

# Hotel SA

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



**AHA|SA GAMING FORUM 2020**  
EVERYTHING YOU NEED TO KNOW



**NEW! VIDEO CONTENT**  
**INSTANT ASSET WRITE-OFF ADVICE**  
**NEWS FROM AROUND THE STATE**





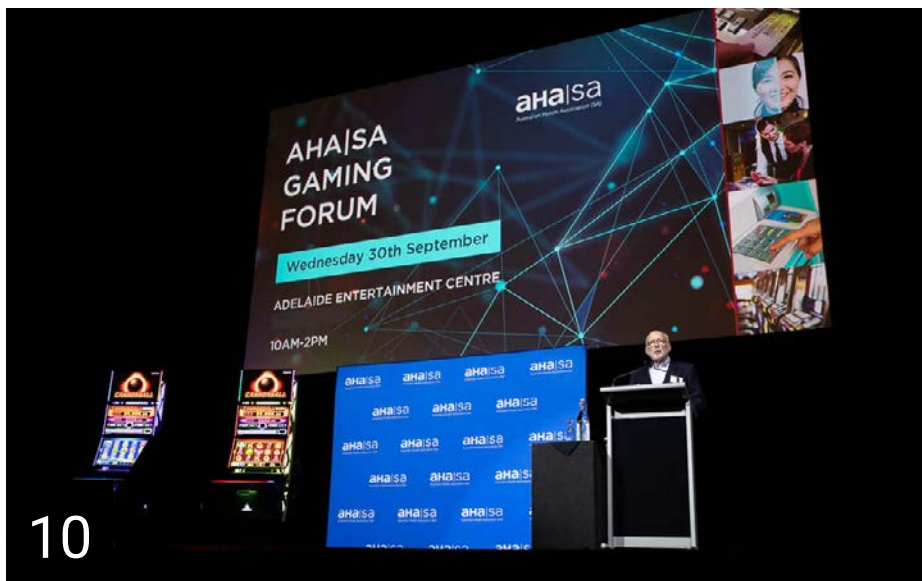
We're Here for You

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](https://perks.com.au/covid19)  
(08) 8273 9300



AUSTRALIAN ACCOUNTING  
PARTNER OF THE YEAR 2019



10

### AHA|SA Hosts Forum on Gaming Changes

Gaming is facing a wave of positive changes in the months ahead, which saw more than 320 Members and Partners attend the AHA|SA Gaming Forum at the Adelaide Entertainment Centre on 30 September.



18

### Scott's Spot

Scott Vaughan has been on the road visiting our regional AHA|SA members, and he's got some stories to share.



22

### AHA|SA COVID-Safe Video

The AHA|SA has produced a short video on the COVID-Safe requirements in our venues and the role of COVID Marshals.



26

### Buy Now, Pay Later

In a climate where publicans are being urged to look at potential new revenue streams, is it worthwhile to consider "buy now, pay later" ?

I N T H I S I S S U E

- 04 From the President
- 06 From the General Manager
- 08 Dismissal by Email: Avoiding the Pitfalls
- 10 AHA|SA Hosts Forum on Gaming Changes
- 14 AHA|SA Gaming Corporate Partners
- 17 Instant Advantage with Asset Write-off Extension
- 18 Scott's Spot
- 21 Smart Cabinet Keeping Cancer Researchers Safe
- 22 AHA|SA COVID-Safe Video for SA Hotel Industry
- 23 Gambling Post Shutdown – Knowing How to Respond to Changes in Patron Behaviour
- 24 Save the Date - AHA|SA Awards for Excellence
- 25 Raising The Bar Initiative & Australians Dig Deep to Support Those in Need
- 26 Should Hotels Trial "Buy Now, Pay Later"?
- 28 AHA|SA Corporate Partner Directory
- 29 AHA|SA Corporate Partners 2020-2021
- 30 AHA|SA Office Holders and Publisher Details
- 31 Gaming Care

Growth through digital and traditional marketing.

Boylen +

08 8233 9433

boylen.com.au



## From the President

DAVID BASHEER – AHA|SA PRESIDENT

# Easing Restrictions Welcome but More Required

The AHA|SA welcomes recent announcements from the SA Transition Committee to allow stand up drinking and food for functions and in outdoor settings. (I'm sure the government realises that customers were getting "restriction fatigue" on this matter.)

This is a critical decision. It will unlock millions of dollars in private and corporate events as we move into the festive season - and it will "unlock" lost jobs as well.

Until now, those events were being diverted to private homes or not proceeding at all. Members have reported that Christmas bookings are down but hopefully these announcements will be the catalyst to reignite this part of our businesses.

For some of our members their announcement was very good news. For others, especially our smaller and regional members, it provides only marginal benefit.

So, while we welcome the loosening of restrictions, the entire process demonstrates the extreme levels of caution taken by the Transition Committee and the very low weight given to the economy.

We remind the Committee that South Australia had stand up drinking inside hotels and bars for five weeks in July and there wasn't a single case of community transmission.

The health situation today is better than we experienced in July, both in SA and in the Eastern states.

We accept density arrangements are in place for the medium term but the Transition Committee cannot ignore the need to

constantly review the stand up restriction. Before the AFL Grand Final would be very welcome!

### STATE BUDGET

The State Government is to be congratulated on committing \$4m to set up a 'Great State' voucher scheme.

The tourism vouchers will give people \$100 off Adelaide city stays and \$50 off regional and suburban stays for a time limited period.

This is a much-needed boost for struggling operators. Accommodation has been hardest hit and it needs all the help it can get. Many of our accommodation venues are operating on minimal income and low yields.

The AHA|SA looks forward to the upcoming State budget for further assistance.

It can be argued that we are receiving assistance via deferrals of gaming and payroll tax, but ultimately cash still needs to be found.

Targetting those areas most in need – such as the accommodation sector - will allow the State Government to spend wisely while rescuing hospitality jobs. Stimulus can't start and stop just with long-term infrastructure projects. Ramp up of these projects takes time – but direct help to accommodation providers will result in the immediate addition of jobs.

The State Government should not be shy about helping out the industry that Covid-19 has economically punished the hardest.



 [Click here to watch video](#)

### OUT OF TOUCH

The medical fraternity is an evidence-based profession, so how is it that Australian Medical Association (SA) President, Dr Chris Moy, can be so removed from reality?

He has been a vocal supporter of the Transition Committee, urging it to keep the bans on stand up drinking.

Where are the facts Dr Moy?

1. The spread of infection in pubs in SA when we had stand up drinking was zero.
2. Official SAPOL figures at late Sept show that of the 28,297 compliance visits to hospitality venues, 27,053 were compliant. That is an impressive 96% compliance

I, for one, am glad that Dr Moy's rhetoric was ignored by the State Government.

### SOMEONE SAY THANK YOU

I want to say thank you to so many people.

Thank you to patrons who have struggled through restrictions but been so incredibly supportive of their "local".

Thank you to staff who were stood down and bore the bad news with grace and understanding. These are the same people who have joyfully returned to work and had to cop the brunt of frustrated people who can't see the sense in some of the restrictions.

Thank you to members who have been acting as COVID Marshals long before it became law. Who have worked incredible hours to stay operational and keep people in jobs. Thank you to our members who have invested more of their own money and taken on more debt against the family home, just to stay afloat.

Thank you to the politicians who have listened to the AHA|SA as an organisation and our members as individual constituents.

Thank you to the politicians who have worked behind the scenes, not looking for headlines, to push our arguments in the corridors of power. And thank you to Premier Steven Marshall for hearing our arguments, even when we strongly disagree.

I just wish that you and your staff heard a thank you from the public health officials that keep beating us down. They keep demanding hotel employees enforce their many regulations, but I am yet to hear one of those officials say thank you to our frontline staff. Perhaps it's coming ... but I'm not holding my breath.

### ALBERTON HOTEL

September 18 last month marked 80 years of the Brien family owning and operating that iconic venue, The Alberton Hotel.

Living in the bush, it was the first pub in Adelaide I ever visited when my Dad took his nervous nine-year old into that famous front bar after Port had again beaten Sturt at Alberton Oval. He was keen to catch up with his great friend Peter Brien Snr.

The Alberton remains in family hands today, with patriarch Peter Jnr, Matt, Bec and family involved.

This is a pub that is the heart of the community. It oozes authenticity. When former Premier Jay Weatherall first stood for Parliament, he knew he had to win over the Brien family and the Alberton crowd. The pub was that important to the community!

It has been the Brien's home, business and community for 80 years. COVID-19 restrictions this year meant celebrations were somewhat humble but we look forward to September 18, 2040 for a massive 100 year bash!



**David Basheer, AHA|SA President**



## From the General Manager

IAN HORNE – AHA|SA GENERAL MANAGER

# A Budget that Passes the 'Pub Test'

Australia's Covid-19 Budget has been released and there are some genuinely good outcomes for hotels and hospitality.

Employment incentives known as JobMaker are a major feature.

- Eligible employers who demonstrate that a new employee will increase overall employee headcount and payroll will receive \$200 per week if they hire an eligible employee aged 16-29 years or \$100 per week if they hire an eligible employee aged from 30-35 years.
- This 'JobMaker Hiring Credit' will be available for up to 12 months from the date of employment of the eligible employee with a maximum amount of \$10,400 per additional new position created. To be eligible, the employee will need to have worked for a minimum of 20 hours per week, averaged over a quarter, and received the JobSeeker Payment, Youth Allowance (other) or Parenting Payment for at least one month out of the three months prior to when they are hired.
- Bringing forward the second stage of the Governments Personal Income Tax Plan by two years to 1 July 2020 while retaining the low and middle income tax offset for 2020-2021 is good for industry because it puts cash in peoples pockets. We benefit when peoples disposable income increases.
- Allowing businesses with annual turnover of less than \$5 billion (that's everyone in Hotels and hospitality in SA) to deduct the full costs of eligible capital assets acquired from budget night and used/installed by 30 June 2022 is very timely and our expenditure future stimulates our supply chains.





[Click here to watch video](#)

- Allowing corporate tax entities with an aggregated turnover of less than \$5 billion to carry back tax losses from the 2019-20, 2020-21 or 2021-22 income years to previous taxed profits in the 2018-19 or later income years is also useful for some depending on circumstances.
- An additional \$100 million over five years from 2020-21 for tourism related infrastructure in regional areas and \$51 million over two years from 2020-21 to assist our regions heavily reliant on international tourism by stimulating tourism business recovery and tourism job retention and recovery in regional Australia
- And from 5 October 2020 to 30 September 2021, businesses of any size can claim the new Boosting Apprentices Wage Subsidy for new apprentices or trainees who commence during this period. Eligible businesses will be reimbursed up to 50% of an apprentice or trainees wages worth up to \$7000 per quarter, capped at 100,000 places. Great for youth unemployment and for our sectors capacity to meet our continuing skills needs.

It is also obvious that all the above only works if State Governments allow trading restrictions to be eased. South Australia with its enviable record of no community transmission of the virus since March 20 needs to lead the way!

Some of the above may not be designed as perfectly as we would have liked but these announcements are certainly better than what we had and we in SA continue to work with our State Government to ensure adequate support is available to complement these Federal Government responses.

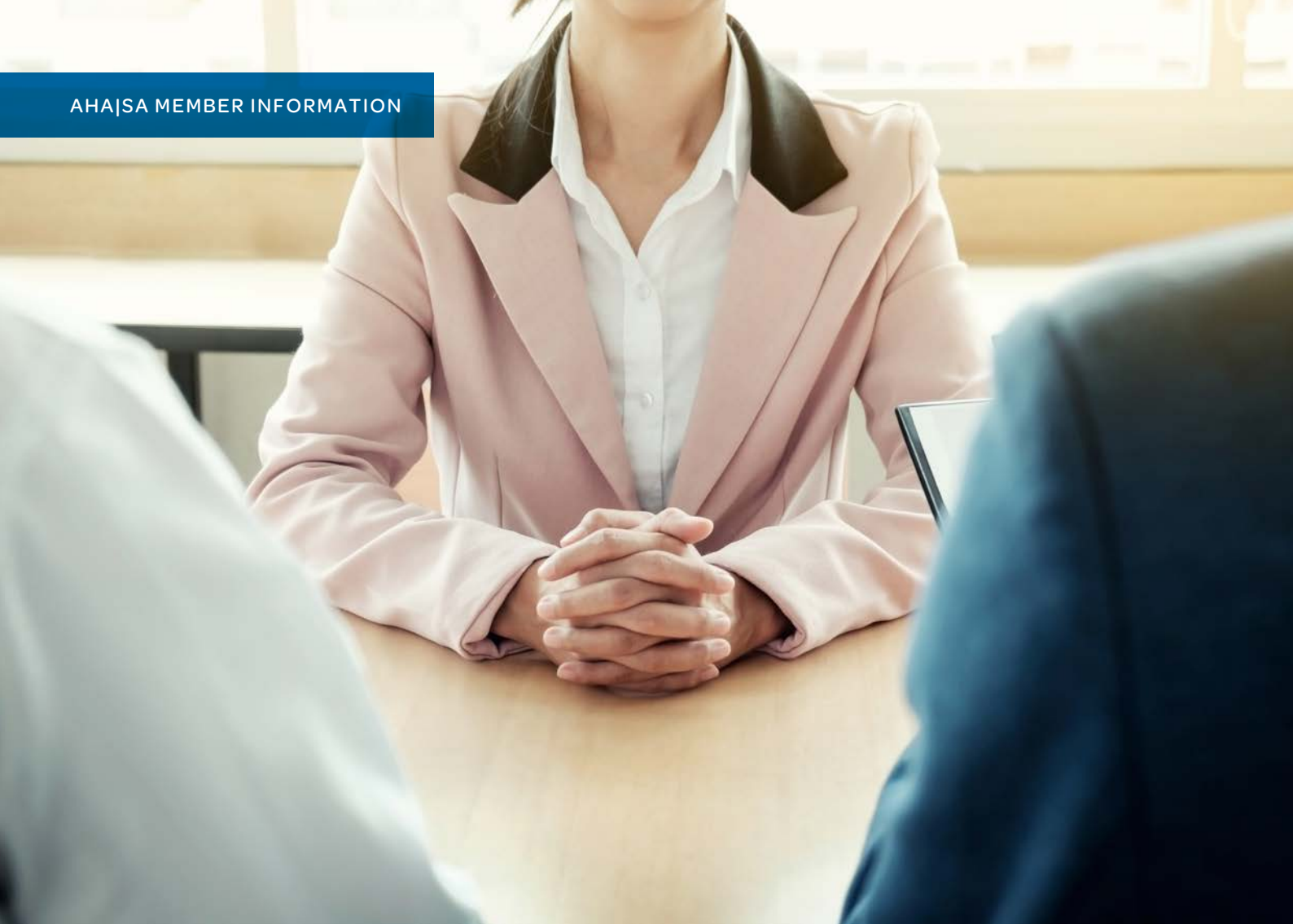
There are still a couple of policy decisions missing to specific issues we made representation on e.g. FBT suspended for 3 years on entertainment expenditure and freezing of excise for all beer and bottled spirits. However AHA|SA has a very good working relationship with the Federal Government and therefore, the door remains open for us to continue putting our arguments forward on these issues leading up to the next budget in May 2021 and the next election – maybe in 2021 but due in 2022.

It's hard to imagine that COVID-19 will have been eliminated by either of these dates and that further concessions or support will not be needed.

One final observation is that this budget trusts businesses and people to spend money as they see fit. It does not provide direction or restrictions on what can or cannot be done with your own money.

That is a most welcome feature.

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



# Dismissal by Email: Avoiding the Pitfalls

OWEN WEBB, AHAJSA WORKPLACE RELATIONS MANAGER

A recent decision of the Fair Work Commission ('FWC') has highlighted the need for employers to ensure wherever possible that when advising of an employee's dismissal it is important to convey the advice in person. In the matter of *Michelle Rawson v Mudgee Golf Club*<sup>1</sup> Commissioner Cambridge ('Commissioner') of the FWC dismissed an employer's jurisdictional "out of time" objection, finding on the evidence before him that the employer's email advice of dismissal had never been received in the inbox of the Applicant's home email address<sup>2</sup>.

## BACKGROUND

Michelle Rawson ('the Applicant') worked as a chef at the Mudgee Golf Club ('the Respondent') in New South Wales. In her most recent period of employment with the Golf Club she commenced on 14 March 2019, however her date of termination was contested, with the Respondent asserting that she was dismissed on 11 February 2020 while the Applicant asserted that she was dismissed on 26 February 2020<sup>3</sup>.

In January 2020 the Respondent undertook an investigation into allegations that had been made against the Applicant involving alleged misconduct. The Applicant was suspended on pay as part of the investigation and she was informed of the suspension and the allegations. Communications from the Respondent to

the Applicant were made via email to her home email address<sup>4</sup>.

The Respondent sent a letter via email to the Applicant requesting that she attend a disciplinary meeting on 7 February 2020. The Applicant attended the disciplinary meeting on 7 February 2020 and denied the allegations made against her<sup>5</sup>.

The Respondent subsequently sent the Applicant a letter via email on 10 February 2020, requiring the Applicant to provide reasons by 5pm the next day (11 February 2020) as to why she should not be terminated. The Respondent asserted that the following day (11 February 2020) the Applicant was sent a letter of termination via email from the Club President Mr Gowdie, terminating her employment with the Mudgee Golf Club<sup>6</sup>.

The Respondent sent the Applicant an Employment Separation Certificate on 26 February 2020 via email which stated that the 11 February 2020 was the date that the Applicant's employment ceased<sup>7</sup>.

## RESPONDENT'S JURISDICTIONAL OBJECTION

The Respondent raised a jurisdictional objection to the Applicant's unfair dismissal application on the basis that it was lodged out of time. Under s.394(2) of the *Fair Work Act 2009 (Cth)* ('the Act'), an unfair dismissal application must be lodged with



the FWC within 21 days after the dismissal takes effect. Under s.394(2)(b) the Act, the FWC may allow for a further period if exceptional circumstances exist. The Respondent argued that the Applicant's date of dismissal was 11 February 2020 and the Applicant's unfair dismissal application was lodged with the FWC on 6 March 2020, making it 3 days out of time.

The Respondent in their jurisdictional objection made a number of arguments, including:

- That the Applicant's home email address inbox had previously been used to correspond between the parties as part of the investigation process and so the "... termination letter sent on 11 February 2020, was capable of being retrieved by the Applicant on 11 February 2020, from her home email address inbox..."<sup>8</sup>
- That the email of 11 February 2020 "... represented communication to the applicant of her dismissal, and thus providing the effective date of dismissal..."<sup>9</sup>
- That "... the Commission should reject any assertion by the applicant that because the termination of employment letter had been sent from a personal email address of Mr Gowdrie and not an email address of the employer, the communication was somehow invalid..."<sup>10</sup>
- Issues were also raised about emails being case-sensitive as a result of the Club President using a capital letter in the Applicant's email address. The Respondent put forward submissions to demonstrate that emails were not case-sensitive.

## APPLICANT'S SUBMISSIONS TO THE JURISDICTIONAL OBJECTION

The submissions made on behalf of the Applicant by her representative in response to the Jurisdictional objection submitted that she had lodged her unfair dismissal within the 21 day timeframe because she did not receive any communications from the employer on 11 February 2020 informing her of her termination and that she was only made aware of her dismissal on 26 February 2020 when she was sent the Employment Separation certificate from the employer.

The Applicant's representative submitted that she did not receive the email containing the termination letter on 11 February 2020, referring to reasons of the email being sent from the Club President's personal email account rather than the Golf Club's email account and also the Club President using the "incorrect case-sensitive username"<sup>11</sup>.

## FURTHER MATERIALS

In considering the Jurisdictional Objection, the Commissioner directed the Applicant to provide all the records of her home email inbox between 5 February 2020 to 11 February 2020.

In response to the Commissioner's direction, the Applicant's representative provided a retyped record of all of the inbox entries, notably there was no entry for 11 February 2020. The Applicant's representative also provided a Statutory Declaration from the payroll manager of the Golf Club, Ms Nicole Hale.

Ms Hale included in her Statutory Declaration that:

*"On the morning of 19 February 2020 I asked our President Neil Gowdrie how I will be paying Michelle Rawson this week. He advised she is to be terminated and to payout all her entitlements*

*which I proceeded to do.*

*I received a phone call in the early afternoon from Michelle Rawson querying why her pay was so high. I advised Michelle that she had been terminated. Michelle was surprised to hear that and stated it would have been nice to have been told. I said to Michelle hasn't anybody been in contact with you she said she hadn't had any contact with the club since her meeting the previous week."*<sup>12</sup>

A final pay advice was also submitted as part of the further materials provided by the Applicant's representative which showed that the date the Applicant's employment ceased was 18 February 2020<sup>13</sup>.

## OUTCOME

The Commissioner in making an assessment of all of the evidence, stated that

*"The evidence that was (eventually) provided by way of the Statutory Declaration of Ms Hale and the applicant's final pay advice, strongly supports that the applicant did not receive the email sent by Mr Gowdrie on 11 February 2020, which attached the termination of employment letter..."*<sup>14</sup>

In relation to the emails sent by Mr Gowdrie on 10 and 11 February 2020, the Commissioner stated

*"... There is no discernible reason why the emails sent by Mr Gowdrie on 10 and 11 February did not appear in the inbox of the applicant's home email address. This circumstance will remain a mystery and can only be considered to be an unexplained vagary of cyberspace."*<sup>15</sup>

Based on the evidence of the Statutory Declaration of Ms Hale and the final pay advice, the Commissioner determined that the date that the dismissal took effect was 19 February 2020. Accordingly, the Commissioner determined that the unfair dismissal application was made within the 21 day time limit and therefore dismissed the employer's jurisdictional objection.

## IMPLICATIONS FOR EMPLOYERS

The Commissioner stated in his decision:

*"... communication of the advice of dismissal by electronic means such as email or text message, should generally be avoided. Unless there is some compelling reasons like extensive distance or genuine safety concern, advice of dismissal from employment is a matter of such significance that it should be conveyed in person."*<sup>16</sup>

This decision therefore highlights the importance for employers of undertaking a dismissal process face to face to ensure that the date of termination is clearly communicated.

<sup>1</sup>*Michelle Rawson v Mudgee Golf Club Ltd [2020] FWC 4813 (11 September 2020)*

<sup>2</sup>*Ibid see para 35*

<sup>3</sup>*Ibid see para 10*

<sup>4</sup>*Ibid see para 11*

<sup>5</sup>*Ibid see para 12*

<sup>6</sup>*Ibid see para 13*

<sup>7</sup>*Ibid see para 14*

<sup>8</sup>*Ibid see para 15*

<sup>9</sup>*Ibid see para 16*

<sup>10</sup>*Ibid see para 17*

<sup>11</sup>*Ibid see para 21*

<sup>12</sup>*Ibid see para 29*

<sup>13</sup>*Ibid see para 30*

<sup>14</sup>*Ibid see para 31*

<sup>15</sup>*Ibid see para 31*

<sup>16</sup>*Ibid see para 33*



# AHA|SA Hosts Forum on Gaming Changes

Gaming is facing a wave of positive changes in the months ahead, which saw more than 320 Members and Partners attend the AHAI|SA Gaming Forum at the Adelaide Entertainment Centre on 30 September.

The forum informed members of what they need to do to be ready for introduction of Bill Note Acceptors or TITO, (ticket in, ticket out), the new technology that is coming.

Attendees heard from regulators, gaming manufacturers and related businesses, interstate venues, and the police.

The target rollout date for those venues that are ready is 26 December.

“It’s been coming for a long time. Now we’re almost there,” said AHAI|SA CEO, Ian Horne.

“The Boxing Day start date is subject to a whole range of things going right and people completing their tasks, from approvals from the IGC through the CBS and Gaming Commission.”

All of the preparation is currently on track, due to the considerable amount of work that has been completed. However, venues that are not ready on 26 December will not be penalised or excluded.

“This shouldn’t be a rush show,” said Ian.

“Just because if you’re not ready for the 26th of December, there’ll be a movement into new technology over the following six to 12 months.

“What we will see is a progressive introduction of Bill Acceptors and TITO throughout the industry.”

## SECURITY

Ian said the changes would bring a range of benefits, but venues needed to continue to focus on security.

“During the Forum we heard from the police about security issues. Clearly the perception is that there is a lot more cash being held by those venues with gaming.

“The South Australian Police Force talked about CCTV, the quality of CCTV, cash handling and those important things.

“During the Forum we also had a presentation from DNA Solutions. This is the technology that marks and identifies people without them realising it, and makes it very easy forensically to identify those people.”

He reiterated the point made during the day that the consequences of a robbery extend well beyond the initial theft of cash.

“There’s the lost business activity and the fact that some customers may be reluctant to come back for a period of time,” he said.

“Then there is the stress on your staff, and even staff costs related to illness, and workers compensation etc.”

“These were all important messages that members need to be thinking about.”

SAPOL provided a security kit on the day. If members didn’t receive one, AHAI|SA staff can mail one to your venue.



### DEFERRAL OF GAMING TAX

The AHA|SA used the Forum to reiterate the process around the State Government's decision to defer gaming tax.

When the shutdown came into force two-thirds of the way through March, the government recognised the disaster that had hit the industry. Following discussions, they agreed to defer the payment of the March tax.

When hotels reopened, there were two days of June remaining.

The agreement the AHA|SA negotiated covers the March gaming tax obligation, the two days in June, all of July and all of August. This will be bundled into one amount and venues can pay this in eight equal payments from November through to June.

"This is the deal that we've just struck with the South Australian government through the Treasurer Rob Lucas," Ian said.

"There's the lost business activity and the fact that **some customers may be reluctant to come back** for a period of time."

"The reason we did this was to preserve your cash flow.

"If you have gaming, you're going to be up for some significant expenses to move to Note Acceptors and TITO.

"So we're grateful that the government saw it this way."

**2 x Machine Combo Deal with BNA incl. & TITO Compatible**

A560 trade discount available

For more information contact Kelly Frackowski

M: 0409 171 616

E: kfrackowski@agtslots.com



## Gaming Forum Sponsors



### WITH DISPLAYS FROM

Banktech, Big Screen Video, Cardtronics, Concept Collections, DNA Security Solutions, Hostplus, GBay, Next Payments, Statewide Gaming

# SA Gaming is set to change forever in 2021

## Next Payments will help your venue's cash management be compliant and more efficient than ever before

### Cash Recycler

Secure, high capacity and speed cash counter



Settle funds electronically, dispense floats, and count and store cash safely and securely

### ATMs & Cash Xpress

ATMs & eftpos based cashout solution



Keep cash secure and avoid fines with built in cash out limits in accordance with new legislation

### CRT

Two sizes to suit your venue's requirements



Automatically reconcile and securely dispense cash to patrons while reducing paperwork

**Next Payments is the only CRT provider with working equipment in SA. See it now at SkyCity Adelaide, along with our premium ATMs.**



Secure



Reliable



Premium Service



End-To-End Cash Management Solutions



Industry Experts



Localised SA Knowledge

Call Justin Carter to book your free consultation and plan your next steps today: 0499 331 476

[nextpayments.com.au](https://nextpayments.com.au)

# AHA|SA Gaming Corporate Partners

WELCOME TO FANTASTIC JACKPOTS THRIVES IN SA!



Fantastic News! Welcome to Fantastic Jackpots are performing well in SA. IGC game performance net revenue rankings, both titles are in the top 20, with Fantastic Pays coming in at #10 and Fantastic Hits at #19.

If you are looking for a new standalone progressive option with proven longevity in performance, look no further than Welcome to Fantastic Jackpots. Built on the popular Hold & Spin mechanic, this innovative product offers fantastic entertainment for a variety of players with player selectable multi denomination, scalable bonus prizes, cash on reels and with 6 Vegas style titles to choose from!

If you're looking for a greater choice and flexibility for your venue, look no further than Welcome to Fantastic Jackpots. Aristocrat's latest game family that enables you to pick and choose the cabinet you want and make a statement on your floor.

[Click here to find out more](#) ➔



DIGITAL MEETS TRADITIONAL WITH VENUE MODE



The new TAB app was successfully launched in July, delivering new features and products galore to our TAB Account Customers - including Venue Mode!

Venue Mode gives customers the opportunity to access exclusive offers and markets, but only when they're standing inside a TAB venue - i.e. your venue!

Customers can view Venue Mode exclusive offers at any time, but must be within the boundary of a TAB venue and have selected the Venue Mode button at the top of the TAB app to access. Once the green light is on, they're good to go!

What's more, part of every dollar spent via Venue Mode goes back to your PUB.

Venue Mode available on the TAB app in operating TAB Venues, Agencies and selected Racecourses only.

Think about your choices. Call Gambler's Help, Gambling Help or the ACT Gambling Counselling & Support Service on 1800 858 858.

[gamblinghelponline.org.au](http://gamblinghelponline.org.au) ➔

Think of the people who need your support. Gamble Responsibly.



# AHA|SA Gaming Corporate Partners

ALL ABOARD EXPRESS  
MULTIGAME DUE SOON IN SA

**KONAMI**

Konami's first "All Aboard" multigame package - including three of its most popular titles in Dynamite Dollars, Piggy Pays and Go West - has achieved strong performance since its release in the Eastern States as shown in Game Performance Reports.



The good news is that it's very close to being approved in SA, reports Konami.

"For those yet to go down the Concerto path, this product offers the perfect entry to the All Aboard Series, giving player variety and risk-free performance in the one cabinet.

"In addition, Konami would like to announce that all current Concerto game content and games going forward are now BNA/TITO ready. Orders are being taken and recorded for hardware and will be shipped very shortly to your service agent. All product ordered from this point in time will have note acceptors and/or printers installed as required."

As an alternative to the Concerto cabinet, Konami also has a limited number of good condition rebuilt machines on offer. Contact David Buckley (SA State Manager) on 0409 047 899 to find out more.

Konami is also launching a Virtual Exhibition, where people can see All Aboard Express and other new games.

[Register for free entry here](#) ➔

**BANKTECH READY TO  
DELIVER CASH  
REDEMPTION TERMINALS**

**BANKTECH**  
Delivering more

With the imminent approval for the use of Cash Redemption Terminals (CRTs) in SA, many hotels across the state will be keen to take advantage of the benefits, including the discreet self-serve functionality that gaming participants want, improved customer experience and an optimised gaming floor.

Banktech, together with UTOPIA Gaming Systems, has developed the latest in CRT technology. Integrating with the IGC monitoring system, the QuickPay Cash Redemption Terminal offers:

- A choice of a 15 or 27 inch colour touchscreen.
- Ticket reader and note breaker functionality.
- Can dispense up to \$5,000 in one transaction.
- 'Banding' which allows venues to pre-determine the denomination mix given to customers.
- Level 1, 24-hour rated safe.
- Bank quality NCR cash dispensing technology.



A demonstration QuickPay XL CRT is currently available in Adelaide - to arrange a time to see how a CRT and TITO can help drive efficiencies and enhance customer service in your venue call Michael Queale on 0408 462 321.

Banktech has also put together a handy guide on what to look for when buying a CRT.

[Click here for your free copy of the Ultimate CRT Buyer's Guide](#) ➔

**SG**  
**SCIENTIFIC GAMES**

**GAMING SOLUTIONS THAT SUPPORT  
YOUR HOTEL TODAY AND IN THE FUTURE.**



For more information on our games call Janna Schneebechler on (0400) 002 229.

Head Office & Showroom: 4 Newington Road, Silverwater NSW 2128 | Phone: (02) 8707 6300 | [ScientificGames.com](http://ScientificGames.com)

The look and feel of the games and their individual components and displays are trade dress of Scientific Games and its Subsidiaries. All © notices signify marks registered in the United States.™ and ©2020 Scientific Games Corp. and its Subsidiaries. All rights reserved. Scientific Games is committed to responsible gambling. Responsible gambling features are proactively developed to ensure the safety and security of players while using Scientific Games products.

# AHA|SA Gaming Corporate Partners

**GBAY EXCLUSIVE AGENT  
FOR ARUZE**



GBay exclusively sells Aruze Gaming product in SA and also supplies currency counting equipment and ancillary products, "making GBay SA's destination for everything gaming".

"With over 60 years combined experience, our passionate team will achieve effective gaming outcomes through GBay's innovative approach," the company says.

"Improve your gaming outcome with our wide selection of quality gaming machines and currency counting equipment. Discover great value and exciting new solutions to your gaming needs with our extensive range of products."

GBay is located at 1 Light Terrace, Thebarton.

For information, contact George 0409 673 778 or Maria 0424 700 888.

[info@gbay.com.au](mailto:info@gbay.com.au) ➔

[gbay.com.au](http://gbay.com.au) ➔



**We guarantee quality supply of complete  
washroom products, chemicals, food  
service and packaging products, cleaning  
and janitorial products.**

- Great value products
- Fast service
- Very knowledgeable in the hospitality industry.
- SA owned & operated
- Huge range of Covid-19 products available



**"Outstanding  
Supply Solutions."**



📞 08 7225 9188  
📞 0402 712 150  
✉ [ross@friendlycleaningsupplies.com.au](mailto:ross@friendlycleaningsupplies.com.au)  
[www.friendlycleaningsupplies.com.au](http://www.friendlycleaningsupplies.com.au)

**cashzone**

**Introducing  
our CRT unit**

To celebrate the release of Cashzone ATMs, gaming and ancillary products, we are offering some great deals!

**What We offer!**

- ✔ Competitive Rebates
- ✔ Competitive Pricing Bank
- ✔ Grade Products
- ✔ Support when you need it

For further information contact:  
**Craig Gilbert – Account Manager**  
t: 0410 681 515  
e: [craig.gilbert@cardtronics.com.au](mailto:craig.gilbert@cardtronics.com.au)  
For further inquiries contact  
e: [sales@cardtronics.com.au](mailto:sales@cardtronics.com.au)



Contact us on:  
**1300 305 600**  
[www.cardtronics.com.au](http://www.cardtronics.com.au)



# Instant Advantage with Asset Write-off Extension

With the acceptance of BNA (Bank Note Acceptors) and TITO (Ticket In Ticket Out) coming into effect on 30 July 2020, many publicans are assessing their ability to install and upgrade their fleet of machines.

We've worked with a number of clients to help them balance the cost of the upgrades, while ensuring they capitalise on the Federal Government's increase in instant asset write-offs that are part of the current COVID-19 stimulus package, and as expanded under the 2020-21 Federal Budget.

As of the latest version included in the Federal Budget, released 6 October 2020, here are the key points to remember:

- The asset/s must be purchased between 7 October 2020 and 30 June 2022.
- The asset/s can be new or used and can be purchased via private sale (except for large businesses with a turnover of \$50 million or more, who are able to apply the write-off to new assets only).
- There is no limit on the cost of the asset purchased.
- Eligible businesses can claim an immediate deduction for the business portion of the cost of an asset in the year the asset is first used or installed ready for use.
- The scheme is available to any business that has an aggregated turnover of less than \$5 billion.
- The asset must be used or installed ready for use by 30 June 2022.

While the instant asset write-off is designed so that it can be used for a wide range of business purchases, there are some restrictions and limitations that property owners should be wary of. It's worth checking with your accountant or tax adviser for more information on your individual circumstances.

It is important to note that while the scheme is designed to reduce the amount of tax your business pays, if it is structured as a company, the benefit you will receive is equal to 26% (for small businesses) or 30% (for large businesses) of the cost of the asset (i.e. the relevant tax rates).

In terms of financing your purchase, it is important to keep in mind that most banks require any or all of the following information:

- Financial statements and tax returns.
- Tax returns and statements of position for any beneficiaries/guarantors.
- A list of all of your business' financial commitments.
- Your latest Business Activity Statement (BAS).
- Bank statements.

The turnaround times for approval will vary depending on the lender, the facility you require and the time of year. As an example, the turnaround time for equipment finance facilities can be approximately 48 to 72 hours from the time you provide all necessary paperwork; however, for overdrafts and term debt facilities the timeframe can be longer. A seasoned finance broker with experience in hospitality can help streamline the process, working hand-in-hand with your accountant or business adviser to ensure that all the requirements for the application are met and presented in the way that the specific lender you are going to will respond best to.

"A seasoned broker has access to an **extensive network** and can target the most appropriate lenders to meet your specific needs. They should be negotiating competitive terms, rates and facilities on your behalf," explains **Bruce Debenham**, Director of Perks **Banking & Finance**.

"For many publicans that we've worked with, the bank is sometimes not best-suited

to meet the objectives of the business – it can depend on a number of considerations, such as whether you are looking at equipment financing, or working capital, and the timeframes you need it in."

While gaming upgrades would be top of mind for many publicans right now, for those that are still working off spreadsheets, another opportunity could be investing in the **digitalisation of your business**. As we discussed in one of our previous articles, **Knowledge is Power** and integrating technology can help you centralise and mine your various systems for business insights, cut-down on manual errors and reduce admin time. The key benefit of taking your business off Excel spreadsheets and into real-time reporting is that it will allow you to make more timely decisions regarding your business and pivot where necessary.

If you are thinking about taking advantage of the instant asset write-off, it is important to note that the asset can only be claimed for a deduction in the year the asset is first **used**, or installed ready for use. In this case, the asset (or assets) must be installed and ready for use **prior** to the deadline of 30 June 2022. So if, for example, you purchase some new gaming machines in May 2022, but they **won't** be delivered and operational until July 2022, they won't be eligible as you will have exceeded the deadline.

If you are considering a purchase for your business, either the 2020-21 or 2021-22 Financial Years would be an opportune time to do this. Our advice? Don't hold off on running the numbers and securing any necessary finance so that you can strike while the iron is hot.



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



## Scott's Spot

**TO START THIS ARTICLE I WANTED TO SHARE SOME FANTASTIC FEEDBACK PROVIDED BY A PATRON THAT WAS SENT TO THE AHA|SA IN RELATION TO THE HIGHWAY.**

*Absolutely blown away by the service from [The Highway](#) yesterday. As a Coeliac, I need Gluten Free food (and beer preferably) and I am very used to feeling like a problem or that my requests are a pain. Nothing was too much trouble for the Highway - they added a Gluten Free beer to the already extensive list of beers for our function, without batting an eyelid. The service staff knew which foods were and were not gluten free - round contained gluten, rectangle did not - genius!! They even made our table a second gluten free pizza. Overall I felt like a valued customer instead of a troublesome one. Thank you for that gift Highway and thanks for a great day.*

This would be one of a number of positive stories regarding dining experiences so please send through as would be nice to share more of these stories.

A few weeks back called into [Adelaide Hills Convention Centre Hahndorf Resort](#) which in 2019 was awarded best caravan and holiday park in Australia While also being inducted into the South Australian Tourism hall of fame. I hold a soft spot as was my first new member sign up in early 2019.



Adelaide Hills Convention Centre Hahndorf Resort



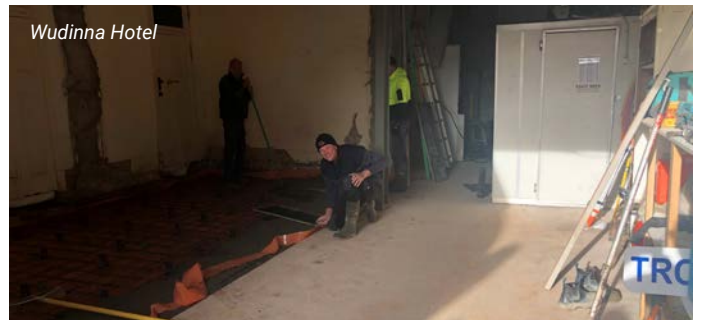
Adelaide Hills Convention Centre Hahndorf Resort

Anyway, after leaving the staff and having a little wander, Owner Brian Schirripa pulled up next to me in his ute not realising who I was and by the look on his face trespassing on the property. After a quick introduction I jumped in with Brian showing me around the 13 hectare property along with new developments that are happening within. Quite a spectacular property so do

yourself a favour and call through and have a look when driving into Hahndorf.

I made a trip to the West Coast back in August and took an extra day as I wanted to head out to the [Border Village](#) and [Nullabor Roadhouse](#) who have been long time members.

I stayed the Sunday night at [Wudinna Hotel](#) and was kindly hosted by Tony Griffin who made mention (a couple of times) that he was laying a slab early Monday morning for the new cool room. I reckon he was looking for another set of helping hands however the best I could do was grab a quick photo and get out of there. Sorry Tony!



Wudinna Hotel

Called through on the Monday to Thevenard and was nice to meet with Licensee Jeff along with Chuck who have come on board as members joining the [Penong Hotel](#).



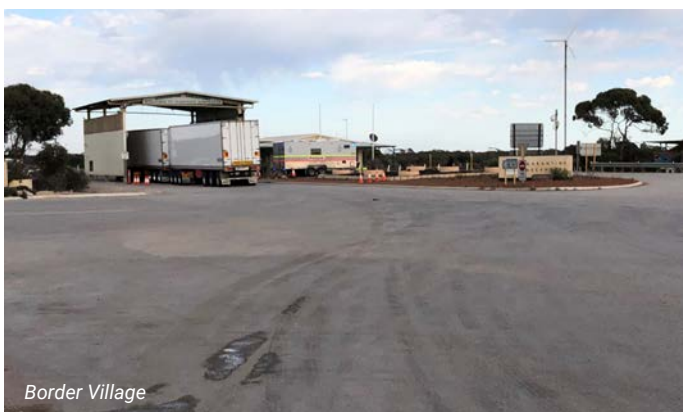
Penong Hotel

David 'Boxer' Carr, [Ceduna Foreshore](#) (see photos page 19), gave me a walk through of major renovation of new function centre close to completion. Extremely jealous of views he holds from his office by the way.

Upon arrival at the Border Village (see photos page 19), I was blown away by the border controls and amount of police at the checkpoint. Quite incredibly, tourist heading to WA are still driving out there not expecting to be turned back due to lack of understanding on hard border stance.

Managers Cliff and Mel came across from NSW roughly two weeks before shutdown and understandably it has been extremely difficult as there is minimal traffic. Typically, fantastic attitude despite the downturn and timing of their appointment.

# on the road



Also called through to the Nullabor Roadhouse bar and took a couple of pics. See if you can name all the Aussie Rock legends on the wall Muriel.



A quick thanks to Penny and Tony Hogan for looking after me in [Streaky Bay Hotel](#) and it was also nice to catch up with Deb and Colin Hann.

Didier and I made a trip down to the Aldinga Hotel to check out renovations currently in progress which will include a new gaming and dining rooms along with the already completed bottleshop.



Looking forward to seeing the completion over the coming months and check out the progress on their [Facebook page](#). Finally, I want to congratulate The Brien family who have recently celebrated 80 years at the [Alberton Hotel](#). It would be fitting to continue the celebration into late October with Port Adelaide winning the flag!



Atura Adelaide  
and Rydges  
Pit Lane  
sending their  
love to their  
team mates in  
Victoria.

A huge screen  
with some  
**HUGE  
LOVE**  
for our Victorian  
team mates!!!

♥ AAA XXX

ooh!



# Smart Cabinet Keeping Cancer Researchers Safe



Click here to  
watch video

Continuing support from the Australian Hotels Association of South Australia is helping keep SAHMRI's cancer researchers safe as they search for treatments for the deadly disease.

The AHA|SA has donated two cytotoxic safety cabinets to protect researchers as they work with potentially dangerous chemicals, while simultaneously protecting the chemicals from external contamination.

AHA|SA President David Basheer says his organisation is proud to use its Hotel Care program to provide vital infrastructure for SAHMRI's world-class research.

"This equipment is assisting in ground-breaking medical research as part of the world-class facilities at SAHMRI," he said.

"The SA Hotel Industry understands the importance of giving back. Hotel Care has poured more than \$10 million back into the community since its inception. This

particular donation will enable greater outcomes for patients. It's a cause we're proud to support."

SAHMRI Research Infrastructure Manager, Yi Ng, says the institute hasn't previously had a cytotoxic safety cabinet on-site.

"Cytotoxic drugs are designed to damage or kill cells so obviously researchers need to be extremely careful when handling them," Mr Ng said.

"Without these cabinets our researchers would be at long-term risk from potential exposure to cytotoxic drugs, and the effects of that might not present for several years.

"The safety cabinets have an air barrier that protects the researcher from airborne particles. They also have high efficiency particulate air filters that purify both incoming and exhaust air so expensive chemicals aren't contaminated during the handling process."

The cabinets are housed in SAHMRI's basement so they're close to the hazardous materials storage area where cytotoxic drugs are kept. The equipment is aiding research from basic science to preclinical and clinical trials.

The AHA|SA Hotel Care program has been running since 1995, supporting not-for-profit organisations, charities and disadvantaged groups.

SAHMRI Executive Director, Professor Steve Wesselingh, thanked the AHA|SA for its ongoing support.

"As an independent organisation, we rely on corporate and philanthropic backing to perform our life-saving research," he said.

"The association has previously provided us with infrastructure to facilitate data research and now this contribution will enable research gains across a range of cancers for the broad benefit of our community."



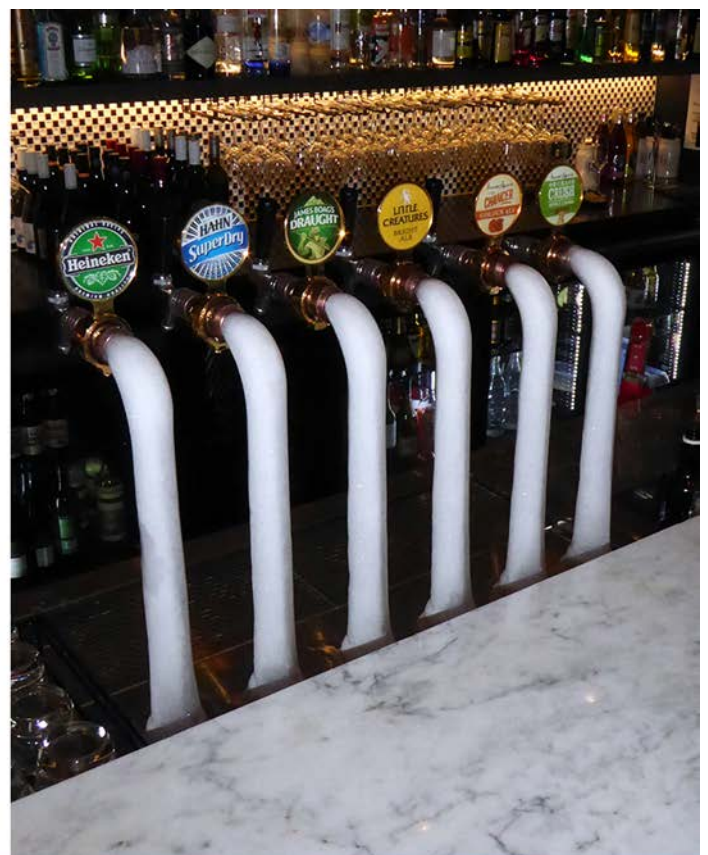
**Beer Dispensing Equipment**  
**- Sales - Service - Installation**

**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](mailto:andalesa@andale.com.au)

[www.andale.com.au](http://www.andale.com.au)



## AHA|SA COVID-Safe Video for SA Hotel Industry

The AHA|SA has produced a short video on the COVID-Safe requirements in our venues and the role of COVID Marshals.


This video is designed to help inform our patrons and the community of the COVID-Safe requirements within hotels and support our staff in managing these obligations.


The role of the COVID Marshal is also important in demonstrating to Government that we are all working together to keep


the community safe. The video will assist in reinforcing the commitment our industry has to the COVID Marshal role and the safety of our patrons.


We ask all our members to share this video on all your social media platforms and with your hotel community.


Lets all work together to keep the community safe and our venues open for business.


Share on YouTube 

Share on Facebook 

Share on Instagram 

Share on Twitter 

Share on LinkedIn 

Subscribe to our YouTube 

# Gambling Post Shutdown – Knowing How to Respond to Changes in Patron Behaviour

On 23 March 2020, the hospitality industry as we knew it was turned on its head with the closure of all hotels and clubs. While venues were permitted to continue to provide take away alcohol and food, gaming rooms remained closed and a significant number of staff were stood down from duties.

This closure affected not just hospitality staff but had a significant impact on patrons as well, as the activities people enjoyed as part of their recreation were suddenly taken away. Members of the public could no longer head to the pub for a drink with their mates, a meal with their families, or catch up for chat with their favourite gaming staff member. With the number of people permitted in each household for much of the shutdown period, this meant that patrons and staff alike felt isolated and struggled with their mental wellbeing.

The re-opening of gaming rooms on 29 June 2020 presented some new challenges – not only were hotel staff required to continue to identify, report and engage with patrons showing indicators of problem gambling behaviour, they were now also required to maintain strict cleaning schedules, make efforts to ensure a contact tracing register is signed by patrons and social distancing is maintained. In addition, many returning customers were agitated and frustrated by the new restrictions in place.

Despite this, we know that you have your community's best interests at heart, and it's never been more important to look out for one another. Many of your patrons have been experiencing the same stresses that you have, and some will be more vulnerable to gambling harm than ever before.

Research and modelling being undertaken by various institutions during the pandemic has raised concerns regarding:

- Mental health – with evidence of increased rates of anxiety and depression
- Financial hardship – including reduced income and being unable to pay household bills
- Alcohol consumption – drinking more and drinking to cope with anxiety and stress
- Unemployment – in addition to existing job losses, expectations of job losses are high
- Suicide – modelling suggests an increase in suicide and in youth suicide

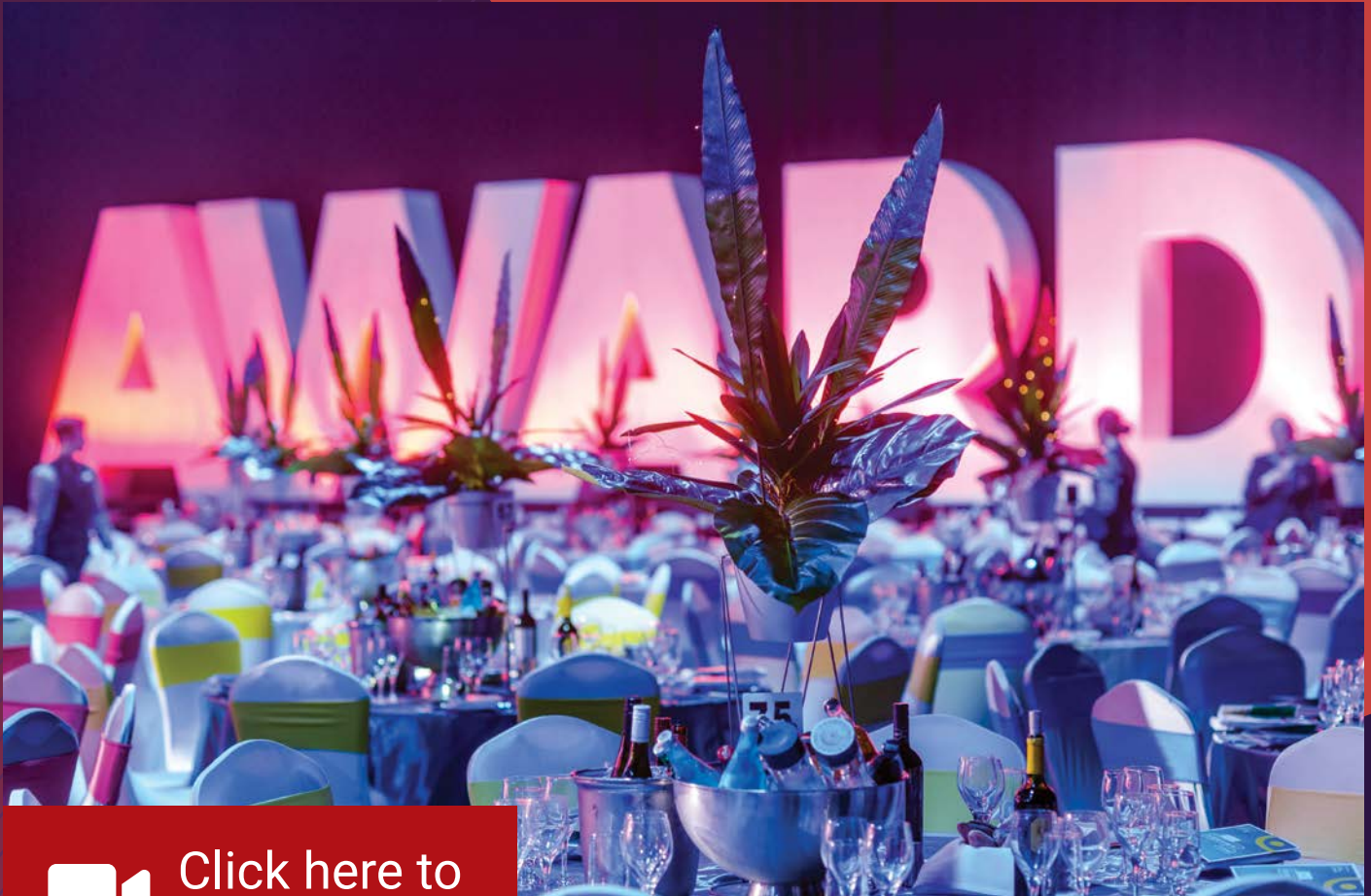
We know that unemployment, having a low income, experiencing mental illness, alcohol and other drug issues are all risk factors for problem gambling. We also know that gambling can worsen the effect of these and other impacts of this pandemic, and that many problem gamblers gamble most intensely in times of stress.

These are just some of the reasons why, now more than ever, we need to support our communities and patrons and help them

to avoid experiencing harm as a result of gambling. You can do this by:

- Keeping a close eye out for people showing signs of problematic gambling behaviour. Some of your patrons may believe that as they have not gambled for a period of time they are in control. You can find a list of possible problem gambling indicators in your Responsible Gambling Document
- Continuing to closely monitor patrons for changes in their gambling behaviour and ensure to document these on a Gaming Patron Internal Reporting Form and communicate with all gaming staff
- Ask your staff to continue to check in regularly with gaming room patrons, and to encourage them to take breaks if they remain playing for extended periods of time
- For patrons who are struggling to stick to limits, consider offering a pre-commitment option or ask your Gaming Care Officer about how a Memorandum of Agreement may assist
- Ensure your staff are able to access details of barred patrons via BOEN or an up to date consolidated barring list. Some patrons may believe that their barring is no longer in place and it is important to recognise if these patrons try to enter the gaming room
- Some patrons may come to your gaming room wearing a face mask due to concerns around COVID-19. It is important that you are able to ascertain whether the patron is barred, which you may do by politely asking the patron to lift their mask briefly so they can be identified by staff
- Check that your barring packs are up-to-date and that your staff understand the barring process. Some of your patrons will be trying not to return to gambling and a barring may assist them
- If a patron is showing signs of distress from their gambling, remind them that gaming machines are only a game, designed for fun and entertainment. If they are not having fun, suggest that they take a break
- Reach out to your local Gambling Help Services to make sure you are confident in referring people. They might have additional advice or be able to support you to keep your patrons safe. Let your patrons know where help is available and what they can offer

If you or your staff need any support, or have any questions about how to best assist your patrons, please contact your designated Gaming Care Officer directly or call our office on 8100 2499.



Click here to  
watch video

Watch the highlights from the 2019  
Awards Gala.

Winners of the AHA|SA Awards for  
Excellence will be announced at the  
annual Gala Dinner being held at the  
Adelaide Entertainment Centre on  
Friday 9 February 2021. Those successful  
in specific categories will automatically  
become a finalist in the AHA National  
Hotel Awards to be announced.

# SAVE THE DATE

9 FEBRUARY 2021

ADELAIDE ENTERTAINMENT CENTRE

## NEW 2020 CATEGORIES

- Chef of the Year
- Front of House Employee of the Year – Accommodation Division
- Front of House Employee of the Year – General Division
- Employee Excellence in Service – Accommodation Division
- Employee Excellence in Service – General Division

HOTEL  
INDUSTRY

aha|sa  
Australia Hotel Association SA

# 2020

AWARDS FOR EXCELLENCE

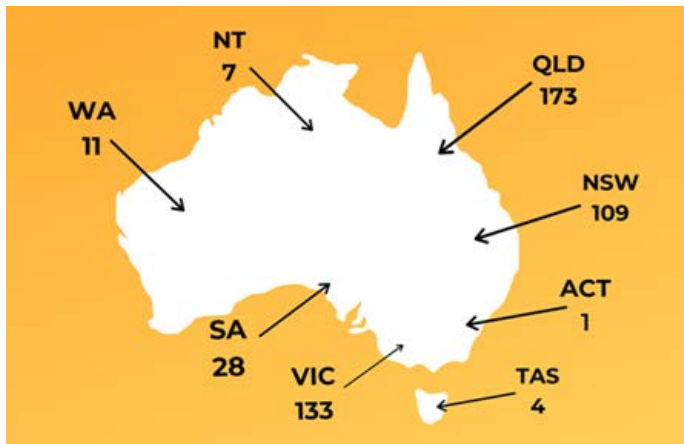
For all awards queries contact Lucy Randall 8100 2441 or  
[lrandall@ahasa.asn.au](mailto:lrandall@ahasa.asn.au)





**WE'RE HELPING VENUES ACROSS AUSTRALIA**

So far, Bundaberg has received applications from 466 venues for Raising The Bar packages. Below is a state-by-state snapshot of where these applications are from.



**YOUR CALL TO ACTION**

“We want all AHA members to apply and spread the word of Bundaberg Rum’s Raising The Bar initiative, so as many venues as possible can receive support.

“The Bear Cares kit features Covid-essentials like sanitiser, gloves, masks and thermal scanners. Even if you have already purchased some, the costs for such disposable items will only continue to grow.

“We encourage all venues to apply to relieve you of these new financial burdens.”

Venues are eligible to be awarded more than one Raising The Bar package.



# Australians Dig Deep to Support Those in Need

Coopers Brewery Foundation, the charitable arm of Australia’s largest family-owned brewery, Coopers, has reported a 67 per cent increase in donations during the last financial year, receiving more than \$397,000 in contributions to the end of June 2020.

That is despite the cancellation of its major annual fundraising event and brewery tours due to COVID-19 restrictions.

The donated funds support charities that aim to improve the lives of Australians



Melanie Cooper

through medical research, health care, aged care and youth education as well as fostering family and community support.

Coopers Brewery Foundation Chair, Ms Melanie

Cooper, said that it’s pleasing to see the outpouring of support despite the challenges of fundraising this year.

“When COVID-19 hit we were facing a significant shortfall in donations, however, the Foundation’s supporters stepped up and dug deep,” Melanie said.

“We reported a \$159,000 increase in donations on the previous year, which is a remarkable result in the current environment.

“We are delighted to have fulfilled our commitment to all our Sustainable Giving Program recipients and other beneficiaries of the Coopers Brewery Foundation this year.

“Even in light of donor fatigue following the summer bushfires across Australia and the cancellation of the annual Coopers Brewery Foundation Golf Day and brewery tours, the Foundation has received overwhelming support.

“The generosity of our corporate partners, staff, shareholders and the general public enabled Coopers Brewery Foundation to distribute \$422,800 to 13 projects throughout the 2019-20 financial year.”

Neuroblastoma Australia Receives \$150,000 Grant for Childhood Cancer Research.

Neuroblastoma Australia is the latest recipient of the Coopers Brewery Foundation’s Sustainable Giving Program and will receive \$150,000 in funding over three years to research more powerful treatment options for aggressive childhood cancers.

In Australia, approximately 60 children are diagnosed with neuroblastoma every year and the average age for diagnosis is just two years old.

The Coopers Brewery Foundation has donated more than \$5.5 million to 315 charitable projects since its inception.

[Find out more here](#) ➔



## Should Hotels Trial “Buy Now, Pay Later”?

In a climate where publicans are being urged to look at potential new revenue streams to counter COVID-19 restrictions, is it worthwhile to consider offering “buy now, pay later” to boost large sales?

The positive is potential uplift in sales; the downside is that it can cost you profit if you get it wrong.

### WHAT IS IT?

“Buy now, pay later” (BNPL) is the old lay-by on steroids. The new generation isn’t going to wait to pay it off; they want it now.

It’s been called “point of sale lending”. The most popular include AfterPay and ZipPay.

### WHY CONSIDER IT?

- Some businesses report sales growth of 25%. For patrons, it’s almost like they are getting something for free. That’s why they spend more.
- Millennials love it. Consider it for ‘large ticket’ items.

- This is based on their claim that they can boost sales by up to 25% - and they have examples to prove it.
- Adapt to changing demands. IBISWorld predicts the Buy Now Pay Later (BNPL) industry will continue to grow as much as 9.8 per cent annually over the next five years to \$1.1 billion.

### HOW DOES IT WORK?

- Patrons can make an instant purchase but pay it off over several months - and some services are interest free.
- There’s usually a fixed transaction fee plus a commission between 3% and 7%.
- Retailers typically get paid straight away.
- Refund policies vary.

### WHAT COMPANIES HAVE ADOPTED IT?

Big bricks-and-mortar names like Bunnings, Coles and Woolworths offer

**“...they can boost sales by up to 25% - and they have examples to prove it.”**

BNPL. Many online sites, which is the main area of growth.

See the panel on page 27 for hospitality examples.

### IS BNPL RIGHT FOR HOTELS?

Maybe.

Writing in SmartCompany, Jason Andrew says “a lot of our e-commerce clients offer AfterPay and claim it has done wonders for their business. As their accountant and financial advisor, I can attest to that claim. There is no doubt that AfterPay stimulates top-line sales growth.”

But he is concerned about companies actually losing money if they are not careful.

“It’s highly likely adopting Afterpay is good for your business in the short term. If it indeed does generate more sales, then it’s definitely a win for you. Just keep track of the percentage of sales made via Afterpay so you can understand the long-term impact of it on your business’s profitability.

“The risk is your loyal customers simply use Afterpay for everything, which results in cannibalizing existing sales at higher merchant fees for no benefit.”

He does the maths for you [here](#) ➔.

### PROBLEMS

Organisations such as Choice are concerned that the fees and commission are too high.

There are also concerns that this credit path is not regulated with the rigour of bank-issued credit.

## Hospitality Examples

- The Bottle-O at Yanchep is using Zip
- Cellarbrations at Beeliar
- Laughing Lizard Brewing on the Gold Coast
- Gift vouchers: [glenartyroad.com.au](http://glenartyroad.com.au) ➔
- Food delivery: [wefeedyou.com.au](http://wefeedyou.com.au) ➔
- Expedia uses Affirm, with up to 12 months to pay.
- Experience Oz lets people pre-purchase winery experiences in SA, including Yalumba (\$375 tour, tasting and lunch), Gemtree, Wirra Wirra and many more. Could you trial that for a wine matching experience in your hotel?
- EventBrite uses Affirm so that attendees at an event can buy tickets but pay them off over three to six months. Some outlets are getting their chefs to run online cooking classes. Others are getting people to pay for cocktail classes (sending the ingredients out in advance).
- The other option is that some suppliers might have it, meaning you can get extended payment terms, possibly at no charge to you. For example, there’s an online hospitality uniform shop and it’s also available at Bunnings.



UNOX<sup>®</sup>  
INVENTIVE SIMPLIFICATION

SPEED.Pro

UNOX

UNOX ANNOUNCES THE LAUNCH OF BAKERLUX SPEED.Pro™

**Organise your live demo today!**

 **Commercial Food Equipment**

Commercial Food Equipment  
P: 08 8352 8484 | [sales@cfesa.com.au](mailto:sales@cfesa.com.au)  
304 South Rd Hilton, SA 5033

Unox Australia | 7/100 New Street | Ringwood | Victoria | 3134  
E: [info@unoxaustralia.com.au](mailto:info@unoxaustralia.com.au) | P: 03 9876 0803

## ACCOUNTANCY SERVICES

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

## ATMS

Banktech/Maxetag 1800 08 09 10  
Cardtronics 03 9574 4878  
Next Payments 1300 659 918

## ARCHITECTS & INTERIOR DESIGNERS

Studio Nine Architects 8132 3999

## AUDIO VISUAL

Big Screen Video 1300 244 727  
Novatech Creative Event Technology  
8352 0300

## BACKGROUND MUSIC

Foxtel Music 1300 148 729  
Moov Music 1300 139 913  
Zoo Business Media 07 5587 7222

## BANKING & FINANCE

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

## BEER DISPENSE EQUIPMENT

Andale Hotel Services 8234 0388

## 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  
LK Accounting Services 08 8395 4870  
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  
Clean Life 08 8124 7380

## ENERGY

Class A Energy Solutions 8391 4853  
Energy Action 1300 553 551

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

Bidfood 0427 099 558  
Galipo Foods 8168 2000  
Holco Fine Meat Suppliers 8162 8400  
International Oyster & Seafoods 8231 6441  
PFD Foodservice 8114 2300  
Wills and Daniel 8260 7776

## FURNISHINGS

Concept Collections 1300 269 800

## GAMING ANALYSIS

Independant Gaming Analysis 8376 6966  
LK Accounting Services 08 8395 4870  
Winnall & Co 8379 3159

## GAMING LOYALTY

Banktech/Maxetag 1800 08 09 10  
Bluize 1300 557 587

## GAMING MACHINE SERVICES

Ainsworth Game Technology 0409 171 616  
Aristocrat Technologies Australia 8273 9900  
GBay 0409 673 778  
Global Gaming / Maxetag 0408 462 321  
IGT 8231 8430  
Independant Gaming Analysis 8376 6966  
Konami Australia Pty Ltd 0409 047 899  
Scientific Games 8340 1322  
MAX 8275 9700

## GAMBLING SERVICES

The Lott 132 315  
UBET 8354 7300

## GIFT CARDS

The Pub & Bar Card 1300 375 346

## HOTEL BROKERS

McGees Property Hotel Brokers 8414 7800

## HOTEL MANAGEMENT

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

## HYGIENE PRODUCTS & SERVICES

Clean Life 08 8124 7380

## INFORMATION SYSTEMS/SITE PREP

Max Systems 8275 9700

## INSURANCE

Aon Risk Solutions 8301 1111

## I.T. PRODUCTS & SERVICES

Boylen 8233 9433  
Cloud Apps Technology 8463 1000  
Vintek 1300 001 337

## KITCHEN & BAR EQUIPMENT

Andale Hotel Services 8234 0388  
Bunnings Group 0435 630 660  
Stoddart Manufacturing & Food Service  
Equipment 0427 106 103

## LEGAL SERVICES

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  
LK Accounting Services 08 8395 4870  
Winnall & Co. 8379 3159

## POS SYSTEMS

Bepoz 0426 227 409  
Bluize 1300 557 587  
Cloud Apps Technology 8463 1000  
Liquor Legends 0429 825 072  
H&L Australia 1800 778 340

## PROMOTIONAL PRODUCTS

The Banner Crew 8240 0242

## PROPERTY SALES & VALUATIONS

Jones Lang LaSalle 02 9220 8449  
Knight Frank Valuations & Advisory SA  
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

Career Employment Group 8338 1492  
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

2020/21

DIAMOND

PLATINUM

## Tabcorp



GOLD



SILVER

Agile Group

Boylen

Independent Gaming Analysis

Samuel Smith & Son

Ainsworth Game Technology

Bunnings Group

Konami Australia Pty Ltd

Scientific Games

Australian Liquor Marketers

Duncan Basheer Hannon

Liquor Marketing Group

Social Media AOK

BankSA

Energy Action

Novatech Creative Event Technology

St John

Bentleys Accountants

Foxtel

OneMusic

Stoddart Food Equipment

Big Screen Video

IGT

Options Wine Merchants

Winnall & Co

Bluize

InDaily

BRONZE

Adelaide's 1800 ON HOLD

Concept Collections

McGees Property Hotel Brokers

Supagas

Andale Hotel Services

DNA Security Solutions

Migration Solutions

The Banner Crew

Banktech

Empire Liquor

Nexstage

The Pub & Bar Card

Bepoz

International Oyster & Seafoods

Next Payments

Trans Tasman Energy Group

BOC Limited

Jones Lang LaSalle

Perks Accountants & Wealth Advisers

Wallmans Lawyers

Cardtronics

Knight Frank Valuations & Advisory SA

PowerMaintenance

Wills and Daniel Produce Merchants

Career Employment Group

Liquor Legends

Ryan & Durey Solicitors

Class A Energy Solutions

LK Accounting Services

Smart Cleaning Solutions

Clean Life

Maxima Training Group

Studio Nine Architects

Cloud Apps Technology

HOTEL INDUSTRY SUPPORTER

Vintek

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

HOTEL	LOCATION	DATE GRANTED	NEW LICENSEE
Copper Coast Hotel	Walleroo	10.8.20	Finn & Muster Pty Ltd
Kimba Gateway Hotel	Kimba	19.8.20	Muffolphin Pty Ltd
Kingsgate Haven Christian Retreat and Conference Centre (formerly American River Resort Motel)	Kangaroo Island	24.8.20	Australian House of Prayers for All Nations Incorporated
Mansfield Park Hotel	Mansfield Park	26.8.20	Mansfield Park Hotel (SA) Pty Ltd
Foreshore Motor Inn	Whyalla	28.8.20	Foreshore Motor Inn Pty Ltd
Flagstaff Hotel	Darlington	31.8.20	Hotel Flagstaff (SA) Pty Ltd



OFFICE HOLDERS **ahasa** Australian Hotels Association SA

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 AHASA 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  
 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 AHASA President  
 MATTHEW BINNS AHASA Vice President  
 ANDREW BULLOCK AHASA Deputy Vice President  
 Matthew Brien, Matt Rogers, Sam McInnes

COUNCIL

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

P U B L I S H E R **Boylen +**

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



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



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

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

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

#### SOME OF OUR DUTIES INCLUDE:

- ✓ Assisting hotel staff in the early identification and support of patrons and staff who may be experiencing difficulty with their gaming behaviour.
- ✓ Developing and promoting initiatives, programs and policies designed to facilitate the early identification of problematic gambling behaviour.
- ✓ Assisting hotel staff in providing responsible gambling service, on or with the capacity to influence the service, by training in responsible service of gambling. This helps reduce harm through the creation of a responsible gambling culture within the venue.

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

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

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

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

**E:** [INFO@GAMINGCARE.ORG.AU](mailto:INFO@GAMINGCARE.ORG.AU)

4TH FLOOR AHA|SA HOUSE  
60 HINDMARSH SQUARE, ADELAIDE SA 5000

**Growth through digital and  
traditional marketing.**

[boyles.com.au](http://boyles.com.au)

**Boyles +**

08 8233 9433