

# Hotels SA

THE OFFICIAL PUBLICATION OF THE AUSTRALIAN HOTELS ASSOCIATION (SA BRANCH) FEBRUARY/MARCH 2018

**NEW LIVE MUSIC MECCA**

**ELECTION CRITICAL FOR HOTELS' FUTURE**

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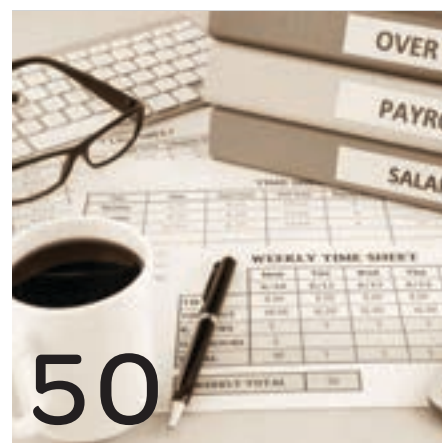
## NEW-LOOK PARADISE

Even rusted-on locals of the Paradise Hotel would struggle to recognise the venue they used to frequent, following the Lower North East Road pub's much needed facelift.



## COMMERCIAL KITCHENS A KEY INVESTMENT

One of the most important – and expensive – investment decisions a hotelier makes when planning a refurbishment is the hotel kitchen.



## CASUAL EMPLOYEES AND AN ENTITLEMENT TO OVERTIME

Casual employees employed under the Hospitality Industry (General) Award 2010 ('HIGA') are entitled to payment for overtime in certain circumstances.



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## From the President

PETER HURLEY AO – AHA|SA PRESIDENT

### THE DANGER ON OUR DOORSTEP

**The future of South Australia is uncertain, as we prepare for one of the most important State elections in history.**

SA Best seems to be encouraged by recent polls and has dramatically increased the number of candidates it is running.

Anything other than an outright majority by either major party would be a terrible outcome for decisive government. Indecision that leads to compromise would flourish, and those compromises would be based on the whims of a few to the exclusion of rational debate, evidenced-based judgements and the political common sense.

**Surely Labor and Liberal have no choice other than to agree to a preference swap in selected seats. Both parties recognise the need for clear decisive government.**

After years of being given a soft ride, there are some signs that SA Best and its leader are losing their status as a protected species. For example:

David Bevan has taken Nick Xenophon to task on a number of occasions, most recently taking him to task over a \$2bn mistake when talking about the health budget and whether he was fit to govern.

David Penberthy has attempted to shift the gaming debate to the real issue, which is the uncontrolled epidemic of phone and internet betting, and told listeners you couldn't carry a gaming machine around on your back to bet on a whim- but phones were a 24/7 proposition.

Rex Jory has called on SA Best to disclose which major party they would support to form Government, whether SA Best members must vote for their leaders personal policies, or whether they will have a free vote.

He very reasonably insisted they release detailed policies on:

- tax
- debt
- the size of public service
- education
- health
- the cost and reliability of electricity.

What is needed is detailed policies, not stunts and cheap headlines.

**At this stage, regardless of your political affiliation, I urge all Members to encourage staff to wear their My Pub badges. Go out of your way to explain to staff the implications on their employment if voting for SA Best.**

And let them know the ludicrous nature of policies that call for the phasing out of gaming machines. Banks would not respond by phasing in their response. The estimated 40% hit to earnings would be a disaster, banks would act immediately – and many staff would lose their jobs.

Some people think that disruption in politics is somehow a meritorious thing, but the business community knows different.

Disruption creates uncertainty, instability and it can wreck industries that will never be recovered.

Peter Hurley  
AHA|SA President





# From the General Manager

IAN HORNE – AHAJSA GENERAL MANAGER

In this edition you will see the leaders of the two major parties share their vision for the State and address specific issues of concern to hotels large and small. It's their pitch to you.

We welcome their contribution and we acknowledge that both leaders have always treated the hotel industry and its representative body, the AHAJSA, with great respect and open doors.

We have not always agreed with their policies or positions but importantly we have never been excluded from expressing our views or advocating our position.

The leader of the SA Best Party is not covered in this edition. That was a deliberate decision as Nick Xenophon has made his ambitions clear. He has used the media to taunt industry deliberately, and he has made his intention even clearer – to do great damage to hotels and clubs with gaming machines. So on the eve of the most important election for decades I want to revisit many of the claims and myths put by Nick Xenophon and the like and clearly advocate one last time that a vote for Nick Xenophon's SA Best is a vote for chaos, dysfunction and further regression for South Australia.

Some truths about gaming in SA.

## **THE CLAIM: SPENDING ON 'POKIES' IS OUT OF CONTROL**

The facts: Spending on gaming has been consistently falling for a decade. Net Gaming Revenue has fallen by 32% in real terms in the last 10 years. Expenditure on gaming machines in 2018 is now at 2002/03 levels. That's 15 years ago!

## **THE CLAIM: THE STATE CAN'T AFFORD 'POKIES'**

The facts: Wiping out gaming would result in a government tax 'black hole' equivalent to putting some 3,000 teachers or nurses out of work. (*Channel Ten News 9 January 2018*). The State Government's forward estimates have budgeted for tax income from gaming machines of \$1,126 Billion over the next four years.

## **THE CLAIM: GAMING HURTS RETAIL SALES**

The facts: Since 2000, SA retail sales have increased by 79.59%. Gaming revenue has increased by just 25.17% in the same period.

## **THE CLAIM: NOTHING MUCH HAS BEEN DONE TO REDUCE 'POKIE' NUMBERS**

The facts: Gaming machine numbers are down by nearly 31% per 1000 people since 2000. There were 13 EGMs per 1000 people in 2000 and that has reduced to 9 in 2017.

## **THE CLAIM: SOUTH AUSTRALIA HAS AN EPIDEMIC OF PROBLEM GAMBLERS**

The facts: According to the SA Office of Problem Gambling Prevalence Study of 2012, fewer than 0.6% of the SA adult population has a gambling problem (all forms of gambling). This is lower than illicit drug, prescription medicine addiction and over-eating disorders.

## **THE CLAIM: CHANGES TO GAMING LAWS WILL ONLY HURT THE WEALTHY**

The facts: 26,250 have jobs in pubs. Many more are employed to service the industry, ranging from wineries to tradies. In fact, SA hotels purchased over \$1.23 billion in locally supplied liquor, beverages and food last year. Unnecessary changes being proposed by vote-seeking politicians will place thousands of livelihoods at risk.

## **THE CLAIM: BANNING OR REDUCTION IN BETS ON GAMING WON'T HURT THE INDUSTRY IF WE PHASE IT IN**

The facts: Hotels employ 26,000 people with direct employment. Banning gaming machines or drastically reducing bet sizes in hotels will mean massive job losses and will see many smaller venues ceasing to trade. The most vulnerable workers – Uni students and return-to-work mums – will be hardest hit. Banks will foreclose on loans immediately, not waiting for six to eight years.

## **THE CLAIM: GAMING HAS KILLED OFF LIVE MUSIC**

The facts: 84% of all live music gigs are in SA hotels. More than 80% of those live music hotels have gaming machines. Hotels are keeping live music afloat.

## **THE CLAIM: GAMING IS A MAJOR ISSUE FOR THE PEOPLE OF SA**

The facts: In a most if not all community surveys, gaming does not rank as a first, second or third tier issue with voters at all (that is, 0% of people surveyed raised gaming as an issue).



The top issues are:

1. Electricity prices
2. Jobs
3. Health
4. Cost of living
5. Reliability of electricity supply
6. Education funding

**THE CLAIM: HOTELS ARE OWNED BY BIG BUSINESS 'POKIE BARONS'**

The facts: The term 'Baron' is a cynical political strategy to deliberately demonise a sector of the business community for political gain. The facts are that 87% of SA hotels are family and SME based. In 2017, many hotels ceased operation due to economic hardship. These were predominantly regional and country. The number of hotels in SA continues to fall each year.

**THE CLAIM: MORE NEEDS TO BE DONE FOR PROBLEM GAMBLERS**

South Australia is one of the smallest gaming States yet leads the nation in terms of innovative and co-operative responses to managing problem gambling. Be it the best practice response of Gaming Care and Club Safe – industry-funded bodies that work with venues, management and staff and the help agencies to

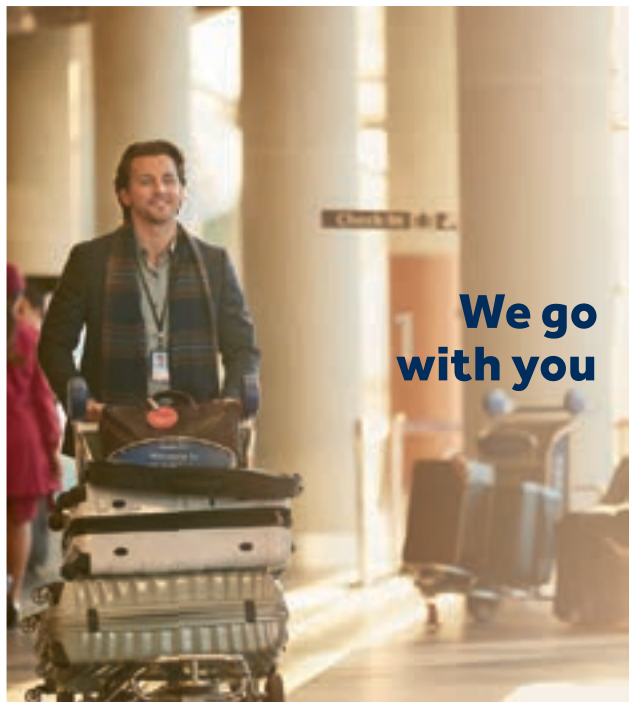
get the best outcome for those that do have gambling problems, or the voluntary contributions made by hotels and clubs to the Gamblers Rehabilitation Fund outside of the tax system.

Of course the reality is many calls for 'reform' are driven by political ambitions, not factual research. Take the transition from maximum \$10 bets to \$5 from January 2017. Did it work, was there a reduction in problem gambler expenditure or participation, was there a marked improvement in people seeking help? We don't know because no research was done – before or after! To the current day no such systematic research has been undertaken and even those who advocate vigorously for \$1 bet limits admit that the research underpinning their argument is largely circumstantial and relatively limited, relying on now aging analyses from the PC.

The industry deserves more than circumstantial and limited evidence. It deserves much more than glib responses and smart aleck stunts. It deserves proper analysis and evidence-based responses. There is too much at stake for the State.



**Ian Horne**  
AHAISA General Manager



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# *New Live Music*

MECCA IN WEST END

WORDS: JOSH TEAKLE





An old faithful has become the newest nightclub in bustling Hindley Street, as HQ and The Hindley Hotel moves into the west end.

After 10 successful and vibrant years on West Terrace, the nightclub hotspot has spread its wings and landed in the heart of Adelaide's nightlife hub, opening late last year.

A \$15-million investment in the brand new, state of the art, three-story complex provides party-goers with the 'best quality night experience possible'.

With enough room to comfortably cater for 2000 people, the nightclub has six bars and three dance floors, as well as mezzanines and balconies.

Being involved with HQ for the last 10 years, nightclub manager and director Stephen Rose was excited by the new challenge.





“It is exciting moving into the West End hub of Hindley Street, that is where we always wanted to be,” he said.

“We were on the outskirts for a while so it is great to get back into the foot traffic.

“It is an extremely exciting area to be in. With all of the development going on with it being as much of a day time hotspot as well as night time.

“I love the city and vibrancy of Hindley Street and look forward to helping the West End become even more exciting.

“It has a wide range of diversity, culture, characters and venues, and I wanted to make sure I was part of it.

“We spent three years trying to get the right location, and I think we have it at the West End of Hindley Street.”

For Stephen, it was not a question of simply picking up the West Terrace HQ and placing it on Hindley Street. This development has introduced a seven-day-a-week hotel into the same facility - making it the complete mega-entertainment complex.

“After operating the very successful HQ complex for the last 10 years on West Terrace we saw an opportunity to establish a purpose built leading live music venue in the heart of the city and at the same time to capitalise on the revitalisation of west end by providing a quality daytime food and catering offering and function space. We are very proud of it,” he said.

“There really is something for everyone at HQ and The Hindley Hotel, and that’s what we set out to accomplish.”



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“ The Hindley Bar & Grille engaged Concept Collections after reviewing many commercial furniture suppliers and, apart from their **excellent customer service**, they were able to offer **unique furniture** selection options.

The range of products and advice from their interior designer allowed the specific rustic industrial theme of the restaurant to be perfectly matched.

Concept Collections, being **local**, was also a positive, including **follow up service** if required. Harold and his team is held in high regard by The Hindley Directors, particularly for their sincere involvement in the successful completion of this project. ”



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The hotel resides on the lower floors, with its own bars, quality coffee, drinks and entertainment, as well as breakfast, lunch and dinner meals from head chef Shane Piercy.

The Hotel section offers patrons the opportunity to have a quiet drink and bite to eat before continuing on with the night by moving up to the upper floors to the nightclub.

In its new location, the traditional nightclub of HQ has also been modernised and transformed into a world class quality entertainment facility, with one of the most impressive sound experiences around the country.

Stephen said a major priority that came from the planning period was to introduce a state of the art light and sound facility, but above all to continue to provide a safe and enjoyable night out for anyone that walked through the doors.

“Our sound and lighting was supplied by Andy J Sound who did an outstanding job,” Mr Rose said.

“When we started the planning process we wanted to provide the best entertainment facility possible.

“We didn’t cut any corners and we couldn’t be happier with the result.”

In the past, HQ has attracted world class bands and DJs including Timmy Trumpet, Will Sparks and The Chainsmokers. Stephen aims to have more headline acts booked in over the coming months as well as hosting some shows in the upcoming Adelaide Fringe Festival.

“We designed and built the venue to be like a theatre, so when you see a show you can get the theatre experience,” Mr Rose said.



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“Moving forward we want to establish ourselves as a leading entertainment complex, not only in Adelaide but nationally.

“We want to attract more touring live acts which gives us a chance to enhance our dining experience before and after shows.

“We have put our foot in The Fringe market this year so we would like to grow that over the coming years.

“The increased size and flexibility means we now have the ability to attract the same live music the previous HQ did, but also larger national and international acts and smaller Fringe shows as well as separate VIP events.”

Being open for the last three months, HQ and The Hindley Hotel have had a taste of the foot traffic that comes into the city following sports fixtures at the Adelaide Oval, but Mr Rose was really looking forward to the AFL season, with up to 50,000 people converging on the city each weekend.

“It is coming up to a busy time of the year, the Ashes and Big Bash cricket series were popular but we are looking forward to the Fringe and AFL season which will bring a lot of foot traffic.”

The complex has created over 100 jobs for local people and the place has stuck true with the local theme. Aside from booking many international music acts, most of the DJs are South Australians, with more than 65% of the wine list coming from SA and it is also a priority to use local produce and ingredients in the kitchen.



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## Jay Weatherill Premier of South Australia

**THE HOTEL INDUSTRY PROVIDES EMPLOYMENT FOR MORE THAN 26,000 PEOPLE AND PROVIDES ENORMOUS BENEFITS TO THE SA ECONOMY, OTHER BUSINESSES AND OF COURSE TAX. CAN YOU OUTLINE WHAT YOUR PARTY'S VISION IS FOR THE HOTEL INDUSTRY?**

The hotel industry is incredibly valuable to our State, with the tourism, food and wine sector one of our most promising jobs growth areas.

My first ever job was as a cleaner at the Lockley's hotel, so I know first-hand the importance of the industry to the 26,000 South Australians it employs.

The sector has been buoyed by recent Workcover reforms delivering \$220 million worth of annual savings to businesses, along with our Job Accelerator Grant scheme and Payroll Tax cuts aimed at enabling businesses to hire more people – to name just a few initiatives.

These business support strategies - along with a record high of \$6.3 billion in tourism expenditure – mean our hotel industry is in the most exciting position in our State's history.

The Labor Party will soon announce a range of election commitments to further accelerate growth in the hotel sector, creating jobs and strengthening the economy.

**HOTELS ARE A HUGE PART OF THE TOURISM INDUSTRY IN SA, TOURISM WHICH INCLUDES FOOD AND WINE AND ACCOMMODATION. WHAT ARE YOUR PLANS AND POLICIES FOR TOURISM IN SA, AND DOES THIS INCLUDE THE EXPANSION OF THE SUCCESSFUL BID FUND?**

Ahead of the election we will be announcing a number of tourism policies that will build upon the 62% visitor economy growth, achieved under the Labor Government since 2005.

The Major Event Bid Fund, introduced in 2014, has enabled us to secure 54 major events and an estimated \$245 million. Our Convention Bid Fund, also introduced in 2014, has helped secure 72 events, attracting an estimated 88,700 delegates and generating \$427 million in economic benefit.

AHA members can expect to see the Labor Party bolster existing policies and unveil exciting new tourism initiatives that will grow jobs and our visitor economy.

**SMALL AND MEDIUM HOTEL BUSINESSES HAVE A HUGE AMOUNT OF RED TAPE, REGULATION AND COSTS. WHAT ARE YOUR INITIATIVES AND POLICIES TO SUPPORT SMALL BUSINESS?**

The Labor Party has a strong track record of supporting small businesses - unlike the Opposition.

Under Labor, many business stamp duties have been abolished, and ReturnToWorkSA reforms are estimated to save employers



\$220 million a year. Payroll taxes have already been reduced seven times under this Government.

On 1 July 2018, a major milestone will be reached when South Australia becomes the only State in the nation to remove stamp duty on the sale of non-residential, non-primary production real estate - meaning no stamp duty on the sale of shops, offices, workshops, factories, warehouses etc. This will reduce costs for AHA members looking to grow or change their businesses.

A recent KPMG report found Adelaide to be the most cost-effective city in Australia for business. Policies soon to be released by the Labor Government aim to further strengthen this position as we continue to stand up for small business.

**RISING ENERGY COSTS IS THE NUMBER ONE ISSUE OUR MEMBERS RAISE WITH THE AHA. WHAT ARE YOUR PLANS TO MAKE ENERGY MORE AFFORDABLE?**

AHA members are not alone in this concern, which is why we are taking charge of our energy future, with the delivery of reliable and affordable power a key priority. So much so, that this election will be a referendum on renewable energy.

Unlike the Liberals, who privatised our electricity assets, the Labor Government believes essential services like electricity should be in the public's hands.

The National Energy Market (NEM) is not working. Coal-fired power stations are reaching the end of their working lives, but national policy uncertainty has led to insufficient investment in replacement solutions, placing strain on the system and driving up prices.

This is why we launched our energy plan in March last year. The aim of our plan is to take charge of our State's energy future, and we have made rapid progress. Every aspect of our Energy Plan has either been implemented or is progressing quickly since it was announced in March 2017.

We are leading the world in renewable energy. Labor has delivered the world's biggest battery, is investing in State owned power generation, and a solar thermal plant - taking charge of our energy future while the Liberals are relying on the Eastern States.

Our Energy Plan is already bringing down prices, with the independent national regulator predicting a \$300 price annual drop over the next two years – and that's just the beginning. We will have more energy policies to announce in the lead up to the election.

### **THE FORAY OF NICK XENOPHON'S SA BEST PARTY INTO SA POLITICS IS SET TO CHANGE THE POLITICAL LANDSCAPE IN SA. WHAT ARE YOUR POLICIES ON GAMING MACHINES AND OTHER FORMS OF GAMING INCLUDING THE RISE OF ON LINE GAMBLING?**

The South Australian Government is a national leader in gambling reform.

Gambling causes a lot of harm within the community, and since coming into Government we have reduced the number of poker machines in SA by over 2,600.

While we understand our policies fall against the interests of some AHA members, we make no apology for putting the best interests of the community ahead of revenues.

Our focus will increasingly be on the growing online gaming industry as we believe that if betting companies are making profits from South Australians, they should be paying tax in SA. We recently introduced a levy for online gambling companies operating in SA, with money going straight to supporting those with a gambling addiction.

The levy has enabled a new \$500,000 contribution to be made to the Gamblers Rehabilitation Fund each year, which will be the first time the betting industry has contributed to the Fund.

We have also committed to the Statewide Gambling Therapy Service based at Flinders Medical Centre by confirming ongoing financial support as part of the 2017-18 Budget.

We will continue to push for a Commonwealth Government to crack down on online gambling providers – including banning all online gambling advertising within sports broadcasts and mandatory ID verification before an online gambling account can be opened.

While gambling can be done safely, Labor will continue to work with the AHA to ensure vulnerable people are protected, and that venues do the right thing by their patrons.

### **OUR MEMBERS TELL US THAT IT IS INCREASINGLY DIFFICULT TO GET AND RETAIN SKILLED STAFF.**

### **WHAT ARE YOUR PLANS TO ADDRESS THESE SKILLS SHORTAGES IN SA?**

Jobs are our number one priority and we are focussed on driving skills growth within the industries pegged to offer the strongest jobs growth. 'Tourism, food and wine' is one of our five priority growth industries.

We have a robust strategy to build skills and retain staff within the industry, with initiatives ranging from our \$290 million WorkReady skills and training strategy, to the recent JOBEX – the largest employment expo ever run in SA, and our \$15,000 Jobs Accelerator grants available to help employers grow their skilled workforce.

In the future, AHA members can expect to see us announce policies aimed at helping people into apprenticeships, as well as making it easier for businesses to take them on.

Key to retaining a skilled workforce is building a city and a community that people want to live in – and choose to stay in. This is something that the State Government is striding ahead with - we are investing in important and essential public infrastructure, like our schools, health system and roads and public transport networks that we believe will achieve this ambition.

### **WHAT IS YOUR VISION FOR SOUTH AUSTRALIA?**

My vision for South Australia is a State with a leader that will stand up for people, and stand up to powerful interests. As a father of two young girls, it's these values that I want to pass on to my daughters as they grow up in an increasingly complex and challenging world.

If re-elected as Premier on 17 March, standing up for South Australia is what I will continue to do every day in office.

Whether it's standing up to a Federal Liberal Government that derides South Australia's leadership in renewable energy, or standing up to east-coast irrigators stealing water from the River Murray, the Labor Party and I will always put South Australia's interests first.

Jobs are our number one priority, and the tourism industry has a key role to play, with enormous growth potential. As we unveil our election commitments, AHA members will learn more about our vision for the industry and the strategies and resources we have in place to ensure that both our domestic and international visitation continues to boom.

Labor has a vision to both protect the things we love about South Australia and to set up the next generations for a bold, rich future.

Labor has guided the State through a time of global uncertainty and emerged as a national and global leader. We have delivered on strong, substantial policies that anticipate change, offer clear direction and improve people's day-to-day lives.

We have propelled the State into emerging industries, and deliberately and carefully mapped out South Australia's pathway into the next phase of work, industry and development. My vision, and the Labor Party's vision, is to continue to lead the way into the future.



# Election Question & Answer



## Steven Marshall State Liberal Leader

**THE HOTEL INDUSTRY PROVIDES EMPLOYMENT FOR MORE THAN 26,000 PEOPLE AND PROVIDES ENORMOUS BENEFITS TO THE SA ECONOMY, OTHER BUSINESSES AND OF COURSE TAX. CAN YOU OUTLINE WHAT YOUR PARTY'S VISION IS FOR THE HOTEL INDUSTRY?**

We have a highly respected and trusted hotel industry that has accommodated tourists for decades and employed thousands of South Australians. I applaud the industry for the way it continues to evolve and meet consumer demands. But I think most of us would agree that after 16 years of a dysfunctional Labor Government, things could be a lot better. Where we once led the nation, we now follow.

My Liberal Team is very clear in what it will achieve for South Australia if we win the State Election. We are committed to fixing the economy, providing job certainty and ensuring people keep more of what they earn.

We want to create an environment where our hotel industry can thrive and achieve its fullest potential. For too long, our hardworking businesses have been hampered by red tape, high taxation and a Labor Government that simply doesn't understand the concept of growing an economy.

On the contrary, the State Liberals will remove unnecessary regulations, reduce the cost to do business, and attract investment to our State. A healthy economy gives industries, like yours, a greater level of certainty and greater opportunity to grow and create jobs.

**HOTELS ARE A HUGE PART OF THE TOURISM INDUSTRY IN SA, TOURISM WHICH INCLUDES FOOD AND WINE AND ACCOMMODATION. WHAT ARE YOUR PLANS AND POLICIES FOR TOURISM IN SA, AND DOES THIS INCLUDE THE EXPANSION OF THE SUCCESSFUL BID FUND?**

Our plan is to put South Australia front and centre on the international stage and build our brand as a national and international destination. We want to attract more people to our State and leave them with lasting impressions that see them coming back, time and time again.

The Tour Down Under is a pertinent example of what our party can achieve. Twenty years ago, under the then Liberal Premier John Olsen, the State Liberal's brought this event to South Australia and since then it has gone on to inject millions of dollars into our economy, namely our hotel industry.

And that's why, if elected, a Marshall Liberal Government will invest \$40 million in the Events Bid Fund to ensure we grow the number of major events and conventions being held in South Australia. Our policy will also expand the Adelaide Convention Bureau's mandate which is currently limited to assisting with bids that have at least 500 delegates and which must be held at the Adelaide Convention Centre. We will give the ACB the freedom to attract more conventions that not only bring tourists to Adelaide, but to our regions. Under a Marshall Liberal Government, the current Convention Bid Fund would be



doubled to \$5 million a year because we recognise the excellent return on investment.

We have already identified the Clipper Round the World Race and the World Water Ski Championship as events we would bid for. Just like the TDU, they would attract interstate and international visitors, support teams and spectators who would spend money in our hotels, book accommodation and drive sales.

Equally important to attracting major events, is the need to invest in key infrastructure to stimulate our tourism sector. If elected, we will allocate \$20 million towards the redevelopment of the Glenelg Jetty to reinvigorate the precinct. This will enable a range of new tourism and retail offerings, while also strengthening those businesses already operating in the area – many of which are hotels.

**SMALL AND MEDIUM HOTEL BUSINESSES HAVE A HUGE AMOUNT OF RED TAPE, REGULATION AND COSTS. WHAT ARE YOUR INITIATIVES AND POLICIES TO SUPPORT SMALL BUSINESSES?**

My approach to government will be simple – set the overarching policy and then get out of the way. We want to *enable* South Australians to do their best without telling people what's best for them.

We will reduce the tax burden by cutting ESL bills by \$90 million a year, providing immediate financial relief to households and businesses. From speaking to thousands of South Australians we also know that escalating council rates are taking a significant toll. In some areas, rates have risen by three times the CPI. If elected, we will establish a Local Government Rate Capping Scheme to prevent costly and unjustified increases.

Under Labor, many businesses and industries are being held back by red tape and over-regulation. These often unnecessary

measures are huge disincentives for job creation. We believe that reducing red tape and over-regulation should be a key priority of government and that's why we will support the introduction of a state-based productivity commission to identify where changes can be made.

Despite not being in government yet, it hasn't stopped us from taking action in opposition. We took a strong stand against Labor's Bank Tax and successfully blocked the legislation. This was a tax that would have been paid for by South Australians. It would have hurt investment, it would have hurt businesses and it would have hurt households.

### **RISING ENERGY COSTS IS THE NUMBER ONE ISSUE OUR MEMBER'S RAISE WITH THE AHA. WHAT ARE YOUR PLANS TO MAKE ENERGY MORE AFFORDABLE?**

Labor's performance on energy since its election in 2002 has represented the biggest single failure of economic policy in South Australia since the State Bank collapse in the early 1990s. Their electricity experiment has delivered the most expensive and least reliable electricity system in Australia.

We have taken the time to develop a series of specific, realistic actions to stop the continuing escalation in electricity prices and to improve the reliability of supply for the long term.

Key components of the Liberal Energy Solution have been independently modelled and will save average households \$302 a year on their electricity bills, once fully implemented. Importantly, under our solution wholesale energy costs – a massive input to your industry – are expected to fall by more than 24% over and above any other change in the market.

We will establish a \$200 million Interconnection Fund to provide South Australians with access to cheap baseload power, a more reliable supply and more opportunities to export renewable energy.

Modelling produced by respected economic consultants Acil Allen, has shown that interconnection, coupled with other aspects of our plan as well as broader developments in the market, will see a substantial fall in wholesale spot electricity prices for South Australians.

Our solution is based on practical solutions that will strengthen the network and modernise the National Electricity Market.

### **THE FORAY OF NICK XENOPHON'S SA BEST PARTY INTO SA POLITICS IS SET TO CHANGE THE POLITICAL LANDSCAPE IN SA. WHAT ARE YOUR POLICIES ON GAMING MACHINES AND OTHER FORMS OF GAMING INCLUDING THE RISE OF ON LINE GAMBLING?**

Whilst the original vote to introduce gaming machines into SA was a conscience vote for Liberal MPs they are now a fact of life and the Liberal Party would not support any proposal to ban their continued operation in SA. Many hotel businesses in SA have made very significant financial investments and created many jobs over recent years and any proposal to ban gaming machines would threaten jobs and the viability of some of these businesses.

Facts show that growth in gambling in recent years has been linked to online gambling rather than with gaming machines. Tackling problem gambling will require initiatives in this area.

The State Liberals acknowledge that for a small number of gamblers they have very significant gambling problems and require targeted assistance. We will continue, review and expand existing programmes that seek to reduce the number of problem gamblers and assist those who have a gambling problem.

Last year the maximum betting limit for gaming machines was halved from \$10 to \$5 in an attempt to reduce problem gambling. This change meant clubs and hotels in some cases had to spend hundreds of thousands of dollars in replacing old machines.

When attempts were made in Parliament to reduce the maximum betting limit even further to \$1, both the Labor Party and Liberal Party opposed this move because the reduction to \$5 was only going to commence operation from 1<sup>st</sup> January 2017. Both parties agreed time was needed to monitor the impact of this major change.

My Liberal Team understands there is a need to get the balance right between minimising the problems confronted by a small number of gamblers and ensuring the interests of businesses that have legal gambling options.

### **OUR MEMBERS TELL US THAT IT IS INCREASINGLY DIFFICULT TO GET AND RETAIN SKILLED STAFF. WHAT ARE YOUR PLANS TO ADDRESS THESE SKILL SHORTAGES IN SA?**

There are two key stakeholders who government needs to be supporting when it comes to the training system: South Australian businesses, who need a skilled workforce, and the students and apprentices who want to gain skills to get a good job.

South Australians are furious about the Labor Government's mishandling of the TAFE scandal – with good reason. One thousand students, apprentices and trainees have just gone through Christmas with an uncertain future, as a result of the casual failures of TAFE's leadership.

It is bad enough that our public provider has failed to deliver the quality we expect: we now have an enormous challenge to recover from the reputational damage done to the whole training sector.

The State Liberals will take corrective action to get our training system back on track. We will ensure our training budget is focused on meeting the skills needs of our industry and business sectors. And we will ensure that opportunities are there for mature age workers to re-skill in areas that will lead to new careers.

Importantly, we will create the right economic conditions for our young people to want to stay in South Australia. Every year, the exodus of young people gets larger, and many never come back. My team is focused on turning this around and ensuring our young people have jobs and opportunities to pursue right here, in South Australia.

### **WHAT IS YOUR VISION FOR SOUTH AUSTRALIA?**

I got into politics for one reason – to make South Australia a better place, a stronger place. I want South Australians to live the life they want, in the State they love. Every member of my team shares this vision. We want to provide a better future for our children and create an economy that encourages opportunity and rewards effort and risk.

We want to lift South Australia's reputation across the board. For 16 years we have been governed by a party that has become more focused on securing its own future, rather than the future of this State. Every year there are more businesses shutting shop and people packing their bags with a one way ticket out of here. But it doesn't have to be this way.

My Liberal Team is continuing to work hard every single day on policies that will turn around the fortunes of this state.

A Liberal Government will work with you and for you – not against you. We will make South Australia strong again.





# Smithy's Shout and About

## Freeling Hotel

On the 15<sup>th</sup> December 2015, Dominic and Melissa purchased the Freeling Hotel. "It was like a kid in a lolly shop owning your own hotel," said Dominic, "especially being the hotel you patronised for many years, our local."

Dom's previous employment was managing the Norwood Football Club and the Gawler Jockey Club. Before leaving his role at the Jockey Club he asked Melissa (tongue in cheek) "does anyone really want to work with me any more?" indicating that he can sometimes be a little hard to get along with. I'm not sure this is the case but that's what he said. Dom then said to Mel "Why don't we buy the Freeling Hotel?" to which she replied something I can't put to paper. However, as time went on and Dom was close to finishing up at the Jockey Club he once again asked Mel if she had given any thought to buying the hotel. Her reply was "You haven't got a job, you need to do something so why not go ahead and buy the hotel".

All was going well at the hotel since the purchase. Dom and his staff were working hard and slowly making improvements to the hotel and achieving a small profit. Like many hotel owners you have your ups and downs, but in this case most things were on the down; let me elaborate. About six months ago Dom noticed a crack in the wall that wasn't there the day before. On further inspection of the hotel he also noticed some cracks in tiles that were not there before either. He then decided to check the cellar to investigate if the cracks continued down into the cellar wall. Once he opened the cellar door he was in shock (Dom described it differently, which I also can't put to paper) as the cellar was half full of water and he couldn't see the northern wall. Now envisage this; you climb down your cellar and normally see a wall on the north side but this time you don't. What would go through your mind? So not



seeing the wall at all and having a cellar full of water is when Dom thought this was a major problem. It's probably best described as a catastrophe as the northern wall had completely collapsed and the wall central to the hotel was sitting in thin air.

Dom then called his father in law, Bryon, to get an opinion on the situation. He walked in, had a look, and then walked out head in hands, not even saying goodbye. Dom said he rang his father in law for some inspiration and received none. Dom's next option was to ring Scott Dutschke, a builder who was the footy coach, Dom being the president of the same club, to ask his professional advice. Scott assessed the situation and he confirmed it was catastrophic.

Like the biblical story itself, on the third day Dom rang the bank to look into some worst case scenarios and on the fourth day rang Sophie Collins at AON Insurance.

Prior to taking over the hotel, the Pinery fire swept through the region in late November 2015 devastating some 86,000 hectares and afflicting damage to many country towns, one of which was Freeling. It was then that Dom and Mel thought, what would happen to us if we don't have the right insurance cover for the hotel. Sophie went through all aspects of the cover needed for the hotel and then developed a tailored insurance program and a risk management strategy.

Dom said he paid just that little bit more for the insurance, however as he said,

"The no matter what happens cover" has paid off.

After the insurance was approved and agreed, the assessors and engineers attended the building and basically confirmed it was a disaster.

Many worrying days and weeks ensued, however the support and rapport that was formed from many, including the locals, was amazing. Also, Dom can't speak highly enough of Sophie and the team at AON, Lachlan Heinrich at BankSA, Scott Dutschke from Dutschke Construction, Warwick Graham at Imparta Engineers, and Steve Owens the Engineer. And even his father in law ended up helping.

"The newly renovated hotel was done on the run with ideas being taken from all around. We did achieve a reasonable outcome in a reasonable amount of time and are very appreciative of the support we received throughout the re-building process."

Dom stated "I think the final result is something the whole town can be

especially proud of. We used all local tradesmen and they went over and above to get us back into action. Andrew Goodridge Electrical, Peter Seymon Plumbing, Shane Handke Painting, Gav Poulton and Chris "The Magician" Perry from Lancer."

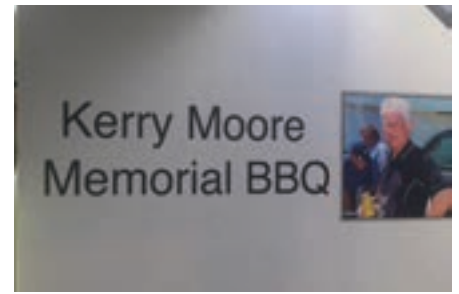
Dom recommends that we plan for the future, good and bad, and make sure that you are proactive to tackle whichever version turns up.

The finished product is fabulous. The front bar looks brilliant, with brand new mahogany top, it has Sky and Ubet facilities in the middle bar, a dining area, a few gaming machines which are not noticeable from other parts of the hotel and a large outdoor area.

Why not visit Dom and the hotel next time you're in the area?

**It was a nice touch to see Kerry Moore being remembered at the recent Liquor Industry Golf Club Charity day.**

At the BBQ's end was this photo of Kerry. I can still see Kerry's cheeky



smile and of course some sort of amusing comment when you lined up to get your food on this day.

Kerry was president of the Liquor Industry Golf Club from 1983 until his passing in November last year. He was a great bloke, great publican and a great friend to many in the hospitality industry and sorely missed.

Another wonderful person was taken too soon. Allen Angel in partnership with his wife Sally were the licensees of the Terminus Hotel Balaklava, (Sally is still running the pub). Allen unfortunately passed away suddenly in January. I have known Allen and Sally for over 25 years, firstly through my time at Schweppes

## Seeking Registrations of Interest

Parade Central is located in Adelaide's premier metropolitan retail strip, on The Parade, Norwood with Hoyts 7 Screen Cinema complex and a number of eateries. This year Hoyts will expand with additional cinemas being constructed.

The property has a Special Circumstances Liquor Licence and we are seeking experienced industry operators with a proven track record for a theme bar, tavern, wine bar facility to occupy up to 396sqm space directly opposite the Hoyts entrance. The space has direct access to its own balcony space and ample onsite parking. The Hoyts development will be completed in August 2018 with this space available in September 2018. Join already successful eateries such as Grill'd, Soonta, Zambros, Tangerines Frozen Yogurt and highly rated Eastern Gardens Yum Cha.



Enquiries and Registrations of interest to be submitted to



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Allen Angel.

and now with the AHAISA. Allen loved life and was always up for a good time, he was the type of person you would love to have a beer with. Our thoughts are with Sally and family. A great bloke taken too soon.

### REGIONAL PRESENTATION & LUNCH

The AHAISA conducts regional meetings throughout the State (see below all the dates and locations for 2018). At the regional meeting our CEO Ian Horne provides members with specific details of issues that are relevant to hospitality, the challenges ahead and how the AHAISA

is assisting members to maintain a profitable bottom line.

In 2017 the AHAISA achieved great results for the industry, one being the Liquor Licensing Act Review. We stopped the sale of liquor in supermarkets. Not only would this have been a devastating blow for the industry, it would also have been damaging for our wine industry. In addition, we achieved the removal of the need for separate entertainment consent, the removal of a proposal to allow breath testing of staff and removal of an additional licence fee penalty - just to name a few.

Following the meeting our hotel members and sponsors enjoy lunch at the venue.

One of the biggest challenges in 2018 is the State election in March. The outcome of the election will influence policy and business for the next few years and beyond. That's why the AHAISA has been on the front foot telling the story of hotels in SA. We employ over 26,000 people, spend nearly a billion dollars in annual wages and spend \$1.23 billion on goods and services. And on top of that, hotels host 84% of live music and are 87% family owned and SME based.

Let's hope our politicians listen!

Please support the AHAISA by becoming a member so we can continue to work for the good of the industry.



### 2018 REGIONAL MEETINGS

DATE	REGION	VENUE
February 13th	Murray Mallee	Loxton Hotel
February 20th	Metro	Walkers Arms Hotel
March 20th	Lower/Mid/Upper North East	Freeling Hotel
March 27th	South East	Commercial Hotel Mt Gambier
April 17th	South Coast/Hills	Bridge Hotel
May 8th	Gawler/Barossa	Weintal
May 22nd	Yorke Peninsula	Yorke Valley Hotel
June 19th	Eyre Peninsula	Seabreeze Hotel
July 10th	Murray Mallee	Waikerie Hotel
August 12th	Port Pirie/Port Augusta/Whyalla & other	Ians Western Tavern
August 21st	Lower/Mid/Upper North East	Owen Arms Hotel
August 28th	South East	Bushmans Arms Naracoote
September 11th	South Coast/Hills	Aldgate Pump Hotel
September 25th	Gawler/Barossa	Tanunda Hotel
October 16th	Yorke Peninsula	Royal Exchange, Kadina
October 30th	Metro	Caledonian Hotel, North Adelaide
November 27th	Eyre Peninsula (Christmas)	Marina, Port Lincoln

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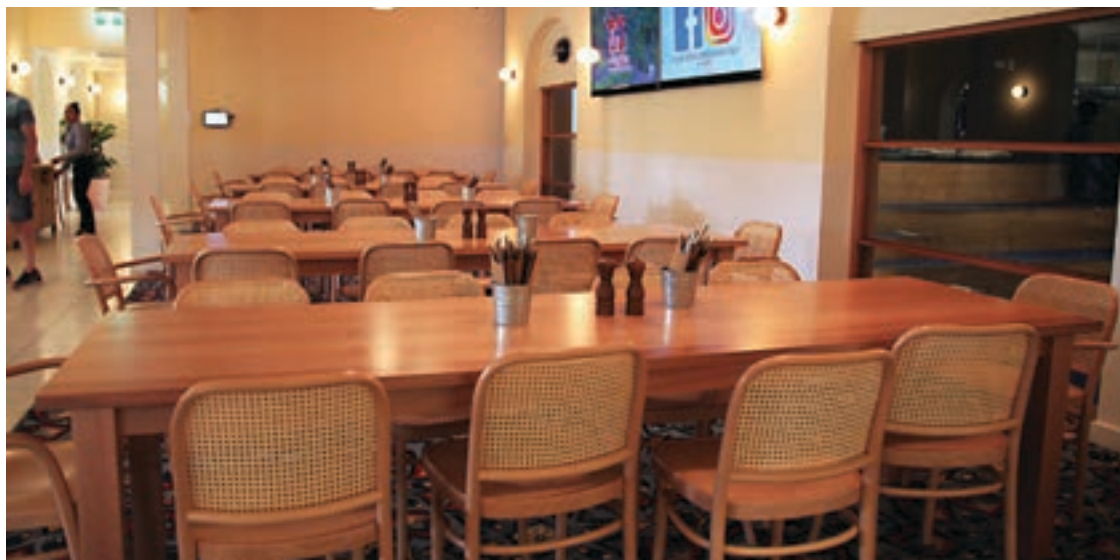
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# *European style layout*

+ THEATRE FOR NEW-LOOK PARADISE

WORDS: JOSH TEAKLE



Even rusted-on locals of the Paradise Hotel would struggle to recognise the venue they used to frequent, following the Lower North East Road pub's much needed facelift.

The somewhat jaded watering hole underwent a \$3m reconstruction and came out the other side full of life and with a modern "European style" layout.

After years of planning and redevelopment, marketing manager Felicia Seidel could not be happier with how the hotel turned out, saying the building now reflected it's namesake - Paradise.

"We are absolutely thrilled with how the renovations turned out," she said.





“During the redevelopment stage we basically changed and improved everything except for the sports bar – but even that will probably be redone at some stage.

“We have a brand new game room, bistro and terrace bar (beer garden).

“The hotel is modern and has a European, Italian style, with clean lines and Moroccan tiling.”

The Paradise Hotel is part of the GM Hotel group, owned  
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by Greg Maitland, and is part of 11 hotels across the State including the newly renovated Tower Hotel in Magill, The Republic, The Valley Inn and the Crown Inn.

Even for decades before its overdue renovation, The Paradise Hotel has been a hotspot for family outings, sports viewing, drinking and classic pub meals.

The new renovation has changed the look and layout, but the same excellent pricing, classic pub meals and family friendly feeling still remains.





“The Paradise now feels a lot more like a Bar / restaurant rather than a traditional pub,” Ms Seidel said.

“We wanted to make it as family friendly as possible to reflect and welcome the demographic in the area.”

The new and improved Paradise has something for everyone, with two children’s theatres to entertain the little ones, while live music is played Thursday to Sunday on the Terrace

“It is a real family atmosphere,” Ms Seidel said.

“We have one theatre for the really little kids and one for the older children so it accommodates for everyone’s needs for lunch or dinner.

“We can even do children’s birthday parties now which is a bit different for a hotel.”

To complement the hotel there is a large main bar with a wide selection of local beers and cocktails which serves the terrace, lounge and restaurant, while the relocated gaming room also has a separate bar.

The original bar and gaming room have swapped places, resulting in the large open spaced front bar facing Lower North East Road, while the larger restaurant can comfortably seat 250 people.

“For anyone who saw the hotel before it was redeveloped would know that it was a very run down,” Ms Seidel.

“We relocated the gaming room for more privacy and now you wouldn’t even know it was there.

“The New bar, Terrace and restaurant is much improved to now face the road.

“It is an extremely big space which is much more welcoming and attractive.”

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Ms Seidel said the hotel came as an early Christmas present for The Paradise staff, with the official reopening on December 6 ahead of the busy festive season.

“Since reopening just over a month ago we have been absolutely flat out,” she said.

“We have been doing more than 2000 meals a week since we reopened our doors.

“We are getting some great feedback from old locals as well as some new patrons and families that are coming through.

“People would honestly not recognize the new Paradise.

“There were people that have been and are returning and fresh faces as well.”

Just 11km from the CBD, The Paradise is ideally located on Lower North East Road for coffee, drinks, breakfast, lunch or dinner.

The hotel and particularly the sports bar has been a weekend hotspot in the past, with 11 televisions regularly showing live matches.

The kitchen and menu is also new and improved with a newly appointed Head Chef, Matthew De-Cean.

With new hands operating in the kitchen, the food has remained as classic pub meals with schnitzels and burgers, but the signature dishes comes in the form of a seafood platter for two as well as a rotisserie chicken.

“The new menu features a variety of modern dishes, but we haven’t forgotten about the good old fashion pub favourites that everyone enjoys,” Mr De-Cean said.

“We’re a great suburban hotel with a great food offering.

“The rotisserie chicken and seafood platter for two are expected to be the new crowd favourite dishes as well as the slow roasted scotch fillet, which is my personal favourite,”

Open every day from 8.30am to late the Paradise Hotel is the perfect place to bring the family for dinner, catch up with friends for a knock off drink or to settle in for the night, to watch the footy or for a quality pub meal.

“The Paradise has good service, good food and cold beer, it is a nice relaxed and casual family atmosphere,” Ms Seidel said.

It is the place for all occasions at 700 Lower North East Road, Paradise.

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## What's on in 2018

### MARCH

- 6 **AHAlSA Major Sponsor Function**  
AHAlSA Council Meeting
- 12 Adelaide Cup
- 17 SA State Government Election
- 20 Lower/Mid/Upper North East Regional Meeting
- 27 South East Regional Meeting
- 30 Good Friday
- 31 Easter Saturday

### APRIL

- 1 Easter Sunday
- 2 Easter Monday
- 10 AHAlSA Council Meeting
- 17 South Coast/Hills Regional Meeting
- 25 Anzac Day
- 30 **AHAlSA Annual General Meeting & Function**

### MAY

- 1 AHAlSA Council Meeting
- 8 Gawler/Barossa Regional Meeting
- 18 **Award Nominations Close**
- 22 Yorke Peninsula Regional Meeting

### JUNE

- 5 AHAlSA Council Meeting
- 11 Queen's Birthday
- 19 Eyre Peninsula Regional Meeting
- 26 **Women in Hotels Network**

### JULY

- 3 AHAlSA Council Meeting
- 10 Murray Mallee Regional Meeting
- 24 **AHAlSA Hotel Industry Awards for Excellence**

### AUGUST

- 7 AHAlSA Council Meeting
- 21 Lower/Mid/Upper North East Regional Meeting
- 28 South East Regional Meeting

### SEPTEMBER

- 4 AHAlSA Council Meeting
- 11 South Coast/Hills Regional Meeting
- 17 AHA National Awards for Excellence
- 25 **Women in Hotels Network**  
Gawler/Barossa Regional Meeting

### OCTOBER

- 1 Labour Day
- 9 AHAlSA Council Meeting
- 16 Yorke Peninsula Regional Meeting
- 30 Metro Regional Meeting

### NOVEMBER

- 6 Melbourne Cup
- 13 AHAlSA Council Meeting
- 20 **Women in Hotels Christmas Drinks**
- 27 Eyre Peninsula (Christmas) Regional Meeting

### DECEMBER

- 4 **AHAlSA Presidents Christmas Lunch**  
AHAlSA Council Meeting







## Commercial kitchens a key investment

One of the most important – and expensive – investment decisions a hotelier makes when planning a refurbishment is the hotel kitchen.

In the early stages of South Australia's hotel refurbishment boom, many venues renovated their hotel in anticipation of increased trade but did not upgrade their production capacity in the kitchen.

Lessons have been learned and the commercial kitchen is now a prime focus, keeping in tune with community expectations of high quality meals from their 'local'.

Speak to any publican and they will agree that, per square metre, the kitchen is the most costly sector to refurbish – but the benefits are worth the investment.

Much of the cost lies in the equipment. For example, a combi oven may require in the order of \$20,000-\$30,000. The benefit is that cooking times can be halved and multiple items can be cooked simultaneously.

It has been interesting to read about Miso Robotics which has developed a new "robotic kitchen assistant" called Flippy, which recognises food on a hot plate and flips it when it is done.

While this is novel for the general public, combi ovens have been using this technology for years, with the ability to program different areas of the oven, resulting in the ability to cook steaks on one rack and eggs on another.

The ability to serve a large group, in a short period of time, and synchronise food delivery is extremely valuable to larger operations.

The touch screen interface makes it easy to program and manage.

Another critical factor during a hotel refurbishment is the ability to stay operational to keep cashflow going.

That's nearly impossible with a kitchen makeover of any substance, which has seen the rise of mobile kitchens. The 'caravan' style operation means that a limited menu can be provided to keep patrons in the habit of frequenting your venue.

This has been so successful that some chains have invested in their own unit, which then enables them to cater for outdoor functions and assist a particular hotel at peak times.

Another growth area in kitchens in the arrival of smoking units.

Texas-style burgers and sliders with a distinctive smoked flavour are very popular and this has seen increased sales of grills that incorporate 'smoke' pellets to impart that distinctive flavour to the food.

Another reason to consider good quality kitchen equipment is the affect it has on staff.

Good chefs are always in demand and kitchens with modern equipment will always win out over a kitchen where the chef is expected to work with antiquated 'tools'.



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At the end of the operation, cleaning is also critical. This can be a time consuming and messy job but the arrival of assembly-line style washers has transformed this area of the kitchen.

There are many other areas that add to the budget, yet come with substantial benefits that are a smart investment over time. The size of your refrigeration units will be determined by the available space and demands of the kitchen. Stainless steel food preparation counters are hygienic and easy to clean. Kitchen ranges and deep fryers are indispensable and need to be able to keep up with peak demand.

#### INVESTMENT DECISIONS

In making investment decisions, it is important to look at the life expectancies and total cost of ownership for commercial foodservice equipment and supplies

Various tools are available online to assist with this process. In addition, manufacturers often have their own calculators.

It is important for operators to look at a range of scenarios, from best case to worst case. This is especially true in a refurbishment situation where you are making changes in attempt to boost trade, which carries a clear risk if forecast increases do not eventuate.

On the flip side, some hoteliers in South Australia have experienced the opposite, where attendances have spiked but the kitchen has been unable to meet the demand in a timely manner.



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## EQUIPMENT

Appliances that fulfil multiple functions are perfect when you are looking to maximise space, as one product serves many purposes.

Modern appliances can also help reduce energy costs, through greater efficiency and reduced cooking times.

Kitchen equipment will need to cover:

- Food Preparation
- Primary Cooking Equipment
- Refrigeration & Ice Machines
- Serving Equipment
- Smallwares, Cookware & Kitchen Tools
- Storage & Handling Equipment
- Tabletop & Servingware
- Warewashing, Cleaning & Safety Equipment
- Furnishings, Décor & Custom Fabrication
- Digital Ordering & Menu Systems
- Flexible POS Solutions
- Waste Removal & Handling Systems
- Ventilation & Fire Suppression
- Fast, Accurate Cooking Units That Look Good If They Are In View Of Patrons

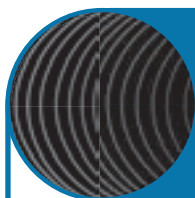
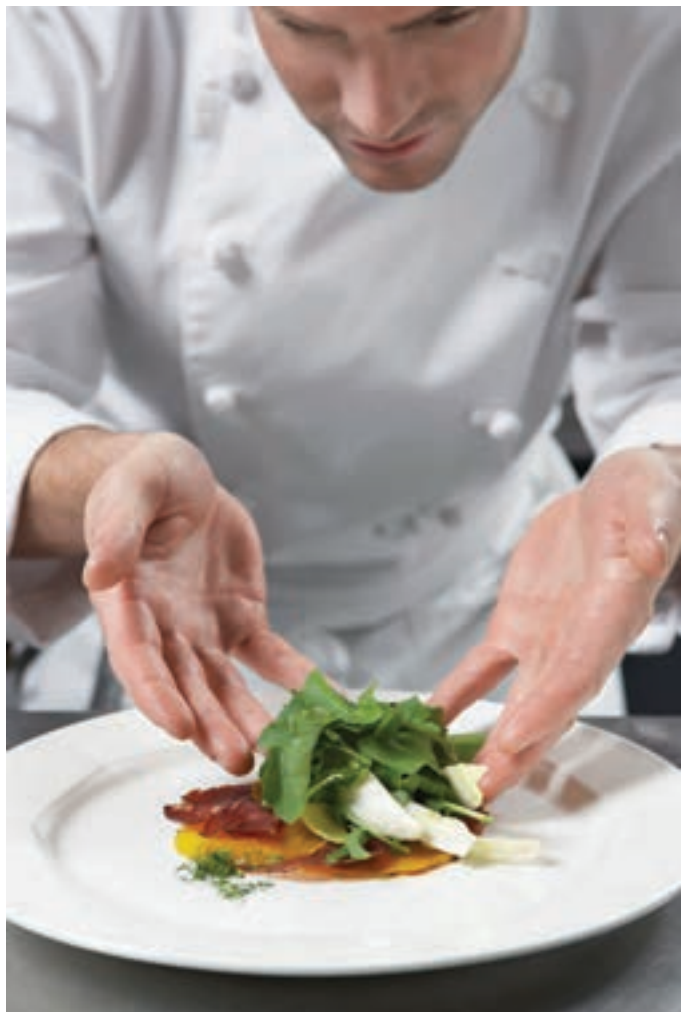
## TO SEE THE FUTURE, LOOK TO YOUTH

Each kitchen is different and the amount of available space is an important factor in design plans.

Publicans also need to keep in mind exactly what the new kitchen will be expected to do and what style of food will be served. Is it fine dining for 70 people, a café style area for 100 or function meals for 200?

With change accelerating, it is also important to understand where the market might move next – and how your kitchen may have to adapt to benefit from the changes.

Chef Brad Barne is the Director of the Culinary Institute of America (CIA) Consulting and Industry Programs. He believes that looking outside the hotel and restaurant sector provides clues as to where the market is heading, and how this will affect kitchen operations.



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“As the industry looks to organize the disruptive innovation that is spinning us toward 2020, a definitive variety of “most desirable” restaurant concepts is taking shape,” he says.

“To me, the telltale business set is occurring most visibly and proactively in college and university dining. Students’ eminent demands for heightened personalities in food service; sustainable, global, good fuel/healthy and “I want what I want, when I want it” are leading to mission changes ...

“All this should lead us to develop equipment that allows cooks to do what they do, in a more sustainable and varied way. If I had things my way, I would be looking towards more compact and efficient cooking apparatus that supports and even emulates global cuisine cooking styles and processes.

“Additionally I would be thinking about how to support the instant remote transaction through every critical control point within the process. Self-service is becoming more and more important, causing us to consider line of site, reach and accessibility with a variety of hot and cold items.

“Service accoutrements are becoming more important than ever and vessels critical to the task.”

#### **SAFETY FEATURES**

The Australian Institute Of Refrigeration, Air Conditioning And Heating has produced “Fire safety – Kitchen hood exhaust

systems – Understanding and addressing the special fire risks inherent in commercial kitchen ventilation systems”.

The document is highly recommended reading, making the point that “kitchen exhaust systems continue to feature prominently in commercial building fire events.

“Fire safety within kitchen ventilation systems is not just a matter for the system designer or system installer. The actions of the facilities manager, the maintenance contractor, and the system owner or operator are also critical to ensuring safe outcomes,” says Vincent Aherne, technical manager.

The document lists what is calls Seven Deadly Sins.

#### **Grease removal device too close to the heat source**

Unintentional flare-ups from kitchen cooking equipment is the dominant cause of fires in kitchen exhaust hoods and ducts. The further that the grease removal device is installed away from the ignition source, the lower the likelihood that a cooking flare-up will cause ignition within the hood.

**Poor maintenance/ poor access** Systems that are not periodically inspected, maintained or cleaned will be subject to a build-up of oil, grease and other inflammable materials within the duct, filters, gutters, and on the internal surfaces of the hood. Systems that are not properly maintained present a higher risk of a significant fire event. Systems cannot be adequately inspected or maintained if the cleaning contractor cannot access



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and clean the internal duct surfaces. AS 1668.2 requires that access panels “large enough to enable cleaning of ducts” are provided in the ductwork at every change in duct direction and at least every 3m for horizontal duct runs. If access cannot be achieved, the duct cannot be cleaned, and this will generate a significant and ongoing fire hazard.

**Split maintenance responsibilities** In some cases a building owner and a building tenant will have split responsibilities for system maintenance and cleaning, because the hood and filter are located within the tenancy, and the exhaust duct and fan are located in a common or core building area. In these circumstances the scheduled maintenance programs should be coordinated and the individual responsibilities made explicitly clear. Ultimately it is the building owner that holds the regulatory responsibility for fire safety at the premises.

**Ducts too close to inappropriate materials** Fire insulation must be provided between the exhaust duct and any surrounding combustible materials. Failing to use fire-resistant construction materials or not providing the correct fire separation distances represents a significant fire hazard. Ductwork must be installed at least 300mm away from any combustible material or be insulated to achieve a fire-resistance level (FRL) of  $-/30/30$ . Ducts penetrating any fire-rated floors, walls, and ceiling/ floor or ceiling/roof systems must be installed so that the required FRL of the building element is not compromised. This generally means that the duct has to be enclosed in a fire rated enclosure or in fire-rated construction. Other trades or kitchen staff, who are not aware of the danger of locating combustible materials near or on kitchen exhaust ducts, also need to be considered. Hoods and ducts should never be used as storage or shelving space. Signs can be used to educate staff.

**Multiple ducts from multiple compartments** Over time, as a building’s configuration or usage changes, kitchen exhaust systems are often extended or added. AS/NZS 1668.1 does not allow kitchens within different fire compartments to share the same exhaust ductwork or fan. Kitchens in separate compartments must have separate systems with separate fire-isolated shafts, ducts and fans.

An advertisement for Geared Asset Finance. It features a smiling man wearing a black hat and a black t-shirt, standing in what appears to be a bar or restaurant setting. The background is slightly blurred, showing warm lighting and other patrons. Overlaid on the image is a semi-transparent circular graphic containing text about a tax write-off. To the right of the image, there is a dark grey box with white text listing services, contact information, and the Geared Asset Finance logo.


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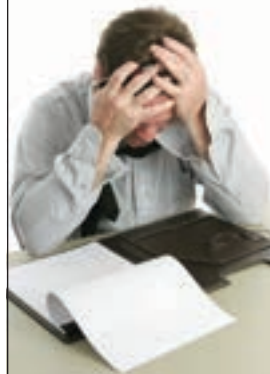
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**Wood-fired ovens and charcoal heaters** Because of the increased ignition risk imposed by solid fuel (wood and charcoal-based cooking fuels), these types of cooking appliances must now be provided with separate, independent ventilation systems and spark arrestors. Existing older systems may combine spark-producing and grease producing cooking appliances within a single system. This high-fire-risk practice should be reviewed and mitigated by installing scrubbers or water sprays in the duct, separating the exhaust systems, or installing a pre-engineered fire-protection system.

**Incorrect installation Systems** may have been incorrectly designed and installed from day one. Ducts should be installed vertically or near-vertically, with horizontal runs graded towards a drain and provided with access/cleanout hatches. Standard-gauge ductwork must not be used; bracing should not promote excessive grease build-up. Ductwork seams must be grease-tight, otherwise grease will leak out onto ceilings and roofs, generating a secondary fire hazard. Exhaust fans must be able to handle grease build-up, must have the motor and drive located out of the airstream, and be capable of withstanding 1000°C without melting or burning.

### TEMPORARY SOLUTIONS

It is clear that hotel renovations, as exciting as they are with the vision of renewal and growth, can result in a loss of valuable revenue over the course of many months if the business shuts down its kitchen.

An alternative that local business **TJ Hire** specialises in is setting

up a temporary, portable kitchen in order to keep cashflow rolling. Over 30 years the company has expanded from hireable mobile cool rooms to complete commercial kitchens.

### LAYOUT AND STORAGE CONSIDERATIONS

Food Standards Australia New Zealand (FSANZ) advises that “food contamination can be minimised by physically separating the areas where raw products are handled from the areas where the final product is ready for dispatch or service.

“Similarly, wash up areas and staff amenity areas should be separated from areas where food is prepared.

“Layout of the premises can also affect the ease of keeping premises clean. For example, it helps cleaners if storage rooms for cleaning equipment are close to the areas where the equipment is used.

“Staff and visitors may bring contamination into food handling areas if access doors are badly placed. Where possible, and where important to prevent food contamination, access to staff entrances, amenity rooms, change rooms and personal hygiene facilities should be located so that staff do not have to cross food preparation areas.”

The FSANZ regulations are clear about the need for high quality of workmanship in food preparation premises. For example, rough grouting between tiles, tiles laid unevenly or roughly finished rendering are not acceptable.

The same is true of mobile and temporary premises. For example, there must be no contamination of food or the water supply from the disposal system.

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## Eco-certified hotels are more resource efficient

A new study from the Cornell Center for Hospitality Research (CHR) at the School of Hotel Administration has documented an unexpected benefit when hotels earn a certification for environmental sustainability: they tend to run more efficiently.

In the study, Cornell's researchers tested the operating efficiency of U.S. hotels using financial performance data from PKF Hospitality. Hotels that had earned the "Eco-Leaf"

designation from Travelocity.com were more efficient in several areas of resource use than hotels that did not have eco-certification.

"As we all know, the hotel industry has been hoping to see improved sales or market position from environmental sustainability, but maybe we have all been looking in the wrong place for the benefits from eco-certification," said Professor Rohit Verma.

"The intriguing thing here is that this study shows a benefit from sustainability initiatives that has been hidden in plain sight. The fact that eco-certified hotels are more efficient is even more interesting because many hotel operators were worried that sustainability would be more expensive, not less."

PKF Hospitality, which is a CHR Friend, provided data on hotel spending. The study examined both guest-related expenditures (which are driven by guests' activities) and the hotels' own operating expenditures. Expenses in both categories were significantly lower in eco-certified 4-star hotels. The effect also occurred in 3-star and 5-star hotels, but the difference was not as strong.

Travelocity.com is a subsidiary of Sabre Hospitality Solutions, which is a CHR Partner. As part of the Global Sustainable Tourism Council, Sabre has developed an eco-certification program which is the basis of Travelocity's Eco-Leaf label. This designation is given to hotels that have earned any of several second- and third-party environmental certifications, such as EnergyStar, LEED, or the U.K.'s Green Tourism Business Scheme. The key requirement of all eco-designations is that the certification can be audited.

The study, "Exploring the Relationship between Eco-certifications and Resource Efficiency in U.S. Hotels," was written by Jie J. Zhang, Nitin Joglekar, Rohit Verma, and Janelle Heineke. Zhang is an associate professor at University of Vermont, Joglekar and Heineke are professors at Boston University, and Verma is a professor at the Cornell School of Hotel Administration. The study is available at no charge from the CHR.

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## F&B Trends To Keep An Eye On

Consumers are ordering soup and salad at restaurants less frequently now than two years ago, according to research company Technomic.

Among the factors contributing to this decline is a shift in menu offerings; soup and salad are trending down on menus, likely due to the growth of more unique, alternative healthy options.

“While soup and salad have traditionally served as go-to options for health-conscious guests, consumers now have a wider variety of healthy options to choose from,” explains Anne Mills, Senior Manager of Consumer Insights at Technomic.

“As more healthy foods become available and health definitions shift, brands will need to find new ways to differentiate soup and salad, perhaps with ethnic varieties that offer a balance of health and flavour.”

### KEY TAKEAWAYS FROM THE REPORT INCLUDE:

- 14% of consumers order salad every time they visit a restaurant.
- 17% of consumers who purchase soup are likely to order it as a snack, up from 11% percent in 2015.
- 52% of consumers who purchase salad say they feel healthier after eating meals that include salad.

The company has also released a study of where growth is occurring in hospitality.

### KEY FINDINGS FROM THE US-BASED REPORT INCLUDE:

- Local and regional offerings are more in demand. Featuring local products, including adult beverage brands, has helped hotels compete against restaurants in the area that may otherwise be more attractive to patrons
- Hotels are reinventing themselves to focus on social and community spaces. Many new hotels are putting emphasis on flexible lobby and outdoor areas that can help boost social interaction

- Operators place emphasis on upscale casual-dining experiences. Many hotels are offering upscale eateries to appeal to a wider array of patrons and to enhance the overall dining experience.

“Hotels use their food and beverage programs as competitive differentiators and are investing to drive unique guest experiences,” said **David Henkes, senior principal, Technomic.**

“As more options appear for consumers, not only in new and emerging types of hotel properties but also in alternative channels like Airbnb and VRBO, having a strong food and beverage program is more important than ever for continued hotel success.

- “The hotel food and beverage segment remains an extremely attractive area for any supplier that can service the unique needs of these operators. Having a dedicated strategy that is driven by facts will help suppliers better navigate this attractive segment.”

At the higher end of the market, the Chicago-based company reported that banquets and catering are the primary drivers for hotel programs, accounting for nearly 40 cents out of every dollar spent at hotels, and account for an even larger part of the overall revenue at upscale and luxury properties that cater to both personal and business events. Other areas that are receiving more focus at hotels include grab-and-go areas, such as lobby pantries and kiosks; breakfast areas; bars/lounges; and preferred guest lounges that help create a unique amenity for higher-status guests.

Traditional areas, such as minibars and room service, are being de-emphasised by many properties, and growth in these areas lags well below other parts of the hotel food and beverage program. In particular, breakfast remains a critical touchpoint for hotels and a daypart where hotels can reach more guests.

Technomic publishes a complete library of Consumer Trend Reports. To learn more, visit [Technomic.com](http://Technomic.com).

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# Food fight: Demand for quality food blurs lines between industries

Hotels are now getting in on the boom in home delivery of food, thanks to the rapid uptake of UberEats. Seeing an Uber car parked outside a pub for five minutes will become a more common sight as this trend continues.

Australia's insatiable demand for quality food has blurred the lines between food-service industries over the past five years, according to industry research company IBISWorld.

Operators across a range of food-services industries have sought to capitalise on trends towards premium dining, disregarding traditional business models, the company says.

Over the past five years, many fast food operators have sought to expand their range of restaurant-quality meals, while the restaurants industry is awash with premium establishments providing a new take on fast-food classics. These trends will pose a challenge for operators that do not embrace premiumisation, as they will face growing competition from rival businesses across the hospitality sector.

IBISWorld reports that fast-food has traditionally been associated with cheap, quick, unhealthy food, and fried products have dominated much of the industry.

"While giants like McDonald's, Subway and KFC still hold significant shares of the market, the tide is turning. Consumers

have demonstrated a willingness to pay higher prices for products of a higher quality. This has encouraged an influx of new businesses into the fast food services industry. These new operators have sought to tear down the barriers between fast food and restaurant dining, finding new ways to produce premium-quality meals at fast-food speed.

"This trend has provided a strong avenue for growth in the industry, with revenue expected to rise by 2.7% during 2014-15 to reach \$14.2 billion.

"While the shift towards restaurant-style fast food has pushed the boundaries of the fast food services industry, fast-food providers are under pressure from similar trends in the restaurants industry. Traditional favourites have fallen out of favour in the fast food services industry, but premium equivalents in restaurants are more popular than ever, with gourmet burger, pizza and fried-chicken restaurants leading the charge.

"Consumers have embraced these products, willing to forgive poor health content if the quality is high. The expansion of these products has supported strong growth within the restaurants industry, with revenue expected to rise by an annualised 3.6% over the five years through 2014-15. This growth includes a rise of 2.0% in the current year to reach \$11.7 billion. Competition



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among restaurateurs and from other food-services businesses has limited growth to a degree.

“The blurring of the lines between food-services industries extends further to the cafes and coffee shops industry, with cafes trying to broaden their appeal while at the same time facing strong external competition.

“Coffee sales have provided some insulation from external competitors, with many discerning consumers preferring to buy coffee from specialist cafes over restaurants. However, restaurants have sought to introduce cafe-style operations during the morning and lunch-time hours in an effort to capitalise on strong demand for coffee.

“While fast-food operators have been unable to compete on quality, these players have sought to undercut both cafes and restaurants when it comes to prices. Consumers can now easily get their morning caffeine hit from fast-food providers at a fraction of the cost of visiting their local cafe.

“The changing landscape of the food-service sector is shifting what consumers purchase and from where. It is also providing consumers with more options, allowing them to easily choose between fast food, restaurants and cafes when eating out. While this trend is being welcomed by consumers, it is forcing these industries to compete against each other for customers, pushing prices lower, and quality higher. Operators will need to carefully choose menus, prices and spending strategies in order to attract consumers while remaining profitable.”

For more information, visit [www.ibisworld.com.au](http://www.ibisworld.com.au)



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# Gaming CARE

The Hotels Responsible Gambling Early Intervention Agency



**G**aming Care is the Hotels Responsible Gambling Early Intervention Agency, and is an initiative of the AHA|SA. Gaming Care's role is 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 and other relevant organisations.

**Some of our duties include:**

- ✓ Assisting gaming licensees, managers and employees in the early identification and support of patrons and staff who may be experiencing difficulty with their gaming behaviour

- ✓ Developing and promoting initiatives, programs and policies designed to address early identification of problematic gambling behaviour
- ✓ Assisting venues to comply with the Gambling Codes of Practice, licence conditions and other legislation through undertaking audits, with a particular focus on patron intervention

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

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

**Telephone:** 08 8100 2499  
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**Email:** [info@gamingcare.org.au](mailto:info@gamingcare.org.au)  
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- Big Hit Bonanza Jackpots is Multi-Denom

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- Firepower Jackpots is a Multi-Denom Multi-Game package offering 2 levels of Rapid-Hitting Standalone Jackpots and four entertaining games - each with unique feature experiences.

Be sure to visit Ainsworth at Australasian Hospitality & Gaming Expo 7<sup>th</sup> – 8<sup>th</sup> March, 2018. For more information, contact Michael Queale or Kelly Assender or alternatively jump on their website [www.agtslots.com.au](http://www.agtslots.com.au)

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# Digital News

## Profit from these Google insights

01

One in two smartphone users used their phone to choose where to eat in the last four weeks.

02

Looking for something nearby is one of the most common searches we do. In fact, nearly one-third of all mobile searches are related to location.

03

Over the past two years, restaurant-related searches have grown by double digits.

04

It's in I-want-to-know, I-want-to-go, I-want-to-do, and I-want-to-buy moments that decisions are made and preferences are shaped.

05

In September 2015, we shared that "near me" or "nearby" searches on Google had grown 2X in the previous year. Now, just two years later, we see that behaviour has continued to change. Make no mistake, people still use "near me" to discover places of interest around them. But we're now seeing a shift toward dropping location qualifiers (like zip codes, neighbourhoods, and "near me" phrasing) in local searches, because people know that the results will automatically be relevant to their location — thanks to their phone. It's kind of magical. In fact, this year, search volume for local places without the qualifier "near me" has actually outgrown comparable searches that do include "near me." Over the last two years, comparable searches without "near me" have grown by 150%.

06

60% of U.S. travellers would consider an impulse trip based on a good hotel deal.

07

85% of leisure travellers decide on activities only after having arrived at the destination.

08

Make sure you have a section on your website that offers good accommodation deals. 69% of leisure travellers worry they're not finding the best price or making the best decision while booking a trip. To put that in perspective, travellers are more worried about not finding the best price or making the best possible vacation decision than they are about their financial investments, home improvements, or electronics purchases.



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## Casual Employees and an entitlement to overtime

As of 1 January 2018 casual employees employed under the Hospitality Industry (General) Award 2010 ('HIGA') are entitled to payment for overtime in certain circumstances. This new entitlement was introduced as a result of the four year modern award review currently being undertaken by the Fair Work Commission. Whilst this new entitlement has caused significant concern for the industry, the HIGA was one of only a few Awards that did not allow for overtime for casuals. This article will help members understand when an entitlement to overtime arises. It also answers a number of common questions received by the HR/IR Team.

### WHEN DOES AN ENTITLEMENT TO OVERTIME ARISE?

As of 1 January 2018, a casual employee is entitled to overtime in the following circumstances:

- If they work more than 38 hours in a week (or an average of 38 hours per week over a roster cycle), and
- If they work more than 12 hours per day or per shift.

A day is taken to be the 24 hour period from midnight to midnight. Breaks are not included in calculating whether an employee has worked 38 hours in a week or 12 hours in a day/shift.

### DOES THE OVERTIME RATE INCLUDE THE CASUAL LOADING?

The answer to this question depends on the Award that is applied at the Venue. Under the Hospitality Industry (General) Award 2010 ('HIGA') the overtime rates payable to casuals exclude the casual loading, however under the General Retail Industry

Award ('GRA') the casual loading is included in the overtime rates. Members should refer to the wage schedules that have been prepared by the AH/ISA for the overtime rates to be applied.

### WHAT IS MEANT BY A ROSTER CYCLE?

Most venues prepare a roster on a weekly basis. The roster week runs in line with the payroll cycle. Staff are notified of their shifts for that particular week at least 7 days before the start of the roster. These venues operate on a weekly roster cycle. Where a roster is prepared to cover two weeks this would be referred to as a two weekly roster cycle, or if it was four weeks for example then a four weekly roster cycle. Whilst a roster cycle of more than one week may allow for the averaging of hours for the purpose of determining overtime, it does result in an extra administrative burden. Members should ensure an averaging arrangement is properly managed to reduce the risk of an underpayment arising.

### WE HAVE AN INDIVIDUAL FLEXIBILITY AGREEMENT (IFA) IN PLACE WITH SOME STAFF. THIS IFA VARIES THE PENALTY RATES PROVISIONS MEANING WE PAY THE EMPLOYEE A FLAT RATE FOR ALL HOURS WORKED. DOES THIS MEAN WE DO NOT NEED TO WORRY ABOUT OVERTIME?

Modern Awards such as the HIGA allow an employer and an individual employee to enter into what is called an Individual Flexibility Agreement ('IFA'). An IFA is an agreement between the employer and an individual employee which varies a provision of the Award in order to meet the genuine needs of the employer and the employee (eg penalty rates, overtime – see cl 7.1). If the IFA varies the penalty rates provisions only (for example in order to pay a flat rate for all hours worked), an employee will be entitled to payment for overtime in accordance with the Award. For



further information members should refer to Update No 02/18. This Update also includes details on varying a current IFA.

The AHAlSA recommends IFAs are used with caution. Reason being the employee must be better off than if the Award provision(s) being varied applied. The arrangement under the IFA should be reviewed regularly in order to reduce the likelihood of an underpayment arising.

#### **DO WE NEED TO GIVE CASUAL EMPLOYEES A NEW CONTRACT AS THE CURRENT ONE DOES NOT REFER TO OVERTIME?**

The change to the Award does not alter the underlying contract of employment as agreed to between the employer and the employee. The contract should, or is likely, to state that the terms and conditions of employment are as per the Award. This means any variations to the Award, including the inclusion of an entitlement to overtime, apply regardless of what the written contract of employment may state under a clause referring to remuneration.

#### **DO WE NEED TO SHOW THE OVERTIME AS A SEPARATE LINE ON THE PAYSリップ?**

Yes, overtime should be shown on a separate line on the payslip. The *Fair Work Regulations 2009* (Cth) set out what information must be included on a payslip (see reg 3.4.6). This regulation specifically states any amount paid to an employee that is a bonus, allowance, penalty rate or other separately identifiable entitlement (eg overtime) must be included on the payslip. It is therefore important that any overtime hours are specifically stated on the payslip provided to the employee.

#### **CAN WE CONVERT CASUALS TO A FULL TIME OR PART TIME POSITION AT OUR REQUEST?**

An employer can convert the employment status of a casual

employee to a full or part time if the employee agrees to a change to their employment contract. Before offering a casual employee with an offer of a permanent position, it is recommended that members undertake their homework. Can you sustain a full or part time position going forward? Will a full or part time position still provide you with the flexibility you may require around rostering of hours and the like? These are just some of the questions you may need to ask yourself.

Often casual employees are hesitant to agree to an offer to convert to a permanent position. There is a perception that the loss of the casual loading will result in their take home pay being reduced. If reviewing their take home pay on a weekly basis, this perception is somewhat valid. However, when annual and personal leave is accounted for across the year as well as the guarantee of a set number of hours, the annual difference in take home pay is negligible. Members may need to outline this to employees if they are hesitant to convert.

If a casual employee refuses to convert to full-time or part-time employment please consult with the AHAlSA for further options to discuss.

#### **WE HAVE SOME EMPLOYEES WHO HAVE AVERAGED 45 HOURS PER WEEK OVER THE LAST FEW YEARS. WE DON'T WANT TO PAY OVERTIME. CAN WE REDUCE THEIR HOURS TO NO MORE THAN 38 PER WEEK?**

Casual employees are not entitled to a set number of hours per week. The problem is, when a casual employee has been working 'regular' hours for a period of time reducing these hours without reason may be seen as a demotion and may give rise to a claim for unfair dismissal. The situation in the example above however is somewhat different. This is because the hours between 38 hours and 45 hours are considered 'overtime', they are extra hours that the employer needs the employee to work to meet the operational requirements of the business. Should you wish to reduce the hours of a casual employee so that overtime does not arise, it is strongly recommended that you communicate with any affected employees to let them know how this change will impact them and why.

Ordinarily reducing the hours of a long term casual employee (ie where they have been working regular hours for 12 months or more) is not recommended without first seeking advice to determine the best course of action.

#### **AN EMPLOYEE HAS SAID THEY WOULD RATHER WORK EXTRA HOURS AND SO ARE HAPPY NOT TO RECEIVE OVERTIME PAYMENTS EVEN THOUGH THEY ARE AWARE IT IS AN ENTITLEMENT. AS IT IS THEIR REQUEST IS THIS OK?**

No, this is not ok and members should not agree to any such requests from employees. Contracting out of the Award or any obligations arising under the *Fair Work Act 2009* (Cth) is not permissible and no agreement that does so should knowingly be entered into. Whilst it might keep an employee happy and may reduce the employers overall wage costs, should the employee become an unhappy employee an underpayment claim may result. Entering into such agreements is therefore not advisable. Doing so exposes an employer to the potential for a number of claims including penalties for breaching the Award or Act.

Further information and advice Members should contact the HR/IR Team on 8232 4525 for further information and advice on particular scenarios.



## ACCOUNTANCY SERVICES

- Bentleys Accountants 8372 7900
- Jaquillard Minns 8221 6551
- Winnall & Co. 8431 9447

## ATMS

- Next Payments 0499 331 476

## ARCHITECTS & INTERIOR DESIGNERS

- Studio Nine Architects 8132 3999

## AUDIO VISUAL

- Big Screen Video 1300 244 727
- Integrate IoT 8193 4800
- Nightlife Music Video 1800 679 748
- Novatech Creative Event Technology 8352 0300

## BACKGROUND MUSIC

- Moo Music 1300 139 913
- Nightlife Music Video 1800 679 748
- Zoo Business Media 07 5587 7222

## BANKING

- Bank SA 8424 5536
- Commonwealth Bank 8206 4035

## BEER DISPENSE EQUIPMENT

- Andale Hotel Services 8234 0388
- Lancer Beverage Systems 8268 1388

## BEVERAGE GASES

- BOC Limited 8300 5668
- Supagas 8252 7472

## BEVERAGES

- Accolade Wines 8392 2238
- Asahi Premium Beverages 8276 4888
- Australian Liquor Marketers Pty Ltd 8405 7744
- Brown-Forman Australia 8418 7104
- 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 (Sip'n Save) 8416 7575
- Options Wine Merchants 8346 9111
- Pernod Ricard Australia 8208 2400
- Samuel Smith & Son 8112 4200
- Treasury Wine Estates 8301 5400
- Vintage House Wine & Spirits 8397 7100

## BOOKKEEPING

- Brisn Hospitality Consulting 8235 1594
- Jaquillard Minns 8221 6551
- Winnall & Co. 8431 9447

## CABINET MAKERS

- John Reuther Cabinet Makers 8234 9600

## CLEANING SUPPLIES

- Bunzl Hospitality Supplies 8245 6200
- Cobalt Blue Australasia 8352 3881

## CLEANING SUPPLIES

- TJs Cleaning Services 1800 857 737

## ENERGY

- Choice Energy 1300 304 448
- Class A Energy Solutions 8391 4853
- Make it Cheaper 02 8880 1490
- Trans Tasman Energy Group 1300 118 834

## FIRST-AID

- Also 8346 1391
- St John 1300 360 455

## FOOD SERVICES

- Galipo Foods 8168 2000
- Holco Fine Meat Suppliers 8162 8400
- International Oyster & Seafoods 0412 392 551
- PFD Foodservice 8114 2300
- Wills and Daniel 8260 7776

## FURNISHINGS

- Concept Collections 1300 269 800
- The Table & Chair Co 8354 3266

## GAMING MACHINE SERVICES

- Ainsworth Game Technology 0408 462 321
- Aristocrat Technologies Australia 8273 9900
- Bluize 1300 557 587
- Global Gaming Industries 0409 283 066
- IGT 8231 8430
- Independant Gaming Analysis 8376 6966
- Konami Australia Pty Ltd 0409 047 899
- Macmont Gaming Supplies 8340 1322
- MAX 8275 9700

## GAMBLING SERVICES

- The Lott 132 315
- UBET 8354 7300

## HOTEL BROKERS

- McGees Property Hotel Brokers 8414 7800
- Steele & Associates Hotel Brokers 8232 1566

## HOTEL MANAGEMENT

- Brisn Hospitality Consulting 8235 1594
- H&L Australia Pty Ltd 8291 9555

## ICE MAKERS

- Bunzl Hospitality Supplies 8245 6200
- Lancer Beverage Systems 8268 1388

## INFORMATION SYSTEMS/ SITE PREPARATION

- Max Systems 8275 9700

## INSURANCE

- Aon Risk Solutions 8301 1111

## I.T. PRODUCTS & SERVICES

- Boylen 8233 9433
- Vintek 1300 001 337

## KITCHEN & BAR EQUIPMENT

- Andale Hotel Services 8234 0388
- Bunzl Hospitality Supplies 8245 6200
- Lancer Beverage Systems 8268 1388
- Silverchef 1800 337 153
- Stoddart Manufacturing & Food Service Equipment 0427 106 103

## LEGAL SERVICES

- Clelands Lawyers 8177 5888
- Duncan Basheer Hannon 8216 3389
- Foreman Legal 8370 8500
- Ryan & Durey Solicitors 6166 9000
- Wallmans Lawyers 8235 3000

## MEDIA

- Boylen 8233 9433
- FIVEaa 8419 1395
- InDaily 8224 1600

## MUSIC LICENSING

- APRA/AMCOS 8331 5800

## ONHOLD/MESSAGING

- Adelaide's 1800 ON HOLD 8125 9370

## PAYROLL & HR RESOURCES

- Brisn Hospitality Consulting 8235 1594
- Jaquillard Minns 8221 6551
- Winnall & Co. 8431 9447

## POS SYSTEMS

- H & L Australia Pty Ltd 8291 9555

## PROPERTY VALUATIONS

- Knight Frank Valuations 8233 5222

## REFRIGERATION

- Bidvest Hospitality Supplies 8245 6200
- Lancer Beverage Systems 8268 1388

## SPORTS & ENTERTAINMENT MEDIA

- Foxtel 1300 138 898
- Fox Sports 0499 660 023
- Sky Racing 02 9218 1755

## STAFF TRAINING & RECRUITMENT

- Career Employment Group 8645 6800
- HITsa Industry Training 8351 5855
- Skillhire 8349 3400

## STAGING

- Nexstage 7070 8191

## SUPERANNUATION

- HostPlus 8205 4965

## TABLE LINEN

- Also 8346 1391

## WEBSITES

- Boylen 8233 9433

## WORKERS COMPENSATION

- Gallagher Bassett 8177 8450



Gold



Silver

- Ainsworth Game Technology
- APRA AMCOS
- Aristocrat Technologies Australia
- Australian Liquor Marketers
- Big Screen Video
- Bluize
- Boylen
- Foxtel/Fox Sports
- IGT
- InDaily
- Independant Gaming Analysis
- 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
- Stoddart Food Equipment

Bronze

- Adelaide's 1800 ON HOLD
- Alsco
- Andale Hotel Services
- BankSA
- Bentleys Accountants
- BOC Limited
- Brown-Forman Australia
- Career Employment Group
- Choice Energy
- Class A Energy Solutions
- Cobalt Blue Australasia
- Commonwealth Bank
- Concept Collections
- Duncan Basheer Hannon
- Empire Liquor
- Gallagher Bassett
- Global Gaming Industries
- HITsa Industry Training
- International Oyster & Seafoods
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- St John
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- The Table & Chair Co
- TJ's Cleaning Services
- Trans Tasman Energy Group
- Vintage House Wine & Spirits
- Wallmans Lawyers
- Wills and Daniel Produce Merchants
- Winnall & Co.

Industry Supporter

- Brisian Hospitality Consulting Services • Clelands Lawyers • Foreman Legal • John Reuther Cabinet Makers • Vintek



## LICENSEE TRANSFERS NOVEMBER 2017

Hotel	Location	Date Granted	New Licensee
Port Neill Hotel	Port Neill	6-11-2017	Shamrock Well Pty Ltd
Adabco Boutique Hotel	Adelaide	7-11-2017	Adabco Lodgings Pty Ltd
Rocks Tavern	Carpenter Rocks	16-11-2017	Mullan Pty Ltd
Parndana Hotel	Pardana	17-11-2017	Tilly (KI) Holdings Pty Ltd
Caltowie Hotel	Caltowie	20-11-2017	Brett Wilson
The Watson Hotel	Walkerville	22-11-2017	AS Hotel Group Pty Ltd
Flinders Rest Hotel	Warnertown	22-11-2017	Kirk & Suzan Gibbons
The Island Landing	Goolwa	24-11-2017	Tavern Hi Pty Ltd
British Hotel	North Adelaide	28-11-2017	Missrock Pty Ltd

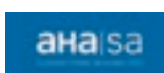
## LICENSEE TRANSFERS DECEMBER 2017

Hotel	Location	Date Granted	New Licensee
The Magpie & Globe Hotel	Jamestown	11-12-2017	Troy De Young
Sportsmans Hotel	Millicent	12-12-2017	Ruihui Pty Ltd
Tailem Bend Hotel	Tailem Bend	15-12-2017	Descent Pty Ltd
Pt Hughes Tavern	Pt Hughes	15-12-2017	Port Hughes Tavern Pty Ltd
Bedford Hotel	Woodside	15-12-2017	Dale & Marivic Schulz
Terminus Hotel	Morgan	19-12-2017	P Carson Investments Pty Ltd
Commercial Hotel	Orroroo	21-12-2017	Duncan & Gayle Anderson

## WELCOME TO OUR NEW MEMBERS

### Hotel

Duke of Brunswick  
Roseworthy Hotel



## Office Holders

### CONTACT

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Lucy Randall	Events & Sponsorship
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Wally Woehlert	General Manager of Gaming Care

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