

aha|sa  
Australian Hotels Association (SA)



# WOMEN IN HOTELS CONFERENCE

24 & 25 SEPT 2019  
HILTON ADELAIDE

25  
YEARS OF AHA|SA WOMEN  
IN HOTELS NETWORK  
25



# 2019 WOMEN IN HOTELS CONFERENCE

It's with great pleasure that the Australian Hotels Association (SA Branch) presents its official program for the 2019 Women in Hotels Conference – celebrating 25 years of the Women in Hotels network in South Australia.

The 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.

In 1994 considerable interest was displayed among the women of the industry to have a seminar for women, hence the inaugural Women in Hotels Conference was held in August of that year. This was a wonderful opportunity to recognise the immense contribution by women to the industry.

The 2019 Conference provides an inspiring and comprehensive list of fantastic speakers across diverse topics and backgrounds. A highlight will be our keynote speaker, Anna Meares OAM.

Anna is considered by many to be the greatest cyclist of all time and, in Rio, became the first Australian athlete to ever win four individual medals at four consecutive Olympic Games. Her story will excite and inspire.

The Conference dinner on Tuesday 24 September at The Gallery on Waymouth, will be a great opportunity for delegates and guests to relax and network. 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. It's a great night for everyone to attend.

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

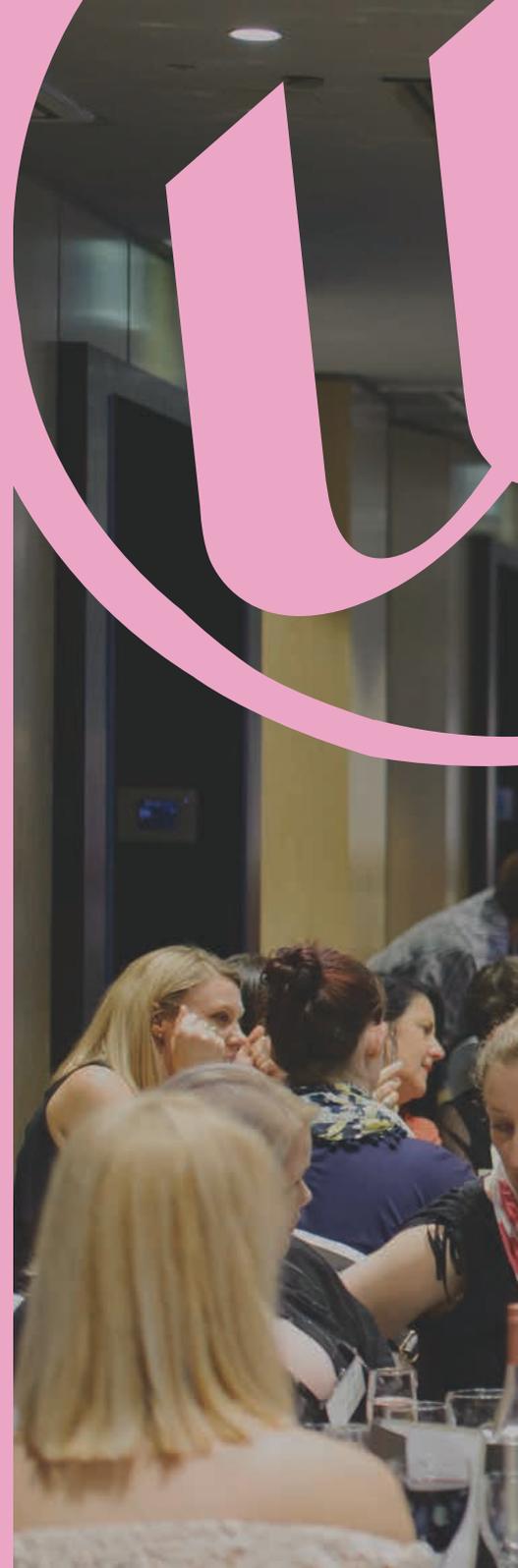
We look forward to your attendance.

**HILTON ADELAIDE**

**TUESDAY 24 SEPTEMBER 2019**

**WEDNESDAY 25 SEPTEMBER 2019**

**REGISTRATIONS CLOSE TUESDAY 17 SEPTEMBER  
BOOKING FORM ENCLOSED**





# 25

YEARS OF AHA | SA WOMEN  
IN HOTELS NETWORK

# 25



# DAY 1

## TUESDAY 24 SEPTEMBER

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**DAY 1** TUE 24 SEPT

## REGISTRATION

8.30am - 9.30am

## WELCOME TO DELEGATES

9.30am - 9.40am



## OFFICIAL OPENING OF THE WOMEN IN HOTELS CONFERENCE

### THE RIGHT HONOURABLE, THE LORD MAYOR, MS SANDY VERSCHOOR THE CITY OF ADELAIDE

9.40am - 9.55am

Sandy is a first-generation Australian of Dutch, French, Portuguese and Ceylonese descent. Her parents gave her a deep-rooted understanding of business, an adventurous spirit, commercial acumen and a love of the arts.

Sandy was elected as a City of Adelaide Area Councillor in the 2015 by-election and served as Deputy Lord Mayor from June 2017 to November 2018. She has had a career in both the public and private enterprise, not-for-profits, and Local and State government.

Elected Lord Mayor in November 2018, Sandy is keen to keep costs low for residents and businesses by reducing red tape, strengthening Adelaide's global reputation for culture, climate change action, and entrepreneurialism, preserving Adelaide's heritage, and enhancing the city's precincts and main streets for the benefit of local small business owners and the community.

## MUSICAL CHAIRS

### SPEED NETWORKING SESSION

9.55am - 10am

This brief session will give delegates the opportunity to introduce themselves and meet one another.



## HOSPITALITY IS INFECTIOUS

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**JACKIE BOOTH – CHIEF OPERATIONS OFFICER,  
ZAGAME CORPORATION VIC**

10am - 10.40am

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There is nothing better than creating a positive experience a guest will never forget. In Jackie's opinion, only a happy, well trained and motivated team can create this. Clear goals, realistic targets, great communication, simple rewards and recognition are a must. She believes it is important to take the time to review the business and its people, herself and the group procedures regularly to ensure they are on track. They encourage a culture of people investment, not only for the future growth of the business but for the industry in general. But most importantly, to have fun and smile!

Jackie Booth is Chief Operating Officer at Zagame Corporation, which includes five gaming venues, MPD Restaurant, Grand Hotel and Casino Vanuatu, and the newly opened Zagame House.

Jackie has been in hospitality for over 25 years and understands the hard work and passion that comes hand in hand with working in the industry. Her role involves leading a team of over 800 staff. With this number of employees, it's imperative that she is clear in what the group is hoping to accomplish and vital that she continues to motivate and empower the team. Jackie does this by maintaining a consistently strong culture, providing exceptional training and promoting open recognition of excellence in people.



## WHY THE WINE EXPERIENCE IS IMPORTANT TO YOUR VENUE

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**LIINNA BERRY – WINE DIRECTOR, 2KW BAR & RESTAURANT**

10.40am - 11.10am

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Liinna will join us to talk about why the 'experience of wine' is so important to your venue. She will also share her journey in the wine and hospitality industry as a woman, the facilitators and mentors that supported her as well as the difficulties she had to face which, in the end, built resilience and humility.

After completing her Business Degree and an eight year stint in various roles in the hospitality industry in Melbourne, Liinna flew to the islands of the Indian Ocean to start her sommelier career in luxury resorts in Mauritius and the Seychelles. In 2015, one of her guests offered her the dream job of curating his private wine collection at the Crafers Hotel in the Adelaide Hills.

Two years later, in 2018, the list was awarded best list in South Australia, Best Hotel list in Australia and amongst the top three best in Australia at the Gourmet Traveller Wine List Awards.

Liinna then joined 2KW Bar & Restaurant to take over the wine program. She wrote a list of 800 labels offering hard-to-find local producers, Australian icons, a great representation of French and Italian classics, and a selection of new wave wines from Austria, Hungary, Corsica and the Canary Islands.

## MORNING TEA

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11.10am - 11.30am



## KEYNOTE SPEAKER

### ANNA MEARES, OAM

11.30am - 12.30pm

After growing up in the small Queensland mining town of Middlemount, Anna was inspired to become a cyclist by her sister Kerrie, after they watched Kathy Watt win the cycling gold medal at the 1994 Commonwealth Games. Anna started cycling competitively the same year, aged just 11, with the nearest cycling track around 300km away in Mackay. Two years later, the family moved to Rockhampton, making the training schedule far easier.

Anna's training paid off when she not only won the gold medal at the 2004 Athens Olympics, but she was also the youngest Australian track cyclist to win Olympic gold, and the first Australian female track cyclist to win an Olympic gold medal. To top it off, she also set a new world and Olympic record in the Women's 500m time trial of 33.952 seconds, before winning a bronze medal in the Women's Sprint, and was later awarded an Order of Australia medal for her achievement.

Her training was in full swing when in January 2008, Anna broke her back at the Los Angeles World Cup. She was thrown from her bike in a collision with other riders and sustained a hairline fracture to her C2 vertebrae. If it had been just two millimetres more, she would have been a quadriplegic on a respirator for the rest of her life. Her other injuries included a dislocated AC joint in her shoulder, heavy skin grazing, torn tendons and muscle tissue damage. The accident immediately threw her plans for the Beijing Olympics in August into doubt, and it was possible she may never ride again.

She was determined, and was back on the bike within just 10 days of the accident, albeit only tentatively. At the Melbourne time trial, four

# LUNCH & NETWORKING

12.30PM - 1PM

and a half months after the accident, she was easily able to eclipse the Olympic qualifying time set by selectors in the 200m sprint. She was also very close to achieving a personal best time. At the Beijing Olympics, with the goodwill of Australia behind her, she won the silver medal in the Women's Individual Sprint, the only Olympic medal won by any Australian Cyclist in any cycling discipline.

Taking the lessons learnt from her rehabilitation in 2008, Anna shifted focus to the 2012 London Olympics, where she won gold in the Sprint in an intense and historic sporting moment against long term rival Victoria Pendleton of Great Britain. It was the coming together of a 3-year plan by Anna, her coach Gary West, manager Francine Pinnuck and cycling team that saw Anna implement a great tactical display to defeat her great rival. That gold was matched by a bronze medal won in the Team Sprint.

Not satisfied with her success in London, Anna pushed on for another 4-year cycle to the Rio Olympics, in which time Anna broke the 500m World Record and won another world title, taking her career total to 11 World Championship crowns making her the most successful and decorated female track cyclist in history. Anna was honoured to be the nation's flagger for the Rio Olympics where her leadership exuded and went on to win her 6th Olympic career medal, a bronze in the kern. This medal makes Anna the only athlete in Australian Olympic history from any sport to win individual medals at 4 consecutive Olympic Games. Anna retired post Rio after 22 years involved in the sport, 15 years of those representing Australia at the elite senior level.



## SOCIAL MEDIA: BUILDING YOUR OWN BRAND

**SIMONE DOUGLAS – CEO DUKE OF BRUNSWICK HOTEL, SOCIAL MEDIA AOK**

1pm - 1.45pm

How to build and leverage your personal brand using social media to fill your venue. A strategic approach to marketing on digital. In this session, Simone will share with you the importance of capturing your six-word story and how to use that to create compelling content that cuts through all the white noise.

Simone Douglas is the CEO of Social Media AOK, a highly sought-after speaker and consultant on all aspects of social media and business. Simone's strong practical focus is tangible outcomes combined with an extensive background in business, change management, and process improvement which has seen her and her team work with all types of businesses from the local hairdresser, through to the Commonwealth Attorney-General's Department, and everything in between.

Simone is also currently the publican of the Duke of Brunswick Hotel and Area Director Consultant for BNI Adelaide. Combining a wealth of marketing knowledge, strategies and experience, Simone is well placed to take you through the social media minefield that is the modern age of marketing.



## MENTALLY HEALTHY WORKPLACES

**MARDI WEBBER - MENTALLY HEALTHY WORKPLACES CONSULTANT, RETURNTOWORKSA**

1.45pm - 2.10pm

Mardi Webber, from 'ReturnToWorkSA', will provide an overview of what hotels can do to work towards creating a mentally healthy workplace, the critical factors of success, as well as the free tools and resources available to help you get started or keep the momentum going.

Mardi commenced her career in the hospital sector as a Registered Nurse and Midwife, she developed an interest in the prevention of injury and disease and has worked in the health and safety field for almost 30 years. In Mardi's role, she provides free assistance and support to workplaces and industries in South Australia in the area of workplace mental health, in the goal of creating and maintaining mentally healthy workplaces.



## STAFF WELLBEING & MEDITATION

**ALYSHA DARCY – DIRECTOR, MELBOURNE PUBLIC**

2.10pm - 2.50pm

Workplace wellbeing is a global trend. Around the planet organisations are investing in programs that address employee wellbeing. The link between wellbeing and high performance has been identified as a strategic priority towards more holistic development of people. Alysha's presentation will highlight the benefits of meditation in the workplace and she will demonstrate some techniques that her staff use to reduce stress, create resilience, improve work satisfaction and subsequently staff retention.

Alysha was quite literally born into hospitality, with her first home located above her parents' pub in Adelaide. Working for nearly a decade surrounded by her family with The Darcy Group; operating venues such as The Precinct Hotel and Motel, Alysha's focus is now centred solely on the development of Melbourne Public & Citizen Café. Alysha has always been dedicated to wellbeing. These combined, she is now pursuing her long-time passion of creating healthy and happy workplaces.

## SHORT BREAK

2.50pm - 3pm

# INTERACTIVE PANEL DISCUSSION

3PM - 4.15PM



**DR NIKI VINCENT**  
– SA EQUAL OPPORTUNITY  
COMMISSIONER

Niki is an experienced organisational and community leader with a keen interest in a wide range of local, national and global issues – particularly those involving equal opportunity and human rights. She commenced her 5-year term as the Commissioner for Equal Opportunity in South Australia at the end of May 2016. Prior to this appointment, she served as Chief Executive Officer of the Leaders Institute of SA – the renowned leadership development organisation she established and grew over 13 years. Niki is currently also the chairperson of the Australian Council of Human Rights Authorities and she serves on the advisory boards of the Committee for Economic Development of Australia (CEDA - SA & NT) and Play By The Rules. Niki is an Ambassador for Time for Kids inc. and has chaired the SA Government's Voices of Women Board for 3 years (until mid-2014). Throughout her career, Niki has been honoured to receive some other prestigious awards, these include a Telstra Businesswoman of the Year (SA finalist) Award and an Australian Leadership Award.



**KATIE SPAIN**  
– WINE WRITER, SA LIFE

Katie is The Advertiser's wine writer and feature writer for WBM (Wine Business Magazine Australia), Broadsheet, the McLaren Vale Guide, and reviewer for Gourmet Traveller's 2017 and 2018 Restaurant Guide. A former farm girl who left Australia in pursuit of stories. Katie is the former editor of Broadsheet Adelaide, features writer and digital lass for News Corp's The Adelaide\* Magazine and SAWeekend Magazine,

lifestyle reporter for The Advertiser and a restaurant and bar reviewer for The Advertiser's annual Food Guide. Her background is a diverse mix of radio, digital and print lifestyle (food, fashion and events) and travel journalism, community building and social media. Katie has made a career managing social media platforms and websites for publications and companies worldwide.



**LOUISE COOPER**  
– COOPERS BREWERY

Coopers Brewery's future has taken another step forward with Louise Cooper, the daughter of Managing Director Dr Tim Cooper, joining the company. Louise, who has degrees in law and health sciences, has worked as a lawyer for more than seven years. She will join Coopers as Legal Affairs and Risk Manager and is the third member of the sixth generation family to take up a full-time role at the brewery. Dr Tim Cooper said Louise had always expressed a strong interest in the brewery. "However, family members are not guaranteed a job at the brewery just because they are a Cooper," he said. "They are encouraged to establish their own careers and, if a position becomes available, they may be invited to join the company." Louise said that when she was studying at secondary school and university, she had undertaken vacation work at the brewery, working in areas ranging from the bottling line to distribution and general administration. Louise said it was exciting to be part of the process that will eventually see the brewery transition to the next generation.

**MODERATED BY JANE REILLY**  
- FIVEAA

Our highly qualified and experienced panel will share with delegates their stories of success, failures, challenges and their visions of women in business and industry. Audience participation is highly encouraged!



**NIKKI GOVAN**  
– CHAIR, BUSINESS SA

Nikki owns and manages the national-renowned Star of Greece restaurant in Port Willunga. She has an impressive pedigree in destination marketing in Melbourne and Adelaide, has developed several start-up ventures and has extensive experience in membership and not-for-profit business. For many years, she ran her own marketing company See More Solutions (a play on her maiden name of Seymour-Smith) with clients that included Southcorp Wines, Department of Trade and Economic Development, Novotel Barossa Valley Resort, Magic Millions and BHP Building Products. Nikki has served on several boards including the Technology Industry Association, Australian Red Cross (SA), Volleyball SA, the South Australian Motorsport Board and the Adelaide Convention and Tourism Authority. She has also lectured at Adelaide Institute of TAFE and Le Cordon Bleu.



**KATIE NAGAR**  
- DIAGEO NATIONAL  
WHISKY AMBASSADOR

Katie's incredible passion and knowledge for the whisky category sees her working across the amazing Diageo portfolio including key focus brands Johnnie Walker, The Singleton, and Talisker. As National Whisky Ambassador it is Katie's role to host some of the most prestigious whisky events in Australia. On top of hosting, Katie designs and conducts consumer and trade whisky trainings and is an expert resource for Diageo staff, agencies and partners. Katie is passionate about continuing to develop Australia's love for all things Scotch, and is an incredibly exciting asset to the future of Scotch whisky culture here in Australia.

## DAY 1 CLOSING REMARKS

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4.15pm - 4.30pm

## CONFERENCE DINNER

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### THE GALLERY ON WAYMOUTH

6:30pm - 7pm | Pre-Dinner Drinks & Canapés

7pm - 10.30pm | Conference Dinner

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Delegates will be able to relax and network with special guests and conference supporters.

The dinner will also include presentations to 'Women in Hotels Hall of Fame' inductees along with special entertainment.



WOMEN IN HOTELS CONFERENCE SEPTEMBER 2019

**DAY 2** WED 25 SEPT

# DAY 2

## WEDNESDAY 25 SEPTEMBER

### WELCOME TO DAY 2

9.30am - 9.35am

### WOMEN IN HOTELS WARM UP

9.35am - 9.40am

### WOMEN IN HOTELS PANEL CHAT & DISCUSSION

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11.15am - 12.45pm

#### Celebrating 25 years of the Women in Hotels Network in South Australia.

This session will be a chance for delegates to chat openly about their hotels - from the city to the country and covering experiences over 25 years of the Women in Hotels network. The discussion will cover diversity, challenges, triumphs and discoveries. The forum will be a great way to finish the conference and understand more of each other's hotels.



## KEYNOTE SPEAKER

**GEORGINA SUTTON - QANTAS AIRWAYS MANAGER BASE OPS SYDNEY INTERNATIONAL TERMINAL CAPTAIN B787**

9.40am - 10.15am

Georgina will discuss her journey and the changes that have taken place in the aviation industry, from gliding to general aviation, Qantas Airlines, her role as the Chief Pilot of Jetstar and the retirement of the Queen of the Skies (the 747).

Captain Georgina Sutton's aviation career kick started one sunny day at Blanchetown on the River Murray in South Australia where Georgina went for her first flight in a glider. The glider was a vintage ES 49 and the year was 1977. Fast forward to 2019, and Georgina is a Captain for Qantas flying the B787 Dreamliner. Georgina has a passion for human factors, the pilot/machine interface and evidence-based pilot training to ensure pilots can be effective members of a high functioning team. She will also discuss the challenges and opportunities in attracting more women into aviation.



## HOTEL CASE STUDY

**SPARKKE AT THE WHITMORE**

10.15am - 10.30am

Welcome to Adelaide's first female-led brewpub! Sparkke at the Whitmore is a dynamic venue that has transformed one of the city's oldest hotels, first licensed to Thomas Maslin as the Queens Arms in 1838, into a house of exceptional brews, and fare, with spaces for every mood and a focus on keeping people safe while they enjoy themselves as much as humanly possible.

Sparkke at the Whitmore is the first brewpub for The Sparkke Change Beverage Company, a young craft beer and wine social enterprise, launched in November 2016 after a successful Crowdfunding campaign, which donates ten per cent of direct sales and four per cent of channel sales to non-profits that support the causes on the cans.

The team at Sparkke at the Whitmore – led by General Manager Emilee Moore, Head Brewer Agi Gajic and Head Chef Emma McCaskill – is comprised of warm, diverse and inclusive hospitality professionals committed to cementing our reputation as a serious craft brewery with an alternative business model.

## WHAT SPARKS 'JOY'? HOW TO MAKE YOUR VENUE A MEMORABLE EXPERIENCE.

**STUDIO NINE ARCHITECTS & CONCEPT COLLECTIONS**

10.30am - 11am

How to identify the spaces in your venue that work, and those that don't. It will be a holistic discussion about venues with tips on how to improve the overall experience.

Factoring in the following elements; Volume, Vistas, Approach, Wayfinding, Spatial Planning, Light & Shade, Acoustics, Furnishings and Style. Presenters will also provoke consideration on how to create 'Female Friendly Venues'.

## SHORT BREAK

11am - 11.15am



**KATE ROWLANDS**  
Electra House Hotel



**SUE BINNS**  
Robin Hood Hotel



**KAREN MILESI**  
Murray Bridge Hotel



**REBECCA BARNES**  
Strathmore Hotel

## DAY 2 CLOSING REMARKS & CONFERENCE CLOSE

12.25pm - 12.30pm

## LIGHT WORKING LUNCH

12.30pm - 1pm



**“ I’VE COME TO BELIEVE THAT EACH OF US HAS A PERSONAL CALLING THAT’S AS UNIQUE AS A FINGERPRINT – AND THAT THE BEST WAY TO SUCCEED IS TO DISCOVER WHAT YOU LOVE AND THEN FIND A WAY TO OFFER IT TO OTHERS IN THE FORM OF SERVICE, WORKING HARD, AND ALSO ALLOWING THE ENERGY OF THE UNIVERSE TO LEAD YOU. ”**

**– OPRAH WINFREY**