

# Hotel SA

THE OFFICIAL PUBLICATION OF THE AUSTRALIAN HOTELS ASSOCIATION (SA BRANCH) **AUG/SEP 2019**

## 2019 AHA|SA AWARDS FOR EXCELLENCE

GALA DINNER

**BACK-TO-BACK WINNERS**  
**CRAFERS HOTEL**

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C O N T E N T S



08

**2019 AHA|SA Awards For Excellence Gala Dinner**

The Crafrers Hotel in the Adelaide Hills has been recognised as the Best Overall Hotel in South Australia for the second year running at this year's AHA|SA Awards.

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One year after the completion of major renovations, the V Hotel has surpassed even the wildest dreams of its owners.



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**Gin Category Keeps On Growing**

For a drink that started out as herbal medicine, gin has come a long way.

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## From The President

DAVID BASHEER – AHA|SA PRESIDENT

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

# It's Our Time To Be Remarkable

It's time for a bold vision for South Australia.

It's time to be remarkable to boost the State's \$6.8 billion visitor economy, which is the subject of ambitious targets for growth.

MONA in Hobart has transformed the city, the State and the visitor economy. Accommodation hotels have turned around their businesses on the back of it.

Visitors don't fly into Hobart in the morning, spend a few hours at MONA then fly out late the same afternoon. It is a trigger for a lengthy stay that keeps them in Hobart, then regional Tassie, for an extended period.

If we remember nothing else, let's remember that since opening, MONA has lifted visitation to Tasmania by 29%. Now that's remarkable!

Can the Aboriginal Art and Cultural Gallery be our MONA? Does it require a public and private partnership to fully unlock its potential?

Announced in last year's State budget, the \$150m Gallery was the centrepiece of the Lot 14 development on North Terrace. While that is good news, it needs to be more than just another interesting space. It needs to be remarkable.





“We don’t want to be Melbourne – but we can’t afford to be a backwater that **young people have to leave to find jobs.**”

#### TOURISM APPOINTMENT

Still on the tourism theme, the AHA|SA was delighted to see our Deputy Vice President Andrew Bullock appointed as Chair of the SA Tourism Commission.

It is a significant appointment, given the critical role tourism plays in not only the viability of many of our members - both metropolitan and regional - but also the wider SA economy.

With Ian Horne also a long-standing member of that Board, the AHA|SA will now have an even more important voice at the tourism table.

We would also like to acknowledge the excellent work done by the outgoing Chair, Sean Keenihan.

#### POPULATION CONCERNS

I have written before about the stagnation of the SA population and its dire impact on our future.

Recently released population statistics show SA falling further behind.

A key ‘takeaway’ was that Melbourne will duplicate an entire Adelaide every ten years based on their current growth.

We don’t want to be Melbourne – but we can’t afford to be a backwater that young people have to leave to find jobs.

It’s getting serious!

#### MAGNIFICENT AWARD WINNERS

Well done to all of the winners at the recent AHA|SA Awards, who will now go on to represent SA at the national awards.

In particular, congratulations to the Crafers Hotel, which was named Best Overall Hotel for the second successive year. Our winners are living proof of the vibrancy and quality of our industry in SA.

#### IT’S NOT CRICKET

I can’t help but finish with a tweet from Peter Lalor, the respected cricket writer for The Australian.

Those who have been to England in their summer would see pub patrons happily drinking and socialising on footpaths outside the pubs.

Lalor tweets:

“Being in England in summer I marvel at the use of public space by people enjoying a drink or just the sunshine. No plastic cups, no heavy handed security, no street bans on alcohol.

“Australia, by contrast, is one of the most uptight, over regulated places on the planet.”

**David Basheer**  
AHA|SA President



## From The General Manager

IAN HORNE – AHA|SA GENERAL MANAGER

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

## SA Land Tax – What A Shocker

Since the announcement of the changes to Land Tax calculations in the SA State Budget, there has been a coordinated and well-resourced business backlash against it.

In the budget, the State Government announced it would change land tax recoveries with revenue to government of \$40m pa from 2020. These changes were:

1. A shift to aggregation based on an owner's interest in every piece of land, rather than only aggregating properties held in the same ownership structure
2. Introduction of provisions to allow two or more related companies to be grouped for land tax purposes
3. Introduction of a surcharge on land owned in trusts in cases where the interests in land of trust beneficiaries are not disclosed by taxpayers or cannot be identified. Exceptions will be provided from the surcharge for certain trusts.

Rates were to remain as announced in 2018, i.e. a gradual reduction in top rate, however even at its lowest, in 10 years



“The lead is understandably being taken by **the Property Council which has the AHA|SA support**, and has since commenced a hard-hitting campaign...”

time, the rate would remain 0.9% higher than in eastern states, which also have similar aggregation arrangements.

The result of the changes would mean SA would have the highest rates in Australia and the same laws regarding aggregation of properties.

In addition to this, SA property values are currently being revalued. The

consequences of these three factors - higher valuations, a high rate and changes to aggregation will mean huge increases in land tax bills of thousands of dollars for some property owners, including relatively modest ‘mum and dad’ investors who may have three properties.

The AHA|SA met with the Property Council immediately after the budget announcement to discuss the ramifications of such changes, and has spoken with various members of the government and opposition about the impact of these changes, not only on landlords, but also on tenants.

The lead is understandably being taken by the Property Council which has the AHA|SA support, and has since commenced a hard-hitting campaign including a website, [www.fairgolandtax.com.au](http://www.fairgolandtax.com.au).

The Property Council has also suggested that government modelling is incorrect, and that revenue is more likely to be around a \$100m pa and not \$40m.

From a hotel industry perspective, landlords will recover hikes in land tax

from tenants, either through current lease arrangements or via rent reviews. The tenant will pay for the arrangements put in place by the landlord and ultimately these costs must be passed on to consumers.

And this tax won't add one job, encourage one additional investment in the State or enhance South Australia as a desirable investment destination.

A handwritten signature in black ink, reading 'Ian Horne'.

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



# BEST OVERALL HOTEL

## CRAFERS HOTEL



The Crafers Hotel in the Adelaide Hills has been recognised as the Best Overall Hotel in South Australia for a second year in a row at the AHA|SA Hotel Industry Awards for Excellence 2019, held at the Adelaide Entertainment Centre.

Also winning the highly competitive categories of Best Bistro Casual Dining – Outer Metropolitan and Best Bar Presentation and Experience – Metropolitan (joint winner), the Crafers Hotel has now cemented its position as a leader in the industry, thanks to the dedication and vision of owners, Julie and Ed Peter (with shareholders Brett Matthews and Jodi Brumby).

The Adelaide Hills region continued to shine with Mount Lofty House in Crafers receiving two awards, winning Best Deluxe Accommodation and Best Restaurant – Accommodation Division for its popular Hardy's Verandah Restaurant.

Other winning Adelaide Hills venues were The Barker Hotel, winning the category for Best Draught Beer Quality – Metropolitan, and the Uraidla Hotel taking out the award for Environmental and Energy Efficiency Practice.

One of SA's most remote hotels, the Innaminka Hotel, which is 1065km north east of Adelaide, has won the award for

Best Tourism and Regional Promotion.

A marketing and tourism plan established in 2016 has proven successful in drawing many people to the hotel and region. In addition, the hotel's General Manager, Jo Fort, was the pioneer of the 'Outback Loop', a regional destination venture promoting Outback South Australia to the world.

Electra House on King William Street won the coveted award of Best Restaurant – General Division Metropolitan for its restaurant, Level One, and its delicious and creative modern Asian dishes.



# AWARDS

FOR EXCELLENCE

## 2019



Atura Adelaide Airport, Adelaide's newest accommodation hotel, has won Best Mid-Range Hotel Accommodation. Characterised by its modern atmosphere and free-flowing communal spaces, the hotel provides a spacious and contemporary space for corporate and leisure guests alike.

One of Adelaide CBD's most dynamic new venues, Sparkke at the Whitmore, was also recognised, winning Best Redeveloped Hotel – Metropolitan (joint winner). The extensive renovation has completely transformed one of the city's oldest hotels into an exceptional brewpub.

"Congratulations to all the winners in the 2019 Hotel Awards for Excellence. The South Australian hotel industry is a diverse and high-quality industry that offers something for everyone," said AHA|SA General Manager, Ian Horne.

"Whether it be enjoying a meal or drinks with friends, experiencing live music from the best local and international artists, or travelling throughout South Australia to experience this great state of ours, South Australian hotels continue to offer top class hospitality, accommodation and entertainment. All winners should be very proud of their achievements, and for what they contribute to the community in SA."

The 2019 AHA|SA Hotel Industry Awards for Excellence was held on Tuesday July 30 at the Adelaide Entertainment Centre. Over 860 people attended this premier event, with entertainment provided by Sheppard, and co-hosted by Mark Soderstrom and Hans.

All winners from the AHA|SA Awards will now go on to compete in the National AHA Awards to be held on the Gold Coast on September 16, 2019.

# 2019 AWARDS FOR EXCELLENCE

# WINNERS



**01 DRAUGHT BEER QUALITY**  
The Barker Hotel - Metropolitan  
Vine Inn Barossa - Country



**05 BISTRO CASUAL DINING - COUNTRY**  
Sevenhill Hotel  
Greenock Creek Tavern - Judges Commendation



**02 MID-RANGE HOTEL ACCOMMODATION**  
Atura Adelaide Airport  
Ibis Adelaide - Judges Commendation



**06 BISTRO CASUAL DINING - INNER METROPOLITAN**  
The Tasting Room - East End Cellars  
Earl of Leicester Hotel - Judges Commendation



**03 BOUTIQUE/SUPERIOR HOTEL ACCOMMODATION**  
Stirling Hotel



**07 BISTRO CASUAL DINING - OUTER METROPOLITAN**  
Crafers Hotel  
Torrens Arms Hotel - Judges Commendation



**04 DELUXE HOTEL ACCOMMODATION**  
Mount Lofty House



**08 HEALTHY MENU CHOICES FOR KIDS**  
Brompton Hotel







09



10



11



12



12



13



14



15



16

**09 RESTAURANT - ACCOMMODATION DIVISION**

Mount Lofty House



**13 OUTDOOR OR NON-ENCLOSED FACILITY**

Feathers Hotel



**10 RESTAURANT - GENERAL DIVISION METROPOLITAN**

Electra House Hotel



**14 LIVE MUSIC VENUE - METROPOLITAN**

The Gov  
*Hotel Metropolitan - Judges Commendation*



**11 BAR PRESENTATION & EXPERIENCE - COUNTRY**

Mount Gambier Hotel



**15 LIVE MUSIC VENUE - COUNTRY**

Pretoria Hotel, Mannum



**12 BAR PRESENTATION & EXPERIENCE - METROPOLITAN**

Crafers Hotel - Joint Winner  
The Exchange, Gawler - Joint Winner



**16 ENTERTAINMENT VENUE**

Arkaba Hotel



# 2019 AWARDS FOR EXCELLENCE

# WINNERS



**17 SPORTING ENTERTAINMENT VENUE**  
Warradale Hotel



**21 ENVIRONMENTAL & ENERGY EFFICIENCY PRACTICE**



**18 COMMUNITY SERVICE & SUPPORT**  
Vine Inn Barossa



Uraidla Hotel  
*Electra House Hotel – Judges Commendation*

**19 MARKETING & PROMOTION - GENERAL DIVISION**



**22 GAMING VENUE - COUNTRY**  
Park Hotel, Mount Gambier



Ramsgate Hotel  
*Duke of Brunswick Hotel – Judges Commendation*

**23 GAMING VENUE - METROPOLITAN**  
Mawson Lakes Hotel



**20 TOURISM & REGIONAL PROMOTION**  
Innamincka Hotel



**24 TAB LICENSED VENUE**  
Marryatville Hotel







25



26



27



27



28



29



29



30



31

**25 MEETING & EVENTS VENUE -  
SPECIALIST & ACCOMMODATION DIVISION**

Adelaide Oval



**26 MEETING & EVENTS VENUE  
- GENERAL DIVISION**

Lion Hotel, North Adelaide

*The Highway - Judges Commendation*



**27 RETAIL OUTLET**

East End Cellars - Joint Winner

The Pickled Duck - Joint Winner



**28 SMALL VENUE**

Clever Little Tailor



**29 REDEVELOPED HOTEL  
- METROPOLITAN**

Sparkke at the Whitmore - Joint Winner

V Hotel, Virginia - Joint Winner



**30 STAFF DEVELOPMENT &  
TRAINING - GENERAL DIVISION**

South Eastern Hotel, Mt Gambier

*Novotel Barossa Valley Resort - Judges Commendation for Staff  
Development & Training Accommodation Division*



**31 HOTEL INDUSTRY RISING  
STAR AWARD**

Beach Hotel, Seaford - Jessica Rugless













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\*Capital contribution available up until 30/9/2019 and subject to remaining availability. \*\*Sky rebates available to members of peak body organisations. Think! About your choices. Call Gambler's Help, Gambling Help or the ACT Gambling Counselling & Support Service on 1800 858 858 [www.gamblinghelp.nsw.gov.au](http://www.gamblinghelp.nsw.gov.au) or [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au) You know the score. Stay in control. Gamble responsibly.



# Karen Milesi

MURRAY BRIDGE HOTEL

## WHAT IS YOUR TITLE?

I describe myself as an "Owner Operator". Being a female Owner Operator always raises a few eyebrows as there are not too many of us around and it's certainly not for the faint hearted.

## WHAT HOTELS DO YOU OWN?

I own and operate in partnership the Murray Bridge Hotel and Murray Bridge Motor Lodge. I also own hotels in Hobart with my two brothers.

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

I purchased in partnership with my two brothers the Customs House Hotel on Hobart's waterfront in 1991. I moved in as a single woman living upstairs on my own working the business with my brother and loved it. In 1996 we purchased the Murray Bridge Hotel and I became the Licensee based on a five-year plan. I am now in my 24th year!

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

I am a fourth generation hotelier. My great grandmother followed by my grandmother then my mother and her sister owned the Retreat Hotel in Abbotsford Melbourne which is most famous as the face of the 1970's television series "The Sullivans". My grandmother was the lady Licensee of that era as portrayed in the show.

## WHAT DOES YOUR POSITION ENTAIL?

Name just about anything and I have probably had to do it. From hosting Prime Minister Scott Morrison for lunch, to wiping away the tears for a customer who's wife had just left him, to negotiating bank loans and better deals for the cost of the business.

## WHAT ASPECT OF THIS POSITION IS YOUR FAVOURITE?

I love dealing with people. I am a great talker! The bigger the challenge the more I enjoy it. As the Licensee of the Murray Bridge Hotel for the past 23 years I have



had lots of experiences both good and bad but I can always see some humour in just about everything I do. That is a personal attribute I think is essential to survive in hospitality.

## WHAT IS YOUR LEAST FAVOURITE ROLE?

I consider myself to not have a creative bone in my body, and that is a great frustration when it comes to advertising and marketing. I definitely know what I like when I see it so that helps but I can never come up with something myself.

## HOW MANY STAFF DO YOU MANAGE?

Depending on the time of year 40-plus.

## WHO HAVE YOUR MENTORS BEEN OVER THE YEARS?

My father was a great mentor for me. He was a senior Victorian policeman when he retired and then dedicated his retirement to helping my brothers and I establish ourselves in the hotel business both in Hobart and Murray Bridge. Both my parents instilled in me a strong work ethic and self confidence that has always underpinned my decision making and life choices. I hope I can pass that on to my two sons who are now working with me in the business.

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

There are times when you feel it is two steps forward and one step backwards

when you work for yourself, no matter what business you are in. Trust your own judgement and work hard. It is a fun and exciting industry as well as requiring a great sense of responsibility.

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

My future looks great. My youngest son is showing great interest in the business and I am doing for him what my father did for me. Giving him all the good guidance and opportunity to learn is paying dividends for both me personally and the business. I feel excited about the transition and succession of my business to the next generation of our family. I have always loved working with young people and giving opportunities to kids who use working in hospitality to kick start their adult life.

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

My wit, charm and personality! You cannot replicate that.

## DO YOU HAVE RENOVATION PLANS FOR THE HOTEL?

I did a fabulous refurbishment a couple of years ago. I came back from a trip to America full of inspiration to introduce a bit of city chic to the country. "I now describe the Murray Bridge Hotel as "New York Style"!



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WOMEN IN HOTELS WINTER TOUR IN BAROSSA

# Women In Hotels

Over 80 women from the industry took time out of their businesses to attend the annual Women in Hotels Winter Tour on 25 June.

The day began with coffee at the Cathedral Hotel in North Adelaide, and then followed with a stop for morning tea at the Barossa Weintal in Tanunda, a part of the 1834 Hotels group. There the group were joined by Celebrity Chef Adam Swanson who told the women a bit about the hotel and the menu he provided there. Next the group visited Yalumba winery, hosted by Samuel Smith & Son.

The attendees had a detailed tour of the historic winery, and tasted some of the new and interesting wine varieties that were being produced. The day finished with canapés at the award winning Lion Hotel in North Adelaide.

It was fantastic day for women of the industry to get together and exchange ideas, and experience some of the food, wine and hospitality the industry has to offer. A special thanks to all our valued corporate partners who supported the day.



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Australian Hotels Association (SA)



# *The V Hotel*

STUNNING IN EVERY ASPECT

WORDS: ROBERT LAIDLAW





The transformation of Virginia as a destination town encouraged the EDP Hotel Group to purchase the Wheatshaf Hotel, with a vision for the future.

One year after the completion of most of the major renovations, the V Hotel has surpassed even the wildest dreams of its owners.





“With the old Wheatsheaf now mainly just rubble, the outstanding building in its place has really been a revelation for us and customers,” said Operations Manager Mal Hall.

“In fact, after being associated with over 40 hotels through various roles over the past 25 years, I can confidently state that this is the best one I have ever been involved with.

“It’s just stunning. It has so much to offer the community and anyone passing through Virginia.”

The hotel is located on Old Port Wakefield Road.

The unique floorspace is a mirror image double-sided building, to help cater for large crowds. Space is a major aspect in encouraging various people in the community to the location, with a major focus on families.

After the EDP Hotel Group purchased the Wheatsheaf in 2014, planning started for a brand new hotel on the large allotment, beginning with owner Ian Tregoning’s vision and incorporating architect Craig Eyles’ skill.

Ian has developed a number of classic properties throughout the state, including the redevelopment of the Julia Farr Centre into a retirement village. His long history of hotel redevelopment includes Sporties Tavern (Solomontown), which won the 2018 AHAJSA Best Redeveloped Hotel - Country and 2018 AHA National Best Bar Presentation & Service - Regional. The V Hotel also won the Best Redeveloped Hotel - Metropolitan at this year’s AHAJSA Awards For Excellence.

The enormous size of the V Hotel incorporates one of the biggest front bars in South Australia, with booth seating that also has individual televisions – and similar features in the dining area.

**“Everything has exceeded our expectations, and while we have a good community fit, we also are becoming a destination hotel.”**

And the bistro area is tailor made for family dining, with kids shows and facilities, which has proven extremely popular with locals.

Alfresco dining is on both sides of the hotel and are identical.

Its large menu caters to everyone’s tastes and dietary requirements, with gluten free, vegetarian and vegan menu options available on request.

“We also have external areas with retractable blinds and gas heating for customer comfort in the colder months, and fans for summer,” said Mal.

“While most of the development was completed by August 13 last year, we are still growing, and the V Hotel is not only built for today but for the future.

“It has been pleasing watching the hotel take shape and now be so well accepted. Everything has exceeded our expectations, and while we have a good community fit, we also are becoming a destination hotel.





 A collage of images related to beverage service. It includes a close-up of a beer glass with foam, a keyboard with keys labeled 'SOJA', 'R', 'B', 'O', and 'WATER', a smiling man and woman holding beer glasses, a Blendtec blender, and a bar tap.
 

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**“The patronage has been phenomenal. Around 300 meals are served each night – and with a chef who produces consistently good food and the amazing eating facilities, this is not surprising.”**

“With the housing development in the area, and our locality near the Virginia Garden Centre, our plan was to build something to fit the community and keep those earthy tones, which has been successful.

“We track social media and try to be responsive to customer feedback, as we are keen to be a big part of the community.

“And we are not only pleased to take advantage of the benefits of being near other businesses, but we are also happy for them to benefit from our presence.”

As the V Hotel became established, most of the previous staff of 10 were retained, and now, as the redevelopment has kicked in,

there are now around 40 staff, highlighting the successful growth of the business.

The patronage has been phenomenal. Around 300 meals are served each night – and with a chef who produces consistently good food and the amazing eating facilities, this is not surprising.

Facilities for children – including the indoor playground – has proved arguably the biggest success story of them all, as families have supported the changes in droves.

The family friendly aspects include a menu just for children. The indoor playground, x4 apple play video games panels, kids’ TV and a chocolate machine offers youngsters a great safe place where they can burn some energy and play.

Previously there was no bottle shop in the town. This makes the V Hotel’s bottle shop a real plus, with the three-lane big box drive working well to cater for its popularity.

“To highlight our community awareness, we are major sponsors of the local sporting clubs, and keen to help local youth in various initiatives,” Mal said.

“We had a good idea of what the people of Virginia were after and we have tried to meet that need, which seems to have worked a treat.

“There was some apprehension in knocking down the Wheatsheaf, so we have incorporated old drawings of the old building in the foyer, for all to see how the V Hotel emerged. It honours the history of the location.





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"We have also been mindful of the pricing of our products."

With a capacity of 300 patrons in the front bar and 1100 throughout the hotel, "enormous" is the best word to describe the available space for customers to enjoy.

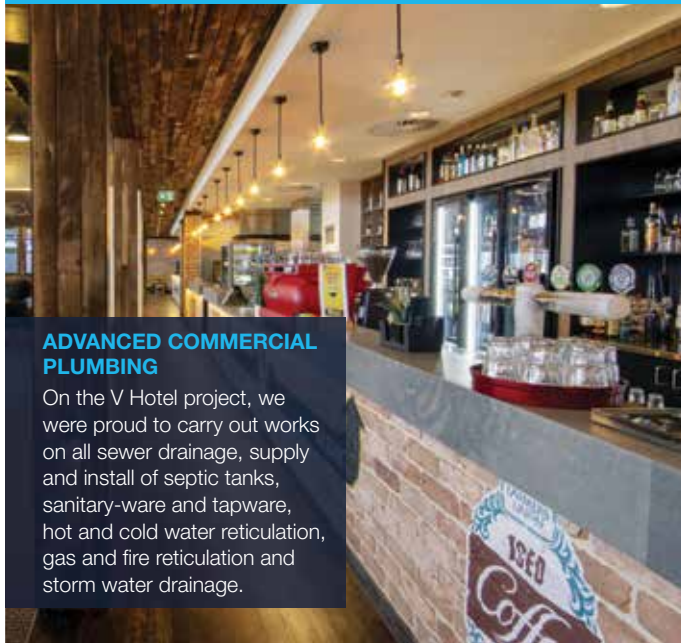
The protected outdoor areas offer entertainment options all year round.

And there are so many other features, which makes this state-of-the-art hotel a model for others to follow.

On August 14, the hotel is celebrating its one-year anniversary with a Family Variety Show, gaming promotions, live acts and a series of Night Raffles and drink specials.



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**ADVANCED COMMERCIAL  
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# AHA|SA Staff Spotlight

SCOTT VAUGHAN  
MANAGER MEMBERSHIP & BUSINESS SERVICES



**WHEN DID YOU JOIN THE AHA|SA?**  
March 2019.

**WHAT ARE YOUR KEY RESPONSIBILITIES AT THE AHA|SA?**

To maintain the membership base for the AHA SA whilst continuing to promote the benefits and services to members and non-members alike. Planning of regional meetings and assisting members in any business services requirements by engaging with valued corporate partners.

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

I enjoy fitness activities such as gym workouts, competitive tennis and water skiing. I enjoy walking my dog (the only other male in the house). My wife, daughters and I love to travel and have travelled extensively. I remain loyal to and enjoy watching the mighty Carlton Blue Baggers - who hold a record 16 AFL Premierships!!

**WHAT'S SOMETHING READERS DON'T KNOW ABOUT YOU?**

I enjoy playing Backgammon at any opportunity with anyone, any place, any time – airports, lounge room, even online. I plan to travel the globe playing tournaments in years to come – winning a championship in Monaco being the ultimate goal. I can also recount all winning and losing AFL Grand Final teams since 1970 (Carlton flag) off the top of my head. (And could probably even give you the winning margin within 10 points)

**WHERE IS YOUR FAVOURITE HOLIDAY DESTINATION?**

Venice – nothing beats the impact for me of walking out of that train station and seeing that fairytale looking city for the first time. During our recent Europe trip, Krakow in Poland was a real surprise and rose to my number one ranking, while Amsterdam and Copenhagen ran a tie for second place. I always enjoy a footy trip to Melbourne too.

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

Bruce Springsteen - For his story telling. I've always found the stories he tells through his lyrics and music insightful.

Bob Hawke – I always admired his ability to connect with all social levels while maintaining a sense of Aussie Larrikinism.

Olivia Newton John – I've been a fan ever since Grease and am still as much in love with now as I was when I was a seven year old boy! I'm sure she wouldn't find that creepy at all!



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# Regional

The AHA|SA conducted regional meetings for the Yorke Peninsula at Troubridge Hotel, the Eyre Peninsula at Arno Bay Hotel and the Murray Mallee region at the Renmark Hotel. Thank you to all these hotels for hosting these fantastic meetings. Everyone enjoyed the food and the hospitality. Prior to the lunch our members were given a presentation by Ian Horne and other AHA|SA 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. A big thank you to all our sponsors who contribute product for our regional meetings.

These are great events for our industry, so make sure you don't miss out the next time the AHA|SA comes to your region!







SCOTT VAUGHAN

*on the road*

## One For The Road With Vaughany

"Frequenting a local pub can directly affect peoples' social network size and how engaged they are with their local community, which in turn can affect how satisfied they feel in life."

"Our social networks provide us with the single most important buffer against mental and physical illness."

Welcome to the first edition of One for the Road with Vaughany – The Introduction. I wanted to start my article with the above quotes. They highlight to me what is the fabric of this industry and the impact that our members can have on patrons day-to-day lives. As regional meetings are the main focus of my inaugural article, I felt the above quotes were appropriate, with social interaction within pubs particularly resonating in our rural communities.

As many already know, I have taken on the role of Manager Member and Business Services following the retirement of Brian Smith. I began the role back in March, where with the assistance and support of 'an about to retire' Brian, we attended regional meetings hosted by Ally and Mick at the Rising Sun in Auburn and then a couple of weeks later by Michelle at Auchendarroch House in Mt Barker. Brian graciously then suspended his retirement

plans to allow me the luxury of a pre-planned holiday. I returned to the role independently late May.

Then, flying solo - the Troubridge at Edithburgh was my next meeting hosted by Terry and Desi. A great day that spilled well into the evening. It was insightful to spend time with Terry and Desi the evening before to discuss their history within the hotel industry and the impact that constant change has had on their journey. As you would expect, football was also a hot topic with Terry!

A couple of weeks later, it was Hotel Arno's turn to host the Eyre Peninsula meeting. Bev and David turned on a great event on what was a picture-perfect winter's day. It was insightful to observe and share stories with locals on both the Monday and Tuesday nights. I learnt a lot about the challenges that face the farming community on the West Coast.

Skip forward another two weeks and I ventured up to the Renmark hotel motel for the latest regional meeting with Darren Baker, now at the helm as General Manager. This meeting highlighted for me the benefits of the opportunity for members and corporate partners to network over a 'few quiet ones' spilling

into the early and for some, late evening.

The opportunity to travel into regional areas and meet with members to understand their successes and challenges in smaller communities was an enticing drawcard to this position.

Over the last few weeks, I have called on a number of members, both metropolitan and regional, and really appreciate the time people have taken to have a chat and welcome me into the role. As I become more familiar, (and no longer get mistaken upon first glance as some form of licensing inspector, etc), I look forward to getting to know more of you and gaining valuable information from you to share in my future articles. I have only scratched the surface with visitation, so expect to see me over the coming weeks and months to introduce myself, get to know you and hear your stories.

I would like to finish with a final shout to my incumbent, Brian Smith. He was and still will be a heart and soul member of this industry. Brian, I wish you and Lynne an enjoyable retirement on the Sunshine Coast. Remember we're all welcome to stay with them!

Until next time, cheers!

## New Head Of TAA Takes Charge

Respected tourism industry hotelier Michael Johnson has formally taken up the reins at the accommodation sector's peak body - Tourism Accommodation Australia (TAA). The former general manager of the Parkroyal Parramatta - and previously a TAA NSW board member - was appointed CEO of TAA National and TAA NSW in March.

When he officially started in the new role, he said 2019 marked a "new era" for TAA, with a new CEO and new multi-million dollar top floor offices in the heart of Sydney's CBD. Michael said a top priority was securing cheaper energy prices for

TAA members. "Exciting times are ahead for TAA and our members," he said.

"The organisation is currently negotiating a major new aggregated Power Purchase Agreement (PPA) which will revolutionise the way member hotels pay their rising energy costs.

"This is a landmark deal which will help make a real difference to members - breaking the back of electricity prices.

"Other priorities include a continued focus on the issues of unregulated accommodation and the temporary skilled visa system.

"The TAA team is also set to move into our new stand-alone premises at Culwala Chambers on Castlereagh Street in coming weeks, giving us own space to service the accommodation sector."

Michael was previously the general manager of Parkroyal Parramatta for six years. He is also a former general manager of Parkroyal Melbourne Airport and general manager of the Amora Hotel Jamison Sydney. Michael has previously been a member of the AHA National Accommodation Division and the Australian Hotels Association executive.

# Holistic Risk Management

Each Publican's concerns and considerations around the topic of Risk Management are as unique as the businesses that they own and operate. As a framework to how you can go about breaking down some of the key considerations, I've separated some thought-starters on successful risk management into three areas: your business' financial risk, your operational risk and your personal wealth risk.

## GET A CLEARER FINANCIAL PICTURE

One of the biggest pain points that hospitality owners often face is clarity on their financial situation. While this can be due to a multitude of reasons, common threads seem to be the challenges in getting a clear, combined view on inventory management, point-of-sale reconciliation and debtor/creditor records. It's really important to ensure that you are getting the best from your software providers and back-of-house systems – these systems need to talk to each other so that you can spend less time plugging in numbers and more time focusing on customers. If you don't already have integrated systems that automate some of this for you, keep in mind you shouldn't need to spend an arm and a leg getting a full-blown Enterprise Resource Planning (ERP) system when there may be ways to integrate current systems to easy to use cloud accounting software, like Xero.

## CREATE A STRATEGY TO COUNTER HARASSMENT

Often one of your most important assets to your business is your employees, and like any asset, it's important to manage risks associated with it. Cecilia White – Director, Perks People Solutions shares that one of the topical risk factors in the workplace is the high incidence of sexual harassment. "On the back of the #MeToo movement in 2018, Australia undertook its

biggest and most robust National Survey on workplace sexual harassment. It showed that in the last 12 months 23% of women and 16% of men have experienced sexual harassment at work." Making sure you maintain a culture of safety and support in the workplace helps to provide supportive working conditions; this should include:

- a zero-tolerance policy towards sexual harassment for all staff;
- providing training around what appropriate and respectful behaviours look like; and,
- having a robust process to report any harassing behaviours.

## DIVERSIFY YOUR PERSONAL WEALTH

All too often, many Publicans will have all their money and assets tied up in their business, with little put away to grow independently of their operations, let alone for rainy day circumstances that life can throw their way. Peta Nunn – Director, Perks Private Wealth goes on to explain. "A lot can go wrong with this approach as business owners can often form an emotional attachment to their business which can make it difficult to see things objectively or make smart investment decisions. Think about building wealth outside your business as a strategy which reduces your risk and provides you with financial security outside of the day to day business operations." The key here is that the most appropriate investment strategy will be highly dependent on the stage of your business, so it is critical you seek advice tailored to your circumstances.

Risk Management is essentially about planning ahead of likely scenarios so that you can rely on the structures and systems in place to help guide your business, people and financial success.



*Tom Paine is a Director of Perks, South Australia's leading privately-owned accounting and private wealth firm. He is one of the key specialists in the Perks Hospitality team and has provided key advisory and operational support to a number of owner-operators in the sector, ranging from the structuring of their business, to back-of-house bookkeeping, to the streamlining and digitisation of their support systems.*



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# Combatting Risk In Hotels



Hotels need to think about a broad range of potential risks in their business.

From trip hazards, fires and public safety, to IT breaches and financial calamities, it presents a list that is longer than most other businesses.

It is important to find time to think about a potential disaster, what it would do to revenue and the consequences of appearing in court and being fined.

Take steps beforehand to mitigate your risks – and ensure you are fully insured should the worst come to pass. The following areas are by no means exhaustive but provide a good starting point or double check.

## IT RISKS

Five years ago, many hotels took a passing interest in IT security but it is becoming more important each month. Hotels are advised to do their due diligence, at the minimum.

Even with insurance, an IT incident will be incredibly time consuming and divert you away from your core operations.

Allianz reports that clients “now view cyber on par with major traditional exposures, like natural catastrophes, fire and explosion”. It estimates the average insured loss from a cyber incident is now more than the average insured loss from a fire/explosion incident.

A critical failure of your systems, or an external attack, will both lead to business interruption. If a data breach occurs, not only is the process of informing customers time consuming, it leads to loss of trust and potential legal action. Criminals are using online environments to defraud, or steal individual identities. Others just enjoy hacking.

“It’s a good idea to put an effective cyber security plan in place if your business accesses the internet or email to conduct business,” the Federal Government recommends.

“Consider cyber insurance to protect your business against impacts resulting from a cyber-attack. The cost of dealing with a cyber-attack can go past the repair of databases, the strengthening of security procedures or the replacing of lost laptops.”

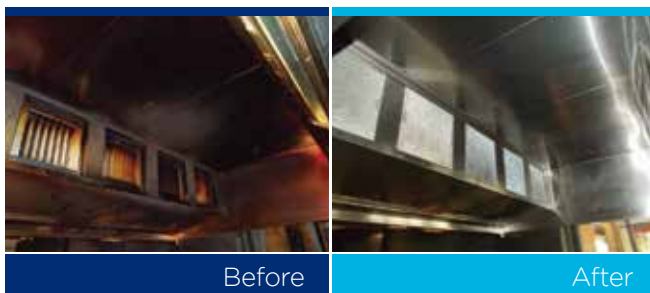
## FIRE

There are many checklists online and in past issues of Hotel SA to help assess your fire risk. Hotel fires can be caused by factors like cigarettes, electrical faults, human errors around naked flames, and the build up of grease and oil in kitchen areas.



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With public safety on the line, nothing can be taken for granted. Worksafe (Qld) recommends that operators reduce quantities of flammable and combustible materials, including items that contribute to the fire load but that are not hazardous chemicals themselves (e.g. wooden pallets, oil)."

In the UK several years ago, Tantons Hotel was fined approx. \$100,000 after 55 guests were put in danger, when they tried to flee a fire but found an exit door with no handle and another that was blocked by cans of cooking oil.



For advice on cooking oil storage, handling and disposal, Cookers is Australia's leading sustainable cooking oil supplier to the foodservice and hospitality industry. They deliver fresh oil on regular delivery cycles and used oil is collected regularly according to your needs.

When looking to mitigate risk, it is vital to speak with professionals you can trust. In this instance, Cookers Bulk Oil System is an official Safe Quality Food (SQF) certified supplier in Australia.

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A highly professional SA company is Adelaide Canopy and Filter Cleaners, which has been servicing kitchen exhaust systems and grease filters since 1987.

"Our company provides an exchange service on kitchen grease filters. By having your grease filters serviced you significantly reduce the risk of having a fire and keep the air flowing through the kitchen," the company says. "Thus, keeping the fan motor cool, the exhaust system cleaner and your employer's cooler in front of the stoves.



"The first line of defence against a kitchen fire is a regular service on the grease filters. Most insurance companies follow the Australian Standard Routine Service of Fire Protection Systems and Equipment AS 1851-2012 section 13.4.1.16. By not doing a regular service within the standard, the insurance company may void your claim."

## IT'S ALL ABOUT

*what's inside*

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### KITCHEN AND FOOD RISKS

Ensuring the highest standards of food safety is a daily challenge. Induction and ongoing staff training are critical but so too are your processes and your physical infrastructure. Just think of the latest food poisoning linked to smoked salmon in the eastern states of Australia and stories of staff being trapped in walk in freezers, to recognise that the risks are very real. SA hotels are typically well managed – but eternal vigilance is non-negotiable. SafeWork SA suggests the following as part of a best practice approach:

- Talking with your team
- Managing hazards
- Informing, training and supervising your team
- Maintaining a safe workplace
- Keeping records
- Monitoring and reviewing to improve

“Being organised, with a place for everything, naturally leads to risk minimisation and increases in efficiencies throughout any

business,” says Howards Storage World at Mile End Home, who are storage and organisational specialists. Correct stock rotation is a breeze when everything is labelled (including use by dates) and then stored on durable and fully adjustable pantry and cool room shelving. Add a premium rubbish bin and you are well on your way to best practice in the kitchen.”

The company can also assist with organising your wine and cellar areas, so you can remove all the clutter of cases on the floor and have them readily accessible in a customised wine rack.

### FINAL TIPS

1. Be aware that you may suffer from “store blindness”, where you pass a risk every day but don’t see it because you take it for granted as being normal. Get people with fresh eyes, or a professional, to assist you.
2. Make sure you are adequately insured.
3. If you do find yourself in trouble, contact the AHAISA immediately for advice.

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# Concept Collections Wins Prestigious Award

AHAISA corporate partner, Concept Collections, has been announced as the 2019 winner of the South Australian Savour Australia HostPlus Restaurant & Catering Award for Excellence for Product Supplier. This marks the company's fourth year in a row as a finalist and its second win.

Similar to the AHAISA Awards for Excellence, the Restaurant & Catering program provides deserved recognition to those restaurants and caterers that excel in their field.

It is a nationally recognised, independently judged awards program that recognises exceptional service and culinary talent across Australia. Concept Collections won this year's award with strong competition from H&L Australia, BookBook, and Myers Seafood.

The award is judged on the following criteria:

- Client Testimonial
- Professional Development
- Commitment to Quality Customer Service



Managing Director, Harold Lens, was full of praise for his staff. "From our furniture sales specialists to our administration and logistics staff, to our warehouse, assembly, and delivery team, we are very proud of everybody's dedication," he said.

"We share a common goal - our aim is to provide the highest level of customer service to the hospitality industry.

It is not only the chairs and tables that provide comfort to patrons, we want our customers, the restaurateurs and publicans, to also take comfort in the expertise and service that we provide."

The award-winning team at Concept Collections are located at 444 Pulteney Street, Adelaide (08 8232 4262).



*Congratulations to all of the winners and finalists in the 2019 AHAISA Awards for Excellence*



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# Gin Category Keeps On Growing



For a drink that started out as herbal medicine, gin has come a long way. It is now the fastest growing category of any alcohol in Australia.

While we are spoiled for choice, there are definitely some less than palatable concoctions out there, such as glittery bubblegum-flavoured gin. Fortunately, Australians are part of a trend which sees consumers trading up to more premium versions.

## AWARD WINNERS

If in doubt, awards are always a good guide.

The Australian Gin Distillers Association holds the Australian Gin Awards, which are a good guide to local quality.

In 2018, the top gong was taken out by local company, Kangaroo Island Spirits, for its O'Gin.

The judges said it was "handcrafted, highlighting juniper, coriander and angelica root in a contemporary London style. Key to its character is the subtle infusion of Kangaroo Island coastal daisy *Olearia Axillaris*. Sometimes known as wild rosemary, this shrub of the Asteracea family flourishes along South Australia's coastal regions – it is the perfect complement to enhance the gin's lively

structure. Savoury and dry with a burst of orange, O'Gin has a nose which recalls beach dunes on a hot summer day."

Other notables from the awards are listed below.

## BEST IN CLASS CLASSIC DRY

Red Hen  
Small Batch Distilling  
South Australia

## BEST IN CLASS MATURED

Oak Gin  
Cedar Fox Distilling Co  
Victoria

## BEST IN CLASS NAVY GIN

Split Point  
Great Ocean Road Gin  
Victoria

## BEST IN CLASS FLAVOURED

Tasmanian Sloe Gin  
Hunnington Distillery  
Tasmania

## GIN GOES WELL WITH ...

Try to match food with the individual botanicals found in gin. For example, if you find a gin with saltbush as a botanical, experiment by pairing it with saltbush lamb. Seaside gins goes well with seafood – and so on. Here are a few tried and

true pairings for gin in general. A note of caution, however, is to always test it yourself before putting it on a menu.

- Smoked salmon
- Cucumber
- Prawns
- Cheese
- Pâté
- Red meat dishes
- Cured meat.

## JAPANESE GIN

Looking for something different? How about a Japanese gin to sit alongside your Japanese whiskey?

Roku Gin, translating as "six" in Japanese, balances six unique Japanese botanicals with eight traditional gin botanicals.

The Japanese botanicals encompass sakura flower, sakura leaf, yuzu peel, sencha tea, gyokuro tea and sansho pepper.

Roku can be enjoyed neat, on the rocks or in the Roku Rickey, a Japanese twist on a classic cocktail. The pairing of chilled soda water with Roku enhances the gin's aromatic and floral notes from the botanicals.

# 2019 World Gin Awards Finalists From Australia

## CLASSIC GIN

### Best

Never Never Distilling Co. Southern Strength Gin

### Gold

Ounce Gin Bold

### Silver

Forty Spotted Gin Classic

### Bronze

Spring Bay Distillery Spring Bay Gin

## COMPOUND GIN

### Best

Heart & Soul Original

## CONTEMPORARY STYLE GIN

### Best

Manly Spirits Co. Coastal Citrus

### Gold

Heart & Soul Rosemary & Kaffir Lime

### Silver

Embezzler Dry Gin

### Bronze

Adelaide Hills Distillery 78 degrees Sunset Gin and Hartshorn Distillery Unfiltered Australian Native Gin

## LONDON DRY GIN

### Best

Manly Spirits Co. Australian Dry Gin

## MATURED GIN

### Best

Forty Spotted Gin Winter

## NAVY GIN

### Best

Never Never Distilling Co. Juniper Freak Gin

The winner of the 2019 World Gin Awards for the category of World's Best was London Dry Gin. When commenting on the gin, the judges said it has "lots of interesting notes going on, both on the nose and the palate. Even a little bit of toffee and caramel too, which is both intriguing and unexpected. Has a bit of everything, but all nicely balanced."



## Local Stunner

Twenty Third Street Distillery is the new incarnation of a century-old landmark at Twenty Third Street, Renmark, in South Australia's Riverland.

Their award-winning spirits include the popular Signature Gin and Riverland Rose Vodka made with fresh handpicked rose petals.

For those who like their spirits a little stronger, the Navy Strength Gin at alc/vol 57.7% is a must try. Traditional botanicals are enlivened by local Riverland lime and mandarin.

Winner of a Silver Medal at the San Francisco World Spirits Competition in 2018, the Barrel Aged Gin offers something different. Matured in American oak bourbon barrels for about six months it exhibits sweetness and deeper spices.

For publicans or staff wanting to learn more about gin, the distillery is a great option and it now offers a venue on Melbourne Street where you can take an immersive 360-degree tour of the Renmark distillery using a virtual reality headset.



# T W E N T Y   T H I R D   S T R E E T

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Twenty Third Street Distillery on Melbourne is a truly unique representation of our distillery in Renmark. Our Melbourne Street home welcomes visitors to be immersed in our story and the craftsmanship behind our spirits without having to leave the city limits. With experienced mixologists, dedicated brand ambassadors, access to brewers, distillers and winemakers, On Melbourne is a truly unique space.

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# Termination Of Employment - No Easy Way Out

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

Terminating an employee is never an easy thing to do and employers often look for an easy way out. The problem with doing so however, is that an employer may open itself up to a potential unfair dismissal claim as a result of a failure to afford the employee procedural fairness. There is no disputing the way in which people communicate has changed, however as the Fair Work Commission ('FWC') has recently found, it is not acceptable to rely on this as a reason for avoiding the requirement to comply with section 387 of the Fair Work Act 2009 (Cth) ('FW Act') in ensuring a dismissal is not harsh, unjust or unreasonable. This article will set out what steps need to be taken to comply with section 387 of the Act, as well as review two recent cases of the FWC which found it is not appropriate to terminate an employee via text message.

## HARSH, UNJUST OR UNREASONABLE

A person is innocent until proven guilty may be a key principle in criminal law, but it is as equally relevant when it comes to terminating the employment of an employee. The employer may very well believe there is a reason to terminate the employee, but before the employee can respond to that reason, it is nothing more than an allegation. For example, the employee may be performing poorly, but is this because they have not received training on how to complete a certain task? The CCTV footage may make it look like the employee has stolen money, but did they in fact do something legitimate with it? If the answer to both those questions is yes, it would be unfair to punish the employee when they are in fact innocent.

Assuming an employee is protected from unfair dismissal, has in fact been dismissed and no other jurisdictional objection arises, the dismissal will be unfair if it is found to be harsh, unjust or unreasonable. An assessment against section 387 of the FW Act is required to ascertain whether this is so. While there are a number of factors contained in section 387 for the FW Act, those relevant to this article are those which state an employee must be notified of the reason for their dismissal and be given an opportunity to respond to that reason before the decision is made to terminate their employment.<sup>1</sup> This does not occur if

the employee is simply told by text message their services are no longer required. The employee has, in this circumstance, not been given an opportunity to respond and they may also not have been advised of the reason. As with above, the employee will be punished before they have been found to be guilty.

## TWO CASES ON POINT

The FWC has recently had to consider whether a dismissal which occurred by text message was harsh, unjust or unreasonable. In both cases it was found to be so, and the employee was awarded a substantial sum of money. Common to both matters was the fact the employers were both deemed a small business (ie 14 or less employees). However, as will be seen this does not remove the need to ensure an employee is afforded procedural fairness.

### Van-Son Thai v Email Ventilation Pty Ltd [2019] FWC 4116 (27 June 2019)

The employer had been experiencing some bad economic times and in trying to keep his business afloat he approached the employee to see if he would agree to a reduction in his hourly rate. Mr Van-Son ('the applicant') refused, and the following day received a text message from the employer which stated '...effective immediately I give notice of termination of your employment, please note you are required to work your notice period...'<sup>2</sup> The applicant subsequently lodged an application for unfair dismissal. At the time of his termination, the applicant had worked for the employer for 12 years and had not received any formal warnings during his employment.

The FWC rejected the employer's arguments that the employee had not been dismissed or that the position had been made redundant. On the evidence before the FWC, it was clear the applicant was dismissed because he failed to accept a reduction in pay. Not only was this not a valid reason for dismissal, the applicant was not notified of this reason nor was he given an opportunity to respond before the decision to terminate was made as is required under section 387 of the Act. This had not been possible because the employer chose to convey its decision via text message.



**KONAMI**

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In finding the dismissal was ‘...disgraceful and grossly unfair...’<sup>3</sup>, Sams DP made reference to an earlier decision of the FWC which held employment is a significant part of a person’s life, and basic human dignity requires such decision should be conveyed face to face.<sup>4</sup> It is only when an employer has reason to fear for their safety that some other method can be used. Outside that, it is completely inappropriate to notify an employee of their dismissal by text message.<sup>5</sup>

**Kurt Wallace v AFS Security 24/7 Pty Ltd [2019] FWC 4292 (28 June 2019)**

Mr Wallace (‘the applicant’) had been engaged by the employer as a casual security guard over a period of two years. Over a period of a few days, the applicant engaged in a text message conversation with a representative of the employer, raising some concerns he had about aspects of his employment, such as rostering arrangements. Before the applicant and the employer could discuss these matters in person, he received a text message simply stating his services were no longer required. The applicant subsequently lodged an unfair dismissal claim.

In finding the dismissal was unfair, Cambridge C completely rejected the employer’s argument that communicating via text message is a ‘generational thing’.<sup>6</sup> Not only did the use of text message breach section 387 of the Act in that the applicant was not notified of the reason for his dismissal or given an opportunity to respond, but basic human dignity requires notification of a dismissal to be conveyed personally, face to face.<sup>7</sup> This is so regardless of the size of the employer, and regardless of whether a business has a specialist human resource department or not.<sup>8</sup> In this case, Commissioner C held the employer had acted with ‘...such perfunctory disregard for basic human dignity...’ the dismissal was nothing but unfair and awarded the employee compensation totalling \$12,465.

**TERMINATION PROCESS – RECOMMENDATIONS**

When considering section 387 of the Act and the statements of the FWC in the above cases, it is clear there is no easy way out when it comes to terminating an employee. In order to protect against a claim of unfair dismissal, it is recommended employers do the following regardless of whether the employee is full time, part time or casual:

- Ensure there is a valid reason for the dismissal (ie performance, conduct, breach of policy etc),
- Notify the employee of the reason and provide them with an

opportunity to respond to the issue or allegations before a decision to terminate is made. This should occur by way of a meeting held with the employee and their support person,

- If the decision is made to terminate the employee after they have had an opportunity to respond, notify the employee of the termination in person unless there is good reason not to do so, and confirm the termination in writing,
- If the position is being made redundant, ensure it meets the requirements of a genuine redundancy,<sup>9</sup> and
- Overall, ensure the employee is afforded procedural fairness in accordance with section 387 of the FW Act as it will be against this section, that an application for unfair dismissal would be assessed.

While the above steps should be followed regardless of the length of an employee’s service, it is of particular importance where the employee has served the minimum employment period stipulated in section 383 of the Act.

Unfortunately for employers, compliance with section 387 of the Act will not prevent an employee from lodging an unfair dismissal claim. This is because the FWC does not screen the applications they receive. Unless the application is incomplete it will be listed for conciliation. However, what compliance with section 387 of the Act does do, is help the employer argue against the employees claim the dismissal was unfair by showing the employee was afforded procedural fairness.

**FURTHER INFORMATION**

Members should contact Owen Webb at the AHA|SA with any queries in relation to termination of employment.

<sup>1</sup> *Crozier v Palazzo Corporation Pty Ltd Limited t/as Noble Park Storage and Transport (Unreported, Australian Industrial Relations Commission, Ross VP, Acton SDP and Cribb C, 11 May 2000) [73].*  
<sup>2</sup> *Van-Son Thai v Email Ventilation Pty Ltd [2019] FWC 4116 (27 June 2019) [1].*  
<sup>3</sup> *Ibid [64].*  
<sup>4</sup> *Knutson v Chesson Pty Ltd t/as Per Pay Click [2018] FWC 2080 (30 July 2018), quoted in Van-Son Thai v Email Ventilation Pty Ltd [2019] FWC 4116 (27 June 2019) [65].*  
<sup>5</sup> *Van-Son Thai v Email Ventilation Pty Ltd [2019] FWC 4116 (27 June 2019) [65].*  
<sup>6</sup> *Kurt Wallace v AFS Security 24/7 Pty Ltd [2019] FWC 4292 (28 June 2019) [26].*  
<sup>7</sup> *Ibid [51].*  
<sup>8</sup> *Ibid [56].*  
<sup>9</sup> *FW Act s 389; Hospitality Industry (General) Award 2010 cl 8.*



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# The 2019 Maurice O'Shea Awards



McWilliam's Wines Group, with six generations of family ownership, in conjunction with the Australian Wine Industry Technical Conference (AWITC), tonight announced the winner of the prestigious Maurice O'Shea Award at a Gala Dinner held at the Adelaide Oval. Robert Hill Smith, Proprietor/Chairman of Australia's oldest family owned winery, Yalumba (1849), was announced as the worthy and popular recipient of this year's award.

Instigated by the McWilliam family in 1990, the Maurice O'Shea Award Dinner is recognised as the most prestigious event on the wine industry calendar. Named to commemorate one of Australia's most iconic and revered winemakers, Mount Pleasant's Maurice O'Shea, the award is given in recognition of the incredible service and contribution people or organisations have made to position Australia as a world leader in winemaking, cultivation, innovation and technology.

Yalumba's Robert Hill Smith has excelled in leadership and innovation in the Australian grape and wine community with his achievements vast and wide-reaching, over many years. Appointed Managing Director of Yalumba in 1985, Hill Smith was appointed to the board in 1988 and was named Chairman in 2015.

A leader in all aspects, Hill Smith has been at the helm of Yalumba's growth and success, formally recognised for building a world renowned wine education program (the Working with Wine Fellowship); protecting and enhancing the natural environment, so vital for sustainability; wine export development;

regional and community development and championing varietal and clonal diversity via establishment of the industry leading Yalumba Nursery.

A thought leader, creative marketer and proud South Australian, Hill Smith has given back to industry through his contribution on numerous industry bodies including the Winemakers Federation of Australia (WFA now AGWI) and as a foundation member of Australia's First Families of Wine (AFFW) amongst others. The recipient of numerous awards over the course of his career, and to note just a few, Hill Smith was the winner of the prestigious Gourmet Traveller Wine Len Evans Award in 2008 and the Rabobank Leadership Award for his contribution to Australasia's food, beverage and agribusiness industries followed in 2009.

An inspiring and generous leader, Hill Smith has also encouraged and promoted many of Yalumba's employees to follow his lead and contribute to a range of industry initiatives. His global vision is balanced by his local and community engagement at many levels and he was humbled and overwhelmed to receive this award and the industry recognition that it brings.

"I accept this honour realising my name now sits alongside many incredible people who have served our Australian wine world with style, persistence and success. To say that I am humbled by this prestigious award and more than a little embarrassed is an understatement. The great people I have worked alongside at Yalumba have played a huge part in supporting my family and its various

endeavours. The Maurice O'Shea Award is a generous and respected initiative by the six generation McWilliam family and I thank them genuinely for this recognition," Hill Smith said.

Jeff McWilliam, fifth generation McWilliam family member who presented the award said, "As a multi-generational, family owned business whose long-term vision in this industry is unquestioned, we are delighted to announce Robert Hill Smith of Yalumba as the winner of this year's Maurice O'Shea Award. His leadership, innovation and ongoing commitment to the betterment of the Australian wine landscape is legendary. We the McWilliam family, Chairman Jim Brayne and Group Winemaker Jim Chatto are delighted with Robert's selection. A worthy winner on so many fronts."

The McWilliam's Maurice O'Shea Award is a sterling silver trophy designed and crafted by Ernst Pfenninger. Recreated for each award ceremony, the trophy symbolises a grape vine triumphing in the harsh Australian environment and is considered a prized possession by recipients.

The collaboration with AWITC, Australia's leading wine technical conference, began in 2016 when the Maurice O'Shea Award became the gala event on the conference calendar. The AWITC also incorporates the Australian Grape and Wine Outlook Conference and the Wine Tech exhibition, being held in Adelaide from 21 – 24 July with this award announcement the marquee event.



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**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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