

Hotel SA

THE OFFICIAL PUBLICATION OF THE AUSTRALIAN HOTELS ASSOCIATION (SA BRANCH) **JUNE 2020**

After The Lockdown

Explaining The Rules

59 Great Business Ideas

Workplace Relations Advice



aHa|sa

Australian Hotels Association (SA) WWW.AHASA.ASN.AU

WWW.BOYLEN.COM.AU

Boylen +



We're Here for You

Our industry faces an unprecedented challenge in COVID-19. We've developed a central Resource Hub to help our communities navigate the sea of information and find the critical resources that can help them to weather this storm. The Hub is for everyone – it's free and you don't need to sign up for anything to access it.

perks.com.au/covid19
(08) 8273 9300



AUSTRALIAN ACCOUNTING
PARTNER OF THE YEAR 2019

C O N T E N T S



13

Frequently Asked Questions About Reopening

If you are open for business but you don't have a State Government Covid-Safe Plan in place, you need to go online and complete it, print it out and let all staff know where it is. Without this plan you face an on-the-spot fine of \$5,000 and further legal action.



9

Hygiene Best Practices

Best practice in hotel hygiene and sanitation starts with the right mindset.



19

The Hotel "Restart" Guide

How to supercharge your reopening. 59 tips and facts to get your business going under the new guidelines.

I N T H I S I S S U E

- 04 From the President
- 07 From the General Manager
- 09 Hygiene Best Practices
- 13 Frequently Asked Questions About Reopening
- 19 The Hotel "Restart" Guide: How to Supercharge Your Reopening
- 29 Keeping Your Business Afloat
- 31 AHAISA Corporate Partner Offers to Members

- 37 Staffing Considerations for Stage 2 and Beyond
- 39 AHAISA Staff Spotlight: Lucy Randall
- 40 AHAISA Corporate Partner Directory
- 41 AHAISA Corporate Partners 2019-2020
- 42 AHAISA Member Licensee Transfers and New Members
- 43 Gaming Care



31

Partner Offers to Members

AHAISA Corporate Partners are committed to supporting you and your business as we navigate through the industry's reopening.



C&E STAINLESS STEEL

Manufacture and install Stainless Steel commercial kitchen items.

Please call or email us with your Stainless Steel requirements.

p: 08 8374 2233
e: ccess@bigpond.net.au
www.cestainless.com.au





From the President

DAVID BASHEER – AHA|SA PRESIDENT

June 1, 2020

Anger and Frustration: Too Little, Too Slow

While we appreciate the State Government's easing of restrictions to allow up to 80 people in our venues, it's too little and it's too slow.

The fact is that South Australia has not just "flattened the curve" in Covid-19 cases, the graph hardly exists.

So naturally it is impossible not to be envious of other states that have inferior health statistics, yet they are charging back towards normality. NSW is allowing up to 500 patrons, with all areas of the hotel in use. WA has moved its one person for every four square metres requirement to one-in-two, with up to 100 people per room and 300 total per hotel.

At a time when SA has the highest unemployment in the nation, why is SA lagging behind?

POLITICIANS NEED TO LOOK FORWARD

As of today, our incumbent governments have won the health battle – but they have failed to "pivot" their actions to the new reality. Our elected representatives need to be bold at a time when Covid-19 numbers are close to zero.

In two years time, when voters go to state and national elections, they will not be pondering how well SA fared in health terms in 2020. They will judge it by whether or not they have a job in 2022. Or a business. Or a depleted superannuation account. Or sons and daughters and family that are out of work.

A VOICE THAT NEEDS TO BE HEARD

As the health threat recedes, scorched-earth health policies need to be replaced by balance. Other voices need to be heard.

We are not in the grip of a catastrophe like the UK. Yet if we wait to completely eliminate this virus, business carnage will be complete – and it will be a catastrophe.

The interests of business - and people they employ – must be placed far closer to the front of the queue.

We can start by altering the composition of the Transition Committee, which consists entirely of paid government officials. This critical committee needs business people on it – and they need to be active business people. It needs to hear firsthand from experienced and successful business owners who now have to worry about how they will pay back increased debt to banks and rebuild a business.

HYPOCRISY

Our members are rightly frustrated and angry by the hypocrisy and inconsistency in decisions governing the Covid-19 lockdown.

First, it was safe to eat in a restaurant and café - but not in a hotel dining room. Standing eye-to-eye on a crowded train deemed safe - but not sitting in a pub.

You can purchase a beer at the bar - but placing a bet on the TAB is still considered unsafe (at June 1, 2020).

If our regulars ask for a X-lotto ticket, we have to let them know it is deemed a health risk to buy it in a pub - but no such concerns exist in a newsagent buried in a shopping centre.

Hotels can't be trusted to maintain a clean environment and safely operate a gaming room - but we can use an ATM on the street which has no one monitoring or cleaning it.

To add insult to injury, nobody has explained why we are being treated in this way. If we were provided with a well-reasoned justification based on facts, we could accept it as a bitter pill that needs to be swallowed for the greater good.

Without justification, it remains unacceptable hypocrisy and inconsistency.

“An “all-of-
hotel opening”
is **essential** in
the next round
of easing of
restrictions.”



OPEN THE BORDERS

Borders need to be opened immediately. We haven't just "softened the curve" in SA, we have virtually eliminated it.

The continued closure of borders is further crippling our CBD accommodation venues and driving country pubs closer to the brink. Cooper Pedy, the Riverland and Mt Gambier are just some regions screaming for the opening of borders.

An "all-of-hotel opening" is essential in the next round of easing of restrictions. We don't even need to be going out on a limb in a national sense; let's just follow WA's lead with one person for every two square metres so we at least catch up.

GOVERNMENT EMPLOYEES

The government can help sustain businesses by getting its own workforce – the public service - back into offices.

Yes, they should absolutely observe social distancing, and some practices from pre Covid-19 need to change whilst we transition back to normality.

However, keeping government employees at home is a major negative to the State's economy.

WE NEED FURTHER RELIEF

80% of our sector's 26,250 employees were stood down during the closure. Most have not returned to pre-Covid-19 working hours.

Business is not in hibernation. We have accumulated debt of around \$30,000 per month as fixed costs like insurance, council rates, rent and network power charges to name a few.

These costs – and this debt - continue to pile up. Staff that were stood down have accrued annual leave, leaving a further debt to be met by the employer.

There are many, significant government charges that need to be reviewed.

GAMING TAX

We are thankful that the State government deferred our March gaming tax for six months. That is now due in three short months' time. I have no idea where publicans are meant to find the money to pay this. The March tax needs to be forgiven, not simply deferred and added to the debt cliff.

UTILITIES

Utility costs must be reviewed. SA Water is a government-owned asset and therefore a simple way for the government to assist business.

LAND TAX

As long as a landlord continues to demonstrate compassion to a tenant's rent, it is essential that they receive further Land Tax relief.

JOBKEEPER

Federally, it is critical JobKeeper is extended for at least a further three months for the most heavily effected business.

The hotel industry was the first one affected and the last one back up and running. And we appear doomed to be shackled with capacity restrictions for some time yet.

Our accommodation venues have no capacity to recover with borders closed, and an extension of JobKeeper is obvious for them.

FBT

The AHA|SA is calling on government to suspend FBT for three years.

This will restore jobs in hospitality and assist businesses to recover. We know what the introduction of FBT did to the hospitality industry Australia-wide; now we should have the wisdom to employ it as a lever to reignite the small business economy.



Passenger Corey Wolf took this photo during a Gawler line rail trip in May. (Photo credit: Corey Wolf via The Advertiser, 14/5/20).



As this pre-Covid-19 photo illustrates, social distancing is the norm for many hotels for most of the week.



ALCOHOL EXCISE RISES

After 71 tax rises in 35 years, the “golden goose” of alcohol excise rises needs to be put on hold.

It's not a tough decision and it should receive bi-partisan support. Most Australian's enjoy a drink in moderation and this would be a political winner.

Time to give the drinker a break.

An incredible 42% of the price of a carton of beer and 57% price of the price of gin or whisky is tax.

CONTAINER DEPOSIT LEGISLATION (CDL)

The State Government still has not abandoned its ambitions to increase CDL from 10c to 20c and still wants to punish the Winestate by including wine bottles.

With appalling timing in late May, we saw East West - a subsidiary of seven metropolitan councils – reignited the issue by calling for wine and spirit bottles included.

There is never a good time to be agitating for an increase in business costs and red tape.

Now, however, is the worst possible time!

Yet Local Government Association President Sam Telfer has doubled down on the call. The timing of these comments shows a complete disregard and lack of empathy for the wine industry, which as has been at the forefront of the economic carnage caused by Covid-19.

If SA's iconic wine industry gets captured by this, surely other SA companies with glass-based products must also be included?

After all, glass is glass.

Will government dare to tax Bickford's cordials and Beerenberg jam? Or does the hypocrisy mean that only the alcohol industry must be targeted?

AND SOME FINAL HYPOCRISIES...

Last week, the network of Drug and Alcohol services in SA rushed to blame alcohol consumption on the sad and unforgivable increase in domestic violence during lockdown.

That's wrong.

Facts from the Australian Bureau of Statistics show that 85% of Australians consumed the same or less alcohol during this period.

Sales figures from wholesalers confirm this.

These impressively-funded organisations seem to have the motto “never waste a good crisis”.

As a community, we cannot fix the abhorrent problem of domestic violence if facts are disregarded in the race to grab an easy headline. Let's look at the facts – and do so in a mature fashion. Only then can we eliminate this stain on society.

PARTNER THANKS

Our members are greatly appreciative of our corporate partners during this time.

They have had to deal with their own problems, but at the same time, they are working with hoteliers to help where they can.

Whether it's the major brewers collecting and crediting kegs, or small family suppliers to our industry - which is made up of many small family operators - the support has been most appreciated.

We look forward to repaying the loyalty when we are back on our feet.

David Basheer, AHA|SA President



From the General Manager

IAN HORNE – AHA|SA GENERAL MANAGER

June 1, 2020

A Light at the End of the Tunnel?

From Friday, 22 May at 4.30 pm. hotels, pubs, clubs, wineries and bars were permitted to join restaurants and unlicensed cafés in opening for 10 people inside and 10 people outside with a drink. Such a small, small step was symbolically a major leap forward.

However, for some bizarre reason the initial opportunity to open was restricted to licensed restaurants and unlicensed cafés, outside only and with no alcohol.

A number of operators of 'restaurants' decided that the new arrangements were worth a shot only to find out that they did not have a 'restaurant' licence. The subsequent outcry clearly persuaded the powers that be to do what should have been done from day one and let all licensed premises enjoy the benefit. After all, is a bar persons job not as valuable as a baristas?

The excuse for the confusion was apparently because of the complexity of the Liquor Licensing Act.

Well, we would disagree. No such confusion existed or was created in any other Australian jurisdiction because they sensibly included all restaurants, hotels, pubs, bars, clubs and wineries from day one. Other States chose not to discriminate against the largest sectors of hospitality... that's what created the confusion.

However, things started to improve with the announcement on Monday, 25 May that all hospitality establishments would move to a maximum capacity of 80, spread across four areas to a maximum of 20 per area from 1 June.

Importantly, drinking without an obligation for food (but while seated) gave further flexibility.

And now to our ambitions for the next stages.

We strongly believe that there needs to be a priority for re-launching gaming. Gaming provides the significant economic foundation that supports the ability of the industry to employ tens

of thousands of South Australians. Further, the loss of revenue in terms of State tax that contributes to the wider well being of the community is measured in tens of millions of dollars and of course the only winners of no EGMs operating is on-line betting (legal and illegal) that creates no jobs in SA and pays no tax in SA.

Capacity is and will remain an issue that impacts viability. The current one person per four square metres has the effect of limiting a venue's capacity to host patrons to around 25% of what would normally be available. That means the Bridgeway Hotel with a capacity of 2,230 would be limited to 557 people, or a bar in the CBD with a capacity of 100 could see no more than 25!

In both cases, it's unsustainable. Recognising that there will be a community expectation of continued self distancing, a far better formula that reflects some commercial realities would be say 50% of the original capacity. That would allow a better chance of survival for both the Bridgeway and the CBD-based bar.

Finally, the accommodation sector of our industry represented by AHA/TAA needs special and specific attention. They are an integral part of the visitor and business events market. They are significant employers of South Australians simply because of the concentration of so many customers per footprint. We need far more generous allowances for gatherings, special exemptions for house guests and early opening of borders.

We have a start, the virus curve has been flattened, now is the time to give equal consideration to the economic opportunities or consequences!

Ian Horne
AHA|SA General Manager



HOLCO
FINE MEAT SUPPLIERS



**Holco Fine Meat Suppliers,
the market leader supplying
South Australia's finest
hotels, restaurants and food
service operators.**

Holco is proud to offer these market
leading South Australian brands
to the food service market.



Holco Fine Meat Suppliers

Ph: 8162 8400

Fax: 8262 7265

E: sales@holco.com.au

Hygiene Best Practice

Best practice in hotel hygiene and sanitation starts with the right mindset. It requires hotel owners and managers to understand their obligations and implement a bulletproof strategy.

The cost of failure to achieve high standards is obvious – the potential of another lockdown and putting at risk the safety of patrons, staff, yourself – and your family.

Historically, hotels have adhered to very high standards of cleanliness. Pubs and restaurants are closely regulated and subject to stringent health regulations.

NOW IT'S TIME TO GO ONE STEP FURTHER

- Give your entire hotel a once-in-a-lifetime, top-to-bottom clean.
- Consider using a professional company – and then promoting that fact online and with signage in your venue.
- You need staff to keep areas clean – but if you put them into overload situations, this could suffer. One way around this is to reduce complexity. For example, reduce the size of your menu. Remove clutter in every area of your hotel so that cleaning is as fast and efficient as possible.
- Make it easy for people to wash their hands. Set up temporary taps and basins in areas where staff numbers are high.
- Signage in staff areas to remind people to wash their hands frequently, use sanitisers etc.
- Enforce your standards. Be strict. If you have staff that are consistently breaking your protocols, they need to be cautioned. The AHAIISA industrial relations team can assist you with advice in this regard.
- Consider hiring extra staff, with the sole responsibility of cleaning. This could be full-time or part-time. Early in the outbreak, one factory added several full-time staff to work their way through the premises, cleaning door handles, benchtops, lunch rooms and high traffic areas. When they finished, they went back to the start point and did it all over again.
- Prioritise safety. Express gratitude to staff and patrons that follow the rules and make your business a safer place.
- Do you have a “neat freak” on staff? A clone of Marie Kondo? Empower them to find new ways to make your business more resistant to Covid-19.
- Let people know they are being managed on hygiene – and they are being watched. Studies show that people work more efficiently when they know they are being watched.
- Many organisations, including the AHAIISA and also the State Government, are offering (or plan to offer) courses on hygiene. As an owner or senior manager, make the time to review whether or not these are appropriate for your hotel.
- The Australian Department of Health advises: Cleaning is an essential part of disinfection. Organic matter can inactivate many disinfectants. Cleaning reduces the soil load, allowing the disinfectant to work. Removal of germs such as the virus

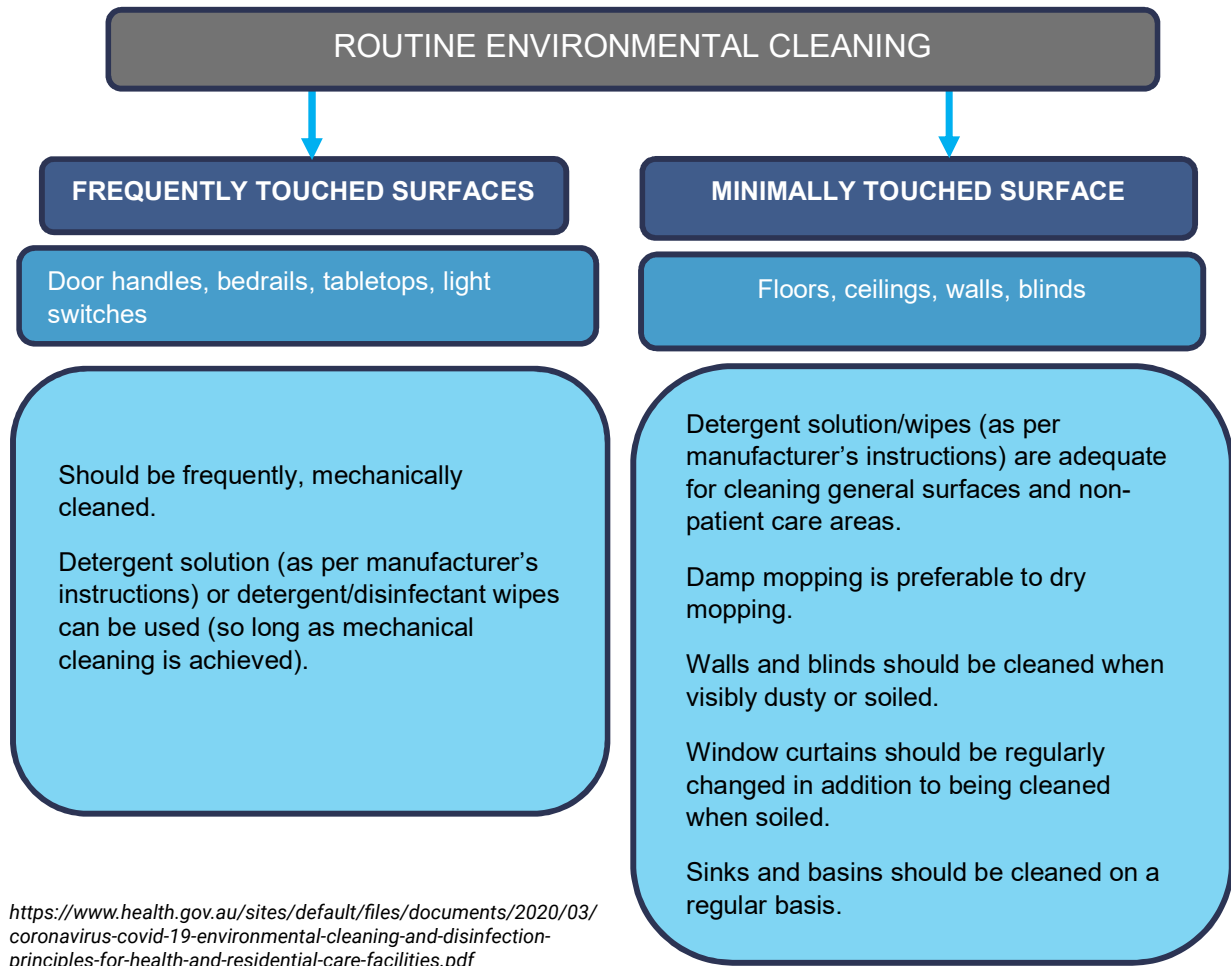


that causes COVID-19 requires thorough cleaning followed by disinfection.

- The length of time that SARS-COV-2 (the cause of COVID-19) survives on inanimate surfaces will vary depending on factors such as the amount of contaminated body fluid e.g. respiratory droplets or soiling present and environmental temperature and humidity.
- Coronaviruses can survive on surfaces for many hours but are readily inactivated by cleaning and disinfection.
- It is good practice to routinely clean surfaces as follows:
- Clean frequently touched surfaces with detergent solution (see diagram on page 10).
- Clean general surfaces and fittings when visibly soiled and immediately after any spillage.

The advice on the following pages is not designed to replace good training, nor provide a comprehensive guide to sanitation best practice. Instead, it provides key information and themes as part of an overarching strategy for your hotel.

It has been sourced from the Centres For Disease Control: <https://www.cdc.gov/>



HOW TO CLEAN AND DISINFECT

Hard (Non-porous) Surfaces

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, most common EPA-registered household disinfectants should be effective.
 - Follow the manufacturer's instructions for all cleaning and disinfection products for concentration, application method and contact time, etc.
 - Additionally, diluted household bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate

for the surface. Follow manufacturer's instructions for application, ensuring a contact time of at least 1 minute, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted. Bleach solutions will be effective for disinfection up to 24 hours.

Soft (Porous) Surfaces

- For soft (porous) surfaces such as carpeted floor, rugs, and



Basket Range sandstone has been used extensively throughout South Australia for over 100 years and our quarry continues to produce traditional finishes in both solid block and veneer. If you would like to match existing sandstone to restore your property to its former glory or would like to build an addition, please give us a call on (08) 8390 3420.

Basket Range Sandstone provided the stone for the feature fireplaces in The Barker Hotel's internal renovations. The quarry's random walling stone has added an earthy, natural feel to the redevelopment of this historic hotel.



 262 Basket Range Rd, Basket Range, SA, 5138
  (08) 8390 3420
  sales@basketrangesandstone.com.au
  basketrangesandstone.com.au

drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning:

- If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.
- Otherwise, use products that are EPA-approved for use against the virus that causes COVID-19 and that are suitable for porous surfaces

Electronics

- For electronics such as tablets, touch screens, keyboards, remote controls, and ATM machines, remove visible contamination if present.
 - Follow the manufacturer's instructions for all cleaning and disinfection products.
 - Consider use of wipeable covers for electronics.
 - If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

Linens, Clothing, and Other Items That Go in the Laundry

- In order to minimise the possibility of dispersing virus through the air, do not shake dirty laundry.
- Wash items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry



items completely. Dirty laundry that has been in contact with an ill person can be washed with other people's items.

- Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.
- Employers should educate staff and workers performing cleaning, laundry, and garbage pick-up activities to recognise the symptoms of COVID-19 and provide instructions on what to do if they develop symptoms.
- Employers should develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks. Training should include when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE, and how to properly dispose of PPE.
- Employers must ensure workers are trained on the hazards of the cleaning chemicals used in the workplace.



ACW is here to help you stay safe and stay open.

• CLEANING • INFECTION CONTROL • MAINTENANCE

Call Steve Dall'Armi on 0430 139 690 **[CLICK HERE](#) for more info**

*“Be part of your
growing local
community of
new customers”*



What's most important for your business today?

- More customers
- Reduce business costs
- Reward your customers and build brand loyalty
- Improve your lifestyle and build personal wealth
- Fee free merchant trading

If you as a business owner would enjoy any or all of the above, then it's time to engage in the latest digital currency payment solution for **your** business.

Zero entry cost **and** zero transaction costs to take on extra customers.
Visit Qoin to find out more and book your no obligation appointment.

Frequently Asked Questions About Reopening



WHAT SHOULD MY NUMBER ONE PRIORITY BE TO COMPLY WITH REGULATIONS?

If you are open for business but you don't have a State Government Covid-Safe Plan in place, you need to go online and complete it, print it out and let all staff know where it is. The link is: <https://www.covid-19.sa.gov.au/>

Without this plan you face an on-the-spot fine of \$5,000 and further legal action.

You don't have to finish it in one session. You can save it and complete it later.

The AHA|SA is on hand to assist you should you need it.

WHAT IS THE AHA|SA DOING TO SPEED UP THE LIFTING OF RESTRICTIONS?

We are arguing our case on a daily basis with government, SAPOL and SA Health officials for removal of restrictions on a fast-tracked timetable. To summarise what our ambitions are:

- We want gaming to go live before the end of June
- TAB should go live much sooner
- Clarity on Keno, whether that falls into the directive in the emergency legislation or not
- Significant removal of the restrictions that make no sense for the accommodation hotels
- Nightclubs are a longer-term issue but we would hope to have a solution for nightclubs, live performances and dancing by the end of June.

WE ARE NOW IN STAGE TWO. ARE THERE LIKELY TO BE CHANGES BETWEEN STAGE TWO AND STAGE THREE?

We are arguing that there needs to be. For example, this new formula – a maximum of 20 people per room, and a maximum of 80 per venue - doesn't suit larger venues. The AHA|SA has

ambitions, as a stepping stone and prior to stage three, that we could push that up to 50 per room, and 200 in total for prior to stage three.

That's not particularly ambitious. We are seeing limits of 500 people in clubs in NSW. This will help our cause. Furthermore, the one person per four square metres needs to be reduced to one person in two square metres. This will help smaller venues.

Other areas that need accelerated change are addressed within these FAQs.

WHAT IS THE COVID-SAFE PLAN?

Before venues can open as part of Stage Two, they need to complete a COVID-Safe Plan which is available at <https://www.covid-19.sa.gov.au/>. (By the time you read this article in the first week of June, you should have completed it).

The plan must be completed and be available at all times at your premises. Two key points to remember:

- When entering room dimensions, you exclude any areas that aren't accessible to the public. So, if you've got a bar area, you don't include the bar.
- Staff are not counted in the maximum of 20 people per room, or the maximum 80 for the whole venue.

The Must Dos are made up of absolute obligations that apply to everyone across the state. Whether you're a pub, a restaurant, licensed club, church, scout hall, community facility, cinema, etc.

The second component of the Must Do obligations relate to sector, hospitality. It is a relatively short list, but these are absolutes. These aren't best efforts. You must comply.

1. Food and or beverage are only to be consumed or seated at a table – this is not negotiable.
2. Gaming rooms, gambling activities such as Keno, and recreational spaces using shared equipment such as billiards and darts, are not allowed.

3. No communal food shared with strangers is to be available, including buffets and salad bars.

Failing to comply may attract a fine of up to \$5,000.

Next up, the major part of the plan is factors that are not an obligation, but a 'best endeavour'. These are the things that you should consider doing.

- It includes recommendations for physical distancing. For example, there should be at least a metre-and-a-half between tables, and people who approach the bar should stand a metre-and-a-half back from the employee.
- Any queueing would be controlled by stickers on the floor.
- Your cleaning regime, including hand sanitisation, should be readily available for customers.
- One of the strong messages coming from health officials is that if any of your staff come to work feeling ill, they should not be allowed to work. And they should be requested not to attend work.
- Similarly, if a customer is obviously not well or sneezing or coughing, they should be asked to leave because of the safety issues.
- Seated dining hygiene in terms of tables that need to be cleaned or coverings that need to be removed between each seating of people.
- The roles and responsibilities for different staff.

As mentioned previously, at this stage and at this state, there is no customer sign-in required, which would have greatly complicated life.

IS A DIGITAL COPY ACCEPTABLE?

No. You need to make sure a printed copy is available on your premises and that all staff know where it is.

If you're not there, staff must be able to produce a physical copy on request by authorised officers, which include the SA police and your local health inspectors.

It's not a requirement but government officials suggest you may choose to display the plan - or your record of completion - in an obvious area, visible to patrons to reassure them that you've done the plan.



WHAT HAPPENS IF YOU DON'T HAVE A PLAN?

If you don't have the plan on hand and available, you could be fined up to \$5,000 on-the-spot for non-compliance and will face further prosecution.

CAN YOU UPDATE YOUR COVID-SAFE PLAN?

Yes, you can. If your circumstances change, you can go online and modify it, save it and print up a new one.

HOW DO WE DEFINE SEPARATE ROOMS?

The definition that will be used is based on the Tobacco and E-Cigarettes Products Act 1997.

This states that a place or area is enclosed if it is fully enclosed or is at least partially covered by a ceiling and has walls such that the total area of the ceiling and wall surfaces exceeds 70% of the total notional ceiling and wall areas.

A ceiling will include any structure or device, which may be either fixed or movable, that prevents or impedes upward air flow.

A wall will include any structure or device, fixed or movable, that prevents or impedes lateral air flow.

Put simply, this means that for an area to be a separate area it must be at least 71% enclosed by some form of temporary or permanent structure that is dense enough to either stop or significantly limit air flow.

Whilst the structure may be movable it must remain in place at all times in a configuration that maintains at least 71% coverage.

In order to ensure compliance with this directive in areas that do not have existing walls or barriers already in place to substantially enclose an area, we recommend the use of either fitted or mobile wall partitions. There is no specific requirement as to what these room dividers should be made of, however it must be comprised of material that would at the very least significantly impede any flow of air from one area to the other.



CAN I USE A GAMING ROOM AS A SEPARATE AREA?

No. They are designated gaming rooms, so even if the machines aren't on at the moment, you can't use that area.

CAN I USE A SMOKING AREA OFF THE GAMING AREA?

Potentially yes, but it would use up one of your areas out of the four allowed, so that might not be a good idea.

CAN I USE A PASSAGEWAY?

Yes, if it has been closed off but remember that capacity is still set by one person per four square metres.

CAN PATRONS WALK THROUGH ONE AREA TO GET TO ANOTHER?

There can be crossover between areas but it must be kept to a minimum.

CAN I INSTALL SHADE CLOTH OR SIMILAR AS A DIVIDER?

Shade cloth is useful for outdoor smoking areas, because it allows air through.

We believe shade cloth wouldn't qualify but instead another solid or wind-proof barrier would.

It needs to be something that prevents airflow because this is about stopping the sneeze or the cough that carries droplets.

CAN WE USE MOBILE ROOM DIVIDERS?

Yes, if it provides a substantial separation.

There's no reason why you couldn't use mobile room dividers, and again, it would depend very much on the height.

ARE THERE ANY RULES ABOUT TWO SEPARATE AREAS NEEDING SEPARATE TOILETS?

No, there are not.

There is a recommendation but if you have got separate areas, it's not required that every area should have a toilet.

DO WE HAVE TO RECORD THE IDENTITY OF EVERY PATRON?

Hotels in New South Wales, Northern Territory, WA or Queensland will have to record the contact details of everyone who enters their premises. In Queensland they want that recorded per room so that if there is an outbreak in the bistro in the back, then the health professionals can come in, and see by the sheets of the time who might have been in the room.

Fortunately, SA hotels do not have to record the personal details of each patron. Our officials have seen the complexities and inadequacies of that.

That means we're relying on our members to heavily promote and implement their COVID-Safe Plan.

WHAT IS HAPPENING WITH FOXTEL CHARGES?

We're working with Foxtel at a national level. We're putting a strong case that it would be grossly unfair to bring charges back to what they were prior to this, until the industry's up and running back to where it would normally have been and that all the features that are normally on Foxtel are back in place.

CAN WE OPERATE TAB?

The answer to that is no, not during this stage. TAB services were not allowed to go live on Monday, June 1.

For whatever reason, the Transition Committee has included gaming and gambling services in Stage Three.

One of the concerns that they originally stated with TAB was about people going up and interacting with the staff at the terminal or the bar. Of course, customers will be able to go and purchase a drink at a bar. So why couldn't someone approach the bar and be served the gambling product?

Hopefully we can get that before the end of June.

We are putting a case that the TAB should come much quicker because of the new rules. But at the very least, it will be deemed to be ready to go in the third stage, which is at the end of June.

CAN WE OPERATE SOUTH AUSTRALIAN LOTTERIES AND KENO?

As of June 1, the answer is no – but we are working on it.

SMALL ENTERTAINMENT?

At this stage, hotels must not allow patrons to use pool tables, darts or any similar shared facilities that would encourage people to be standing up and compromise social distancing.

CAN STAFF SERVE DIFFERENT DESIGNATED AREAS WITHIN THE HOTEL?

Yes, they can.

The recommendation discourages it but it is not an obligation, and the reality for many of our members is that such movement will be a necessity.



IS IT OKAY TO OPERATE A HOTEL WITH NO MEALS?

We have heard of members who have used the lockdown to upgrade their kitchens and they are unable to provide food at this stage. In SA, you are able to serve drinks without food in all areas.

So, there's no obligation under our system.

In some of the other states, they are saying you can have one area for drinking without the need for food but the other three must be with food.

SA's rules don't say that. As long as they are seated, they can consume alcohol without the obligation to have food.

ARE PATRONS ALLOWED TO SIT AT THE BAR?

Patrons are not allowed to sit or stand at a bar because that rises the risk of bringing people into contact with your staff.

They could sit at dry bars with stools and they can sit at tables.

Tables must be physically separate from any bars or other areas that are used for taking orders.

A customer who insists on doing that will put at jeopardy your capacity to operate.

There's nothing to prevent customers ordering from a bar, either ordering food or drink, as long as people aren't sitting at that bar.

We would strongly urge you to have spacing decals on the ground to maintain a safe distance from your staff, and so that patrons remain a safe distance from each other in a queue.

Those decals will quickly show the police or the inspectors that you've got a plan in place.

ARE THERE TIME LIMITS FOR PATRONS IN HOTELS?

No, there are not.

There is a recommendation that you should try to limit people to two hours but it's only a recommendation, not an obligation.

That doesn't prevent you from setting your own meal times.

We are seeing a number of venues, because of the restriction on numbers, that are setting meal session times and you are allowed to do that, but there's no obligation to insist that if, for example, a person's been in a venue for two hours, they must go.

HOW DOES THIS APPLY TO HOUSE GUESTS?

Restricted, room-service-only no longer applies for house guests because they are covered under the Covid-19 emergency declaration.

House guests can now dine in the hotel dining area, up to a maximum of 20 people.

DO STAFF HAVE TO UNDERTAKE ANY MANDATORY TRAINING?

No, however there are a number of training programs available and by the time of publication, the State Government may have launched quite a substantial one for supervisors and managers. We understand it will be free but there is no obligation and it's quite a significant course so the AHA|SA would advise you to assess it and see what the obligations are.

The Tourism Commission, in association with the AHA|SA and others, will be providing an online training course for your staff. That may also be available by the time you read this.

But there is no obligation where a staff member must do a training course.

The training courses we're talking about will remind people about their own personal hygiene, washing of hands, cleaning of uniforms, etc. They'll be obviously focused on cleaning regimes, and particularly what surfaces are the most at risk, which is hard surfaces, and the cleaning regime that needs to be in place.

DO WE HAVE TO HAVE DISPOSABLE MENUS?

No, you don't.

What you need is a plan to minimise the risk of any transfer of the virus. It may well be paper menu that are disposable. You could choose to laminate them and make sure they are clearly wiped with the appropriate antibacterial spray.

Any cover on the table itself has to be cleaned as well, as part of the recommendation - and clearly to satisfy the expectations of consumer.

CAN WE HAVE SALT AND PEPPER SHAKERS ON THE TABLE?

We recommend that you do not have salt and pepper shakers on the table. Such items of communal sharing raises the potential for cross contamination.

You may simply have the salt and pepper shakers behind the bar or behind some other part of the dining area. As people are served their meals, they are then provided with salt and pepper shakers, but they shouldn't be just left in a public place.

Similarly, items such as pre-wrapped knife and fork with a serviette, should no longer be accessible to general customers because of the potential for cross contamination.

CAN CUSTOMERS HAVE A BOTTLE OF WINE ON THE TABLE TO SHARE WITH THEIR GROUP?

Yes. There has to be a level of common sense but one would assume that if you're 10 at a table, everyone knows each other.



As a reminder, on tables where people come in as a group, there is no requirement to have a metre and a half between each of them around the table. It's accepted that they're coming as a group and they can sit as they normally would.

ARE SALAD BARS PERMITTED?

No, they're gone. The service has to be a la carte for the foreseeable future.



CAN A GROUP OF PEOPLE SHARE A PIZZA?

Ideally, no, because it is a sharing situation but it's not an obligation, it's a recommendation

And similarly, with free water bottles and glasses for patrons, we can't guarantee that the previous people washed their hands, or have the personal hygiene standards that we would hope.

ARE WE REQUIRED TO PROVIDE HAND SANITISER?

The AHA|SA recommends that you have available sanitisers at entrances, so that as people come in, they can sanitise their hands.

At the bar, where people go up to order, it may be a good public relations exercise to have additional hand sanitisers in place. It's about giving the consumer confidence that you're maintaining a very clean, COVID-safe environment.

It will also help when inevitably the police or local health inspector comes in.

They would say, "I can see you've got hand sanitisers in the right places, you've got the markings on the floor, you've got the warning posters widely available, and you've got all of the other things in place."

CAN PATRONS USE ATMS?

Patrons can use the ATM but part of a hotel's policy and hygiene regime should be that you regularly have staff clean any touch points. This includes an ATM pad.

And the ATM pad will be a sign of what has to happen with gaming machines, which has to happen somewhere down the track. The expectation when we get up and running will be that gaming machines are cleaned after every player.

CAN PLAYGROUNDS BE USED?

No to indoor playgrounds because it facilitates mixing, but yes to an outdoor playground; however, it would have to be one of your defined areas which may not be the best use of space.

CAN YOU EXPLAIN THE JOBKEEPER ENABLING DIRECTIONS?

This refers to the temporary amendments to the Fair Work Act 2009, which were made as part of the JobKeeper legislation in line with the JobKeeper Wage Subsidy Program. These temporary changes only apply to eligible employees and employers, and they override conditions that might exist under an employment contract or a modern award or enterprise agreement.

The key thing is that it allows the employer to issue directions to the employee, which are referred to as JobKeeper enabling directions.

In particular, it allows you to have an employee work reduced hours or reduced days. That's what we call a JobKeeper enabling stand down direction.

So the benefit of this legislation is situations where, for example, you have a full time employee that you couldn't usefully employ for the full 38 hours, and you had two or three days a week for them to work, is that you could utilise the benefits of these changes to issue them with a JobKeeper enabling stand down direction.

The other things that it does allow you to do is direct the employee to undertake alternative duties, and also to work at an alternative location.

An employer can also request that the employee works different days and different times to what they would ordinarily work. The employee can't unreasonably refuse that request.

On the AHA|SA website, look under the Coronavirus section where we've got a range of templates that you can use in these particular circumstances.

CAN JOBKEEPER CASUALS REJECT SHIFTS?

We know that 95% of the casual workforce have been fantastic and they want to come back in and are eager to work.

Of course, we have a small percentage that are reluctant to come in, even though they might be offered shifts. This has become a particular issue around those that are on JobKeeper.

Where you have a casual employee under the JobKeeper scheme, they can reject shifts.

However, ultimately, we need to think about it in the same way that we would someone who's not a part of the JobKeeper scheme. So where a casual employee consistently rejects shifts, ultimately they are placing their confirmed employment in jeopardy with the employer.

If you are going to take action, what we'd like to see is a consistent pattern where the casual employee has been offered shifts, and there's been communication with them acknowledging that they've consistently rejected those shifts.

That potentially places their employment in jeopardy, and then also, their ability to access the JobKeeper scheme as well.

WHAT IS THE SITUATION WITH APPLYING REDUCED HOURS TO STAFF?

For those employees who are not a part of the JobKeeper scheme, and if they are full time or part time employed under the hospitality industry (general award), the employer can direct the employee to work reduced hours of between 60% to 100% of what they would have ordinarily worked.

If you are looking at that particular situation, please give the AHAISA a call and we can work through it with you.

It is important to remember that if you have a full-time employee that is working reduced hours, it's incumbent on you as the employer to make sure that you can justify that they can't be usefully employed for the full 38 hours a week.

WHAT IS THE DIRECTIVE REGARDING HANDLING CASH?

It's not an obligation, it's part of the recommendations that everyone should look to minimise cash handling and interaction and to use Paywave and similar.

But there's no prohibition applying to cash.

IN STAGE THREE, WHAT ARE THE RULES REGARDING CAPS AND GAMING?

We are asking for the one-in-four stipulation to be reviewed back to a more realistic one person per two square metres.

Post stage three, we'll be looking for no venue caps.

We have strong ambitions for gaming to commence in Stage Three, if not before. We've already started the discussions with both the police, and separately, the health department as to what that might look like.

Their biggest issues with gaming are cleanliness, touch points and the like, and the closeness of machines.

We're working on a number of strategies there, recognising that in some states they've approved Perspex shields to go between each machine to protect players. It's not a particularly appealing looking solution but that may be a consideration.

Others are also considering turning off every second machine.

New South Wales, which is more liberal in their interpretations, is looking for supervised gaming rooms where people who know each other and come in together may be able to sit together. But there should be in all other cases, staff managing that so there's not banks of people and that there are gaps between individuals who are purely there on their own.

WHAT WILL HAPPEN WITH ACCOMMODATION DURING STAGE THREE?

For accommodation hotels, we want to lift the restrictions completely for house guests.

WHAT IS THE CURRENT STATUS OF NIGHTCLUBS?

We have met with many of the Hindley Street operators, who are predominantly the nightclub sector, and we looked at what their models might be.

We're working with them and reflecting on what's happening in other states, to try and get a solution as to how best we would manage a disco, a nightclub, live band performances and dancing.

It's all about social distancing. That's a particularly difficult one for those that have nightclubs or discos or live band performances.

But it's got to be solvable because they make a significant contribution to the economic and social wellbeing of the state.

WILL WE BE GIVEN MORE NOTICE OF CHANGES IN THE FUTURE?

On Friday May 22, we had 15 minutes notice that we were allowed to do a whole range of things. On Monday May 25 we were given seven days as to the change in the model. We have reiterated that we need all the rules worked out and to be given plenty of notice.

Gaming is a bit more complex and that may require a whole range of technicians involved in some cases.

We want to make sure well before the deadline, that we'll have adequate time for both the service providers and the IGC to make sure everything is ready, so we're ready to go live as soon as we can.

I HAVE OTHER QUESTIONS, WHAT SHOULD I DO?

Please contact the AHAISA by phone or email. We have maximised the number of staff that are handling enquiries and we will respond as quickly as we can.





THE HOTEL "RESTART" GUIDE

HOW TO SUPERCHARGE YOUR REOPENING



Offer commercial cleaning services to a wide range of Adelaide businesses including:

- Medical Centres
- Industrial Sites
- Restaurants
- Hotels
- Office Buildings
- Child Care Centres
- Sporting Clubs
- Private Schools
- Credit Unions
- Car Dealerships
- plus many more location types!

Kitchen deep cleaning, carpet cleaning and hard floor scrubbing

As the only heritage approved cleaner in Adelaide, we can also clean your heritage listed property.

Whether you are looking for commercial carpet cleaning, commercial window cleaning or general commercial cleaning solutions, contact us now.

PACE Cleaning Services
P 8367 8299

E pacecleaningservice.com

We are certified in infection control and provide innovative virus solutions

1 Balance Will Be Important

We work in hospitality, not hospitals, and people expect a human connection.

Make sure you help your staff get the balance right.

People will need to see signs of your safety measures, including how staff conduct themselves. On the other hand, treating guests as if they have the plague won't be conducive to repeat business. Owners and managers need to keep a close eye on this and help guide staff so that you can strike a happy (profitable) balance.

Remember: **it's about inspiring confidence**, not acting like an infectious diseases officer.

2 Small Things Matter

Standing in a chemist line recently, one of our writers looked up and noticed that the ventilation outlet was dirty. Mould, dirt? Whatever it was, it didn't look good in a chemist dispensing health products. Take a look at your air conditioning ducts. Make sure they are sparkling clean.

3 Flu Vaccinations More Critical Than Ever

Have you had your annual flu injection? What about your staff?

Your team needs optimal protection in the peak period of influenza circulation, usually from June to September in most parts of Australia.

This year it is even more important to be vigilant about the flu because of the COVID-19 pandemic. While there is not yet a vaccine or effective treatment for COVID-19, vaccination provides an effective defence against the flu.

Vaccinating against the flu will reduce the risk of a very dangerous double-up of flu and coronavirus – both diseases affecting the respiratory system.

Expert medical advice is that everyone aged six months and over should be vaccinated against influenza this year, and every year, to protect themselves and others in the community.

Contact your GP or pharmacist.

4 80/20 Rule

You know what your biggest costs are. You know which ones are aligned to guest satisfaction and which ones have less of an effect. Trim where you can but if you can find ways of cutting deep, now is the time to be bold. Remember, everything is negotiable at this time.

5 Check Your Inventory

Did you stockpile in the early stages of madness when doomsday thinking was in full flight?

Send it back, run it down, sell some ingredients through your bottle shop as food boxes. (A big thank you to all the brewers that allowed pubs to return untapped kegs and also provided bottles to fill beer from opened kegs.)

So, do whatever it takes to make sure you don't have money tied up in inventory, especially if it has a use-by date. Then make sure that you are only buying what you truly need.

6 Get It Right

Focus, focus, focus. If you have areas of the business that were losing money before the pandemic, take remedial action now, or stop doing it. If your staff ratios were above the industry average, make cuts. Now is not the time for inaction. You need to be decisive, make decisions and lead from the front.

7 Pricing

If you are considering changing your pricing structure, how good are your financial skills? We can't be great at everything and you need to know – and accept - what your weaknesses are. If you don't have high level financial skills, it's worth the investment to consult your accountant. They can help you cost out every recipe. Aim for high margins, even on low priced dishes. Don't "wing it" when it comes to pricing. Everything you do has to make a profit.



Beer Dispensing Equipment
- Sales - Service - Installation

Andale is Australia's largest manufacturer, supplier and installer of beer dispensing equipment. Proudly Australian made and owned since 1946.

- Glycol Beer Systems
- Ice Bank Beer systems
- Mobile Bars
- Portable Beer Systems
- CO2 Monitors
- AS5034 Gas Systems
- Preventative Maintenance
- 24/7 Breakdown Service
- Spare Parts



Andale's service and installation team cover the entire state of South Australia and the Northern Territory. Call for a free quote on your next Beer Dispensing System. No installation is too large, too small or too far.



Visit our showroom at 379 South Road, Mile End South
Phone: (08) 8234 0388 Email: andalesa@andale.com.au

www.andale.com.au

8 Cashflow

As a businessperson, you know cashflow is king – and hope is not a business strategy. Now is the time for you to have the best cashflow you have ever had for your hotel. Moving figures around on a profit and loss spreadsheet can be a token effort; something you've ticked off the list. But will it withstand the rigour of a finance person who really knows their stuff? A good cashflow is a true work of art.

Don't forget to include Government Stimulus and JobKeeper, revised GST payments to reflect your new revenue, borrowings etc.

Then track it closely. If you are off the mark early, adjust your figures for future months.

In this environment, you can't live without it – and you probably can't sleep well without it!

9 Staff Costs

Control your staff costs. In a people-heavy sector such as hospitality, this is a critical ratio and it will eat away profit faster than just about anything else. Track what's going on, shift by shift. If it's someone else's responsibility, make sure they are doing their job and making the correct decisions. Ask questions. Be available for them to ask questions.

Just don't be "missing in action" when decisions about staffing need to be made.

10 Bookings Must Be Locked In

With small numbers of diners allowed, it's time to get tough on bookings. Insist on getting contact details for reservations.

Consider a deposit system. Some interstate restaurants are insisting on payment in advance ... it's worth thinking about, especially if you have a set menu option.

The bigger the booking, the more you need some form of payment guarantee.

Make it mandatory that your staff call people on the day of reservation to confirm they are still coming – and urge them to call if they have to cancel late, so that you can rebook the table.

Start a waiting list. If you get hit with a no-show, start ringing the standby contacts.

11 Standby For Marketing

If, as suggested in Number 10, you start a standby list for a booked-out sitting, these details can potentially become part of your future marketing.

12 Discounting

Nobody wins with indiscriminate discounting. Discounts come straight off the bottom line – your profit!

To start with, people who travel will do so because they have to, or they have started going stir crazy in self isolation. The price of a room will be a consideration but probably not the top consideration. Consider add-ons such as meal vouchers and free breakfast, before you start slashing your rates.



13 Suppliers

Work with your suppliers to get the best terms to be able to trade through this downturn.

Many of their businesses have been impacted and hopefully you've already been talking to them during the shutdown.

Don't assume that everyone is hurting equally. Some companies have deep pockets, healthy cash reserves and no debt, and they will be the ones that can offer the best terms. If you have long-term partners, look after them where you can, without risking your own survival. We're all in this together.

AHAISA partners are companies that have a true "partnership" view of the industry. If your current suppliers aren't helping out, then turn to the directory at the back of this issue of Hotel SA.

You're in hospitality, so make your phone a friend – or even meet over a coffee. Emails can be impersonal – and it may be the personal relationships that make all the difference in the months ahead.

A white rectangular sign with the word "RESERVED" in bold, black, sans-serif capital letters. The sign is placed on a dark wooden table. The background is a blurred indoor setting, likely a restaurant or bar, with warm lighting and other tables visible.

14 Revenue Streams

Don't expect to be packed out every night. Sure, people have been cooped up at home. We've seen queues at popular venues interstate.

Yet caution remains high, especially among older demographics that have the greatest spending power (and are more likely to have a job).

This means you should keep your food takeaway initiatives going, at least in the short term while you gauge how strong the bounce-back is.

Make sure it doesn't cannibalise your in-venue offerings.

Look for the balance.

And where demand is high, consider adding some higher margin items to your menu.

Summary: stay flexible, maximise the number of revenue streams at your disposal and stay on top of your business numbers to inform future decision making.

15 Fast Food

With time limits on sittings, your dishes need to be fast to prepare and easy to consume. Maximise pre-preparation. What can you do to save time? What can you do to speed up service?

Speak with your chef, even if you've had this conversation a hundred times before. Don't expect the old patterns to remain the same. Busy times may falter and quiet times and days may emerge for some reason you could never predict. It might have something to do with when AFL matches are being played, or when the toilet paper sales are on!

16 Wastage

Now is the time to be tougher than ever before. Keep a close eye on what's being ordered. Make sure that deliveries are being closely checked to verify you have everything you ordered. Track wastage – and also get your team to keep a close eye on anything that keeps coming back on plates, that patrons clearly don't like.



17 Fraud

Tough times bring out the best in some people. Unfortunately, it brings out the worst in others. Check your point of sales numbers. Make sure your internal CCTV is in good working order and you check it periodically.

18 Tier Your Accommodation

Some of your typical guests will be largely unaffected by Covid-19. They can still afford your best rooms and expect the product to match the price. Many others will have lost their jobs, had their hours reduced, suffered pay cuts, gone from two-person incomes to one... and so on. Don't be lazy. Don't keep your rates the same without carefully analysing what people want, and the volume of demand from each target audience.

You might keep your rates the same, with promotions and third-party, online discounting to clear excess rooms in quiet periods. Just don't ignore it. Just don't set and forget. You have to work with the energy of a start-up without any funds to get ahead in this new world.

19 Airbnb

Airbnb may shrink as more and more 'landlords' can't keep up loan repayments. There are predictions of a serious contraction in this sector. Does this provide you with an opportunity?

Of course, some people will think Airbnb is better because they are not 'isolated'. What they don't know is the level of cleaning and hygiene at a 'renter', but they do know this at a hotel. Your marketing, staff etc. can help spread this message.

20 Technology

Large business gatherings and meetings will be smaller. Your pub will be expected to have good communications technology. This doesn't have to cost a fortune. Ask around and do your homework online. There are some very cheap internet-linked projectors and screens, that still provide good quality.

“Touchless is going to be the buzz word of the year.”

21 Upgrades

If you are planning an upgrade, chances are you are reviewing your surfaces. Materials that are easy to clean and sanitise will grow in popularity. Four and five-star hotels will need to keep an eye on trends such as touchless check-in using a phone and facial recognition for door entry.

Many homes already have voice activated lighting, temperature control and even curtains. In time this will become non-negotiable in hotel rooms that charge for extra luxury. If you are not convinced, look at how many young people use voice commands for searching and sending messages via their phones.

22 Hotel or Hospital?

Hospitals use “negative pressure” to contain germs in isolation rooms or wards. One Hong Kong hotel says it is considering developing an entire floor with negative pressure. That won't catch on too quickly but its plans for touchless controls in their elevators could catch on if Covid-19 persists. Touchless is going to be the buzz word of the year.

23 October Isn't That Far Away

Be prepared for October, when JobKeeper is slated to end. Plan and budget accordingly. Stay nimble. Have promotions in place.

Also think about what you will do if there is another wave of Covid-19 cases. In other words, be prepared for restrictions to return, even a second shutdown. Have a plan and restructure as you need to.

24 Design Shuffle

The staged reopening requires all hotels to think very carefully about their layout. In addition to government regulations, think about traffic. Think about traffic flows, for patrons and your staff. You might designate one side of a staircase for people to go up and another to come down. (Not, as one store sign instructed: Please go up on your right and down on your left.)

- Rope off the dead areas where possible and keep the tables with the best views.
- Surplus furniture at this time might be furniture with hard to clean surfaces.
- Accommodation rooms might be decluttered, to make it simple for cleaners to do their job to the maximum standards.

25 Crowd Management

Crowds, do you remember them? For the foreseeable future, people will want space. If you have an enclosed area, can some relatively inexpensive building work open into two areas?

While we all dream of busy bars, the government has mandated social distancing laws still apply. That will require roping off "lanes" and floor stickers to show where people should stand for distancing.

The days of the packed front bar, with people jostling to get served, are in the rear vision mirror for a while.

26 Experiment "Adding portraits of Marilyn Monroe above the twin beds at Oyo Hotel Tyler Lindale in Texas lifted occupancies by 10 percent in just seven days." (Skift.com)

27 Elevator? Post signage outside the elevator, specifying the people limit. Don't be dictatorial; call on people's sense of community and doing the right thing. Place floor stickers inside the elevator, designating where people should stand. Buttons and railings should be cleaned regularly.

28 Online Basics Have you updated your opening hours? Remember to do this on your website, Facebook, Google My Business and everywhere else you have a presence. This is especially important if you changed your opening hours to be closed for the lockdown. If people search and see that you are still "closed" when in reality you are not, that's wasted opportunity.

29 Interactions

The trick will be to find a happy medium between providing hospitality – which requires human contact – and minimising interactions.

Can you fast-track virtual check ins, at least for guests who prefer it? Older people are used to personal service and may be less likely to opt for that. However, younger people who use the self-service checkouts at supermarkets, and weary business travellers, might appreciate the speed of virtual check-in.

Virtual check-in is largely a software issue until it comes to keys. Keyless entry – using a smartphone – is another story. At a time when hotels have seen their revenues slashed, or go to zero, the idea of spending to have new door locks installed does not make sense in the absence of figures to show the contrary is true.

Look at it from many angles. For example: if you invest in technology, using staff wage savings as the offset, will you be better off?

Another option which bed and breakfast and holiday rental facilities use is a key locker. This could be located on the wall by the room door, or in a central area near the entry point.

Keeping an eye on this with security cameras makes sense.

BUT – and it's a big but – there is a real danger that publicans will be spooked into over-reacting and over-investing.

Keep a calm head, plan for a range of scenarios and opt for solutions that comply with laws, satisfy guests and make a healthy profit.

30 The Future of Buffets

There was a report from Asia where a hotel executive said: "Buffets will still be popular, but we will provide single portions and sneeze guards for a more hygienic dining experience."

There are certain demographics that will still love a buffet – kids love them and who doesn't enjoy going up to a good carvery?

However, if you have watched any of the videos using ultraviolet light to track the transmission of an unseen substance at a cruise buffet, you would have serious reservations about rushing to bring back a buffet when restrictions are relaxed.

31 Car Parks

More accommodation guests will arrive by car this year. Do you have parking covered?

Make it easy and make it obvious. In the short term it should be easier than ever thanks to stay-at-home workers and limits on patron numbers.

What about longer term when people are more active but still choosing road trip holidays? Not being able to get a park when guests arrive at a hotel is a sure way to ensure your reception staff have to deal with a disgruntled customer.

32 Hygiene - Don't Reinvent the Wheel

Take a lead from other businesses. Some might seem like overkill. It's your decision, just be aware of your options:

- Provide hand sanitisers for staff and patrons
- Make sure that you set the example
- Encourage contactless payment
- Stickers on the floor indicating a 1.5-metre distance
- Arrows in traffic flow areas to help keep patrons apart
- Screens on bars to help prevent airborne transmission – we've seen some as simple as plastic piping with heavy duty glad wrap
- Rework your menu to minimise over-handling and complexity, and strip out cost at the same time
- Encourage staff and patrons to download the Covid-19 tracking app on their phones
- Block or tape off areas where no patrons are allowed.



33 Staff Fears Staff are your frontline and some may not want to return to work because of COVID-19 fears. Listen to these fears and then discuss the risk management steps you have put in place. Ensure staff are aware of the steps you have put in place as a business to reduce the chance of contracting COVID-19 and to deal with a situation where a patron or staff member tests positive for COVID-19. Be as flexible as possible and work with your staff.

Consult with the AHA|SA's Workplace Relations team for help.

34 Comms Count Communicate with staff like never before... because today's world is like never before. Give them critical information on how they need to operate day-to-day, but also bring them into the picture of how you plan to make a success of the phased reopening, what the risks are and the role they play in achieving the best result.

35 Speak with Your Local MP

Hospitality has been the worst affected sector during the coronavirus pandemic. Australian Bureau of Statistics figures show almost one in three jobs lost.

Reach out to your local member of parliament to let them know that stopping JobKeeper early would be a disaster.

Danielle Wood is the Grattan Institute's budget policy program director advises businesses to plan for October: "Businesses and consumers are likely to be cautious. Many will find themselves financially challenged because their loan and rent obligations were deferred rather than removed during the crisis.

"Against this backdrop, the sudden withdrawal of massive government spending will leave an enormous hole in economy activity and the incomes of business and households." JP Morgan Australia chief economist Sally Auld said this could cause a double-dip recession.

36 Quarantine Fatigue Marketing

Tap into "Quarantine Fatigue". Entice sport- and friend-starved people through your doors. If they can't go to the game and enjoy the atmosphere of a crowd, at least they can get a better atmosphere at the pub.

37 Concession Marketing

Grow your social conscience and grow your market: review your concession card specials.

38 Accommodation Guests

After people have booked, send them a simple flyer via email, letting them know what to expect when they check in.

For example, will they be temperature tested as part of the check-in process? Can they fill out check-in forms online? Use an app?

You might also consider sending this information to all of your previous guests. Written in the right language, it becomes good marketing. You can use the opportunity to let them know about the social causes you have been supporting, such as providing food from your kitchen.

39 Be Seen to Be Clean

Having staff cleaning public areas was once something you trained staff to do discreetly but in today's climate, letting people see your attention to hygiene will be a bonus.

Make sure they do a thorough job in high touch areas. It's not just cleaning, it will become word-of-mouth marketing.

40 It's Domestic

International travellers are non-existent, so the green shoots of recovery for tourism will come from domestic travellers. With border lockdowns in place in late May, that means you need to market yourself to fellow South Australians.

After being in lockdown, this market is receptive to your overtures.

Sales staff hitting the road again and needing a room for a night, dinner and breakfast. Grey nomads are seeking sun. Work at home warriors want to get away for a weekend before they go stir crazy.

In time you will be able to advertise to interstate markets. Then it's likely that tourists from New Zealand and Fiji etc will be the first international tourists to be approved. We don't know this for sure but the signs are suggesting this will be the case.

Start thinking about how you would attract visitors from New Zealand if the "trans-Tasman bubble" idea became a reality.

That means you can prepare your marketing strategy while your operation is still quiet.

If you have staff that are a bit light on work, get them involved in brainstorming some ideas.

And if you have a spare moment, think this through. On May 15, Prime Minister Scott Morrison said: "We are reminded that the net tourism imports to Australia is just over \$20 billion a year. That means that after you take account of international tourists coming here and Australians going overseas, that there is a net import factor of just over \$20 billion. Now, that's up for grabs for Australian domestic tourism operators. Australians who might otherwise go elsewhere. That is a very large market and that will be targeted."

41 International Marketing at a Local Level

South Australia has never been a prime Australian port of entry for long-haul tourist flights. We've had to work hard to sell our message, while tourism magnets like the Gold Coast and Sydney with its bridge etc. have had easier wins. That means we have the experience required to get our niche messages out.

It's not too early to start marketing to overseas markets. Figures from China show that air travel does rebound – and people are already dreaming about their next overseas holiday.

Will they be wanting to travel to Italy or take a cruise, or perhaps head for a region that has had low infection rates, a Goldilocks capital that is not too big and not too small, and wide open spaces in easy driving distance.

Use your social media channels. Pitch some of your content to future foreign travellers. Post on overseas forums.

Get part of your website translated into one or two languages. Chinese and Japanese would be obvious choices. (AHA|SA silver sponsor, Boylen, has plenty of experience organising translations and multi-lingual websites if you need help.)

Express your love for New Zealanders, Americans and all things UK. Prepare a special page for each on your website.

Just don't look back on this period of time and wish you had done more.

42 Small and Country Is Good

If you are a small country pub, push your message that you are the furthest thing from a confined cruise ship or overcrowded city.

You don't have people bumping into you in the main street. You might be the only people on the footpath (except for the occasional kangaroo, of course)!

Let people know that your dining room is old world spacious - usually lightly booked because of the small community nature of your location.

Not only is it safer, it's more authentically Australian. It's grassroots, the "real Australian cultural experience".

Find your angle and work it!



43 Business Travellers

Business travel will not disappear but it is likely to be suppressed for the foreseeable future as companies keep using technology to reduce travel and accommodation costs.

Conferences will gradually return. So will national board meetings, large groups and small events that can be run out of a hotel.

Make sure your marketing sells the message that business travellers want.

An Expedia survey found that the number one factor was hotels situated in "convenient and safe locations".

Next is pricing that fits within the company spending policy.

On the flip side, make sure you understand what irritates business travellers – and use that in your sales messaging. The biggest gripes are not being able to get a high quality room with the money that's available, followed by limited upgrade options.

In the current environment, depending on your occupancy levels, you might want to offer an instant upgrade promotion for all corporate travellers to get their business. Also think about any perks you can value-add without any significant cost.

44 Google's Advice

Social distancing has significantly impacted our lives, and the way people make choices as consumers has "fundamentally shifted", says Google's Marie Gulin-Merle.

Forced into new behaviours for several months has "led to a dynamic re-prioritisation of the how, when, where, and why of consumption."

"Aussies and Kiwis are already gravitating towards brands that deliver safety and value, so it's marketers' responsibility to align with people's evolving expectations."

45 Digital Marketing Strategy

Google's research can help shape your digital marketing strategy.

More people are spending more time on their smartphones. So make sure everything on your website is optimised to display well on phone screens.

If you are still offering a takeaway service, be aware that "since February, search interest in "free delivery" has spiked across Australia," says Google.

46 Changing Needs: Threat and Opportunity

At least for a while, city pubs have to find alternatives to after work drinks, the birthday lunch etc.

On the flip side, when people first get back to the office and reunite with friends, this is the time to encourage them to celebrate at the pub.

Suburban pubs now have more opportunity to tap into work from home staff. They still need to eat and they are sick of being stuck at home.

What grab-and-go lunch specials can you offer?

47 Local

Consider doing a local letterbox drop. Tell your "new" story to the neighbourhood. Combine what you're doing with health and safety, with the zing of what's new on your menu.

Update your balcony banners and A-frames.

Use photos that suit winter: indoor fires and outdoor heaters and lap rugs.

Tap into the mood of people who have been starved of community, fun and getting out.

48 Imagine Going Viral for All the Wrong Reasons

Walk the floor and keep your eyes open. Imagine how something might look as a social media post. Social media will cause major reputational damage for those that don't follow the rules.

On the other hand, expect some social media users to tell their network about what you're doing well.



49 Don't Overcook The Hygiene Message

You need to have information on your website and in your hotel that explains what measures you are taking to provide a hygienic environment.

If you were a hotel in New York or Italy you might consider leading your marketing with health and safety messages.

But Australia has fared well, compared to most countries, and South Australia is one of the safest states. So don't make your hygiene messaging front-and-centre in your marketing.

Some people won't care. Some people will want full details. So have a gateway to that information (eg. prominent links on your home page or a single line in an ad, such as "Ask us about our new health policies.")

50 Reminder to All Hotels

We're all in this together. The hotel industry is fighting hard through the AHA|SA to lift restrictions.

Don't be the weak link in the chain. Make sure you follow the rules, so that regulators have the confidence to ease more of the rules. All it might take is one hotel-related incident to see tougher rules re-imposed.

51 Rent Relief

This is old news – but good news. If you are impacted, use the link at the end of this section to fully understand your rights and obligations.

In mid-May, new regulations under the COVID-19 Emergency Response Act 2020 have been made for commercial leases to protect tenants from eviction and provide greater certainty around dispute resolution and rent relief during this unprecedented crisis.

The regulations, which cover the six-month period from March 30 to September 30 this year, implement key elements of National Cabinet's Code of Conduct by the State Government.

Treasurer Rob Lucas said no affected commercial tenant can be evicted for non-payment of rent or outgoings, or for reducing their hours of business during this period.

"The Government is pleased to be able to provide greater clarity and certainty for both commercial landlords and their small business tenants – who underpin our state's economy and tens of thousands of jobs," Mr Lucas said.

"The regulations, which passed Parliament this week, will also assist with the negotiation, mediation and resolution of disputes about issues like non-payment of rent during the greatest economic challenge of our time.

"While landlords and tenants are required to negotiate leasing arrangements in good faith, where there is a dispute, a party may seek mediation by the Small Business Commissioner. If this fails, the matter may then proceed to the Magistrates Court for a determination.

"The Magistrates Court has broad powers, including to order rent relief, the amount of which will be determined by having regard to the financial circumstances of both the landlord and the tenant."

Affected tenants are generally those with an annual turnover of up to \$50m and are eligible for, or receiving, the JobKeeper wage subsidy.

The Government has also provided approximately \$50m in emergency land tax relief this financial year to assist landlords and thousands of small businesses and tenants. This \$50m relief package is in addition to another \$70m in land tax cuts which will commence from 1 July this year.

The regulations can be [viewed here](#).

52 Domestic Pie

Hotels will need promotional help to kick-start the industry. Especially as hospitality employs so many people.

What about taking the lead of some Italian regions, which are subsidising "extra nights" for guests. It was reported that in Sicily, guests who came to stay for six nights would only have to pay for four, while those who came for three nights would only pay for two. The tourism board paid the hotels for the free nights.

53 JobKeeper Media

AHA|SA CEO Ian Horne was asked about plans to end JobKeeper early, On May 22 he told The Advertiser:

"South Australia's hospitality sector wants the six-month scheme extended until at least December for the industries hit hardest by the coronavirus shutdown.

"As it stands, in September there will be a cliff that will see many casualties.

"Hospitality and tourism simply won't be in a position to cover the wage cost that is currently being carried by JobKeeper.

"It may have to go into 2021."

54 JobKeeper Reality

This Facebook post from the Earl of Leicester Hotel in late April illustrates that point (above).

"Thank you to the local community that keep us going in these times. We are selling grocery boxes and take-away meals to help with our cash flow. This has enabled us to retain jobs and now with the JobKeeper payments, people like Pat who normally serve a beer over the bar are now sanding it!

"We look forward to seeing you all again soon at our updated main bar. Brought to you by the Earl of Leicester Staff! Earl for life."



Earl of Leicester Hotel
April 24 · 🌟

55 Optimism Matters to the Economy

It's time to be cautiously optimistic – and remind our local MPs to help grow the green shoots of recovery with positive talk.

Lockdown of pubs and hotel caused fear. If this had lasted a year and government support had not been forthcoming, the damage would have been far greater. Now we have a plan to move forward. We know that South Australia is one of the safest places in the world.

Let's make sure we have the cleanest, safest venues in the world. Let's keep our stranglehold on Covid-19 to safeguard against a second wave.

Our conventions and meeting market will need assistance. Again, we need to promote Adelaide as one of the safest cities in the world. South Australia also has the opportunity to reverse the brain drain. With the sudden uptake of remote working, people can return to SA for the lifestyle and still hold jobs in Melbourne and Sydney.

56 Gaming Training Changes

As of July 2020, face-to-face training can resume, having regard to social distancing requirements and any directions that were in place. A reminder to members, on 26 March the Commissioner made the following determinations:

Gaming managers and employees will not be required to complete Basic or Advanced training while gaming venues are not operating. Those staff who resume work after the restrictions are lifted and gaming operations resume will be required to complete their outstanding relevant training course within three months.

Gaming managers are exempt from completing Further Advanced Training, and gaming employees are exempt from Advanced Training, until 20 September 2020. The 19 scheduled Virtual Further Advanced Gaming courses to 30 June are full.

The AHA|SA will continue to send out updated training information on a regular basis, and check the AHA|SA website.



The Gov, Credit akphotography.

57 Hygiene Course

By May 19, there had so far been at least 52,000 registrations for the AHA|SA COVID-19 Hospitality and Hygiene Safety Course, and more than 44,000 people have completed it.

Up to 5500 South Australians in retail, hospitality, tourism, security and transport industries will benefit from a new training program to prepare the sectors for reopening and staying "COVID-clean".

It comes as SA continues to have one of the best health records not just in Australia, but the world.

The \$5.5 million tool-kit, co-funded by the state and federal governments, will teach skills like hand hygiene practices, effective surface cleaning, use of personal protective equipment and disposing of contaminated waste.

Premier Steven Marshall said having skilled operators was critical and the accredited program was being developed in consultation with the sectors.

"As restaurants and pubs gear up to get back to work, the 'COVID-clean' tool-kit will boost business confidence, particularly as restrictions begin to ease," Mr Marshall said on Tuesday.

He said the materials would be finalised in the coming weeks and was likely to be an online course.

STOP PRESS

The free training mentioned above has now been launched by the SA Tourism Commission.

Click the link for more information tourism.sa.gov.au/events-and-industry/industry-support/coronavirus

58 Live Music Grants Awarded

The iconic Governor Hindmarsh (the Gov) has received \$300,000 in South Australian Government funding as part of a \$1 million package supporting SA's live music industry through COVID-19.

There has also been a huge response to the Music Development Office Project Support Grants, which will support musicians and music businesses to continue to develop, create and connect during the COVID-19 pandemic.

Grants of up to \$5,000 were available for artists focused on creative development, and up to \$20,000 for music business, including live music venues, and those with industry wide initiatives. Funding for this round was \$700,000.

The AHA|SA reported:

"Many SA Hotels are getting into live streaming and featuring specific online events/performances during these time of trading restrictions. Limited in having patrons in the venue so reaching out to them through social!

"Some of these hotels include Wheaty LIVE x Knock Off Sessions Grace Emily Hotel The Mac's Hotel Mount Gambier Moonta Hotel and Bridgeway Hotel is live streaming the Zep Boys on 23 May! Why not hop on board and support these hotels and artists now AND make sure you go back and support them later #sahotels #livemusic Music SA."

59 2020 AHA|SA Annual General Meeting

The 149th Annual General Meeting of Members of the Australian Hotels Association (SA Branch) was held on 18 May 2020 via Zoom Webinar.

This was due to social distancing restrictions because of Covid-19, following advice from the Registered Organisations Commission. Members were able to fully participate.

Keeping Your Business Afloat

Based on the feedback we received from AHAISA members that found our last column helpful, we've decided to forego our usual column piece to provide you with a helpful table of Economic Levers that are available to publicans during the COVID-19 shutdowns and in the early stages of recovery. We also have a

dynamic version of this table (with links and resources) available on our Hospitality page on the Perks COVID-19 Resource Hub. As always, the information is easily accessible and there are no sign-ups or fees: <https://www.perks.com.au/covid19/all-topics-industries/hospitality/>.

HOSPITALITY ECONOMIC LEVERS

Accurate at time of writing – 18 May, 2020

Complexity	Workforce	Premises	Banks	Stock	Tax Payment Deferral	Govt. Stimulus
Low	Stand Downs	Reduce Power	Rates & Fees	Address Surplus Stock	Deferral of 2019 Income Tax returns	Cash Flow Boost (\$20k-\$100k)
	Changing Work Arrangements/ Hospitality Award Changes	Cancel/Defer Subscription Services	Merchant Fees		Deferral of March 2020 BAS	Instant Asset Rebate
		Cancel Cleaning/ Waste Clearing Services	P&I Conversion		Deferral of Other Existing/ New Tax Debts	
Medium	JobKeeper Payments	Rent Holiday	Repayment Deferral	Reduce Suppliers & Contractors	Vary PAYG instalments to Nil or Negative Balance	State Stimulus Support Measures
	Pay Cuts	Rent Deferment				
		Review/Reduce Insurance Costs				
High	Redundancies/ Scale Down	Commercial Lease Code of Conduct	Working Capital Loan			Accelerated Depreciation

YOUR TOP JOBKEEPER QUESTIONS

As many of you know, in April, we held our first free webinar for the AHAISA regarding top HR Questions that have arisen for publicans off the back of COVID-19. Amongst the questions asked, a vast majority concerned JobKeeper payments.

To help those members that were not able to make our webinar, we wanted to share some of these frequently asked questions (FAQs) with you here. We've also got a lot more FAQs, downloads and tools available for free on our Perks COVID-19 Resource Hub if you need it – www.perks.com.au/covid19. If you have questions specific to your situation, feel free to drop us a line or email us (PHodby@perks.com.au or TPaine@perks.com.au)

Q) Am I obliged to use JobKeeper?

A) Not legally. It is up to the employer to decide whether it wishes to access JobKeeper for eligible employees. It is important to bear in mind that the key principle behind the scheme is:

- To allow employees to access payment outside of Centrelink; and,
- To allow employers and employees to remain connected, so that businesses can get up and running again quickly when the crisis has passed, without having to re-hire staff.

So whilst there is no legal obligation, there are some excellent benefits for both employers and employees which should be taken into consideration.

Q) Do I need to pay Superannuation on JobKeeper?

A) It depends on the circumstances:

- Where an employee is paid more than \$1,500 per fortnight for work they are performing, the employer's superannuation obligations will not change – you pay super on the full amount.
- Where an employee earns less than \$1500 for work they are performing and so is having their wages topped up to \$1,500 per fortnight by the Jobkeeper payment, it will be up to the employer if they want to pay superannuation on any additional wages.
- If an employee is receiving the \$1500 but not performing any work, superannuation is not payable.

Q) Can I be selective on who I give JobKeeper to?

A) The JobKeeper scheme is described as a "one in, all in" scheme, which means that once an employer is eligible for JobKeeper, it must pay the \$1500 per fortnight to all of its eligible employees. It can't "pick and choose" which of its eligible employees it will claim the subsidy for.

Q) As an employer, should I concern myself with what my staff have claimed at Centrelink?

A) JobKeeper will affect an employee's eligibility for JobSeeker - i.e. JobKeeper payments are included in the income test. Therefore, the employee will need to notify Centrelink that their circumstances have changed, if they receive additional income due to receiving the JobKeeper payments.

Q) If you meet the JobKeeper criteria in the first month, does that qualify you for the remaining six? Or is that assessed month by month?

A) At this stage it appears that it is assessed based on your BAS timing. For example, if you are a monthly BAS lodger you need to assess turnover reduction month by month, whereas if quarterly then quarter by quarter basis.

Q) My business only recently commenced and so does not have a relevant comparison period in 2019. What alternative turnover test should I use when applying for JobKeeper?

A) There are two different alternative tests, depending on the relevant comparison period the entity uses and how long you have been in business.

Broadly, the first alternative test compares the entity's projected GST turnover for the relevant 2020 period with the average turnover since the entity commenced business.

The second alternative test compares the entity's projected GST turnover for the relevant 2020 period with the average turnover of

the 3 months immediately before the applicable turnover test period.

Please note that the above answer is general in nature and businesses will also need to meet other eligibility criteria in order to apply an "Alternative Turnover Test".

Q) When I submitted my calculations for JobKeeper my projection was to have a reduction in turnover of -30%. Before the JobKeeper fortnight ended, restrictions on my industry changed in such a way that my turnover improved. Am I obliged to amend my projection and application?

A) The projection was accurate at the time of lodging and was therefore correct upon application. Over the coming weeks, restrictions will undoubtedly continue to change, so it would not be expected that your projection be updated each time. Keep in mind, you only need to satisfy the turnover test once; you do not need to reapply every month. Importantly, however, if you are relying on projections rather than actuals you need to ensure however that projections are justified with reasonable assumptions which are documented and retained as these will need to be provided to the ATO on subsequent audit.



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

Would you like to advertise in Hotel SA?

Boylen +

Call Jamie Richardson today on 8233 9433.

boylen.com.au

AHA|SA Corporate Partner Offers to Members

AHA|SA Corporate Partners are committed to supporting you and your business as we navigate through the industry's reopening. On the following pages are messages from some of our Corporate Partners outlining a range of offers and announcements for AHA|SA members. Please contact partners direct for more information and to check for any special terms and conditions.

ACCOLADE WINES



Accolade Wines has launched Your Venue, Our Shout – an on-premise support package that will see Accolade Wines replace, as complimentary stock, their portfolio of wines sold across venues in the first month from re-opening.

This is accessible to both existing and new customers, and available now until 31st August 2020 across its extended portfolio of quality wines.

Your Venue, Our Shout also offers on-premise venues increased discounts on Accolade Wines' most recent wholesale list price for the first six months after re-opening.

To sign up online, visit <https://www.accoladewines.com/australia-onpremise/>

For more information on Accolade Wines, visit www.accoladewines.com

AINSWORTH



There is no doubt that the last two months have been difficult for everyone. We have however witnessed countless good news stories and it has been great to see so many venues come up with new initiatives to keep connected with their members and community.

As you navigate through your venue's re-opening strategy, Ainsworth wants to help you get back on your feet. Our entire National Sales team is working and available to discuss and support you on all things Gaming.

Sales: 02 9739 8000 | sales@agtslots.com
Service: 1300 556 268

BANK SA



At BankSA, we have a long and proud history of helping people, families and businesses through thick and thin. Our team of hospitality specialists are dedicated to delivering solutions that are specific to your business needs.

Any queries please do not hesitate to contact me.

Peter Panas | Relationship Director Hospitality | BankSA
Level 1, 53-59 The Parade, Norwood SA 5067
M 0412 156 478
panasp@banksa.com.au
www.banksa.com.au

BANKTECH



Now is the time to plan ahead for the introduction of TITO and CRTs.

Cash Redemption Terminals (CRTs) have revolutionised the gaming floor for venue managers.

But how do you choose the right CRT for your business? Below are our top tips.

1. Check it comes with features customers actually care about
2. Connectivity to a web portal
3. Reliability
4. A single-vendor approach

SA venue managers now have the opportunity to book a demonstration of our CRTs, with a CRT now installed in an Adelaide venue.

Our local Sales Manager, Michael Queale can be reached on Mb: 0408 462 321.

Your Vision. Your Venue

BLUIZE

Solutions for your venue

Your Mobile Tablet

- Providing Fast Table Service
- Orders sent to Bar and Kitchen
- No congestion at the bar
- No need to retrain staff
- Improve customer experience
- Ability to upsell

YourPOS **YourApp** **YourDashboard** **YourMenuBoards**

Solutions to streamline your venue
Call 1300 557 587 today

HelpDesk
24 Hour HelpDesk
Ph: 1300 557 587
Email: helpdesk@bluize.com.au

South Australian Office
33A Oaklands Road
Somerton Park 5044
Ph: 1300 557 587

BENTLEYS SA/NT



As a proud sponsor of the AHA in SA, Bentleys would like to offer its support to members in the industry's most difficult moment. Arrange a complimentary initial meeting and we'll be pleased to offer a 15% discount on our fees for the first 12 months.

Rick Basheer
08 83727900
0408 822 052
rbasheer@adel.bentleys.com.au

BIG SCREEN VIDEO



BSV currently have stock available, ready for install prior to June 30, meaning you can make the most of the current Government instant write-off initiatives*. Quantities are limited for this unique offering and all orders must be placed by June 8.

If you are interested or want further details, please submit an enquiry at <https://www.bigscreenvideo.com.au/contact/>, or call us on 1300 244 727.

**BSV are screen people, not tax people. We recommend you seek advice from your accountant regarding accessing the government initiative.*

Tracy Adams, Business Development Representative
tadams@bigscreenvideo.com.au
+61 402 339 004

Hannah Priebe-Clarke, Business Development Director Aus/NZ
hannah@bigscreenvideo.com.au
+61 431 720 137

BOYLEN



DIGITAL FOR AHA|SA MEMBERS

- Google Ads Training, normally \$780, now \$320
- SEO and content training, normally \$660, now \$280
- Social Media advertisement strategy and training normally \$660, now \$280

DESIGN FOR AHA|SA MEMBERS

- Poster or one-page flyer designs: normally \$320, now \$190
- Social media graphics: normally \$160, now \$80

Contact before July 15, 2020 to lock in this pricing.

Tim Boylen
8233 9433
tboylen@boylen.com.au

BUNNINGS



Bunnings is pleased to provide support in providing essential supplies such as hand sanitiser, face masks and cleaning products to AHA|SA members as they prepare to reopen.

Large bottles of Hand sanitiser are now available throughout our store network for collection or delivery and large commercial orders are also available for enquiries over 360 bottles.

We can also arrange collection of pre prepared orders through our store network, deliveries can also be arranged at a small cost to save you time.

For more information on the above or if you would like to place an order please contact Kelly on 08 8392 4815 or alternatively email organisationsSA@bunnings.com.au

BUNZL CATERING SA



We have launched the Protect, Disinfect, Mitigate flyer and order form - contact us for more information. The Bunzl team can work closely with our AHA|SA partners on our hotel re-opening planning guides which will assist with:

- Preparing your team
- Deep Cleaning
- Self-Assessment
- Guest Experience
- Ready to Welcome Guests
- Enhanced Cleaning
- COVID-19 Products
- Specific Area Cleaning Guides

Training of personnel is key when looking at the re-opening planning and Bunzl will support our systems with onsite training to ensure that our AHA|SA partners are comfortable with the steps ahead.

Tim Mittler | +61 432 007 873 | tim.mittler@bunzl.com.au

CLASS A ENERGY SOLUTIONS



As a proud partner of the AHA|SA we understand the challenges the industry is currently going through. We are keeping in touch with the hotel owners and offering as much value as possible. We would like to offer the following prior to 30th June.

- Special EOFY pricing for AHA|SA members for solar.
- Capacity to install solar systems before 30/6/20 to access the Instant Asset Write Off for tax purposes.
- Low docs finance with 6 months deferment to commencement of payments, so that the benefits of savings from solar are received to assist with cash flow.

Miles Ratcliff, miles@classaenergysolutions.com.au

CONCEPT COLLECTIONS



If you are in need of furniture for your venue, our stock levels have reduced during the restrictions of trade period, however new orders have been placed with our manufacturers and replenishments are coming. But with such a vast range there are still many in-stock pieces ready to go.

Be sure to pop in for a coffee in our new showroom in Regency Park and browse our latest collections, our staff are trained and we practice Covid-19 safety procedures.

New Showroom / Warehouse! 48 Birralee R, Regency Park.

Shannon Lens, General Manager
shannon@conceptcollections.com.au
1300 269 800
08 8232 4262
conceptcollections.com.au

DNA SECURITY SOLUTIONS



In addition to our DNA Guardian technology, we also offer a range of other products to support a safer environment:

- Hand sanitising stations: This is a large station that can be placed at your venue entrance and has a 5 litre capacity hand sanitiser. Spare sanitising liquid can be ordered for a quick change over.
- Anti-bacterial hand and surface wipes
- Non-contact thermometers
- DNA Guardian Security Systems. Our award winning security system is now being offered in an easy monthly payment offering - technology as a service

Contact Tania on 0404099662 or
Andrew on 0414 456 626 for further details.

COOPERS BREWERY



Coopers would like to announce that all kegs in our portfolio are available for AHAISA Members to re-order. Coopers have good quantities of all products and are looking forward to the majority of hotels and clubs re-opening from June 1st, 2020.

Coopers Brewery Limited is Australia's sole remaining family owned, independent brewery and the third largest brewer in Australia. Founded in 1862 by Thomas Cooper, the company produces boutique, premium quality beers, home brew beer concentrates and liquid malt extract that are marketed nationally and internationally.

461 South Road, Regency Park, SA, 5010
08 8440 1800
www.coopers.com.au
coopers@coopers.com.au

ELITE BEDDING CO.



"Special Covid19 offer" on all replacement mattresses and bedding manchester to support AHAISA members, in anticipation of an influx of customers into your accommodation, as restrictions are lifted.

Contact Rob Holling if you would like us to send our offer details to you.

robert@elitebedding.com.au
0428 880 981

DBH COMMERCIAL LAWYERS



DBH Commercial Lawyers are long term supporters of the AHAISA and are here to help the industry in any way we can as businesses start to reopen.

We know many businesses are facing extraordinary financial pressures at present and are pleased to offer reduced fee rates to AHAISA members who need assistance with any legal issue resulting from COVID-19. Please contact us to discuss further.

Dylan Steel | dsteel@dbh.com.au
David Tillett AM | dtillett@dbh.com.au
Sarah Legoe | slegoe@dbh.com.au
08 8216 3368
www.dbh.com.au

EMPIRE LIQUOR



Empire Liquor are so pleased to see our friends in the hotel industry finally able to begin trading after such an uncertain few months. With highly acclaimed brands such as d'Arenberg, Paulett Wines, Mr. Riggs Wine Co., Glaetzer, Fullers and Hofbräu (among others!) Empire Liquor provides a great range of products to suit every venue. We continue to deliver excellence in service and delivery – get in contact with us today!

08 8371 0088
sales@empireliquor.com.au
www.empireliquor.com.au

GALIPO FOODS



Galipo foods is a proud supporter of the South Australian hotel industry and we are here to help you during this reopening phase and ongoing into the future. We have a team of long standing, highly experienced sales representatives available to help you with your needs. Thank you for supporting a local SA business and Corporate Partner of the AHA|SA.

Contact 08 8168 2000
www.galipofoods.com.au

- Category Leaders Range (Core range).
- Liquid Stock Control.
- IT Equipment.
- Loyalty Rewards.
- Comprehensive business reporting & Insights.
- Hospitality Bookkeeping.
- 24/7 IT Support.
- Very competitive Rebates & Member Pricing.

John March | jmarch@liquorlegends.com.au | Ph 0429 825072

H&L



In addition to our innovative products (POS solutions, back of house solutions, Order Display Monitor, BookBook online booking, and Workforce Management), we have new features to help hospitality and F&B owners.

Our new product OrderNow allows venues to offer takeaway and delivery services via their own website and social media platforms, as well as improving their ordering process by allowing customers to order directly from their table, limiting contact with the staff. We have also released a new version of our Point of Sale Sysnet and we are offering our current clients to upgrade to this new version for free.

Contact sales@hlpos.com

IGT



With some light at the end of the tunnel regarding the re-opening of your gaming rooms, we've put together some best practice tips regarding cleaning your gaming machines (EGMs).

Most EGMs feature touch screens and button panels, so the choice and method of applying any cleaning agent is very important. Touchscreens are sensitive to liquid sprays, particularly those that are ammonia-based, so some cleaning agents may affect the touch-sensitive coating on these screens.

So, be careful in choosing your sanitising solution and contact us for advice.

08 8231 8432 | bill.maglaris@igt.com

HOTEL & TOURISM MANAGEMENT P/L



Since our inception in 1992 we have grown to over 300 members nationally and provide a variety of service options under such trademarks as Liquor Legends, Urban Cellars, Rewards, Liquid Stock Control and Bookkeeping. We offer a confidential no obligation service assessment and proposal based on your business needs. Our key differences/benefits are:

- Catalogue distribution & Digital Marketing.
- E-Commerce Online Ordering.
- D-Commerce.

LANCER



In line with our commitment to the industry, contact us for a Do It Yourself Start Up Guideline for Draught Beer Systems. If you need assistance and would like to book one of our experienced technicians, please contact our Service Centre on 1300 551 361.

Lancer is the only beverage equipment manufacturer in South Australia and boasts the most experienced service and installation team by far. If you do not currently have Lancer as your provider please give us a call and support South Australian employment.

Craig Hinter | chinter@lancerworldwide.com | 0413 616 279

EVERY GAME OF EVERY ROUND LIVE IN HD

AFL TOYOTA PREMIERSHIP 2020 FOX FOOTY foxtel

LK ACCOUNTING SERVICES



To all valued members of the hospitality industry, we hope everyone is surviving and pushing through this horrid time.

We here at LK Accounting understand the difficulties in putting the pieces back together after the forced closure of so many venues, and, as such, we are reducing our normal service fees to aid in staying on top of your bookkeeping needs. Please contact us and we will put together an individualised business package that suits your needs.

Lee-Anne Beswick 0438 242 720 or Rhys Sawtell 0438 364 633

MCGEES PROPERTY - HOTEL BROKERS



At last, there is light for our industry albeit small steps. If you require any assistance regarding buying or selling a hotel please contact the only AHA|SA Corporate Partner hotel broker, McGees Property.

Grant Clarke, Director Hotels & Hospitality
0414 806 130 | 08 8414 7838 | gclarke@adl.mcgees.com.au

NEXSTAGE STAGING & RIGGING TECHNOLOGIES PTY LTD



Safeguard crowd control barrier and ccb for partitioning service areas. 20% discount for AHA|SA members. Daily, weekly, monthly, and long-term options available.

Michael Scheid - 0421 449 650
Michael@nexstage.com.au

NOVA ENTERTAINMENT



Book five live reads on FIVEaa and get another two for free – contact FIVEaa to book your live reads now. Valid until 31 Dec 2020. Ben and Liam Love your Local on Nova 919.

Every Tuesday Ben and Liam will love local and will feature a different local business in Adelaide giving them lots of love on air, through their socials and even send the Casanova's out to say G'day. Total Investment - \$1500+gst (value \$6,500)

Rachel Smith – 0414 253 553
rachelsmith@novaentertainment.com.au

NOVATECH CREATIVE EVENT TECHNOLOGY



Novatech is a long standing supporter of the AHA|SA, live music and the hospitality & tourism industry in general. We're here to assist with virtual streaming events & advice, short term rental of

AV equipment for events and long term equipment hire installed into leading venues around South Australia. We understand the path to the new normal will be a long one and are here to help venues open back up for live entertainment as soon as possible.

Ashley Gabriel | agabriel@ncet.co | 08 8352 0331

PERKS ACCOUNTANTS & WEALTH ADVISERS



We understand that the burden of sorting through the mountains of information around COVID-19 is plaguing all publicans. We've put together a Resource Hub, with a dedicated Hospitality space, designed to help you navigate the economic levers that are available to you, as hospitality operators and owners. You will find all critical links, downloads, information and FAQs on the Perks COVID-19 Resource Hub, to save you searching during these challenging times. It's free to access and you don't need to sign up for anything. Bookmark this page and revisit as it continues to grow and evolve.

www.perks.com.au/covid19
View our Hospitality Hub resource [here](#).

PFD FOODSERVICES



It is business as usual for PFD as we focus on continuing to maintain our high levels of service and support to you during these uncertain times.

We have taken additional measures to ensure the health, safety and wellbeing of our team, customers, and suppliers, following the guidelines and advice of the Australian Government Department of Health.

The PFD team is looking forward to helping you get back to business.

Please speak with your PFD Sales Representative or our Telesales team to discuss your new or shortened menu options and requirements.

Justin Carey, Sales Manager
0401 052 767 | JCarey@pfdfoods.com.au

SCIENTIFIC GAMES / MACMONT GAMING



All South Australian customers have now been assigned to Janna Schneeblehler.

Throughout the COVID-19 crisis our organisation has prioritised the health and safety of our employees and customers. Cost reduction strategies have been adopted to enable us to continue to provide a high standard of service to the Australian market while accepting that market conditions will be unique for the foreseeable future. Rest assured that SG will continue to provide expert advice and support to your venue as you plan for your future reopening.

russel.gartner@scientificgames.com | 0418 688 204

SOCIAL MEDIA AOK



Social Media AOK is happy to offer AHA|SA members the following discounts, valid from 1 June to 30 August:

- Want some help with your social media or Google advertising? We will waive our once-off setup fees (\$250) for all Facebook or Google Ads accounts for AHA|SA members.
- Prefer to handle your own social media? We're offering 1 hour social media consults via Zoom for just \$110 inc GST – that's a saving of \$155 for AHA|SA members.

Tamara Caire, 1300 65 85 43 | tamara@socialmediaaok.com.au

STODDART



We have stock of Sanipure hand sanitiser and Stoddart dispensers and stands readily available for your venue.

Our range of foodservice equipment is in stock and available for delivery, with many of our dealers providing equipment financing options.

We have several equipment options that can assist your venue to maintain takeaway and delivery services.

For venues that have been shut down for an extended period, we have a range of service technicians that can provide a Re-start Service for your equipment in preparation for reopening.

(08) 8187 4502 | adelaide@stoddart.com.au

THE BANNER CREW



The Banner Crew offers a 'starter kit' of adhesive signage and decals to ensure your hotels are compliant with the recommendations put forward by the SA Government for your hotel re-opening. The signage developed is safe to use on your surfaces and easily removed when that time arises, and very affordable and cost competitive for venues.

This 'starter kit' has been established to assist you asap. There are more items that you may wish to order based on the requirements of your venue, its size and facilities. Order via www.ahasa.asn.au under Corporate Partner Support.

8240 0242 | thecrew@thebannercrew.com.au

WALLMANS LAWYERS



Wallmans have a dedicated Legal Help Line for AHA|SA members, at no cost and obligation free, where you can discuss any issue (whether a current legal issue or has the capacity to become a legal issue). Issues can include:

- Employment issues
- Liquor and Gambling
- Contractual & business issues
- COVID -19
- Debt recovery
- Developments
- Governance

To access your 15 minute Help Line Call, please contact Partner, Ben Allen, Hospitality, on 8235 3018 or Michael Kay, Partner, Employment and Workplace, on 8235 3044.

WINNALL & CO



Winnall & Co offer bookkeeping and payroll services to small to medium businesses but our niche is the hospitality industry. If you need advice, guidance or would like to enquire about any of our services please do not hesitate to contact us. We are currently offering a promotion for all members of the AHA|SA*; we are offering a discount of 15% for Bookkeeping and Payroll services and for our payroll only service we are offering 10%, this discount will be applied for the first 12 months.

Please contact Alexandra Elliott alexandra@winnall.com.au or Michael Wong michael@winnall.com.au

**Promotion is only valid for new clients*



We're all in this together

At IGT we're working with our SA customers to ensure you have everything you need during this difficult time and we're looking forward to working with you all on rebuilding our industry.

**If you need any assistance or advice, please call:
Bill Maglaris - 0411 283265
Keith Cornelissen - 0407 955 403**



Staffing Considerations for Stage 2 and Beyond

OWEN WEBB, AHAJSA WORKPLACE RELATIONS MANAGER

The State Government's decision to bring forward the introduction of Stage 2 of the Roadmap for Easing COVID-19 restrictions to the 1 June 2020 was a welcomed announcement by the Hotel industry. The easing of trading restrictions brings with it a number of considerations for hotels to consider as they re-engage with staff members who have otherwise been stood down or working reduced hours.

In this article we look at some of the frequently asked questions received by the AHAJSA's Workplace Relations team as more staff are rostered on in line with the greater trading levels.

I have a full-time chef that has been stood down under section 524 of the Fair Work Act since 23 March 2020. With some of the restrictions being lifted I would like the chef to come in and start performing work once again. I will have enough trade to roster him for 3 days per week but I don't have enough trade to be able to roster him for his full-time 5 days yet? How do I go about bringing him off his period of stand down.

The answer to this question will vary dependent upon whether the employee is currently an eligible employee under the Federal Government's JobKeeper Scheme or not. If the employee is an eligible employee in receipt of JobKeeper payments under the JobKeeper Scheme, the employer could utilise the temporary JobKeeper Enabling Directions provisions under the Fair Work Act 2009 (Cth) ('Fair Work Act').

JOBKEEPER ENABLING STAND DOWN DIRECTION

The introduction of a new temporary Part 6-4C to the Fair Work Act details new JobKeeper-related rights for employers and their ability to change employment arrangements of employees in certain circumstances.

Section 789GDC of the temporary new provisions under the Fair Work Act, enable the employer to direct an employee to work reduced hours or days during a period (a JobKeeper enabling stand down direction). Under such a direction the chef in this example above could work for 3 days and for the other 2 days in the week could be a period of stand down without pay (i.e. a partial stand down).

In order to issue such a direction an employer would need to:

- Give the employee at least three (3) days written notice of the direction;
- Consult with the employee and their representative if they have one about the direction;
- Keep a written record of the consultation; and
- Ensure that the direction is reasonable in the circumstances.

Where a stand down is actioned by an employer, they also need to be able to demonstrate that the impacts of COVID-19 or the Government's measures to deal with the pandemic have caused an employee to not be able to be usefully employed for any period that the employee is stood down.

SCHEDULE L OF THE HIGA

If the Chef in this example above was not an eligible employee under the JobKeeper Scheme, the employer could utilise the provisions under Schedule L of the Hospitality Industry (General) Award ('HIGA') if the employee is employed under the HIGA.

Schedule L of the HIGA – Award Flexibility during Covid-19 Pandemic, enables an employer to direct a full-time or part-time employee to work reduced hours of between 60% and 100% of their ordinary/guaranteed hours subject to consultation and with any representatives (if applicable).

So in this example the Chef could be brought off the full stand down and directed to work reduced hours of 60% for example (22.8 hours) of their normal 38 hours per week.

I have a casual employee that is currently receiving the JobKeeper payment of \$1500 before tax per fortnight. Now that some of the restrictions have lifted I have sent them a JobKeeper enabling direction to work 2 shifts per week, however they have advised me that they don't want to work the shifts being offered. What can I do?

Prior to the COVID-19 pandemic and the introduction of the JobKeeper scheme, casual employees have always had the right to be able to reject the offer of shifts provided by their employer. Casual employees still have that right as an eligible employee under the JobKeeper Scheme.

However casual employees need to take into consideration the fact that if they consistently reject shifts that are offered by their employer, they cannot expect to be offered shifts into the future and will subsequently place their ongoing employment with the employee in jeopardy.

Where a casual employee in the example above indicates that they don't want to attend work we would recommend that the employer documents each and every occasion that the employee has rejected shifts and communicate with them to enquire as to whether they intend to continue working for the Hotel given their consistent rejection of shifts. We would recommend that communications also include information explaining that their continued rejection of shifts places their employment in jeopardy as well as their ongoing eligibility on the JobKeeper scheme.

The employer also has the right to be able to lodge a dispute with the Fair Work Commission (FWC) in relation to the employee's non-compliance with the JobKeeper enabling stand down direction.

Any decision to terminate an employee's employment and or lodge a dispute in the FWC needs to be treated with caution and we would recommend that you seek advice first from the AHA|SA workplace relations team.

To assist with my labour costs I would like to only roster on those staff members that are eligible employees under the JobKeeper scheme and leave those employees who are not under the JobKeeper scheme either stood down or without shifts? Can I do this?

The introduction of the JobKeeper wage subsidy scheme is aimed at not only keeping employees employed with their current employer, but also to assist businesses financially by helping to subsidise their labour costs.

It's understandable that employers would therefore want to have any hours worked by employees subsidised through the JobKeeper Scheme. Employers should tread carefully however in this area to avoid any potential general protections, unfair dismissal, or underpayment of wages claims.

This is particularly evident in the case of full-time employees who are not eligible employees under the JobKeeper Scheme. For example, an employer may choose to roster on a couple of casual employees who are under the JobKeeper Scheme to perform hours and duties that would otherwise have been performed by the full-time employee who is stood down without pay and not on the JobKeeper Scheme. Implementing such a practice poses risks for the employer, because they need to demonstrate that the full-time employee could not be "usefully employed" and such an argument is difficult where you have casual employees performing the full-time employee's duties and ordinary shifts.

I've decided to restructure the business and identified that I won't be able to continue to employ some of my staff. What do I need to consider when making an employee redundant?

For a redundancy to be considered genuine, the role that is being made redundant must no longer be required by the employer in its current form. This does not necessarily mean that the particular tasks and duties will no longer be required to be undertaken within the business, it may be more efficient for example to have them absorbed into other roles.

If the position to be made redundant is covered by an Award or Agreement, the consultation provisions of the Award or Agreement must be followed. For example Clause 38 of the HIGA

outlines the consultation process that must be followed once the decision has been made to make a position redundant.

An employee that is made redundant must also be provided with the required period of notice and redundancy pay in accordance with Division 11 of the National Employment Standards ('NES') and/or the Industrial Instrument covering their employment (i.e. the HIGA or an Enterprise Agreement).

As part of the redundancy process, the employer will also need to consider whether there are any other acceptable alternative position available for the employee(s) whose position is being made redundant.

CASUAL EMPLOYEES

In terms of casual employees, due to the nature of casual employment and the payment of a casual loading, a casual employee is not entitled to redundancy pay. However, in the event that a casual employee has been employed on a regular and systematic basis and their position is no longer required to be fulfilled, s 389 of the Fair Work Act still needs to be complied with including the consultative process.

If I have directed an employee to take annual or long service leave and they are currently on leave, can I direct them to return early from leave?

The direction for the employee to take annual leave or long service leave was pre-approved leave and therefore any agreement for the employee to return to the workplace early, would need to be by mutual agreement.

If a staff member attends work and they are clearly showing cold or flu like symptoms can I send them home?

Yes. An employer as a Person Conducting a Business or Undertaking ('PCBU'), has a responsibility under section 19 of the Work Health and Safety Act 2012 (SA), to ensure the safety and welfare of their staff and others coming into the workplace.

If an employee is sick, the employer is entitled to send the employee home due to illness and inform them that they need to seek medical attention, as their illness poses a risk to other staff members and patrons entering the premises.

What do I do if I reasonably suspect that one of my staff members could have COVID-19 or has been exposed?

The SafeWork Australia website www.safeworkaustralia.gov.au has a number of excellent resources to assist employers with what they need to do in the event that they suspect a staff member could have COVID-19 or has tested positive. Importantly the employer should follow the following steps if they reasonably suspect that they could have the virus:

1. Isolate – Isolate the employee from others. Provide them with a mask to wear.
2. Seek advice – contact SA Health to seek advice.
3. Transport – Provide appropriate transport for the employee to home or other appropriate destination (e.g. medical facility)
4. Clean – clean and disinfect the areas where the person and close contacts have been
5. Identify & Inform – Consider who the person has been in close contact with and discuss with SA Health who should be contacted.
6. Review – Review all of the controls that have been put in place to prevent the potential spread of COVID-19.

The following fact sheet from SafeWork Australia is an excellent resource: www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-19-Infographic-Suspected-or-Confirmed-Cases-a3.pdf

Do I need to have my staff undertake any online COVIDSafe training course as part of the re-opening stage?

No. There is no mandatory requirement in South Australia for staff to undertake an online COVIDSafe training course. However, staff can access state government training online and there are other providers who are offering COVIDSafe online hygiene training.

What training do I need to provide to my staff to ensure that we are complying with our COVIDSafe Plan?

Staff will need to be provided with appropriate training and instructions in relation to the requirements contained within their

COVIDSafe plan. Those areas of training will include information and instruction on areas such as:

- Physical distancing measures in the venue
- Additional hygiene procedures including regular cleaning of touch point areas
- Personal Hygiene and hand washing
- Instruction on what to do in the event that you are sick; and
- Instructions on what to do if an employee tests positive for COVID-19

Please note that the answers provided to these frequently answered questions are of a general nature and intended as guidance only. Answers may vary depending on the individual circumstances of each situation. Members are encouraged to speak with the Workplace Relations team for more specific information.

AHA|SA Staff Spotlight

LUCY RANDALL, MANAGER – EVENTS & SPONSORSHIP

WHEN DID YOU JOIN THE AHA|SA?

January 2005

WHAT ARE YOUR KEY RESPONSIBILITIES AT THE AHA|SA?

My core responsibilities include the acquisition, management, and support of the AHA|SA Corporate Partners. We currently have around 80 partners. This includes ensuring their partnership benefits are delivered and encouraging the SA Hotel Industry to support these companies in return. I implement and manage the AHA|SA major event schedule including the Awards for Excellence, conferences, celebrations, and networks. I manage the Women in Hotels group and coordinate these networking events and information sessions. I also look after the administration of Hotel Care Community Projects, which provides funding assistance to many charitable organisations through the Independent Gaming Corporation. I also look after our Social Media channels and content. This includes broadcasting the good news from the hotel industry to the public. And my newest role has been to learn about ZOOM and all it can do! How COVID-19 has made us all pivot in our roles!

WHAT IS YOUR PREVIOUS WORK EXPERIENCE?

I commenced my working life in cafés and restaurants. I studied Architecture but found myself working back in hospitality – it is in my blood! I enjoyed working with many fabulous stalwarts such as

Margie Gregg at Mt Lofty Summit and Tim Gregg and Andrew Svencis at the Lion Hotel, North Adelaide. I then worked for nearly 5 years as a Key Account Manager for Carlton & United Breweries SA before commencing my role at the AHA|SA shortly after the birth of my eldest son James. I have a great job and get a wonderful combination of the industry I love, the suppliers I respect and a wonderful group of talented and inspiring colleagues.

HOW DO YOU OCCUPY YOUR TIME OUTSIDE OF WORK?

I love to entertain, cook, and spend time with the family. Married to Scott for 18 years and we have two boys James 15 and Alex 13, and a couple of dogs Cooper and Max who get a walk most days and of course kids sport takes priority most weekends. With Scott and I both working in the hospitality industry we are often busy with lots of functions and events which is a lot of fun to be honest. I also enjoy spending time at home and in the garden. My life has always involved music and we know how to throw a good party with lots of singing and dancing. And YES we have lovely neighbours!

WHAT IS SOMETHING READERS PROBABLY DON'T KNOW ABOUT YOU?

My family has owned and operated hotels in South Australia since the late 1800's the first being my GGG Grandfather George Rankine who was licensee of the Hilton Hotel, Hilton in 1850's. I have been the 5th generation to work in the SA Hotel



Industry. My grandpa Walter Rankine contributed to the Hotel Management course outline currently taught at TAFE.

WHERE IS YOUR FAVOURITE HOLIDAY DESTINATION?

Internationally nothing beats Rome! BUT I do love to holiday locally and in South Australia nothing beats a hot still summers day on Aldinga Beach! I have an annual girls' weekend with a group of my best friends in Kingscliff in Northern NSW which is also stunning and one of my most cherished places.

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

BONO – he would be so cool and interesting, and I know that he enjoys a drink. He can do the singing...

LADY GAGA – she is amazing and talented. And she can play the piano...

CHRISSY TEIGAN – She is beautiful and funny! Married to John Legend she can also sing. I love her beautiful cooking and it would give me a break in the kitchen. I'm happy to do the dishes.

ACCOUNTANCY SERVICES

Bentleys SA 8372 7900
LK Accounting Services 08 8395 4870
Perks Accountants & Wealth Advisors
08 8273 9300
Winnall & Co. 8379 3159

ATMS

Cardtronics 03 9574 4878

ARCHITECTS & INTERIOR DESIGNERS

Studio Nine Architects 8132 3999

AUDIO VISUAL

Big Screen Video 1300 244 727
Nightlife Music Video 1800 679 748
Novatech Creative Event Technology
8352 0300

BACKGROUND MUSIC

Foxtel Music 1300 148 729
Moov Music 1300 139 913
Nightlife Music Video 1800 679 748
Zoo Business Media 07 5587 7222

BANKING & FINANCE

Bank SA 8424 5536
Perks Accountants & Wealth Advisors
08 8273 9300

BEDDING

Elite Bedding 8243 1911

BEER DISPENSE EQUIPMENT

Andale Hotel Services 8234 0388
Lancer Beverage Systems 8268 1388

BEVERAGE GASES

BOC Limited 0424 647 568
Supagas 8252 7472

BEVERAGES

Accolade Wines 8392 2238
Asahi Premium Beverages 8276 4888
Australian Liquor Marketers 8405 7744
Carlton & United Breweries 8416 7819
Coca-Cola Amatil 8416 9547
Coopers Brewery 8440 1800
Diageo Australia 8245 9300
Empire Liquor 8371 0088
Lion 8354 8888
Liquor Marketing Group 8416 7575
Options Craft Liquor Merchants 8346 9111
Pernod Ricard Australia 8208 2400
Samuel Smith & Son 8112 4200
Treasury Wine Estates 8301 5400

BOOKKEEPING

Liquor Legends 0429 825 072
Perks Accountants & Wealth Advisors
08 8273 9300
Winnall & Co. 8379 3159

BUILDING EQUIPMENT/SUPPLIES/ HARDWARE

Bunnings Group 0435 630 660

CLEANING SERVICES

Agile Group 1300 964 007
Smart Cleaning Services 1300664647

CLEANING SUPPLIES

Bunzl Hospitality Supplies 8245 6200
Frontline Hygiene 8121 9315

ENERGY

Choice Energy 1300 304 448
Class A Energy Solutions 8391 4853
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

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

HYGIENE SERVICES

Frontline Hygiene 8121 9315

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

MARKETING & COMMUNICATIONS

Social Media AOK 0413 469 938

MEDIA

Boylen 8233 9433
FIVEaa 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
Migration Solutions 8210 9800
Perks Accountants & Wealth Advisors
08 8273 9300
St John 1300 360 455

STAGING

Nexstage 7070 8191

SUPERANNUATION

HostPlus 8205 4965

WEBSITES

Boylen 8233 9433

Corporate Partners

2019/20

DIAMOND

PLATINUM

Tabcorp



GOLD



SILVER

Accolade Wines

Agile Group

Ainsworth Game Technology

Aristocrat Technologies Australia

Australian Liquor Marketers

BankSA

Big Screen Video

Bluize

Boylan

Bunnings Group

Bunzl

Foxtel

IGT

InDaily

Independent Gaming Analysis

Konami Australia Pty Ltd

Liquor Marketing Group

Macmont Gaming Supplies

Novatech Creative Event Technology

OneMusic

Options Wine Merchants

Samuel Smith & Son

Social Media AOK

Stoddart Food Equipment

BRONZE

Adelaide's 1800 ON HOLD

Andale Hotel Services

Bentleys Accountants

BOC Limited

Cardtronics

Choice Energy

Class A Energy Solutions

Concept Collections

DNA Security Solutions

Duncan Basheer Hannon

Elite Bedding

Empire Liquor

Frontline Hygiene

Knight Frank

Lancer Beverage Systems

Liquor Legends

LK Accounting Services

Maxima Training Group

McGees Property Hotel Brokers

Migration Solutions

Nexstage

Nightlife Music Video

Perks Accountants & Wealth Advisers

PowerMaintenance

Ryan & Durey Solicitors

Smart Cleaning Solutions

Studio Nine Architects

St John

Supagas

The Banner Crew

Trans Tasman Energy Group

Wallmans Lawyers

Wills and Daniel Produce Merchants

Winnall & Co.

HOTEL INDUSTRY SUPPORTER

Clelands Lawyers

Vintek

HOTEL	LOCATION	DATE GRANTED	NEW LICENSEE
Portland Hotel	Port Adelaide	03.03.20	Lisa Cove Pty Ltd
Bridgeport Hotel	Murray Bridge	13.03.20	EDP Bridgeport Hotel Pty Ltd
V Hotel Virginia	Virginia	17.03.20	EDP V Hotel Pty Ltd
Woodside Hotel	Woodside	18.03.20	The Woody Hotel Pty Ltd
Commercial Hotel	Orroroo	20.03.20	Mary Rowe & Simon Rowe
The Links Lady Bay	Normanville	24.03.20	Michael Anthony Hill, Lady Bay Hotel Pty Ltd
Cosmos Club	Adelaide	25.03.20	Cosmos Club Pty Ltd
Rising Sun Hotel	Lobethal	25.03.20	DB Corporate Services Pty Ltd
Rosewater Hotel	Rosewater	27.03.20	Franzon's Rosewater Hotel Pty Ltd
Kincraig Hotel	Naracoorte	30.03.20	Naracoorte Investments Pty Ltd
The Port Wakefield Arms	Port Wakefield	01.04.20	DASV Pty Ltd

WELCOME TO OUR NEW MEMBERS

Moonta Bay Motel

OFFICE HOLDERS



CONTACT

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

Views expressed in Hotel SA are not necessarily those of the AHAISA or the publisher and neither can accept, and therefore disclaims any liability, to any party for loss or damage caused by errors or omissions resulting from negligence, accident or any other cause. We do not endorse any advertising materials, services offered within advertisements or products, special offers or goods promoted therein.

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

COUNCIL

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

P U B L I S H E R



P (08) 8233 9433 W www.boylen.com.au

TIM BOYLEN
 Managing Director
tboylen@boylen.com.au

JAMIE RICHARDSON
 Advertising
sales@boylen.com.au

MADELAINE RASCHELLA
 Studio Manager
 Graphic Designer

HENRY RIVERA
 Graphic Designer

A RETAIL BANNER TAILORED TO SA.

Localised press and regular catalogue distribution

Exclusive activations

Competitive pricing

SA focused promotional program

In field dedicated member support

Find out how LMG can grow your business.
 Call Simon Rowe, SA General Manager 0417 417 886

sipsave.com.au
lmg.com.au



We're still here for you

The last two months have been a struggle for licensees and venue staff alike. Gaming Care have continued to provide support and advice on compliance matters, assisted with referrals to counselling services, and helped prepare venues for re-opening in any way that we can.

With hotels permitted to open for seated food and alcohol service from Monday 1 June, our team are available to attend venues in metropolitan and regional areas and provide:

- ✔ A full audit of the Gaming area to ensure a compliant reopening when possible
- ✔ Assistance with BOEN including check of all staff documentation and training records
- ✔ Review of patron reports prior to COVID-19 closures to help identify those who may be at risk when gaming recommences
- ✔ Support and referrals for gaming and other hospitality staff who may be struggling

If your venue is not yet ready to re-open, or we cannot attend in person due to distance, you are still welcome to contact your Gaming Care Officer directly or call our office on 8100 2499 for assistance.

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

T: 08 8100 2499 **F:** 08 8232 4979

E: INFO@GAMINGCARE.ORG.AU

4TH FLOOR AHA|SA HOUSE

60 HINDMARSH SQUARE, ADELAIDE SA 5000