

Hotel SA

THE OFFICIAL PUBLICATION OF THE AUSTRALIAN HOTELS ASSOCIATION (SA BRANCH) JUNE/JULY 2018



A TALE OF TWO HOTELS

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Contents



THE LAKES REDEVELOPMENT A STUNNING SUCCESS

A stylish modern bar, signature restaurants, stunning views and a mega screen are all part of the new look Lakes Hotel.



2018 AHA|SA HOTEL INDUSTRY AWARDS FOR EXCELLENCE GALA DINNER

24 July 2018 - Adelaide Entertainment Centre.
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MASS DEFIBRILLATOR ROLL-OUT TO KEEP SA HEARTS BEATING

The Australian Hotels Association (SA) and Clubs SA are uniting to fund the state-wide rollout of life-saving defibrillators.



INSIDE THE NEW-LOOK PORT ADMIRAL

Standing since 1849, the region's oldest building has been given a breath of life by Crispian Fielke, Angus Henderson and Stewart Wesson.



SPECIAL FEATURE: MAXIMISING LARGE KITCHENS

Catering for large crowds can be a financial bonanza – or a kitchen-killer. Here is what you need to know.



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From the President

DAVID BASHEER – AHAISA PRESIDENT

NEW ROLE

It is an honour to have the support of my colleagues in being elected as President of a fantastic industry that plays such an important role in SA's economic and community fabric.

Peter Hurley expertly steered our Association through some very difficult and often contentious issues, and I am fortunate to inherit this legacy.

Our very public campaign during the State election, where the AHAISA saw fit to defend our members' businesses and livelihoods, was a tribute to the strategic oversight and courage of a State Council led by Peter and Ian Horne.

As part of Peter's legacy, the AHAISA will continue to doggedly advocate to the new Parliament for what is best for our members and 26,250 employees.

Many of these issues reach the headlines but others are of less public interest yet still critical to the ability of our members to run their businesses efficiently and profitably on a daily basis.

We have a very strong and dedicated State Council and I will be ably supported by Vice President Matt Binns, Deputy Vice President Andrew Bullock and long-standing Secretary/Treasurer Rick Lovell.

On behalf of all members, I would like to publicly thank our outgoing councillors Alison James and Scott Matthews.

Alison made a fantastic contribution not just on Council but also spearheading Women In Hotels.

Scott and I began our tenure on Council at the same meeting and Scott always displayed an incredible wealth of knowledge and willingness to contribute for the greater good of our Association.

A TIME FOR CERTAINTY

After a long and extensive State Government review into Liquor Licensing, the changes to our Act passed Parliament in the months before the election. We still await full clarity on many important aspects of the new Act, not the least of which is the new Social Impact Assessment.

We look forward to a new Government giving our industry a period of certainty from any new reforms to liquor licensing.

With a new Parliament, we have and will continue to spend much time visiting new Ministers and MPs.

We are fortunate to enjoy an excellent relationship with both sides of politics, along with some of the key crossbenchers. We also understand the need to cultivate those relationships as many MPs now have new responsibilities specifically pertaining to our industry.

At every opportunity, we will reinforce the intrinsic value of the South Australian hotel industry in terms of our economic and social contribution.

The SA hotel industry is both labour intensive and decentralised. In many regional areas, the local pub represents the best opportunity for a young person to find a job. Governments who create pro-industry policies would be rewarded almost immediately with real jobs creation. A 15% growth in industry revenue for hotels would create an additional 2000-plus jobs.

SA hotels remain overwhelmingly small, medium and family-based businesses. However the draining of confidence in recent years in the sector has seen stagnation in investment and valuations, which directly impacts the capacity of the industry to rejuvenate redevelopment and renovate. There is now the opportunity for a new Parliament to reverse that trend.



DEFIBRILLATOR ROLLOUT

The AHA|SA and Clubs SA have united to fund a statewide rollout of life saving defibrillators in a unique partnership with St Johns and Ambulance SA.

The first of 300 public access defibrillators was rolled out in early May at Tony and Josie O'Donnell's Aldgate Pump Hotel in the Adelaide Hills. We have invested \$750,000 over three years with a genuine ambition to save lives, recognising pubs are a gathering place for friends, families and community groups throughout the State.

The defibrillators are fitted externally on each target hotel and club and clearly labelled to provide for simple and immediate use.

The first wave seeks to take up most of the following regions: South East, South Coast, Yorke Peninsula, Adelaide Hills and the Barossa region, with Wave 2 heading more towards the west and outer/upper north. Wave 2 will commence next financial year

Allocation is determined by the St Johns and SA Ambulance using their register and identifying:

- where there is no SAAS service (either volunteer or career/paid).
- response times will be greater than 10 minutes.
- where there are volunteer regional services but response times will be greater than 10 minutes.

Much of the original rollout has centred upon the regional areas as it has been identified there is a significant divide between SA's regional and rural areas compared to the more densely populated metropolitan areas.

You can read more about this initiative on page 22 of this issue.

“As part of Peter's legacy, the AHA|SA will continue to doggedly advocate to the new Parliament for what is best for our members and 26,250 employees.”

David Basheer
AHA|SA President



From the General Manager

IAN HORNE – AHA|SA GENERAL MANAGER

JOBS NOT STUNTS, STABILITY NOT CHAOS

By far the biggest challenge facing the hotel industry and the State was the March 2018 election. The outcome of the election would influence policy and business in this State for the next decade and beyond.

In 2017, the ALP held 24 seats outright in the 47-seat House of Assembly, and had the allegiance of Independents Geoff Brock and Martin Hamilton-Smith.

Following re-drawing of electoral boundaries and using June 2017 Galaxy polling figures, the predictions were around a 50% vote for each major party. And then came Xenophon. The arrival of Nick Xenophon's SA Best party and then the announcement by Xenophon that he himself would contest the seat of Hartley turned the election into a three-horse race with potentially dire consequences for our industry.

AHA|SA VOTER SURVEY

To prepare, in June 2017 the AHA|SA commissioned polling on your behalf to gauge the impact on voting intentions of SA Best and of Nick Xenophon. The result? A potentially hung Parliament, with Xenophon's party holding balance of power.

Our polling showed a full 25% increase in votes for SA Best should Xenophon stand, and standing he did. Xenophon also announced he intended to run up to 20 candidates in 20 seats, that is almost half the Parliament. In the end, he ran 36 candidates. Of course, he wanted to win them all but even conservatively the AHA|SA polling showed he could win as many as eight.

There was even speculation of Xenophon being Premier should his Party win as many as 13 seats. Despite industry polling suggesting some people thought that disruption is a 'good thing', business people and industry people knew better. Disruption means uncertainty. Make no mistake, anything

other than an outright majority by either major party would mean uncertainty and would have been a terrible outcome for decisive government for SA.

An uncertain government with a Xenophon balance of power would have been disastrous. There was some talk that Xenophon had softened on gaming, that suddenly he is being 'pragmatic and realistic' and would hope to bring about 'sensible changes'.

No one on our side was fooled. Sensible changes according to Xenophon would cripple gaming and force some people out of business. His policies were \$1 maximum bets, slashing punter prizes and a reduction in EGM functionality. He further intended to compulsorily remove 50% of hotel machines to ensure the industry was crippled. He had no effective policy on online gambling and exempted the Adelaide Casino!

Both major parties said they didn't plan to change the gaming industry, but at the end of the day if Xenophon's party has balance of power then we must assume either party would do whatever it takes to retain or gain a role in government.

Industry knows the huge importance of gaming to many in the Hotel and Club sector. Gaming income pays for staff, bands, power costs and capital investment. Capital investments which have already stalled because of the entry of SA Best.

The AHA|SA anticipated a Xenophon threat for more than a year. It is why we have continued to reinforce just how critical the hospitality industry is to South Australia.

In the current economic and political climate, the government ignores hotels at their own peril and with the 2018 election looming it was critical that the AHA|SA and hotels do all they can to reinforce the industry's benefits.

The AHA|SA embarked on a pointed campaign in November of 2017 through to December extolling the economic and social



virtues of hotels. It was subtle but appropriately pointed.

This was followed up by an unprecedented campaign against SA Best and the Nick Xenophon promises.

We were campaigning for

- stability not chaos,
- policy not promises
- jobs not stunts.

It was of course an extraordinary election in many ways, with the threat of a third force in politics determined to influence state politics – seeking to determine government and influence policy without forming government.

As mentioned, the momentum drastically increased with the resignation from the Senate of Nick Xenophon who returned to lead SA Best at a state level.

Now here we are some months after the 17 March election. The Liberal Party has formed government after 16 years in opposition.

A Labor Opposition for the first time in 16 years but who achieved a 1.1% swing their way.

And we had the effective electoral collapse of the SA Best phenomenon, to the extent that Nick Xenophon ran third behind Vincent Tarzia and Grace Portolesi in the seat of Hartley.

What is more extraordinary is that within a month of the election Nick Xenophon has expunged his own name from his Federal Party and his State consortium.

His mouth piece in the Legislative Council even announced on ABC 'drive time' recently that the former Senator and 'would be' Premier "won't be doing any media for a least a year". Remarkable!

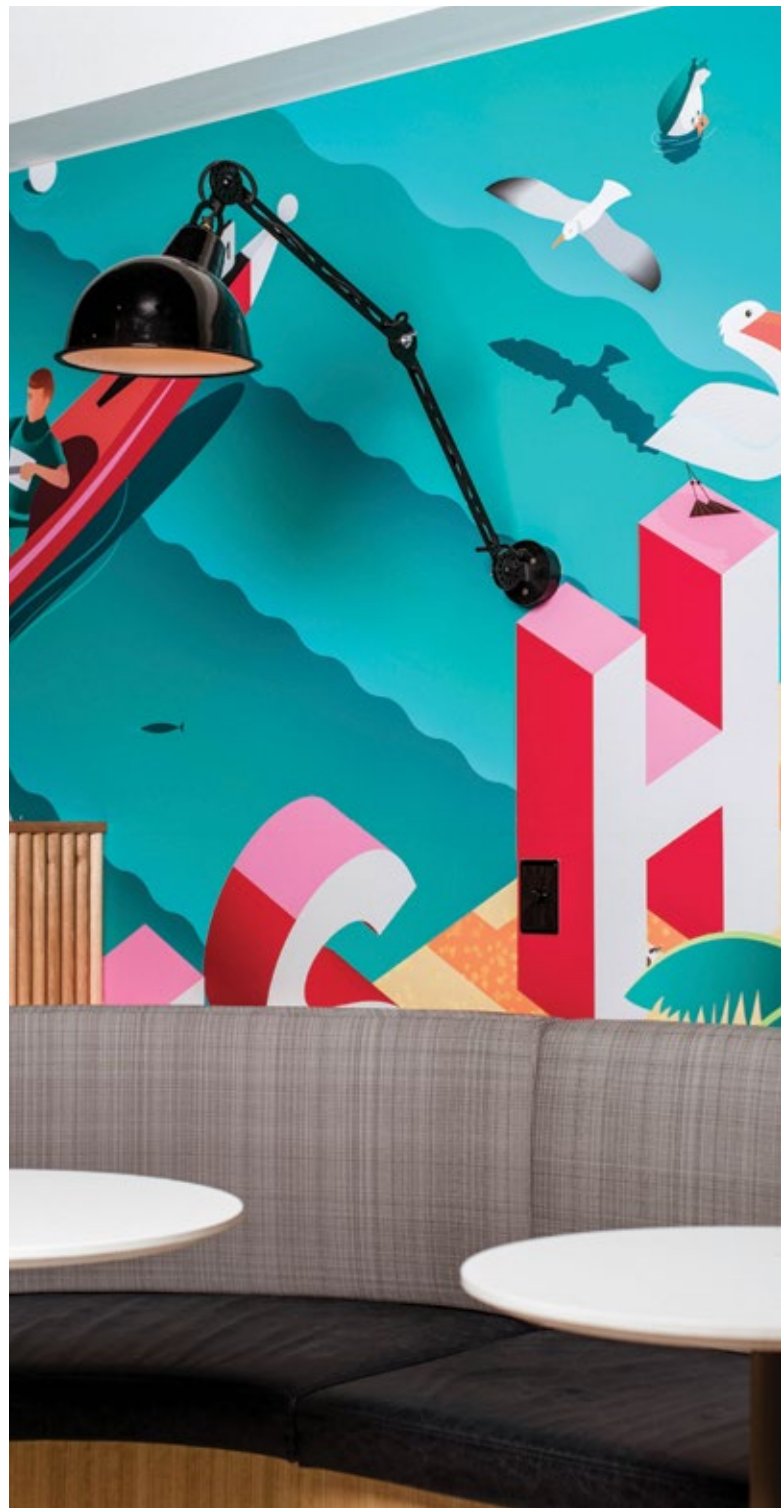
And a remarkable job done by the AHA|SA on members' behalf. Yes, we had an influence.

On election night a forlorn Rebekah Sharkie, Federal NXT MP for Mayo, said on national television when asked where it all went wrong:

"I think though for us really the Hotels Association really smashed us about, I can't be any more clear on that".

It of course wasn't the AHA|SA, the Nurses Union, the ALP or Liberal Party machines that 'smashed' the Nick Xenophon SA Best ambitions, but the South Australian voters who clearly had had enough of stunts and saw through the wide and un-costed promises, and rejected disruption and chaos as a means of conducting Government.

Ian Horne
AHA|SA General Manager



The Lakes Redevelopment

A STUNNING SUCCESS

WORDS: JOSH TEAKLE



A stylish modern bar, signature restaurants, stunning views and a mega screen are all part of the new Look Lakes Hotel.

With a four-and-a-half-star rating for its 72 hotel rooms, state of the art entertainment area and seven function rooms, managers Trent and Jason Fahey were not prepared to sit back and smell the roses.

Instead it's been a project of continual improvement, with the most recent redevelopment moving the gaming room to expand the restaurant and front bar, allowing the innovative Fahey's extra space to welcome a new restaurant and café.

"We are really trying to tap into that café and coffee scene," Trent said.



“It is really exciting to embrace and introduce the aromatic coffee beans, fresh juices and beautiful patisseries to treat the guests with.

“By creating more space we have introduced two new outlets in there - Knots Kitchen and Mr Neptune’s café”.

“By creating more space we have introduced two new outlets in there - Knots Kitchen and Mr Neptune’s café”.

“Knots Kitchen is our main dining area catering for families and groups with a wide variety of fresh food with fantastic views of the water.

“Mr Neptunes café features a double-sided fireplace with the modern rattan lounge chairs, which is a really nice area.

“We also have the award winning Crusoe’s restaurant, two bars, a gaming room and a bottle shop – there is a lot going on at The Lakes.”

BAR AND BOOTHS

Renovating the restaurants was the first cog in the two-step plan, complemented by Trent’s new pride and joy – the state of the art bar and entertainment area.

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“There are two sides to the new bar,” he said.

“The lakeside bar has waterfront booths and high tables, so people can sit there, wind down, have a local gin and enjoy the views.

“On the other side, we have a massive five-metre high definition television screen and that is partnered by the top of the line sound ceiling.

ACOUSTICS

Trent was extremely passionate about the new sound system and sound management strategies, which was installed by JBN Sound Solutions.

“It has directional sound which creates three zones in the open area,” he said.

“We can have music going on one side and the football on the other side of the room without competing for the sound.

“Couples, friends and families can all go out and are able to have a good time without alienating each other.

“The facility provides something for everyone - not just under the one roof but within the same room.”

Since 1985, The Lakes has been the work, rest and entertainment haven of the West Lakes region, and a new renovation has upgraded the hotel from high quality to “cutting edge”.

Positioned on the waterfront of West Lakes, the venue is a perfect spot to “sit on the deck with a local gin and enjoy the view”, according to Trent.

“The Lakes is not your standard suburban hotel,” he said.



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“There is a lot more to The Lakes than people expect.

“When people come through they always comment on how big the place is, and then they look out and say ‘wow have a look at that view’.”

“When people come through they always comment on how big the place is, and then they look out and say ‘wow have a look at that view’.”

FAHEY FAMILY

The Fahey family has owned The Lakes for more than 20 years and have consistently worked hard to modernise the iconic West Lakes hotel.

“Mum and dad bought the hotel about 20 years ago and during that time they invested in it and continually evolved its look and the business,” Trent said.

“They have always aimed to keep it current and modern with what guests are expecting.”

The Fahey family also own the General Havelock, The Maid and Magpie, Exeter Hotel, Pastoral Hotel, Gapview and the

Bridgeway Hotels, after Greg and Judy started the business at the small Spalding Hotel.

“The Lakes is definitely our flagship hotel,” Trent said.

“My brother Jason and I are fourth generation publicans now and are dedicated to continuing to improve mum and dad’s success.

“We are extremely proud of what our family has built here over the last 20 years.”

“We are extremely proud of what our family has built here over the last 20 years.”

AFL IMPACT

It has been five years of change for The Lakes Hotel - formerly known as The Lakes Resort – following the expanding West Lakes region, and having to evolve the business when the AFL moved away from the closely located Football Park to the CBD based Adelaide Oval.

“With the football being such big business in the area, we certainly didn’t want it to go,” Trent said.

“But there is more to our hotel than just the 22 days of the year.

“We are quite fortunate that we do have the accommodation,



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the restaurants and the function rooms for weddings and celebrations that keeps us busy all year round. Whilst losing the booming football business from the region, Trent was the last man to worry and believed it was an exciting time to own and grow a business in the West Lakes area.

“West Lakes is a really beautiful spot,” he said.

“The West and Henley Square redevelopments are really exciting – it is definitely a great opportunity to regenerate the area.

“We are loving the new look at The Lakes Hotel, and are passionate to continue to grow the business in this upcoming and exciting area”.

“We are loving the new look at The Lakes Hotel, and are passionate to continue to grow the business in this upcoming and exciting area”.

“It truly is a place for everyone and we are really proud of that.”

Whether it is for a few drinks and a laugh with mates on the water’s edge, yelling your team home on the mega-television, grinding out some work documents or treating yourself to a relaxing night in - The Lakes Hotel is the place to call home.



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AHA|SA sponsors live music

The AHA|SA is once again pleased to be supporting live music through the Umbrella Music Festival. Music SA has announced a fresh, new program of over 300 live music events set to sizzle across more than 100 different venues and locations for this year's festival of live music, Umbrella: Winter City Sounds (Friday, July 13 to Sunday, July 29). It is open to all SA venues, not just those in the CBD.

Thanks to the support of the City of Adelaide, Umbrella's diverse curated program of events features a sonic soundscape in the park, beats and a day club, scones with a jam at the Country Women's Association, foot stomping Americana with warm open fires, a celebration of South Australia's finest Aboriginal song-women during NAIDOC week, and, returning for its second year, Music SA's signature event Scouted. Staged across four venues in the West End, Scouted will again showcase the best of Adelaide's unsigned contemporary bands that will have an opportunity to



perform to music industry guests in town for the national AIR Awards. Music SA deliberately programs Umbrella with predominantly grass roots local musicians, so that intrastate and interstate visitors can connect with our city and experience a quintessentially Adelaidian showcase. Premier Steven Marshall is pleased to support the winter music festival as

Adelaide continues to grow its reputation as a leading global UNESCO City of Music:

"The winter music festival is a fantastic platform for local artists to showcase their talent, and moreover, it continues to add carriage to Adelaide's reputation as a leading UNESCO City of Music," he said.



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Smithy's Shout and About

A night under the stars with 1834 Hotels



Have you heard of 1834 Hotels before? Perhaps the name Country Clubs might ring a bell? Since changing the group's name in mid-2013 and expanding their reach to a national level, chances are you've stayed in at least one of their properties. Their current portfolio includes the likes of Clare Country Club nestled amongst the rolling hills of the Clare Valley, McCracken Country Club near the seaside town of Victor Harbor and the prestigious, 5-star boutique Mayfair Hotel in the heart of Adelaide.

In November 2017, an invitation crossed my desk for their annual 1834 Hotels Gala Dinner. The event was attended by 1834 Hotels head office staff, property General Managers, Directors, Board Members and key suppliers that all form an integral part of the 1834 Hotels network.

When you support venues throughout Australia in stunning locations, you'd want to show them off right? What better way to do that than by hosting a dinner and inviting everyone you know! In this instance, the location was the Big River Tavern situated in the picturesque Riverland region.

The invitation said cocktail attire, canapes from 6pm and a celebration expected to continue into the night. On February 22nd, 100 guests were welcomed by an impressively decorated marquee on the Big River Golf Course.

Whilst having achieved so much within a year, the night wasn't about self-praise as mentioned by 1834 Hotels CEO, Andrew Bullock. In his welcoming speech, Andrew stated "1834 Hotels would not be successful without the goods and services our suppliers provide us with."

Attendees included Carlton & United Breweries (CUB), Bidfood, Hostplus, Expanding Horizons and Treasury Wine Estates. Guests took the opportunity throughout the night to strengthen working relationships and network, as well as reflecting on the year that was and a toast to the year to come.

1834 Hotels is a network of individually owned hotels, motels, apartments and resorts collectively managed by 1834 Hospitality. They currently manage operations located in South Australia, Western Australia, New South Wales, Victoria and the Northern Territory.

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Wakefield Hotel

Some people say that today's hotel industry is male dominated; after sitting down with Elle from the Wakefield Hotel in Adelaide and talking about the industry, I'm not so sure. I'm positive the industry is in great hands. Elle is only 25 and very affable and articulate. I also noted she is a very capable business woman. I was amazed at the knowledge she had about hospitality in general and more so the hotel industry.

Elle started her love for hotels at a very young age through the influence of her great, great grandmother.

Elle started working in hotels when she was 17 years old, having just finished year twelve. Her mother, Liza, was not impressed with Elle's decision to go straight into hospitality before considering her future at Uni. Her first job was at the Bridgewater Inn where she stayed for five years. She then had time off to do some travelling and on her return to South Australia, worked at The German Arms for three years.



Her next foray into hotels was the Wakefield Hotel. Buying a hotel was something Elle had wanted to do since she was eleven. Elle told me her great, great grandmother was one of the first female publicans in South Australia and believed it was in the blood and an easy next step having done duty management at other hotels. The opportunity came up for the Wakefield and Elle believed it was now or never for her to own a hotel. Although it wasn't that straight forward; in fact the way it came about was a direct consequence of her father. He rang Elle out of the blue while she was holidaying in the Philippines and said "The Tumby Bay Hotel is for sale!" Elle thought this a little strange but said "Yes I know it's for sale, why?" He said "Well do you



want it, are you ready to own your own pub?" Elle was somewhat taken aback but then gathered her thoughts and said "Absolutely!"

Elle got back from her holiday and immediately went with her dad to investigate the possibility of buying the hotel. Owning the Tumby Bay Hotel would have been amazing for Elle as this was one of the hotels her great, great grandmother owned back in 1911. It would have been nostalgic and somewhat emotional to own a pub her great, great grandmother ran, but it was not to be.

That's where the whole process of buying the Wakefield started. Her dad obviously had confidence in his daughter's ability to run her own business, that being a hotel. He basically said to Elle "Let's do it! Let's find a hotel that fits your aspirations, dreams and desires, one that says 'yes'. You'll know once you walk into that hotel." Elle concluded the Tumby Bay Hotel would have been a bit too much too soon, especially the scale of the hotel with all its bars and accommodation.

They then looked at the Pt Hughes and the Wakefield at about the same time. Elle's first impression of the Wakefield Hotel was, and I quote "it felt like home, this is it and I have to have this." As her father said "You will know it's the right hotel once you walk through the doors." The hotel was the perfect size and perfect fit for what Elle wanted.

It took over six months from start to finish from actually walking through the door as the new owner. Mum and dad, (Liza Jacobs and Martin Apps) have shares in the hotel. Elle is hoping it will provide enough income to assist in their retirement and enough to provide a reasonable living for her.

When Elle first went in she didn't want to make drastic changes, and also the



hotel was in good condition. All that was required were some minor updates and modifications, such as replacing the tiles across the bar (they were purple, green and blue), some painting, creating more dining spaces, minor upgrades to the kitchen and tweaking the menu slightly.

If things go well over the next five years, Elle would love to put in a manager at the Wakefield Hotel and then buy another one "There is nothing in the world I'd rather be doing than running a hotel," she said.

Elle said "Ultimately, I want to build this hotel up to the best it can be and see what happens after that. What I want is a pub that people want to come to and know exactly what to expect. Money is tight and people don't spend like they used to, so we must be the pub of destination where they may not spend a lot of money on each occasion but come here on a regular basis. We need to keep generating business and the only way to do that is by providing better food, better service, creating an atmosphere and establish a customer base that wants to and has a reason to come back again and again."

Elle also told me deep down dad always wanted to own a pub!

Regional Meetings



The AH&ISA conducted regional meetings for the South Coast/Hills on 17 April at the Bridge Hotel, Langhorne Creek and on 8 May at The Barossa Weintal Hotel for the Gawler-Barossa region.

Thank you to both hotels for the use of your venues for the regional meeting and lunch. As usual, the venues provided astounding food, excellent service, wonderful wine and ice cold beer - all the things you would expect from well managed hotels.

At the meetings, Ian Horne, General Manager and Wendy Bevan, Manager Government Relations and Policy updated the members on the many issues that confront our industry.

Following the presentation at each of the venues, our very supportive sponsors enjoyed lunch and interacted with our members and AH&ISA staff. Special thanks to the sponsors that provided product for the day.



Further initiative to assist problem gambling

Gaming machines in all South Australian pubs and clubs have been connected to a new, automated system that will help staff identify patrons who may be at risk of harm from gambling.

The new initiative, approved by the Board of the Independent Gambling Authority, has seen poker machines hooked up to an automated risk monitoring system.

The system monitors the activity on any given machine, alerting venue staff when patrons have reached a certain threshold of play, based on how long they have been at the machine or how much they have spent.

The system will complement existing measures aimed at addressing problem gambling.

Venue staff are already required to undertake training to identify and interact with potential problem gamblers.

This system will provide another means of identifying people who may be at risk of harm from gambling and need referral to support services or other forms of intervention.

The Gaming Machines Act 1992 requires that by 31 December 2018, all gaming machines must be connected to an automated risk monitoring system approved by the Authority.

The application for approval of the system was lodged by the Independent Gaming Corporation Ltd, the holder of the gaming

machine monitoring licence, with the assistance of industry bodies, Australian Hotels Association SA and Clubs SA.

The system has been trialled in venues over several months and officially commenced last week.

Industry bodies have been working with venue managers across the state to ensure they understood how the system would operate, and the requirement for staff to respond once a certain threshold had been detected by the monitoring system.

The Authority is pleased the system has been implemented in South Australian pubs and clubs well ahead of the legislated commencement date, and thanks the Australian Hotels Association SA and Clubs SA for their support in achieving this outcome.

Anyone affected by gambling can call the Gambling Helpline on 1800 858 858 or visit gamblinghelpline.org.au for more services and information.

The Authority offers a free, confidential barring service for all forms of gambling in South Australia. The Authority can make barring orders for all types of gambling products across multiple venues.

Information about barring orders is available on the Authority website at www.iga.sa.gov.au or call the Authority direct on (08) 8226 7233.



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**THE RIGHT
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Mass defibrillator roll-out to keep SA hearts beating

South Australians are among the least likely to survive a cardiac arrest compared to our interstate and New Zealand counterparts—a statistic three proudly local organisations are intent on reversing.

The Australian Hotels Association (SA) and Clubs SA are uniting to fund the state-wide rollout of life-saving defibrillators at the very heart of regional communities – pubs and clubs – in a unique partnership with St John Ambulance SA.

Over a period of two months, a rollout of more than 300 public access heart defibrillators will commence at hotels and clubs across the state, with the first defibrillator installed at the Aldgate Pump Hotel in the Adelaide Hills on May 8.

AHASA General Manager, Ian Horne, said the role and location of hotels and clubs in regional settings was critical to the partnership decision.

“The central position of pubs and clubs in country towns made them the obvious home for these life-saving devices,” he said. “Particularly when you consider the role of these venues as a gathering place for residents and city visitors to our regions.

“Investing \$750,000 in equipment with a real potential to save lives is a significant way for our industry to support local communities at a grassroots level.

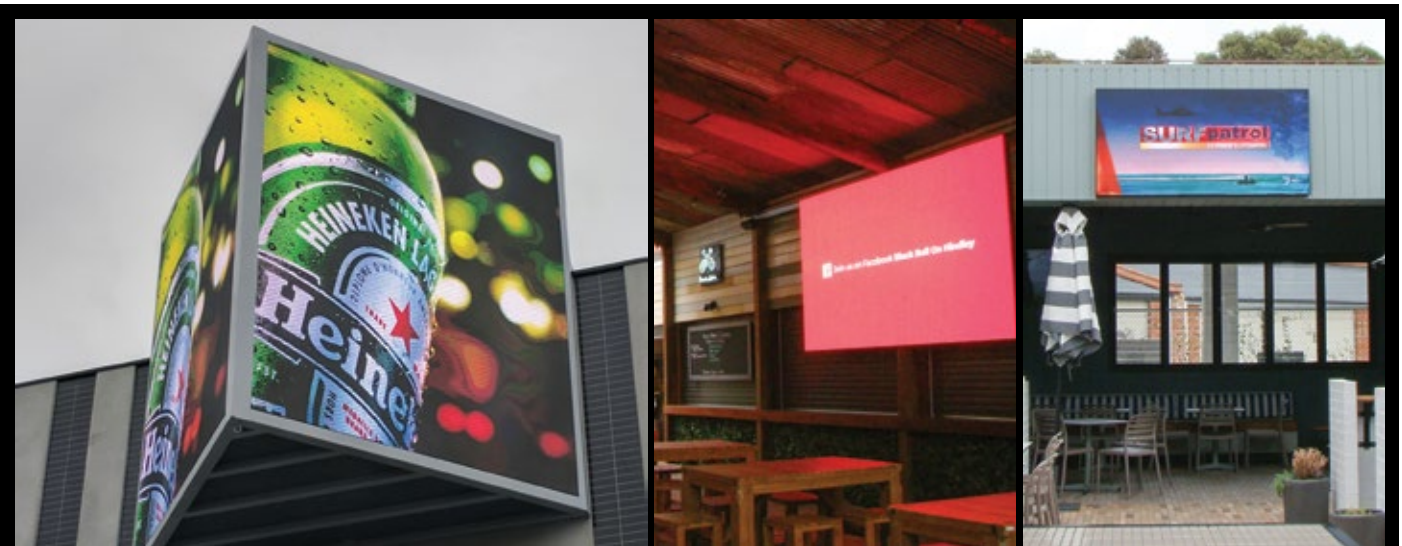
“Pubs and clubs have long been at the heart of country towns, geographically and now literally.”



All defibrillators will be integrated with SA Ambulance Service’s Automated External Defibrillator (AED) Register, which means Triple Zero operators can immediately direct country callers to their nearest device in the event an ambulance is unable to arrive within the critical timeframe for cardiac arrests.

St John Ambulance SA Chief Executive Officer, Michael Cornish, said when it comes to cardiac arrest, every minute counts.

“For every minute defibrillation is delayed, the chance of survival decreases by 10 per cent. A delay of ten minutes more often than not results in death,” he said.



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“This means areas of critical need for these devices are those located more than five to ten minutes from their nearest hospital or ambulance station.

“Without an easy-to-access, user-friendly resuscitation alternative available 24/7, regional cardiac arrest victims have little chance of survival.”

Recent research from Monash University found South Australians suffering an out of hospital cardiac arrest had a 9.9 per cent chance of survival, compared to the more densely populated areas included in the study: Victoria (11.9%) and New Zealand (13%).

Similarly, the Heart Foundation last year reported a significant divide between South Australia’s regional/rural areas compared to Adelaide metro regions when it came to heart disease mortality rates.

The defibrillators will be fitted externally on each of the target hotels and clubs and clearly labelled to provide for simple and immediate access.

“The devices are designed to be used by people with minimal or no training and will give clear voice instructions to guide a user through the resuscitation process,” Mr Cornish said. “The device will only administer a shock to a person that requires it.”

The remaining regional areas of the state will be fitted with these cardiac devices over the next 12-24 months.





Inside the New-Look

PORT ADMIRAL

WORDS: JOSH TEAKLE



Before closing its doors a decade ago, “slick” and “stylish” were not words used to describe the Port Admiral Hotel. Now, under an inspirational new ownership and management team, those phrases are back on the menu.

Standing since 1849, the region’s oldest building has been given a breath of life by Crispian Fielke, Angus Henderson and Stewart Wesson.

After 22 years in the industry and establishing city bars Clever Little Tailor and Pink Moon Saloon, Crispian was ready for his next challenge – to revive an old Port Adelaide favourite. “The project was too good an opportunity to pass up,” he said.



“When the Admiral closed down in 2006 it was probably a symbol of how the area was going back then.

“But with the reopening comes another symbol of what a good state the Port’s in now.”

INSPIRED

It was an inspired vision for Crispian and his team to place their confidence and invest in the Port region, falling in love with the challenge of the ever-growing and expanding area.

“It is clear that the western suburbs, out to the peninsula and beyond Birkenhead, is where young people are buying properties,” he said.

“There are still affordable places there, it has become a great family region.”

“There are still affordable places there, it has become a great family region.”

“Pirate Life established a brewery just down the road from us which is another example of the growth in the area.”

The iconic building has been standing for 169 years, and while the original antique architecture remained, everything from the paint to the kitchen sink has been upgraded and restored.

EXTENSIVE CHANGES

Major \$1m renovations has led to:

- a new bottle shop
- saloon dining room
- cool room in the beer garden
- front bar
- two kitchens
- a wood fire grill
- and a fish and chip shop!

“Indoor, the pub we completely gutted and renovated the entire venue - the only indoor structure that remained was the original bar walls,” Crispian said.

“We have established a new veranda and balcony, which has changed the entire outlook of the pub.”

In the kitchen led by experienced head chef Stewart - who transferred from the popular Unley Whistle and Flute café - seafood has been a major focus for the new look and taste of the Admiral.

“You have all your classics but then we have really invested in the wood grill - for steaks – but the seafood market is something we have put a lot of time into,” Crispian said.

“We have fresh seafood daily so you can’t get much better.

“Good design always goes hand in hand with good food and beverage, as well as the bottleshop. It’s a good mix.”

Since coming on board in July and the final renovations wind-



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ing down, Crispian said he couldn't be happier with how the Admiral had turned out.

"In the early stages we have had such great feedback so far," he said.

"We are six months since opening and there is a lot of work ahead establishing the pub in the community – it's a really fascinating time.

"We are really committed to a two-to-five-year journey to really set it up again." Excited by the challenge of rediscovering the Port Admiral's hidden gems, Crispian admitted it was a big step away from the city bar scene.

"A few circumstances allowed for further creative exploration and we had always wanted to break into the pub scene," he said.

"Opportunities like this don't come up too often with the place sitting there waiting for someone.

"We weren't interested in taking over an established pub from someone else so really it mirrored what we had done in business before, where we had opened new landscapes.

"It is quite captivating for us because they are completely different businesses – it is an exciting challenge.

"If we thought we could run the pub business the same as the bar businesses we would have been crazy."

NEW PATRONS

Crispian was thrilled with the reception from the hotel's new patrons who are literally coming by the bus-load to check out



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Was great working with Crispian and his team



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the new Admiral.

“You can put a tick next to most boxes here, we get all sorts of people,” he said.

“There are a lot of families coming through.

“The younger families really enjoy it and then we have a lot of groups coming through on pub crawls. It is really diverse.

“There are absolutely no pokies or gaming machines here, which adds to the family friendly environment.

“Since opening it has far exceeded expectation and there is a really great community spirit around here.”

LIVE ACTS

Not settling on the successes with his past businesses and the positive first few months in pub life, Crispian is not ready to rest his hat for a minute, knowing there is a lot of hard work to re-establish the Admiral.

“We know the next two to five years will be all about trying to get the Port Admiral back to what it used to be, but we are committed to the challenge,” he said.

“We have such a good area upstairs that we are hoping to become home to some great live acts over the coming years.

“We are really passionate about establishing the Port Admiral in the community back to where it belongs which is a cornerstone of Port Adelaide.”

Under new management, a new look, fresh food and eager customers, it’s back to the good old days at the Port Admiral Hotel.

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Over 65 hoteliers attended the 147th Annual General Meeting of the AHAlSA on the 30th of April, at Adelaide Oval. The Annual Report was delivered for a final time by President Peter Hurley AO, as he stepped down from the position of President after 24 years.

Hoteliers were then joined by AHAlSA Corporate Sponsors for lunch and networking, and to acknowledge the contribution of Peter Hurley during his time as President.

Bill Spurr's reflections, which we inadvertently missed in the previous issue, are featured below.

W.T. (BILL) SPURR AO, FORMER CEO OF THE AHA 1981 TO 1985, FORMER CEO OF THE SA TOURISM COMMISSION 1998 TO 2007

I have known Peter Hurley since 1981 when I joined the Australian Hotels Association SA Branch as its Chief Executive Officer (1981 to 1985). Peter was a member hotelier and had joined the Council of the AHAlSA as a country delegate and was starting to have a real impact on the direction of the industry as early as these times.

He was elected on the Executive Committee of the AHAlSA in 1984. I left the AHAlSA in 1985 but Peter went on to the position of State President in 1994 until 2018. I can think of no other individual that has given such an extended, dedicated service to an industry and generated so many innovative ideas to further the development of the industry as a whole.



He was awarded life membership in 2001, a Hall of Fame status by his peers nationally in 2014 and an Officer of the Order of Australia (AO) in 2016.

Peter has always been a strong advocate of training within the tourism and hospitality industries and has been on the Regency TAFE Council and Chair of the Hospitality Industry Group Training Scheme Board for numerous years to ensure young people in particular coming into the industry are given the most up to date and best training possible.

Peter was appointed to the SA Tourism Commission Board in 1998 and served for a period of six years at a time that I was the Chief Executive Officer. His knowledge and persuasiveness was invaluable during this appointment and also his appointment to the Australian Tourism Commission from 2000 to 2004 in ensuring SA was at the

fore of any national tourism policies and promotional campaigns. Peter's contribution to the development of the tourism industry during this period was outstanding. Always a person to fight for the 'underdog'; the battlers and the small operators within the industry, particularly in country SA. He really understood the challenges they faced and became a real advocate for them. Peter is an outstanding person who knows how to negotiate and network on behalf of all of those he has and continues to represent, whether it be in the hotel industry, the tourism and training industry or in sports administration. He is honest, hardworking, respected by all who come in contact with him and above all, is absolutely committed to furthering the wellbeing of the numerous people and groups he has given a lifetime of service.





Ravo's Bush Telegraph

Retirement of Peter Hurley AO

First of all, well done to the AHAlSA for the excellent acknowledgement in the previous edition of Hotel SA magazine on the recent retirement of hotel icon Peter Hurley AO as AHAlSA President after 24 years - and 39 years as a councillor.

“Peter has been an outstanding leader of our organisation, sustaining a great, positive and consistent outlook on our industry.”

“Peter has been an outstanding leader of our organisation, sustaining a great, positive and consistent outlook on our industry.”

His representation and advocacy for us all in political circles in particular, has been instrumental in our highly esteemed credibility as a representative body in the eyes of the powers that be in this state.

Country AHAlSA members appreciate

his understanding of the country hotel scene from his past and present involvement, his availability to discuss issues when required, and he has made us all feel equally important as our metropolitan hotel cousins.

I believe this has been very important to country hotel folks psychologically, that their concerns and views were always considered and respected by the AHAlSA council meetings, presided over by Peter.

I know I am speaking for the country members and issue a heartfelt thanks to Peter Hurley for his strength in leadership, for all those years on our industry body. Peter received life membership of the AHAlSA in 2000, some 18 years ago. Wow! No receiving an award and heading off!

I remember years ago at Princes Park Football Oval in Melbourne, the home of the Carlton Football Club, looking at the honour board and seeing then club President John Elliott (ex Fosters Brewing GM) had received his CFC life membership 18 years beforehand and was still involved in the club, and thinking he was a committed and genuine stalwart of his club.

Peter you have done the same for us all.

John Elliott unfortunately later went off the rails somewhat- I don't think Jenny Hurley will allow that to happen, will you Jen? Peter has received the great support of his wife Jenny, who has stood



shoulder to shoulder with him throughout his presidential stint, as has his staunch and much-loved close knit and extended family.

Previous Vice President David Basheer has now been elected President to replace Peter and we all wish him well in this elevated position.

David follows in the footsteps of his father, the late Fred Basheer OAM, who served for a term as President prior to the reign of Peter Hurley.

So in conclusion, well done Peter Hurley and thanks, and welcome to the new role to David Basheer - a new era begins.

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CATERING FOR LARGE CROWDS CAN BE A FINANCIAL BONANZA – OR A KITCHEN-KILLER.

On one hand are venues that can serve hundreds of high quality, hot dishes in a short period of time.

On the other are venues failing to make the grade, such as the recently reported case of a Melbourne wedding venue that was ordered to pay a couple \$13,000 for providing a sub-standard reception.

The keys to a profitable large-function capability revolve around:

1. Quality
2. Speed and efficiency
3. Cost containment.

In an environment where costs are increasing but it's difficult to increase charges to consumers, any opportunity to actually reduce costs and increase efficiency should be actively considered, as they may provide a significant boost to your bottom line.

Combi ovens have been a game changer. No venue serving large sittings can afford to be without this cooking technology.

A single unit can handle hundreds of portions and combine meat, vegetables and bread within the same unit.

They are relatively easy to operate and ensure a consistent outcome.



“Another significant benefit is the space saved. While new outdoor areas are opened up for all-weather dining, it is difficult to increase a kitchen’s space unless a substantial redevelopment is undertaken.”

“Another significant benefit is the space saved. While new outdoor areas are opened up for all-weather dining, it is difficult to increase a kitchen’s space unless a substantial redevelopment is undertaken.”

The beauty of a Combi oven is that it replaces many other cooking areas and the variety of configurations on offer provides much-needed flexibility for kitchen redesign, especially in cramped conditions. For example, small footprint ovens that have a tower configuration are the ideal solution for narrow kitchens.



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"When catering for a pre-determined crowd with a set menu, another option to investigate is the latest cook and hold technology."

"When catering for a pre-determined crowd with a set menu, another option to investigate is the latest cook and hold technology."

This allows the venue to cook food, such as roasts and ribs, overnight and then hold them at the correct, hygienic temperature until it is time to serve.

The days of this resulting in dried out portions or soggy food are long gone. Even for smaller venues, this kitchen feature is well worth considering. Some units lay claim to reducing meat shrinkage by more than 15%, which in itself is a valuable cost saver.

The ability to cook food in off-peak periods and use low heat can also help venues manage their ever-inflating energy bills. Along the same lines is the ability to hold cold menu items.

The potential to replace old walk-in refrigeration with a new unit that reduces power bills, has built in redundancy and greater storage space is vital in the hot Australian summer.

The ability to pre-prepare a cold entrée and serve as needed is essential for functions such as the traditional Melbourne Cup luncheon.

At the other end of the operation is the washing up area. For venues managing multiple spaces, this can be critical to keep both the kitchen functioning and to service the rooms.

Look for units that combine speed, cleaning ability and safety, as well as energy and water consumption.

The more efficient units often need less detergent and rinsing product, which also assists in containing costs.

In addition, make sure enough space is provided for staff to handle sorting and packing tasks.

On the subject of staff movement, the best kitchens minimise the movement of staff. This involves grouping "like" activities within a prescribed area and ensuring that each person has all the tools they need to complete their task.

"High capacity kitchens are busy kitchens, so this area needs close scrutiny."



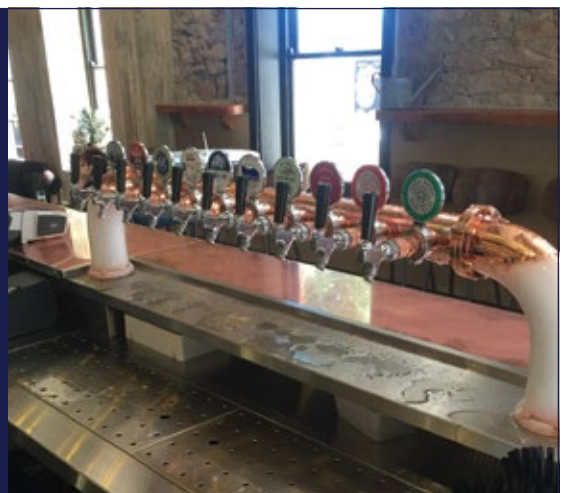
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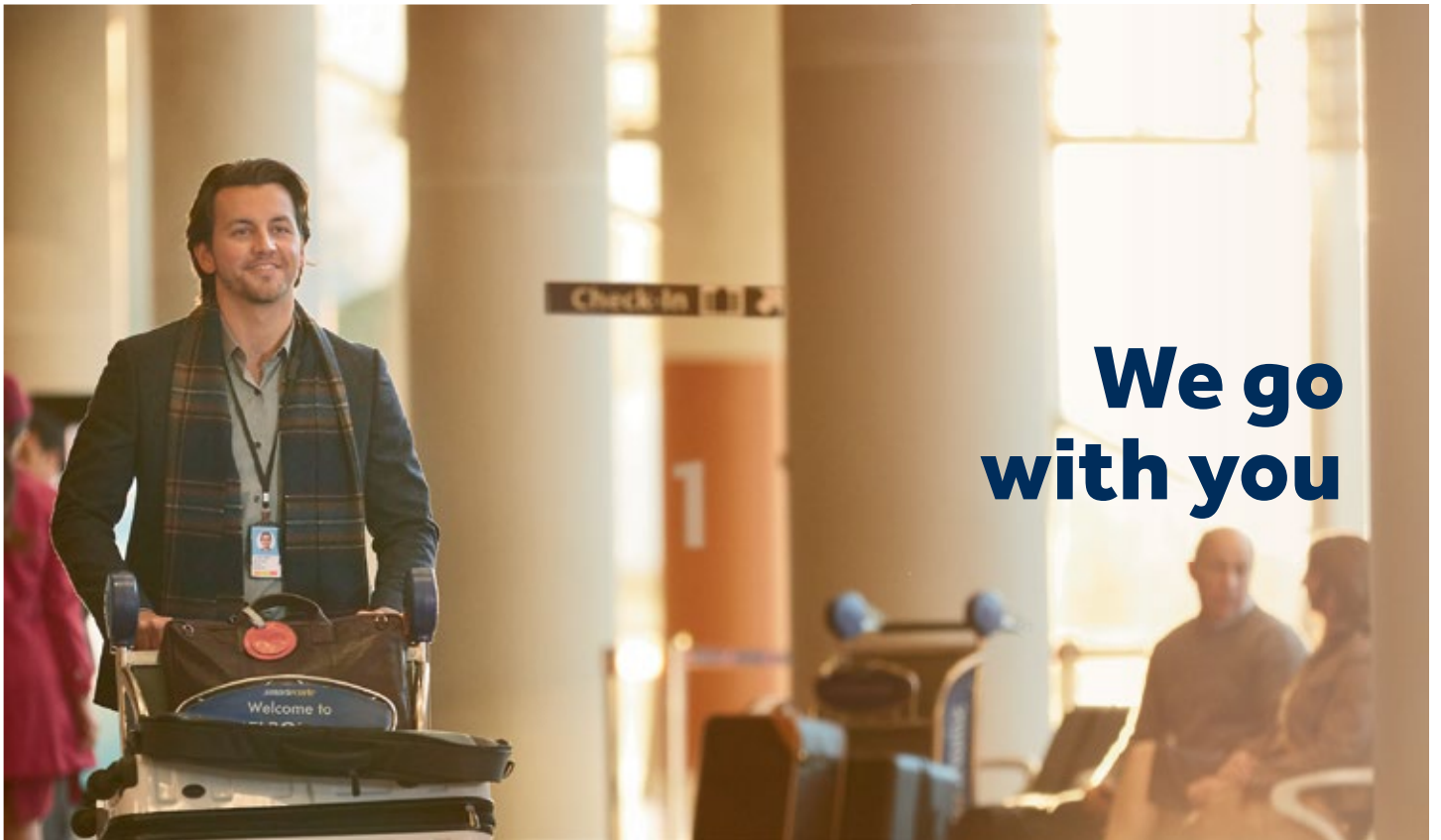
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Grazing Land near Baroota Reservoir, Flinders Ranges. Photo by: Isaac Forman/Serio.

SA achieves a record \$6.6 billion tourism win

According to data released in April, domestic expenditure has increased to \$5.5 billion since December 2016.

The biggest boost has been in domestic day trips, up 15 per cent with day trip expenditure reaching a record \$1.6 billion – surging past the national growth rate of 4 per cent.

The growth in domestic expenditure complements international expenditure, now at an all-time high of \$1.1 billion.

Minister for Tourism, Hon David Ridgway said these results were very positive and the Liberal Government would look to build on these to ensure South Australia kept pace with the rest of the nation.

“I look forward to working with the SATC and tourism operators to grow tourism in South Australia,” said Minister for Tourism David Ridgway.

“While these results are very encouraging there is still a lot of work to do to ensure South Australia keeps pace with the rest of the nation.

“The Liberal Government has a strong plan to grow South Australia’s tourism sector by boosting the Events Bid Fund to \$40 million to attract more events and conventions to our state and developing world class tourism offerings like the proposed national Aboriginal art and culture gallery on the old RAH site.

“We intend to hit the ground running and start implementing

our plans to grow the tourism sector and create more jobs.

“Every visitor we bring to our state pumps money into our cafes, restaurants, bars, transport services and shops, tourism businesses and allied services, ultimately benefiting our local businesses, local communities and our economy.”

South Australian Tourism Commission Chief Executive, Rodney Harrex said the SATC team is focussed, committed and driven to achieve the targets set out in the Tourism 2020 plan.

“Our wonderful tourism operators never fail to impress, and through our strategic marketing campaigns, people around the world and across the border are hearing about our tourism experiences and making the decision to visit.”

“Today’s results can be attributed to a concerted effort in a few critical action areas – the growth in aviation access, product improvements and upgrades, targeted marketing campaigns, our growing digital marketing presence, our successful bidding for major events and conferences that drive visitation and tourism operators committed to delivering excellent service and experiences.”

“Our sights are firmly set on the \$8 billion in tourism expenditure by 2020 and we will continue to focus on attracting high-yield visitors and maintaining our marketing efforts in key international and domestic markets.”

Do your staff need a flu shot?



Timing of influenza vaccination is critical to ensuring patients have the highest level of protection from the influenza virus when the flu season commences. The Royal Australian College of General Practitioners (RACGP) is advising Australian patients to receive their influenza vaccination at the right time with a specialist GP, to ensure they are protected.

“Typically, flu season affects Australia from June to September, with the peak being August,” said RACGP President Dr Bastian Seidel. Recent evidence suggests that protection following flu vaccination may begin to wear off after three to four months, so timing of vaccination is critical.

“Specialist GPs are up-to-date on when the flu season will affect Australian patients and will continue to offer vaccinations throughout the flu season.”

That makes June approximately the right time but Dr Seidel said specialist GPs are best placed to advise Australian patients on timing of vaccination to achieve the highest level of protection during the period of influenza virus circulation.

“Your GP will know when to provide you the influenza vaccination, to ensure you have the best possible protection when the flu season begins,” Dr Seidel said.

“Your GP will know when to provide you the influenza vaccination, to ensure you have the best possible protection when the flu season begins,” Dr Seidel said.

Dr Seidel said he was concerned some influenza vaccine providers are already advising patients to receive a flu vaccination, which could put them in danger. “Urging patients to receive their flu vaccination too early in the year may put them at serious risk,” Dr Seidel said. “The last thing we want to see this year is patients doing the right thing and receiving a flu vaccination, only for the vaccination wear off by the time we reach flu season.”

Dr Seidel said the RACGP was again calling on the Federal Government to introduce a government-subsidised flu vaccination program for all Australians. “Influenza vaccines should be available to every Australian through their GP this winter,” Dr Seidel said.

“A government-subsidised flu vaccination program would cost far less than the economic losses from the 3000 deaths a year, mounting hospital and health bills, and lost work productivity.

“We are seeing the same story every year – on average 3,000 deaths a year, 18,000 hospital admissions and 350,000 Australians affected by the flu – this is completely unacceptable in 2018 and it is time our political leaders commit to safeguarding Australians from the flu.”

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Pubs profiting from UberEats juggernaut

The Lion, Alma, Brompton, Coopers Alehouse, Windmill, King's Head and Maylands... these are just some of the hotels now offering to deliver menu items via UberEats.

All are tapping into the high-growth sector of home delivery of good quality food.

Gone are the days where people begrudgingly accepted cold, soggy pizza and stodgy curries delivered an hour after the promised time.

Gone are the days where people begrudgingly accepted cold, soggy pizza and stodgy curries delivered an hour after the promised time.

WHAT OUR HOTELS ARE OFFERING

Starting with the basics, South Australian hotels have quickly recognised that staple pub food is in high demand via Uber.

It's Adelaide-based at the moment but the boundaries are extending. Looking at the map, it won't be long before the likes of Gawler and the Adelaide Hills are added.

For example, who does burgers better than pubs? And hotel kitchens make great pizzas, so there's clearly an opening here.

Other entry-level offerings include wedges, dips and fish and chips.

"A lot of younger people – such as hipsters – are addicted to UberEats and their eyes must be glazing over at the sight of The Lion's Charred Carrot, Quinoa, Kale and Turmeric Burger."

If you are just starting out, you might consider serving Uber customers during quieter times. For example, The Glasshouse Hotel in Gouger Street restricts its menu to breakfast and brunch.

LAMB'S FRY ANYONE?

However, at this level the competition is more intense. So perhaps you should consider putting some of your more unique items on the menu? Here are a few ideas:

- The Arab Steed offers home delivery of Lamb's Fry and Bacon.
- Feel the need for protein? The Hackney will send you a 250g porterhouse steak, while The Alma will send you Haloumi Fries.
- The Brompton offers Bitterballen (a Dutch beef croquette).
- Make your Uber menu rock, like the mouth-watering, Beef Fat Roasted Potatoes from The Gilbert.
- The Mawson Lakes Hotel will send you kids meals.



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NOT-YOUR-FATHER'S-PUB-GRUB

Some SA hotels are really making their mark on Uber's list of options.

- The Maylands will send out a gluten-free Beetroot Ocean Trout Gravelax.
- Sous Vide Duck Breast from the Hotel Royal catches the eye.
- The Rob Roy Hotel has gluten free and vegetarian options, while The Gilbert goes a step further with its vegan Shitake Mushroom and Tofu Meatballs.
- Don't forget your target audience. A lot of younger people – such as hipsters – are addicted to UberEats and their eyes must be glazing over at the sight of The Lion's Charred Carrot, Quinoa, Kale and Turmeric Burger.

Still not sure? There are many more hotels part of the Uber movement, such as The Oxford, Archer and Robin Hood. So yes, it's time to join the revolution.

INDUSTRY RESEARCH

The home delivery of both high quality takeaway food via the likes of Uber will continue to grow, as Australians become more accustomed to the convenience and rapid improvements in quality.

“Make your Uber menu rock, like the mouthwatering Beef Fat Roasted Potatoes from The Gilbert.”

Leading data and analytics company GlobalData predicts high levels of urbanisation and increasing disposable incomes, Australia's foodservice profit sector is expected to grow at a compound annual growth rate (CAGR) of 2.6% and reach a

market value of AUD\$80.8bn over the period 2016-2021.

It says consumers are both able and willing to spend on non-essential food offerings.

The company in its latest report, 'Australia – The Future of Foodservice to 2021', forecasts the value growth to continue, predominantly driven by the rising number of transactions, as opposed to outlet expansion.

Within the profit sector, quick service restaurants (QSR) was the largest channel with AUD\$25.8bn value and 36.4% of sales in 2016, followed by full service restaurants (FSR) with AUD\$17.9bn value, 'pubs, clubs and bars' with AUD\$13.5bn value and coffee and tea shops with AUD\$3.3bn.

Earlier, global chain operators used to treat the Australian foodservice market as an extension of the US/ Europe.

However, it is set to undergo significant changes as global brands are expected to view the market as a 'laboratory' to introduce experimental and innovative products to differentiate from each other.

GlobalData reveals that a global trend towards fresh, natural and pure foods has materialised within the QSR channel.

This has placed pressure on traditional QSR operators, like McDonald's and Hungry Jacks to, in turn, improve their food offerings.

Kambu Ninad, Foodservice Analyst at GlobalData, says:

“It is vital for QSR operators to remember that visits to the channel remain predominately driven by the convenience offered.

Established brands should not risk dramatically changing their



brand message and alienating their core audience in order to chase the latest food fads.”

SOCIAL MEDIA

The advent of social media and improved connectivity has created a ‘conversation culture’ surrounding food in Australia.

Consumers are willing or even keen to share their food ‘experiences’ on social media platforms such as Instagram, Facebook or Twitter.

GlobalData in its consumer survey found that 13% of Australians share a picture of the food/drinks they eat/drink weekly.

These consumers, often young, are expected to ‘lead’ opinion shifts within their friendship groups, potentially benefiting the

foodservice operators. Modern consumers are displaying more complex and personal desires when it comes to food.

Their consciousness of health in food is higher and they seek greater control over what they choose to eat.

Against this backdrop, Kambu Ninad explains: “As consumer desires become more complex and personal, operators can benefit by opening up their menus and allowing ‘al la carte’ access.

“Overall, profit sector channels will see increasing average transaction prices fuel the majority of future value growth in the country’s foodservice market.

“Transactions will also rise, driven by Australia’s growing population.”



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Coeliac awareness a great opportunity



“By investing in training and putting into place simple processes, switched-on foodservice operators can play an important role in the long-term good health of customers living with coeliac disease.”

A staggering 2.4 million (or 1 in 10 Australians) are looking for gluten free menu options, which is a significant challenge for foodservice operators.

“We know that people with coeliac disease just want to enjoy

a good meal out with friends and family like everyone else, but we also know that this can compromise the management of their coeliac disease,” says Cathy Di Bella, Special Projects Officer at Coeliac Australia.

A promotional graphic for Fox Sports Venues. On the left, a dark blue vertical banner contains the text 'NOTHING BRINGS CROWDS TO YOUR VENUE LIKE LIVE SPORT' in white, with 'LIVE SPORT' in a larger font. Below this is the Fox Sports Venues logo and the phone number '1300 301 415'. The right side of the graphic is a collage of six images: a group of fans cheering with their arms raised, a shirtless male athlete with tattoos celebrating with an Irish flag, a male athlete in a yellow and green jersey holding a rugby ball, a male athlete in a yellow and black AFL jersey celebrating, a male athlete in a black and white jersey celebrating, and a male athlete in a black and white jersey running with a football.

“By investing in training and putting into place simple processes, switched-on foodservice operators can play an important role in the long-term good health of customers living with coeliac disease.

BEST PRACTICE GUIDE

Gluten free diners just want to trust that their meals will not make them unwell. And to support this, Coeliac Australia has teamed up with category innovator Nestlé Professional.

This collaboration has led to the development of a comprehensive Gluten Free Practical Guide, based on Coeliac Australia’s standard for best practice in gluten free foodservice.

“Our partnership with Coeliac Australia allows us to support operators in taking the steps they need to deliver quality gluten free meals that their customers can trust,” said Accredited Practising Dietitian & Brand Nutritionist at Nestlé Professional, Karen Kingham.

“We know that the symptoms of coeliac disease are as diverse as the people affected by the condition, so foodservice operators must treat all gluten free meal requests equally.

No amount of gluten is acceptable in a gluten free meal,”

Research conducted by Coeliac Australia demonstrates that foodservice operators are still challenged in being able to offer a compliant gluten free menu.

“Our customer insights tell us that foodservice operators are keen to offer quality gluten free menus, but that they need more support in planning and executing these,” said Mark Clayton Executive Chef at Nestlé Professional.

Nearly 50% of Coeliac Australia’s respondents reported feeling unwell with gluten related symptoms after eating out and this is likely to be as a result of inadequate gluten free management.

Nearly a third of respondents cited cross-contamination as an issue with their meals and almost a quarter of menus incorrectly declared meal options to be gluten free.

To further equip foodservice operators in successfully navigating gluten free, Nestlé Professional has also supported Coeliac Australia to develop an interactive and engaging online training course, coeliac.org.au/gluten-free-online-training.

This training provides the knowledge and the know-how to implement best practice in gluten free food preparation and service.

“Research conducted by Coeliac Australia demonstrates that foodservice operators are still challenged in being able to offer a compliant gluten free menu.”



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Gaming CARE

The Hotels Responsible
Gambling Early
Intervention Agency



Gaming Care is the Hotels Responsible Gambling Early Intervention Agency, and is an initiative of the AHA|SA. Gaming Care's role is to assist venues to minimise the harm caused by problematic gambling behaviour in all South Australian hotels with gaming machines by working directly with venue staff, Gambling Help Services and other relevant organisations.

Some of our duties include:

- ✓ Assisting gaming licensees, managers and employees in the early identification and support of patrons and staff who may be experiencing difficulty with their gaming behaviour

- ✓ Developing and promoting initiatives, programs and policies designed to address early identification of problematic gambling behaviour
- ✓ Assisting venues to comply with the Gambling Codes of Practice, licence conditions and other legislation through undertaking audits, with a particular focus on patron intervention

Gaming Care has developed a Responsible Gambling Document for venues which details the manner in which staff training and measures for intervention with problem gamblers are implemented, and the roles of staff in the implementation of the code.

For any assistance please contact your local Gaming Care Officer, or contact our office for information on how Gaming Care can assist your venue.

Telephone: 08 8100 2499
Facsimile: 08 8232 4979
Email: info@gamingcare.org.au
4th Floor AHA|SA House
60 Hindmarsh Square
Adelaide SA 5000



The true cost of cash

Once upon a time there was no doubt that cash was king. Cast your mind back, way back to five or six years ago. In those days of yore, you wouldn't be caught dead without cash in your pocket.



Fast forward to today and most of us aren't carrying much, or any, money in our pocket. The modern consumer has moved to an almost complete reliance on digital or card payments.

Is your venue keeping track with the cashless times?

You need to provide flexible payment solutions for your valued customers. What you really need to ask yourself is: what is the true cost to your business if you don't offer flexible payment methods?

POS systems are designed to improve customer service in a myriad of ways and keep customers coming back again and again. Increasing staff efficiency and work satisfaction with user-friendly POS terminals is key to improving the customer experience. H&L's ingenious solutions protect you from losing money or reputation from staff manually mis-keying transactions into EFTPOS.

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For more information, contact your BDE or call 1800 150 432

DrinkWise

DrinkWise and our industry partners have been actively promoting the National Health and Medical Council's guideline that it's safest not to drink while pregnant via alcohol product labels and packaging since 2011.

Our recently commissioned consumer research revealed that 75% of 18-40 year olds surveyed had seen the messages on products and packaging.

Importantly, this result increased to 89% in the young adult population.

Over two thirds (67%) of survey respondents thought the labels provided useful information and with almost 40% have taken some form of action after seeing the labels, primarily reducing their consumption or sharing the information with others.

We do, however, recognise that the use of consumer information messages on labels is only one part of a larger consumer education effort, which is why our initiatives have involved the Royal Australian and New Zealand College of Obstetricians and Gynaecologists as well as drinks retailers, licensed venues and cellar doors across Australia.

A recent government report showed that 75% of alcoholic products with the greatest market share carry the pregnancy message.

It is essential that we increase the coverage by getting all producers, large and small, to adopt the pregnancy and Get the Facts logos so that these important messages are featured on all alcoholic products.

In an effort to assist with uptake, DrinkWise has been working with industry associations to promote the pregnancy and 'Get the Facts' messages.

If you have not been contacted by your industry association about featuring the labels on your products, please contact them or you can request the logos directly from DrinkWise (info@drinkwise.org.au).



Simon Strahan is the CEO of DrinkWise, an independent, not-for-profit organisation established by the alcohol industry to bring about a healthier and safer drinking culture.





How to get people to sign up

There are many reasons to ask people to create an account with your hotel. Over time it allows you to gather more information about them, which allows you to anticipate their needs and target communication.

In other words, personal accounts help grow your business.

The problem is that people are faced with similar requests to create an account on a regular basis.

Here are some tips on ways to maximise your chances of success.

1. Give them an idea of the benefits before asking them to create an account.
2. Make it easy. For example, let them use their email as the username. If you already have this information, can you automatically pre-fill that line of the form?
3. Strike the right balance on passwords: they must be secure but make the requirements too complex and you will suffer high abandonment rates.
4. Provide error messages as people enter data into a field – not after they try to progress to the next screen.
5. Keep key calls to action, such as Create An Account, “above the fold”. Your web company can explain this.
6. For more complex forms – perhaps signing up for a function – it pays to track how many people abandon the form because it gets too hard. We use a form of heat

mapping which is inexpensive but gives you great information to review and modify your key pages.

7. The more information you want, the harder it gets. Let people know how much time it will take, the steps and any information they might need (eg. licence, credit card).
8. For a hotel, you probably need a simple, one-page form. If you want more information, break the process over multiple pages and number the steps – and do it in a visual way. This shows people that it is not an endless procedure.

It's all about usability and the quality of experience.

SECURITY ADVICE

As we go to print, there's an emerging threat if your hotel is using a home-office style of router (which connects to your modem and creates a network for multiple devices).

The FBI is advising you to reboot your router and any storage devices that are attached to your network, made by a variety of technology manufacturers.

This is to protect you from a Russian State-sponsored hack. At this point, you probably think you are therefore immune but the reality is that you are not. We've seen local tradie websites attacked by European hackers for no apparent reason.

The best advice is to get your IT person to assist, working from advice from a reputable site such as Cisco.

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Part-time employment

The hotel sector has found it difficult to employ and attract part-time employees over the years. The part time provisions in the Hospitality Industry (General) Award 2010 ('Award'), in particular the hours of work arrangements, lack the flexibility both employers and employees require given the nature of the hospitality industry. It is not viable in this industry to agree to set start and finish times, days of the week and number of hours worked each day. With such inflexible award provisions, it has been difficult for hotels to view part-time employment as a suitable alternative to employing casual staff.

With the recent changes to the part-time provisions in the HIGA, part-time employment has now become a more realistic option for hotel's as they look at their workforce planning needs. In this article, we examine the changes that took effect from 1 January 2018 to part-time employee's hours of work arrangements in the HIGA, and how they have created a greater level of flexibility.

THE NEW PROVISION

The provisions relating to part time employment are found in clause 12 of the HIGA. Whilst this is not the only clause relevant to part-time employment, it is the clause that sets out the hours of work arrangements. The recent changes to cl 12 are as follows:

Minimum and Maximum Ordinary Hours

A part-time employee needs to be engaged to work at least 8 and less than 38 ordinary hours per week or, an average of at least 8 and less than 38 ordinary hours per week over the roster cycle.

At the time of engagement, the employer and the part-time employee need to agree in writing upon:

- (a) The number of hours of work which is guaranteed to be provided and paid to the employee each week or over the roster cycle (the guaranteed hours), and
- (b) The days of the week, and the periods in each of those days, when the employee will be available to work the guaranteed hours (the employee's availability).

Any change to the guaranteed hours can only occur with the written consent of the part-time employee. The guaranteed hours must be worked within the employee's availability. However, given the employee's availability is likely to be, or it is recommended it be, quite wide, the times at which the employee works their guaranteed hours can change from week to week.

A part-time employee must have a minimum of two days off per week. They can of course have more than two days off per week, but they must have two as a minimum.

Additional Hours

In addition to the guaranteed hours, the part-time employee can be rostered to work additional hours, provided that these additional hours are rostered within the employee's agreed availability. These additional hours will not be classified as overtime unless:

- (a) They are rostered outside of the employee's availability, or
- (b) They are rostered in excess of 38 hours for the week or an average of 38 hours over the roster period, or
- (c) They are rostered outside the maximum hours limitations specified in clause 29.2 of the HIGA which are:
 - i. In excess of 11.5 hours (exclusive of meal breaks) on one day, or
 - ii. More than 10 hours per day on more than 3 consecutive days, or
 - iii. More than 8 days of more than 10 hours in a four-week period, or
 - iv. Outside the spread of hours of 12 hours per day, or
- (d) The employee is rostered additional hours on one of their days off and they are not provided at least two days off in the week.

Example 1: Overtime not applicable

Rita is a level 2 Room Attendant. At the start of her employment with the hotel she agreed upon guaranteed hours of 28 hours per week. She also agreed that her availability would be any hours between 7am and 5pm Monday to Friday.

Rita generally works Monday through to Thursday working 7 hours per day. After a few months of employment, the Hotel's room occupancy increases significantly and the employer rosters Rita to work an additional 7 hours on a Friday from 7am to 2.30pm. Rita's total hours worked for the week are 35 hours.

Rita is not entitled to any overtime for that week because the additional 7 hours above her guaranteed hours were rostered within Rita's agreed availability.

Example 2: Overtime applicable

Steve is a level 3 Food & Beverage Attendant. At the start of his employment with the Hotel, he agreed upon guaranteed hours of 25 hours per week. He also agreed that his availability would be between 9am and 11.00pm Thursday to Saturday.

Steve generally works 8 hours on Thursday, 8 hours on Friday and 9 hours on a Saturday. In one particular week, Steve noticed that he had been rostered to work a 6 hour shift on a Sunday. Steve spoke to the manager and said that he wasn't available to work on Sunday. Nonetheless, the Manager said that he needed him to work because he was short staffed, so he expected him to present for his shift on Sunday. Steve reluctantly attended his shift on Sunday and completed the shift.

Although Steve worked the shift on a Sunday, he did not agree to work the hours and they were outside his agreed availability. Steve is entitled to 6 hours paid at overtime, which on a Sunday is paid at 200%. Steve would be entitled to be paid overtime payable of 6 hours paid at \$40.42 per hour (\$20.21 x 200%).

Changing the Guaranteed Hours

Guaranteed hours can only be changed (increased or decreased) by mutual consent between the employer and part-time employee in writing.

However, where the part-time employee has over a period of at least 12 months regularly worked a number of ordinary hours (additional hours) that is in excess of the guaranteed hours, the employee may request in writing that the employer agree to increase the guaranteed hours. If the employer agrees to the request, the new agreement concerning guaranteed hours will be recorded in writing. The employer may refuse the request but only on reasonable business grounds and such refusal must be provided to the employee in writing and specify the grounds for refusal.

Example 1: Increasing Guaranteed Hours

Sophie is a level 3 Reservations Agent. At the start of her employment with the Hotel she agreed upon guaranteed hours

of 30 hours per week. Due to an increased level of business, her employer spoke to her about increasing her guaranteed hours to 35 hours per week. Sophie agreed to the increase in guaranteed hours and both parties agreed to the change in writing.

Three months after Sophie and her employer changed her guaranteed hours, the level of business started to decline. Her employer spoke to her about dropping her hours back down to 30 hours per week. Sophie declined this change.

The employer must continue to provide the guaranteed hours of 35 hours per week.

FREQUENTLY ASKED QUESTIONS

The HR/IR Team received a number of questions in relation to the new part time arrangements in the early part of 2018. These are as follows:

Can I convert my existing part-time employee over to these new hours of work arrangements?

For a part-time employee that was employed prior to 1 January 2018 under the old HIGA part-time hours of work provisions, to move over to the new hours of work arrangements, the part-time employee would need to agree to the changes in writing. If the part-time employee wants to remain under their existing hours of work arrangements, they can't be forced to change by the employer.

What happens when a part-time employee's availability changes?

Under cl 12.7 of the HIGA, if there has been a genuine and ongoing change in the employee's personal circumstances, the employee may alter the days and hours of the employee's availability on 14 days written notice to the employer. If, however the alteration to the employee's availability cannot reasonably be accommodated by the employer within the guaranteed hours, those guaranteed hours will no longer apply and the employer and the employee will need to reach a new agreement in writing concerning guaranteed hours.

If the employee's availability changes to such an extent that it no longer becomes possible for the employer to provide any hours of work to the employee, then the employee would be unable to continue in their part-time position.

Further information

Members can contact the AHA/SA HR/IR Team for further assistance and advice on employing part-time employees.

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LICENSEE TRANSFERS MARCH 2018

Hotel	Location	Date Granted	New Licensee
Seaside Hotel	St Kilda	5-3-2018	Maxcie Pty Ltd
Gumeracha Hotel	Gumeracha	9-3-2018	Gum Pub Pty Ltd
Lord Melbourne Hotel	North Adelaide	9-3-2018	QBG Group Pty Ltd
Mount Pleasant Hotel Motel	Mount Pleasant	9-3-2018	Danheldim Pty Ltd
Hotel Excelsior Brompton	Brompton	19-3-2018	Excelsior At Brompton Pty Ltd
Wirrulla Hotel	Wirrulla	21-3-2018	Wirrulla Hotel Holdings Pty Ltd
Mount Torrens Hotel	Mount Torrens	23-3-2018	Stephen J Foote
Coobowie Hotel	Coobowie	28-3-2018	Mader Hotels Pty Ltd
Railway Hotel	Peterborough	28-3-2018	Beryl and Geoffrey Baker
Anchorage Hotel	Victor Harbor	29-3-2018	Anchorage VH Pty Ltd

LICENSEE TRANSFERS APRIL 2018

Hotel	Location	Date Granted	New Licensee
The Directors Hotel	Adelaide	9-4-2018	The New Pilgram Pty Ltd
Mount Dare Hotel	Mount Dare Homestead	18-4-2018	Balham Hill Company
Copley Hotel	Copley	30-4-2018	Bend Hotels Pty Ltd

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