

# Hotel SA

THE OFFICIAL PUBLICATION OF THE AUSTRALIAN HOTELS ASSOCIATION (SA BRANCH) FEB/MAR 2020

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BUOYED BY \$6M RENO**

Bushfire Crisis:  
Hotels Step Up

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### Sailmaster Tavern's \$6 Million Renewal

Despite being built just 30 years ago, the Sailmaster Tavern recently underwent a "much needed" \$6m refurbishment to re-establish the hotel as a premier location along the Lefevre Peninsula.

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### SA Bushfire Relief

In the true community spirit of the hospitality industry, many hotels across SA continue to provide relief and support.



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### Gaming Changes

Long awaited gaming changes passed the State Parliament in the second week of December 2019.



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### The President's Lunch 2019

Over 300 guests attended the President's Christmas Lunch on 10 December 2019 at the Adelaide Convention Centre.



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## From the President

DAVID BASHEER – AHA|SA PRESIDENT

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Australian Hotels Association (SA)

# Multi-national's Dangerous Gambit

The introduction of the new licensing regulations on November 18 last year saw a flood of applications to Consumer and Business Services. Some are quite procedural but many have attracted the AHA|SA's attention - none more so than Aldi.

The German-owned, \$80 billion giant has applied for producers licenses for six of their stores, claiming their supermarkets are cellar doors.

Let's be clear: Aldi own no vineyards, breweries or distilleries. Their ambitions – if successful – run the risk of setting a dangerous precedent not in the spirit of legislation and not in the interests of Australia's number one wine state.

As a result, the AHA|SA has objected to all six applications.

The previous State Labor Government commissioned a review by retired Supreme Court Justice, Hon. Tim Anderson QC, to review SA's liquor laws and his findings were largely endorsed by the incoming Liberal Government.

That wide ranging review specifically concluded alcohol sales should not be allowed inside supermarket walls, service stations and convenience stores. His review never foreshadowed applications such as Aldi's.

The AHA|SA's views on where packaged liquor should be sold are well known.

Aldi can fulfil their ambitions for liquor sales in SA, they just need to apply for the right license and, like all applicants, satisfy the Community Impact Assessment rather than proceed with an application that is a back-door approach to avoid local laws.

The loosening of the packaged liquor licensing laws in NSW in 2005 saw packaged liquor outlets increase from 1553 to 2308 in eight short years. Such was the explosion of outlets, new laws were introduced to curb the harmful effects.

South Australia must heed the interstate lessons. To grant Aldi's ambitions would be to ignore the advice from the Anderson review, the findings which were only formally implemented three months ago.

### **HOTELS RALLY IN TIME OF NEED**

The AHA|SA and individual members demonstrated the rich tradition of philanthropy and community that is an enduring hallmark of our industry when bushfires ravaged SA and the entire nation.

All across the state there have been spontaneous acts of generosity and selflessness from individual hotels and staff. These range from pubs donating cash, proceeds from product sales and supporting fundraising events, to having a donation jar on the bar and staff pooling their tips to help those in need.

During the disastrous Kangaroo Island fires, the AHA|SA contacted local representatives and dignitaries in the know to determine what the community needed now in its darkest hour of need.

The answer was that many people were without power, which adversely affected their lives and business.

The AHA|SA, in partnership with Banks SA, agreed to purchase and donate generators to assist the recovery effort. Critically, this equipment was bought from a local Kangaroos Island business to ensure the money stayed within the community and was paid for immediately.

We have also assisted BlazeAid in the Adelaide Hills which has a strong focus on replacing fencing for farmers.

Late last year, the Yorke Peninsula was also hit with fires and again in January. After speaking with the Mayor and the local community, the AHA|SA sponsored a community thank you day for the volunteer fire fighters.

### **TOURISM PROMOTION**

We all know there will be a long-term impact on tourism and local communities, which puts businesses and employment at risk.

In the midst of Australia's bushfire crisis, the AHA|SA strongly lobbied state and federal governments to fund a tourism marketing campaign. We were delighted when the Morrison Government's National Bushfire Recovery Fund agreed to fund the Australian tourism industry with an initial \$76 million to help small businesses and local economies get back on their feet.

It is great to see Federal Minister for Tourism, Simon Birmingham, working to restore our country's tourism industry. At the funding announcement he stated:

"Tourism is the lifeblood of so many communities around Australia and it's absolutely critical that we help to get people back visiting those communities that rely on tourism," said Minister Birmingham.

I couldn't agree more.

The AHA|SA is currently working on a range of other initiatives to help boost trade in affected areas across SA.

### **FURTHER TOURISM INITIATIVES**

Communities outside the fires' "ground zero" also need assistance.

A strong global campaign is required to change the perception overseas that the whole of Australia is on fire, including the Great Barrier Reef! So the focus for tourism marketing must extend beyond the fire-ravaged areas – and it needs to be on-going.

We also need local investment, which is why withdrawing our bid for a Bledisloe Cup match next year is a massive lost opportunity to fill bedrooms, bars, restaurants and retail outlets. It is a lost opportunity for those interstate and overseas visitors who then visit our regions, bringing valuable "external dollars"

into SA. I am just one of the thousands of business people who cannot see the logic in this disappointing decision as everyone would have benefited.

### **MORE NEEDED FOR EVENTS**

Continuing that theme, SA needs to maximise its investment in tourism like never before – and the winner will be employment. Every state and territory government is chasing the same markets, and they are outspending us!

Which is why this – and future governments – must expand their support for the \$7.6 billion dollar visitor economy through bid funds that target:

- major sporting and cultural events,
- the incentive market and,
- professional conferencing.

Make no mistake, our accommodation hotels are investing heavily for the benefit of the local economy.

Every branded accommodation group links SA to their international networks. They contribute to cooperative marketing strategies, provide millions of "in-kind" contributions that support the tourism industry and are significant economic centres with their own consumption and employment.

South Australia saw 1328 additional hotel rooms completed in the past four years, with a promise of 25 new hotels, thus totalling a further 4,563 beds.

This is wonderful for construction jobs and for the permanent professional workforce these hotel operations create.

Now it's time to double down on actions to bring more events to SA to fill those rooms and create jobs throughout the state, in every sector.



**David Basheer, AHA|SA President**



## From the General Manager

IAN HORNE – AHA|SA GENERAL MANAGER

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

## What a Start to 2020

No one wants a start to any year like we have seen this year.

Nationwide, bushfires have tested both political and practical resources.

South Australia's beautiful Adelaide Hills wine region has been scarred and many primary producers and wine growers greatly impacted.

Our international icon Kangaroo Island has been devastated, particularly at the Flinders Chase end of the island. The magnificent Southern Ocean Lodge has been completely destroyed.

Lives have been lost.

However the community has responded and the hotel industry in particular has been at the forefront in responding to community loss. Almost immediately hotels and pubs across the State created fundraisers and events to raise much needed money to support the inevitable aftermath.

The variety of fundraisers was only limited by the imagination of our members! Schnitzel nights, music events, games nights, collection centres, goods donations, you name it they tried it.



“...the community has responded and **the hotel industry in particular has been at the forefront** in responding to community loss.”

As AHA|SA President, David Basheer, says in his column this issue, the AHA|SA, combined with Bank SA to provide some 30 heavy duty generators. These were purchased via local KI agents to be given to priority families or businesses on KI to help them function in terms of cleaning up sites, allowing remaining homes to function etc.

Then there were the many hotels and pubs caught up in the fire zones. Fantastic stories of the pubs becoming gathering places and being used as safe havens,

stories of housing and hosting those who had lost so much.

To the great credit of the SA Tourism Commission was its rapid response with the development and launching of the #bookthemout campaign.

The campaign aimed at focussing our attention on those fire ravaged areas and encouraging travel, holidays and visitation rather than spending our money somewhere else.

Well done SATC!

Of course with little warning came the harsh reality of the coronavirus. Drastic action by governments limited the spread to largely containment in Wuhan and the Hubei province in China.

At the time of writing Australia had 15 confirmed cases, with just two in South Australia. The biggest threat seems to be the level of panic rather than the reality – at least in Australia but the global ramifications are real and South Australia is not immune.

On the contrary, some 66,000 Chinese travellers visited SA last year spending around \$397 million in that year.

South Australia hosts a large number of

Chinese students who make a significant contribution to the social and economic wellbeing of the state.

While predictions of a resolution of the coronavirus outbreak are dangerous, it will be contained at some point and at that time will be the necessity for governments (Federal and State) to assist the visitor economy in recovering as quickly as possible.

Remember, China makes up the largest visitor segment - greater now than the historic reliance on the United Kingdom.

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

# SA Bushfire Relief: Hotel Fundraisers

IN THE TRUE COMMUNITY SPIRIT OF THE HOSPITALITY INDUSTRY, MANY HOTELS ACROSS SOUTH AUSTRALIA CONTINUE TO PROVIDE THEIR COMMUNITIES WITH RESPITE, RELIEF AND SUPPORT WHERE POSSIBLE. BELOW IS A SNAPSHOT OF SOME OF THE SUPPORT THAT HOTELS HAVE BEEN PROVIDING.



Woodside Hotel fundraiser.

**Woodside Hotel** held a fundraiser on Australia Day. Eight performers donated their time - a combination of soloists, duos and a five-piece Rock Band. A silent auction was organised with numerous items donated by the pub. Lion Nathan assisted through local sales rep, Leigh McManus, with a large 'Furphy esky'. The day was well supported and the hotel gave a donation of \$2,000 from the bar takings. All together, \$5,000 was raised on the day.

**Hotel Boston, Port Lincoln**, held a schnitzel promotion which raised \$750 for their local CFS. It was a great day for their local fire fighters and the community.

**The Clare Castle Hotel, Kapunda**, ran a 'Hawaiian for a Fireman' promotion, donating \$5 from every Hawaiian pizza topping to the local CFS station. The promotion is running for the summer and \$165.00 has been raised so far.



Abby Stening (Manager) and Josh Bairstow (DJ).

**Portside Tavern, Port Pirie**, held the Bushfire Appeal DJ Night Fundraiser on Saturday 11 January 2020. Local and very talented DJ, Josh Bairstow, donated his normal professional fee and the hotel donated 50 percent of the door takings for the total to exceed \$800 which is going to the Kangaroo Island Bushfire Appeal.



**Hotel Grand Chancellor** held a bushfire appeal over the Australia Day long weekend, raising \$2,604.35 for the Nature Foundation SA Wildlife Recovery Fund.

**Mount Lofty House** arranged two fundraising dinner and stays for the CFS and State Emergency Relief Fund. To date, they have raised \$46,000 with the ongoing live online auction set to raise this total even further. Tickets were \$1000 per person, including a degustation dinner in Hardy's Verandah Restaurant, overnight accommodation in their new rooms and a welcome gift pack.

**Hilton Hotel, Hilton**, raised \$6858 for the Kangaroo Island Mayoral Relief Bushfire Fund in January by collecting donations on the bar and contributing a dollar from all pints of tap beer served during the month of January.



**The Lion Hotel, North Adelaide**, held the fundraiser "Fire Fund" on Friday 17 January 2020 in their courtyard. The hotel supported and spread awareness of those companies affected by the fires and solely stocked their products in the back bar. 4 Pines Brewery, Mismatch Brewing and Coopers donated a keg each.

A table tennis tournament was also held, which proved very popular and was umpired by Claire Pickering from Table Tennis South Australia. All proceeds from the tournament were also donated.

All staff that worked the event donated their time for set up and working the evening. A total of \$2485.49 was raised, with all profits donated to the CFS foundation.

**Middleton Tavern** held a fundraiser for the bushfires on Friday 10 January. \$5 from every meal, pint of beer and glass of wine purchased on that day went towards fundraising as well as all money raised from their usual meat raffle draws that night. \$5,417.20 was raised and distributed between the CFS Foundation, South Australian Veterinary Management Fund, Kangaroo Island Mayoral Relief Fund and the State Emergency Relief Fund. The hotel is continuing to fundraise with Middleton CFS donation tins on the bar.





**The Gov** held an SA Bushfire Benefit on Sunday 12 January – coordinated by Courtney Robb and Snooks La Vie, featuring The Yearlings Band, Ollie English, Don Morrison, Kelly Menhennett, Courtney Robb and Snooks La Vie (ex Hiptones), Nikko Kipridis (Streamliners), Andra Cordell and Satisfaction - The Stones Show, all donating their time for the cause. They raised \$12,959 and it was all donated to The Hut Community Centre, where it will be distributed to those directly affected by the Cudlee Creek bushfire.

Future events are also planned, including a fundraiser show at The Gov on Sunday 1 March, in which Germein will perform with all money to be donated between the CFS and Fauna Rescue.



**The Moonta Hotel** held a fundraiser on 10 January, with all proceeds going directly to the Kangaroo Island Mayoral Relief and Recovery Bushfire Fund. The hotel donated 100 percent of their Happy Hour takings from 6-7pm, as well as running an auction after happy hour and patron cash donations.

The total raised on the night was \$3,195.85 with further cash donations of \$260, bringing the total raised by the Moonta Hotel to \$3,455.85.



**Basheer Hotels** proudly raised a total of \$2,244 for the bushfire relief with various promotions throughout January:

**Strathmore Hotel** - Bushfire Burger with all profits donated. \$5 from each bottle of Tomich Wine sold.

**Brompton Hotel** - Bushfire Burger with \$5 from each burger sold donated. Donation tins on bars.

**Woodville Hotel** - Pulled Lamb Aussie Burger with all profits donated. Aussie choc cold rock with all profits donated. Pine lime spice and liquid lamington cocktails with all profits donated.



**Caledonian Inn, Robe** - The Cally hosts many live bands throughout the year, so the staff organised a concert to raise money to support the bushfires.

\$5,200 was raised with part of the proceeds going to Blaze-Aid while part went to the Volunteer Firefighters Auxillary.

**Loxton Hotel** are donating all of their proceeds from their Friday Night Meat Raffles from January and February to the KI Mayors Bushfire Appeal. The Hotel kicked it off with a donation of \$500 and their aim is to donate \$2,500 – they are currently at \$1,300.

**The Rising Sun Hotel Auburn** raised a sum of \$450 for the CFS Foundation. This money was raised over January by having a sealed jar on the front bar calling for donations of any amount from customers. The Rising Sun Hotel Social Club made a very generous donation of \$200 of this amount.

**Sparkke at the Whitmore** - Throughout January and February, 25 percent of the sales of Sparkke’s “Climate Change is a Burning Issue” Red Ale will be donated to the Kangaroo Island Wildlife Park. \$3,400 has been raised so far! Sparkke also donated 100 cases (beer/hard lemonade) to the Cudlee Creek Bushfire Benefit Concert on 9 February for direct sales to consumers. 100 percent of sales will go to the fund. This will be over \$10,000 in donations. They also donated two auction items to the Glam Adelaide SA4SA Gala and a further 200 cases (beer/hard lemonade) to the Sparkke Bar at the SA4SA Gala with any remaining cans sold at the Cudlee Creek Benefit. This will equate to over \$20,000 in monies donated.



**Flagstaff Hotel** has been involved with a variety of fundraisers for the CFS Foundation. \$300 was donated to the CFS Foundation in a joint fundraiser with the Southern District Cricket Club which the hotel sponsor. \$2027.10 was raised at a schnitzel fundraiser night, with the hotel donating \$10 per schnitzel sold on the night plus money raised with the donation boxes. The hotel will continue to have donation boxes around the hotel throughout the year to raise money for the CFS foundation and other charities.



**The Warradale Hotel** created a ‘Schnitzathon’ event on Friday 10 January. All of the schnitzel proceeds have been donated to the Kangaroo Island Mayoral Relief Fund. The fundraiser was a huge success, raising \$11,717.



**The Aurora Ozone Hotel** on Kangaroo Island has lost approximately 60 percent of their forward revenue due to cancellations after the devastating bushfire which ravaged Kangaroo Island in the summer of 2020. Despite this, the hotel has been working tirelessly to assist in making things easier for those men and women who lost everything in the fires and for those people who selflessly gave up their Christmas and New Year to assist their island.

At almost midnight on day 21 of the bushfire emergency (10 January), hotel General Manager, Mary-Lou Corcoran and staff could be found making up portable cots to house the Salvos and SES who had

been evacuated from the staging area, Southern Ocean Lodge staff evacuees and those who had been displaced by the fires and no longer had homes to return to. These portable cots were set up in their function rooms, usually set up for large conferences or events, and only one hour previously, had been set up for a wedding dinner!

The restaurant kitchen worked extended hours, opening its doors from 6.00am to 11.30pm to cook meals for all emergency services crew, locals, hotel guests and more. Not only did the kitchen extend its cooking hours, kitchen staff also prepared approximately 150 lunch and dinner meals per day and delivered them to the Incident Management Team (IMT), CFS and emergency services crew in the logistics office.

Mary-Lou dedicated numerous hours per day for weeks volunteering in the logistics section of the fire command centre, as well as running the hotel daily. In less than 24 hours, Mary-Lou organised live

entertainment 'Dan the Man' to travel to Kangaroo Island from Adelaide to play to all IMT, CFS and emergency services crew at the end of their deployment to the island, marking the beginning of changeover to the new crew.

Army personnel also used the hotels amenities free of charge and the hotel has been providing daily breakfast to all local government employees who have come from the mainland to assist with firebreaks and clean up.

The Ozone hotel had the opportunity to host the FiveAA breakfast radio show to highlight the start of the islands recovery, which gave many locals an opportunity to tell their stories and to connect in a friendly and open environment and share some of the challenges they have ahead.

In the near future, the hotel is planning a celebration for all those who volunteered their time and efforts for the community, to thank them for their generosity in protecting and defending the island.

# SA Bushfire Relief: AHA|SA HOTEL CARE

The AHA|SA, along with Clubs SA, donated \$30,000 to support bushfire victims on Kangaroo Island. The contribution was made to assist the victims of Kangaroo Island bushfires by donating brand new generators to farmers and other residents who lost everything.

When homes are lost to fire the most important thing is to get back to your land, to clean-up and rebuild. Without electricity, the cleaning and rebuilding is incredibly difficult.

All generators will be purchased from the Kangaroo Island business that stocks them in order to help the economy of the region.



After the fires that impacted the community of Edithburgh on the 20th and 21st of November, a 'thank you' day was organised for volunteers and the farming community. The event was run on Sunday 19th of January 2020 with live music, 20/20 cricket matches between the farmers and SES volunteers and the 2 local football clubs, along with a barbeque lunch and drinks.

The AHA|SA proudly contributed to purchasing food items for the event. All SES personnel from Yorke Peninsula were invited as well as delegates from the salvos, businesses that donated and the local farmers who were there for the 3 days with their firefighting units. A fundraising raffle was held on the day which raised \$13,000! The leftover food

items were donated to Kangaroo Island and flown over by a local volunteer.

The cost of the fires;

- 7 homes lost
- 11 structures destroyed
- 5000 hectares burned
- 1000 sheep lost
- Kms of fencing lost.

"We would like to take this opportunity to sincerely thank the AHA|SA for their kind donation and recognition of such a terrific day. The kind gesture was able to thank some of the people that assisted during the horrific fires that are engulfing Australia this summer".

- Linda Reuther - Secretary/Treasurer Edithburgh Football Club & Sports Association Inc



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# *Sailmaster Tavern's*

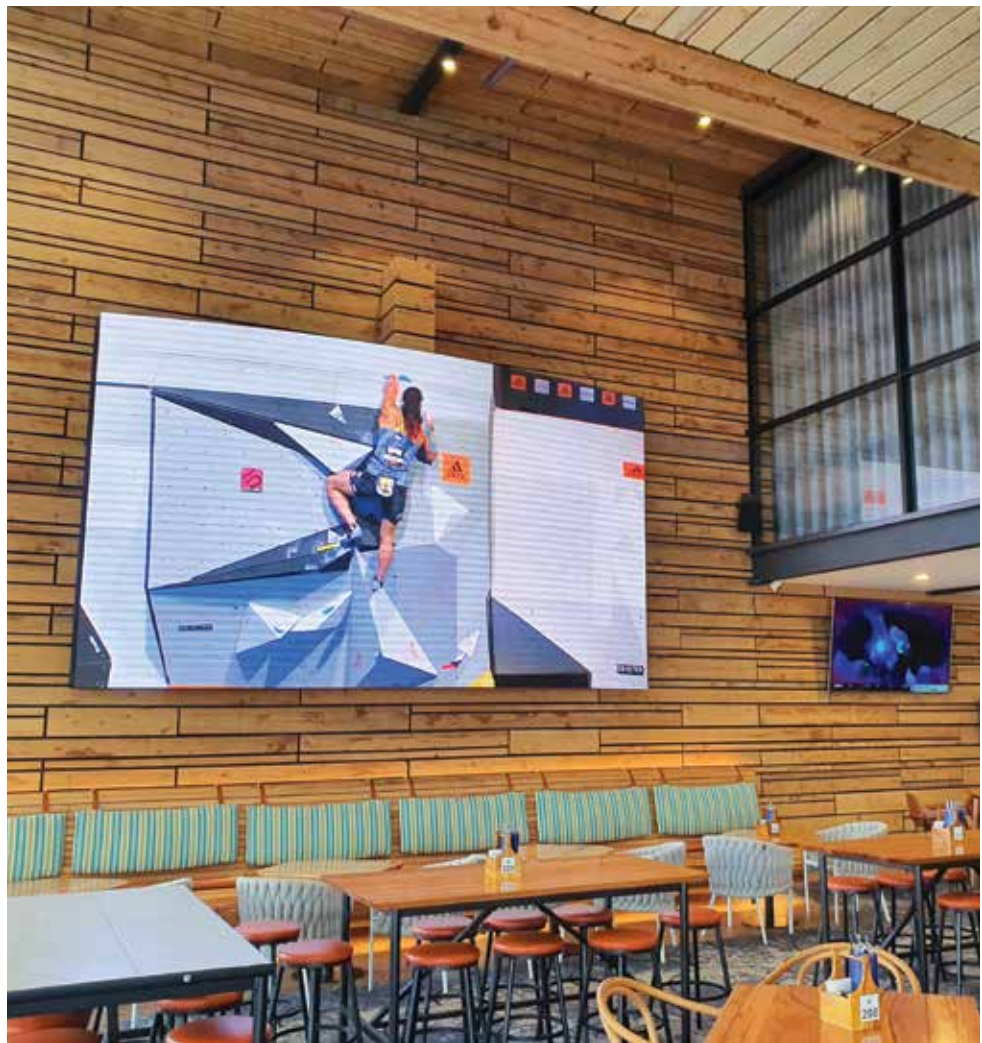
\$6 MILLION RENEWAL

WORDS: JOSH TEAKLE



Despite being built just 30 years ago, the Sailmaster Tavern recently underwent a “much needed” \$6m refurbishment to re-establish the hotel as a premier location along the Lefevre Peninsula.

Long-term owner of the marina-side tavern in North Haven, Kevin Beswick, set one foot through the doors of his hotel in early 2018 (at the conclusion of a licensee’s lease) and was instantly resigned to the fact it required a lot more than just a lick of paint.



From the minute we reclaimed possession of the hotel on February 5 2018, Kevin took on the management of the business and immediately began wiping the slate clean, with one simple mission in mind.

“We wanted to restore the hotel to its former glory,” Kevin said.

“I have owned the hotel with David Boyd for 27 years and managed it for the first five years, so I knew what this place was capable of.

“It’s always been a destination hotel because it sits on the marina down at North Haven and the views are spectacular, but unfortunately it hasn’t been shown much love in a long time.

“Nearly two years on and you really feel like you could be having a beer in Port Douglas or Cairns while sitting on the deck at the Sailmaster Tavern, it is a little slice of the tropics in the urban.”

Only remnants of the original hotel remain as Kevin; business partners, Sandy and Chris Vince; General Manager, Glen Chilton; Manager, Terry Warner and an experienced team of architects, Mark Folland from Folland Panozzo, and builders ABH Construction - in particular David Georgiou, who dropped everything to come back and renovate the hotel when we first took it over - went about stripping it back to the core. That meant nothing was off limits... not even the roof.

“Spectacular and awe-striking” views of the marina were a feature that hadn’t faded over time and, in an attempt to make the most of the perfect summer nights, a rooftop bar and waterfront deck were placed at the top of the project’s priority list.

“We own 20m of waterfront, so we put a deck out over the marina and built a cocktail lounge and function room upstairs,” Kevin said.

Asahi Premium Beverages congratulate The Sailmaster on their fantastic redevelopment and are proud to be a partner, with these great products available on tap.

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PREMIUM BEVERAGES



"We have increased capacity quite dramatically and can seat up to 450 people at any given time.

"On a nice day, we have bi-fold doors that open the whole hotel up onto the marina."

The hotel now has four separate dining areas, as well as a renovated bottle shop, gaming room, separate sports bar, car park and TAB facilities.

While the views speak for themselves, Kevin's team took great care and pride in transforming the Sailmaster Tavern from past its use-by date to a "destination hotel" once again.

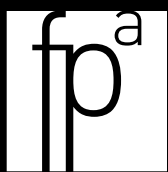
The Sailmaster's tired aqua and white exterior has been rejuvenated with a stunning rocky stone façade, while the internal refurbishment showcases a modern, yet rustic theme featuring

"Let's do something special with this place because we have **a once-in-a-lifetime opportunity to rub it out and start again.**"

earthy, classic timbers and high-end furniture to complement any corporate meeting, wedding, party or casual family dinner.

"When we walked through after our tenants decided to leave, I called Mark Folland (Folland Panozzo Architects) and said, "You have to come down and have a look," Kevin said.

## Folland Panozzo Architects congratulates The Sailmaster



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“When he got here, I said ‘Let’s do something special with this place because we have a once-in-a-lifetime opportunity to rub it out and start again!’”

“We changed the roof line because we had to get some height into the building, which allowed us to bring in the upstairs area, and from there we could introduce a big TV screen in the Cargo Bar which has given it an unbelievable atmosphere.

“It was a work-in-progress and while the overall concept from day one has remained consistent, the plans have changed about 40 per cent from the original ideas as we have gone along, but we are absolutely stoked with the result.”

The seafood-and-traditional-pub-meal focused menu has proved popular with patrons since the hotel’s reopening in mid-2019, with

the kitchen preparing about 4000 meals per week for the facility’s newly-established Four Knots restaurant, Cargo bar, deck, Crew bar, sports bar and the upstairs Nautica cocktail bar and function room.

“The locals are over the moon about the rebuild and new look Sailmaster Tavern,” Kevin said.

“They come in regularly and tell us, ‘We can’t thank you enough for what you have done for the area’, because they had seen it slip into quite a state of disrepair and now it is the focal point of the region.

“Each area of the venue has its own distinctive theme, but it’s a comfortable and very welcoming hotel for all demographics – from the family through to the business man and couples wanting a nice dinner.”

**SipnSave congratulates  
Kevin, Sandy and Chris on  
the superb renovation of  
the Sailmaster Tavern**

**SipnSave**

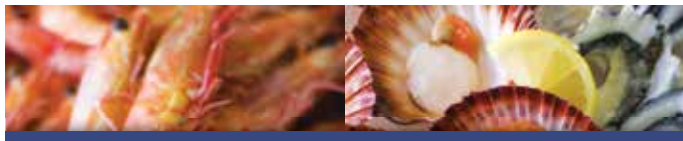
“The locals are over the moon about the rebuild... They come in regularly and tell us, **‘We can’t thank you enough for what you have done for the area’...**”

**LOWER ENERGY COSTS**

The renovations included the installation of four Climate Wizard CW-6S air conditioning units. With the introduction of a deck and alfresco dining area, a cooling solution was required that could provide a constant and comfortable temperature to the dining area, unaffected by external doors remaining open during operating hours in the warmer months. This is the type of application that Climate Wizard is ideally suited for!

The micro-core technology in CW-6S provides 100% fresh cool air into the space at a positive pressure, reducing the infiltration of hot outside air whilst also reducing energy consumption by up to 80% in cooling mode compared to reverse cycle systems. The installation is exceeding fresh air requirements and all patrons can enjoy a cool and comfortable temperature at all times.

After what has been a more than 30-year career in the hotel industry, the 179-game Port Adelaide and West Adelaide SANFL player (1970 to 1981) said owning a hotel had never been on his radar until, by chance, he found his foot in the door.



Producers and suppliers of quality seafood and catering lines to the Hospitality Industry.

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"I never saw myself in hotels to be honest," Kevin said.

"I started working on the wharf as a tally clerk and was made redundant a few times. So I ended up running my own bingo ticket business towards the end of my football career, which meant I was in and out of hotels every day and from there grew my interest in hotels.

"It has been over 30 years now in hotels and I love the industry, it is fantastic because no day is ever dull, the people you meet are amazing and it's a forever changing industry.

"When I first came into hotels, we had one beer on tap – West End Draught in Adelaide – and that was it, then light beer came in and a few other breweries and now we have 32 different beers on tap, not to mention the introduction of poker machines and the TAB,

the changes go on and on."

Kevin's involvements with partners Peter Hewitt and the late Frank Tasker at the Blue Gums and the Somerset hotels have seen them transformed and renovated in similar Sailmaster Tavern fashion, however his career in the industry commenced behind the Rosewater Hotel bar.

Despite feeling a connection to each of his hotels, an opportunity in the early 1990s to swoop on the Sailmaster Tavern alongside close friend, Dave Boyd (seven-time Port Adelaide premiership player, Magarey Medallist and SA Football Hall of Fame member), has been his most memorable ride.

"The hotel was in receivership with the State Bank when Dave and I bought it.

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"Sadly, Dave passed away a few years ago so his daughter Sandy (and husband Chris) took over his half and we are very proud of what we have come up with.

"This hotel is a bit personal to me - it's my baby.

"I certainly know the region pretty well because I was born in the area and know so many people here.

"I played footy at Port Adelaide, I was born in Glanville along the Peninsula and growing up we lived in a trust home at Taperoo, which is only a stone's throw from North Haven.

"It is a nice feeling when you walk into the hotel and see so many familiar and friendly faces, which is why it's great that we have had the opportunity to rebuild the Sailmaster Tavern as we have."

"Spectacular and awe-striking' views of the marina were a feature... and, **in an attempt to make the most of the perfect summer nights, a rooftop bar and waterfront deck were placed** at the top of the project's priority list."



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# Sarah Goldfinch

CROWNE PLAZA ADELAIDE

## WHAT IS THE TITLE OF YOUR POSITION?

General Manager.

## WHAT HOTEL DO YOU MANAGE?

Crowne Plaza Adelaide.

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

I studied Hotel Management at the Blue Mountains Hotel Management School. I followed a rooms division career path through Housekeeping, Front Office, Reservations and Revenue Management. Upon completing my studies, I travelled considerably with work, moving, with each opportunity from my home in Newcastle to Sydney, London, Port Douglas, Auckland, Melbourne and Adelaide to name a few.

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

None until I married. My husband's Grandfather, Alan Goldfinch, was a publican here in Adelaide who was an AHA member and owned the Criterion, Exchange and Eagle on the Hill hotels.

## WHAT DOES YOUR POSITION ENTAIL?

My position is so varied which is why I enjoy it so much. Pre-opening, which I'm currently doing, requires strong project management, procurement with a design focus, while developing marketing, PR and sales plans. As an operating General Manager, my responsibilities include managing multiple departments monitoring the hotels performance and leading a diverse team of people.

## WHAT ASPECT OF THIS POSITION IS YOUR FAVOURITE?

I really enjoy opening hotels. Crowne Plaza Adelaide will be my fourth hotel opening. From creating a vision of what the hotel will be, then working with Owners, Architects, Designers and Builders on delivering that product, is very rewarding.



Additionally, I get great satisfaction in developing new and emerging talent. I have participated in several mentoring programs in my time and gain a great sense of achievement in mentoring employees to achieve their career goals.

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

Not surprisingly, the performance management side of our jobs. No one ever likes delivering bad news or impacting people's careers when it's time to part ways.

## APPROXIMATELY HOW MANY STAFF DO YOU MANAGE?

130 – 140 people.

## WHO HAVE YOUR MENTORS BEEN OVER THE YEARS?

I'm fortunate to have had several mentors, including my father - a successful CEO of multiple private hospitals who taught me to be relatable to all types of people. In my hospitality career, I still reference Paul Bidgood, Mirvac Regional General Manager, who nurtured my career from Front Office Manager to first-time General Manager.

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

To take ownership of your own training and development and not wait for someone to enrol you on a course or tap you on the shoulder to apply for a role. The hotel industry has so much opportunity from online learning, subsidised courses and leadership programs. I encourage those I work with to talk to the leader in the position they aspire to and ask them

to illustrate what they do. Also, mobility is essential. Not only does it increase the amount of job opportunities but working for a variety of brands and styles of hotels offers excellent experience in hotel management.

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

I'm really enjoying working with IHG and plan to be at Crowne Plaza Adelaide for some time. I'm proud to say Adelaide is now my home.

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

Crowne Plaza Adelaide will redefine the modern business hotel, responding to the needs of today's connected travellers. Our guests will be connected, mobile, have high expectations and strong preferences. Our rooms have been designed for improved professional productivity, advanced restoration and inspiration. Our hotel will feature a new approach to lobby design on Level 10 with Plaza Workspace, which can be used for co-working or relaxing, and is centred around a lively restaurant and bar, offering inspiring food and drink. Level 10 will create a vibrant hub and allow for warm and engaging interactions between our guests and staff.

## WHEN WILL THE HOTEL OPEN?

Crowne Plaza Adelaide is scheduled to open in April this year. I encourage all to try our modern Japanese restaurant which is a blend of Asian and international flavours.



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# AHA|SA Staff Spotlight

NATASHA NEAME - DEPUTY DIRECTOR, GAMING CARE

## WHEN DID YOU JOIN GAMING CARE?

I joined the team as a Gaming Care Officer in March 2010 (which means my 10-year anniversary is coming up!). Seeking some different challenges, I moved to the position of Administration and Policy Officer in March 2017, and in September 2019, following some changes to my duties, my position was amended to Deputy Director, Gaming Care.

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

Prior to working at Gaming Care, I worked at CBS (or OLG as it was known at the time) for just under 10 years, where I held the position of Senior Officer, Gambling Administration. I provided gambling policy advice and support to the Commissioner, and prepared reports for the Independent Gambling Authority and the Minister. I would also answer calls from venue staff, licensees and group gaming managers regarding obligations under the Codes of Practice or give advice on support options for patrons who had suffered harm from gambling, such as barring.

## WHAT ARE YOUR KEY RESPONSIBILITIES AT GAMING CARE?

My main role is to provide policy and administrative support to the Executive Director of Gaming Care, to assist in operation of the agency including the key areas of policy development, staff management, relationships with key stakeholders, data administration and reporting. This means developing

strategies, responding to issues, attending meetings, maintaining the Gaming Care website and newsletter, assisting with patron issues including barring hearings, interpreting legislation, and assisting in the development of staff training.

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

Riding my motorcycle and playing guitar with my band are how I wind down after work and on weekends. I also enjoy playing my PS4 (still wandering around Assassin's Creed Odyssey at the moment).

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

I met Bono from U2 during the 1998 Popmart Tour in Melbourne – we waited outside the stadium until they arrived and handed him a letter...that I wrote for their guitarist, the Edge. He thought it was hilarious that I gave him a letter for his bandmate.

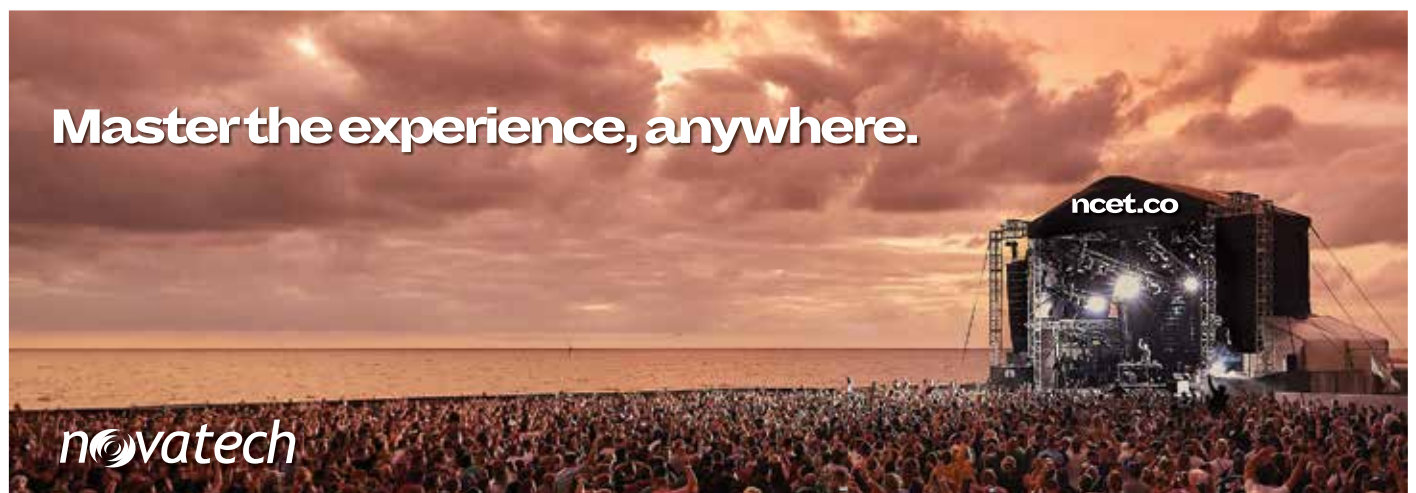
## WHERE IS YOUR FAVOURITE HOLIDAY DESTINATION?

I'm fortunate to have been to a lot of amazing countries, all of which I would go back to in an instant if possible. But here at home, you can find me at Younghusband camping on the banks of the Murray River every long weekend with my dogs, boyfriend and family, spending our time either out on the water mucking around or sitting around the campfire with a few drinks and laughs.

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



Sarah McLeod of The Superjesus as she inspired me to write my own music and continues to inspire me today. Valentino Rossi as he is one of the greatest motorcycle champions that ever lived and I want to pick his brain on that famous race against Casey Stoner at Laguna Seca in 2008. And lastly, Patrick Stewart as I really admire him for his stand against violence, his portrayal of Captain Picard and his support and fostering of rescue dogs.



# AHA|SA Corporate Partner Spotlight

HOSTPLUS - CONNIE LETIZIA AND PETER BARRY, ACCOUNT MANAGERS

## WHEN DID YOU JOIN YOUR CURRENT EMPLOYER?

We are both relatively new to Hostplus with Connie starting in July 2017 and Peter in May 2019. Both having been in senior roles in the Financial Services industry for many years, we bring a wealth of knowledge and add value to employers and their teams.

## TELL US ABOUT YOUR COMPANY:

Hostplus, the industry fund for everyone who lives and loves Australian hospitality, tourism, recreation and sport, is a proven performer over both short and long terms. Hostplus is a privately owned and operated business. We're run to benefit our members, so there are no commissions paid to financial planners and no dividends paid to shareholders. Life is full of twists and turns. New jobs, new cities, new adventures. Wherever your team goes, it's important to have a super fund that moves with them. A top performer who puts their needs first with competitive fees, consistent investment performance and comprehensive insurance options. We work hard to contribute to the financial wellbeing and security of our members throughout their working lives and into retirement.

## WHAT ARE YOUR KEY RESPONSIBILITIES?

Helping AHA|SA members with all their super requirements and ensure their teams have financial comfort as they strive for a full and dignified retirement. If it wasn't for the assistance from AHA members enabling us to interact with their teams, we would not be able to achieve this.



We have split the state in two with Connie looking after the north east and Peter looking after the south west. We look after employers and members from little wines bars, five star hotels and resorts and anything in between.

We especially enjoy being on the road servicing our AHA|SA country and metro members.

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

Connie – Uber driver! Having two girls aged 16 and 13, I feel I don't have too much spare time. When I do have time to myself, I enjoy travelling, entertaining and spending time with family and friends. Having a social family, we spend a lot of time in your venues enjoying good food and wine.

Peter – I have a busy social life with family and friends. Four kids in their 20s. My bank statements say I do lots of dining out at pubs and cafés. Love our beaches, travelling and boys toys.

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

Connie – my interest in soccer. Over 25 years ago I managed the inaugural women's team at Campbelltown City Soccer Club. I never played soccer but was actively involved in the team and the club. It was a great social environment and I made some great friends during the time at the club.

Peter – not much as I am a pretty open book. As a child living in Sydney I was taught to swim by Don Talbot (Australian Olympic swimming coach), I was pretty good at the school swimming carnivals.

## WHERE IS YOUR FAVOURITE HOLIDAY DESTINATION?

In discussion together - while we both enjoy travelling overseas, we agreed being tourists in our own state is such a gift as we have world class wine regions and the best sandy beaches in the world. We are grateful to live in SA and be spoiled with great food and venues.

Connie – I love to travel but Europe is my favourite destination. I love spending time in non-touristy areas and experiencing how the locals live.

Peter – I stayed in Monterosa in the Italian Cinque Terre 18 months ago. A place I recommend and would love to get back to.

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# A Partnership You Can Bank On

With the new year comes new opportunity for growing the efficiency of your operations through new equipment and upgrades. Of course, part and parcel of considering any new purchases is the question of how you will pay for it.

“With the Instant Asset Write-off threshold increasing to \$50 million in turnover in 2019, many businesses that previously didn’t qualify now have access to writing off an asset under \$30K,” Neil Oakes, Director of Perks Tax Consulting reminds us.

However, some of you might be wondering where to even find the initial outlay? For many, the default for financing is their bank...but are you getting the most out of this relationship and how can you maximise your time?

With access to finance playing a big part of helping to ensure the ongoing success and continued growth of any hospitality business, it pays to put a high value on this relationship and make it as strong and productive as possible. Ultimately, a strong banking relationship can help you save money through lower interest rates on repayments, while also ensuring that you have easier access to finance when you need it.

However, negotiating the relationship with your bank can be a complex task if you aren’t equipped with the right set of tools

and the right advice to help you get the most out of it.

According to Director of Perks Finance, Bruce Debenham, a good starting point is to ensure you understand the value of your relationship to the banks.

“With an increasing number of smaller lenders now in the market, banks are more inclined to fight for your business. For them, it’s much easier to retain a current customer than to go out and find a new one,” said Bruce.

“Knowing this puts you in a better position to negotiate for a lower interest rate or more favourable repayments terms.”

Bruce maintains that it’s about being open and honest with your bank.

“Good communication is key to a strong banking relationship and the more your bank knows about your business and your individual circumstances, the more willing and able they will be to negotiate on rates and terms.”

This is where having an adviser with a solid background in hospitality, and an experienced broker, on your side can be of great benefit to ensuring a productive relationship with your bank. Having the right broker can simplify and streamline the lending process for you; they can shop around on your behalf to help you get the best deal on interest rates and terms from

a wide variety of lenders and take on the administrative burden that most publicans would rather avoid.

It’s also worth considering that your broker can work in partnership with your business adviser. If you have a good adviser, they should have a solid understanding of your goals and business concerns, however, as you likely already know – they are not going to petition the banks or lenders on your behalf – this is where your broker can play the part. Whilst the role of dealing directly with the banks often falls on the operator (you), your broker can effectively play the role of intermediate between your adviser and the bank, managing the banking relationship on your behalf and working with your adviser to obtain all the information the banks are after, with the support of your adviser.

So, with the right understanding and supported by the right tools and advice, a good banking relationship can pay dividends for publicans and the businesses they run. Most importantly, leveraging your advisers and brokers to get the most for your business (and save you the administrative headache) can enable you to focus more on what’s important – operating an efficient business, growing revenues and ensuring financial stability in the long run.



Pat Hodby

*Pat Hodby and Tom Paine are Directors at Perks, South Australia’s leading privately-owned accounting and private wealth firm. They are the driving force behind the Perks Hospitality specialisation team and have both 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 digitization of their support systems. Pat is also an active industry advocate for publicans and the hospitality industry and owns a successful pub in the Adelaide Hills.*



Tom Paine

## Coopers Enjoys Stout Recovery

One of Coopers Brewery’s oldest beers, Coopers Best Extra Stout, is enjoying a resurgence among Australian consumers with sales at their highest level in almost half a century.

Coopers Managing Director, Dr Tim Cooper, said Stout has been in constant production since 1879 and was one of the company’s mainstay products during the last century, along with Sparkling Ale.

“It appears that as new beer styles and flavours enter

the market, consumers are also keen to look at flagship beers and styles that have stood the test of time,” he said. “Interest in stouts, dark beers and porters is increasing world-wide and we are certainly enjoying that trend.”

While demand for stout is surging, sales of Coopers two newest ales, Session Ale and XPA, have also been booming. In the period of 31 December 2019, XPA sales topped two million litres, significantly ahead of expectations, while more than 3.1 million litres of Session Ale were sold in 2019.



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Mother's Day BREAKFAST

AFTER WORK BBQ

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Australia Day

# AHA|SA Regional Meetings 2020

DATE	REGION	VENUE
February 11th	Pt Pirie/Pt Augusta and Far North/Whyalla	Ian's Western Hotel
February 25th	Metro	Bridgeway Hotel
March 17th	Murray Mallee	Waikerie Hotel
March 31st	South East	Beachport Hotel
April 21st	Lower/Mid/Upper North East	Railway Hotel Jamestown
April 28th	South Coast Hills	Macclesfield Hotel
May 12th	Gawler and Barossa	Criterion Tavern, Gawler
May 26th	Yorke Peninsula	Marion Bay Tavern
June 16th	Eyre Peninsula	Cleve Hotel
July 14th	Pt Pirie/Pt Augusta and Far North/Whyalla	Westland Hotel Motel, Whyalla
July 28th	Murray Mallee	Loxton Hotel
August 18th	Lower/Mid/Upper North East	Taminga Hotel, Clare
August 25th	South Coast Hills	Murray Bridge Hotel
September 15th	South East	Bordertown Hotel
September 29th	Gawler and Barossa	Vine Inn Barossa
October 20th	Metro	Marion Hotel
October 27th	Yorke Peninsula	Port Broughton Hotel
November 24th	Eyre Peninsula (Christmas)	Tasman Hotel, Port Lincoln



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# Gaming Changes

## Integral to a Viable Future Industry

**LONG AWAITED GAMING CHANGES PASSED THE STATE PARLIAMENT IN THE SECOND WEEK OF DECEMBER 2019.**

There were a range of changes, including the ability to access new technology and increase harm minimisation capacity - and in some cases, a reduction in red tape (although this may only balance out the very clear increased obligations).

"The reforms however were desperately needed because to ignore the need for a modern, responsive and responsible industry was to see that industry literally wither on the vine," said AHA CEO, Ian Horne.

"The reality was that hotels, clubs and the Adelaide Casino were the last Australian jurisdiction to introduce the ability to accept notes."

A STAR IS ON  
ITS WAY



 **AINSWORTH**

“The reality was that hotels, clubs and **the Adelaide Casino** were the **last Australian jurisdiction** to introduce the ability to accept notes.”



#### WHAT CHANGES WILL COME WITH NOTE ACCEPTORS?

The maximum bet in 1994 was \$10 and is now \$5 (reduced from January 2017) – that will remain.

A gaming machine currently has a capacity to hold up to 1000 \$1 coins (\$1000). The new legislation allows bank notes of denominations up to \$50, with a maximum credit limit of \$100 for notes only. There will be further restrictions to cash through EFTPOS.

The maximum prize/win of a machine will remain at \$10,000 as it was in 1994. The Return to Player – regulated as a minimum of 87.5% - remains unchanged, although the current statewide return exceeds 91%.

#### INTERESTING FACTS: WHAT'S A \$1 WORTH?

In 1994 machines were activated by a \$1 coin and the maximum bet was \$10.

In 2018 that \$1 coin value in 1994 terms is now 54 cents – there has been no increase.

The maximum bet of \$10 was reduced to \$5. In 2017, this \$5 bet is now worth \$2.73 in 1994 terms– there has been no increase but a significant decrease in value.

The maximum prize of \$10,000 in 1994 remains \$10,000 26 years later. Its 1994 value is \$5,476.32.

In other words the same coin, bets and prizes remain in 2020 as applied in 1994.

## Aristocrat – It's All About What's Next

The last decade has been pivotal for Aristocrat and with AHG fast approaching, the momentum continues into 2020.

We invite you to join us on the Aristocrat stand as we reveal that “It's All About What's Next”. We will showcase a portfolio that offers more depth and diversity than ever before.

With over 25 titles on the stand this year, we are confident that our portfolio will support your venues every need. Our 2020 portfolio demonstrates our investment in the future of the gaming industry. You can expect to see some big reveals from Aristocrat, as we unveil our exciting products rolling out this year.

Our talented teams bring inspiration to every challenge in order to deliver the ultimate gaming experience – from the next gen products like Player's Choice Royale to the innovative content like Grand Star Link and the highly anticipated brands including Dragon Link. With plenty more exciting products also on display at the show, AHG is shaping up to be Aristocrat's most memorable yet. Join us on the Aristocrat stand at AHG 2020 as we reveal that “It's All About What's Next.”

To find out more about Aristocrat's product line up visit [www.aristocrat.com/anz](http://www.aristocrat.com/anz).



IT'S ALL ABOUT WHAT'S

NEXT

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Brisbane Convention & Exhibition Centre  
18 & 19 March

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ARISTOCRAT

## GAMING REVENUE (KNOWN AS NGR)

Gaming NGR (i.e. expenditure on gaming) in 2018/19 is at the same level as in 2002/03 – that is 16 years ago.

Gaming expenditure reached its peak in 2007. It is now 33% down in real terms.

The explosion in gambling is on-line via tablets, smart phones and the internet and unregulated and generates little or no benefit for SA.

Gaming in South Australia is highly regulated with best practice strategies in harm minimisation that include the intervention agencies, Gaming Care and Club Safe, Automatic Risk Monitoring (ARMS) – an Australian first, pre-commitment on all loyalty cards, a \$2.4 million contribution to the Gamblers Rehabilitation Fund, strict codes of conduct and comprehensive training obligations... none of this applies to the on-line.

## TITO

The final legislative outcome will see technology that will include note acceptors and “ticket in, ticket out” – known as TITO.

But to balance that opportunity is a restriction on how many notes can be pre-loaded and importantly, the introduction of facial recognition technology for venues with 30 or more EGMs when note acceptors (even just one) are introduced.

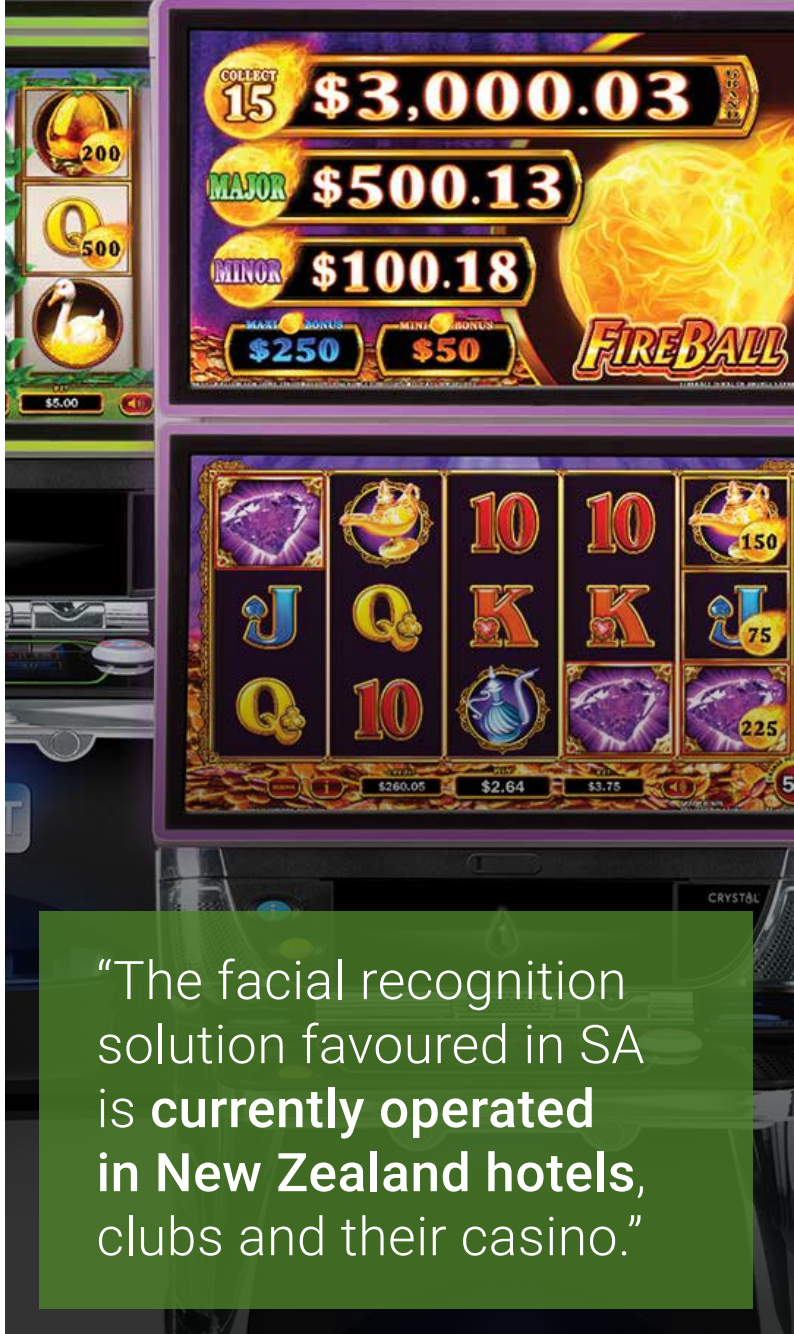
“The facial recognition solution favoured in SA is currently operated in New Zealand hotels, clubs and their casino,” said Ian.

“It’s a relatively cost effective but highly accurate solution to identify people who have been banned either from a specific venue, multiple venues or statewide. The system identifies no one else.”

The New Zealand example is cloud-based, which removes the need for additional servers or IT, yet as a result it is instantly responsive to any changes in the database.

The facial recognition solution as operated in New Zealand will reduce to almost zero the ability of banned patrons to breach that ban. That is a major benefit to the venue staff, management and the banned patron.

So the outcome as a total package has reflected the industry expectation of new technology as available in all other Australian states and New Zealand but also an Australian first Statewide mechanism to ensure those that chose or are required to be excluded will be!



“The facial recognition solution favoured in SA is currently operated in New Zealand hotels, clubs and their casino.”

“We are grateful that both the Government through Deputy Premier, Vickie Chapman, and the Opposition through Shadow Treasurer, Stephen Mullighan, were able to find common ground so that the hotel and club sector could continue to develop and that the checks and balances for those who encounter a problem with their gambling could be supported,” said Ian.

## IGT’s Player-Driven Performance

Performance is front and centre for IGT at the Australasian Hospitality and Gaming Expo (AHG) in Brisbane from 18-19 March. One of IGT’s key new games is Fireball, which delivers familiar ‘hold n spin’ gameplay but with a completely new twist, where line play and free games can be triggered together. Launching with three performing games – Blue Moon II, Jewel of Arabia and Money Beans - with a new ‘express’ player experience. Another main highlight will be Mighty Strike - an evolution of IGT’s successful Fortune Gong – with two new base games – Immortal Shogun and Black Knight.

Other products on display at AHG include:

- The preview of a new rapid hitting link – Golden Palace
- The latest games additions for IGT’s proven performer – Bubble Blast - as a link and SAP
- Strong performing Fortune Coin and Fortune Charm – with rapid hit progressive and bet-driven bonuses
- Fortune and Treasure Rising - with old school pay tables for high volatility play and scalable bonus prizes
- A new diamond Multistar – Multistar Brilliant Diamonds with six new performers, variety and choice in one cabinet

IGT’s Systems team will also be previewing the latest innovations for Advantage Club.



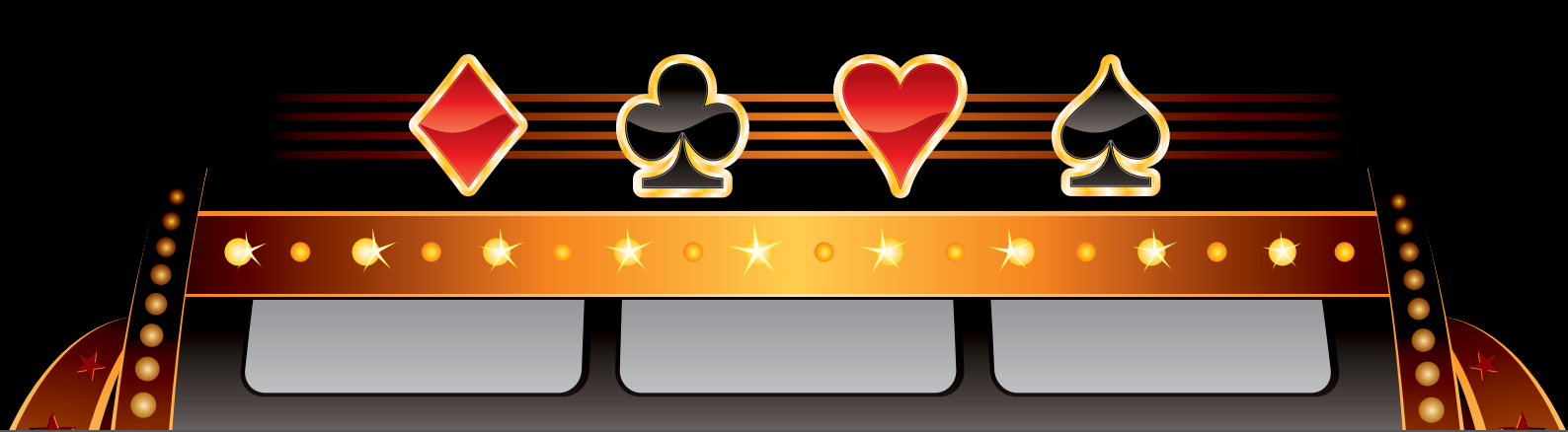
## Star Performance!

IGT's global performer – Scarab™ – is now playing in South Australia. Featuring fast-paced animated play and no jackpot liability, Scarab provides something different for your game line-up!

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## SG Gaming Announces Direct Representation in SA

For the past eight years, SG has supplied South Australian customers through an agency agreement with Macmont Gaming. The long term partnership was an extremely successful venture between the two organisations and has nurtured a loyal customer base.

Headed by John Schneeblehler, Macmont was able to make inroads into South Australia on behalf of SG - and he and his team became a key contributor to the success of the company's Australian business. As John steps aside to spend more time with his family, SG has retained both George Giotis and Janna

Schneeblehler to continue the representation in SA.

Marketing for Scientific Games and VP Sales, Russel Gartner, said "SG acquired the agency back from Macmont to ensure our customers in South Australia continuity. We are delighted to bring both George and Janna into the SG family and see this as an opportunity to increase our presence through additional resources that will be provided from the Australian head office. We are very grateful to the dedication and integrity shown by John over the years. He is one of life's true gentlemen and we wish him every happiness."

## Independent Gaming Analysis

There is no doubt that the reform passed by the current government to our gambling laws have been a long time coming, and with such changes there will always be apprehension and confusion but more importantly will be opportunities.

There is so much work to be done before we can be ready to implement these changes in venues, not only from The Commissioner and his team but also from the suppliers and venues themselves. The one thing we don't need to do is to rush the process and make mistakes or get things wrong just for the sake of a month or two.

This is a long-term commitment and I implore all operators to investigate and attain the right advice on the direction they should take to maximise their opportunities.

Robert Mullarvey is a Director Independent Gaming Analysis, South Australia's leading advisor on Poker Machine Management and Operations. His advice and expertise is sought after in all states and currently works with over 200 venues in SA both big and small. For more information or to talk to Rob about your gaming options phone 08 83766966.

### Are you getting the right guidance on your gaming operations?

Now that parliament has passed significant reforms to the gaming legislation it will be more important than ever to have the right advice on your gaming operation.

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## A message from SG Gaming

To our South Australian customers SG Gaming announces direct representation effective 1 February 2020.



We welcome Janna Schneeblehler and George Giotis into the SG family who will continue to be part of our business going forward. Thank you to Macmont for being our representatives for the past 8 years.

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# Introduction of New Sky Commercial Model for AHA Members

Tabcorp and AHA|SA are pleased to announce the introduction of the new SKY Retail Commercial Model.

Over the last six months, a working group consisting of nominated AHA CEO's and Presidents and Tabcorp senior management have been negotiating in good faith to finalise an agreement that recognises the changing landscape of the retail wagering business and media landscape.

**“The introduction of the new SKY commercial model further enhances our strong working relationship...”**

Tabcorp and AHA|SA have, for many years, enjoyed a mutually beneficial partnership working together to deliver many positive outcomes for members such as the SKY rebate program, introduction of the digital commission program and the investment of capital into member hotels.

The introduction of the new SKY commercial model further enhances our strong working relationship and demonstrates

Tabcorp's commitment to the sustainability of the South Australian PubTAB network.

Over the next 23 months, AHA|SA members with TAB facilities will receive SKY Channel Price reductions. The details and timing of each reduction is set out below:

- March 2020 – AHA SKY Discount = 15% discount off invoice.
- January 2021 – Reduction to SKY Rate Card = ~\$2K (at \$38 per week).
- January 2021 – Wagering rebates increase:  
<10K AWT = 60%. (up from 50%)  
>10K AWT = 30% (up from 25%)
- September 2021 – Reduction to SKY Rate Card = ~\$2K (at \$38 per week).
- CPI - there will be no CPI adjustment applied in 2019 / 2020. CPI increase re-applied from September 2021.

The above SKY Channel changes reflect the commitment by Tabcorp and AHA|SA to work together to look at ways to improve the viability of the wagering offer in all member hotels.

We look forward to the implementation of the above and continuing on our shared commitment to deliver a world class retail wagering business driven by our digital strategy.



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# Remembering Eve Barratt

BY GAMING CARE

Gaming Care and the AHA|SA would like to acknowledge the sad passing of Eve Barratt, CEO of Lifeline South East. Eve was a champion of her community, a passionate and dedicated leader and a pioneer of suicide prevention and problem gambling initiatives. Importantly, Eve understood and supported the hard work of Gaming Care in the early intervention of problem gamblers and worked closely with venue staff to minimise the harm caused by gambling.

In addition to her time as CEO of Lifeline, Eve was also a member of the Responsible Gambling Working Part of South Australia, the Gambling Regulation and Reform Group, the Independent Gambling Authority, and the advisory committee to the Minister on the South Australian Suicide Prevention Strategy.

In 2016, Eve led the Responsible Gambling Indigenous Art Project which featured the artwork of students from Kingston Community School. The launch of this project was supported and attended by Gaming Care, Club Safe and the Office for Problem Gambling, with the coaster and poster designs featuring the message 'Don't gamble our culture away' displayed in many hotels and clubs throughout the Limestone Coast.

Gaming Care are proud of the relationship between Lifeline South East and venue staff and have Eve to thank for that. It is due to her support and understanding of the difficulties faced by staff when attempting to assist patrons who may be at risk of



problem gambling that staff are confident in approaching patrons to discuss concerns around their gambling and offer referral to Lifeline South East. Gaming Care have also appreciated Eve's assistance with complex barring matters over the years, particularly for those patrons who may be living with mental illness or health issues.

From all the staff at Gaming Care and the AHA|SA, thank you for your tireless work for those who need it most, for your positive impact on all those you met, and for your enduring friendship. Vale, Eve.



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## THE PRESIDENT'S LUNCH 2019

Over 300 guests attended the President's Christmas Lunch held on Tuesday 10 December at the Adelaide Convention Centre. This annual industry event was a great success and had many politicians, business owners and special guests in attendance, including the Premier Steven Marshall and Leader of the Opposition Peter Malinauskas. The highlight of the lunch was the keynote address delivered by AHA|SA President, David Basheer.



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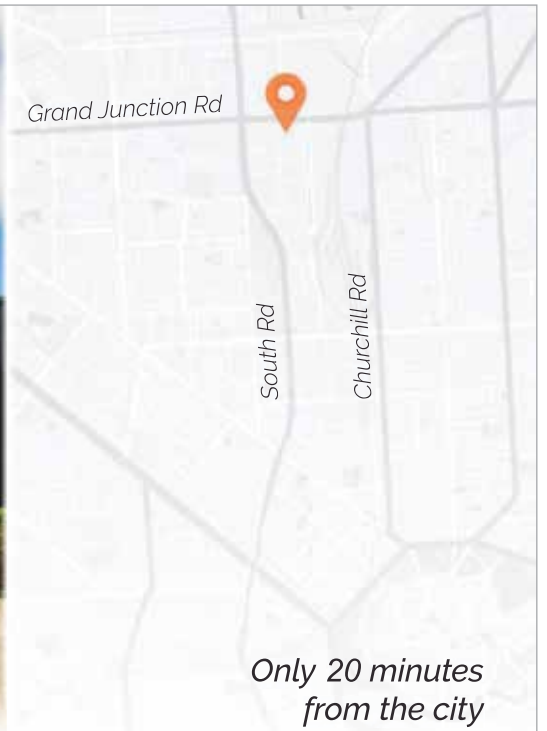
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# Hospitality Industry (General) Award Changes - 2020

As a result of the four Yearly Review of Modern Awards in the Fair Work Commission ('FWC'), the Hospitality Industry (General) Award 2010 ('HIGA') will be subject to a significant number of variations in 2020. In this article, we provide a brief overview of the variations that came into effect in January 2020, as well as those anticipated changes in the coming months.

## **ANNUALISED WAGE ARRANGEMENTS – COMMON ISSUES MATTER (AM2016/13)**

On 23 December 2019, a Full Bench of the FWC handed down their most recent decision (Decision) in the Annualised Wage Arrangements Common Issues matter in the 4 Yearly Review of Modern Awards.

In their Decision the Bench agreed to preserve the existing managerial salary absorption provisions in the HIGA, however they set out a number of variations to the Annualised Salary provisions currently contained in clause 27.1.

### *Managerial Salaries Absorption Provisions (clause 27.2)*

The Bench's decision to preserve the existing managerial salary absorption provisions was a significant win for Australian Hotels Association (AHA) Members. It ensures that senior management staff under the HIGA can continue to be employed in accordance with these flexible salary provisions.

With respect to the current managerial salary provisions in the HIGA, the Bench noted in their decision, that:

"... we are not satisfied that they are in fact annualised wage arrangements provisions at all; they may better be characterised as exemption provisions operating in conjunction with minimum wages provisions."

The preservation of these provisions would not have occurred if it were not for the strong advocacy efforts of the AHA in the FWC.

In an earlier decision in February 2019 in this matter, the Bench had provided the parties with details of a proposed Model Clause that would have replaced the existing clause 27.2 managerial provisions in the HIGA. The proposed Model Clause was in the AHA's view significantly more restrictive than the current managerial salary provisions and administratively would have been more onerous for our Members. Through the submissions and representation of the AHA, we were able to ensure that the Bench did not implement the Model Clause as they had

previously proposed and protected the existing managerial provisions so that they remain unchanged.

Consistent with the AHA's submissions, the current clause 27.2 will, however, be relocated to clause 20.2, to make a clear distinction from the non-managerial annualised salary arrangements under clause 27. This is purely an administrative change to clause numbers, as the current managerial salaries absorption wording will remain unchanged.

### *Annualised Salary Provisions (Clause 27.1)*

In the Decision, the Bench outlined changes that will be made to the existing annualised salary provisions currently contained under Clause 27.1 of the HIGA. Significant changes to the existing annualised salary arrangements will include.

- The Employer needing to undertake an annual reconciliation of the employee's salary to calculate the amount of remuneration that would have been payable to the employee under the provisions of the HIGA in comparison to the annualised wage actually paid to the employee.
- The setting of an outer limit number of ordinary hours that would otherwise attract the payment of a penalty rate under the HIGA and an outer limit number of hours that would otherwise attract overtime. Additional pay needing to be paid to employees where their hours exceed these outer limits.

The FWC gave the parties additional time in which to make submissions on the Bench's proposed Annualised Salary Model Clause, in particular the parties views on:

- The outer limit number of hours that should be applied to the clause.
- Which Award monetary entitlements should be included as part of the annualised salary.
- The date upon which the new model clause should take effect.

The FWC have published draft determinations of the proposed changes. Members will be advised of when the HIGA will be varied to ensure that there is sufficient time to transition to the new annualised salary arrangements.

Members will also be provided with further details as to how these changes will affect their existing annualised salary employees as well as the employment of new employees under these arrangements in the future.

## HIGA SUBSTANTIVE ISSUES MATTER (AM2017/59)

The HIGA Substantive Issues matter has now been finalised as part of the 4 Yearly Review of Modern Awards in the FWC. The FWC having heard submissions throughout 2019, determined that the HIGA be varied from the first full pay period on or after 23 January 2020.

The more significant variations include:

- Reclassification of the duty of “taking reservations, greeting and seating guests” from Food & Beverage Attendant (Grade 3) to Food & Beverage Attendant (Grade 2).
- Introduction of a competency-based wage progression for apprentices.
- Broadening of the apprenticeship provisions to include apprenticeships other than just cooking and waiting, provided there is a trade qualified classification provided for in the HIGA (e.g. Greenkeeping and Horticulture).
- For employees employed in accordance with the salaries absorption (Managerial Staff (Hotels)) provisions, extension of the taking of time off in lieu accrued for working on a public holiday from its current 28 days to a period of up to six months by agreement.
- Clarification that the minimum engagement period for work performed on public holidays (four hrs for full-timers and part-timers, two hrs for casuals) can include hours worked on the day immediately before a public holiday or day immediately after a public holiday.

The AHA has developed a comprehensive information booklet outlining all the varied clauses and the impact for Members from each of the variations. The information booklet can be found in the Members only section of the AHA|SA website under Workplace Relations – National Modern Award. The latest version of the HIGA can also be found in this same section of the AHA|SA website.

## FINALISATION OF PLAIN LANGUAGE EXPOSURE DRAFT – TRANCHE 2 AWARDS

The FWC has also been in the process of converting a number of awards including the HIGA, into plain language versions. This process is aimed at creating greater standardisation and consistency amongst modern awards, as well as assisting both employers and employees to more easily interpret the provisions of modern awards.

The HIGA is one of the awards in the tranche 2 group to go through the plain language re-drafting process.

An Exposure Draft for the HIGA has been developed and a final version of the HIGA will be available from mid-February 2020. The FWC has determined that the new plain language version of the HIGA will be operative from the first full pay period commencing on or after 4 May 2020.

**Members can contact the AHA|SA for further information on any of the HIGA changes referred to in this article.**



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# The Trend Behind Ordering at the Table in Pubs and Restaurants

Australians are the fourth largest users of mobile phones in the world with nine out of 10 now owning a smartphone. We've become accustomed to ordering food online, so it makes sense to match the service you provide with a similar experience to your customers at your venue.

Ordering at the table via a smartphone is convenient, easier, and puts control of food and drink orders in your customers' hands.

What benefits does it give your customers?

Convenience – puts control of food and drink orders in customers' hands.

No waiting or having to line up for service – customers can relax, enjoy time with family and friends, order at the table, and be served their dishes.

Customers can order at their pace - no pressure to make decisions in a hurry.

Transact at the table - the entire transaction is completed on the web-based app.

Customer delight - it appeals to a demographic that is technology savvy.

The impact on customer service and being able to differentiate yourself as a venue.

Hotel managers are concerned that ordering from mobile devices at the table doesn't present an opportunity to provide good customer service, or to upsell by discussing the meal with the customer. But the opposite is proving to be true and by providing an order at the table service, staff can focus on delivering good food, quickly and efficiently, improving the customer's overall dining experience.

Looking at the stats above, this is what people want.

What benefits does it deliver to your venue?

- Increase in revenue: faster table turnover with multiple sittings per night
- Increase in revenue: larger food orders as people order food progressively
- Increased accuracy of orders
- Reduced labour costs
- Reduced congestion at the bar

So, what's not to love? Order at Table is now available with your H&L POS System.

Email [sales@hlaustralia.com.au](mailto:sales@hlaustralia.com.au) to organise a chat about how ordering at the table from mobile devices will work for you and your venue. You can also call Jerry Friend 0418 172 169 or Craig Hese 0420 348 947.



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**Our Purpose** - To provide the hotel industry the capacity to respond to community concerns related to the harm associated with gambling by contributing to early intervention and support for problem gamblers and their families.

**Our Goal** - A compliant and proactive hotel industry that works with regulators, gambling help services, and players to limit the harm caused by gambling.

Gaming Care is the hotels responsible gambling early intervention agency, and is an initiative of the AHA|SA. Gaming Care's role 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, other relevant organisations and stakeholders.

#### SOME OF OUR DUTIES INCLUDE:

- ✓ Assisting hotel staff 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 facilitate the early identification of problematic gambling behaviour.
- ✓ Assisting hotel staff in providing responsible gambling service, on or with the capacity to influence the service, by training in responsible service of gambling. This helps reduce harm through the creation of a responsible gambling culture within the venue.

Gaming Care has developed a Responsible Gambling Document for venues which details the ways 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 or support please contact your local Gaming Care Officer, or our office for information on how Gaming Care can assist your venue.

**Gaming CARE** | The Hotels Responsible Gambling Early Intervention Agency

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## Scott's Spot

A special thanks to Brooke and her team at the Port Lincoln Hotel for hosting the Christmas Regional along with the sponsors evening on the Monday night. I wanted to share Sam McInnes's story, which he shared on the Monday night.

*A busy couple of weeks at Port Lincoln Hotel...*

### REMEMBRANCE DAY MONDAY 11.11.2019

*More than 100 firefighters aided by eight water bombers battled a fire at Duck Ponds about 6km north-west of the Eyre Peninsula town, just after 4pm. SA Power Networks disconnected supply to about 10,500 Port Lincoln properties at 4.50pm on Monday as the fire threatened the town.*

*Port Lincoln Hotel staff members Executive Chef Kaushik Aiyer, Accommodation Manager Katherine Arthur and Aaron Jones were forced to evacuate their houses on the edge of town.*

*Chef, Sam Moulden, chose to defend her property and horses which resulted in damage and injuries to her horses. Thirty dogs and their owners take refuge at the front of the hotel. The blaze threatened the town but was contained in the evening.*

### WEDNESDAY 20.11.2019

*Forecast strong winds eventuated at 70km/h. SA Power Networks turned off the power to the town at midday, for fear of clashing power lines starting another fire. The hotel generator kicks in and then the Lincoln became the "lifeboat" that all and sundry flock to, the only hotel open in a town of 13,000. Between midday and 8pm the hotel serves 600 meals. Everyone in the team chips in to help. Office staff, security staff, staff on days off help their workmates as glassies, cleaners, runners etc. Exec Chef Kaushik Aiyer takes a conference dinner for 80 people at short notice, cancelled from another venue.*

*Hannah Pullen, seven months pregnant, runs the food pass all day, having to be told*

*to "please stop working" at the end.*

*The bottleshop team, after working with no fridges and EFTPOS on battery, come and help the hotel team after they close.*

*"What can I do?", they ask.*

Full credit to Manager, Brooke Collier and assistant, Brad Gunn and team at the Port Lincoln Hotel. I know there are many of you who would also have experiences and stories that should be shared and welcome you to contact me directly to let me know.

At the Port Lincoln meeting on Tuesday 26 November 2019, I had the pleasure of sitting with Doug Elefsen, AHAISA Life member and his wife Beryl who became publicans at the Minnipa Hotel on 29 August 1965. The pub is now in the hands of their son and daughter-in-law, Rick and Margaret, making it 55 years in the one family. Doug has provided incredible service to the industry as a publican and AHAISA councillor. He was instrumental many years ago in establishing regional meetings with West Coast publicans.



Minnipa Hotel

It was my first full week on the West Coast. I thoroughly enjoyed meeting everyone and my time there. While having a chat to Danielle Donaldson and Ryan Jones (RD Jones Hotel Group), and Karen Milesi (Murray Bridge Hotel), Karen mentioned that her hotel graced the front cover and featured in December of the 2020 National Antique Australian Pubs Calendar. She didn't know that the photos that were taken would be used in the calendar, and was quite surprised to then discover they were featured twice.

Karen sent me through a copy of the calendar and whilst flicking through the months, I noticed that the Anchorage Hotel in Victor Harbor was featured in January! What a fantastic result for our state with two South Aussie venues book ending the calendar in what are arguably the most viewed months. This calendar is sold at all good post offices!



2020 National Antique Australian Pubs Calendar.



### WINNERS ARE GRINNERS

Congratulation to the Lighthouse Wharf Hotel for winning the December membership prize draw. They will receive \$7,000 worth of goods from one of our corporate partners. We look forward to sharing the winners for January which will be published in the next edition of the magazine.

I'll finish off with a good news story about one of our smaller hotels, the Cudlee Creek Tavern. As you may be aware, there is a SA Hospitality Blood Challenge, an initiative to promote giving blood to save lives. The 2019 results and ranking were published and had the Cudlee Creek Tavern ranked fourth in the state with 15 blood donations, only three donations off the number one spot. A fabulous effort competing with much larger venues. Well done Andy, Karen and team.

Until next time, cheers, Scott.



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Bunzl Hospitality Supplies 8245 6200  
Cobalt Blue Australasia 8352 3881

## ENERGY

Choice Energy 1300 304 448  
Class A Energy Solutions 8391 4853  
Make it Cheaper 02 8880 1490  
Power Maintenance 1300 700 500  
Trans Tasman Energy Group 1300118 834

## FINANCIAL PLANNING

Perks Accountants & Wealth Advisors  
08 8273 9300  
Winnall & Co. 8379 3159

## FIRST-AID

St John 1300 360 455

## FOOD SERVICES

Galipo Foods 8168 2000  
Holco Fine Meat Suppliers 8162 8400  
PFD Foodservice 8114 2300  
Wills and Daniel 8260 7776

## FURNISHINGS

Concept Collections 1300 269 800

## GAMING ANALYSIS

Independant Gaming Analysis 8376 6966  
Winnall & Co 8379 3159

## GAMING LOYALTY

Global Gaming / Maxetag 0408 462 321  
Bluize 1300 557 587

## GAMING MACHINE SERVICES

Ainsworth Game Technology 0409 171 616  
Aristocrat Technologies Australia 8273 9900  
Global Gaming / Maxetag 0408 462 321  
IGT 8231 8430  
Independant Gaming Analysis 8376 6966  
Konami Australia Pty Ltd 0409 047 899  
Macmont Gaming Supplies 8340 1322  
MAX 8275 9700

## GAMBLING SERVICES

The Lott 132 315  
UBET 8354 7300

## HOTEL BROKERS

McGees Property Hotel Brokers 8414 7800

## HOTEL MANAGEMENT

Liquor Legends 0429 825 072  
H&L Australia Pty Ltd 8291 9555

## ICE MAKERS

Bunzl Hospitality Supplies 8245 6200  
Lancer Beverage Systems 8268 1388

## INFORMATION SYSTEMS/SITE PREP

Max Systems 8275 9700

## INSURANCE

Aon Risk Solutions 8301 1111

## I.T. PRODUCTS & SERVICES

Boylen 8233 9433  
Vintek 1300 001 337

## KITCHEN & BAR EQUIPMENT

Andale Hotel Services 8234 0388

Bunnings Group 0435 630 660  
Bunzl Hospitality Supplies 8245 6200  
Lancer Beverage Systems 8268 1388  
Stoddart Manufacturing & Food Service  
Equipment 0427 106 103

## LEGAL SERVICES

Clelands Lawyers 8177 5888  
Duncan Basheer Hannon 8216 3389  
Ryan & Durey Solicitors 6166 9000  
Wallmans Lawyers 8235 3000

## LOYALTY & REWARD SYSTEMS

Liquor Legends 0429 825 072

## MEDIA

Boylen 8233 9433  
FIVEa 8419 1395  
Foxtel 1300 138 898  
InDaily 8224 1600

## MUSIC LICENSING

OneMusic 8331 5800

## ONHOLD/MESSAGING

Adelaide's 1800 ON HOLD 8125 9370

## PAYROLL & HR RESOURCES

Liquor Legends 0429 825072  
Winnall & Co. 8379 3159

## POS SYSTEMS

Bluize 1300 557 587  
Liquor Legends 0429 825 072  
H&L Australia 1800 778 340

## PROMOTIONAL PRODUCTS

The Banner Crew 8240 0242

## PROPERTY VALUATIONS

Knight Frank Valuations 8233 5222

## REFRIGERATION

Lancer Beverage Systems 8268 1388

## RETAIL LIQUOR MARKETING

Liquor Legends 0429 825 072  
Liquor Marketing Group 8416 7575  
Urban Cellars 0429 825 072

## SECURITY SERVICES & PRODUCTS

Agile Group 1300 964 007  
DNA Security Solutions 1300 667 688  
Lima One Protection Group 0415 405 764

## SPORTS & ENTERTAINMENT MEDIA

Foxtel 1300 138 898

## STAFF TRAINING & RECRUITMENT

Maxima 8340 7766  
Perks Accountants & Wealth Advisors  
08 8273 9300  
St John 1300 360 455

## STAGING

Nexstage 7070 8191

## SUPERANNUATION

HostPlus 8205 4965

## WEBSITES

Boylen 8233 9433

L I C E N S E E T R A N S F E R S

HOTEL	LOCATION	DATE GRANTED	NEW LICENSEE
Mount Mary Hotel	Mount Mary	20.11.19	Craig & Sons Pty Ltd
Melville Hotel	Melville	09.12.19	Coppins Dankiewicz Pty Ltd
The George Hotel (formerly Sportsmans Hotel)	Millicent	17.12.19	SH Millicent Pty Ltd
Prince Edward Hotel	Walleroo	17.12.19	P Edward Hotel Pty Ltd
The Propaganda Club	Adelaide	17.12.19	Delta Entertainment Pty Ltd
Victoria Hotel	Port Macdonnell	17.12.19	John Mac Pty Ltd
Meadows Hotel	Meadows	19.12.19	Prosser Hotels Pty Ltd
Blumberg Hotel	Birdwood	19.12.19	JC 4 JJack Pty Ltd
District Hotel	Nairne	30.12.19	District Hotel Pty Ltd

OFFICE HOLDERS



WELCOME TO OUR NEW MEMBERS

Indigo Hotel (Under Construction)	Sportsmans Hotel	St Kilda Beach Hotel
Quest Apartments Mason Lakes	Lord Melbourne Hotel	My Lover Cindi
Quest Apartments Port Adelaide	Rosewater Hotel	
Part Time Lover	Blumberg Hotel	

CONTACT

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 TOLL FREE 1800 814 525  
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 WEB [www.ahasa.asn.au](http://www.ahasa.asn.au)

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ADMINISTRATION

IAN HORNE General Manager  
 WENDY BEVAN Government Relations & Policy  
 OWEN WEBB Workplace Relations  
 GARY COPPOLA Legal and Advocacy  
 SCOTT VAUGHAN Membership & Business Services  
 KATHERINE TAYLOR Communications and TAA (SA)  
 LUCY RANDALL Events & Sponsorship  
 BRONTE MCCARTHY Finance & Administration  
 DIDIER VOLLERIN Liquor & Gaming  
 LIZ TURLEY Training Coordinator  
 ANNA MOELLER Executive Director Gaming Care

EXECUTIVE COUNCIL

DAVID BASHEER AHajSA President  
 MATTHEW BINNS AHajSA Vice President  
 ANDREW BULLOCK AHajSA Deputy Vice President  
 RICHARD LOVELL AHajSA Secretary/Treasurer  
 Matthew Brien, Matt Rogers, Sam McInnes

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Andrew Plush	Jason Kelly	Tim Gregg
Brad Barreau	Jeff Ellis	Tony Franzon
Darren Steele	John Giannitto	Trent Fahey
Guy Matthews	Karen Milesi	Trevor Evans
James Franzon	Luke Donaldson	

P U B L I S H E R



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