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The Official Publication of THE AUSTRALIAN HOTELS ASSOCIATION (SA branch) February / March 2015



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Contents

06

Hotel SA takes you inside two stunning new hotel reinventions – The Gully and The Moseley.

20

While everyone else feasted over Xmas, Smithy was busy catching up with hoteliers around the State.

25

Energy prices continue to load up operating costs. Here are a series of tips on ways to limit the pain.

47

Are pre-prepared barrel cocktails the way to compete with small bars offering exotic drinks?

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From the President

Peter Hurley – AHA|SA President



Bread and circuses

South Australia has a Mediterranean climate but that doesn't mean we should continue the tradition of "bread and circuses" that Roman rulers employed to pacify the populace.

Emperor Augustus feared the "plebeians" would riot and take his throne (the ancient version of an election). So he put on free chariot races and other entertainment all paid from the public purse.

I can't help but compare it to New Year's Eve, where there is outrageous competition between cities to see who can outdo the other with free fireworks shows. Why would I worry about this? 25 years ago, the responsibility to entertain the public was in the hands of private enterprise. We put our own dollars at risk, staging entertainment for people to see in the New Year. Some bands drew large crowds but if you miscalculated and the entertainment act you chose was off cue, then hotels lost money.

The year 2000 was a watershed, when even local councils started using ratepayer funds to put on free parties and fireworks spectacles. This is a terrible waste. Our rates continue to rise and councils bemoan their rising cost base, yet logical cuts such as these are ignored in favour of feel-good "circuses".

Collective Agreement Required On Ludicrous Loadings

The damage to our industry on NYE has been exacerbated by the regrettable decision (in this State only) to turn New Year's Eve into a public holiday – and the penalty rates that go with it.

That would have mattered less if our industry had not been "modernised and simplified" into a Federal award. This brought with it the very damaging penalty rates that, for some bizarre reason, are embedded in what was meant to be a modern award. Now we see relatively low skilled positions costing companies \$60 an hour. Many establishments are choosing to close their doors, which we witnessed on Australia Day. This does real damage to our State. On the flip side, while the new Hospitality Industry General Award (HIGA) is excessively generous on public holidays (275%), the

"We put our own dollars at risk, staging entertainment for people to see in the New Year. Some bands drew large crowds but if you miscalculated and the entertainment act you chose was off cue, then hotels lost money."

loading for casuals on the remaining 260 days of the year are reduced from what we had in SA for so many years.

That wage reduction on the vast majority of days a year has seen some staff resign to preserve the historic value of their long service leave – and I can understand why they have made this decision.

The Premier Intervenes

I am grateful the Premier has shown a keen interest in working through this issue.

There is a solution. Government, unions and industry must work together to ensure that the doors of the hospitality industry remain open on Sundays and public holidays. This will require compromise and unions will need an incentive from our industry, such as a return to the 50% loading for casuals.

While the award is federal, it can be bypassed by collective agreement. In SA, our industry and union have had a good, common sense relationship for many years and I am hopeful that common sense will prevail in this matter.



Breathing New Life Into Iconic Locations

Two venues. One steeped in history, the other a relative new kid on the block. Whilst The Gully and The Moseley are in some ways two very different hotels they share one key feature: both are winners for the RD Jones Group. By Patrick Keam.

With 13 hotels in South Australia it is fair to say that the RD Jones Group know what makes a good pub and the culmination of this expertise is the recently renovated Gully and Moseley Hotels.

Luke Donaldson, Operations Manager for the group and part owner of The Moseley, articulates the clear vision they had for each establishment.

“The motto for The Gully is ‘inspired by nature and grounded in community’. The Tea Tree Gully Hotel is 150 years old and we rebranded it with The Gully Public House and Garden, going back to what a pub was and that’s where the grounded in community aspect comes from,” he says.

In contrast The Moseley, formerly The Dublin, needed to look forward and in a way create something from nothing, which they have been able to do at the popular beachside location.

“We bought the Moseley with the idea that we would redevelop it and particularly reposition the brand,” says Donaldson.

“We always felt that Glenelg has so much to offer as an idyllic, iconic beachside suburb and to have an Irish pub there, we felt like there was a mismatch.”

Design firm Abeo were an integral part of the process for both venues and along with Tony Zappia from Studio Nine they were able to create spaces which fit both the brief and brand strategy that was in mind from the beginning.

Hipster Meets Hamptons

The design of The Moseley was intentionally different, according to Donaldson.

“I think our designers called it hipster meets the Hamptons.

“We wanted to do something that hadn’t really been seen in Adelaide before and I think the designers were able to capture that with the usage of the shutter walls and different feature walls.

“The problem with The Moseley is that it was just four concrete walls. It didn’t have the character and the heritage that The Gully has so I guess we’ve had to create something that wasn’t really there and I think so far the patrons have really enjoyed it and it does complement the beach.”

Undeniably, the brief has been met with the light and bright feel of the venue extremely welcoming, in no small part thanks to the two



storey voids which spread natural light across both floors. The distinction between the upper and lower levels is evident with downstairs featuring table service and a more restaurant style menu and upstairs a relaxed bar area with pizzas and pub favourites with a twist on offer.

“One of the things the Dublin had was a really vast demographic, so anyone from 18 through to their 60s seemed to patronise the place, we’ve certainly still found that.”

“A lot of people we’ve seen have booked with their family to go out for a 21st dinner downstairs then meet their friends upstairs for a drink.”

It has been a long process for The Moseley to get to where it is today, starting back in 2012 when the establishment was bought in an area where there were concerns about declining business in the area.

“The important thing for that whole square is for all the

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“The important thing for that whole square is for all the businesses to work together and make it a precinct again”

businesses to work together and make it a precinct again,” says Donaldson.
 “The vacant shops show you that there hasn’t been a lot of investment or redevelopment down there for some time and we felt that doing that would not only help us but the square to make it a vibrant precinct again. I think the City of Holdfast Bay are doing a lot of things right.”



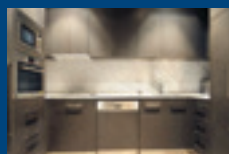
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Renovations for The Gully took place from October through to December, with the pub reopening the week before Christmas. Donaldson is full of admiration for the designers who were able to retain the venue's historical features, while developing an eye-catching modern facility.

"The last renovation didn't complement all of The Gully's surrounds but now we've been able to incorporate all of the beautiful trees that have been there for 50 to 100 years and we've actually built and integrated them into the garden," he says.

"Additionally there's a lot more timbers, a lot more greenery to complement that. The beer garden before was probably a bit harsh, there was a lot of concrete and it was quite industrial so we really went back to the natural materials and used timber and that sort of thing and I think it's certainly softened the appeal of the garden, which has been crucial.

"I guess the long-term plan is to develop a garden out there where we will be able to grow and use our own produce and have a harvest menu which is seasonal."

Evidently it all comes back to the local community at The Gully. Not only are they using local produce from the surrounding Adelaide area, including Barossa Valley Brewing IPA on tap, they are also integrating themselves in the community in other ways. The pub is also assisting with fundraising for the Tea Tree Gully animal shelter which was destroyed by the recent bushfires that swept through the area.

"We're trying to become more and more involved in the community," Donaldson says.

"In the last few years we've got a lot more sports clubs on board and we've done a lot of fundraising for the animal shelter out there. We really want to become the community hub again like public houses traditionally were.

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“We really want to become the community hub again like public houses traditionally were.”

“It’s close enough to the city but still far enough out, when you sit in the beer garden you feel like you’re out in the country when in reality you’re on the edge of the foothills.”

Although the local community is first and foremost, they are still thinking bigger as The Gully has great potential as a destination venue. This is something that is already evident with a change in the demographic since the redevelopment.

“There has certainly been a significant increase in families and food people. Food was probably the number one focus in both venues and also making them a bit more appealing to females as well.

“A lot of the share plates and that sort of thing are designed for people to come out for a destination, we’ve also got a lot of live music and acoustic music so that’s definitely the demographic we’re after, families and people that like seeing live music.”

The Moseley is no different. Right from the start it has been able to draw people from far outside the local area, including those from the eastern suburbs and Adelaide Hills, something that was rare in the past.



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*- Danielle Donaldson, Director
The Gully Public House & Garden*

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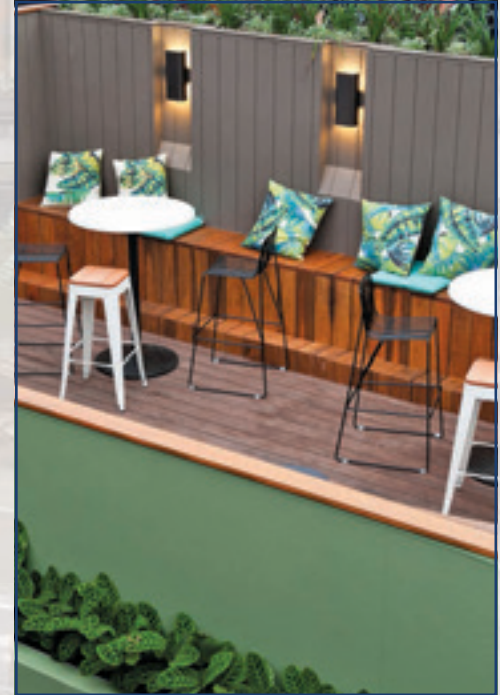
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One of their many points of difference which is attracting new patrons is a Carlton Draught unpasteurised tank beer. The Moseley is the only venue in South Australia to have the beer and just one of seven across the country.

For those unaware of unpasteurised beer, it is taken directly from the brewery in a refrigerated truck to the venue where it is pumped straight into a large copper tank above the bar.

This means there are no preservatives or additives and the beer has to be drunk within two weeks, so you know it is fresh.

Overall Donaldson says the group is happy with the success of the two venues, particularly The Moseley, which has the added benefit of star footballers as co-owners, in Travis Boak, Robbie Gray and Ben Rutten.

“Their profile has certainly helped with marketing but they’re also very active with not only going to the venue but also looking at ideas and events that we can run to bring people in.

“They obviously don’t actively work in the business but they certainly do their bit and contribute when it comes to ideas.

“We’ve got other things that we want to do with The Moseley which will be sort of second and third phases and will be rolled out in the near future.”

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timeframe to meet the client's critical deadline. The end result is a stunning open plan space, with high end finishes, modern lighting and striking features, creating a new level of sophistication for the prominent bar and kitchen.

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Make a wish

Make-A-Wish Australia, Port Pirie volunteer branch, was thrilled to be part of the “Shed Collective” band and “Barker Boyz” band Charity Day at Port Broughton Hotel on Sunday 16th November 2014. The efforts and generosity of the band members, the community and the Port Broughton Hotel helped raise a staggering amount of almost \$5000 at this fundraiser. Licensees of the Port Broughton Hotel, Phil & Catia Camporeale, were also very pleased with the fantastic support of their patrons which enabled the fundraiser to be a great success. The large number of attendees from local and nearby communities ensured that everyone enjoyed a day of ‘fun in fundraising’.

The event was held in memory and honour of the late Shane Nottage who died from chronic severe asthma on 26 August 2013 the day before his 30th birthday. Shane’s mother Kate Nottage of Port Broughton is part of the ‘Shed Collective’ band and chose to fundraise for Make-A-Wish because Shane was granted a cherished wish when he was a teenager.

“Shane desperately wanted a computer as a child because he wanted to be a writer when he grew up and Make-A-Wish granted his wish,” Kate said. Mich Barker (Event Co-ordinator & ‘Shed Collective’ band member) and Rosa-Lee Pisani (Make-A-Wish Port Pirie Branch President) were proud of the band’s expertise to entertain the crowd that ranged from all ages.

Rosa-Lee kindly thanked all supporters and attendees and emphasised the importance to continually raise money for



“SHED COLLECTIVE” Band and Rosa-Lee Pisani, President, Make-A-Wish Port Pirie Volunteer Branch

Make-A-Wish as the number of wish applications is increasing each year.

“Granting cherished wishes is such an integral part of enriching the lives of our wish children with Hope, Strength and Joy, providing precious memories and making a life-changing difference to the children and their families,” said Rosa-Lee. The power of a wish transforms the hardship of the illness into a celebration engaging the child, family, friends and the community. The wish experience provides laughter and fun, creating amazing memories that continues to inspire confidence and strength long after the wish has been granted.

To read more about Make-A-Wish, please visit www.makeawish.org.au or phone 1800 032 260 (toll free).



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SipnSave brands driving sales

SipnSave has obtained the exclusive rights to sell a range of high quality wine products under the iconic Bridgewater Mill label.

The coup is a bonus for SipnSave members who are selling the well-known Adelaide Hills brand both in bottle shops and in their dining rooms and bars along with a range of other SipnSave branded products, such as popular El Loco Mexican-style beer. "As well as stocking the big name brands, our customers are looking for something different and our exclusive brands such as El Loco and Bridgewater Mill are delivering this," SipnSave General Manager Mike Shelley says.

"These two products are exclusively available in SipnSave outlets and not only are they strong brands popular with consumers, they are also high quality products representing great value for money." Tipped to become a market favourite, the Bridgewater Mill brand was reborn after SipnSave identified the need to find an exclusive product for its more than 100 outlets.

"For South Australians, the name Bridgewater Mill is synonymous with quality, style and heritage and we were determined to create a product range that both supported and enhanced the brand," Mike said.

Included in the Bridgewater Mill family is a 2014 vintage Adelaide Hills Sauvignon Blanc, a modern, lightly oaked Adelaide Hills Chardonnay and a McLaren Vale Shiraz boasting intense colour and regional expression, all retailing for \$17.99 a bottle.

The wines were created by Jeremy Ottawa, also the winemaker for McLaren Vale's Tatachilla Wines.

"Another popular SipnSave branded product is Amongst the Clouds, an Adelaide Hills Sauvignon Blanc.

Mike said while mainstream and boutique brands would always be a part of SipnSave's product offering, a small range of unique and exclusive SipnSave branded products were helping deliver real results for members.

For more information phone David, Arthur or Russell from SipnSave on 08 8416 7575.



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Brian Smith
AHA|SA
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Hotels with heart

Caught up with Deb and John White at the Commercial Hotel Strathalbyn late last year, and during our discussions I asked Deb how long she has been in the industry. She informed me that her family had been in the industry for a long time. Firstly some background on the family: Dennis and Rosalie Harding are the parents of Deborah White, owner of the Commercial Hotel Strathalbyn. Theresa Cross, owner of the Goolwa Hotel, and Vicki Mack, owner of the Middleton Tavern. Their respective husbands John, Ian and Gary are owners as well. Of course the boys tell me they do most of the work, which I'm not sure is the case. Following is just a small part of the Harding story.

“They had the licences of the hotels for a long period of time, however I am not able to provide the exact dates when they eventually sold the hotels.”

It all started back in 1964 when Dennis and Rosalie Harding leased the Criterion Hotel at Gawler. They had the pub from October 1964 until March 1967. They thoroughly enjoyed the experience at the “Cri”, however it was time to move on. In June 1967, Dennis was appointed Managing Director of the Warradale Hotel until June 1970. In July 1970 he was appointed Manager of the Rex Hotel, during which time he was asked if he was interested in being the Managing Director for the owners that ran the Rex, Warradale, Tonsley and Flinders Hotels. The owners at the time were Stratton, White and Hayes. They each had their own individual successful businesses and somehow got together to purchase the four hotels. They had the licences of the hotels for a long period of time, however I am not able to provide the exact dates when they eventually sold the hotels.

Dennis and Rosalie had some great times running the four hotels but thought it was time to go out on their own and purchase a freehold hotel. They finished up buying the Coobowie Hotel, which was a great pub but only doing about 1 to 2 kegs per week - a far cry from the Rex which was doing in excess of a 100 kegs per week and one of the most popular watering holes in South Australia. The Coobowie didn't provide



John & Deb White Commercial Hotel, Ian & Terry Cross Goolwa Hotel, Garry & Vicki Mack Middleton Hotel. Front Rosalie Harding.

enough stimuli for Rosalie and Dennis; in fact Rosalie said that Dennis was bored after the first week. They had the Coobowie from August 1975 until June 1976.

As I have stated many times before to people directly and in written articles, once the hotel bug gets you, you never really leave the industry. That same thing happened to Rosalie and Dennis and later their three daughters.

Anyway, after their time at the Coobowie had been completed, they enjoyed a small break from hotels, almost four months in fact! In their time away from the industry, Rosalie tells me they were actively looking for other hotels to buy and finished up purchasing the Yorke Hotel in Yorketown. At that stage Dennis was nearly 40 years

old and decided he wanted to retire, so he and Rosalie purchased a property at Mt Jagged. That lasted about a week! Rosalie informed me that Dennis was bored within a couple of days on the farm. He then saw an ad in the paper for a manager at the Renmark Hotel, so he applied. On the way for the interview he became aware the Renmark Hotel was possibly going into receivership and that it was not making a profit in just about every area of the hotel. However both Dennis and Rosalie saw this as a challenge, and when offered the job they accepted.

It was a hard slog. They ran the pub from May 1979 until December 1987, during which time they reversed the mounting debt, and in fact paid it off, it was now

“Rosalie Harding was inducted into the Women in Hotels Hall of Fame in 2009.”

making a substantial profit which the hotel could use to invest or, as was the case, do renovations.

The next venture in Rosalie and Dennis's life was the Troubridge Hotel at Edithburgh. They purchased it freehold. Rosalie told me Dennis loved the Yorke Peninsula, and who wouldn't? They made plenty of improvements to the hotel when they were there, building 10 units out the back and renovating the pub as they went along. They were at the Troubridge from June 1988 until 1993.

Dennis and Rosalie's girls worked in all the properties from an early age, they starting families of their own over the years and with their husbands ran other ventures that Dennis and Rosalie purchased. The daughters now run hotels with their partners; Vicki and Garry have had the Middleton Tavern since September 1997, Theresa and Ian - the Goolwa Hotel since August 1999 and Debbie and John - the Commercial Hotel at Strathalbyn since May 2001.

The next generation, Dennis and Rosalie's grand-children, are now working in the three hotels.

Sadly Dennis passed away on the 20th of May 2005.

Rosalie Harding was inducted into the Women in Hotels Hall of Fame in 2009.

Sampson Flat Fires

The hospitality industry are a very generous lot whenever there is any kind of hardship. I would like you to take a look at what the hotels did at the start of, during and after the recent fire up in the Hills.

These are just a few examples of goodwill shown by our neighbourhood hotels. I'm sure there are many more that not only helped out during the fires but are initiating fundraising events afterwards too.

The Tee Tree Gully Hotel provided water and energy drinks to police, emergency staff and the general public, those waiting at the roadblock at the bottom of the hill on North East rd. They also delivered 12 large pizzas on the Wednesday to the Tea Tree Gully CFS. In addition, they donated more than a pallet of ice during the days of the fire. Each hotel manager provided their phone number to the Tea Tree Gully CFS so if they ever needed anything, the hotel would provide it for them. Andrew, the hotel manager, told me that Richard Jones (the hotel owner) told him to provide the CFS crews with whatever they

needed. Meals and drinks were provided to emergency staff, paramedics, and fire fighters at the end of their 12-hour shift.

The paramedics used the hotel car park as a meeting and break point.

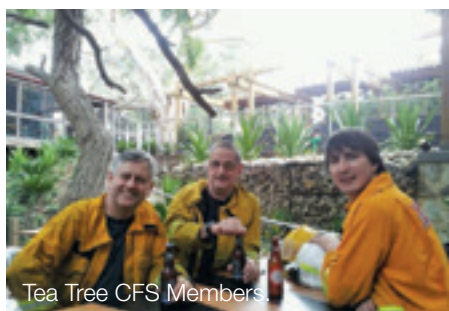
The hotel has organised a thankyou dinner and drinks for the CFS volunteers now that things have thankfully quietened down.

The Golden Grove Tavern delivered ice to the Golden Grove MFS & the Hermitage CFS during the three days of the fire; they were doing about five trips per day to keep up with demand. Allan Cassin, the owner, said that it became a full time job for one of his staff members over the three days of the emergency, one he was glad to do as it was such a worthwhile cause.

They also opened up the pub to people who had to evacuate the area, some bringing their vintage cars and motor bikes to park them in the car park, some just had the essentials for a night, many with photos of their loved ones. Allan said he hadn't advertised the fact that the hotel was open especially early morning - people just turned up. Allan thought maybe they



were just driving around to find a place to stop or rest and "we just happened to be open". They provided collection tins on the bar that became jam-packed with donations within a very short time!



“Meals and drinks were provided to emergency staff, paramedics, and fire fighters at the end of their 12-hour shift.”





Madi Sanderson.

One employee of the hotel, Madi Sanderson, was part of the support staff during the dangerous time of the fire. She drove the support truck from station to station to help with provisions and materials of all types.

At the road block out in front of The Fox & Firkin Hotel, they had a number of people sitting in their cars (some with floats) on the side of the road and some people were gathering out the front of the hotel waiting for the road block to open, or be given the "ok" to go home and collect what was necessary. This was early Saturday morning and as it was also very hot that day, John (the owner) decided to open up his pub (even though the licence stipulates his opening time of 12 noon) to provide some non-alcoholic beverage free to those who needed them.

He understood there was quite a few agitated people for varying reasons, so when he was able, he would sit down and have a chat with them just to try and get them to relax. I would suggest not an easy task when the person you are talking to doesn't know if they will have a home to go back to or if their animals are ok. One gentleman was at the pub for six hours waiting to go up the hill to get his dog out of the kennels. John said he was very agitated so he kept a very close eye on him at all times, then suddenly he left. We now know many of these animals were lost in the fire.

John then told me that at about lunchtime on Saturday, there was a massive ball of smoke at the top of the hill and a momentous red glow that you could see from the pub. John said it gave you the feeling of helplessness. There were so many mixed emotions coming from the people within or in close proximity to the hotel - some upset, some angry, some

crying, some totally restless, which is completely understandable given the circumstances.

On a lighter note, when John walked out to the policeman at the roadblock to give him a Coke which he gratefully accepted, John then said, "that will be \$3.80 please". There was silence for a second, and then they both laughed!



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2015 Hotel Industry Awards for Excellence



Nominations are open

The AHA|SA Awards for Excellence are recognised as the most prestigious awards in the hospitality industry, honouring the achievement of excellence in a wide range of categories. This on-going commitment to excellence ensures our State's hotels are some of the best in Australia. 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 socialise, 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.

Now is the time to nominate.

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

advertising and endorsement opportunities that are invaluable to your hotel. All award winners are presented with a magnificent framed certificate for display in the venue as well as a winner's logo which can be used for your hotel's overall marketing and promotional campaign.

Winners of the AHA|SA Awards for Excellence will be announced at the annual Gala Dinner being held at the Adelaide Entertainment Centre on Tuesday 28 July 2015.

South Australian winner will then have the opportunity to be a finalist in the AHA National Hotel Awards to be announced in Queensland, September 2015.

For all Awards for Excellence Nomination information, go to www.ahasa.asn.au or contact the AHA|SA on 08 8232 4525.

Nominations close Friday 15 May 2015

"Since 2007 the AHA|SA Awards for Excellence have played a pivotal role in the Warradale Hotel's strategic analysis and annual review process. Not only to view how we performed the previous year, but also to view to the future and what we plan to develop through concepts and strategies for better business performance and practices. With the outcome to always provide the customer with the ultimate in customer service and food and beverage excellence. It is an extremely rewarding process to be involved in, particularly to view each department on its own and seek out its strengths and weaknesses, work through them, and see real growth as a result.

With the AHA|SA Awards encouraging hotels to reach their potential and through being a part of this important process we can certainly look forward to being the standard bearers of excellence nationally for years to come. I would encourage all AHA|SA members to embrace this process and reap the benefits of this type of analysis within their businesses."

Thomas French – Warradale Hotel, AHA|SA Best Overall Hotel 2014

2015 AHA|SA Major Events

3 Feb	AHA SA Major Sponsor Function	28 July	AHA SA Hotel Industry Awards for Excellence
17 Mar	Women in Hotels Network	22/23 Sept	Women in Hotels Conference
4 May	AHA SA Annual General Meeting & Function	10 Nov	Women in Hotels Christmas Drinks
23/24 June	SA Hotel & Restaurant Show	1 Dec	AHA SA Presidents Christmas Lunch
24 June	Women in Hotels Network		

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- Vale Brewing
- Wage Easy
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SA business rankings hit overnight

Imagine you woke one morning to find that someone had moved your hotel off a main road and hidden it in a suburban backstreet.

Google is now doing the equivalent to website rankings.

In Adelaide, we are seeing Google penalise businesses that don't provide consumers with a good experience on mobile phones. The reason is simple. Searches made from mobiles and tablets are increasing at an incredible rate. There are more of those devices hooked to the internet than there are PCs!

In South Australia, we saw the first companies start to suffer in December last year.

In one case, a business that ranked on page one for most of its chosen search terms, suddenly found they had dropped from number 1 ranking to 50 and worse, where they will never be found.

It's the equivalent of moving your hotel off a main road to a suburban backstreet with no passing traffic.

What to do:

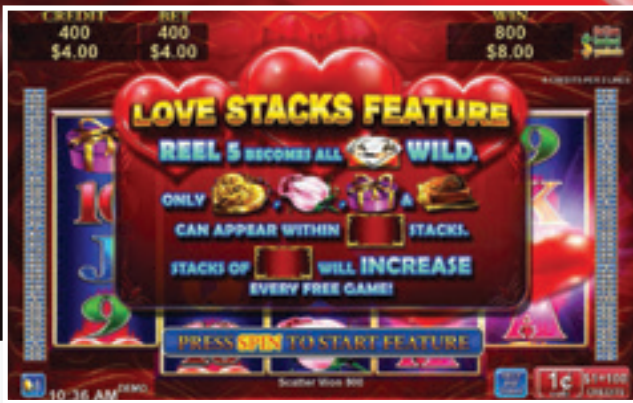
- Analyse if you are at risk. Even if you have a mobile site attached to your main site, you are at risk. Part of this analysis should include checking if you have received a warning in Google Webmaster Tools.
- Act now. What Google wants is one website that recognises what device you are on and redesigns the page to suit the device. This is called "responsive design".

If you need assistance, please feel free to contact me. All AHA|SA members are entitled to a free analysis report.



“In one case, a business that ranked on page one for most of its chosen search terms, suddenly found they had dropped from number 1 ranking to 50 and worse, where they will never be found.”

Love STACKS JACKPOTS

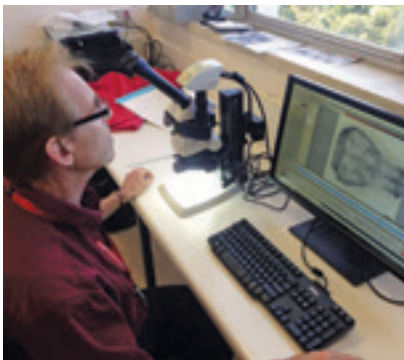
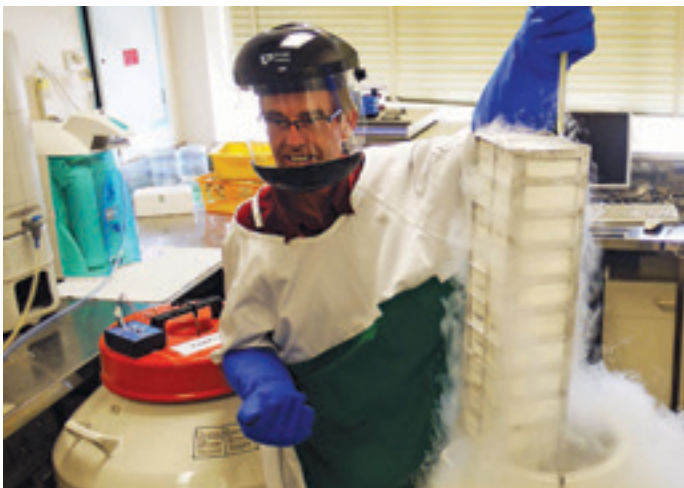


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Australian Cranio Maxillo Facial Foundation



The Australian Cranio Maxillo Facial Unit (ACMFU) in the Women's and Children's Hospital has treated 15,000 patients since it was first set up in 1975. ACMFU has a multidisciplinary specialist team that plans all the patients operations and the treatment program. A majority of patients treated at the ACMFU come from South Australia (80%), with the remainder both from interstate (10%) and overseas (10%). The research department through the ACMFF has been the recipient of Hotel Care funding in excess of \$100,000 over the past decade which has included a cryogenic-freezer, a cell incubator and a state of the art specialised research microscope. These specialised items have been crucial to progress the Craniocynostosis project. This project is seeking the identification of the genes in the body that promotes the early closure the growth plates in a baby's skull which does not allow the brain to grow normally.

Tutti Ensemble Inc

The Tutti Ensemble Inc is an international leader in creating opportunities for disabled artists, which brings community and professional artists together for high quality collaborative performances and events. Tutti received Hotel Care funding for three major projects.



Firstly, to buy a new computer for the Visual Arts and Design Program. The current iMac computers are outdated and slow. Due to increasing interest in the digital arts, having an updated computer system means digital editing programs can run smoothly without the current lag and crashing.

Funds were also used to purchase sound and recording equipment for the Sisters of Invention part of the Tutti Choral program - the world's first all-girl, alt-pop group made up of five young women who identify with learning disability, blindness and cerebral palsy. Finally funds were used to purchase a multifunction photocopier/ scanner/printer for general administrative purposes.

Minda

Minda was provided with Hotel Care funding assistance to purchase equipment for their Day Options Program for school leavers with moderate to severe intellectual disability (16-25 years). Minda's Lifestyle Services currently offers 10 Day Options Programs that provide assistance support and activities to more than 370 people living with an intellectual disability. The school leavers day option will assist those with the transition from leaving school to adult life, with the first intake to commence in January 2015. The funding will be used to purchase a range of items including AV equipment, computing equipment, whitegoods, furniture, musical instruments and art supplies.



West End Brewery raises \$2m for local charities in South Australia

West End Brewery raises \$2m for local charities in South Australia

Adelaide's West End Brewery is proud to announce that it has raised \$2 million through its West End Community Fund (WECF) for local charities, from Brompton to Ungarra and beyond.

The Brewery expressed its gratitude to the Adelaide community and its visitors for helping achieve this milestone through gold coin donations left at our West End Water Fountain.

The donations have helped charities such as St Vincent De Paul's Fred's Van Aldinga Project which offers meals to those less fortunate; and the Brompton Bowden Community Centre Community Shed Project which supports rehabilitation, training and employment initiatives for the local community.

Donations have also helped to fund water campaigns such as Tanks for Country Football which aids clubs in low rainfall areas in South Australia; and the Nature

Foundation's Water for Nature Program which aims to rejuvenate the floodplain areas of the Murray River.

West End's Regional Sales Director, Jason Baily, thanked the community for helping WECF reach this milestone.

"We are extremely proud to work with our community and its visitors to raise some much needed funds for many local organisations and charities. Like our Christmas Riverbank display, it's something that the people of Adelaide are really passionate about and we are committed to continuing this great tradition.

"We know that together we can make a difference and we are humbled by the wonderful support the West End Fountain receives."

Grant applications can be downloaded from the website: www.westenddraught.com/community

For further information: Robbi Tims – 0418 834 823

St Pats celebrates 50 year milestone for race meeting in March

Since 1966 when the first ever St Patricks (St Pats) Day Race meeting commenced, it has been the highlight on the Broken Hill social calendar and has continued to grow in broader appeal over recent years.

This year, in celebration of St Pats 50 years, Lion SA has created a new commemorative can under the very strong brand of XXXX Gold.

The XXXX Gold commemorative can will be available in country areas of South Australia and Broken Hill exclusively, stretching from the West Coast in Port Lincoln to the Riverland areas of Renmark and Berri.

"We intend to get as many people as possible to St Pats, and these collector cans certainly put the event squarely under the nose of many punters who may like to attend the day,"

Regional Director of West End Brewery Jason Baily said.

The Club is now taking bookings for their milestone meeting, racegoers can contact

St Pats Race Club on 80 877 550.



Jason Baily (Regional Director, Lion SA), The Hon Steven Marshall MP – Leader of the Opposition, and Les Burdett OAM WECF Committee member.



Jason Baily (Regional Director, Lion SA), Frances Bedford MP Honorary Member for Florey, and Les Burdett OAM WECF Committee member.

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New Members & Licence Transfers

Welcome to our new Members

Hotel	Location
Old Bush Inn	Willunga
Farrell Flat Hotel	Farrell Flat



Old Bush Inn.

Licensee Transfers November 2014

Hotel	Location	Date Granted	New Licensees
Beachport Hotel	Beachport	14-11-2014	Ciabaz Pty Ltd
Dockside Tavern	Port Adelaide	25-11-2014	SA Hospitality Dockside Pty Ltd
Edinburgh Castle Hotel	Adelaide	5-11-2014	Edinburgh Castle Holdings Pty Ltd
Sportsman Tavern	Solomontown	3-11-2014	Karen Bay Pty Ltd & Magwes Holdings Pty Ltd
Hotel Excelsior	Brompton	4-11-2014	Henwood Horizon Pty Ltd
Joiners Arms	Hindmarsh	5-11-2014	Joiners Arms Hotel Pty Ltd

Licensee Transfers December 2014

Hotel	Location	Date Granted	New Licensees
Old Bush Inn	Willunga	10-12-2014	GRCLR Pty Ltd
Commercial Hotel	Orroroo	17-12-2014	Duncan McKenzie & Dawn McIntosh
Freeling Hotel	Freeling	9-12-2014	D & M Shepley 1998 Pty Ltd
Kimba Gateway Hotel	Kimba	8-12-2014	Muffolphin Pty Ltd, JJ Pty Ltd
Lyndhurst Hotel Motel	Lyndhurst	15-12-2014	Vahlano Hotels Pty Ltd
Robertstown Hotel	Robertstown	17-12-2014	Fred Lang Transport Industries Pty Ltd
Coffin Bay Hotel	Coffin Bay	8-12-2014	Coffin Bay Hotel Pty Ltd
Hampshire Hotel	Adelaide	3-12-2014	OTSG Pty Ltd



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Regional Meetings

The last two regional meetings for last year were held at Maid & Magpie Hotel for the Metro region and the Marina Hotel Pt Lincoln for the Eyre Peninsula region. The presentation conducted by Ian Horne, Wendy Bevan and Wally Woehlert updates

the member hotels on the changing conditions of the hospitality industry and provide an action plan should they need to follow up. Following the meeting our sponsors have the opportunity to enjoy lunch with AHA|SA

staff, hotel owners and managers and staff from hotels within the region. To all of our sponsors a big thanks for providing product at these regional meetings/lunches throughout the year.



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WageLoch offers SAs leading fingerprint scanning rostering system, and lets you easily implement the new Employee Award Structure. Our software can also be linked to automated pay scales, rosters and budgets. Its easy to edit format is designed to work with any pay system, and offers a list of benefits to hoteliers:

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Nick Budin, Proprietor, Windmill Hotel.



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How to reduce your energy bills

“**B**race for more power bill shockers!” That was the headline greeting readers of The Advertiser in late January and while the focus was mainly on the general public, businesses are taking a heavy hit as their costs escalate.

The article had other parallels with the hotel industry. “65 per cent of South Australians made an effort to reduce their energy consumption last year in a bid to lower their bills, but more than a third said electricity costs were their greatest financial concern.”

Around the State, publicans are looking for ways to reduce their power bills, which accounts for a large proportion of costs for most operations.

The Intercontinental Hotels Group says “energy is the second largest cost in our hotels, after people.”

The good news, however, is that through a focused approach, the group has been able to achieve a 11.7% reduction in energy consumption per available room night over a three-year period.

It reports that one hotel “is using 10% less water, 15% less gas and 7% less electricity year on year.”

How much are we using?

The last figures published by the Department of Climate Change and Energy Efficiency reported that electricity and natural gas accounted for 65% and 35% total hotel energy respectively, and estimated that these proportions would remain steady for all years to 2020.

“Electricity accounts for about 65% of total hotels energy use on average. HVAC accounts for 52% and lighting 20%, whereas domestic hot water accounts for only 1% of the total hotel electricity energy use.... Space-heating and domestic hot water use account for 26% and 23% of total natural gas use, respectively, with ‘other’ gas use accounting for 21%.

Laundry (13%), kitchen/catering (11%) and pool heating (6%) make up the balance.”

What Can Hotels Do To Lower Costs?

Energy Wise Hotels was a toolkit developed some years ago interstate and

it is even more relevant today as costs escalate.

“To achieve energy savings it is important to monitor and track energy consumption, and generate reports on a regular basis. Such a system forms the basis of any ongoing and sustainable energy management program.

“There are standard software packages available to monitor and track energy and greenhouse gas emissions.

“However, hotels and hotel groups can easily create their own simple database. Some of the key features required for tracking energy efficiency are:

- comparison of energy consumption and key performance indicators;
- bar graphs of energy use and performance index for 12 months over the past few years; and
- comparison of actual energy use against target consumption.

The target can be generated according to seasonally adjusted monthly energy use.

Energy management initiatives – the first steps

Simple energy management initiatives that require little or no financing include:

- changing operations and practices around the hotel;
- purchasing energy efficient equipment;
- energy efficient maintenance; and
- introducing an energy awareness program for staff and guests.

Change of operational practice

By simply altering the operations of your accommodation facility you can save a large amount of energy with little cost.

Some of the simplest ways to conserve energy are:

Lights

- Turn off lights when not required. Lights in common areas are under staff control; therefore staff should turn off lights in common areas when not in use. This can be achieved by conducting a staff awareness program.



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Email: enquiries@energyfocus.com.au
Website: www.energyfocus.com.au

- Dim reception and foyer lights from late night to early morning when there is minimal activity. This can be achieved whilst still maintaining guest safety and comfort.
- Lights in guest rooms are under guest control. Encourage guests to turn off lights through energy and climate change promotional stickers. Invite guests to join the efforts of the hotel to reduce greenhouse gas emissions and inform them of some of the hotel's initiatives. This will encourage guests to reduce their own energy use.

Air conditioning

- Similar to lighting, the air conditioning can be turned off when its use is not necessary.
- Increasing the room temperature during cooling provides energy savings of around five to 10 per cent of the cooling load.
- It is recommended the cooling temperature is set to 24°C.

Heating

- Decreasing the room temperature during the cooler months can lower the heating load by five to 10 per cent. It is recommended the heating temperature is set at 18°C.

Kitchen

- Turn off the exhaust fans in the kitchen when not required.
- Reduce the speed of fans during times of low kitchen activity by using a 'variable speed drive'. Installing a variable speed drive is a wise financial investment, as the reductions in energy bills quickly repay the initial investment.

Hot water

- Set hot water temperature to as low as possible. The recommended hot water temperature is around 60°C.

“Turn off office equipment such as computers, computer screens and printers when not in use, especially after hours.”

Office equipment

- Turn off office equipment such as computers, computer screens and printers when not in use, especially after hours. Explain the benefits to staff so they participate in reducing the energy needs from office equipment.
- Always enable energy star features on office equipment to give it the ability to power down or sleep when they are not being used and wake up when they are needed.

Buying energy efficient equipment

Incorporate the purchase of energy efficient equipment into the energy management program.

Typically energy efficient equipment is more expensive than the standard option; however the energy savings achieved usually provide adequate paybacks.

In addition, equipment needs to be replaced periodically anyway so this is often a perfect opportunity to invest in energy efficient equipment.

Some examples of energy efficient equipment are:

- Office equipment – typically any equipment with a star rating showing is a highly energy efficient product.
 - A flat screen monitor uses less energy than a traditional CRT monitor; and laptops consume less energy than desktops.
 - The hard drive of an average computer uses 49 watts when fully turned on, 29 watts when asleep and two watts when switched off.
 - The average monitor uses 60 watts when in use, 6.5 watts when in sleep mode and one watt when switched off.
- Make sure energy saving modes are installed on computers and are operational.
- Use recycled paper which requires 90 per cent less water and 50 per cent less energy to produce and whenever possible print on both sides of the page. Buy other recycled or reused products wherever possible such as furniture.
- Laundry services – buy washing machines and dryers with higher energy star ratings that show energy efficiency performance. Be sure to consider water efficiency when making these purchases.
- Motors and chillers – purchase higher energy efficiency equipment. It is worth paying more for an energy efficient motor (likely to be an increased cost of around 10 to 20 per cent) with an efficiency of between two and four per cent. Over the likely 20-year life of the equipment, the capital outlay is small compared to the cost of running it.

- Lighting – buy compact fluorescent lamps instead of incandescent, this can achieve energy saving of around 75 per cent.
- Refrigeration – the energy efficiency of refrigerators varies by 50 per cent even if they meet new stringent minimum energy performance standards (MEPS). When purchasing a new refrigerator consider high energy star ratings over cheaper, low star refrigerators as these models will offer greater cost savings.

Energy efficient maintenance

The present trend in the accommodation industry is to cut down maintenance costs allowing just enough to keep everything running smoothly. However, extending the maintenance from preventative or breakdown maintenance to energy efficient maintenance proves to be cheaper in the long-term.

Energy efficient maintenance reduces energy costs and extends the life of equipment. Some of these maintenance procedures are:

- Air handling units. Air handling units condition the air and recirculate it to areas for cooling, heating and ventilation. Maintenance procedures include:
 - Replacement of filters in air handling units and fan coil units. The filters can be cleaned or replaced about twice a year. This improves energy efficiency as well as room air quality.
- Regular calibration check of thermostat control for the air conditioning system.

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Designed to visually integrate within the ceiling while providing low glare, due to the deep conical housing with minimal trim width and thickness.

IP54

8W = 828 - 888 Lm
13W = 1519 - 1646 Lm
22W = 2414 - 2618 Lm

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- Cleaning the motor casings.
- Belt drive – A V-belt is one of the most common types of power transmission to fans in air handling units. If the tension of the belt is too high or low or the belt is worn out, the transmission efficiency of the motor is reduced. Transmission efficiency is dependent on pulley size, torque, under or over belting and V-belt construction. Belt tension is also a very important parameter. Under and over belting can cause an efficiency drop of as high as five per cent.
- Regular checking of the damper control – many of the air handling units found in hotels have an economy cycle. This allows the fresh air and relief air dampers to open or close depending on ambient weather conditions. The economy cycle can reduce the cooling load by up to 30 per cent. It has been observed previously in other hotels that dampers are often faulty or frozen which causes the system to operate inefficiently.

Why cool high?

Adjust your cooling comfort zone to as high as possible. An increase of 1°C in temperature will reduce your energy consumption by five to 10 per cent.

Why heat low?

Adjust your heating comfort zone to as low as possible. A decrease of 1°C in room temperature will reduce your energy consumption by five to 10 per cent

Glazing and shading – glass windows are one of the major contributors to air conditioning load. Appropriate measures must be taken to ensure hotel windows are efficient. Some energy saving measures that can be implemented are:

- window glazing – a double-glazed window will not only reduce the cooling and heating load of the building but also reduces noise levels in the building;
- use of energy efficient glass that allows less heat to transfer through the glass;
- use of tinted glass to reduce solar absorption – this not only reduces energy consumption but also improves comfort conditions in the hotel. It is especially effective for windows facing north and west.

Building insulation – building insulation also helps reduce the heating and cooling load of a hotel. The following forms of insulation will be of assistance:

- roof and wall insulation;
- roof paint – use light or white colour, or specialised solar coating to deflect solar radiation;
- building shading – planting of trees around the sunny side of the building to provide shade for lower levels of the building.



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Good news and bad news

Fake reviews can be highly damaging and they leave the victim feeling powerless when the online forum refuses to delete the criticism.

The Australian Competition and Consumer Commission (ACCC) has started an investigation in this area, which is welcome news. However, it works both ways and businesses that post their own fake reviews are also breaking the law.

The Australian ‘watchdog’ does have the power to act, such as its action against removalist business Citymove for misleading online reviews. Citymove admitted to having made representations on its website that purported to be testimonials by genuine consumers when they were not. Citymove paid a \$6600 infringement notice.

The following are the ACCC’s guidelines:

Genuine online reviews

Online reviews provide consumers with information about products, services and businesses based on the experiences of other consumers. Reviews may appear on a business’ own site, on social media or on a review platform. Review platforms are sites which specialise in presenting product reviews about a range of businesses. Consumers expect reviews to be independent and genuine to help them make more informed purchasing decisions.

Fake or misleading reviews

Businesses and review platforms that do not remove reviews that they know to be fake risk breaching the Competition and Consumer Act 2010.

Reviews may mislead consumers if they are presented as impartial, but were written by: the reviewed business a competitor someone paid to write the review who has not used the product someone who has used the product but written an inflated review to receive a financial or non-financial benefit.

Tips for businesses

The ACCC considers conduct such as the following to be misleading. You should not: encourage family and friends to write reviews about your business without disclosing their personal connection with your business in that review write reviews when you have not experienced the good or service reviewed or which do not reflect a genuinely held opinion solicit others to write reviews about your business or a competitor’s business if they have not experienced the good or service.

Offering incentives

Businesses that offer incentives to those who write positive reviews risk misleading consumers and breaching the CCA. Incentives should only be offered in exchange for reviews of your business (its products or services) if: incentives are offered equally to consumers likely to be complimentary and consumers likely to be critical, and positive and negative reviews are treated the same the reviewer is expressly told that the incentive is available whether the review is positive or negative, the incentive is prominently disclosed to users who rely on affected reviews.

“Consumers expect reviews to be independent and genuine to help them make more informed purchasing decisions.”

Disclosing commercial relationships

Commercial relationships between review platforms and businesses may influence the overall rating of a business on the site. For example, a review platform may allow businesses that advertise on the site to select a review to appear at the top of the page or prevent negative reviews from being automatically uploaded. This may mislead consumers by creating an impression that the business received more favourable reviews than it actually has. Disclosing commercial relationships between review platforms and businesses helps consumers make better informed decisions about the business and its products or services.

Star ratings

The number of reviews which form the basis of an aggregated (e.g. star) rating may be relevant to the weight which a site user gives to that aggregated rating. If an aggregated rating system is provided, it is recommended that consumer review platforms disclose the total number of reviews that the rating is based on next to the aggregated rating (e.g. 3 stars, 24 reviews).

Omitting and editing reviews

Businesses and review platforms that selectively remove or edit reviews, particularly negative reviews, for commercial or promotional reasons may be misleading consumers. If the total body of reviews doesn’t reflect the opinions of consumers who have submitted the reviews consumers may be misled. Content moderation policies of review platforms ensure users and businesses have a clear understanding of when and why online consumer reviews will be removed. It is recommended that consumer review platforms make their policy for publishing and removing consumer content accessible to platform users.

Identifying fake reviews

Businesses and review platforms may be able to identify fake reviews by those that are: part of a significant spike in reviews about a particular business over a limited period of time written from the same email or IP address as each other or as the business reviewed written about the same business, product or service where the reviewers’ accounts are very similar for example, similar email addresses, user names, passwords or IP addresses written in overly positive or “marketing speak” writing styles written in the same language as other reviews of the same business or product.



Flaked Salmon and Fresh Avocado Pasta

Serves: 10

Ingredients

- 1900g spaghetti
- 800g fresh salmon (skinless and boneless)
- 100ml olive oil
- 1.2L cream
- 100g baby spinach
- 100g baby capers
- ½ bunch dill (chopped)
- ½ bunch parsley (chopped)
- 5 avocados (diced)
- Salt and pepper to taste

Method

1. Cook pasta, drain and set aside.
2. Heat oil in a fry pan, season salmon, add to hot pan and roast until medium, allow to cool and flake.
3. Bring cream to the boil and reduce by half, add spinach, capers, salmon, pasta then the herbs and avocado, season and serve.



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Ian Furby

**Aon Risk Solutions
Client Director**



When did you join your current employer?

August 2001

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We are also the endorsed broker to the AHA SA as well as other hotel associations interstate.

What are your key responsibilities?

I lead the Commercial broking team for South Australia to ensure the delivery of first class quality of service to our clients.

How do you occupy your time outside of work?

My kids keep me pretty busy and have developed a passion for wines and wineries so spend quite a lot of time in our various wine regions.

I’m also a movie tragic so enjoy nestling in

to the couch with a good drop to watch a good flick.

What is something that most wouldn’t know about you?

I’m a bit of a tech-geek, I’m at my happiest when I’m up to my neck in cables trying to sort an AV or computer problem.

Where is your favourite holiday destination?

Hard to say, Port Douglas and the Daintree certainly rate pretty highly but I do have a soft spot for the south east of SA, in particular Coonawarra, Mt Gambier and Robe.

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

Being a movie buff most of mine would be actors, in particular Harrison Ford, Clint Eastwood who have been in most of the movies I have enjoyed ever since my childhood and Angelina Jolie not necessarily for just her acting prowess but also for the incredible humanitarian work she does around the world.



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Taking the time out of cocktails

The rise and rise of small bars is seeing an increase in patrons expecting to be able to order exotic cocktails at their local hotel. Yet busy pubs struggle with this new demand on several fronts, including making sure staff are trained to deliver a quality product, and the time it takes to make a cocktail when the bar is two or three deep.

Pre-mixed cocktails available commercially have not taken off because they can't seem to match the real thing.

One option is to take a leaf out of the bars playbook and introduce batch cocktails to your repertoire. The good news is that barrel cocktails are often better than the made-on-the-spot equivalent. Cocktails that work well include:

- Cosmopolitan
- Manhattan
- Boulevardier
- Negronis
- Old Fashioneds
- Vieux Carre

The Business Case For Barrel Cocktails

Most of the work goes into preparing the cocktail and this can be done in quiet times by one trained person.

Once concocted and aged, it is decanted into fancy bottles (or jars) and can be served as quickly as a spirits mixer.

The varying nature of each barrel means you can market it as unique and special ... and price accordingly.



The Process In A Nutshell

Ideally use a barrel that has held spirits in the past. This will impart the old spirit's flavour into the new contents during the ageing process,

Google It

If you are looking for inspiration, Google bartender Jeffrey Morgenthaler in Portland, USA, or Tony Conigliaro in London. The former prepares approximately 20-litres at a time and the ageing process takes about six weeks.

Next Issue

In the coming issues of Hotel SA, we will go through the process in detail, provide recipes to try and offer a series of tips and warnings to improve your outcomes.

The rise of alc-free beer

Health and lifestyle factors are driving rapid growth in Australia's alcohol-free beer sector, according to Coopers.

The brewer says sales of the international premium quality beer Holsten 0.0% have surged more than 20% in the past 12 months and are set to grow still further as it becomes more widely available through national liquor outlets.

Holsten 0.0% is brewed by international brewer Carlsberg and distributed nationally by Coopers.

Coopers' Marketing Manager Brewing Products, Mr Scott Harris, said Holsten 0.0% was brewed in accordance with the German Purity Law, resulting in a full flavoured premium quality beer.

"However, having zero alcohol means that it can be consumed in situations where people either cannot or do not wish to drink full strength beer," he said.

"These include P-players who are not allowed to have alcohol in their system, operators of heavy machinery, miners and heavy transport operators, as well as sports people looking for a beer after an event, but who don't want to consume alcohol.

"Not only is it alcohol free, Holsten 0.0% only has 182 kilojoules per 330 ml bottle, which is about a third of the kilojoules of the equivalent full strength beer (565 kJ) and about half as many as "low carb" beer (454 kJ).

"This makes it suitable to help rehydrate after exercise."

Mr Harris said recent decisions by major liquor retailers around Australia to position Holsten 0.0% in the beer section of the store instead of the no-alcohol section was also having a significant impact.

He said the increase in sales of no alcohol beers in Australia reflected the situation in the rest of the world, where no alcohol beers make up to 13% of total beer sales in some European countries.



Coopers Announcement

Coopers has also announced Ian Bradshaw as its new Marketing and SA/NT Sales Manager.

Ian began his working life on his family's hop farm in the Derwent Valley, north west of Hobart before working in sales and marketing roles nationally and internationally with beverage companies including Cascade, Boag's, Two Dogs and Pernod Ricard. Coopers National Sales and Marketing Director, Mr Cam Pearce, said Mr Bradshaw's extensive sales and marketing background, covering many areas of the liquor industry, made him ideally suited to the role at Coopers.



Ian Bradshaw

Wallaroo bartender crowned U.G.L.Y-est in SA

Celeste Hill from AHA|SA Member Hotel, the Anglers Inn Wallaroo, has been presented with first place in the Leukaemia Foundation's U.G.L.Y. Bartender of the Year competition.

Over 190 South Australian bartenders took part in the U.G.L.Y. battle, raising over \$268,800, the highest ever raised in SA.

"U.G.L.Y. stands for 'Understanding, Generous, Likeable You' and these fantastic bartenders have had a lot of fun raising serious funds to help regional families impacted by blood cancer," said Simon Matthias, General Manager of the Leukaemia Foundation in South Australia.

U.G.L.Y. Bartender of the Year is the Leukaemia Foundation's hospitality industry fundraiser running in October and November every year, and it is the generosity of the hotels, pubs and clubs across Australia that has made U.G.L.Y. Bartender of the Year the success it is today.

"Congratulations to Celeste Hill from the Anglers Inn Wallaroo who raised over \$10,900 to become the 2014 U.G.L.Y. Bartender of the Year for South Australia," said Matthias.

The 2014 SA U.G.L.Y. Bartender of the Year highest fundraiser has won a five night tropical island cruise including return flights, on-board meals and bags of entertainment, valued at \$2,500 thanks to Go Cruising. They also earned a Hoshizaki ice machine or Lancer Beverage System products and services to the value of \$7,500 for their venue, generously donated by Hoshizaki Lancer.

"While only one bartender can be crowned U.G.L.Y. Bartender of the Year in each state, collectively these big-hearted bartenders have raised over \$1.27 million across Australia in 2014 – equivalent to funding nearly 16,000 nights of free accommodation for regional families during their treatment in the city," said Matthias.

The Leukaemia Foundation provides a huge range of services to people with blood cancer, all at no cost, and with no ongoing government funding. One of the most important and impactful services is free accommodation, located in major cities close to treatment centres. People diagnosed with blood cancer often have to relocate to receive vital treatment with little or no notice, and blood



SA Winner Celeste Hill and helper Tabitha Stainer from AHA|SA Member Hotel, the Anglers Inn Wallaroo.

cancer treatment can be a long challenging process. The Leukaemia Foundation's accommodation is designed to be a home-away-from-home, and the average stay can be five to twelve months.

U.G.L.Y. Bartender of the Year has raised over \$1.35 million in South Australia over the past six years and specifically funds this accommodation service, with the average cost of \$80 to run each of the apartments per night.

An exciting development in 2014 is the participation of the SA/NT ALH Group, the venues and staff of which have embraced the fun and fabulous nature of U.G.L.Y., holding a range of quirky engaging fundraising events over October and November this year. Collectively the 32 SA ALH venues raised the outstanding sum of \$77,882, the equivalent of 973 nights of accommodation, with ALH Venues placing in second, third, sixth and ninth top fundraisers in the state. The Leukaemia Foundation is Australia's peak body for blood cancer, funding research and supporting people with leukaemia, lymphoma, myeloma and related blood disorders. All services are provided free of charge and because the Foundation receives no ongoing government funding, community support is even more important.

Gaming CARE

The Hotels Responsible
Gambling Early
Intervention Agency



Gaming Care is the Hotels Responsible Gambling Early Intervention Agency, and is an initiative of the AHA|SA. Gaming Care is a recognised industry body, and its role is to assist venues with compliance and to minimise the harm caused by problematic gambling behaviour in all South Australian Hotels with gaming machines. Gaming Care achieves this by working with venue staff, Gambling Help Services and other relevant Government and Non Government Community Service organisations.

Some of our duties include:

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

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

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

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

Telephone: 08 8100 2499

Facsimile: 08 8232 4979

Email: information@gamingcare.org.au

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60 Hindmarsh Square

Adelaide SA 5000

The changing face of tap beer



The modern patron expects variety and this has seen the steady growth of craft beers, ciders and 'new' wines. The "old faithfuls" still have a large following but this is diminishing in size.

It's part of an international trend, so it wasn't that surprising to read that Air New Zealand has cancelled local brew Moa and "serve only foreign-owned beer".

Back on the ground in Australia, outlets with only a limited range of mainstream beers are being overwhelmed by multi-tap venues

offering unique premium craft and imported beers, ciders and in some cases, wine.

Hoshizaki Lancer's Managing Director, Mr Joe Thorp, said many hotels and clubs were installing beverage systems with banks of as many as 15 to 20 taps.

"In the past 12 to 18 months, we have been installing larger and larger dispensing systems to meet the demand of our customer," he said.

Late last year, James Squire Brewhouses around Australia started pouring a new summer ale, aptly named Close Shave.

"We managed to secure some El Dorado hops a few days before picking the brew for this limited release. It was definitely a close call with our deadline, but we couldn't say no to the opportunity to brew a beer made from this rare variety of hops," said Malt Shovel Head Brewer, Chris Sheehan.

"The growing cider market is adding a further layer of complexity, with draught cider adding to the mix and competing for available tap space," said Mr Thorp.

Restaurants are also moving to draught beer systems.

"In the past restaurants have generally offered a relatively limited range of bottled beer for diners," he said.

"However, because of diner demand for craft and premium beers, increasing numbers of restaurants across Australia are now installing draught beer systems."





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Increasing consumption of “functional beverages”

According to industry research analysts at IBISWorld, the functional beverage industry is in great shape, with revenue increasing by an estimated 2.5% in 2013-14 to reach \$1.1 billion. This is forecast to continue in the five years through 2018-19, with industry revenue growing by 11.4% to reach \$1.3 billion. In pubs and clubs, they are generally the choice of the younger generation, as a mixer and a “stay awake” alternative to coffee. (Be cautioned, however, there are duty of care requirements in responsible service.)

“Energy drinks carry a more youthful and fresh image than coffee and have been supported by strong advertising campaigns, which has appealed to young consumers,” said IBIS’ Phil Ruthven. Retail sales of energy drinks have shifted dramatically over the past five years from a segment dominated by imported products to one focused on locally produced products at more favourable price points. Locally produced energy drink sales are led by

Coca-Cola Amatil’s Mother, following a major \$10 million relaunch in 2008, and Asahi’s Monster. The growth of these two products has meant that Australian made energy drinks now outweigh foreign imports.

Over the past five years, energy drinks have grown within the functional beverage production industry, increasing their share of the category from just over 30% in 2008-09 to 39.6% in 2013-14. Over this period, the sports drinks segment has failed to innovate or significantly change its offerings, causing its share of the industry to decline from almost 58% to 49.4% in 2013-14 despite consistent volumes.

“Australia has been late to the party when it comes to embracing energy drinks. As a result, this segment of the drinks industry has long been dominated by foreign products, until now, with very strong uptake of domestic products by young consumers,” said Mr Ruthven.

Functional beverages by retail sales

Segment	2013 revenue (\$m)	2014 revenue (\$m)	2013-14 change (%)	2019 revenue (\$m)	2014-19 change (%)
Energy drinks	578	593	2.6%	632	6.6%
Sports drinks	433	432	-0.2%	458	6.0%
Health drinks	96	110	14.6%	174	58.2%
Total	1,107	1,135	2.5%	1,264	11.4%

Energy drink retail market share

Company	2008-09 (%)	2013-14 (%)
Red Bull	41	23
V	39	24
CCA	10	34
Asahi/Schweppes	4	15
Other	6	4

Health drinks

Health drinks are aimed at health-conscious consumers and are produced using a variety of ingredients and manufacturing techniques to enhance their health image. Revenue from this segment is expected to grow by 14.6% in 2013-14. IBISWorld anticipates growth to remain high in the five years through 2018-19, at a massive 58.2% annualised.

“Consumers are increasingly using health-related functional beverages as supplements to aid digestion, decrease hunger and manage weight. Health drinks, such as probiotic drinks and others with antioxidants or herbal ingredients, are expected to become increasingly popular with health-conscious, time-poor professionals,” said Mr Ruthven.





New Silver Sponsor – Abeo Design

Abeo Design is a dynamic, energetic and exciting Interior and Building Design studio. Our highly qualified and experienced team is headed by Directors with 60+ year experience specialising in hospitality master planning and design with an extensive portfolio boasting a variety of hotel and restaurant designs, locally and nationally.

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For all enquiries contact Mandy Goehr or Mandy Primett on (08) 8357 8564 or email info@abeodesign.com.au

Sponsor News - Global Gaming

Global Gaming Industries has a range of products to help hotels simplify and improve the management of their gaming operations. These include

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- Increase Revenue by more than 20% (Based on results achieved with recent SA venues, as a direct result of effectively utilising the Maxetag system. Individual venue results may vary.)
- Targeted Incentives
- Single venue or group loyalty
- Potential to upgrade to electronic cashless gaming (E-TITO) (Dependant on the IGC's monitoring system – scheduled to be completed late 2016.)

EGM Operating System

- The ultimate solution to manage your gaming venue securely and efficiently:
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Concept Collections is an Adelaide based hospitality and commercial supplier providing quality furniture to restaurants, cafes, hotels, clubs, and function venues. Our chairs, bar stools, and tables have been developed specifically for the hospitality industry with a focus on quality. We are a family-owned and operated business with capabilities to service commercial fit-outs of all sizes.

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A look at the year ahead

2015 will again be another busy year in industrial relations, and in this article we've briefly outlined a few of the major areas that the IR/HR team in SA will be heavily involved in for the year ahead.

Hospitality Industry (General) Award 2010 (HIGA)

Cessation of Schedule B of the HIGA

The cessation of Schedule B of the HIGA on 31 December 2014 saw the introduction of a new set of Award loadings, penalties and allowances for South Australian Hotels from 1 January 2015. The most significant change occurred for casual employees with the cessation of the 50% loading and the introduction of a 25% loading Monday to Friday and different penalty rates applicable on the weekends and public holidays. The AHA|SA ran numerous training sessions throughout the state in 2014 and provided a significant amount of material to Members advising them of the changes. Information on these changes including the wage rate sheet, HIGA and information booklet can be found on the Member's only section of the AHA|SA website.

The AHA|SA and United Voice have negotiated a framework enterprise agreement that can be utilised by AHA|SA Members to protect amongst other conditions the 50% casual loading.

Four Year Modern Award Review

The Fair Work Act requires the Fair Work Commission (FWC) to undertake a review of all of the Modern Awards across Australia every four years. The first of the four year Modern Award reviews commenced in early 2014 and will continue to run throughout 2015. The AHA nationally will have significant involvement in these proceedings with respect to the HIGA.

The FWC has broken the review down into two main stages, referred to as the "Common Issues stage" and the "Award stage".

Common Issues Stage

The Common Issues stage which commenced in April 2014 deals with those terms in Awards which parties are seeking to make changes too and are common amongst all or a significant number of the Modern Awards. Within this Common Issues stage the following terms of Awards are the subject of proceedings before

the FWC:

- Annual leave
- Award flexibility/facilitative provisions
- Casual employment
- Part-time employment
- Public Holidays
- Transitional provisions relating to accident pay, redundancy and district allowances

The AHA is involved in the Annual Leave, Part-time Employment and Public Holidays proceedings.

With respect to Annual Leave these proceedings have now been completed and we are awaiting a decision from the FWC. The AHA was seeking to insert provisions into the HIGA to enable the "cashing-out" of annual leave.

In terms of Part-time Employment, the AHA is seeking to vary the provisions contained in clause 12 of the HIGA to enable greater flexibility of work provisions for part-time employees.

In relation to the Public Holidays proceedings the AHA is seeking to "cap" the number of public holidays in which penalty rates would be payable under the HIGA to 11 public holidays per year as well as seeking a reduction in the actual penalty rates payable on public holidays. Hearings related to the quantum of the actual penalty rates payable on public holidays will be heard in the Award Stage.

Award Stage

The Award stage involves a review of terms specific to each individual Modern Award with a focus on more technical and drafting changes; however submissions in relation to changes being sought to the penalty rates on weekends and public holidays will also be heard during this stage. Individual Awards have been grouped into four separate sub groups and the HIGA has been grouped into the Group 4 Award stage. Proceedings for the Group 4 Award stage start in February 2015.

Apprentices

In a decision of the Full Bench of the FWC on 17 December 2014, apprentice conditions contained in 37 modern awards have been varied effective from 1 January 2015. The application was originally sought by the ACTU to bring apprentice conditions in these 37

modern awards into line with the apprentice conditions contained in the remaining modern awards. The Full Bench decision was handed down following a number of hearings and submissions by both the ACTU and employer groups including the AHA. Accordingly *Clause 14 - Apprentices* of the HIGA has now been varied effective from 1 January 2015. The major variations include:

- Apprentice's will not work or be required to work overtime or shiftwork at times which would prevent their attendance at training consistent with their training contract, except in an emergency;
- All training fees charged by an RTO for prescribed courses and the cost of all prescribed textbooks (excluding those textbooks which are available in the employer's technical library) for the apprenticeship, which are paid by an apprentice, will need to be reimbursed by the employer within six months of the commencement of the apprenticeship or the relevant stage of the apprenticeship, or within three months of the commencement of the training provided by the RTO, whichever is the later, unless there is unsatisfactory progress. These fees can be paid directly by the employer to the RTO;
- Time spent by an apprentice in attending any training and/or assessment specified in, or associated with, the training contract is to be regarded as time worked for the employer for the purposes of calculating the apprentice's wages and determining the apprentice's employment conditions.

Annual Wage Review 2014-2015

The Annual Wage Review Panel has published its timetable of dates for submissions and hearings to take place for the Annual Wage Review 2014-2015. Submissions from parties that seek to be heard in this Review will need to be lodged by 27 March 2015. The AHA nationally will again be participating in this process on behalf of Members.

South Australian Workers Compensation Changes

The Return to Work Act 2014 ("Return to Work Act") and the South Australian Employment Tribunal Act 2014 ("Employment Tribunal Act") were assented by the South Australian parliament on 6 November 2014. These Acts will come into operation on a date to be fixed by proclamation, however it is anticipated that the new Return to Work Scheme will be operational from 1 July 2015.

These legislative changes aim to place a stronger focus on recovery and return to work for injured workers and the introduction of the Employment Tribunal Act aims to create a more efficient Tribunal in resolving disputes expeditiously.

The Return to Work Act will see a number of changes to the Workers Compensation Scheme including:

- Strengthening the eligibility definitions for claim determinations, so that the claim will be determined on the basis that employment must have been a significant contributing cause of the injury;
- Increasing the income maintenance to 100% between 0-52 weeks and 80% between 53-104 weeks, but reducing the period in which income maintenance payments may be ceased from 130 weeks to 104 weeks (unless the employee is seriously injured i.e. minimum of 30% whole person impairment (WPI));
- For employee's seriously injured income maintenance paid up until retirement age;
- Common law claims will become available under the Scheme subject to a number of provisions including but not limited to:
 - o The injured worker being assessed as having 30% or more WPI;
 - o For psychiatric injuries the primary cause being the employer's negligence;
 - o The employee needing to choose between a common law claim or continuing their claim under the Scheme.
- Removal of Industry rate capping, currently capped at 7.5%; and
- Average premium rates to reduce from 2.75% to between 1.5% and 2.0%

The AHA|SA will be running information sessions in conjunction with Employers Mutual Limited in the first half of 2015 on these changes and how they will affect Members. Members will be advised of dates and times of these information sessions in due course.

Industry Training

The AHA|SA will continue to be running a number of training sessions for Members in 2015 including our Know Your Award Session, Performance management training, specific work health and safety training and conflict management. The AHA|SA can also tailor courses to suit your individual hotel or group needs and will run sessions on site.

Work Health and Safety

Through our involvement in the Work Health and Safety Association of SA, we will also be continuing to develop a range of tools and products specific for the hospitality sector throughout 2015 including generic safe operating procedures, and easy to read fact sheets to assist Members in their understanding of the Work Health and Safety Regulations and Codes of Practice.

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Time for Local Government Reform

Local Government elections are over for another four years, so it's time to seriously take stock.

Despite concerted public efforts from business, industry and Local Government to encourage voter participation, voter turnout managed to hit only 31 per cent. In fact, this public presence contributed to voter turnout increasing from 10 to 31 per cent over the final eight days of the campaign.

This level is down on the almost 33 per cent from 2010 and well down on 40 per cent from 2000.

The Local Government Association has, in the days after the elections, committed to conducting a comprehensive survey and review work as part of its analysis of the results. It has also indicated that the Minister for Local Government will review the Local Government Act and that the Premier wants to look at the possibility of concurrent State and Local Government elections.

Additionally, the Electoral Commission of SA will also be conducting a comprehensive review of the elections. However, none of these reviews take into account what changes business and industry want to see implemented. Importantly, the business vote in the Adelaide City Council area, for example, is currently greater than the residential vote. That means our industry voice must be heard in the best interests of our members.

“The reality is, the future of Adelaide’s CBD, our metropolitan and regional communities is far too important to be ignored, tossed in the bin, subjected to ridicule or placed in the ‘too hard’ basket..”

The reality is, the future of Adelaide’s CBD, our metropolitan and regional communities is far too important to be ignored, tossed in the bin, subjected to ridicule or placed in the ‘too hard’ basket. Councils play a crucial role and provide a fundamental interface between local communities and industry.

All industries are affected in one way or another by Local Government, ranging from planning complexities through to onerous and futile red tape.

Currently in WA, the State Government is implementing a reduction from 31 to 16 councils, and in NSW they’re mooting a reduction from 40 to 10. Either way, both these jurisdictions are talking serious reform – both states are seizing the opportunity to modernise.

We all know that Council reform is a game-changing policy that can improve planning, services to communities and infrastructure needed to underpin future prosperity and growth. We also know that there’s plenty

of qualitative and quantitative research to support our argument.

Research conducted in 2010 reveals that more than 54 per cent of Local Government employees would support further amalgamations beyond the 1997 reforms. Furthermore, 58 per cent of private sector respondents agreed that further amalgamations would improve Councils, with 88 per cent of State Government employees supporting further amalgamation of metropolitan councils. Of these, 40 per cent suggested that councils should be amalgamated by east, west, and north, south and central Adelaide. In short, there’s plenty of food for thought and plenty of room for genuine reform. So its time industry stood together in the interests of the business community to talk Local Government reform.

Therefore it’s heartening that a number of influential and powerful industry groups are not only willing to join forces on this issue, but are enthusiastic about their involvement.

The Industry Coalition Advocating Council Reform (ICACR) has now been formed and is currently comprised as follows:

- Property Council of Australia (SA Division)
- Australian Hotels Association (SA Division)
- Urban Development Institute of Australia (SA Division)
- Housing Industry Association (SA Division)
- Australian Property Institute (SA Division)
- Motor Trade Association of South Australia
- Master Builders Association of South Australia
- Real Estate Institute of South Australia
- SA Chamber of Mines and Energy
- Civil Contractors Federation (SA Branch)
- Shop Distributive and Allied Employees' Association (SA Branch)

Council reform can improve planning, services to communities and infrastructure needed to underpin future prosperity and growth. It can also grow the State's economy and create jobs. The Council Reform Coalition has outlined a number of key areas of focus, as below. The Coalition will consider evidence based research as it progresses its reform platform.

• Tax reform – at a local level

- State and Federal reviews are currently underway, but there is no focus on local taxes such as council rates. These inconsistent rates often have an adverse impact on the cost of doing business in South Australia.
- South Australia boasts the highest taxes in terms of both land tax and overall statutory charges (land tax, council rates, water/sewer, other charges). This is a key area of interest.

- Another area of concern is the level of disposable income for consumers. If people don't have money to spend, our state's retail sector will not be stimulated. This has an adverse impact on economic growth and job creation.

• Sustainable population growth

- The Coalition has agreed that it will consider sustainable population growth throughout the course of the year. This is an area that affects all industries.

• Job creation

• Cost of doing business

- There are a multitude of red tape barriers that, if bulldozed, can stimulate business in South Australia. These areas will be identified.

• Evidence based electoral reform – not for the sake of it

- Increasing voter participation and improving the mechanics of the electoral system – this will be considered through the lens of evidence based research.

• Evidence based council reform – not for the sake of it

- There are many areas of potential reform, but the Coalition will consider relevant research before making any official recommendations.
- Voter turnout is an area that demands attention.
- As is performance of councils in responding consistently to development applications, including the technical performance of Development Assessment Panels (DAPs).

The reality is that Local Government is too important to ignore. Let's hope some fundamental reform can be achieved that adds genuine value to community and business alike.



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