area right up, effectively with a long bar. And with a new mezzanine level for dining we created outstanding views of the lake.

“One of the main reasons we purchased the hotel was because we saw it as a great pub, which was very community based – we sponsor a lot of sporting clubs, including rowing and dragon boats.

“And now we have reinvested in another refurbishment, which has raised the level of the establishment again.”

The latest work on the Bartley Terrace venue commenced late last year and was completed in June this year.

“One of the main reasons we purchased the hotel was because we saw it as a great pub, which was very community based – we sponsor a lot of sporting clubs, including rowing and dragon boats.”



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Some of the recent improvements include:

- A 3.75 square metre television, for major sports and movie nights for families.
- Moved UBET into a private room, with more space.
- The bistro is now adjacent to the front bar.
- Light, bright open areas to attract families.
- Renovated gaming room, with new carpets, new machines, a re-paint and some joinery work.
- Created an outside alfresco area.
- Re-designed the outside area to increase use all year.

"We also have a new kitchen team, with pub classics and some variety for anyone a bit more adventurous, while the popular huge salad bar remains," said Luke.

"Another feature is our tank beer. This is the freshest way for patrons to taste beer, previously only a privilege to the brewers themselves."

"In the beer garden we have an open fire pit, while there is also a comfortably heated area inside, with couches for that homely feel.



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"Our theme is inspired from the Lakeside houses, with it being so close to West Lakes, for a relaxed family atmosphere.

"Another feature is our tank beer. This is the freshest way for patrons to taste beer, previously only a privilege to the brewers themselves."

All the renovations went off without a hitch, with the builders, Affinitas doing an outstanding job – it was the third project the company had worked on for the RD Jones Group (which owns 13 hotels in South Australia and four in Queensland).

While AFL football is now played at Adelaide Oval rather than West Lakes, it has actually worked in favour of the Bartley Hotel, as previously there was only limited trade on game days. Now with the huge TV, patrons can settle in for games streamed live from Adelaide Oval, and also from away venues – a perfect home away from home for footy fans – and all sports lovers.

Other benefits from the changes include specific areas for birthday parties and important family functions, which now caters for most such occasions.

"Our big screen has proved extremely popular, as we have a strong footy demographic in the area. This is the perfect place to watch the game while enjoying a quiet beer and a good feed," said Luke.

There really is something for everyone, from sports fans, diners, families, and those looking for a quiet drink with views out onto the nearby lake.

"With the changes, we have created areas to not only satisfy our traditional customers, but also to attract a range of other clients, including an increase in families coming to enjoy their time together – something for everyone.

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"Recently I saw a young fellow in footy gear come in for brunch after his footy game, with his parents and grandparents, which is exactly what we are catering for – a real family get together to enjoy those special moments."

Studio Nine Architects were the 'brains' behind the new design, which has a huge focus on customer service, while also creating an ideal training environment for staff.

**WHAT'S COOKING?**

The Bartley Hotel has an extensive menu, with patrons able to enjoy the ever-changing lake views from the deck.

The menu includes a good range of gluten free and vegetarian options.

Some of the more adventurous dining options include:

- Slow Roasted Lamb Shoulder (GF) - swede puree, kohlrabi & green herb sauce
- Portobello Mushroom & Haloumi Burger (V) - chilli jam, lettuce, tomato & sweet potato fries
- Crispy Skin Chicken (GF) - korean bbq sauce & spicy cabbage

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The brunch menu includes:

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Belgian Waffle - rhubarb marmalade, honey & walnut ice cream

A highlight of the lunch menu is the inclusion of "Lambs Fry & Bacon with onion gravy & potato mash".

There is all day dining Friday to Sunday, and Happy Hour is between 4pm and 7pm Monday to Friday, and 2pm to 4pm Saturday and Sunday.

#### WHAT'S ON

Some of the regular features at the Bartley Hotel include:

- Tuesday Schnitzel Night.
- Thursday Steak & Brew for \$22.
- Mates Rates Monday to Friday lunch time in the Sports Bar for \$19.90.

Bar & Sports Bar Specials:

- \$11.90 Schnitzels Monday.
- \$16 Parmi & Pint Monday to Friday lunch time.
- All day dining, Friday to Sunday.
- Friday night live bands from 8pm
- Saturday night REWIND, DJ spinning tunes throughout the decades from 8pm - midnight
- Serene Sundays, live acoustic music from 1pm - 4pm



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# INVIGORATE

17 & 18 OCTOBER 2017  
ADELAIDE ENTERTAINMENT CENTRE



## INVIGORATE



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## TUES 17 OCTOBER 12-5PM

### 11-12PM – AHA|SA MEMBERS MEETING OF MEMBERS & PRESENTATION

*The focus of the panel discussions will be based on IDENTIFY / EMBRACE / ADAPT*

### 12.30-1.15PM – GAMING – THE LANDSCAPE, THE CHALLENGES, THE SOLUTIONS

This panel discussion will focus on gaming specifically identifying the current challenges facing gaming, embracing new technologies and adapting to change.

It will include representatives from the hotel and clubs sector along with authorities and the gaming sector.

### 1.45-2.30PM – BUSINESS DNA – YOUR BRAND – YOUR POINT OF DIFFERENCE

What is your point of difference? This panel will include real people talking about real hospitality businesses - identifying the challenges, how to embrace them and how they have adapted for success.

### 3-3.45PM – MARKETING & TECHNOLOGY

Is your business up to date with new technology? What marketing and social media tools can be implemented to assist you to push your business further and more effectively? What can make the back end more efficient. Helpful apps, purchasing tools, the cloud, payroll, databases, point of sale.

### 4PM – COOKING DEMONSTRATIONS INC CANAPES/DRINKS WITH STODDART

## WED 18 OCTOBER 10AM-3PM

### 10.30-11.15pm – POWER OF THE PEOPLE

We look forward to a discussion on the important role people play in your business, the challenges, how to embrace change, solutions - staff recruitment, employment strategies, retention, review, reward.

### 11.45AM-12.15PM – FOOD GLORIOUS FOOD

Discover important information of food trends, dietary concerns, understanding your market, food wastage, menu design, food allergies and more.

### 12.30-2PM – SA PUB BURGER CHALLENGE

Hotel finalists will cook off live on stage in front of an expert judging panel for the title of 'SA's Best Pub Burger'

**PLEASE NOTE: This program is subject to change.**

Exhibition space is still available. Specific sectors identified for Invigorate include but are not limited to:

- design – venue, brand and events
- marketing and promotion – traditional and social media
- food and beverage – new product, service and consumer trends
- industry technology
- gaming and gaming services
- human resource management – strategy, training and responsibilities
- licensing and government regulations.

Exhibitors will have to indicate what new or innovative product or service they intend to showcase at the event to be eligible to participate in this two day trade only event.

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# FIRE SAFETY: ARE YOU PREPARED FOR AN INSPECTION?

Hotels take fire safety very seriously but a visit from fire inspectors is never going to be the highlight of a publican's day.

Recent catastrophic fires in multi-storey premises reinforce the need to be vigilant.

For a well-run operation, a fire audit can be a benefit, with outside advice on how to eliminate fire risks. For example, you may not be aware that a manager has installed a non-complying lock on an escape door. Or staff may have stacked items in front of an out-of-the-way exit door.

Naturally a fire check is conducted by a person, so the human element comes in when inspections are carried out. You will not always agree with the inspector and there are means of redress explained later in this article.

However, the basics remain the same, as this general list from the MFS illustrates:

- staff training and education
- means of escape from the building

- firefighting systems
- fire detection, alarm and communication systems
- smoke management systems
- fire brigade response.

“Clearly the safety of patrons is the prime consideration in the event of a fire, which is why a well lit emergency exit route is critical in an emergency of this kind.”



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"An essential part of any building fire safety system (probably the most important part) is training and education of the occupants in matters of fire safety," says the MFS.

"Every conceivable device that technology can devise can be placed in a building but if the occupants are ignorant of what a fire alarm sounds like, what are safe and unsafe work practices or where the exits are, then the devices will not achieve a fire safe building."

The MFS warns: "All too often occupant training, fire drills and safe work practices (all required by the *Work Health and Safety Act 2012*) are overlooked or given only superficial attention. A management plan, addressing all of these facets together with what to do after a fire has been extinguished to minimise its consequential effect, is very necessary if the overall fire safety system is to be effective."

### BUILDING OWNER'S RIGHTS

There will be times when you are not in agreement with a fire safety inspector and wish to challenge a defect notice.

According to the Department of Premier and Cabinet, you have two months to develop an upgrading proposal and advise the inspectors.

A building owner can:

- make representations to the building fire safety committee about the fire safety of the building and the work that needs to be carried out
- apply to the building fire safety committee to have a fire safety notice varied or revoked
- appeal to the Environment Resources and Development (ERD) Court against the service of a notice.

### MEANS OF ESCAPE

Clearly the safety of patrons is the prime consideration in the event of a fire, which is why a well lit emergency exit route is critical in an emergency of this kind.

The recent multi-storey apartment fire in London illustrates how important safety routes are, and the need for multiple escape routes in the event that fire or smoke results in one exit path being unavailable for use.

"These exits must be kept clear at all times. Storage of materials in exits is a common hazard and security problems are often overcome by illegally locking fire escape doors which places the lives of the building occupants at risk if a fire occurs."

According to Siemens, "the main causes of fire outbreaks in general areas are the following:

- Malfunctions in electrical equipment (e.g. electrical distribution systems, motors, transformers, ventilators, electrical heaters and lighting systems) leading to short circuits, overloads, discharges, etc.
- Maintenance work such as welding or soldering.
- Carelessness such as negligence in turning off electrical equipment, use of combustible materials and liquids (cleaning, painting, etc.), and smoking.
- Temporary decorations for festivities and functions.
- Spontaneous combustion of cleaning rags, cotton waste, etc.
- Arson and sabotage acts also remain a very serious fire risk.

"The main causes of fire outbreaks in guest rooms are the following:

- Smoking, especially in bed and under the influence of alcohol and/or drugs.
- Use of faulty electrical equipment, such as electric blankets, kettles, cookers, irons, razors, heaters, hair driers and radios, which are possibly not suited to the hotel's outlets and voltage.
- Carelessness with electrical equipment, especially negligence in turning off equipment at night or when leaving the room."



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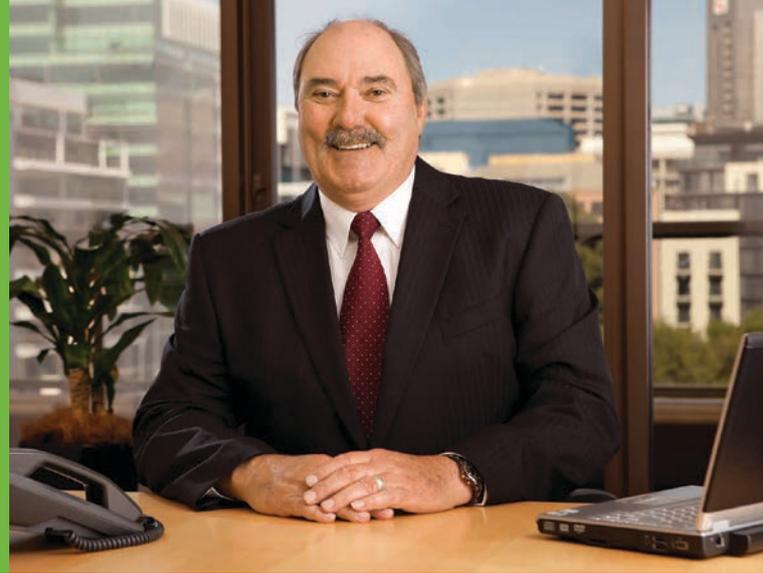
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# SMITHY'S SHOUT AND ABOUT

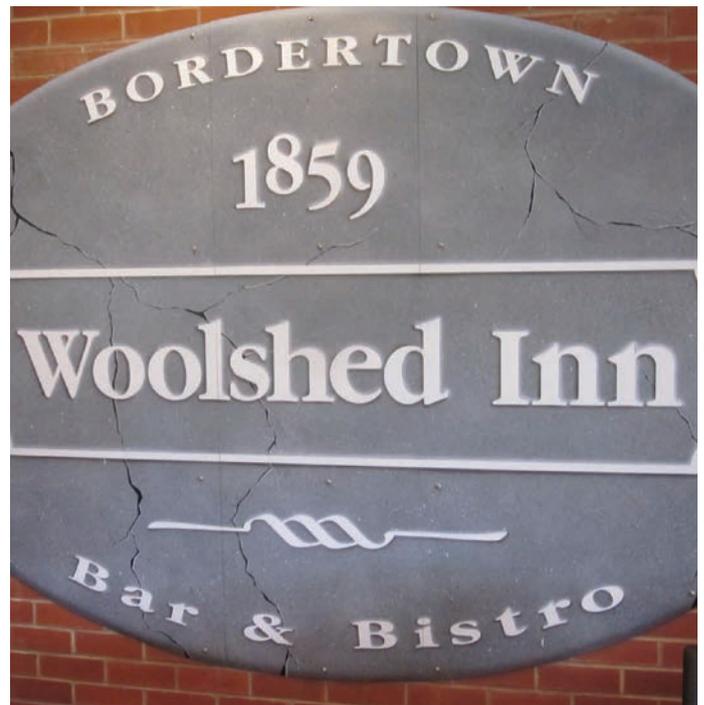


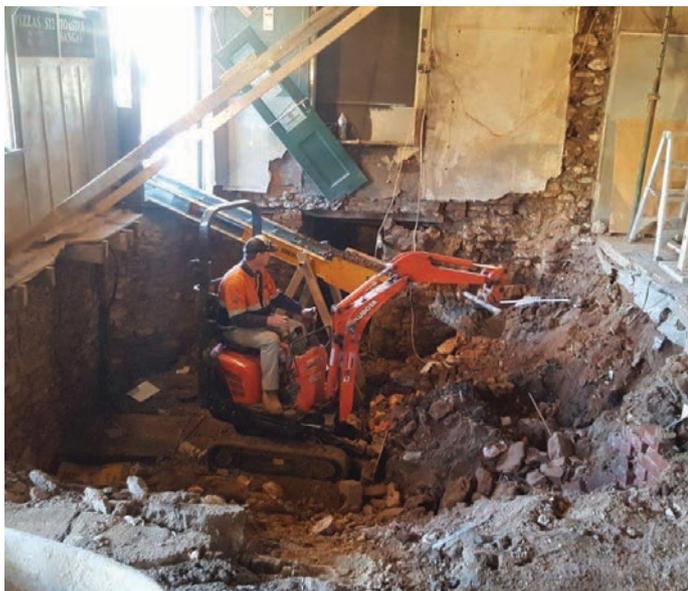
## WOOLSHED INN BORDERTOWN

I recently caught up with the owners of the Woolshed Inn. Most of you would know Woolshed Inn closed its doors in February this year, so it was necessary for the owners to return to run their business. I caught up with some of the owners recently to see how it was going. The owners advised that when they went back into the business some significant decisions had to be made, admitting that the hotel looked tired and in need of some renovation.

They had to decide whether to keep the hotel in operation during the renovation process, or to close it completely, allowing them to upgrade within a shorter time span. They chose the latter! Obviously when choosing to close a hotel, it is a very difficult thing to have to advise staff that their positions cannot be preserved. However, it would not be viable to maintain all present staff when there is no income to cover them during that time.

The hotel was closed from 1 February 2017 and re-opened on 12 May. All areas of the hotel were opened on that date. The renovations included a brand-new kitchen, fully-upgraded and updated dining area, front bar, lounge bar and sports bar; new carpets and flooring throughout the hotel *and* complete renovation of 7 of the 10 accommodation rooms! The remaining three, plus the managers residence, will be completed soon.





John commented that the local tradesmen had been fantastic throughout the renovation period, and could not have asked for a better group of workers – no job was too great or too small – they

just did what they needed to do! "If it wasn't for them, I don't think we would have finished this project as early as we did. I can't thank them enough", said John.

Since the opening they have recruited new staff.

Mark 'I've-been-everywhere-man' Dwyer, is managing the hotel at present and will continue to do so until they believe the hotel is running satisfactorily.

Since they re-opened, the restaurant is doing very well. John says the new chef is brilliant - very communicative and exceeds our expectations! The locals have also been very supportive with their patronage and positive feedback. He commented on the drive-through, saying the numbers are building back to where they were previously. He also expects accommodation to improve in the future, as that has also been going reasonably well without any marketing.

Woolshed Inn is on the market (listed with Darren Steele) for anyone interested in investing in the pub game.

Another country hotel is doing major renovations due to unforeseen circumstances. The owner said the hotel has been closed since June 1st and will reopen mid-August. I will provide more details of which hotel it is and the work required to get the doors open in the next edition of Smithy's Shout & About.



As a hotel, it is vital to have a handle on your labour & inventory requirements, and using one system to do so can seriously reduce your risk of errors, and save time while you're at it. Venues need to be proactive, not reactive, in these two key areas to ensure total control over their costs.

With H&L's several product options you can be sure that control over your venue is comprehensive, seamless, and will raise your bottom line. Implementing comprehensive labour & inventory systems ensures that you can cut your costs in the most effective way

## INVENTORY

H&L's core product is a hugely popular POS and inventory management software. It has been built "management first" from a hospitality point of view. It provides enhanced inventory management capabilities to drive your POS while optimising your inventory.

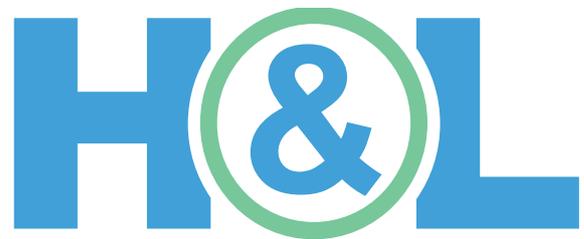
The Stock application allows you to build your database quickly and accurately with base stock templates. With Sysnet the opportunities are endless with recipes for products that are sold together, transferring stock, and decrementing products simultaneously during promotions.

Using Sysnet's extensive reports you will be able to save time and unnecessary costs with hundreds of reports on your stock. Ensure there is no "guess work", and understand your venue and truly know your stock movements. You can even have these reports emailed to you at the end of the day to track not only stock movement, but also monitor overall sales figures and staff productivity.

Improved inventory control means better management. This not only allows you to transfer stock to where it is needed and decreases wastage. Better management of inventory also equals better buying power, as you will be able to negotiate with suppliers armed with accurate and timely information.

## LABOUR

At H&L we understand the importance of managing your workforce effectively and allow you to devote more time to the many other things that need your attention. Using our integrated systems you will be able to effectively manage your hotel, and ensure you understand your staffing needs and costs.



Workforce Management is a product of 30 years of knowledge in the industry, and from responding to years of feedback at H&L. A range of tools and devices have been specifically incorporated to get the "Upper Hand" in not only reducing, but also understanding your wages and their impact.

The Live Wages key gives you access to see the cost of your staff at any given time from the push of a button at the POS.

Roster your staff in seconds, and those who are unable to work can auction off shifts to save you time.

Stay legal and honest and comply to the complex conditions of the Modern Award System and Fair Work Act without needing to think about it.

Workforce Management seamlessly integrates into your POS, meaning that you can see your roster from anywhere in the venue, and quickly assign extra staff when required.

This is just the beginning of what Workforce Management can do for you and your venue. Managing wages in a system that integrates fully to your POS and payroll software empowers you to truly manage your business.

Our POS also has intuitive technology to seamlessly manage your staff. Our Stock application is intensive, yet easy to use. It will drastically reduce your admin time and also your errors, enabling you to reduce your staff hours while simultaneously creating more efficient stock keeping.

If you're looking to improve your labour & inventory processes and reduce costs, using H&L's systems will help you keep your venue in check. For more information on H&L's product suite, visit [www.hlaustralia.com.au](http://www.hlaustralia.com.au) or contact [sales@hlaustralia.com.au](mailto:sales@hlaustralia.com.au) or 1800 778 340

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# WHY INVENTORY MANAGEMENT IS CRITICAL TO BUSINESS SUCCESS



Making decisions based on knowledge, not gut instinct, is at the heart of inventory management and the use of POS system to measure and manage your business in detail.

For example, excess inventory is simply a cost burden and in the case of consumables, prone to an expiry date which means a 100% loss on your investment. Excess inventory also ties up working capital that could be deployed elsewhere in the business.

In other words, a good inventory management system – coupled with a sophisticated POS system – will save you money and increase your profits.

The more manual your process, the less likely it is to be adhered to. Automation frees up time to look at key data and make decisions that will flow through to your bottom line.

If you don't have a good inventory management plan in place, it may be symptomatic of larger problems in the business and an early warning alert that change is required, especially at a time when margins are being squeezed and competition is increasing.

## TAX REMINDER

Inventory management becomes a hot topic at the end of the financial year (but it should be top of mind throughout the year). Regarding tax, however, don't forget that law changes could affect whether you need to do a stocktake this financial year.

Since 1 July 2016, you only need to do a stocktake for tax purposes if either:

- your business turnover is \$10 million or more
- you have more than a \$5,000 difference in stock levels at the beginning and end of the financial year – you can estimate this.

These changes might mean you are not required to do a stocktake for tax purposes, but it may be beneficial for business reasons. It can help you with a number of business processes such as pricing strategies, ordering processes and identifying missing stock.

A good POS system paired with a stocktake enables you to calculate your true gross profit margin. To stay on top of this key figure at all times, a powerful POS system is critical to success. AHA sponsor H&L is renowned for its systems, providing "real time" information.

As previously reported, H&L Australia, has announced a lucrative new acquisition of the successful South Australian software innovator *Bluefrog POS*.

## FOOD

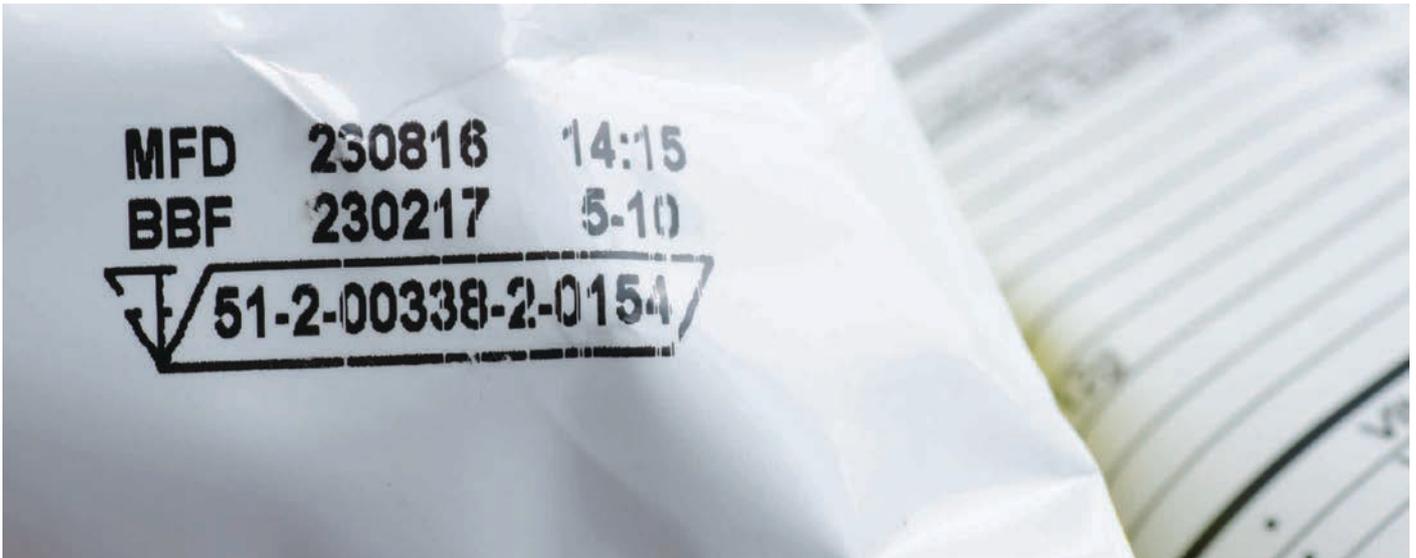
Food inventory management is vitally important to maximise profits. This need to be systematic and there is no substitute for random spot checks to verify that information being entered is correct.

Food cost control can make all the difference to your bottom line. Look for quantity or cost "extremes" that appear out of the normal and make a point to keep a close eye on high-cost items (eg. seafood and meat).

Of course, there is no substitute for understanding your operation in intimate detail. This will allow you to have a "feel" for numbers that are wrong, which may be a sign of a deeper problem, such as wastage or theft.

Undertaking year on year, month on month comparisons are also incredibly beneficial for tracking changes, both positive and negative.

As an example, if you notice that rooms inventory is tight at a certain of year, make sure that staff are aware that "elastic rates" do not apply. There's no point discounting in peak periods.



### THE BIG END OF TOWN

Inventory also refers to rooms. At the global level, the sophistication required to stay on top of a chain's availability and remain flexible to make the most of online booking portals requires a highly complex solution.

Cathay Pacific Holidays has selected DHISCO Inc., the world's leading hospitality distribution company, to connect its travelers with the most up-to-date rates and information from hotels around the globe.

Based in Hong Kong, Cathay Pacific Holidays is a wholly owned

subsidiary of Cathay Pacific Airways Limited, specializing in travel packages. The company said it chose DHISCO to power its hotel booking engine so that its customers have the most reliable information when planning trips.

"This partnership with DHISCO will facilitate the continued expansion of Cathay Pacific's ancillary revenue strategy and ensure that our customers are provided with the most competitive hotel rates and latest information," said Cindy Lee, managing director, Cathay Pacific Holidays. "We currently offer travel packages in 15 markets and are looking to extend this to many more markets in the short to medium term."

# BLACKOUTS ARE GREAT FOR BUSINESS

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

The storm last 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.

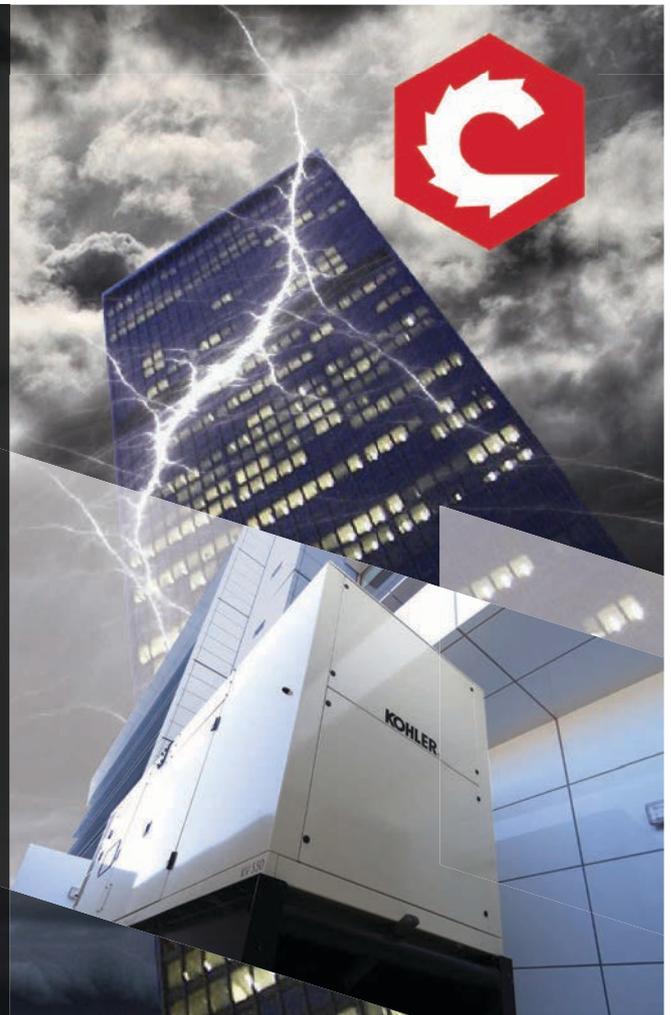
How much business could you have gained if your power was on?

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# VINTAGE HOUSE WINE & SPIRITS (ANGOVES FAMILY WINEMAKERS) - CHANGE OF MANAGEMENT

The Angove Family Winemakers are saying farewell to Regional Sales Manager Ron Howard, who has been part of the company for many decades.

Angove's hails from the midst of the beautiful McLaren Vale wine district and is renowned as one of Australia's most successful companies in the industry.

"I became involved at a time when the Angove business was reinventing itself," Howard said. "They were searching for someone with good wine knowledge and experience in the industry, and I was more than happy to come on board."

This year, after nearly four decades of hard work, Howard is stepping down.

"The timing was right," he says. "I'm looking forward to exploring new avenues."

As of the 1<sup>st</sup> July, Craig Humphries will assume the role of State Manager.



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TALKING ADELAIDE

# NEW WINES TARGET MILLENNIALS

Treasury Wine Estates has launched a new wine collection to capture the attention of millennial consumers

Treasury Wine Estates (TWE) has launched the wine collection Samuel Wynn & Co, inspired by Samuel Wynn's adventurous early career as the purveyor of wines from across Australia and around the world. Two wines are available in Australia in fruit forward styles – 'The Man From Nowhere' Shiraz 2016, and the 'Last Rites' Cabernet Sauvignon 2016.

TWE's Managing Director for Australia and New Zealand, Angus McPherson, said that Samuel Wynn & Co offers retailers the opportunity to capture the attention of millennial consumers who like wine, but are not necessarily loyal to the category, in new and engaging ways.

"Consumers aged 18-34 are increasingly choosing wine and in the past 12 months their consumption has overtaken that of baby boomers, with millennial males in particular driving this trend<sup>1</sup>. There is great potential to grow the wine category via millennials, with the right approach," he said.

"Samuel Wynn & Co wines are born from the adventurous spirit of winemaking legend Samuel Wynn. He left his homeland after being conscripted, travelled to the other side of the world on a whim, and faced a number of challenges and triumphs. With each wine linked to a unique story, Samuel Wynn & Co takes consumers on a journey that extends beyond traditional wine territory."

To drive shelf stand out, Samuel Wynn & Co bottles have an unusual, angular shape similar to that of a whisky bottle. Both Cabernet and Shiraz are leading red wine varieties in Australia, and they are both in growth – Shiraz is our number one red variety, growing by 10%, while Cabernet has grown 8% in the past year by value<sup>2</sup>. As the



portfolio expands, the wines will celebrate the art of multi-regional sourcing, personifying the style Samuel Wynn championed more than a century ago.

The launch of Samuel Wynn & Co in Australia is being supported by strong marketing investment across outdoor, in-store, social, and digital channels; with an exciting consumer promotion planned for October. There are plans to introduce the brand in Asia and the USA early next year.

Samuel Wynn & Co builds on the success of other recent innovative launches by TWE, including 19 Crimes Cabernet Sauvignon, which was the top performing NPD in the wine category in 2016, 19 Crimes Red Blend, which reached number two and St Huberts The Stag Shiraz, which came in at number five.

# COOPERS RELEASES VINTAGE ALE 2017

A new combination of hops and enriched malt flavours are the key characteristics of the 2017 Coopers Extra Strong Vintage Ale released in early August.

While hops remain the cornerstone of the 2017 Coopers Vintage Ale, this year brewers have revised the grist recipe, the first change in a decade.

Coopers Managing Director and Chief Brewer, Dr Tim Cooper, said the new grist recipe included a special blend of caramalt to provide a distinctive crimson red colour and a full bodied taste rich in malty, honey and dry nutty characters.

"The caramalt contributes well to the balance of bold malt flavours and the softness of a fine and creamy head," he said.

"Vintage Ale is known for its bold and robust selection of hops and this year we have chosen the new bittering and aromatic varieties Denali and Calypso, which deliver a delicate spectrum of fruity aromas, with pineapple and pear characteristics alongside pine and citrus notes.

"Last year's Vintage used a combination of Astra, Melba, Northern

Brewer, Styrian Goldings and Cascade."

Dr Cooper said the 2017 Vintage had a bitterness of 50 IBU that was expected to carry well as the beer matures.

The beer retains an alcohol level of 7.5% ABV, which will also help with the maturation process.

Coopers National Sales and Marketing Director, Mr Cam Pearce, said only a limited number of kegs and cartons would be made available and Vintage Ale lovers were encouraged to plan their purchases early.

"This is one of the few beers on the market that is designed to age and is unique in Australia," he said.

The 2017 Extra Strong Vintage Ale is the 17th in the series that goes back to its launch in 1998.





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# GODFATHER OF THE ADELAIDE KITCHENS HOSTED

LUCY BREWER

On the 28<sup>th</sup> June, the South Australian branch of the Les Toques Blanches will put down its chef's hat after twenty-five years. The Warradale Hotel's Tony Burton will prepare a degustation of local produce and wine for an impressive array of past members, the godfathers of the Adelaide kitchens.

"It's the end of an era," says Burton. "It would be a shame for it to pass without recognition.

"These are the people who would have trained almost all of the young chefs in South Australia. They've worked in some of the world's best restaurants and hotels."

The exclusive dinner hosted 24 of the state's top culinary names, including dessert master Ingo Scharwze.

The Les Toques Blanches has a rich history of involvement in the South Australian hospitality industry, with most members having worked in senior or executive chef roles, and as senior lecturers in training institutions such as TAFE. The club has also admirably contributed to the state's charities over the years.

"Members go along to venues such as the Hyatt and the Varsity Club and cook the food for charity functions," explains Burton.

"Over the years, we've raised several million dollars for charity."

The farewell dinner was a chance for past members to reminisce on the golden years of the organisation, the days of sitting around a table once a month to discuss the industry, and share innovations.

"There's not as much fine dining as there was in the eighties and nineties," Burton reflects. "Society's changed, we're in a different era. Gone are the glamorous days of fresh tablecloths and starched napkins."

Despite their impeccable reputations, some of Adelaide's more elegant establishments are suffering as a result of the move away from fine dining. "You go and there's six people in the restaurant," says Burton. "Even though you wouldn't get better service anywhere else in the world.

It breaks your heart but that's just the way it is."

Don't get me wrong though, it's not all doom and gloom," he assures. Burton should be pleased; he manages to fill the Warradale's bistro with a few hundred content people each and every day.

"We're in good shape as a whole," he chuckles.

Burton is full of praise for the trio of chefs looking after the dinner. Like many of the guests, Burton's days in the kitchen are behind him, but he is still filled with a fiery passion for food, and for those who treasure it as he does. "Ingo Scharwaze has the best training style I've ever experienced," he says, when mentioning that the acclaimed chef will be in attendance. "As far as people I'd like to work with ... Marco Pierre White and Ferran Adria," Burton says.

"I'd love to sit around a table with all three. Just chewing the fat, as they say."



## TONY'S MENU

### WINE SELECTION

- Riesling freak No. 2 - Clare Valley, SA
- Tolpuddle Chardonnay - Tasmania
- Mischief & Mayhem Bourgogne Rouge Pinot Noir, Burgundy, France
- Yalumba 'The Octavius' Shiraz, Barossa Valley, SA
- Penfolds Bin 407 Cabernet Sauvignon, Multi Region, SA
- Jim Barry 'Benbournie' Cabernet Sauvignon, Clare Valley, SA
- Skillolegalee Muscat, Clare Valley, SA

Hotel SA

### MENU

- Char-grilled Southern rock lobster, blue swimmer crab angelotti with Champagne basil cream
- Granny Smith apple sorbet
- Duck two ways, parsnip soubise, sauce poivrade, baby winter vegetables
- Triple cream French brie, gorgonzola picante with pear chutney & caraway lavosh
- Petit chocolate fondants with Kahlua ice-cream

Ramsgate Hotel,  
Henley Beach



Coopers Alehouse  
Gepps Cross

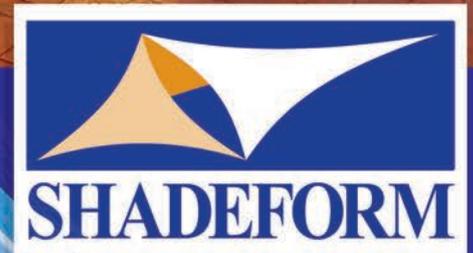


Union Hotel  
Adelaide



Wirra Wirra Winery  
McLaren Vale

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# JIM BEAM DOUBLE SERVE LAUNCHES IN AUSTRALIA

July marked the launch of the newest addition to the Jim Beam family, Jim Beam Double Serve.

Created by Beam Suntory, the world's third largest premium spirits company, and distributed across Australia by Coca-Cola Amatil, the new Double Serve expression contains two standard serves of Jim Beam Bourbon in each can, giving drinkers more of the bourbon they love in the same familiar format.

A new take on Kentucky Straight Bourbon premix, the first cans of Double Serve will hit shelves from July 21 (ABV 6.7%, RRP \$23.99 for a 4 pack) with a 10 pack to be launched in October for a limited time. The launch will be supported in the off premise by a point of sale and visibility package, key retailer catalogue support and specific out of home advertising.

Said Demetrius Giouzelis, Jim Beam Marketing Manager, "For the past few decades, Jim Beam has been the favourite premix in Australia. This was driven by meeting the ever-changing taste and needs of the consumer and their lifestyle.

"The addition of Double Serve will continue that tradition by giving consumers the bourbon premix they know and love but served the way they like it with two standard serves of Jim Beam Whiskey in it. The additional Kentucky Straight Bourbon (6.7% ABV versus the

regular 4.8%) means consumers can taste more of the craft and quality that goes into each Jim Beam can."

Tobias Hoogewerff, Sales Director for Coca-Cola Amatil's Alcohol & Coffee business, added, "This is a great example of our partnership with Beam Suntory in action, and our shared commitment to drive growth in the RTD category.

"For our retail customers, we believe Double Serve offers a great trade up and basket spend growth opportunity, and we'll be supporting this by driving consumer awareness and trial with a heavyweight through the line campaign targeting digital, outdoor and in-store shopper touchpoints."

According to a shopper study carried out by research agency The Leading Edge in April 2016, over a third of shoppers say they consider ABV when purchasing and are happy to pay more for a perceived better value product. Higher ABV sales (6.1 to 7.0% ABV) now makes up 14% of the Bourbon RTD category, and are growing at +7.2% value (source IRI MAT 4 June 2017).

The introduction of the new Jim Beam Double Serve follows the packaging refresh that launched globally in 2016. It was born from insights into changes in consumers drinking habits and occasions, where they continue to look for greater quality in their drinking repertoire.



## Full Contact Information

South Pacific Laundry Adelaide

59 - 63 Stephens Ave

Torrensville SA 5031

**P:** (08) 8352 4277

**M:** 0423 703 879 - Min Chua

**E:** admin.ade@splaudry.com.au

## South Pacific Laundry specialises in the provision of quality linen and supplies for the accommodation & hospitality industries

**Come visit our stand at the AHA SA Expo  
17-18 October at The Adelaide Entertainment Centre**

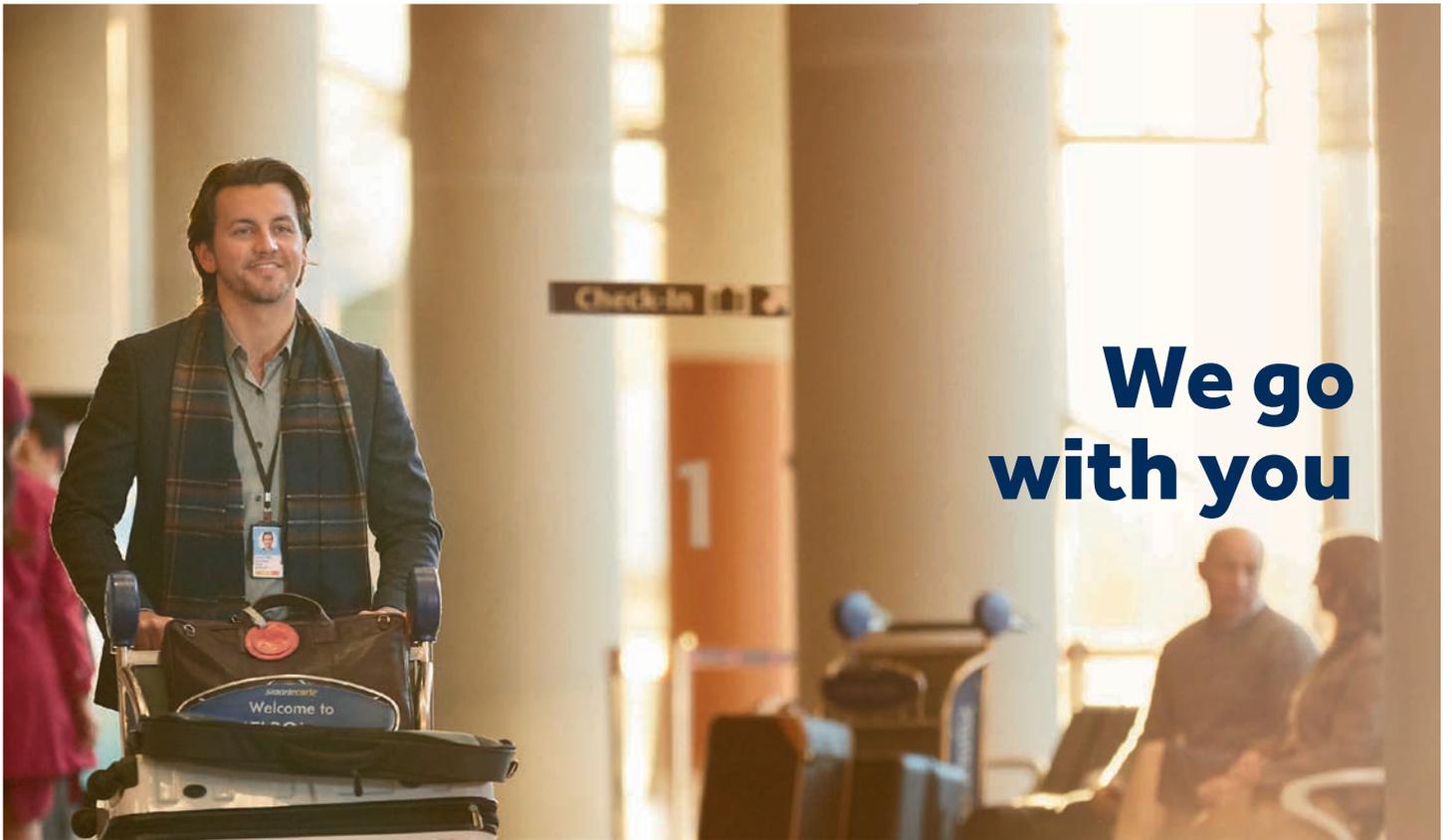


### South Pacific Laundry:

- "...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
- The only laundry in Adelaide to offer RFID chipped linen for ease of tracking & stocktaking.
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## HENNESSY HITS NEW HEIGHTS

Mayfair Hotel's chic Hennessy roof-top bar will open its new glass-topped alfresco terrace, complete with beautiful vertical garden adorned with Hennessy in lights, to the public on Friday 18 August.

The terrace features luxurious underfloor heating and a tiled bar around the edge, providing plenty of opportunity for admiring the city skyline and making Hennessy the perfect year-round venue.

Mayfair Hotel General Manager Martin Radcliffe said the Hennessy upgrade would cement the venue's reputation as Adelaide's most sophisticated bar.

"Since opening to the public just over a year ago, Hennessy has become a popular nightspot for both locals and visitors to Adelaide, and we're delighted that we can now enhance the roof-top experience for use in all seasons."

The alfresco terrace features a stunning steel frame and glass ceiling designed by Adelaide architect and structural engineer Mike Dare, who recently appeared on Grand Designs Australia, with the overall project and fit-out managed by South Australian firm, Pinnacle.

Hennessy's popular champagne terrace, which is overlooked by the

historic building's resident gargoyles, retains its current character and style, as will the opulent interior of the bar, which features five crystal chandeliers, a marble bar and Atelier Versace chairs.

Hennessy offers a carefully curated selection of South Australian, Australian and International wine, beer and spirits, complemented by a regionally-driven menu featuring South Australia's finest produce. Innovative and appealing house cocktails are also a popular feature for the bar.

The August 18 opening featured menu tastings from the Hennessy menu, as well as wine tastings by House of Arras with live music to entertain guests.

Hennessy was recently the only Adelaide venue to be nominated as a finalist in the Best Bar category of the 2017 Gourmet Traveller Awards and in the Qantas 2017 Business Travel Awards.

Housed in the refurbished 1930s CML building, Mayfair Hotel is a five-star boutique hotel located in the heart of the Adelaide CBD. The hotel boasts 170 beautifully appointed guest rooms, and is home to Mayflower Restaurant and Hennessy rooftop bar.

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

## AINSWORTH TO REVEAL EVO AT AGE

Ainsworth Game Technology will display a comprehensive portfolio of gaming solutions designed to provide "A Winning Edge" at the Australasian Gaming Expo (AGE) 2017.

Ainsworth will feature its newest gaming platforms and game content, including revealing the EVO, a dual 24" LCD screen cabinet with a black trim surface, pinstripe-edge and dynamic game-driven lighting, flat deck button panel with mechanical bash and a 21.5" digital topper. The cabinet is ready to run new premium titles such as Firepower and Big Hit Bonanza as well as a back catalogue of A600 games.

Ainsworth's core portfolio will include new standalone and multi-game range solutions with more titles due for release in 2017.

Ainsworth will display five multi-game packages:

- Triple Shot King Spin includes all your classic Triple Shot titles along with 3 levels of Standalone Progressives, 3 level of Bonus prizes and exhilarating free game features.
- Multiplay Big Time is jam-packed with a High Denom and four amazing Play 50 Lines titles plus a 2 level Mystery Progressive option.
- Multiplay Fire Star is mixed with the hottest Play 50 Lines and High Denom titles plus a 2 level Mystery Progressive.
- Multiplay Treasures incorporates five entertaining NOVOMATIC titles that include exciting features with multipliers, sticky wilds and retriggers plus a 2 level Mystery Progressive.
- Multiplay Mustang Series is derived from Ainsworth's popular "Mustang Money" theme and now Ainsworth offers 4 amazing "Mustang" titles all in one super-sized package plus a 2 level Mystery Progressive.

Ainsworth will demonstrate new titles in the legacy Quad Shot line of games. Look out for new mid-denom games, Thunder Money and Grand Fortune.

"I'm extremely proud of our latest product line-up and our continued commitment to delivering industry-leading games that will be showcased at AGE. It's exciting times for Ainsworth and I'm confident that our industry partners will not be disappointed," said Ainsworth's CTO Kieran Power.

To make your experience at the AGE memorable, drop by the Ainsworth Stand #900 and have the Ainsworth team present their latest star attractions together. For more information, jump on their website [www.agtslots.com.au](http://www.agtslots.com.au) or alternatively contact Michael Queale (0408 462 321) or Kelly Assender (0409 171 616).





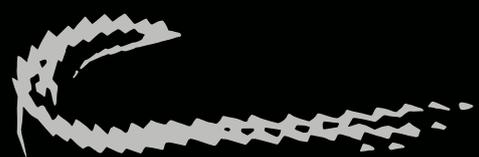
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# RESPONSIBLE GAMBLING AWARENESS WEEK



Australian Hotels Association (SA)

Responsible Gambling Awareness Week ran from May 22 to May 28 with events held across South Australia. The aim of Responsible Gambling Awareness Week is to remind everyone that although for many people gambling is an enjoyable and affordable pastime it can cause harm to some, and there are many options available for people affected by problem gambling.

This year, the focus was on the effect a person's gambling can have on their friends and family. Gambling Help Services across the state

ran various events specific to their local community. In the Riverland, Gaming Care Officer Nicole Checker attended and presented at a two day 'Conversation Café' event organised by RASA Riverland and held at the Barmera Monash Football Club, along with Tracey Cochrane from Club Safe. Gaming staff from local hotels and clubs were also invited to attend the presentation and be involved in the discussion on how gambling can impact on the local community.

The first Conversation Café was aimed at venue staff and community based support networks, with discussion around how both the industry and community can collaborate to provide solutions, support and options for family and friends affected by a persons' gambling. The second Conversation Café was directed towards making local council workers and government support agencies more aware of problem gambling and support options available. Both Nicole and Tracey assisted with facilitation of discussion at both events.

Both events were very well attended, and it was fantastic to see all members of the community willing to work together to ensure that those who do suffer harm as a result of a persons' gambling are aware that there are options available for help.



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| <br><small>OptiServ®<br/>Hands-Free Roll Towel Dispenser</small>     | <br><small>Safelock™ Ultra<br/>K3 Warewash Rinse</small>     | <br><small>Clorox®<br/>Urine Remover Spray Bottle</small> |
| <br><small>ESG Green Washrooms<br/>LTX™ Touch-Free Dispenser</small> | <br><small>Safelock™ Ultra<br/>K2 Warewash Detergent</small> |   |

# REGIONAL MEETINGS

The AHA|SA conducted regional meetings for the Gawler Barossa region at the Exchange Hotel Gawler and the Eyre Peninsula region at the Cummins Hotel. Both of these locations had ideal areas to conduct our presentations. They also had private dining areas for the lunch with sponsors.

Thanks to Damian and staff at the Exchange Hotel and Emma and staff at the Cummins Hotel. They provided great service and superb food to all our hoteliers and sponsors on the day.

The AHA|SA would like to thank our sponsors who willingly supply product for these luncheons.





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# CASUAL EMPLOYMENT – MYTH OR FACT?

In South Australia casual employees make up approximately 75% of the workforce within the hospitality sector.<sup>1</sup> As such the AHA/SA HR/IR Team receive a number of questions from Members in relation to casual employees. Employers sometimes form the opinion that a number of rights and obligations that are applicable to full and part time employees are not applicable to casuals, which is not always the case particularly with long term casuals. This article will outline the common statements made about casual employees and whether the statement is a myth or fact.

Please note, the Hospitality Industry (General) Award (HIGA) 2010 is the focus of this article. Where the answer may vary due to differing provisions in a different Modern Award or Enterprise Agreement, attention has been drawn to this. It is up to Members applying a different Industrial Instrument to refer to the relevant clauses to ascertain whether the answer is in fact different.

## MYTH OR FACT?

*Casual employees are not entitled to long service leave = myth*

Under the *Long Service Leave Act 1987* (SA) ('LSLA') an employee (or worker as per the definition) is anyone employed under a contract of service.<sup>2</sup> As a casual employee is engaged under a contract of service, as opposed to a contract for services, they are captured. In addition to the broad definition of worker, the LSLA specifically refers to a casual worker when outlining how a weekly rate of pay is to be calculated.<sup>3</sup> Therefore, provided a casual employee meets the test for continuous service they will be entitled to long service leave at the relevant dates.

Issues often arise when a casual employee was unavailable for an extended period due to a period of leave that would otherwise be annual leave (if a full or part time employee). Whether such period breaks a casual employees service is dependent on how the break is treated by the employer and employee. Members should refer to HR/IR Newsletter No 73 of June 2017 for further information on when service will or will not be broken.

*A contract of employment does not arise between a casual employee and the employer = myth*

Sometimes there is a belief that only salaried, full-time and part-time employees are 'on contract', but not casuals. This is not correct.

In basic terms, a valid contract forms when there is an offer (to work), acceptance (agreement to provide that work), consideration (attendance at work and payment for that work) and an intention to create legal relations. Therefore, if a casual employee performs work and is paid for that work, a contractual relationship arises. As an employment contract need not be in writing, the mere fact there is no written contract does not mean contractual rights and obligations have not formed between the employer and the employee.

The use of long term casuals within the industry and extension of protections within the *Fair Work Act 2009* (Cth) has meant that it is more important than ever to ensure a written contract (letter of appointment) is provided to all new employees on commencement of employment, including casuals.<sup>4</sup>

*We can reduce the hours of a casual employee or remove them from the roster completely, without providing any reason as a casual employee is not entitled to a set number of hours = myth*

It is correct that a casual employee is not entitled to a set number of hours in the same manner that a full time or part time employee is. However, issues can arise where a casual employee has been working a fairly set number of hours for a significant period of time (eg average of 25 hours over a 12 month period).

Reducing the hours of a casual or removing them from the roster completely as a result of their poor performance or conduct is a common tactic used by employers, however this will not resolve the

**“Where the position is made redundant, casual employees whilst not entitled to redundancy pay should be afforded the same level of consultation as a full time or part time employee.”**



issue. The problem with this approach, is that casual employees are protected from unfair dismissal provided they have worked on a regular and systematic basis and meet the minimum employment periods as prescribed in s 383 of the *Fair Work Act 2009* (Cth). Where a casual employee has been working a fairly regular number of hours per week over a period of time, a reduction in hours that is disproportionate to the number of hours they have been working for no reason may be seen as a demotion and as such may give rise to a potential unfair dismissal claim against the employer.

It is strongly recommended that where an issue arises that would result in the need to performance manage and or discipline the employee, that performance management and or disciplinary action is taken rather than reducing hours or removing the employee from the roster. Whilst a reduction in hours may result, the employee should first be given an opportunity to respond to the issues and a chance to rectify the problem.

In a similar vein, where the available hours at a workplace have reduced due to a restructure or downturn in business, consultation should occur with all employees affected, including casual employees, in line with cl 8.1 of the HIGA (or applicable Modern Award or Enterprise Agreement). Where the position is made redundant, casual employees whilst not entitled to redundancy pay should be afforded the same level of consultation as a full time or part time employee.

***A casual employee does not need to be placed on the roster = fact***

Under cl 30 of the HIGA, a roster only need be prepared for full and part time employees. However, it is a long established practice within the industry to include casuals on the roster. The HR/IR Team strongly recommend that casuals are placed on the roster as this then ensures all employees and the employer are aware of who should be at work and when. Further, the roster can be a useful tool when disciplining an employee over lateness or falsifying of time records.

***A casual can be terminated without notice or reason regardless of length of service = myth and fact***

Under the HIGA, an employer does not need to provide casual employees with a certain period of notice on termination. This however also means, casual employees do not need to provide the

employer with a certain period of notice if they resign from their employment. Please note however, that certain Modern Awards or Enterprise Agreements may require notice be given to casual employees by the employer.

Whilst notice need not be given on termination under the HIGA, as outlined above casual employees are protected from unfair dismissal provided they have worked on a regular and systematic basis and meet the minimum employment period.<sup>5</sup> Therefore, it is important when terminating for conduct or performance related issues the correct performance management/disciplinary process is followed.

***A casual employee with more than 12 months service is not entitled to unpaid parental leave. This means they do not need to be offered their pre-parental leave position on return = myth***

Under s 67(2) of the *Fair Work Act 2009* (Cth) a casual employee with more than 12 months service is entitled to a period of unpaid parental leave. This is provided they have been employed on a regular and systematic basis and would have continued to be employed but for the pregnancy. If a casual employee meets the eligibility criteria for unpaid parental leave, they are entitled to return to their pre-parental leave position, or a suitable alternative position where the original position no longer exists.<sup>6</sup> When it comes to casuals this would mean a similar number of hours as worked prior to commencing leave.

#### FURTHER INFORMATION

Members should contact the AHA|SA HR/IR Team for further assistance and advice on any issues arising with casual employment.

#### Endnotes

- 1 South Australian Centre for Economic Studies, *Economic Contribution of the Hotel Industry in South Australia* (January 2016) 9.
- 2 *Long Service Leave Act 1987* (SA) s 3(1)(definition of 'worker').
- 3 *Ibid* s 3(2).
- 4 This is despite the fact that technically a new contract arises on each engagement when it comes to casual employees.
- 5 *Fair Work Act 2009* (Cth) s 383.
- 6 *Fair Work Act 2009* (Cth) s 84.

**Accountancy Services**

- Bentleys Accountants 8372 7900
- Jaquillard Minns 8221 6551

**ATMs**

- Next Payments 0499 331 476

**Architects & Interior Designers**

- Studio Nine Architects (Abeo Design) 8132 3999

**Audio Visual & Staging**

- Big Screen Video 1300 244 727
- Integrate IoT 8193 4800
- Moo Music 1300 139 913
- Nexstage Staging and Rigging Technologies 7070 8191
- 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
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**Beverage Gases**

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- Supagas 8252 7472

**Beverages**

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- 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
- Pernod Ricard Australia 8208 2400
- Samuel Smith & Son 8112 4200
- Treasury Wine Estates 8301 5400
- Vintage House Wine & Spirits 8397 7100

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- Winnall & Co. 8431 9447

**Cabinet Makers**

- John Reuther Cabinet Makers 8234 9600

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- Holco Fine Meat Suppliers 8162 8400
- International Oyster & Seafoods 0412 392 551
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- Wills and Daniel 8260 7776

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- The Table & Chair Co 8354 3266

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- 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 8275 9700

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- Silverchef 1800 337 153
- Stoddart Manufacturing & Food Service Equipment 0427 106 103

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**Legal Services**

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- Duncan Basheer Hannon 8216 3389
- Foreman Legal 8370 8500
- Ryan & Durey Solicitors 6166 9000
- Wallmans Lawyers 8235 3000

**Media**

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

**Music Licensing**

- APRA/AMCOS 8331 5800

**Onhold/Messaging**

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**Payroll & HR Resources**

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- Winnall & Co. 8431 9447

**POS Systems**

- H & L Australia Pty Ltd 8291 9555

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- Fox Sports 0499 660 023
- Sky Racing 02 9218 1755

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- AlSCO 8346 1391

**Websites**

- Boylen 8233 9433

**Workers Compensation**

- Gallagher Bassett 8177 8450

PLATINUM

17/18



GOLD

17/18



SILVER

17/18

- Ainsworth Game Technology
- APRA AMCOS
- Aristocrat Technologies Australia
- Australian Liquor Marketers
- Big Screen Video
- Boylen
- Foxtel/Fox Sports
- IGT
- InDaily
- Independant Gaming Analysis
- 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

17/18

- AlSCO
- Andale Hotel Services
- BankSA
- Bentleys Accountants
- BOC Limited
- Brown-Forman Australia
- Choice Energy
- Cobalt Blue Australasia
- Commonwealth Bank
- Concept Collections
- Drinking Buddy
- Duncan Basheer Hannon
- Empire Liquor
- Gallagher Bassett
- Global Gaming Industries
- HITsa Industry Training
- International Oyster & Seafoods
- Integrate IOT
- Jaquillard Minns
- Knight Frank
- Lancer Beverage Systems
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- Nexstage Staging and Rigging Technologies (Abeo Design)
- Nightlife Music Video
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- St John
- Supagas
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- Wallmans Lawyers
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- Winnall & Co.

INDUSTRY SUPPORTER

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- Clelands Lawyers
- Foreman Legal
- John Reuther Cabinet Makers
- Vintek

## LICENSEE TRANSFERS MAY 2017

| HOTEL               | LOCATION      | DATE GRANTED | NEW LICENSEE              |
|---------------------|---------------|--------------|---------------------------|
| The A Club Adelaide | Adelaide      | 12/5/2017    | New Club Armidale Pty Ltd |
| Hamley Bridge Hotel | Hamley Bridge | 26/5/2017    | Ess & Jay Pty Ltd         |

## LICENSEE TRANSFERS JUNE 2017

| HOTEL                       | LOCATION | DATE GRANTED | NEW LICENSEES               |
|-----------------------------|----------|--------------|-----------------------------|
| The Wasley's Hotel          | Wasley   | 7/6/2017     | Neville & Kayleen Clark     |
| Golden Grain Hotel          | Pinnaroo | 9/6/2017     | Simon Crew Pty Ltd          |
| Franklin Central Apartments | Adelaide | 14/6/2017    | Gribble Investments Pty Ltd |

## WELCOME TO OUR NEW MEMBERS

## HOTEL

Clare Castle Hotel

Hampshire Hotel

Marree Hotel

Foreshore Motor Inn

Lacedepe Bay Motel &amp; Restaurant

Holiday Inn on Hindley



Lacedepe Bay Motel &amp; Restaurant



## OFFICE HOLDERS

## CONTACT

Street Address: Level 4, 60 Hindmarsh Square, Adelaide SA 5000  
 Postal Address: PO Box 3092, Rundle Mall SA 5000  
 Telephone: (08) 8232 4525  
 Toll Free: 1800 814 525  
 Fax: (08) 8232 4979  
 Email: [information@ahasa.asn.au](mailto:information@ahasa.asn.au)  
 Web: [www.ahasa.asn.au](http://www.ahasa.asn.au)

## COUNCIL

|                |                  |                |
|----------------|------------------|----------------|
| Alison James   | Jason Kelly      | Peer Norsell   |
| Andrew Gunn    | Jeff Ellis       | Scott Matthews |
| Andrew Plush   | John Giannitto   | Tim Gregg      |
| Craig Williams | Mark Davies      | Tony Franzon   |
| Guy Matthews   | Melinda McCauley | Trent Fahey    |
| Jason Fahey    | Michael Lunniss  | Trevor Evans   |

## ADMINISTRATION

|                  |  |
|------------------|--|
| Ian Horne        | General Manager  |
| Wendy Bevan      | Government Relations & Policy                          |
| Trevor Evans     | Human Resources & Industrial Relations Manager         |
| Owen Webb        | Senior Industrial Relations & Human Resources Advocate |
| Brian Smith      | Membership & Business Services                         |
| Katherine Taylor | Communications and TAA (SA)                            |
| Lucy Randall     | Events & Sponsorship                                   |
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Publisher: Boylen Ph: 08 8233 9433 Address: Level 3, 47 South Terrace, Adelaide, SA [www.boylen.com.au](http://www.boylen.com.au)



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