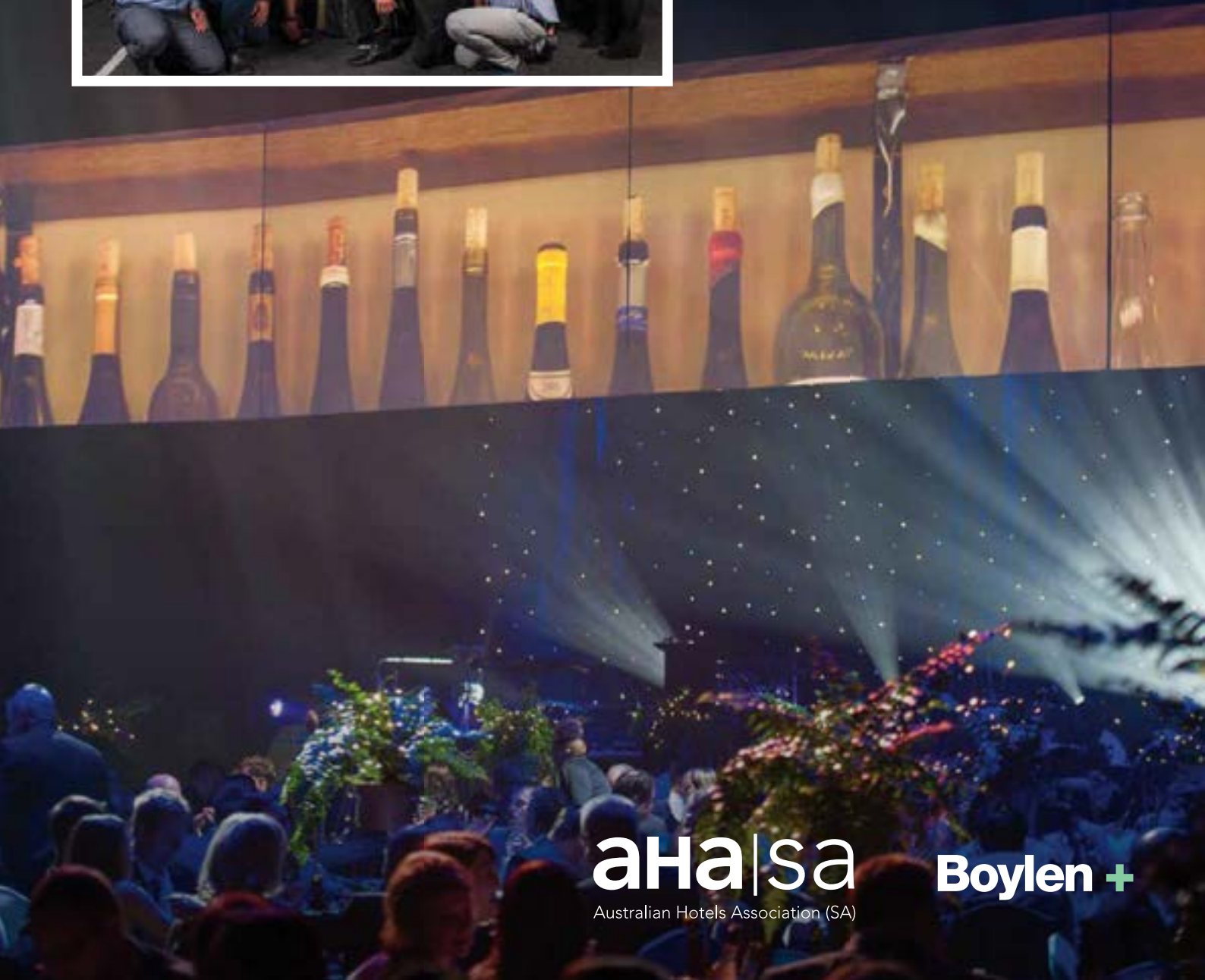


Hotel SA

The Official Publication of THE AUSTRALIAN HOTELS ASSOCIATION (SA branch) August / September 2016



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Over 60 ladies attended the Women in Hotels Network on Tuesday 21 June. Hoteliers and Sponsors boarded the bus at the Maylands Hotel and travelled to Penfolds Magill Estate for a guided tour and wine tasting, followed by lunch at the Stirling Hotel & Crafers Hotel.

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FROM THE PRESIDENT

PETER HURLEY – AHA|SA PRESIDENT

HIDDEN DANGERS IN REVIEW

The Licensing Act review contains a range of items that pose a serious threat to vibrancy of our industry, which a University of South Australia think tank recently highlighted as one of the State's powerhouse employers.

While Ian Horne is covering the review in his column in this issue of *Hotel SA*, I would like to draw particular attention to the proposed abolition of the "Need" principle. How serious that would be would depend on the regime the Government chose to replace it with, such as "community impact" which is used interstate.

In the case of gaming, that has had quite an impact. As such we have great concerns that misguided and populist decisions will replace common sense decision making.

Another issue of great concern is the recommendation for a risk-based licence fee regime. There are some scary inconsistencies contained in this, none of which are evidence based.

A third point I must raise is that the Anderson Report has been tarnished by the fact that one – and only one – set of recommendations it received was kept confidential. That was from the SA Police Force.

While I have the highest regard for our police, there is a curious lack of transparency here and no good reason why it should be kept secret.

Power Prices A Serious Issue

Once again, the AHA|SA is putting on record its concern about power prices in South Australia. They are out of control.

We have raised this issue time and again, and I am not surprised to see growing discontent from other businesses and from the general public.

Power prices continue to rise with no connection to the inflation rate. Consider this:

1. I remember when business paid 18 cents a kilowatt hour.
2. After privatisation, that fell to 6 cents.
3. Now it has soared to 30 cents.
- 4 Future increases? Well, it seems they will continue to rise and rise.

Let's also bust the myth that publicans can pass the

cost on to consumers. There is zero ability to pass on such increases in food and beverage. In theory we could slightly raise room rates – yet the reality is very different. Accommodation today is governed by dynamic pricing, which means accommodation providers are subject to market pressures. We can't raise prices when everyone around us is reducing theirs.

The public has had enough and so too has business.

Government Deals

The federal election has been decided and the AHA at state and national level will work with the government of the day in the best interests of members.

During the election campaign we reminded the government of the dangers of doing unrealistic deals in areas which are regulated by the states. Specifically, gaming is regulated by the individual states.

We all remember the Gillard Government's ill-fated sweetheart deal with MP Andrew Wilkie. It was a deal that became impossible politically because the Feds were interfering in State-represented territory.

No Government in its right mind would want a repeat of that scenario.

Awards Richly Deserved

Congratulations to all of the award winners in this year's AHA|SA Awards For Excellence.

In particular, well done to The Moseley Bar & Kitchen, which was named South Australia's Best Overall Hotel. The Moseley has been the subject of considerable investment. It is another example of South Australian businesses investing in the state and employing more people.

I am fortunate to see hotels both in Australia and around the globe and I can report that we are the custodians of a vibrant and high quality sector. I have every faith that our hotels will be well rewarded in the upcoming AHA's national awards.

Peter Hurley
AHA|SA President

Q & A WITH SAM KELTON

IAN HORNE – AHA|SA GENERAL MANAGER



BELOW IS A Q & A WITH SAM KELTON OF THE ADVERTISER. THE AHA|SA'S FULL RESPONSE IS SET OUT BELOW.

Is it tougher in the current climate for pubs to remain competitive?

The majority of operators are experiencing some of the toughest trading conditions of the last decade. Most venues are challenged by nil or low revenue growth while struggling with increasing fixed costs, including utilities such as power increasing by 25%+ in the last year, cost of labour growth at above CPI and rates and taxes increasing by more than double CPI.

We've seen a number close down around the city - particularly around the fringe of the city - is this due to a lack of population or are we too spoilt for choice?

Population is the key. Adelaide was the third largest Australian city until the late 1970s, but now sits a long way back at 5th with the gap widening based on predictions to 2050. That reality impacts on retail spend, infrastructure capacity, economic activity and the capacity to attract investment. In the last 15 years, the supply side i.e. number of new liquor licenses, has grown at an extraordinary rate compared to any other city but demand has stagnated. Add to that a recent report which

confirms SA has the most liquor licences per head of population and competition is a major factor with new licences increasing by more than 40% since 2003.

SA now has nearing 6,500 liquor licences, nearly 2000 more than in 2003. To put that in perspective, the latest ABS figures tell us that South Australia's population grew by 11,200 persons last year. Victoria added 109,000 people, NSW 106,000 and even WA who are in a post mining boom gloom increased by 31,000.

That means that at the current rate and ignoring the compounding effect, Victoria will duplicate the entire population of greater Adelaide every 11 years.

Do you think small bars have had an impact on the bars away from the main precincts?

Small bars have filled a niche and have added a momentum to some areas of the CBD. In the context of the bigger picture they have added to the attraction of the CBD, not detracted. However they are now no different to the existing pubs, clubs and bars. They compete for the same declining market share but still have to pay the bank first, the rent next, wages and employment costs, power and utilities.

Continued on Page 30



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THE MOSELEY BAR & KITCHEN - A STAR BY THE SEA

The Moseley Bar & Kitchen has been awarded the honour of being named South Australia's Best Overall Hotel in 2016 at this year's AHA|SA Hotel Industry Awards for Excellence.

Since its 2014 redevelopment, The Moseley Bar & Kitchen has been transformed into a premium seaside destination. This fresh-faced new hotel breaks away from a traditional hotel layout, creating a multi-level venue that has an expansive bar overlooking Moseley Square and Glenelg Beach, and a quality food and beverage offering.

"The Moseley Bar & Kitchen has shown excellence in 3 categories – Best Bistro Metropolitan, Best Bar Presentation, and Best Entertainment Venue. Having also won 3 Awards in 2015, it is an extremely deserving winner of Best Overall Hotel for 2016," said AHA|SA General Manager, Ian Horne.

"This hotel is successfully catering for a changing and more discerning patron, looking for a high quality, value for money and memorable experience".

"The AHA|SA congratulates the RD Jones Group for their tremendous win and in particular wishes to acknowledge the enormous contribution of Richard Jones to the development and promotion of the hotel industry over nearly four decades. This great industry icon has sadly recently passed, and will be greatly missed."

Hotel SA

Pink Moon Saloon on Leigh Street has been awarded Best Small Venue, acknowledging the quality and popularity of this venue type. With its interesting and quirky design, exceptional customer service and quality food and beverage, this small venue makes a big impact.

The Ibis, Adelaide has wowed judges with its contemporary rooms and wide range of facilities. Successfully changing the perception of what an economy hotel can be like, the Ibis is a very worthy winner of Best Mid-Range Accommodation.

Some of SA's finest country hotels also received recognition tonight, including Hotel Elliot for Best Bistro/Casual Dining - Country. This hotel is a gem on the Fleurieu Peninsula, offering a pleasant country pub atmosphere, and a diverse and quality menu. The Pub showcases regional produce, especially fresh seafood locally caught. The menu is amazing value and the wine list celebrates many local and South Australian producers.

The 2016 AHA|SA Hotel Industry Awards for Excellence was held on Tuesday, July 26 at the Adelaide Entertainment Centre. Over 800 People attended this premier industry event, with entertainment provided by Kate Ceberano and hosted by Mark Soderstrom.

All winners from the AHA|SA Awards will now go on to compete in the National AHA Awards to be held on the Gold Coast on September 19, 2016.





2016 AHA|SA AWARDS FOR EXCELLENCE



BEST DRAUGHT BEER QUALITY AWARD (SPONSORED BY CUB, COOPERS AND LION)

Warradale Hotel – Metropolitan Winner
Mt Gambier Hotel – Country Winner



MID-RANGE ACCOMMODATION

Ibis Adelaide



APARTMENT/SUITE ACCOMMODATION

The Stirling



SUPERIOR HOTEL ACCOMMODATION

Lakes Resort Hotel (*Crafers Hotel*
received a Judges commendation)



DELUXE HOTEL ACCOMMODATION

The Playford, Adelaide



BISTRO / CASUAL DINING – COUNTRY

Hotel Elliot



BISTRO/CASUAL DINING – METROPOLITAN

Mile End Hotel Joint winner
The Moseley Bar & Kitchen Joint winner



RESTAURANT – ACCOMMODATION DIVISION

The Playford, Adelaide



RESTAURANT – GENERAL DIVISION

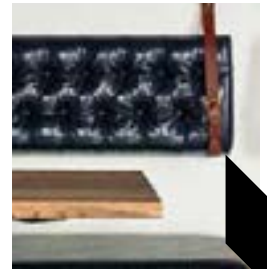
Lion Hotel, North Adelaide



SOUTH AUSTRALIAN PREMIER'S COMMENDATION FOR 'HEALTHY MEAL CHOICES FOR CHILDREN'

The Maylands Hotel





DESIGN DUO

STUDIO NINE & ABEO DESIGN TEAM UP AGAIN
THIS TIME IT'S PERMANENT

Award-winning hospitality design-duo, Abeo Design and Studio Nine, announced last month they are teaming up for good. First making a splash in 2013 with their redevelopment of The Moseley - their latest hotel refurbishment, The Holdfast, has just opened its doors. With numerous projects in the pipeline, the hospitality specialists are permanently joining forces to become the new face of **Studio Nine Architects**.

"From our first project together, there was huge trust and professional respect both sides. We're both cut from the same cloth," explains new Studio Nine director Mandy Goehr.

Proudly home-grown SA companies, the design teams are well-known for their work on hotels and venues around the country, working together on a number of award-winning refurbishments. With growing demand for their services the company directors confided in each other.

"Look what we've achieved as competitors. Immediately we all saw the potential of teaming up for good," comments Tony Zappia, Studio Nine director.

Abeo Design joins the rest of the team this August, permanently merging companies...watch this space.





BAR PRESENTATION & EXPERIENCE – COUNTRY
Port Lincoln Hotel



BAR PRESENTATION & EXPERIENCE – METROPOLITAN
The Moseley Bar & Kitchen



OUTDOOR OR NON-ENCLOSED FACILITY
The Gallery Joint winner
The Highway Joint winner



LIVE MUSIC VENUE
The Highway



ENTERTAINMENT VENUE
The Moseley Bar & Kitchen



SPORTING ENTERTAINMENT VENUE
Arkaba Hotel



COMMUNITY SERVICE & SUPPORT
Vine Inn Barossa Joint Winner
Morphett Arms Hotel Joint Winner



MARKETING & PROMOTION – GENERAL DIVISION
Woodcroft Hotel



ENVIRONMENTAL PRACTICE & ENERGY EFFICIENCY
Crowne Plaza Adelaide



GAMING VENUE – COUNTRY
Vine Inn Barossa



GAMING VENUE – METROPOLITAN
Lodge Hotel, Brahma Lodge





**FUNCTION OPERATION/FACILITY –
SPECIALIST & ACCOMMODATION DIVISION**
National Wine Centre



FUNCTION OPERATION/FACILITY – GENERAL DIVISION
Hackney Hotel



RETAIL OUTLET - STAND ALONE
East End Cellars & The Tasting Room



SMALL VENUE
Pink Moon Saloon



REDEVELOPED HOTEL – METROPOLITAN
Cathedral Hotel Joint winner
Woodcroft Hotel Joint winner



STAFF DEVELOPMENT & TRAINING
Warradale Hotel



APPRENTICE DEVELOPMENT & TRAINING
Adelaide Oval



HOTEL INDUSTRY RISING STAR AWARD
Anastasia Scragg - Woolshed on Hindley



REDEVELOPED HOTEL – ACCOMMODATION DIVISION
Stamford Grand, Glenelg

REDEVELOPED HOTEL – COUNTRY
Vine Inn Barossa

RETAIL OUTLET -ATTACHED
Modbury Plaza Hotel – The Pickled Duck



BEST OVERALL HOTEL
The Moseley Bar & Kitchen



VALE RICHARD JONES, A SELF-MADE HOTEL SUCCESS STORY



An extract from the eulogy given by Richard's son-in-law Luke Donaldson.

Richard Jones was born in Adelaide on the 7th November 1950, to parents Eva and Ernie.

He had two sisters, Karen, and Dianne who sadly died in infancy.

Richard and Karen grew up in a housing trust home in Mansfield Park surrounded by family.

Their mother Eva had 12 brothers and sisters while father Ernie, a wharfie, had 10 siblings.

Richard's school teacher once told Eva that Richard constantly disrupted the class with his jokes, and that 'Richard is going nowhere and he will amount to nothing'. Well, Richard proved her wrong.

Coincidentally, what became Richard's favourite pastime in his later years – cycling – nearly killed him in his youth.

At the age of 12, while riding his bike, he was hit by a car and almost died. To the amazement of his doctors, he spent a week in a coma with a fractured skull and a priest read him his last rites, yet Richard fought on and survived.

During the trial for compensation the Judge asked if Richard Jones could please stand up. Richard stood up and proceeded to say "All my friends call me Dick, so you can call me Dick". Even then he was a smartarse.

Richard enrolled in the cadets at the Police Force and lived at Fort Largs for three years.

As the drummer tasked with keeping the beat for marching cadets at Fort Largs Academy, he took great delight in speeding up or slowing down the beat making the cadets walk faster or slower. His superior officers were less amused, and cries of: "Jones! 30 laps!" could often be heard from across the yard.

He loved his time as a cadet and continued to hold annual reunions with his graduating class and great mates.

After graduation, Richard was assigned to his first posting in Whyalla, where he dragged his best friend Russell King along with him. During his downtime Richard would often accompany Russell on visits home, and this is when he met Russell's sister, Denise.

After meeting Denise only a few times, Richard cornered her in the laundry at Russell's 21st and told her that he was going to marry her. Denise laughed it off, but as we all know once Richard set his sights on something he didn't stop until he had it.

During their courting time Denise would send romantic love letters to Richard where Richard would correct her spelling and grammar and give the letters a mark out of ten and send them back. It was true love.

After a short courtship, Richard and Denise were married on 19th May 1973 at the Great Northern Hotel in Port Lincoln.

They began married life in Adelaide and bought their first home in Fairview Park. Richard transferred to Holden Hill Police Station, became a detective with the Criminal Investigation Branch and was later promoted to sergeant.

Richard and Denise had many years together before they had children, Ryan who was born in 1978 and Danielle who was born in 1981.

After 14 years in the police force, the pace of career progression became too slow for Richard. He loved the work but was too ambitious and it was time to move on.

As a policeman he spent only a few hours on the other side of a bar and he thought he could give it a go.

They didn't have the money for a lease so they sold everything – their house and their cars – and moved into a caravan onto Eva's property. Ryan was three and Danielle was 18 months.

Richard and Denise always appreciated the generosity of Richard's Uncle Tony, who had faith in them and lent them the money to purchase the lease on their first hotel.

In 1982 they took on the Grosvenor Hotel in Victor Harbor.

It was a significant gamble, particularly as Richard didn't know how to pour a beer, let alone tap a keg. Dad was known as Basil Fawltly at the Grosvenor and there are many classic stories that occurred at his first pub.

Richard was hard working and never satisfied so he decided to purchase another venue, The Colonnades Tavern in Noarlunga, which was sold to him by Ron Johnson. This purchase began a long close friendship with Ron and Eunice that has lasted until today.

Richard always wanted to grow, and was always looking for the next opportunity. He went into many ventures with a variety of partners including the Faheys, Teos, Warbonoffs and Steven Shooobridge. One hotel became two, two became three, and today, 34 years on, the RD Jones Group owns 18 hotels across South Australia and Queensland.

Richard was the consummate publican.

“Richard wasn't the fittest of men but he was admired by his cycling mates because he wasn't the fastest but never gave up, a trait that has been with him his whole life. ”

He could talk to anyone at any level on any topic. Despite the demands of his schedule he loved nothing better than to spend time chatting with his customers and training/mentoring staff.

He had a brilliant mind for figures, but he was also a man of compassion and helped his community too.

Richard initiated and developed the harm minimisation smartcard, which helps people to manage gambling addiction, as well as the ALPA smartcard which facilitates financial management in Outback communities. He was extremely proud of these programs.

Richard also made significant financial contributions to a range of charities and sporting groups.

Currently the RD Jones Group supports 20 young people each year to undertake Youth Opportunities' Personal Leadership Program. This program provides them with tools and skills to make the right choices for their future.

Richard was passionate about his industry and spent a lot of time mentoring and sharing his insights with the next generation of publicans.

He was a visionary and thrived on innovation.

In the early days of the business Richard looked for a computer program to automate loyalty. He ended up developing his own, the Jackpot Club.

Thus began a career-long passion for technological innovation.

Over time, Richard developed crucial technology for the hospitality and retail sectors. This included point-of-sale software, business analytics and loyalty clubs.

Richard considered his employees an extended part of our family. He had many staff that have worked with him for over 20 years.

Richard was delighted when Ryan and Danielle expressed an interest in following in his footsteps. He welcomed them – and his son-in-law Luke Donaldson – into the business with open arms. He became increasingly proud in recent years as they took on key management and leadership roles.

In recent years Richard re-discovered his passion for cycling.

He'd be up at 4.30am five days a week to fit in three hours of cycling before work.

Richard wasn't the fittest of men but he was admired by his cycling mates because he wasn't the fastest but never gave up, a trait that has been with him his whole life.

Despite sometimes being the last one up a hill and gasping for breath, he'd find the ability to crack a joke, make everyone laugh, and carry on.

Some guys would hold back and ride with Richard because even if he could hardly breathe, he would still be great company.

Richard developed a great group of cycling friends – the Watermark Cycling Group – and found a level of male companionship which he hadn't experienced since his days in the police force.

Despite the calibre of his business and sporting achievements, Richard's most treasured roles were as husband, father and grandfather.

Richard was a devoted, affectionate and generous father who loved to make his family laugh. He worked hard to provide for his family, and Ryan and Danielle always knew how much he loved them.

SMITHY'S SHOUT AND ABOUT



ALDGATE HOTEL

This month I finally had the opportunity to catch up with Anthony and Josephine at the Aldgate Hotel. Tony and Jo purchased the hotel on 21st March this year. They also still own the Terminus Hotel at Morgan which they have put on the market and are hopeful of selling in the near future.

With regard to the Aldgate, they plan to do renovations eventually but are in no hurry to do so, as the hotel at present is performing well. The only thing that needs some attention is the beer garden outdoor area. They want to make it more family friendly, so the best time to do some work out there is during the cooler months when it is not being used as much.

Tony and Jo are somewhat reluctant to do major renovations as they want the hotel to retain its rural appeal/country feel inside. I can vouch for that as when I visited recently it was freezing cold outside but warm and cosy inside, especially by the fire! In fact I was very tempted to order a pint of stout and just sit by the fire and relax for the rest of the day. However it was only 10 o'clock in the morning. Silly me – I should have arranged an afternoon visit!

Tony and Jo enjoy the Hills lifestyle, but are still trying to adapt to the cold. On the other hand, their children are loving it. Jo told me the main reason for the shift was the kids, if it wasn't for them they would still be in Morgan.

I could tell Jo was very happy they made the decision to move. The children preferred a bigger school with more sporting facilities and choices. They also have family and friends nearby enabling the kids to catch up with their cousins on a weekly basis and friends regularly which wasn't possible when they were at Morgan.



Tony and Jo are totally committed to staying at Aldgate. They have had the Terminus Hotel for ten years so there is no reason for them not to stay here for a long time as well. Also, it took Jo and Tony four years to get the Terminus Hotel to the standard they wanted. However this is not the case at Aldgate. They are fortunate to have a great group of regulars, good lunch and evening trade and importantly, have a hotel that works in summer and winter. This is a little bit different to the Terminus Hotel at Morgan which was very seasonal.

Jo and Tony are over the moon now they have secured this pub, which they had previously visited on many occasions and always thought it was great.

GOLDEN GRAIN HOTEL OUTDOOR AREA

Outdoor dining and outdoor areas are getting bigger - and I must say better - all the time in hotels. In South Australia, not unlike other States and Territories, punters seem to enjoy the outdoor vibe.

No matter where you go now in SA most of your local hotels will have an outdoor area. We have great weather most of year and even though our winters can be cold you will always see a group of people enjoying the outdoor space. Yes, some are there for our smokers but a majority are there for all to enjoy, one good example of this is the Golden Grain Hotel.

Their new outdoor area can be used summer and winter, for special events, social occasions and for local events, just about anything. It would be a great spot to enjoy an ale while watching the AFL Grand Final or in summer watching the cricket.

Dani and Aimee have done a fantastic job with the new outdoor area, so next time you're in Pinnaroo call in for a drink and have a look at the finished product.

Hotel SA



JOHN COWLED BACK AT THE PORT DOCK BREWERY HOTEL

Due to unforeseen circumstances John Cowled has found himself back running the hotel. It all happened suddenly. Late one afternoon John received an anonymous call saying he should get down to the hotel now! John initially thought was it could be a hoax but intuitively got in his car and went down to the hotel.

When he arrived and looked through the windows (the pub was closed) he couldn't believe what he saw. All sorts of emotions were running through his head and his tummy was churning with all sorts of feelings as well. From this observation John immediately called the Bailiff so he could investigate further. Once inside it became apparent there was significant damage, there was also plant and equipment missing and no stock at all. John sat there head in hands in deep thought, evaluating the process from here on.

Within an hour there was a knock on the front door, it was an old employee who had heard the news (bad news travels fast) asking John if there was some way he could help. Remarkably within a two to three hour period there were around seven ex-employees at the hotel offering to help and provide moral support.

John said and I quote "It was very humbling."

Hospitality – more so hotels – has a unique group of family and friends, people that are always willing to help in the time of need.

John notified the other directors and most agreed the Port Dock should get back not only to its former glory but agreed renovations where required. When they started the renovations they realized the Port Dock needed to change to the market's needs and the expectations. "We couldn't put it back the way it was," John said. Right now the market is different to what it was, the customers' expectations are different, they are also better educated regarding hospitality and have higher expectations of all aspects of the hotel. If they come to the Port Dock for a meal they expect the full dining experience. Why? Because the customers' knowledge of food and beverage has been enriched and improved due to the numerous T V platforms.

John said, in the end it's still all about the people. The customer deserves to be pampered, they are paying and should walk out of this hotel satisfied with the hotel's offering, food, beverage and service.

Looking ahead John wants the hotel to be a prominent tourist destination, renowned for its premium/local beers, superior service and wonderful food. He believes that will happen. John said the Mayor Gary Johanson is a go getter and very supportive of local business, as is Mark Butler the Federal member and Susan Close the State member.

Smithy's Shout and About continues on Page 49



'New' ALEHOUSE TICKS ALL THE BOXES



There's nothing more exciting than a pub renovation done with flair, imagination and an understanding of its local area.

The old Gepps Cross Hotel, transformed into Coopers Alehouse Gepps Cross, achieves this hands down.

Significant structural work has opened up the historic pub to be right on target with consumer trends, from the large beer garden to the high quality food served in a casual atmosphere.

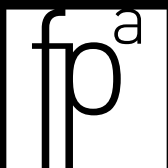
While retaining the historic corner exterior, the renovation has done away with the front bar to bring space and life into the hotel, with a focus very much on quality al fresco style dining and relaxation.

Part of the ALH Group, the hotel is thoroughly modern, while drawing in the historical influences of Coopers, punctuated with facades and entrances that feature 'X' (Cross) elements, linking it to Gepps Cross.





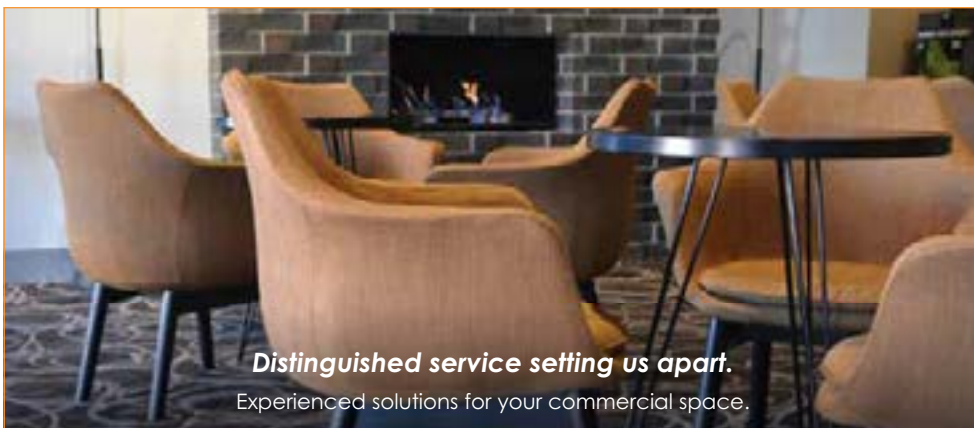
From concept to completion Folland Panozzo Architects are proud to be associated with Coopers Alehouse Gepps Cross



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The large beer garden is singularly impressive. It boasts a range of seating including booths with their own TV screens, bright yellow and green seating and a funky garden wall. Architect Folland Panozzo has created it as a destination venue in itself but it also forms a backdrop to (and interface) with the main lounge/dining areas. The décor features a similar palette and tone as those areas, but is softened with green accents provided by the vertical garden, planters and upholstery, extensive timber decking and mix of furniture.

The space has a feature large screen TV, visible throughout the Beer Garden and from other areas of the hotel. A retractable roof ensures versatile seasonal cover.

“While retaining the historic corner exterior, the renovation has done away with the front bar to bring space and life into the hotel, with a focus very much on quality al fresco style dining and relaxation.”

The equally large indoor dining area buzzes with life, with timber tables and ‘benches’, a two-sided gas fireplace and tiled walls.

The main lounge and dining areas evoke aspects of beer hall/ brewery, coupled with ‘Saloon’ elements and touches of the industrial. The materials palette includes various timber panelling and highlights, brass, copper, marble, herringbone tiling, pendant lighting and textured brickwork. This is brought together with a restrained colour scheme, feature bespoke signage, pegboard menu boards, a mix of furniture, an open kitchen and a feature fireplace.

The reno is rounded out with a new gaming room, a lift, corporate/ event spaces for hire, historic photos on feature walls and a viewable keg room.

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The menu promises a lot – but the kitchen delivers more. You only have to look at some of the photos on social media to see what people are so excited about. The smoking machine – a Yoder Smoker – also seems to have captured the imagination.

The menu has beer matching suggestions. Naturally you can order Coopers Pale Ale Battered Barramundi (\$18.9 Pairing) which somewhat surprisingly is paired with Coopers Mild Ale.

It's hard not to order a grazing board when you see one go past. It includes chicken wings, salt & pepper squid, grilled chorizo, prosciutto, marinated fetta, olives, pickles, fried jalapenos, Turkish bread & tzatiki for a touch under \$30.

There's no lofty snobbery here. It's a local pub that knows its audience and while you can order some excellent wines, the selection of wines by the glass start at \$5 and nothing will break the bank.

HISTORY

The pub dates back to 1848 and one Mr Isaac Gepp.

On one wall is a short story about a "beer drinking elephant". In 1855, Jumbo The Elephant, who earlier in his life wreaked havoc at the Cremorne Hotel in Unley, was bought by the licensee of the Gepps Cross Hotel for £300. He was renamed Tommy and according to City of Playford historians, he was used for "giving people rides extricating vehicles which became bogged on the road to the hotel.

"Tommy died tragically in 1858 when he was only nine years old from a chill after a cold rainy night. His bones are rumoured to be buried in the field by Gepps Cross Hotel."



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AWARD OF DISTINCTION

Congratulations to AHA|SA President, Peter Hurley, who was made an AO (Officer of the Order of Australia) in the Queen’s Birthday honours.

He was recognised for “distinguished service to the tourism and hospitality industries through a range of executive and leadership roles, to education and training, and to the promotion of public health initiatives”.

Peter is a very successful business person by any measure. He with wife Jenny, head up the Hurley Hotel Group which operates some 11 hotels that range from the iconic Port Lincoln Hotel with 107 4.5-star rooms, the largest tourism investment in SA outside the metropolitan area, to the Pretoria at Mannum on the River Murray.

Collectively the Group employs over 600 South Australians. This commercial success reflects nearly four decades of commitment and effort.

Peter was originally a primary school teacher posted to the regional city of Whyalla in South Australia in the early 1970s. A burning desire to be his own ‘boss’ Peter acquired the lease of the Wudinna Hotel in 1975.

Wudinna is 245km west of Whyalla at the top of the Eyre Peninsula.

Peter and Jenny found themselves in Adelaide in the late 1970s when they acquired the Brewery lease of the Royal Hotel at Torrensville. From that Adelaide base, the Hurley Group slowly developed through the acquisition of various leases and freeholds. They survived the credit squeeze of the late 1980s, borrowed heavily to enhance all their hotel properties and took risks to ensure that they continually developed their properties to meet consumer expectations.

However from the beginning of Peter’s hotel industry career he sought to participate in all industry forums and associations to ensure not only his own interests but the interests of the entire

hotel industry in South Australia were professionally promoted and protected for the collective good.

ROLE IN THE AUSTRALIAN HOTELS ASSOCIATION – SA BRANCH

Peter was elected to the State Council of the Australian Hotels Association – South Australian branch in 1978 as a country delegate. He remains today an elected Councillor for his metropolitan district reflecting 37 continuous years of participation.

Peter was elected as President of the Australian Hotels Association (SA Branch) in 1994 and continues to hold that position today.

He has held the position of National President of the AHA from 1998–2000 and 2010–2012.

Peter was awarded Life Membership of the National AHA in 2001 and awarded ‘Hall of Fame’ status by his peers for his significant contribution to the wellbeing of the Australian Hotel Industry in 2014.

Peter has held numerous other Board positions, including tourism, charities, media and sport.

Peter Hurley’s past and continuing contribution to the hotel industry, to tourism and hospitality generally and to sports administration particularly AFL would be difficult to match by many.

He has not simply participated but in all areas of interest has taken a leadership role. This is recognised in his life membership awards with AHA|SA, National AHA and the Adelaide Football Club (Adelaide Crows) and his continued support from his peers in leadership roles in the hotel industry and sports administration.

It is that leadership role and responsibility that encourages others and provides a sense of security for industry owners and operators that someone is watching out for them, is advocating for them, is striving for the best outcome for them.



SHOW UP WITH A

Crowd Pleaser



BEST IN THE BUSINESS



Studio Nine Architects are still on a high after their projects stole the show at the AHA Awards Night last month, taking home seven major awards on the night. Their latest hotel refurbishments, The Woodcroft and the Cathedral Hotels together scooped Best Redeveloped Hotel 2016.

"We are extremely proud of our projects and this is such a huge accolade for us," comments new Studio Nine Director Mandy Primett, who attended the award ceremony.

"We aim to be the best at what we do; something we have in common with our hoteliers. It's a powerful union."

Studio Nine have long been the team behind the RD Jones Group refurbishments, including awarded-winning Moseley, Gully and the Woodcroft Hotels. Saddened by the news of Richard Jones' recent passing, the designers are looking forward to the future, continuing to create iconic and influential venues with the group.



SA OWNED FOOD SERVICE

Established in 1983 Galipo Foods is a highly professional foodservice distributor in South Australia. We are a South Australian family owned business and pride ourselves on the service we provide.

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We have 38 trucks in our fleet and service businesses from the Barossa Valley through to Victor Harbor and Kangaroo Island. Our significant investment in a new Electronic Warehouse Management System in our warehouse ensures accuracy and on-time/problem-free deliveries.

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HOSPITALITY
SHOW

South Australia's premium showcase of quality products and services for the hospitality industry will be held on Tuesday 11 October at the Adelaide Entertainment Centre.

Due to overwhelming demand, this year's event has expanded to also utilise the full Terrace and will incorporate an industry BBQ between 4pm-6pm following the expo.

Progressive organisations and service providers are invited to exhibit in this one day industry show providing a unique opportunity to engage with a targeted trade audience in the one location. Exhibitors will include the following sectors: Beverages – alcoholic and non-alcoholic; coffee; Food service and kitchen equipment; Gaming and gaming services; Packaging and catering supplies; Venue services – waste management; cleaning and maintenance; Furniture/bedding/linen/interior design; Technology/production/audio visual; Human resources/security/uniforms; Printing/promotions/online marketing; Financial/accounting systems/POS/legal services/ licensing/ insurance.

For exhibitor enquiries go to <http://turnstyles.com.au/aha-sa-hospitality-show-event>

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WOMEN IN HOTELS

Over 60 ladies attended the Women in Hotels Network on Tuesday 21 June. Hoteliers and sponsors boarded the bus at the Maylands Hotel and travelled to Penfolds Magill Estate for a guided tour and wine tasting. The bus then travelled to the Stirling Hotel where the ladies enjoyed a delicious long table lunch. The group then visited the recently renovated Crafers Hotel for cheese platters. This was a great day out in winter. Thank you to Treasury Wine Estates, Carlton & United Breweries and Lion for supporting the event.



NEXT EVENT

TUESDAY 13TH SEPTEMBER



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Continued from Page 5

Unless we tackle population growth in the city - could we see more venues closing their doors?

I think its growth across the entire State - in the regional and wider metropolitan area as well as the CBD. A job created or maintained or an investment made is just as important in Woodville or Elizabeth as it is in the CBD. Without that, an expanding CBD-based offering simply pulls patrons from the suburbs or fringe areas of the CBD. That's what we have been experiencing for a decade now.

But more urgently, the most immediate threat is to our iconic live music pubs which generally are CBD or near city based. Not only do they face the very high maintenance costs that are typical of historic buildings and pressure from residents through CBD gentrification, they too are challenged by declining revenues because of the expansion of supply - be that permanent or massive seasonal 'pop ups'.

These venues are constantly under threat of further costs and obligations. For example the proposed massive 'risk' based licence fees being considered by the State Government - just because it's a hotel, with a large capacity (rather than actually being able to regularly fill that capacity). These proposed fees are recommended to increase even more if a venue trades past midnight and occasionally 2am. Add to that the proposal that all licensed premises (not just Hindley Street Nightclubs) that trade past 1am will have to have compulsory ID scanners from midnight will impose massive staffing and technology costs and obligations that will put at risk these great live music icons.

Rather than wait for an inevitable «save live music» campaign like we've often seen interstate to help save an iconic live music venue after the fact, let's be smart now and ensure they don't face insurmountable costs, obligations and liabilities in the first place. Once lost, the venues, the jobs and the cultural, social and economic activity they generate will never be duplicated again. **But that is all entirely in the hands of the State Government.**

Do you believe extending the small bar licenses to the suburbs could come at the cost of pubs in the city?

I think it would come at the cost of pubs, bars - large **and small** and hospitality enterprises of all types in the CBD generally. Again expanding supply without any consideration for corresponding demand simply cannibalises existing operators, investment and the jobs they create, maintain and sustain. Am I arguing from self-interest? You bet. Self-interest that directly employs over 26,250

South Australians, that sustains 82% of live music and in the last five years made \$665 million in capital investment.

It seems the days of a nice renovation will keep punters coming through the doors are over, (or have a cult status around it such as Exeter and Grace Emily). Is it a fair assumption that hoteliers are working harder and smarter than ever to keep people returning to their establishment?

Even the 'cult status' of Adelaide's iconic venues is being challenged by oversupply and exploding costs. That said we continue to see some serious investment in refurbishments, restorations and recreations reminding us that presentation, theming and the 'experience' remains a crucial component to success. Social media and the management of the same is now a crucial marketing tool. However renovation comes at a cost and requires a confident lender or a deep packeted investor.

In the last ten years the landscape has changed dramatically in the CBD in regards to pubs and clubs - how do you forecast the next ten and what can we expect?

Hotels, Pubs etc. have a track record of resilience. They have accommodated generations of mods and rockers, hippies, yuppies, new-romantics, DINKs, punks, goths, emo's, metro-sexuals, and hipsters to name but a few of the ever evolving 'counter-cultures'.

The biggest frustration remains super cautious bankers and financiers, over-zealous bureaucrats continually creating and imposing punitive policies, and disinterested politicians.

This in turn leads to investor paralysis. The recent annual live music census conducted by Music SA again confirmed that around 82% of all live gigs are hosted in hotels and traditional pubs. The demise of pubs won't happen because of inability to meet consumer demand but as a result of a struggling economy, stagnant population growth, sky rocketing costs including a continuing avalanche of increasing costly obligations, responsibilities and fees and taxes.

I would have thought pubs are too valuable to ignore and too important to lose.



Ian Horne
AHA|SA General Manager

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FAR NORTH AND A FAR OUT DAY!

Mark Davies, the AHA|SA long term councillor for the Far North Region and also publican at Ian's Western Hotel at Port Augusta, recently hosted the regular regional AHA meeting to coincide with a feature race meeting at the local Port Augusta race track.

The Regional meeting occurred in the morning and then the Hoteliers and industry sponsors were bussed to the track. The local family community race day was in effect fully sponsored by AHA|SA hoteliers and AHA|SA sponsors, again contributing to the local community. The children in attendance received free ice creams, free drinks and face painting, and also enjoyed bouncy inflated castles thanks to the generosity of the AHA sponsors. Around 75 hoteliers and sponsors enjoyed a nice lunch in a room at the top of the grandstand, but the highlight was obviously when the horse Kung Sleden part-owned by Mark Davies won the last race at 7/1, having been set to win the race, for the benefit of his industry mates! The bus trip back to the pub was very understandably happy and the win set the scene for a top night at Ian's Western Hotel. Mark would like to thank all who assisted with sponsorship and attended another innovative regional Far North meeting.

PROFESSIONALISM AT THE LAKES RESORT

I must say one of the RBT (Ravo's Bush telegraph) favourite pubs, has always been the Lakes Resort at West Lakes. Overlooking the lake, and professionally run by the Fahey family for donkeys years, standards have been sustained. From the moment you walk in the foyer, beautifully outfitted staff greet you with a smile and all facets of the hotel evokes quality on display for all patrons to enjoy. Now I go back along time with Greg Fahey! In fact back to Gladstone days in the Mid North, and I do recall him as a talented footballer in the early 60's in the last century! This sounds an awful long time ago, but do remember he always had in those days the black nugget shined boots with pristine white boot laces on his Rossiter boots, jumper tucked in and his socks always up and held by mum's homemade elastic garters. You may say what the hell has this to do with the Lakes? Well pride in people begins in my view at an early age and Greg to me has always been the epitome of pride and no doubt this was one of the attractions to his wife Judy many years ago when they first met. Sorry I am blowing up your tyres a bit mate, but the old Bluebird train trips for footy weeks in Adelaide were a big part of our life in the old days!! In the meantime, son Trent continues proudly in the family tradition as he runs this iconic western suburbs hotel. Of course the "Lakes" was the recent venue for the media launch of the Balaklava Cup which is being run on the 31st August at the country course. The Balak Cup has always been a must attend race meeting in SA and the MC at the launch was the controversial

"free speech advocate" Michael Pratt who commences these days with a disclaimer clause to protect himself from litigation! What the hell is the world coming too? Surely the "fun police" won't legislate further to prevent us having a laugh at guys like Pratty who has a crack at actual things that are currently in the news. Anyway I still enjoy a laugh, and just hope I don't get a fine in the future for this enjoyment of life habit of mine if the fun police ever legislate to prevent.

The Cup launch food, service, beer and wine complemented a great atmosphere and well attended day and Cup prelude outlining terrific Fashions in the Field prizes up for grabs and so on. Iconic ex jockey Johnny Letts was in attendance, but quite upset by the recent passing of Lady Susan Renouf. Lettsy recalled celebrating the second of his Melbourne Cup wins on Beldale Ball many years ago with Susan, who was then married to Robert Sangster and the other owners. The hotel industry I am sure will join with me also in congratulating Lettsy on his recent AM award he received on the Queen's Birthday honours list for services to racing and the community. He has been a fantastic guest speaker at many hotels over the years, assisting with raising money for charities, sporting clubs and other worthwhile events for our community and also for just being a great bloke.

"Anyway I still enjoy a laugh, and just hope I don't get a fine in the future for this enjoyment of life habit of mine if the fun police ever legislate to prevent!!"

So well done to Trent Fahey and the Lakes resort for hosting another great Balaklava Cup launch. See you there on the 31st August.

The RBT would like to also congratulate our AHA|SA President Peter Hurley for his well deserved Queen's Birthday Honours AM award he received recently. I am aware of another magazine article being written about Peter on this matter, so will not elaborate here,

but he is certainly a deserving recipient for his sustained long term contribution to our industry, with the full support of his wife Jenny. Congratulations Peter from us all.

FOOD FOR THOUGHT: "THE RANT OF COMMON SENSE"

Why is it that with all the government subsidies granted to prop up some industries, that some funds are not provided to reduce the

"My view as an ex-publican was that I always thought I could talk to patrons who consumed alcohol products but this was certainly not the case with drug consumers."

excise duty and cost of our alcohol products? Beer for example (light, mid strength, full strength) at a reduced price would encourage patrons to revert back to consume these more on a controlled premise. The hotel as a meeting place for the community, has stood the test of time, adjusted to all imposed requirements and is well respected throughout our communities, and surely should be encouraged. The hotel premises and patrons are well controlled by hotel staff and personnel and administered under regulated legislation, and closely monitored by publicans in all aspects. Regardless of what some people say, alcohol consumption is an easier prospect to control on premise than the alternative illegal and out of control Drugs situation that confronts us currently. In other words, direct through economic means the patrons back to a more easily monitored and appropriately controlled entertainment space, to the betterment of the overall community. I am sure all in our Industry would appreciate if this occurred, notwithstanding the under siege hospital emergency personnel staff confronted with drug fuelled dramas far too frequently as outlined in all news media outlets. Legal alcohol consumption or illegal drugs? My view as an ex-publican was that I always thought I could talk to patrons who consumed alcohol products but this was certainly not the case with drug consumers.

Anyway keep smiling, and this is our real life today – enjoy!



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Ainsworth's CEO, Danny Gladstone comments: "The A600 is an extraordinary platform that will provide for a spectacular presentation no matter where it is placed on the gaming floor. Built to perform and engineered to the highest standards to support an extensive

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- Regular software development is included in your agreement and you won't wait months or pay a fortune for periodic upgrades;
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* Individual venue results may vary.



CONCEPT'S NEW-LOOK



Adelaide's own commercial furniture specialist, Concept Collections, has recently completed renovations on its showroom, allowing publicans and designers to meet in a space dedicated to selecting furniture pieces for the hospitality industry.

Managing director Harold Lens is excited about the new look and the response he has received already from customers; "Hotel owners and designers alike have enjoyed the new space as it offers a clearer view of our range of designs, which helps in the selection process."

The new-look showroom has been timed to coincide with redesign of the Concept Collections website that is now online, showcasing many new products including the new range of outdoor Amalfi and Sorrento Chairs. These stunning designs are offered in a range of muted tones suiting the modern landscape of hotel fit-outs.

To see all the latest furniture, visit the redesigned Concept Collections showroom at 444 Pulteney St, Adelaide and browse the range online at www.conceptcollections.com.au



GOOD NEWS CAMPAIGN UPDATE

The AHA|SA's Good News campaign is in full swing as it celebrates the extraordinary contribution SA hotels & pubs make to South Australia's social and economic wellbeing.

THE FOLLOWING WAS THE MEDIA SCHEDULE:

TV commercial spots (400 +) from 26 June through 24 July on all free to air channels - Metropolitan, Riverland/South East WIN & the SGT Spencer Gulf & Eyre Peninsula networks

Radio: recorded and live reads on 5AA and MMM

Print advertisements in Advertiser, Sunday Mail & Weekend Australian (SA edition)

Online/digital – InDaily & Adelaide Now

AND WHAT IS THE ECONOMIC CONTRIBUTION OF THE HOTEL INDUSTRY IN SOUTH AUSTRALIA?

The SA Centre for Economic Studies has estimated that the total impact of the SA Hotel Sector on the State is \$4.025 billion in Gross State Product and a full time equivalent of 33,120 jobs.

This substantial body of work nails what we know as the reality of the social and economic contribution of pubs.

- 26,250+ South Australians directly employed
- Nearly \$1 billion in annual payroll
- \$1.23 billion in annual purchases mostly from local suppliers
- An average of 41.6 persons employed per hotel

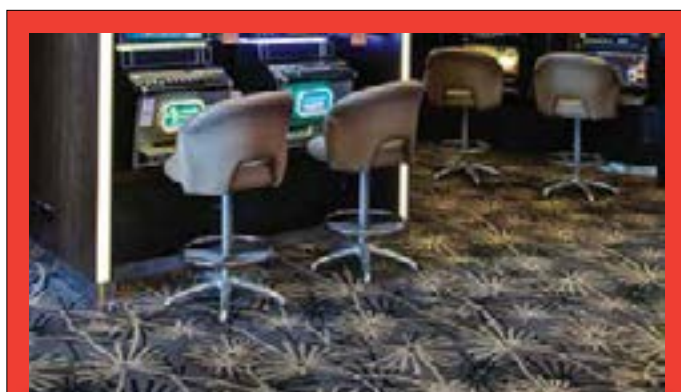
...and it goes on.

The full report is available at www.ahasa.asn.au

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Congratulations to Peter Hurley for achieving the great accolade of Officer of the Order of Australia

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TREASURY LAUNCHES THE STAG

Treasury Wine Estates Ltd (TWE) has launched The Stag tier of wines by historic Victorian winemaker St Huberts, representing the first major innovation under the company's Regional Gems strategy.

Showcasing the very best of regional Victorian wine, The Stag Chardonnay and The Stag Shiraz are elegant new wines made in the classic and popular cool climate style, with grapes sourced from winemaking regions across the state.

This new tier has been created to strengthen and broaden the appeal of St Huberts to a new generation of consumers - 28-40 year old urban males with reasonable wine knowledge – while still attracting the brand's older core consumers, thanks to St Huberts' winemaking credentials.

According to TWE Managing Director for Australia and New Zealand (ANZ), Angus McPherson, The Stag launch is one of the most important innovations for the Regional Gems portfolio this year, and demonstrates the Company's commitment to focusing on the growth opportunities for these iconic wines from Australia.

"Premium Chardonnay and Shiraz are clearly popular in Australia, and both categories are in growth. Through The Stag, we are capitalising on the trend for cool climate style wines. These wines are made in the true St Huberts style, but will appeal to the 28-40 year old male who is keen to understand the wine he is drinking and is looking for modern, yet authentic choices."



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Rick Basheer
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RESTAURANT AND CATERING AWARD WINNERS

Congratulations to AHA|SA Members who were shortlisted in the Restaurant and Catering Awards – and to the Majestic Roof Garden Hotel and Queens Head Hotel which both won awards.

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SG
GAMING

16TH RELEASE OF VINTAGE ALE

The launch of Coopers Extra Strong Vintage Ale was marked with events in Adelaide, Sydney, Melbourne and (for the first time) Perth.

The 2016 Extra Strong Vintage Ale is the 16th beer in the series that goes back to its launch in 1998 and like previous release, demand is high.

Coopers Managing Director and Chief Brewer, Dr Tim Cooper, said the 2016 Vintage Ale featured the use of five varieties of hops which had been carefully chosen to ensure a strong balance and depth of flavours and delicate aroma notes and flavours.

"The 2016 Vintage will again deliver the intense aromas and flavours that loyal drinkers have come to expect over time," he said.

"The master hop breeder at Ellerslie Hop Estates recommended the use of a new variety of hops, Astra, which has been grown in Myrree in Victoria.

"This particular hop offers floral and fruity tones which complement another favourite stablemate, Melba, grown in the same region.

"The third variety is Northern Brewer, a variety originally bred in England in 1932 which imparts herbaceous and spicy notes.

"All three varieties contribute to the bitterness and aroma of the beer.

"Dry hopping with Styrian Goldings and Cascade provides added complexity with delicate aroma notes and flavours."

Coopers Sales and Marketing Director, Mr Cam Pearce, said that as in previous years, production of the 2016 Extra Strong Vintage Ale was limited and beer lovers were encouraged to plan their purchases early.

"Many shrewd drinkers purchase a carton to enjoy while the product is young and another which can be carefully cellared and consumed gradually to enjoy the changes this beer experiences over the years," he said.

"This is one of the few beers that is designed to age and is unique in the Australian beer market."



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BOC SERVES UP NEW GAS SAFETY TOOL FOR PUBS

As the beer is poured and patrons roll into the pub, management should always remain focused on the lifeguard part of the gig - keeping themselves, staff and suppliers safe.

Behind the scenes, pub workers will often move between the cellar, cool room and bar to access stored gases like carbon dioxide and nitrogen that are essential for carbonating, preserving and dispensing beverages.

Managing the risks associated with the storage and use of these gases is vital to ensure your pub complies with Australian Standard 5034-2005 (Installation and use of inert gases for beverage dispensing) and could even save a life.

BOC Business Manager Robert Chelva, says as a leader in safety for the hospitality industry, BOC has now launched an online gas safety tool that enables any publican or supervisor to complete a self-assessment that will identify areas of risk that should be urgently addressed to meet State Workplace Health and Safety (WHS) Regulations.

"Hospitality gases are safe to use, but in an environment with little to no room ventilation and insufficient safety systems in place, as inert gases they can cause asphyxiation which in extreme cases can result in death.

"As part of our ongoing commitment to safety, BOC is supporting,

educating and developing new offers for the hospitality industry from pubs and clubs to hotels and restaurants, to ensure all workers feel safe working around gases.

"We encourage any publican or supervisor to spend just 10 minutes completing this short and easy confidential self-assessment on gas storage and use it at your pub because at the end of the day, being unaware or doing nothing isn't a valid excuse and can be very dangerous."

BOC's gas safety tool is available anytime and should be used in conjunction with other safety reviews to ensure full WHS compliance. Pub management should review risks at least once a year and immediately after changes are made to equipment or processes.

Visit today: www.boc.com.au/gassafetytool.

TOP TIPS TO ENSURE GAS SAFETY

1. Audit existing gas safety systems and processes
2. Complete the BOC gas safety tool to review compliance with AS 5034-2005
3. Install gas monitors in non-naturally ventilated rooms
4. Ensure all staff are trained properly
5. Review risks at least every year

SQUIRE NUMBER 8

For Hop Thief 8, James Squire's newest variation, the team at Malt Shovel Brewery have sourced hops from the Yakima Valley in USA.

Its predecessor Hop Thief 7 sold well over 1.9 million litres last year.

"The team and I have had a ball searching the world for our next signature hops, and this search took us to the Yakima Valley in Washington State, USA. The desert like conditions at the base of the Cascade Mountains coupled with abundant irrigation, provided by the Yakima River, create an ideal environment to produce what many say are the world's finest hops – and this is what we chose for Hop Thief 8," said Head Brewer Chris Sheehan.

Hop Thief 8 has a tropical tang, vibrant hint of citrus, alluring scent of grapefruit and spice with floral aromas.



THE STORY OF A SONG

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The spark of an idea becomes an original piece of music.

2

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3

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4

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5

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1 APRA AMCOS. Economic contribution of the venue-based live music industry in Australia. Ernst & Young, 2011

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FWO INQUIRY INTO THE OUTSOURCING OF HOUSEKEEPING SERVICES

The increased cost of doing business has meant that outsourcing has become commonplace for many hospitality businesses, however reducing costs is not a legal excuse to breach workplace laws. There is a high prevalence of outsourcing in the accommodation sector when it comes to housekeeping and the procurement of housekeepers by accommodation venues was the subject of a recent inquiry by the Fair Work Ombudsman ('FWO'). The Report from this inquiry, which focused on the procurement of housekeepers by four and five star hotels, was released in May 2016. While the inquiry focused on three hotel groups (as a sample group) based on the eastern seaboard, the findings serves as a serious warning on the risks to employers who contemplate outsourcing work in one or more areas of their operations. This article will outline why the inquiry was undertaken and summarise the FWO findings as well as provide members with some important factors to consider when deciding whether or not to outsource.

THE FWO REPORT

The FWO conducted an inquiry into the procurement and working arrangements of housekeepers at certain four and five star hotels on the eastern seaboard. This inquiry was initiated as a result of information the FWO received, not only from the public but from within industry itself, as to how housekeepers in the industry were being paid. Rather than being paid for the hours actually worked, housekeepers were being paid per room cleaned which, as the FWO found, resulted in workers being underpaid and some were found to have been misclassified as purported independent contractors when in fact FWO found them to be employees.

The Hotel Groups which were the focus of the inquiry were selected as a result of analysis of requests for assistance by housekeepers over the past five years, intelligence from workers in the industry and market research and reports.

As all three Hotel Groups outsourced their housekeeping functions, the FWO focused their inquiry on the labour supply chain itself and

“The primary contractor shared a common director with the Hotel Group and had misclassified its housekeepers as independent contractors.”

Hotel SA

whether the workers were receiving the correct entitlements. Whilst the Hotel may have contracted with one company (the principal contractor), that contractor would often engage other providers to undertake the work (sub-contractors). Whilst most contracting arrangements were lawful, with one exception, the FWO found there were a number of contraventions of the *Fair Work Act 2009* (Cth) by the principal contractors and sub-contractors. This included the failure to:

- pay applicable penalty rates
- reimburse employees the cost of specialist clothing
- provide a regular pattern of work for part time employees as per the applicable Award
- accrue leave entitlements
- comply with the correct rostering arrangements.

The FWO also found there were issues around record keeping and the understanding of workplace law generally. In addition, they found many of the employees were engaged by the contractor under the incorrect Award for their business. As the principal contractors operated exclusively in the hospitality industry, they were covered by the Hospitality Industry (General) Award 2010 ('HIGA'), whereas the sub-contractors were all covered by the Cleaning Services Award 2010 ('CSA') as they did not operate exclusively in the hospitality industry. The failure to apply the correct award (ie the HIGA or CSA) led to incorrect terms and conditions being applied, such as the contraventions listed above.

One Hotel Group was found to have been deficient in its management of the supply chain by not holding a primary contractor accountable for complying with the *Fair Work Act 2009* (Cth). The primary contractor shared a common director with the Hotel Group and had misclassified its housekeepers as independent contractors.

As a result of this inquiry all principal contractors and sub-contractors were required to rectify all areas of non-compliance that were identified by the FWO. This included repaying underpaid wages and entitlements totalling \$57,000 for approximately 120 workers. Further, the FWO entered into three enforceable undertakings with three parties (one sub-contractor, one principal contractor and one principal), which required them to comply with various agreed items such as issuing a letter of apology to all employees and changing their business practices to ensure and report on future sustained compliance.

KEY RECOMMENDATIONS

The FWO has made a number of recommendations to the industry as a whole as a result of this inquiry. These recommendations,



while aimed at the accommodation sector, apply across the industry when outsourcing any aspect of business operations. The recommendations include:

- tender documentation and pricing schedules should reflect and comply with the relevant award obligations
- when assessing a proposal from a contractor, take care in assessing the proposed cost for which the service can be delivered
- seek legal or professional advice – is what you are proposing to do likely to be lawful independent contracting or could it be considered a sham contracting arrangement?
- provide a room occupancy summary to the principal contractor so rosters can be arranged.

Members are reminded that even if contracting out services, the employees must still be paid the minimum entitlements as per the relevant Modern Award by the contracting company. Therefore if the cost for service proposed by a contractor is significantly less than what your costs as an employer would be, further questions should be asked of that company.

Outsourcing work to service providers can be very effective and efficient. The challenge is to ensure that an employer does not unlawfully replace employees with purported independent contractors who are performing the same work.

FWO regards the Hotel Groups and consequently our members as the 'price maker' for the outsourcing of services and both contractors and workers as the price takers. Employers who engage in underpayments and unlawful practices under the guise of purported independent contracting face personal and corporate reputation harm.

WHAT TO CONSIDER WHEN ENGAGING CONTRACTORS

The inquiry by the FWO should provide a timely reminder to all members to ensure workers are correctly engaged as either employees or contractors not only if outsourcing housekeepers but across any of the functions in the hospitality sector (ie security). Where you believe that you have contracted out lawfully to another company, you still need to test for yourself that the employment relationship of workers down the supply chain is lawful. The recommendations outlined in the previous section should be considered in such a situation.

However, where you have engaged a person directly to undertake certain duties, the answer as to whether they are an employee or independent contractor can become less clear. There is no one set of tick boxes that can be used to determine this situation. Further, it is no longer as simple as looking at whether the contract is a 'contract of service' or a 'contract for service' as it is the relationship as a

whole that needs to be assessed. Therefore, factors that are taken into consideration include:

- **hours and expectation of work** – the hours of work of an Independent Contractor are flexible. Their start and finish times and days worked may vary. As long as they complete the services as agreed, when and how this is done is largely left to the Contractor to determine. An employee on the other hand has their hours set by a weekly roster or employment contract. The employee is directed by the employer as to when they will work, including their start and finish times each day.
- **control over how work is performed** – an employee has little or no control over how their work is performed as the employer directs them as to how the role is to be performed including the tasks and duties that are to be completed. An independent contractor has a high degree of control over what they do and how they do it.
- **tools and equipment** – an independent contractor will provide all of their own tools and equipment, whereas the employer will provide all, or the majority, of tools and equipment an employee is required to use.
- **level of risk** – an independent contractor bears a greater financial risk than an employee, particularly in respect to an injury that is sustained within the workplace as the independent contractor will need to ensure they have their own insurance coverage.
- **multiple clients** – an independent contractor normally advertise their services in newspapers and online in running their own business and do not work for a sole client.
- **employee based entitlements** – an employer is responsible for paying all employee entitlements such as remuneration, leave, superannuation and taxation. An Independent Contractor does not receive these employee entitlements and is responsible for making their own taxation and superannuation payments (note: superannuation may need to be paid on behalf of an Independent Contractor in some circumstances).

The HR/IR Team recommends that the engagement of independent contractors is approached with caution and members contact the AHA|SA for advice.

FURTHER INFORMATION

The full FWO Report can be accessed from their website www.fairwork.gov.au. Members with any queries about the Report, the inquiry or outsourcing or contracting arrangements generally should contact the HR/IR Team.

Source: Fair Work Ombudsman, 'An Inquiry into the procurement of housekeepers by four and five-star hotel groups' (May 2016).

LET YOUR VOICE BE HEARD

www.racetothebottom.com.au is a website that the hotel industry can use to make its voice heard in the current Licensing Act Review.

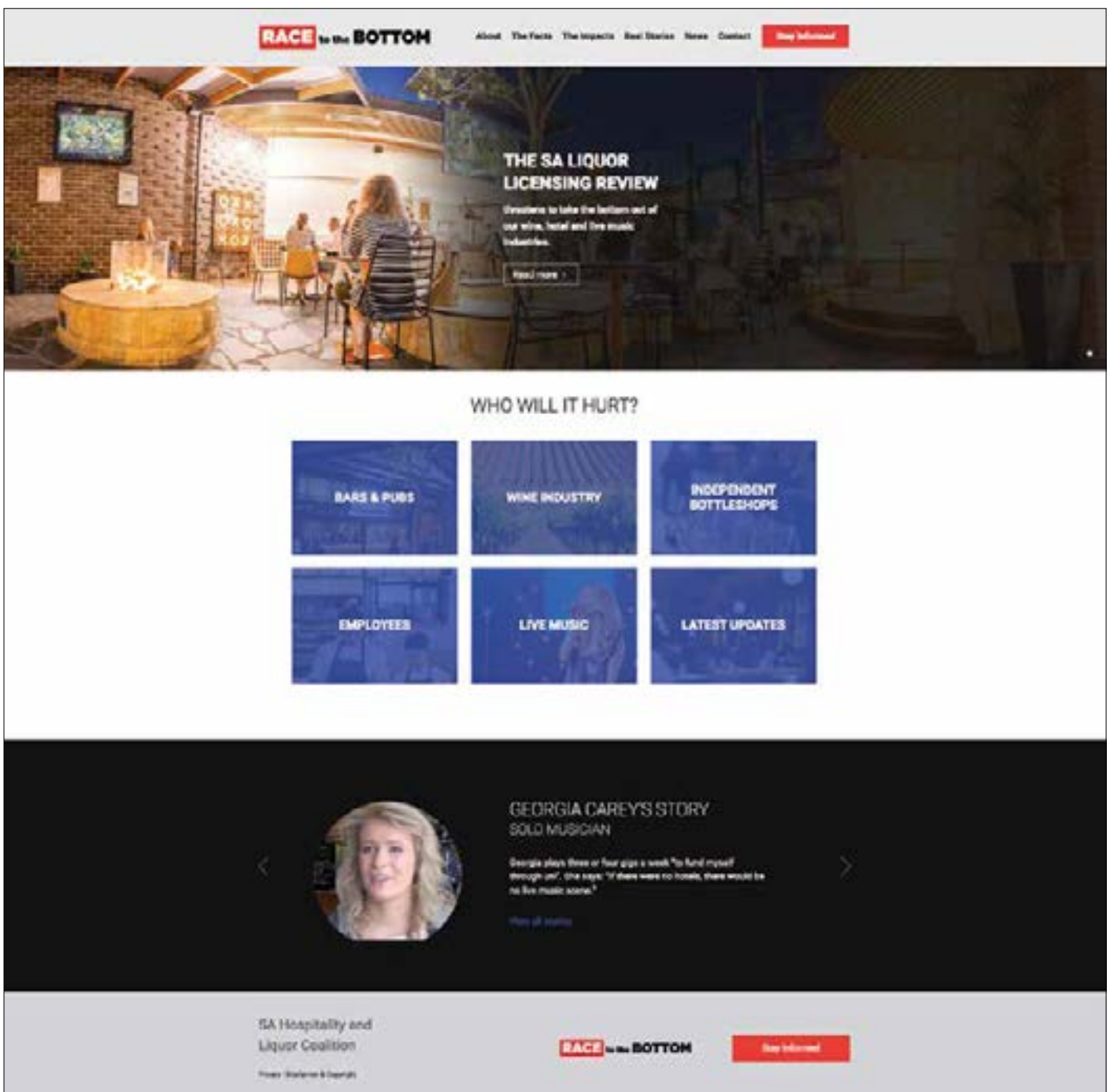
Those in hotels, independent bottle shop sectors and boutique wineries have heightened concern, because they can see an undermining of an already fragile business environment as a result of the review of the South Australian Liquor laws.

A 'Race to the Bottom' is a source of information and opinion to

stimulate discussion and comment on the many aspects of the current laws and the potential impact of the review on:

- employment capacity and sustainability of businesses
- investment and investor confidence
- industry viability and customer expectations

So visit www.racetothebottom.com.au today and make sure your voice is heard.



REGIONAL MEETINGS

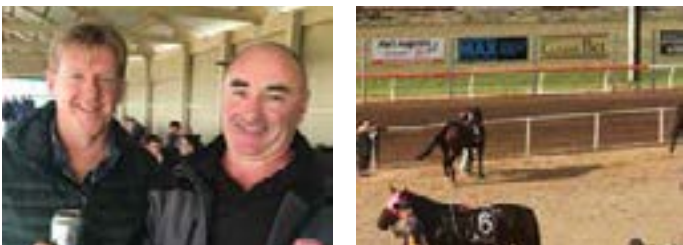
The AHA|SA conducted regional meetings for the Eyre Peninsula, Gawler Barossa and Pt Augusta, Pt Pirie, Whyalla & Far North. The Eyre Peninsula regional was held at the Streaky Bay Hotel, Gawler Barossa at the Nurioopta Vine Inn and the Pt Augusta, Pt Pirie, Whyalla & Far North group at the Port Augusta races. The meeting was held at Ian's Western Tavern then all the attendees were bused to the races where they enjoyed a wonderful lunch and had some fun on the punt.

Thank you to all the hotels that opened their venues for our regional meetings/lunch. They as usual provided astounding food, excellent service, wonderful wine & ice cold beer, all the things you would expect from well managed hotels.

At the meetings Ian Horne our General Manager, Wally Woehlert, General Manager Gaming Care and Wendy Bevan, Manager Government Relations & Policy updated the members on the many issues that confront our industry.

Following the presentation at each of the venues our very supportive sponsors have the opportunity to enjoy lunch and interact with our members and AHA staff.

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

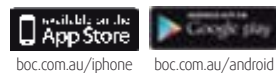


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KATIE BRIDGES

NOVA ENTERTAINMENT

SALES DIRECTOR



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January 2014

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WHAT ARE YOUR KEY RESPONSIBILITIES?

I am the Sales Director for both NOVA 919 and FIVEaa brands in Adelaide. We have a team of 30 passionate sales staff that deliver these solutions to our clients.

HOW DO YOU OCCUPY YOUR TIME OUTSIDE OF WORK?

Cooking, travelling, looking after my two beautiful kids!

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

I am on the board of the Childhood Cancer Association and have a child performing in the Sound of Music here in Adelaide with the London Palladium Company.

WHERE IS YOUR FAVOURITE HOLIDAY DESTINATION?

Thailand.

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

Kate Middleton – because she is a princess and I would love some insight into her world, Oprah – because she is such a wealth of knowledge and connections and is an inspiring person to be around and Barack Obama so he could give me my political education!

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RENMARK HOTEL

Hotels in recent times have to be more than just a pub. The continued upsurge of coffee has seen hotels expanding their mainstream business by offering a complete range of coffee products, including different blends and techniques in making it. In addition hotels have expanded their product range to include cakes, pastry and biscuits to complement the client's preferred drink.

A good example of this is the Renmark Hotel; they have seen such a significant increase in coffee and cake sales over the past year that they now source all cake products locally.

Michael, the General Manager of the Renmark Hotel, told me sales have continued to grow in this area, and the depth of products available has significantly increased to the point they now employ a dedicated cake maker. Rosa Albanese is not just a cake maker but arguably the most highly regarded person in her craft in the area. Rosa's products include red velvet cup cakes, chocolate mouse cakes & vanilla custard slice to name just a few and are complemented by a range of additional local offerings. These include cakes from Mary Ann Smith previously from the local Kate's Kitchen, gluten free products from Meg Vine, a range of packaged chocolate and local produce treats from Susana Chliaras at Off the Block and Australian Fruit and Nuts, Mick O'Donohoe.

Hotels in South Australia purchase \$1.23 billion on beverages and food mostly from local suppliers; this is another great example of that.



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PLATINUM

16/17



GOLD

16/17



SILVER

16/17

- Ainsworth Game Technology
- APRA Amcos
- Aristocrat Technologies Australia
- Australian Liquor Marketers
- Big Screen Video
- BOC Limited
- Boylen
- Empire Liquor
- Employers Mutual
- Foxtel/Fox Sports
- IGT
- InDaily
- Independant Gaming Analysis
- Integrate IOT
- James Richardson Corporation
- Konami Australia Pty Ltd
- Liquor Marketing Group – (Sip'n Save)
- Novatech Creative Event Technology
- Options Wine Merchants
- Ryan & Durey Solicitors
- Samuel Smith & Son
- Sky Racing

BRONZE

16/17

- AlSCO
- Andale Hotel Services
- BankSA
- Banktech
- Bentleys Accountants
- Brown-Forman Australia
- Bulk Energy
- Cashcard
- Chemform
- Cobalt Blue Australasia
- Commonwealth Bank
- Concept Collections
- Drinking Buddy
- Duncan Basheer Hannon
- DW Fox Tucker Lawyers
- Global Gaming Industries
- Higgins Coatings
- HITsa Industry Training
- International Oyster & Seafoods
- Jaquillard Minns
- Knight Frank
- Lancer Beverage Systems
- Macmont Gaming Supplies
- Macaw Creek Wines
- McGees Property Hotel Brokers
- Murfett Legal
- Next Payments
- Nightlife Music Video
- O'Brien Glass
- Ozicater
- Punt Club
- Sage Micropay
- Skillhire
- Solomon Humble Lawyers
- Steele & Associates Hotel Brokers
- Stoddart Manufacturing & Food Service Equipment
- Studio Nine Architects (Abeo Design)
- St John
- Supagas
- The Table & Chair Co
- Trans Tasman Energy Group
- Vintage House Wine & Spirits
- Wallmans Lawyers
- Wills and Daniel Produce Merchants
- Winnall & Co.
- Zoo Business Media

INDUSTRY SUPPORTER

- Brisban Hospitality Consulting Services • Clelands Lawyers • Foreman Legal
- Gallagher Bassett • John Reuther Cabinet Makers • Red Bull • Vintek

Gaming CARE

The Hotels Responsible
Gambling Early
Intervention Agency



Gaming Care is the Hotels Responsible Gambling Early Intervention Agency, and is an initiative of the AHA|SA. Gaming Care is a recognised industry body, and its role is to assist venues with compliance and to minimise the harm caused by problematic gambling behaviour in all South Australian Hotels with gaming machines. Gaming Care achieves this by working with venue staff, Gambling Help Services and other relevant Government and Non Government Community Service organisations.

Some of our duties include:

Assisting gaming licensees, managers and gaming staff in the early identification of, and support for patrons who may be at risk of or experiencing difficulties with their gambling behaviour.

- ✓ Assisting in developing and promoting initiatives, programs and venue policies designed to address early identification of problematic gambling behaviour.
- ✓ Providing practical assistance to managers and staff in relation to compliance with regulatory Responsible Gambling and Advertising Codes of Practice.
- ✓ Undertaking audits to assist gaming venues comply with the regulatory codes of practice with a particular focus on patron intervention.

Gaming Care has developed a Responsible Gambling Document to assist venues to implement and comply with a range of regulatory requirements.

For any assistance or information, please contact Gaming Care and ask to speak with your local Gaming Care Officer.

Telephone: 08 8100 2499

Facsimile: 08 8232 4979

Email: information@gamingcare.org.au

4th Floor AHA|SA House
60 Hindmarsh Square
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SECURED SITES NOW CLIMBING FAST IN SEARCH RANKINGS

Trust has always been a major issue for people transacting business online.

They need to be assured they are dealing with a real company, which has robust security in place, before they pass over personal details and credit card information.

That's why we are seeing the swift rise of SSL Certificates among companies that are ranking high on Google search results.

Basically, SSL adds an extra layer of security that is much more difficult to hack.

In 2014, Google said it wouldn't have much impact, then added the caveat: "But over time, we may decide to strengthen it, because we'd like to encourage all website owners to switch from HTTP to HTTPS to keep everyone safe on the web."

Industry leader Moz advised at the time that this was a small but important factor in search engine optimisation. By small, around 1% according to Google.

Fast forward two years to 2016 and those of us in the business of marketing client websites have noticed some significant changes in search rankings. One of them is that **websites with**

a security certificate are showing up on page one with increasing frequency.

The latest industry survey by Moz reveals: "As of late June, our tracking data shows that 32.5% (almost one-third) of page-1 Google results now use the "https:" protocol."

That's up from 7%. So clearly Google is rewarding companies that are making their websites more secure.

PROCEED WITH CAUTION

Technology is often complex and the adoption of a security certificate to your website can actually backfire if you don't do it correctly.

Wired magazine made the switch and chronicled some of the problems it encountered. It's a recommended read: <https://www.wired.com/2016/05/wired-first-big-https-rollout-snap/>

The best advice is to ask plenty of questions of the company you choose to make the switchover.

Then watch your search results with an eagle eye. Automated reports will give you good information about what's happening.

WHAT DOES A WEBSITE WITH A SECURITY CERTIFICATE LOOK LIKE?





LICENSEE TRANSFERS MAY 2016

HOTEL	LOCATION	DATE GRANTED	NEW LICENSEES
Lyndhurst Hotel Motel	Lyndhurst	11/5/2016	Big K1 Pty Ltd
The Producers Hotel	Adelaide	18/5/2016	Producers East End Pty Ltd
Daniel O'Connell Hotel	North Adelaide	20/5/2016	BC Barber Holdings Pty Ltd

WELCOME TO OUR NEW MEMBERS

HOTEL
Commodore on the Park
Glen Ewin Estate
Uraidla Hotel
Maylands Hotel
Thevenard Hotel
Bedford Hotel

LICENSEE TRANSFERS JUNE 2016

HOTEL	LOCATION	DATE GRANTED	NEW LICENSEES
Ambassadors	Adelaide	1/6/2016	Ambassadors KW Pty Ltd
Willalooka Tavern	Willalooka	14/6/2016	Andrew & Mandy Crawford
Earl of Leicester	Parkside	15/6/2016	FOMO ONE Pty Ltd
Hagen Arms Hotel	Echunga	16/6/2016	Swilcan First Pty Ltd



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