

# Hotel SA

THE OFFICIAL PUBLICATION OF THE AUSTRALIAN HOTELS ASSOCIATION (SA BRANCH) APRIL/MAY 2019

## COUNTRY GLASSY

To Hotel Operator



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It may seem business as usual strolling past The Salisbury Hotel but pop into the front bar and you quickly realise “the surprise is on the inside”.

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## From The President

DAVID BASHEER – AHA|SA PRESIDENT

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Australian Hotels Association (SA)

# Six Critical Election Issues

With Australia now on election footing, what does the AHA|SA believe a good government would look like and what is on our agenda when in discussions with Federal politicians and key advisors?

We are advocating for change across the following six key issues:

### **INDUSTRIAL RELATIONS**

Industrial relations is a major election issue but little consideration is given to our small and medium family business operators.

Any push for higher wages will lead to an inevitable fall in employment in our industry.

The sad reality is SA pubs right now cannot sustain any extra costs in a climate where many businesses have seen little or no growth in recent years.

Politicians also need to be mindful that a blanket approach is not a fair and equitable approach. For example, a pub in regional SA with a room rate well under \$100 has to pay a housekeeper the same as the equivalent role in a five-star hotel on Sydney Harbour.

That country pub can't afford to be paying more.

Equally, many of the obligations of the Fair Work Commission place unfair expectations on small businesses – treating a mid-sized hotel the same as a blue chip public company based in Pitt





Street, Sydney or Collins Street, Melbourne – and distracting scarce management resources away from the welfare of their own business.

**Action Required:**

What the AHA|SA would like to see is a measured approach to wage growth and a dedicated small business unit within Fair Work that would give empathy and direction for many in our sector.

**ENERGY POLICY**

Regrettably, Australia’s energy policy has become a political football and we are watching this high stake ‘game’ with great nervousness.

Hotels have a greater energy usage than many businesses, as we run air conditioning and other power for well in excess of 12 hours a day, while fridges, freezers and large cold rooms run 24 hours a day.

The rise in energy prices is the greatest cost that we cannot control or afford. We are telling our political leaders that every increase hurts – and the increases are both large and never-ending.

We welcome any initiative by an incoming Federal Government that releases pressure on power prices.

**Action Required:**

A focus on reducing lower energy prices for our small and medium businesses.

**ONLINE GAMBLING**

The AHA continues to lobby hard, both locally and nationally on this issue, and we would welcome leadership from the next Federal Government on this critical issue.

Gaming spending in pubs and clubs in this State is at a 17-year low, down around 30% in real terms.

Does that mean people are gambling less? Of course not.

Gambling has always been a way of life but it appears those promoting the over-reaching of regulation have kicked an “own goal” as people walk away from our regulated front doors to the faceless trap of off-shore online gambling. This is the most dangerous of gambling environments.

In less than the time it takes for you to read a few paragraphs of this publication, your teenage son or daughter can easily open an online pokie account with a shady overseas operator.

It is largely a Federal issue. Our State politicians, within their legislative restrictions, have sought to curb the growth of online gambling. The Attorney General, Vicki Chapman, has been most proactive in this area, leading her Interstate colleagues in lobbying Canberra and providing solutions.

This is on the back of the work done by the then State Treasurer Tom

“What the AHA|SA would like to see is a **measured approach to wage growth** and a dedicated small business unit within Fair Work that would **give empathy and direction for many in our sector.**”

Koutsantonis, which had bi-partisan support and led to Australian online operators now paying their taxes in this State. But overseas operators fail to pay one cent of tax, operate as a totally unregulated and untaxed industry, and we are all still waiting for them to create their first job in South Australia.

**Action Required:**

Bricks and mortar venues have established harm minimisation



“...the gap between on premise and off premise beer is simply too wide, and each and every six months it grows wider. It is poor public policy.”

procedures in play. Federal legislation is now required to support vulnerable players betting unmonitored and unregulated with offshore websites where no one knows or cares about the integrity of the games, the age and circumstances of the player or how much they are losing.

#### **BEER EXCISE & ALCOHOL STRATEGIES**

I have written at length about the need to support on premise products. Via the twice-yearly CPI hike on beer excise, the gap between on-premise and off-premise beer is simply too wide, and each and every six months it grows wider. It is poor public policy.

We are a labour-intensive industry - our bars are where the jobs are.

Additionally, any national strategy for alcohol needs to avoid knee jerk restrictions that don't help anyone but hurt industry.

It must be locally based, not a 'one size fits all' solution.

#### **Action Required:**

Implement much-needed taxation relief for on premise beer excise and fact based localised solutions to alcohol policies.

#### **SKILLS SHORTAGE/MIGRATION**

Again, this key issue has been previously explored in this column.

SA needs trained people to ease our skills shortage and ensure population numbers allow our businesses to continue to grow and indeed, survive.

#### **Action Required:**

Increased migration for SA and greater funding for training.

#### **AIRBNB**

Whilst both local Government planning laws and the State Government have the power to address the clear problems with Airbnb, Federal leadership would be welcomed.

The growth of the sharing accommodation economy is providing unfair challenges in the metropolitan area and greatly hurting our regions.

Airbnb is seemingly spared of obligations strangling our members' businesses. A recent ABC report noted Airbnb in Australia avoids regulation imposed in most parts of the world.

Don't suggest these concerns make SA a backwater. What do London, Amsterdam, Paris, San Francisco, Barcelona, Berlin, Hong Kong and New York have in common? These tourism hot spots have regulatory structures to manage Airbnb.

Many restrict Airbnb properties to a maximum 90 days a year.

A November report by the Australian Housing and Research Institute supports

this regulated timeline, stating 'it represents a period of time thought to be the maximum period long term occupants could vacate their property without having to seek alternative long-term accommodation themselves'.

The idea of Mum and Dad renting out the teenager's vacant room is not the issue. In South Australia, according to Inside Airbnb data, 63% of all Airbnb listings are entire houses or apartments, half of those available for periods greater than 90 days.

A new Federal Government needs to bring the sharing accommodation economy in line with our obligations.

Airbnb owns no hotels, builds no hotels, employs no one and trains no one! The largest single Airbnb 'host' in SA lists 77 entire houses and apartments and generates earnings near \$1.23 million dollars per annum.

#### **Action Required:**

As in other parts of the world, Airbnb needs to have restrictions on the number of nights a property can be rented, and should be subject to basic safety and operational regulations that other accommodation providers must comply with.

**David Basheer**  
AHA|SA President



The 2019 SA Hotel Industry Conference was held on the April 9 at the newly refurbished Adelaide Convention Centre in the heart of the city.

This one-day conference and mini-expo was a must-attend event for leading pub operators and senior managers. It featured a packed program of presentations from leading operators to industry experts who provided practical business advice, introduced new commercial ideas and offered plenty of inspiration.

Highlights included the keynote address from Jack Cowin, Chairman and Managing Director of Competitive Foods Australia, and a presentation by Robynne Berg, who discussed the need for innovation in a business.

At the conclusion of the sessions all delegates joined in an informal function, allowing plenty of time for networking with peers and a more detailed perusal at the sponsors exhibits. The conference was an invaluable day for country and city hoteliers, managers, key staff and all leading stakeholders.





## From The General Manager

IAN HORNE – AHA|SA GENERAL MANAGER

**aha|sa**  
Australian Hotels Association (SA)

## The Year Ahead

Members who were able to attend the AHA|SA Hotel Industry Conference on Tuesday 9 April will appreciate the rapidly changing nature of consumer tastes, expectations and demands. Members would have been challenged with the opportunities and threats of constantly evolving technology and of course, would have been inspired by the many success stories shared by a great array of speakers.

Change is inevitable. It is driven increasingly by technology and a new consumer audience who seek almost instant gratification and whose loyalty to products or venues can be easily swayed.

Much of this market reality is not new to members. It is either embraced or feared but it is real regardless.

The AHA|SA's role is to quite simply promote and protect the interests of our members. We work to ensure that legislation, regulation or codes of practice either enhance our members' opportunities or look to minimise any inhibiting characteristics.

The AHA|SA employs a small team of

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professionals who continually engage with legislators and bureaucrats to ensure our members' voices are heard and their ambitions recognised.

Examples include: the massive task that has been the Liquor Licensing Review; the negotiation and adoption of a new liquor licensing fee regime; the review of outdoor smoking provisions; the current government review of all gambling legislation and regulation with the demise of the IGA; and, the increasingly complex area of employee relations and the challenge of the current future industry relations minefield.

It is not appropriate to share, in detail, in these pages what has been achieved and what is still a major challenge. I would, however, like to remind and reassure members that AHA|SA has had significant influence in areas of legislation, regulation and policy that has been to members' great commercial advantage.

So, while your challenge as an operator is to maintain and enhance your business to best respond to the challenges of the 'new world' of consumers' expectations, the AHA|SA remains a crucial and essential

part of your business model and your commercial success.

#### **BRIAN SMITH RETIRES**

Long term Manager of Membership & Business Services for AHA|SA, Brian Smith, finishes with the Association after 12 years' service. Brian had a great career within our industry, having also held senior positions with Coca-Cola and Schweppes.

He was an obvious choice for this important role, being a natural people person with an extensive network.

He has also been great fun, whether on a golf course at Liquor Industry Golf Club Charity days, introducing sponsors at AHA|SA regional meetings or simply interacting with our diverse range of members - from general managers of international properties to mum and dad operators in remote locations.

It has been to our advantage that Brian joined the AHA|SA 12 years ago. We wish Brian and Lynne the very best for their retirement and know that they will be most welcome in any South Australian hotel.

Thanks Brian.

#### **WELCOME TO SCOTT VAUGHAN**

Host Plus veteran, Scott Vaughan, replaces Brian as our new Manager – Membership Services.

Scott is also a highly experienced relationship management professional with an extensive network in the hospitality sector.

Scott has fitted in very comfortably with the AHA|SA organisation and we know his enthusiasm and knowledge of the industry will serve members well.

**Ian Horne**  
**AHA|SA General Manager**



# *The Salisbury Hotel*

COUNTRY GLASSY TO HOTEL OPERATOR:  
DONNA BAKER REVITALISES SALISBURY HOTEL

WORDS: JOSH TEAKLE





It may seem business as usual strolling past The Salisbury Hotel but pop into the front bar and you quickly realise “the surprise is on the inside”.

The once sleepy and run-down venue received a \$2 million-plus refurbishment and now offers people in the northern suburbs a modern yet relaxed place to eat, drink, play, socialise and celebrate special events.

After almost 30 years in the hotel and hospitality industry, Donna Baker saw The Salisbury Hotel as a diamond that needed substantial polishing. She took on the business in July 2016 with the dream of transforming it into the warm and welcoming, family friendly gathering space it has turned out to be.



“We wanted to create something a lot more community-based... we wanted to up the ante...”

“The major focus was quite broad - to redevelop the entire site,” she said.

“The pub has good bones, a great history and a nice feeling around it - but for 20 years it had no love. The hotel hadn’t had any capital expenditure for probably 30 years, so it was pretty terrible when we first walked in.

“The décor was 80s and dated, the toilets were condemnable, the front bar needed considerable work and the function room had been closed for two decades and boarded up with big, heavy planks. We wanted to create something a lot more community-based with a nicer feel, but simply wanted to up the ante compared to what was on offer in the general vicinity.

“Of course, we thought if we were going to do it, we should do it properly.”

#### RESCUE MISSION

The freehold owner, Rob Clampett, and his family have owned the property for 30 years. He was keen to refurbish the property and approached Donna early in 2016 to be part of the project.

The team went about the rescue mission from November 2017, with the much-loved but well-worn front bar closed and shifted into the more prominent Wiltshire Street entrance, while an indoor-outdoor function, dining and entertainment area took shape in the old bottle shop.

With three bottle shops within walking distance, it’s absence was not missed as it made way for a space where patrons can enjoy a bubbly Saturday night, listen to live music, watch the football or celebrate a special occasion.



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**PROUDLY FEATURED IN THE NEWLY RENOVATED SALISBURY HOTEL**





"A lot of people have been excited to book the patio area for functions because people are very limited on private facilities for functions in Salisbury," Donna said.

"This area can fit up to 180 people, so we are seeing a lot of engagement parties and birthdays which is something Salisbury didn't have before and the people are loving it.

"The new patio area really suits the younger demographic. It is more conducive to more relaxed dining and drinking with the large fitted screens for the cricket and football."

#### GLASSY

Donna has felt at home in hotels since her first job as a 15-year-old "dishy and glassy" at Whyalla's Westlands Hotel.

This set her up to spend the next three decades working

alongside industry heavyweights like Tony Franzone in major hotels around the State - even assisting in the establishment and management of the Roxby Downs Tavern in 1999.

"I love the industry and love the people, it is my thing," she said.

"If you can deal with people you can make it anywhere in hotels - your staff make the place and the customers make the place.

"No matter who you are it is about sticking true to your values and working hard.

"I feel like sometimes as females we do work harder to compensate but I think it is getting better with more women out there managing venues than there ever was before.

"We are females, we work harder, that's why we are successful."



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“I feel like sometimes as females we do work harder to compensate but I think it is getting **better with more women out there managing venues** than there every was before.”

With a major focus on maintaining the hotel's proud history - which has been pouring beers since 1854 – Donna said the exterior and original stonework had remained untouched throughout the rebuild. However, she also said one of the proudest moments of her long hospitality career was seeing the smiles and jeers of the rusted on locals as they walked into their new chic black and strikingly modern oak front bar in December last year.

“When we renovated we kept as much of the old stonework as we could – we felt it was important for Salisbury,” she said.

“It means a lot to the people to keep the history alive through the existing walls and the exterior, we even renamed the front and sports bar the ‘Assembly Room’ after the original hotel building. “We wanted the community to embrace the change, not be against

the change and people are loving their new Salisbury Hotel. The history of these types of places is important because many Salisbury residents have not lived anywhere else, a lot of people arrived here and lived and breathed the area for quite some time.

“A lot of people get excited and nostalgic when they come in now, they go ‘I remember when we used to drink in that bar when...’ and ‘this is where the old pool table used to be in the front bar which is now the gaming room’ so people are reminiscing which is nice. They are feeling comfortable in the new hotel, which makes us feel like we have done a nice job.”

#### MENU AND MUSIC

While the bulk of the time, energy and money went into the reconstruction, Donna said it was just as important to ensure the commercial features were perfect, from constructing a new menu, to carefully selecting bands, which has ultimately welcomed a younger and more energetic crowd through the doors.

“We have come a long, long way and people are loving the new-look Salisbury Hotel,” she said.

“When we took over a lot of the menu was \$5 or \$6 meals but now we have a really nice pub menu to offer - we have a deal in the bar with a rib-eye steak and a beer for \$19.90, because everyone does schnitzels and burgers so we wanted to do something different.

“Evolving the style of bands was important to the upgrade, when we first took over it was very heavy metal, ‘blokey’ rock music, and now we have a lot of pop, party, casual, family oriented entertainment, such as P!nk tribute bands and The Incredibles.

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"We are trying to get people to understand that the pub has changed. We still have to get rid of 20 years' worth of bad reputation and stigma but now we don't have a rough element here at all.

"There can be challenges in any hotel with clientele and we are lucky. We spent two years communicating with people and instilling in them that abusive or disrespectful behaviour wasn't going to be tolerated. The trouble makers in the past knew that they wouldn't be welcomed so they either changed their ways or moved onto somewhere else. We get so many younger people and families coming through now, there is a really nice feeling around the place."

After being in a separate building at the rear of the hotel for many years the old gaming room and bistro was knocked down to double the hotel's car parking space while the new state of the art gaming room was rebuilt under the same roof as the remodelled hotel.

With the industry dominated by business groups and hotel chains, Donna said operating The Salisbury Hotel helped deliver the best for her and her customers.

"There are very few hotels now that are owner/operator, with so many owned by large groups the pubs lose their individuality because they work on the same model," she said.

"We are unique in the fact that we are a small operator in a big world and we are doing ok. I am very passionate about my hotel. I am on the floor every day and that's the way I think hotels should be run - exceeding the customer's expectation has always been my priority and this is how I do it."



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# Elise Fassina

THE BARKER HOTEL

## WHAT IS THE TITLE OF YOUR POSITION?

Fassina Group – Marketing & Business Development Manager.

## WHAT HOTEL ARE YOU INVOLVED WITH?

The Barker Hotel located in Gawler Street, Mount Barker.

## HOW DID YOU ENTER THE HOTEL INDUSTRY AND WHAT HAS BEEN YOUR CAREER PATH?

During my university years, I worked various shifts in both the hotel and bottle shops within the group. I loved the camaraderie I felt within the hospitality industry and the opportunity to serve customers on a daily basis.

Then, after completing my Business Degree I commenced work in the Head Office dealing with general administration and communication duties and soon moved into a more formal marketing position for the group.

My role has continued to evolve and now covers a wide variety of responsibilities.

## DO YOU HAVE ANY FAMILY CONNECTIONS IN THE HOTEL TRADE?

Yes, absolutely! I work with my family every day!

## WHAT DOES YOUR POSITION ENTAIL?

General marketing strategies and activities for the group including implementing advertising campaigns, event management, social media strategies and co-ordinating in-house promotions.

I also analyse sales and loyalty program data on a regular basis to further enhance our offering to the customer.

A key part of my role is also fostering and developing our network of local suppliers and businesses and actively seeking out new collaborations.

## WHAT ASPECT OF THIS POSITION IS YOUR FAVOURITE?

Being in a position to support and develop long term relationships with great Adelaide Hills local businesses such as The Hills Cider Company, Prancing Pony Brewery and Hahndorf Hill Wines to name a few.

## WHAT IS YOUR LEAST FAVOURITE PART/S OF THIS ROLE?

The growing amount of paperwork!

## APPROXIMATELY HOW MANY STAFF DO YOU MANAGE?

There are roughly 30-35 hotel staff members employed at any one time.



**“I loved the camaraderie I felt within the hospitality industry and the opportunity to serve customers on a daily basis.”**

## WHO HAVE YOUR MENTORS BEEN OVER THE YEARS?

My father, Ross, without question. His unwavering dedication and pride in his work over so many years is amazing. But more importantly, the respect and kindness he always shows anyone within or outside the organisation.

I have also been mentored by our fantastic Barker Hotel General Manager, John Dinan, who has run the pub's day-to-day operations for over 15 years.

At the end of the day, any business is only as good as its people and the genuine relationships it can build.

## WHAT ADVICE WOULD YOU GIVE TO THOSE LOOKING TO WORK THEIR WAY UP THE HOTEL BUSINESS LADDER?

Don't be afraid to ask for advice; it's better to ask sooner rather than later.



## WHAT DOES YOUR FUTURE LOOK LIKE? WHERE DO YOU SEE YOURSELF IN FIVE YEARS?

The industry is rapidly evolving and becoming increasingly complex, especially with impending changes to Liquor Licensing and the increasing power of the nationals.

However, I am very confident that we will keep growing our family business into the future based around a continued focus on high quality customer service, dynamic offerings and convenience.

## WHAT MAKES YOUR HOSPITALITY OFFERING DIFFERENT FROM OTHER VENUES?

Our pub has a fantastic combination of old world charm combined with a modern food and drink offering.

Even through major renovation 10 years ago, we were very careful to maintain the venue's historical character and heritage, with many of the original walls and stonework from the 1840s still in place.

Last year, the AHA|SA awarded the Barker Hotel with two judges' commendations for best bistro metro and best gaming room metro, and the year before the hotel was a joint winner for best draught beer metro.

## DO YOU HAVE RENOVATION PLANS FOR THE HOTEL/S IN YOUR GROUP?

Yes! We are currently working through detailed plans to completely renovate the upstairs level and turn it into a versatile multi-function area.

These new works will also utilise the fantastic large balcony we have that overlooks the tree-lined main street.

With considerable growing demand for larger and private function areas at hotels, this next stage of development is something we've been working towards for the last year.

**"...we will keep growing our family business into the future based around a continued focus on high quality customer service..."**



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# THE GOLDEN WATTLE



## *The Golden Wattle*

A NATIVE AUSTRALIAN TREE HAS FLOURISHED

WORDS: JOSH TEAKLE





A native Australian tree has flourished into one of Adelaide's newest and brightest hotels, as the Golden Wattle serves up the taste and smells of a classic Aussie pub in the CBD.

A long front bar winding the length of the room is a prime focus, accompanied by a spacious mezzanine casting an eye over surroundings, a pool table attracting a crowd and a perfect smoky barbecue smell escaping the kitchen's open-fire barbecue hotplate.

The Golden Wattle is positioned on the corner of Pirie and Wyatt streets, under the same roof as the recently liquidated knock-off-work drink specialist The Office. Head manager, Damien Kelly, said it added an alternative cog in Adelaide's bustling East End.

"The CBD is an incredibly exciting place to run a hotel," he said.

"We are five months in and it has been a bit of a whirlwind, especially towards the end of last year - from when we got the keys to when we opened was only seven weeks and the work we did was significant for this site.

"The Office had been shut for most of last year and when we walked in it was quite dark and drab, but we had a real feeling that it was the worst house on the best street.

"We instantly relocated the gaming room to the eastern side of the premise, which allows more natural light to come through the western side and has made the pub more accessible from the Wyatt Street corner.

"We wanted to give ourselves a chance to remodel and feel the place, engage with the local customers first and foremost before we try too hard to woo a wider audience."

The unique management style is, in a sense, "living the dream" of many mateship groups running a hotel together. Damien's business partners stretch to five of his close friends, including three highly skilled chefs which meant a major kitchen upgrade was an inevitable expense.

"This is not what a bunch of chefs and front-of-houses really do but with the help of some good builders we got it to a point we are really happy with," Mr Kelly said.

"We recognised the kitchen was going to stay where it was, but we had to make it into a focal point of the hotel. Part of doing that was opening it up to make it accessible and fun, not hiding it away with a little hole for the plates to be pushed through."

With many decades of experience between former Port Admiral

head chef, Peter Curtis, Magill Estate chef, Josh Phillips, Midnight Spaghetti's Ben Quici, the Metropolitan Hotel's Tom Byrnes and David Blumberg of the Exeter, alongside Damien's lifetime of work as a chef and hotel manager, it is Adelaide's hospitality "dream team".

"We are all experienced in the industry and these guys come from various roles as head chefs in their own right," Damien said.

"Working together the chefs devised a menu from their opinions of what lacked in the vicinity while being mindful of what we were trying to present in the style of the Golden Wattle Hotel.

"We are trying to set up a classic Aussie pub here. We know it is not a bricks and mortar hotel but it has a hotel licence and that's what we have tried to present internally."

Damien said he had always run his hotels on the backbone of two very simple, yet critical values - good service and good food.

"The menu that we have presented definitely has pub classics but there is a lot of room to move for these amazing chefs to showcase their skills. We have a one-of-a-kind barbecue grill built by inmates at Yatala prison and we have implemented it as a major focus for our menu.

"We are cooking as much as we can on it, with our signature meals like our charcoal chicken, local barbecue squid as well as our Asian greens and vegetables, they are all imparted with that beautiful smoky barbecue flavour.

"Because of our big open kitchen and the grill blasting from 7am for breakfast all the way through to 9pm, the venue has that beautiful smoky flavour wafting throughout the place.

"Lunch times are certainly our busiest period. White collar

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# “We wanted to give ourselves a chance to remodel and **feel the place, engage with the local customers first...**”

customers come through which flows through into after work drinks – but we are finding that late afternoon we are seeing a lot of students and different groups come and check us out.”

Damien's 20-plus year career managing hotels began well before his chef's apprenticeship. He spent his childhood running around in kitchens and front bars when his parents owned the Belalie Hotel in Jamestown before travelling and managing hotels around the country, which instilled in the now 42-year-old a great respect and passion for the hospitality industry.

“What I love about our industry is the vibrancy, meeting people, seeing people enjoy the products and service you give them,” he said.

“The most rewarding aspects are when you recommend something to someone, they eat it and then they come and tell you how much they loved it, especially as a manager and chef.

“At the Wattle, we offer a \$1 lasagne raffle on Friday nights and a table of four came through, two couples in their 60s down from Queensland, and they won the lasagne and usually you would

take it home but were keen to eat it there and then at the table. They ate their lasagne and loved it and on the way out, when I was having a knock-off beer out the front, they stopped and told me how much they enjoyed the whole night. That's what I love about the industry. It's meeting strangers who engage in the business and walk out thinking 'that was bloody great.'”

After working as a chef and behind the bar during his early 20s, before moving on to manage larger hotels such as the Prince Albert in Wright Street and most notably, the Metropolitan Hotel across the last nine years, Damien said taking on the Golden Wattle saw him in a surreal place he never thought he would be.

“Ironically, back in the mid-90s when the The Office was in this location, I worked a summer behind the bar as an 18-year-old,” he said. I worked Saturday nights from 9pm to 3am when it was essentially a raging nightclub in competition with The Planet nightclub down the road. I have reflected on it a few times whether I ever thought I would be back here. It was a resounding no but we were presented a great opportunity to work with some friends and people I respect.

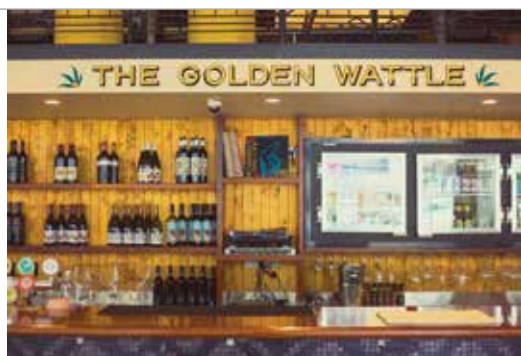
“Moving in, we have obviously changed and rebranded the entire place but where I sit in our office there are frosted windows around the outside, which still read 'The Office'. We have left it there because it had a 40-year career as The Office which everyone has memories of. Leaving that frosting in this office area is a polite nod to what it once was, and how far we have come.

“A few people have asked me why I haven't got rid of the frosting and I tell them, 'because that's where The Office is'.”

Select Architects were delighted to partner with The Golden Wattle Hotel team to produce a dynamic redesign for an iconic pub. Congratulations to all involved!

Select Architects specialise in retail and commercial properties, having worked with many pubs, bars and restaurants.

For more information, please call Peter Serra - 0406 664 669 or email [reception@selectarchitects.com.au](mailto:reception@selectarchitects.com.au)



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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.

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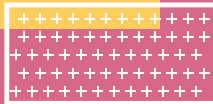


# AHA|SA Hotel Industry Awards for Excellence Gala Dinner

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Entertainment announcement coming soon!  
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## NOMINATIONS



### SA HOTEL INDUSTRY AWARDS FOR EXCELLENCE - NOMINATIONS CLOSE @ 4PM FRIDAY 17 MAY

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# Regional

The AHAISA conducted regional meetings for the Lower/Mid/Upper North East at the Rising Sun Hotel Auburn, and the South Coast and Hills at Auchendarroch House. Thank you very much to both of these hotels for hosting these meetings. The food and the service was outstanding.

Prior to the lunch our members were given a presentation by Ian Horne and other AHAISA staff that identified some of the current issues that confront the hospitality industry. Following the presentation our very supportive sponsors had the opportunity to enjoy lunch and interact with our members and AHA staff.

Special thanks to our sponsors that provide product on these days.





# AHA|SA's Lifesaving Donation

The AHA|SA's \$750,000 defibrillator program is saving lives.

On 15 February, a Streaky Bay woman found her mother, who has a history of suffering strokes, unconscious in her backyard.

After phoning 000, she was instructed to immediately locate the nearest defibrillator which was positioned in Streaky Bay Hotel/Motel.

The hotel reported that staff member Bianca Coombs arrived at the injured woman's side in less than five minutes after receiving a call from the daughter.

Just as a set of CR2 pads were applied to her chest, the woman started breathing again. As a shock was no longer required, the defibrillator instructed Bianca to administer cardiopulmonary resuscitation (CPR).

The incident is just one success story of the defibrillator program, as the injured woman fully recovered in hospital, escaping with a mere five stitches.

After recovering, she visited the hotel to express her gratitude.

"What a great example of the awareness of the importance of the defib program you are funding, and wonderful evidence that St John is truly doing more than just supplying a unit", said General



**"What a great example of the awareness of the importance of the defib program..."**

Manager Corporate and Commercial of St John Ambulance Australia, Steve Yeo.

"We are educating, we are training, we are empowering people with the confidence to step forward and save a life."

The program is funded by the AHA|SA's Charity and Donation Fund, established by the Independent Gaming Corporation, and is now at the midway point of a three-year commitment that will place over 300 defibrillators in strategic regional locations throughout the State.



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# Multi-Hire – Is It Possible?

SARAH LEGOE, ADVOCATE – INDUSTRIAL RELATIONS, LIQUOR LICENSING & GAMBLING

Multi-hire is the term often used in instances where an employee seeks to hold two separate and distinct positions with an employer. An example of this may be where an employee is engaged on a full or part time basis in one department at a venue and they seek additional hours in a different department on a say casual basis. The Hospitality Industry (General) Award 2010 ('HIGA') does not contain a clause which permits multi-hire arrangements and therefore, it has always been suggested that it is not possible to engage an employee in two different positions under separate contracts of employment. This article will look at a recent decision of the Federal Court that may result in such arrangements being a possibility regardless of whether referred to in an Award or not.

It is important to note from the outset that the facts of this case are, like any matter, important and any multi-hire arrangements should be approached with caution. This is also due to the fact there are many other issues at play that were not the subject of this case (ie long service leave, tax implications etc).

**“Employers should approach multi-hire arrangements with caution...”**

## LACSON V AUSTRALIAN POSTAL CORPORATION [2019] FCA 51 (1 FEBRUARY 2019) ('LACSON')

Mr Lacson was employed by Australia Post under two separate contracts of employment, in two distinct locations, performing two different roles with distinct duties. Firstly, he was engaged as a Post Delivery Officer on a part time basis at the Collingwood Post Office ('first position') where he worked three-hour shifts in the morning sorting mail. He also worked as a Postal Sorting Officer at the Melbourne Parcel Facility ('second position') where he worked afternoon/evening shifts sorting bulk parcels and using a fork lift. Both positions were covered by the same Enterprise Agreement. Each role was treated as separate and distinct by Australia Post when determining what entitlements Mr Lacson received under this Agreement. Whilst not a relevant factor in this decision, he initially received one pay slip for the two roles however, this later changed as he started to receive a pay slip for each role.

Despite being engaged under two separate contracts of employment at two different locations, Mr Lacson alleged as both roles were covered by the same Agreement they were to be considered as one for the purposes of reference to 'particular employment' in section 52(2) of the Fair Work Act 2009 (Cth) ('Act'). This meant some of the hours worked in the second position would have attracted payment for overtime, a payment he did not receive. As such he made a claim for payment for overtime and a meal allowance he alleged he had not received in accordance with the employers Enterprise Agreement.

At first instance, the Federal Circuit Court held that as the employee had two separate and distinct part time positions each was to be treated as separate employment. As a result, he had been paid correctly for both positions in accordance with the Enterprise Agreement. Mr Lacson appealed this decision to the Federal Court, alleging the primary erred on a number of grounds. However, Mortimer J of the Federal Court dismissed the appeal finding no such errors were made.

In dismissing the appeal, Mortimer J gave consideration to the construction of the phrase particular employment in section 52(2) of the Act.<sup>1</sup> Whilst this section is relevant to enterprise agreements, section 47(3) of the Act which refers to modern awards, is identical.

On the matter of construction, Mr Lacson argued two roles with the same employer were to be seen cumulatively as 'particular employment'. However, Mortimer J disagreed as when giving consideration as to how the phrase particular employment was used elsewhere in the Act, the phrase refers to the particular position of an employee (ie the classification or job description for the work they are performing).<sup>2</sup> Further, consideration was given to the explanatory memorandum to the Fair Work Bill 2008, which stated if an employee has more than one job, each job is to be treated separately for the purposes of determining award or agreement entitlements for that job.<sup>3</sup> Finally, Mortimer J considered the High Court decision of *Aldi Foods Pty Ltd v Shop, Distributive and Allied Employees*

*Association*,<sup>4</sup> in which particular employment was taken to be the employees job (or classification) as defined within Agreement, not the actual performance of the role.<sup>5</sup> All of this led to the conclusion that Mr Lacson had two separate and distinct jobs under two separate contracts of employment. Each job was 'particular employment' and therefore, treated separately for the purposes of determining entitlements arising under the Enterprise Agreement.

The employee further tried to argue that multi-hire arrangements were not permitted unless an Award or Agreement permitted such. Such matters have previously been considered by the Fair Work Commission (or its predecessors) in respect of Award reviews, including in relation to the HIGA. Such clauses have often been refused on the basis it is a matter best left for negotiation at the workplace level.<sup>6</sup> Therefore, Mortimer J held the mere fact such clause was not in the Enterprise Agreement covering Mr Lacson's employment did not change the outcome as it did not alter the meaning of particular employment for the purposes of section 52(2) of the Act.

The Court also considered whether or not Australia Post had contracted out of its Agreement obligations by engaging the employee on two separate contracts of employment. Mortimer J held they had not as Mr Lacson had simply entered into two contracts of employment at different times, for different jobs and at different locations. This was done in order to suit his requirements.<sup>7</sup>

When consideration was given to the above factors, Australia Post had paid Mr Lacson as per the Enterprise Agreement as each position could be seen as separate and distinct.

## WHAT IMPACT DOES THIS DECISION HAVE ON THE HOSPITALITY INDUSTRY?

The HIGA does not contain a provision relating to multi-hire arrangements. In fact, such a provision has not been permitted by the Fair Work Commission (or its predecessors). However, Lacson confirms despite this it is possible for an employee to





be employed to perform two different roles under two contracts of employment with the same employer and in positions that fall under the same industrial instrument. Whilst this may be so, Lacson should not be used as a green light to enter into multi-hire arrangements in all circumstances. What is important in this case as with any other case, is the facts. In this matter, the two different positions were performed at two different locations not the same. Therefore, it is not clear whether or not the outcome would be the same if the work performed under the different contracts is at the same location. It is in this context the AHA often receives this question (ie is it possible for an employee to be engaged in one department on a full time basis during the week and in another department on a casual basis on the weekend or evenings).

In addition to the above, this matter does not address issues broader than the issue which was considered in the case. This includes issues pertaining to long service leave (ie does the calculation of weekly earnings include both roles) and taxation (ie should the second role be considered a second job for the purposes of PAYG withholding). Further, if an employee takes leave from one role, are they also required to take leave from the other. Finally, it does not answer the question of what happens

if the employer terminates an employee from one position due to for example a breach of policy or theft. Does this result in the termination of the employee from the second position and if the employer does terminate from the second position as well, is this likely to give rise to a claim for unfair dismissal?

Employers should approach multi-hire arrangements with caution to ensure the arrangements are not seen to simply be an avenue through to which to avoid the payment of award or agreement entitlements.

#### FURTHER INFORMATION

Members should contact Owen or Sarah at the AHA|SA if they have any questions in relation to multi-hire arrangements.

<sup>1</sup> Section 52 of the Act is relevant to determining when an Enterprise Agreement covers an employee. If an Agreement covers an employee it does so in respect of particular employment (see section 52(2) of the Act).

<sup>2</sup> *Lacson v Australian Postal Corporation* [2019] FCA 51 (1 February 2019) ('Lacson') [68].

<sup>3</sup> *Ibid* [24].

<sup>4</sup> [2017] HCA 53 (6 December 2017).

<sup>5</sup> *Lacson* [70]-[72].

<sup>6</sup> *Ibid* [92].

<sup>7</sup> *Ibid* [106].



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AHA|SA MAJOR SPONSOR APPRECIATION FUNCTION

The AHA|SA Major Sponsor Appreciation Event was held on the 5th of March at the East End Cellars. This event was attended by AHA|SA Council, staff, Group Hotel Owners, and Platinum, Gold and Silver Sponsors, in recognition of the generous support of the AHA|SA Major Sponsors.

It was announced at this function that Tabcorp are now a Diamond sponsor of the AHA|SA, and we thank them for their generous support. The AHA|SA also acknowledged and thanked new Silver Sponsors Boileau Business Technology.





# Sponsor Event





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**HERE ARE A SERIES OF PROMPTS TO PUT TOGETHER YOUR WINTER CHECKLIST:**

- Look at the outside of your hotel. Is it neat and appealing in winter? For example, do trees or shrubs need to be pruned to get rid of dead branches?
- It's time for service check-ups. Warmth and comfort of patrons is paramount on cold, wet days – and preventing a breakdown that could have been fixed during maintenance makes good sense.
- The rising cost of energy makes this task all the more important. You need your systems running efficiently to keep power bills down.
- The other way to cut power costs is to make sure that door and window seals are intact and not letting warm air escape.
- With daylight savings finished, make sure external timer-controlled lights come on for safety reasons, as well as to help market your venue
- Look at your indoor and outdoor furniture through the eyes of a potential patron. Would you come in out of the cold, or has your furniture seen better days?
- Is it time to install retractable roofing, that opens up a new outdoor space for winter?
- Remember the basics, especially cleaning gutters and checking roofs in older establishments.
- Look at entrance areas with an eye for safety. If people enter with wet shoes, are there potential slip hazards?
- If you have a lull period, use it to carry out carpet cleaning, repairs, cosmetic painting etc.
- If you have a fireplace, how long since it was last checked?
- Check your outdoor heaters and speak to suppliers to see if there are more cost-effective alternatives you should be considering.
- Educate staff about when to turn on outdoor heaters so that they are not needlessly heating an empty space.
- You may also wish to invest in some rugs. Make them a fun addition, rather than an advertisement that your outdoor area is too cold!
- Marketing needs a boost in colder months, when people sometimes prefer to stay home rather than venture out into the cold. When you have a quieter period, use it to work out a forward plan of promotions. This is also the time to work out refurbishment plans for the hotel.
- Give the design of your website a winter makeover. Make it warm and inviting.
- As winter sets in, now is the time to schedule pool maintenance.

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## Lookalike

People were enquiring at the recent industry liquor golf day if Trevor "Jumbo" Jenkins, former West End legend, had a twin brother. Someone resembling him was behind the counter handing out CUB products - they say everyone has a double!

### OFF TO THE RACES

One of my bucket list of needs has always been to attend the Kangaroo Island Racing Cup.

Well, this year we went via the Sealink Ferry at Cape Jervis, a very professionally run ferry, which was the major sponsor of the cup carnival.

Gee, you can see the Island is very close from Cape Jervis, so much so I was even contemplating swimming across at one stage until I heard it was 16 kilometres in distance.

I only saw one kangaroo the whole time on KI and that was a huge one grazing on the next door neighbour's lawn at Emu Bay, where we stayed, which I thought was quite amazing.

The Cup day was terrific. I caught up with some Pollies, including Leon Bignell (local MP) who I knew from his old days as a journo for The News and who, along with other staff, regularly visited our Moonta Hotel for bonding sessions at that time.

Also looking very fit and relaxed was Pat Conlon, the now retired Labor minister and stalwart who was enjoying the race day.

Years ago Pat and I had a big discussion at the Strathmore Hotel after attending the AHA|SA President's Christmas function.

We were embroiled in conversation and enjoying each other's company whilst sipping a bottle of red wine well after dark.

Pat said to me "Ravo, I guess we should go and catch up with some of the other hoteliers and industry members".

Which we did, however, they had all gone home! A good bloke is Pat Conlon so we had a laugh and one more and then departed as well.

The race meeting was well attended and well run, with the favourite Table of Wisdom winning the Cup.

It's owned by some friends of mine, who we met up with the next day at the gin distillery and at a local brewery, and then at the Queenscliff Hotel, which is known locally as the "Queenie".

Simon "Howie" Howe, the popular publican, has been there for around 10 years now and the pub is well known for having gummy shark on the menu in the restaurant.

Andrew Rumbelow, the hardworking CUB representative, was also in attendance promoting the Great Northern beer product.

Andrew, in his active sporting days, was a very good District cricketer for Kensington.

I should say that my wife, Jenny, and I had been to KI before but

that was 49 years ago when we had our honeymoon at Linnetts at American River. Apparently a few days before we arrived there was a major dust storm on KI.

We had a good laugh about knocking the dust out of the mattress at Linnetts at that time!

KI is certainly a great holiday spot and we look forward to returning again for the Cup in 2020.

## New Owners At The Lockleys

The Lockleys Hotel, the popular watering hole in the western suburbs of Adelaide, has recently changed hands.

The new owners are Brian Kelly and Peter Walkington, both very experienced and professional operators of hotels for many years.

I first met Brian and co whilst working in the National Bank in the Grote Street branch in the early 80s.

Brian, with his wife Christine and Peter's father Dean, originally purchased the Belalie Hotel at Jamestown way back in 1974.

They sold the Belalie in 1980 and purchased the Prince Albert Hotel in Adelaide with Peter, and worked it till 1988 when they leased it and moved to the NT.

They purchased the lease of the Katherine Hotel Motel in 1992 and partnered with the Robinson family to purchase another property in Katherine and renamed it Knotts Crossing Resort.

They were wiped out by the floods of 1998 and that was the catalyst for expansion to rebuild.

They sold out of Katherine in 2004 and moved to Darwin, where their group had built and was operating the revamped Palms Village resort, before moving on and building and operating the Darwin Airport Resort and Darwin Airport Inn. They then built and currently still operate the Palmerston Rydges Hotel.

Meanwhile, Brian and Christine's sons operated the Prince Albert Hotel after it went into receivership and following redevelopment sold it.

10 years ago they also purchased the lease of the Cross Keys Hotel at Gepps Cross with son Jason, which they still operate. As you can see, they are seriously experienced hotel and business people. Brian also was the AHA (NT) president whilst in that part of Australia.

The Bush Telegraph wish them and their close-knit family all the best in this new venture at the Lockleys.

## Labor Says It Will Put Aussie Hotels Back In Control

On Tuesday 12 March, Federal Labor announced that under a Shorten Labor Government, local accommodation providers will have greater control of their own businesses.

If elected, Labor states that it will ensure that Australia's accommodation providers would have the ability to set their own prices so they can compete with the multinationals behind the world's largest online booking sites.

Currently, the two big businesses that control up to 85 per cent of online accommodation bookings in Australia – Expedia and Booking.com – can put clauses in contracts with Australian hotels, motels and other accommodation that restrict their ability to promote lower prices on their personal websites. These contract terms, known as “price parity clauses”, mean a small business cannot offer discounts or deals on their own sites if they also advertise on larger platforms. At the same time, commissions taken by booking platforms have increased and can now be up to 30 per cent of the fee charged to travellers.

The power imbalance has already been addressed overseas with countries like Germany, Italy, France, Sweden, Belgium and Austria taking action to ban these clauses.

“...**Expedia and Booking.com** – can put clauses in contracts... that **restrict their ability** to promote lower prices on their personal websites.”

A Shorten Labor Government would also investigate, via the competition watchdog, the use of such clauses across other platforms and industries.

This measure will build on Labor's strong suite of plans to tackle Australia's competition problem.

## Accommodation Industry Calls On Coalition To Match Labor's Rate Parity Announcement

AHA/SA CEO Ian Horne has welcomed the announcement made by Dr Andrew Leigh, Federal Shadow Assistant Treasurer.

“Over the past number of years, the Australian Hotels Association and Tourism Accommodation Australia have advocated that hotels and accommodation providers should be able to compete freely with offshore online travel agents.

“Currently, the two major online travel agents can put clauses in contracts with Australian hotels, motels and other accommodation that restrict their ability to promote lower prices on their personal websites. These are known as price parity clauses.

“The AHA and TAA has long advocated that accommodation providers should be allowed to offer lower rates to customers across all channels, not just through phone bookings, loyalty programs and walk-ins.

“Accommodation providers should have the power to control their rate and their inventory.

“While online travel agents are an important distribution partner, as with any duopoly, issues of unfair competition can arise. TAA and AHA support a more even playing field.

“The Labor Party's announcement that they will ban narrow and wide rate parity is enthusiastically welcomed. This will ensure hotels and accommodation providers can set their own prices to be competitive with OTAs,” Mr Horne said.

“The AHA and TAA has long advocated that **accommodation providers should be allowed to offer lower rates** to customers across all channels...”





## One Meal to Change the Experience

### HELP PATIENTS AND THEIR FAMILIES TO LIVE EVERY DAY.

Each year, over 300 patients and their families receive loving and compassionate care in the final days of life in the Mary Potter Hospice. While you cannot change the outcome, your support can change the experience.

The Mary Potter Foundation is calling for raffle prizes of \$100 meal vouchers for the Chip In For Mary Potter Golf Day. Under the leadership of the Foundation's Patron, Jenny Hurley (Hurley Hotel Group), the golf day is now in its 8th year and has raised \$704,859 to support Mary Potter Hospice and palliative care projects in regional SA.

“We are looking to include 12 x \$100 meal vouchers as a prize for our major raffle at the Golf Day. The lucky winner will have the chance each month to experience one of our great dining options in Adelaide. I know how generous our SA hotels and restaurants are in supporting our community.”

—Jenny Hurley



If you would like to donate a voucher to the Chip In for Mary Potter Golf Day, please contact Louise at the Mary Potter Foundation on 8239 0119 or [louise.baida@marypotter.org.au](mailto:louise.baida@marypotter.org.au).





# AHA|SA Staff Spotlight

THOMAS OWENS - GAMING CARE

## WHEN DID YOU JOIN GAMING CARE?

11/02/19.

## TELL US A BIT ABOUT YOURSELF AND WHAT YOU DID BEFORE JOINING GAMING CARE?

I have been involved in the hospitality industry in one form or another for many years - from small country hotels to large suburban pubs, clubs and restaurants from the far north of Queensland down the east coast to finally settle in South Australia roughly 20 years ago.

## WHAT ARE YOUR KEY RESPONSIBILITIES AT GAMING CARE?

Harm minimisation, building relationships with key staff to promote and actively practice responsible gambling and empowering those staff with the skills to identify and proactively engage with those patrons that exhibit problematic gambling behaviour.

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

My family (wife & 3 kids) all share a love for camping and the great outdoors. We get away as much as possible. I also have a passion for wood working and working with my hands in general, so whether there's a computer to fix, bench seats to build or simply hanging a frame, I can't wait to get to it.

## WHAT'S SOMETHING READERS PROBABLY DON'T KNOW ABOUT YOU?

I have an incredible collection of Mr Potato Head toys. Approximately 120 original, still boxed, mint condition potatoes ranging in age from the early 1950s to the most recent releases.



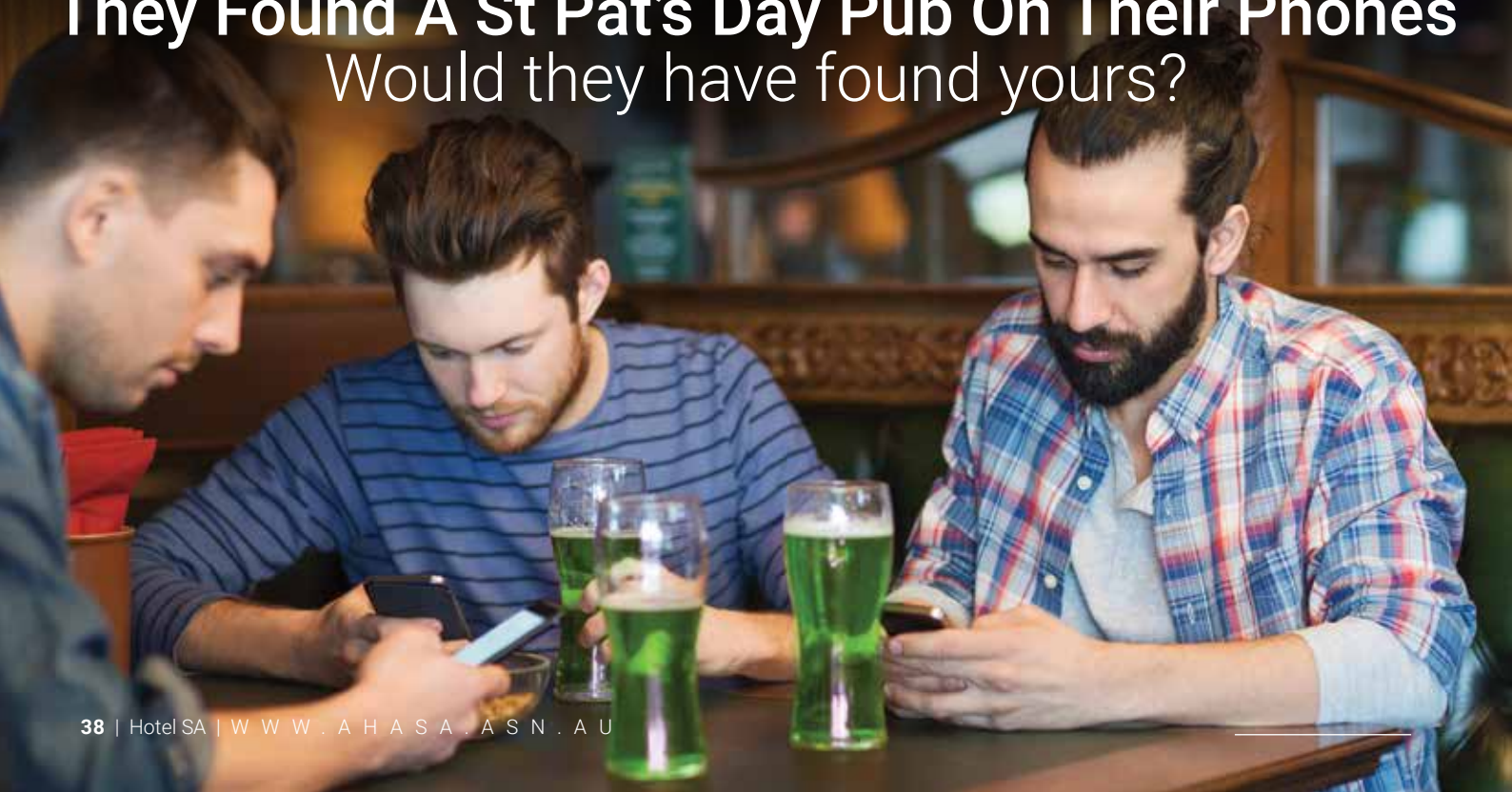
## WHERE IS YOUR FAVOURITE HOLIDAY DESTINATION?

The most memorable holiday was three fun-filled weeks touring China, with stops in Hong Kong, Beijing, Xian, Shanghai and Macau. We visited all the historical "must see" places such as The Great Wall, The Forbidden City, many different temples and gardens and my favourite; The Terracotta Warriors.

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

1. My Dad – he passed away 10 years ago, I would love to have one more dinner with him, so many unanswered questions.
2. George Lerner – The creator of Mr Potato Head, so I can give him my recommendations.
3. Steve Harvey – It would be a hilarious dinner.

# They Found A St Pat's Day Pub On Their Phones Would they have found yours?





# New Food, Wine, Tourism and Hospitality Industry Skills Council

The State Government has set up eight Industry Skills Councils (ISC's) to provide critical advice on priorities around skills, training and workforce development directly to the Training and Skills Commission.

Food, Wine, Tourism and Hospitality is one of the ISC's that has been created. The Minister for Industry and Skills recognises the need for government investment to be aligned with industry requirements. The AHA|SA is very pleased to have been asked to represent the hotel industry on the Food, Wine, Tourism and Hospitality Industry Skills Council.

ISC members appointed by the Minister for our sector are:

- Sally Neville (Chair) - Restaurant and Catering Australia
- Shaun DeBruyn (Deputy Chair) - South Australian Tourism Industry Council
- Liz Turley - Australian Hotels Association | SA
- Emma Kardachi - Food & Wine Collective
- Henrik Wallgren - South Australian Wine Industry Association
- Julie Bates - Regional Development Australia, Murraylands and Riverlands
- Luke Walker - Adelaide Casino
- Paul Brown - Kangaroo Island Wilderness Tours
- Ron Heinrich - Baking Association of Australia
- Victoria McClurg - Barossa Valley Cheese Company
- Dee Slade - Clubs SA
- Rika Warbanoff - Rilka's Real Food

ISC's will provide an important link to help realise the \$203 million Skilling South Australia initiative to create an additional 20,800 apprenticeships and traineeships over the next four years.

“...critical advice on **priorities around skills, training and workforce development...**”



Liz Turley - AHA|SA Training Coordinator

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# Sponsor Spotlight

AHA|SA is delighted to welcome Tabcorp as its new diamond sponsor.

This sponsor spotlight features the state based representatives from SA Lotteries, Max and Tabcorp.

## Tabcorp

Photo L-R: Adrian Eaton – SA Lotteries, Phil Boccock – Tabcorp (MAX Technical Services) and Michael Teal – Tabcorp.



## Tatts Lotteries SA

ADRIAN EATON  
STATE RETAIL MANAGER – SA & NT

### WHEN DID YOU JOIN YOUR CURRENT EMPLOYER?

I joined Tatts Lotteries in March 2013.

### TELL US ABOUT YOUR COMPANY:

Tatts Group Lotteries operates and markets Australia's leading lottery games in each jurisdiction under SA Lotteries, Tatts, Tatts NT, NSW Lotteries and Golden Casket. In South Australia, these games include Saturday X Lotto, Monday and Wednesday X Lotto, Powerball, Oz Lotto, Set for Life, Lucky Lotteries, The Pools, Keno and Instant Scratch-Its.

### WHAT ARE YOUR KEY RESPONSIBILITIES?

I oversee the management of over 600 lotteries outlets in South Australia and the Northern Territory, including more than 200 licensed outlets, the business's future strategy, and management of the SA team which comprises of Business Development Managers, Training and Compliance.

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

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

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

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

“I oversee the management of over **600 lotteries outlets...**”

### WHERE IS YOUR FAVOURITE HOLIDAY DESTINATION?

Europe, although Hawaii is next on the list.

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

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

## Tabcorp: MAX Technical Services

PHILIP BOCCOCK  
HEAD OF TECHNICAL SERVICES SA/WA/NT

### WHEN DID YOU JOIN YOUR CURRENT EMPLOYER?

2004.

### TELL US ABOUT YOUR COMPANY:

MAX Technical Services is the service team for Tabcorp across Australia working in some really remote locations including using 4 wheel drives, helicopter and fixed wing flights to service our customers.

### WHAT ARE YOUR KEY RESPONSIBILITIES?

Looking after all of the customers across the three states and providing a safe technical team to service the gaming industry in SA/WA/NT.

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

With family, renovating the home, gardening and watching motor sports.

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

Love touring the outback when I can find the time and 4 wheel driving.

### WHERE IS YOUR FAVOURITE HOLIDAY DESTINATION?

Thailand, Ko Samui.

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

Nigel Mansell and talk about the F1 in the 90's (best F1 cars ever). J F Kennedy an amazing president who was in my opinion a world leader with great ideas. Spike Milligan - what a character. I think he would make the table really interesting and ask those wonderful questions to make it a great night.

“Love **touring the outback** when I can find the time...”



# Tabcorp

MICHAEL TEAL  
SENIOR BUSINESS PARTNERSHIP MANAGER  
- WAGERING (TAB)

## WHEN DID YOU JOIN YOUR CURRENT EMPLOYER?

I have been working for Tab since I was 18, first behind the counter selling bets and after some time, I took a role at head office in the marketing team. Eventually I transferred across to the retail sales team where I have loved every minute of dealing with the retail network.

## TELL US ABOUT YOUR COMPANY:

Tabcorp is a world class entertainment company! Tab is a nationally recognised brand; the people & venue partners we deal with are fantastic. I always gloat to my mates saying how good my job is as I get to talk about racing and sport every day!

## WHAT ARE YOUR KEY RESPONSIBILITIES?

My key responsibility is driving turnover for the South Australian retail network. Of course, compliance is a big piece in our industry which we deal with on a daily basis. We are in a highly competitive

market and are always trying to find new avenues to get the best result for our venues, whether they be through new technology, like digital commissions, refurbishing a venue, like the refurb we have recently completed at the Marryatville Hotel or running an incentive like the recent All Star Mile \$40,000 venue incentive.

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

The summer months have been fantastic as I have recently moved to South Australia and I love exploring this great State! Not too long ago I spent a weekend on Kangaroo Island where I was blown away with 'Remarkable Rocks' & 'Admirals Arch'. I also spent a bit of time at the Queeny & Ozone which are classic country pubs. Now that we are moving towards the winter months, I will be pulling on the boots for SHOCs footy club. We are assembling a pretty good team this year so hopefully we can go deep into September.

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

I love to spend time in the kitchen cooking up roasts, Asian infused dishes or sweets!

## WHERE IS YOUR FAVOURITE HOLIDAY DESTINATION?

Greek Islands - on more than one occasion I have spent the Australian winter travelling around Europe and by far, the weather, landscape, people, atmosphere and ice-cold beers are amazing.

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

James Hird, Winston Churchill & Carl Barron. Being a diehard Essendon supporter, I would love to sit down with James Hird to see his side of the Essendon drug saga. I'm positive the media have blown the story out of proportion and Hirdy would have a different (less guilty) version.

I enjoy my history, so would love to meet Winston Churchill to see his version of events throughout WW2 and see where he thinks the war was won.

Finally, with Hirdy and Winston around the table I think we would need some comic relief, so I would invite Carl Barron who I think is Australia's best comedian!



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# Food for thought

## sa food month

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CityMag

Josh Fanning

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jfanning@solsticemedia.com.au





## Gaming Care A Special Guest At Vietnamese Tết Festival

Gaming Care was honoured to be invited as VIP guests to the 2019 Tết Festival Opening Ceremony on 9 February 2019.

Gaming Care works closely with Community Access & Services SA (CASSA), a social and community service which operates under the umbrella of the Vietnamese Community in Australia/SA Chapter Incorporated.

CASSA offers targeted gambling help services to Vietnamese people in addition to community education about problem gambling, stigma issues and the impact of gambling on individuals, family and the community.

Through joint visits to hotels, Gaming Care and CASSA have been able to provide information to venue staff on how to appropriately approach and interact with people of Vietnamese background and the types of services that CASSA offers to clients.

The relationship between venue staff and patrons is vital in early intervention of possible problem gambling.

Through working together with local communities and organisations such as CASSA, Gaming Care is able to better assist licensees and gaming staff by providing appropriate contacts and referral tools to minimise the harm caused by gambling.

The festival was a great celebration of Vietnamese culture including traditional food such as Bánh chưng, music, costumes, the Lion Dance and martial arts displays.

The Tết Festival is a two-day celebration that takes place to bring in the Lunar New Year and is the most important event in Vietnamese culture.

Tết is celebrated at the same time as the Chinese New Year and follows a similar theme in that each year is named after an animal.

Legend has it that The Great Jade Emperor wanted to name each of the years after 12 of his favourite animals, so he gathered them together and held a great race. Each animal would have to race against the others for their spot in the celestial calendar.

The animals quickly realised the route of the race was filled with treacherous paths and objects they wouldn't be able to cross alone, so they formed teams to beat the mountains and rivers. The animals that worked hard together became lucky matches while those that betrayed one another became unlucky matches.

One highlight of the festival was a grand telling of the creation of Vietnam, which began with the love between the fairy goddess, Âu Cơ and the dragon lord, Lạc Long Quân.





# Global Award for Coopers Malting Plant

Coopers Brewery's new malting plant at Regency Park has been named equal best maltster in the world at an international award presentation in Poland. An international jury drawn from members of the global brewing supply chain last night named Coopers and The Swaen in the Netherlands Maltsters of the Year 2019 at the World Barley, Malt and Beer Conference held at the Palace of Culture and Science in Warsaw. Coopers and The Swaen jointly took the title ahead of other short-listed malting plants in Germany, Vietnam and India. The prestigious Global Brewing Supply Awards are conducted every two years to recognise the brewing world's business innovation and technology leaders. Coopers' Maltings Manager, Dr Doug Stewart, who accepted the award on Coopers' behalf, said it was a remarkable result, given that Coopers' maltings has only been in operation for just over a year.

"The plant was officially opened in November 2017 and produced its first batch of malt the same month," he said.

"It is now operating at nearly 90% capacity, well ahead of budget on the back of strong demand from brewers, distillers and food producers domestically and internationally. The \$65 million maltings has a working capacity of 54,000 tonnes of malt annually, of which Coopers uses about 16,000 tonnes with the remainder available for sale. Leading Swiss manufacturer Buhler supplied the malting equipment for the project, with local company Ahrens responsible for the construction. Dr Stewart said Coopers malting plant was technologically advanced and



produced malt of exceptional quality. The plant includes some unique in-house designed features which have allowed us to reduce steeping times, water usage and kiln-gas during the malting process," he said.

"We also are flexible enough to be able to produce special single origin malts for the craft beer and distilling sectors. These have included malt from Westminster barley grown on Kangaroo Island, Schooner barley from the Murray Mallee and Commander barley from the Barossa Valley. This unique range of malts forms part of the attractiveness of our offering to the craft brewing sector."

Dr Stewart said that Coopers' commitment to quality had extended to the aesthetics of the plant, distinguishing it from the normal "agricultural" look of most maltings around the world.



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# Nine Essential Local Search Strategies

Google reports that roughly half of all internet searches are for local businesses.

People searching for hotel options expect their search results to be relevant to the area they are currently located in (unless they have entered another location).

It's for that very reason that Google's default is to prioritise local search results.

So what can you do to improve your local search ranking?

1. Update your Google 'My Business' profile. Fill it out completely and keep it updated (eg. new menus).
2. Make sure you have a location page that includes your full address and phone number, hours, Google Maps etc.
3. If you run online ads, take advantage of the location extensions.
4. Make sure you have a strong presence on top review sites.
5. If a guest is checking out or pays you a compliment after a meal or function, ask them to post a short review. You could even have a monthly draw for people that do so.
6. Respond to customer reviews – and do it in an authentic way.
7. Add a 360° virtual tour of your establishment.
8. Voice search is on the increase. Is your site optimised for voice? People search differently when they speak, compared to typing in a search.
9. Include references to local landmarks. For example, people might search for “pubs near Adelaide Oval”, so your content might be “a five-minute walk to Adelaide Oval”.

# Next Gen Launches

The Jackpot Club launched its brand new Next Gen Readers and Next Gen Kiosk. The advanced technology was specifically designed to maintain strong engagement with customers to support return patronage and increase revenue.

“As industry leaders, we strive to maintain revolutionary technology within The Jackpot Club loyalty program by making advertising directly to your patrons even easier. Venues now have access to the in-house content management system, which allows you to showcase not only gaming promotions, but all venue specific events and offers through the crystal clear screens on the Next Gen Readers and Next Gen Kiosk. The Next Gen Readers will also allow venues to schedule promotion activities, aligned to festivities, calendar events and budgets. Each reader has infinite possibilities. Customers will have the ability to order food and drinks through the readers and process payment by redeeming Jpoints or complimentary offerings.

“Your venue will never be the same with the new readers,” the company said.

“Next Gen Kiosk has revolutionised the primary use for a Smart Hub. The 43inch screen is a stand out in your room and now offers interactive games, which compliments existing Smart Hub offerings. The audio visual capabilities allows venues the opportunity to take their promotions to the next level, with the ability to include eye catching video and audio. Customer interaction and engagement with the new Next Gen Kiosk is at an all-time high, as customers are more eager to trial the new vivid technology.”

# South Australia's Live Music Scene Continues To Thrive



Artist: Brooke McClymont  
Photograph: Peter Wibberley

Only in May last year South Australia hosted 1523 gigs across 309 venues which is approximately 15,000 annual live music gigs.<sup>1</sup> Regional venues also contributed to the success with 296 gigs across 108 premises, playing a crucial role in providing a space for regional and touring musos to showcase their art to broader audiences. Singer/songwriter Mike Roberts and his wife Di Bills own The Barn at Wombat Flat in Neales Flat, a hidden gem only an hour and a half from Adelaide. They began work on their 150 year old stone Clydesdale barn with the aim to save the building and now they live the dream of offering one of the most unique live music experiences in the region.

“As a muso myself, I wondered about the possibility of transforming it into a live music venue that could serve our rural community. Top musos started booking shows before we were even done with building. If you sustain the quality of the live original music experience, they will keep coming.” *'Data from the 2018 Live Music Census conducted by Music SA.*



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## STAGING

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## WEBSITES

Boylen 8233 9433

HOTEL	LOCATION	DATE GRANTED	NEW LICENSEE
Lock Hotel Motel	Lock	09.01.2019	Daryl Natrass and Vanessa Natrass
Wing It Sports Bar (Jack Ruby Bar & Diner)	Adelaide	14.01.2019	Wing It Sports Bar Pty Ltd
Whitmore Hotel	Adelaide	14.01.2019	Sparkke Pubs Pty Ltd
Bridgewater Mill	Bridgewater	14.01.2019	Wheelytruly SA Pty Ltd
Lockleys Hotel	Fulham	16.01.2019	Lockleys Operations Pty Ltd
Franklin Hotel	Adelaide	30.01.2019	Farrell Pettigrew Hotels Pty Ltd
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**CONTACT**

Level 4, 60 Hindmarsh Square, Adelaide SA 5000  
 POSTAL PO Box 3092, Rundle Mall SA 5000  
 PHONE (08) 8232 4525  
 TOLL FREE 1800 814 525  
 FAX (08) 8232 4979  
 EMAIL [information@ahasa.asn.au](mailto:information@ahasa.asn.au)  
 WEB [www.ahasa.asn.au](http://www.ahasa.asn.au)

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**BOYLEN** Level 3, 47 South Terrace, Adelaide SA 5000 **PHONE** (08) 8233 9433 **WEB** [www.boylen.com.au](http://www.boylen.com.au)

TIM BOYLEN  
 Managing Director  
[tboylen@boylen.com.au](mailto:tboylen@boylen.com.au)

JAMIE RICHARDSON  
 Advertising  
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