

# Hotel SA

THE OFFICIAL PUBLICATION OF THE AUSTRALIAN HOTELS ASSOCIATION (SA BRANCH) AUG/SEPT 2018



aha|sa  
Australian Hotels Association (SA)  
HOTEL INDUSTRY  
**AWARDS**  
FOR EXCELLENCE  
**2018**

## HOTEL EXCELLENCE

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## From the President

DAVID BASHEER – AHAISA PRESIDENT

### TIME TO TURN STAGNATION INTO HEALTHY GROWTH

South Australia must confront a dire problem: we have the lowest population growth of all the mainland capitals and the ramifications of this are profound.

I use the term “growth” loosely. Overall, our numbers are closer to stagnation and the strong spending 18-30s demographic is actually in decline.

This is of concern for all businesses in SA, and the hotel industry is certainly not immune. Two examples bear this out:

- our pubs are grappling with acute skills shortages in key areas, especially chefs.
- on the demand side, supply is rising with new venues popping up, as well as the rapid growth in other options, such as online food delivery services.

We were once 10% of the Australian population. Now we are just 6.7% and we have lost another Federal Seat. Western Australia has 16 seats, SA is down to 10.

So while population and migration policy are not issues the AHAISA would normally take on, the time has come for action.

All of the population growth is occurring in Melbourne, Sydney, Brisbane and Perth. Policies made for those cities are not the right solution for Adelaide and our regional areas. I would also urge our Federal politicians not to confuse the infrastructure problems in large eastern states cities and lump Adelaide into a broadbrush solution.

To emphasise that point, we now have 25,000 fewer young people here than 1981. That's not the case interstate. Yes, SA is a great place to live - but we have to create employment and business opportunities or watch the brain drain continue.



“...we have to create employment and business opportunities...”

And once our young people are gone, it's hard to get them back. The reality is that healthy population growth will not occur through natural growth, so migration has to be part of the solution. South Australia should have its regional migration status reinstated. It gave us certain advantages to help address the immigration imbalance and we need it back.

The Federal Government must also revisit last year's decision to scrap 457 visas for chefs and other key hospitality roles. As an industry, we need population growth to overcome skills shortages and to fill our bars, restaurants and associated entities.

The bottom line is that both our metro and regional areas need more people.

## CONGRATULATIONS

Congratulations to all AHA|SA Awards winners, especially The Crafers on being named Best Hotel in SA. Brett and Sarah Matthews, their partners and the entire team should be proud of this stunning renovation, which continues the resurgence in our Adelaide Hills pubs.

This year saw a fantastic diversity in award winners, which once again illustrates the depth and breadth of our industry. This was highlighted by the words of Premier Steven Marshall, as well as the attendance of the Minister for Tourism, David Ridgway, the Leader of the Opposition, Peter Malinauskas and over 800 members of the broad hotels community. We are an industry that makes a broader hotel contribution to our State's economy and is unrivalled in the contribution it makes to the community and social wellbeing of South Australians.

The overwhelming majority of our industry are small, medium and family based enterprises. These are South Australians who have literally put their house on the line and collectively purchase over \$1.2 Billion dollars in goods and services from fellow South Australians every year. They represent hotels, the place where 84% of live music takes place!

So now, with the election out of the way, the hotel industry deserves some serious policy attention. To continue to ignore us is to miss the bleeding obvious. If you stimulate hotels, you immediately trigger investment not just in the CBD and metro areas, but in the regions as well. Stimulate hotels and you immediately trigger more jobs.

As Ian Horne articulates in his column, recent work by accounting firm Bentleys confirms an increase in Industry turnover by 15% would see an additional 2049 jobs created in this State. We are a labour intensive industry. We employ people. As has been our catch cry: SA Hotels -Too Good to Ignore, Too Valuable to Lose.



“Congratulations to all AHA|SA Awards winners, especially The Crafers on being named Best Hotel in SA.”

**David Basheer**  
AHA|SA President

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# From the General Manager

IAN HORNE – AHAISA GENERAL MANAGER

## SA HOTELS – TOO GOOD TO IGNORE, TOO VALUABLE TO LOSE

The SA Centre for Economic Studies (SACES) published its report in 2016 that examined the state-wide economic impact of the hotel industry to the SA economy. Amongst other things, the SACES report found that there were 26,250 people employed by the hotel industry in SA. This equated to 16,465 full time equivalent (FTE) employees and represented approximately 3.2 percent of SA's total employment.

The report also found that SA hotels paid \$958m in wages during the financial year ended 30 June 2015.

Following that report, AHAISA engaged Bentleys SA Pty Ltd who were asked to consider the impact of changes in turnover to employment in that industry as a result of changes in liquor licensing regulation in SA.

Using the SACES report and industry data, the Bentleys report estimated the impacts on job levels of both a reduction and an increase in turnover, predominately in relation to changes in sales of food and beverage, including takeaway liquor at bottleshops. Using the same well-tested methodology, the report estimated that a reduction in revenue in the range of 5-40% would result in job losses as seen in the table below.

A reduction in jobs would also result in a reduction in payroll tax remitted to the SA government. A reduction in turnover in the industry would, in addition, have a flow-on-effect in overall spending, particularly in related food and beverage industries and employment in SA generally.

A significant and sustained reduction in profitability is likely to also impact the underlying value of the business itself, which may have dire implications in relation to borrowings and hotel valuations and could lead to financial institutions calling up their loans.

The same methodology was used to estimate the number of additional industry jobs created through an increase in turnover.

For example, a 15 percent increase in turnover would potentially lead to the creation of an additional 2,049 jobs (1,285 FTE) and create economic growth in SA across a number of sectors.

The point of this discussion is that the hotel industry in general is inherently labour intensive. Staffing requirements across hotel venues are closely linked to turnover levels. A material change in turnover (whether positive or negative) will impact staffing levels at the particular hotel. The extent of the link will differ between different revenue streams; eg. food, beverage, bottle shop, gaming and accommodation. Therefore, it is clear to us that with pro-industry policies an increase in revenue of 15% could lead to the creation of an additional 2,049 jobs (1,285 FTE) almost immediately.

## THANK YOU TREVOR EVANS

AHAISA saw our long serving Manager of IR and HR Services retiring in July. Trevor Evans has an impressive track record in the management of industrial relations and associated human resource services. Trevor joined AHAISA in 2006 after a distinguished career at Business SA.



His entire professional life has been dedicated to advocating on behalf of South Australian businesses – predominantly small, medium and family based enterprises. We wish Trevor and Lynn well in their retirement and thank Trevor for his commitment to the members of the AHAISA for more than a decade. Trevor intends to travel, finish building his handmade wooden kayak and focus on his family and grandchildren. Travel well Trevor!

**Ian Horne**  
AHAISA General Manager

## REDUCTION IN EMPLOYEES

REDUCTION IN REVENUE	5%	10%	15%	25%	30%	35%	40%
REDUCTION IN EMPLOYEES							
- FTE	428	857	1,285	2,143	2,571	2,999	3,427
- ACTUAL	683	1,366	2,049	3,416	4,099	4,782	5,465

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# AWARDS

FOR EXCELLENCE

## The Crafers Hotel: Excellence in the Adelaide Hills



The Crafers Hotel in the Adelaide Hills has been recognised as the Best Overall Hotel in South Australia at this year's AHA|SA Hotel Industry Awards for Excellence.

Winning five awards, The Crafers Hotel has cemented its position as a destination venue of choice, not only for locals in the Adelaide Hills, but for South Australians further afield.

Along with Best Overall Hotel, the Crafers Hotel was awarded wins in the following categories: Best Superior Hotel Accommodation, Best Bistro Dining – Metropolitan (joint winner with the Port Admiral Hotel), Best Redeveloped Hotel and Best Apprentice Development and Training. The new owners (Ed and Julie Peter, with shareholders Brett Matthews and Jodi

Brumby) purchased the rundown hotel in 2014, with a vision to create the most unique culinary and vinous destination hotel in the Adelaide Hills, offering delicious food, exceptional wines, and well-priced accommodation. Over three years later The Crafers Hotel has been completely transformed into a French-inspired, uniquely stylish gastropub.

The Crafers Hotel was not the only venue to catch the eye of the judges in the Adelaide Hills, with The Uraidla Hotel a joint winner in Best Bar Presentation and Service – Metropolitan category, and Mount Lofty House winning the category of Best Restaurant – Accommodation Division for its popular Hardy's Verandah Restaurant.



BEST OVERALL HOTEL 🏨  
The Crafers Hotel

**AON**



The recently renovated Port Admiral Hotel in Port Adelaide took home an award for Best Bistro Casual Dining – Metropolitan (joint winner). This pub is now a firm favourite amongst locals and visitors alike, serving up all the pub classics with a distinctly modern flair, including fresh-daily seafood. Our country venues were also celebrated, with the Sevenhill hotel in the Clare Valley winning the category of Best Bistro Casual Dining – Country, and Sporties Tavern in Port Pirie winning Best Redeveloped Hotel Country, wowing the judges with its recent transformation.

“Congratulations to all the winners in the 2018 Hotel Awards for Excellence. South Australian hotels continue to innovate and produce top-quality venues right across the state, something that hoteliers and their staff should be proud of,” said AHAISA

General Manager, Ian Horne. “The flow on effects of these successful hospitality business will be felt by their local communities and beyond, through the people they employ, the local businesses and suppliers they use, and the local community groups that they support.”

The 2018 AHAISA Hotel Industry Awards for Excellence was held on Tuesday July 24 at the Adelaide Entertainment Centre. Over 750 people attended this premier event with entertainment provided by Ricki-Lee Coulter, and hosted by Hamish McLachlan. All winners from the AHAISA Awards will now go on to compete in the National AHA Awards to be held on the Gold Coast on September 17, 2018.



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# 2018 AHAISA AWARDS FOR EXCELLENCE WINNERS



**01 DRAUGHT BEER QUALITY – METROPOLITAN**  
Cathedral Hotel, North Adelaide



**02 DRAUGHT BEER QUALITY – COUNTRY**  
Vine Inn, Barossa



**03 MID-RANGE HOTEL ACCOMMODATION**  
Largs Pier Hotel



**04 SUPERIOR HOTEL ACCOMMODATION**  
Crafers Hotel



**05 DELUXE HOTEL ACCOMMODATION**  
The Playford



**06 BISTRO CASUAL DINING – COUNTRY**  
Sevenhill Hotel



**07 BISTRO CASUAL DINING – METROPOLITAN**  
Crafers Hotel / Port Admiral Hotel, Port Adelaide  
The Barker – Judges Commendation



**08 HEALTHY MENU CHOICES FOR KIDS**  
Beach Hotel Seaford



**09 RESTAURANT – ACCOMMODATION DIVISION**  
Mount Lofty House  
Mercure Kangaroo Island Lodge – Judges  
Commendation





**10 RESTAURANT – GENERAL DIVISION  
METROPOLITAN**  
Apothecary 1878  
Electra House – Judges Commendation



**13 OUTDOOR OR NON-ENCLOSED FACILITY**  
Feathers Hotel  
Warradale Hotel – Judges Commendation



**11 BAR PRESENTATION & EXPERIENCE  
– COUNTRY**  
Sporties Tavern, Port Pirie



**14 LIVE MUSIC VENUE**  
The Gov



**12 BAR PRESENTATION & EXPERIENCE –  
METROPOLITAN**  
Exchange Hotel Gawler / Uraidla Hotel



**15 ENTERTAINMENT VENUE**  
The Hindley



**16 SPORTING ENTERTAINMENT VENUE**  
Warradale Hotel



# 2018 AHAISA AWARDS FOR EXCELLENCE WINNERS



17



18



19



20



21



22



23



24



25

**17 COMMUNITY SERVICE & SUPPORT**  
Vine Inn Barossa



**21 GAMING VENUE – COUNTRY**  
Hotel Crown, Victor Harbor

Tabcorp

**18 MARKETING & PROMOTION  
– GENERAL DIVISION**  
Moseley Bar and Kitchen



**22 GAMING VENUE – METROPOLITAN**  
Lakes Resort Hotel  
The Barker Hotel - Judges Commendation

Tabcorp

**19 TOURISM & REGIONAL PROMOTION**  
Port Lincoln Hotel



**23 MEETING & EVENTS VENUE – SPECIALIST  
& ACCOMMODATION DIVISIONS**  
National Wine Centre



**20 ENVIRONMENTAL & ENERGY  
EFFICIENCY PRACTICE**  
Electra House



**24 MEETING & EVENTS VENUE  
– GENERAL DIVISION**  
Lion Hotel, North Adelaide





**25 RETAIL OUTLET – ATTACHED**  
Arkaba Hotel



**26 RETAIL OUTLET – STAND ALONE**  
East End Cellars



**27 PEOPLES CHOICE AWARD – BEST CBD HOTEL LUNCH**  
The Elephant British Pub



**28 SMALL VENUE**  
Pink Moon Saloon



**29 REDEVELOPED HOTEL – COUNTRY**  
Sporties Tavern, Port Pirie



**30 REDEVELOPED HOTEL – METROPOLITAN**  
Crafers Hotel/Morphett Arms Hotel



**31 STAFF DEVELOPMENT & TRAINING - GENERAL DIVISION**  
Warradale Hotel



**32 APPRENTICE DEVELOPMENT & TRAINING**  
The Crafers Hotel



**33 HOTEL INDUSTRY RISING STAR**  
Ayesha Ridgway – Hackney Hotel



# 2018 AHA|SA AWARDS FOR EXCELLENCE GALA DINNER







# 2018 AHA|SA AWARDS FOR EXCELLENCE GALA DINNER





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# Ravo's Bush Telegraph

## "Jumbo" Moves On



Trevor "Jumbo" Jenkins, the affable former West End and Lion Nathan employee, has moved on after 34 years. In that time, Trevor made a huge contribution to the hotel industry, along with making life-long friendships.

Jumbo started with West End way back in 1983 as a delivery driver in Broken Hill for Scott's Transport, the delivery and logistics partner of West End.

Having a great knowledge of the Broken Hill marketplace and customer relationships, he began fulltime

employment with West End as a sales executive serving their customers in Broken Hill. Of course, the St. Pat's Race Club, which conducts a huge race day annually, has had over 50 years of involvement with West End and Trevor has been influential in this long term relationship; so much so that he was awarded life membership of the St. Pat's Racing Club.

In 2001, Trevor and his wife Kerrie moved to Kadina to service the Yorke Peninsula, Port Pirie and Mid North area for West End. He made lasting relationships with the Papps family (Royal Exchange Hotel), Ian Martlew (Sportsmen's Tavern at Port Pirie), Grant "Grunter" Summerton (Weeroona Hotel Wallaroo) and many others.

Without a doubt, he had a good affinity with country publicans and helped OPTSPU grow to be the event it is today. His son MacKenzie, who was made in

Kadina but born in Adelaide, arrived on the scene in 2003 when they moved to Adelaide for a sales executive position. In 2012, Trevor was elevated to the role of Sponsorship and Events Executive for Lion Nathan and in that role, he was very involved with Adelaide Oval's cricket and football seasons activities.

He became great mates with Darren "Boof" Lehmann, Rob Kerin and Adelaide oval curator Les Burdett, who have been great ambassadors over some 13 years for the Variety Club Bash - a terrific South Australian charitable organisation. I reckon these guys could write a great book if they ever had the time to do so.

Thanks again Jumbo for your friendship and contribution to all in the hotel industry over many years. I look forward to catching up with you and a cleansing ale at the next Test Match versus India at our Adelaide Oval.

## Tom Stead Retires

One of our most reliable and consistent hotel industry stalwarts, the very popular Tom Stead who specialised in the poker machine arena, has decided to pull the pin and retire from the industry. What a great bloke and friend to us all he has been. Tom always had a joke at the ready and was a willing attendee to any event that our industry participated in. Tom, who came over from New Zealand in 1981, commenced work as a technician for Aristocrat gaming in Wagga Wagga, in NSW. He later moved to SA and became a sales representative for the Aristocrat company, which he did for many years before transferring to IGT. Tom was always at the AHA regional meetings all over the state, embracing and enjoying the company of all who met him.

Those were the days when after the official meeting duties had expired, some (often many!) cleansing ales were consumed and publicans/ reps learnt the art of yarn telling well into the night.

I have fond memories of those days and Tom always was a fine contributor to the throng of participants. At one such gathering on my return to Ravo's Moonta Hotel, I received a phone call enquiring about the whereabouts of some car keys of another publican which were subsequently found in my coat pocket (I still think he was responsible). This entailed a delicate manoeuvre in negotiating skills to engage three independent individuals, not associated to the hotel industry, to have the keys returned by 10am the following morning. When questioned later, Tom of course denied any involvement but the smile on his dial made him the chief suspect!

"Mr Lunchalot" Stead is now the Prince in charge of his hobby of renovating vintage hot rod cars, but I am sure he has fond memories of his days with us all in the hotel industry. We thank Tom for his contribution and wish him well in his retirement.



*Tom Stead in one of his renovated Hot Rods and his pet dog who oversees his work.*

Sporties Tavern,  
Port Pirie



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# *The Morphett Arms*

PALMER GROUP COMES UP TRUMPS

WORDS: JOSH TEAKLE

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**A  
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With three hotels within six kilometres of each other, it appears the Palmer Hospitality Group has a soft spot for the Morphettville region and following its \$4m redevelopment of The Morphett Arms, it's close to a love affair.

The 'Morphy' sits on Morphett Road in the middle of other Palmer hotels, The Highway on Anzac Highway and The Warradale on Diagonal Road. The Morphett Arms has been owned by the Palmer and King families for the last 48 years and it now reclaims its place as one of the premier hotels in the Adelaide metropolitan region.

With much of the building remaining untouched since its opening in 1964, the once dated and tired hotel has received a major face lift and General Manager, Greg Flinn, could not be happier with the result.

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ASAHI PREMIUM BEVERAGES ARE A PROUD PARTNER OF THE MORPHETT ARMS HOTEL AND CONGRATULATE THEM ON BEING AWARDED BEST REDEVELOPED METROPOLITAN HOTEL



“It has always been a family friendly place to come and now it is even more so - we pride ourselves on that,” he said.

“We cater to people from all demographics and see men and women in their early 20s to people in their 50s or 60s all come to socialise in the one place.

“Naturally, during the general weekday it is probably an older demographic who love nothing more than to come out for lunch.”

The Morphett Arms was able to define its interiors with a selection of furniture from AHA/SA sponsors Concept Collections.

The old saloon bar has been removed to make way for the new and improved Lounge Bar, with its central bar catering for the dining room, lounge bar and courtyard bar.

The rejuvenated Lounge bar now has a much larger eating area, both inside and outside, while the Front Bar and TAB has been completely renovated to create an incomparable experience in the metropolitan area.

While Mr Flinn began pouring beers at the ‘Morphy’ 17 years ago, Palmer Hospitality Group General Manager, Tony Symonds, could easily call it home, spending the best part of 19 years with the hotel.

From concept to completion Folland Panozzo Architects are proud to be associated with The Morphett Arms Hotel.



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“The hotel is 54 years old and apart from building a new gaming room 15 years ago, not a lot had been done to it,” Tony said.

“It had a nice comfortable, older, metropolitan feel to it but as we have learnt is that if you don’t reinvest and make the hotel more relevant to what people’s expectations are today, it will never thrive.

“We have tried to cater for our older demographic who we are famous for, but we have also made the hotel more intriguing for younger families and couples that live in the vibrant Glenelg East, Glengowrie and Morphettville regions.

“Dave and Alex Georgiou from ABH Contracting and architect, Mark Folland from Folland Panozzo Architects, did a fantastic job to bring the hotel into the new age. They worked tirelessly throughout the 20-month renovation period with Surround Interiors, Greg Flinn, and the hotel staff to make this place thrive for the next 20 years.”

“It is a bit more of a cosmopolitan hotel now. There are three separate outdoor areas, so we feel that we are catering for everybody now rather than previously just the older demographic.

“We definitely feel like we are still catering for them in the dining room but the bar is certainly more interesting now to people in their 20s and 30s which previously wasn’t the case.”

Now with a much larger lounge bar and refurbished dining room, The Morphet Arms has a state of the art front bar,

“It has always been a family friendly place to come and now it is even more so - we pride ourselves on that.”

gaming facility, 12 accommodation rooms, a Thirsty Camel bottle shop and three spacious outdoor areas; but Tony said it was food that the Palmer group prided itself on.

“Food is the cornerstone of what we do,” Tony said.

“We have a new chef, Grant Schooling, who previously worked at The Cathedral Hotel and with his reputation and ability, we are fortunate to recruit him to run our kitchen.

“He has a wealth of experience with modern Australian cuisine being his go to, as well as a wide selection of classic pub dishes which go down a treat in the front bar.”

A premiership footballer with Glenelg in 1985 and 1986 before spending time on the Hawthorn list, Tony began his hotel journey in the latter parts of his career with Glenelg, working at The St Leonards Inn.



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“A bit like football, you can’t do it on your own. You need good teammates around you in the right places who are passionate about the industry, which was and still is the case here.”

“My football career stretched into the early 90s and at about that time I had an invitation from a friend to work in one of his hotels - The St Leonards Inn,” he said.

“I worked there for almost 10 years before I had an invitation from Martin Palmer to come and manage The Morphet Arms in 1999.

“I was really fortunate because, as my football career was coming to an end, I was trying to figure out what my next move was.

“At that stage I knew football wasn’t going to be my long-term future, so I grabbed this opportunity with both hands and within a few years I was running venues.”

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With more than two decades of knowledge, Tony knows as much as there is to know about running hotels but admitted his thoughts were quite the contrast upon stepping into Martin's challenge.

"The first day I set foot into work at The Morphett Arms, I didn't know what I had walked into," he said.

"I had been there a number of times but I didn't realise we had accommodation and definitely didn't understand how big the hotel was in terms of the amount of meals we were doing.

"We were pushing out 3000 to 4000 meals every week and it was a bit daunting.

## "Food is the cornerstone of what we do."

"A bit like football, you can't do it on your own. You need good teammates around you in the right places who are passionate about the industry, which was and still is the case here."

Despite some of the industry's clear challenges - from the elevated prices of beer to the speculation and backlash of gaming - Tony said they had always believed in doing the simple things well: serving quality food, providing excellent service and running a place where patrons felt comfortable and welcomed.

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## “We think we are leading from the front...”

“The last 18 months has probably been the most difficult trading periods that this industry has ever had,” he said.

“There was uncertainty for gaming prior to the election however, we now have some certainty on that because it is such a vital part to the industry.

“Aside from that, it is getting very expensive to drink on premises with the varying price of beer anywhere from \$6 to \$12. Whereas, you can buy a carton for \$50 and stay

home, so we need to make our offer good enough for people to get off their lounge suites and into our venues to spend time and money.”

Running a hotel in a sport driven city and being located just a few hundred metres from the Morphettville racecourse, Tony said the front bar was one of the major drawcards at The Morphett Arms.

“I believe we are one of the few hotel groups that has continued to reinvest in sports bars. We want to provide something for everyone, whether that be older people, younger people or anyone that wants to have a beer and a bet in the front bar,” he said.

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Congratulations to Martin Palmer, Steven King and all of the team at The Morphett Arms Hotel on the amazing renovations to this extraordinary venue.

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“We have 13 screens in the front bar, and as four of them are very large, you can come and watch four (or more) different sports at one time.

“What we offer from food to drinks to service has to be so far ahead of what we have had to do in the past. We think we are leading from the front in that.

“We set high service standards and exceptionally high food standards and are committed 100% of the time on that, whether running a suburban hotel like The Morphett Arms, or 2kw Bar in the CBD.”

“I believe we are one of the few hotel groups that has continued to reinvest in sports bars, and we want to provide something for everyone.”



We have enjoyed being associated with the Morphett Arms Hotel and the Palmer Group over a long period of time. As proud partners, we’re certain Greg Flinn and the entire team will continue to make this a successful formula along with all the remarkable enhancements to the venue.”

# Regional Meetings and Sponsors Lunch

Regional presentations are a useful way to let all our member hoteliers and nominated staff know what issues have impacted or will impact the hotel industry.

It is also an opportunity to network and build relationships within the industry, as at the conclusion of the presentation our very supportive sponsors are invited to join the hoteliers and AHA/Gaming Care Staff for lunch.

Regional presentations were recently held at:

- Yorke Valley Hotel on 22 May
- Seabreeze Hotel on 19 June
- Waikerie Hotel on 10 July

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# *Special Feature*

BUYING MATTRESSES:  
A GUIDE FOR HOTELS



The feedback you want from accommodation guests is that they get a better night's sleep in your hotel than they do at home.

When you think about it, accommodation hotels are designed for one essential purpose: sleep.

It is the one item in your rooms that is guaranteed to be used – and rated. Guests may not turn on the wonderful new sound system or marvel at the quality of the chardonnay in the bar fridge, but they will be delighted when they wake up feeling rested and ready to go.

Hotel SA has put together 24 aspects you need to consider when investing in new mattresses.

**1** When should you change over? For a high traffic room, the rule of thumb is three to five years – but this depends on the mattress.

**2** Learn lessons from your old beds. That means sleeping in one.

**3** Personally try the new bed for an extended period (ie. not just a few minutes while talking to a rep). Sleep a night in a room with your current mattress, then install the potential new mattress and sleep on it for a few nights. Make sure you use the same pillow and sheets so you are only changing one aspect.

**4** Start by getting impartial feedback. Frequent and repeat travellers are those most likely to be diligent about finding hotels with good beds. Ignore their feedback at your peril.

**5** Do you have a fast survey for guests as they prepare to leave? If so, the bed should be one of the aspects you ask for a rating.

“When should you change over? For a high traffic room, the rule of thumb is three to five years – but this depends on the mattress.”

**6** Look for better solutions. Manufacturers such as SA-based Elite Commercial Bedding (AHA/SA Bronze sponsor) are continually developing and improving their commercial bedding offerings, through partnering SA hotels when refurbishing or building new accommodation as part of their establishments. In addition to various mattress & base options, they also offer the full bedding package, including bed frames, commercial manchester and a comprehensive range of pillows. Many local motel/hotels including the Stamford Plaza, Grand Chancellor, Ambassador and Rydges Adelaide, plus many regional operations, already incorporate Elite beds in their facilities.

**7** What is the warranty period? In other words, how long are the mattresses meant to last? The team at Adriatic Slumber has been helping the hospitality industry since 1974 and pride themselves on after-sales support. Their broad selection includes a Motel Range, all available with suede bases and fire retardant fabric.

**8** Can the mattress be flipped to extend its life?



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**9** If so, how hard is it to flip? Do you have written procedures and provide training for this, so that you don't expose yourself to a workplace injury claim?

**10** A bed's edge support is important, as people sit on the edge of the bed quite often in a hotel room, using it as a chair, as well as using it when doing up shoes etc.

**11** Fire safety rating is critical in a hotel setting. This is especially true in rooms that allow smoking.

**12** Consider zipped mattresses for larger beds to give you flexibility of configuration.

**13** Hygiene. The average person produces many litres of sweat in bed each year. Fungal bacteria can flourish in these situations. Investigate the materials being used and research how they inhibit the growth of "nasties".

**14** Are your new mattresses suitable for people with allergies? If so, publicise this fact.

**15** Mattresses will get stained in a hotel setting, that's a fact of life. Be sure to choose a mattress that can be easily cleaned.

**16** Hygiene is more important than ever before. Social media spreads horror stories very quickly. Travel companies even undertake sophisticated (and secret) testing of rooms and then publish the results online.

**17** On the other hand, if you publicise your high levels of hygiene, it could be a good differentiator if you are in a competitive location.

**18** Check out the claims made by your mattress cleaning company. The Queensland Office of Fair Trading (QOFT) found that some companies were using devices that were supposed to kill dust mites but apparently did not.

**19** Smaller hotels might want to buy the beds that large, successful chains use. These are highly researched and are often made available for guest purchase.

**20** Work with companies and people you can trust. In 2016, a Fairfax investigation found some unscrupulous dealings in the retail space.

**21** A Choice investigation supports this and reinforces the need to work with a trusted supplier. "Mattress companies stifle competition by selling retailers the same model mattress, but with a look exclusive to each. Shoppers can't draw comparisons between them because they're then sold under different names," Choice reported. The study continued: "negotiating could save you an average of 43%" and "after-sales support can be a nightmare".

**22** More luxurious rooms should have toppers.

**23** Don't forget the linen. Is the quality satisfactory for your standard of accommodation? What will you choose: bedspread and blankets, or a comforter?

**24** Pillows. Provide a range from soft to firm, if you are able to.



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# Booze Brothers Donation



The Booze Brothers Staff Charitable Fund has donated \$630,000 to a variety of South

Australian charities since its inception. The Fund started in April, 2002 when staff raised money to assist the recovery of an ill employee.

“From this, the staff decided to approach management with a view to have an ongoing commitment to charity,” said Fund Secretary, Cathy Maxwell.

“All of the money raised has been matched dollar for dollar by the Saturno Group and the committee are all volunteers and therefore, every dollar we raise goes to charity.”

SA has always been the BBSCF’s prime focus and at its last distribution and presentation morning tea held at The Mile End Hotel, the following amounts were donated:

The Smith Family	\$3132
Guide Dogs SA/NT	\$2500
Catherine House	\$3000
Teen Challenge	\$2500
Puddle Jumpers	\$1000
Cystic Fibrosis	\$5000
Fred’s Van	\$2500
Hospital Packs via Vinnies	\$1000
Parents Who (support group for premature babies and families)	\$2000
Tutti Arts	\$2200



An extensive list of charities the BBSCF has donated to in the past can be found at <http://www.boozebrotherscharity.com.au/>. Anyone interested in making a donation can do so on the BBSCF homepage.

## Sponsor Spotlight



Accolade Wines has been through some exciting changes over the past 12-18 months, with brand acquisitions, the establishment of a new and energetic SA/NT sales team

and innovative product and packaging development. Tom O’Grady, the Sales Manager SA/NT/WA for Accolade Wines, takes us through what’s new at Accolade Wines and what we can expect to see from them over the next 12 months.

### HOW LONG HAVE YOU BEEN WITH ACCOLADE WINES?

I have been with Accolade since October 2017 and it has been a thoroughly exciting ride since I started.

### WHAT ATTRACTED YOU TO ACCOLADE WINES?

One of the real strengths of Accolade Wines is the comprehensive portfolio of strong brands, including Hardys, Grant Burge, St Hallett and Petaluma, along with many smaller, boutique brands such as Stonier, Tatchilla and Knappstein. The breadth of offerings in terms of wine styles and regions, including a broad

range of On Premise exclusive wines, gives us a real opportunity to provide a tailored solution for each and every one of our customers.

### THERE ARE LOTS OF NEW INNOVATIONS COMING OUT OF ACCOLADE AT THE MOMENT. WHICH IS THE ONE YOU ARE MOST EXCITED ABOUT?

We have a great range of new wines that have come out in the past 12 months which tap into key growth trends, including Days of Rosé and Batch X. One of the most exciting things happening at the moment is in the Wine on Tap space. The Wine on Tap system we have provides the perfect pour every time, from the first glass through to the last. It offers premium wines in a format accessible by the glass, for customers to enjoy just as the winemaker intended. There are significant advantages with increased efficiencies, reduced wastage and flexibility in serving options, all without compromising on quality.

### WHAT DO YOU HAVE ON OFFER TO THE ON PREMISE?

One of our big focuses this year is on the



On Premise. Along with a wide range of On Premise exclusive wines, we can also offer support tools such as printing wine lists, branded ice buckets and point of sale materials.

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It should now be common practice for gaming staff to move through the gaming room and greet customers by making them feel welcome in your venue. It is through this process that staff are able to build a rapport with patrons, which will then make any conversation about possible problem gambling indicators easier.

Despite this, many gaming patrons are not aware that gaming staff are trained in recognising these indicators and engaging with patrons, or that it is a requirement of the Gambling Codes of Practice for staff to try to engage with and offer help to patrons who may be experiencing difficulty with their gambling. (In fact, recent research by Flinders University<sup>1</sup> on behalf of the Gambling Advisory Committee showed that most patrons believe the only assistance gaming staff can offer is to bar them.)

Patrons are generally not aware that gaming staff can assist them in connecting with Gambling Help Services, can offer ways to help patrons limit their access to funds or limit time spent in the venue, can put patrons in touch with other services that may be of assistance, or that they can simply talk to a staff member about their gambling.

There has historically been very little information available to patrons about staff interaction procedures and the ability to refer to Gambling Help Services. This has led to patrons feeling 'singled out' when staff try to intervene early and have a conversation with them about their concerns. A staff member approaching a gaming patron for a general chat after observing possible problem gambling behaviour may approach with the intention of finding out more about the situation so they can determine whether any further action is warranted, however patrons often react negatively towards the staff and object to being approached at all. Such a reaction can lead to staff feeling concerned about misunderstanding a gamblers behaviour, so much so that they are reluctant to approach patrons for fear of receiving a negative reaction.

Despite these concerns, evidence has shown that when a gaming staff member initiates contact with a patron they are concerned about - particularly when done early and after building up a good rapport with the patron - it can be extremely effective and can empower the patron to seek further help. This may be through Gambling Help Services, voluntary barring, or may simply lead to the patron changing their gambling behaviour so that it no longer causes harm (i.e visiting less frequently or spending less time or money in the venue). Many patrons have stated that although their reaction to staff may seem negative at the time, the simple act of approaching the patron led to them reflecting on their gambling behaviour and eventually seeking help.

Conversely, staff as a whole have reported that instances of patrons approaching them for help with their gambling are very rare, with the majority of these approaches relating only to requests for voluntary barring rather than for any information about other help staff can provide for someone experiencing difficulty with their gambling. When patrons do approach staff, they report that the patron feels embarrassed and uncomfortable. The Flinders University research showed that

## “Patrons are generally not aware that gaming staff can assist them in connecting with Gambling Help Services...”

venue staff felt there was not enough material available to let patrons know that they can assist, and that they are trained to assist, if a person would like help with their gambling.

There were a number of recommendations made as a result of the Flinders University research. The first was to 'reconceptualise the role of gaming room staff to provide a hospitality approach to all patrons within which identification, support and referral would be seen as non-intrusive or confrontational for both the staff and the patron'.

This has been reflected in the Advanced Gaming Training provided by Gaming Care, where the focus is on approaching and providing information and assistance to all patrons rather than solely engaging with patrons of concern.

The new Automated Risk Monitoring System (ARMS) also actively prompts gaming staff to approach any patron who is seated at a gaming machine which has been active for a prescribed period of time or where turnover exceeds a prescribed amount. The aim is not to remove the patron or advise that they are being watched but to simply begin a conversation so staff can determine whether or not the patron requires assistance. A hospitality approach helps to normalise conversations between patrons and staff around gambling behaviour and leads to better outcomes for all.

There were a number of recommendations in the research around signage in gaming venues, including whether the 'gamble responsibly' message has been effective in raising general awareness that help is available. It was highlighted in the report that here has not been any signage or publicly available information informing patrons that staff are trained in recognising the signs of problem gambling and patrons have limited awareness of the training gaming staff receive. This contributed to patrons being reluctant to speak to staff about their gambling as they did not perceive gaming staff as a source of help, other than to offer barring.

To help patrons understand that staff are trained to provide help with problem gambling behaviours, a new suite of signage has been developed by the Office for Problem Gambling in conjunction with Gaming Care and Club Safe, and funded by the Gamblers Rehabilitation Fund. The signage features gaming staff from a local South Australian hotel engaging directly with 'patrons' and includes the message "Please don't be offended if we ask about your gambling. It's part of our role".

The intention of the new messaging is to let patrons know that venue staff are trained to provide help with problem gambling



**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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60 Hindmarsh Square  
Adelaide SA 5000

behaviours, and to enhance staff and patron interactions to encourage gambling help service referrals and help seeking.

Along with the new signage, a booklet and wallet card have also been developed for patrons who may feel they are spending more money gambling than they intend to. The booklet and wallet cards include information on how gaming machines work and tips to help patrons gamble within their limits.

Initial feedback from venue staff about the signage has been extremely positive, with many commenting that they feel it will make approaching customers easier as speaking to gaming staff about gambling issues can be a difficult step for patrons to take. Many staff also feel that the signage may assist when approaching patrons as a result of ARMS alerts as the signage explains that speaking to patrons is simply one part of the many roles of gaming managers and employees.

Venues can order the new signage, booklets and wallet cards free of charge through the Office for Problem Gambling at <http://www.problemgambling.sa.gov.au/>

*Working towards the development of recommendations to improve referral practices for patrons from gaming venues to gambling help services in South Australia Prepared by Mr Ben Riley, Ms Simone Orłowski, Dr David Smith, Professor Malcolm Batterby, Associate professor Michael Baigen. Report prepared for Gambling Advisory Committee Research Project DCSI459 October 2016*

“The new Automated Risk Monitoring System (ARMS) also actively prompts gaming staff to approach any patron who is seated at a gaming machine which has been active for a prescribed period of time or where turnover exceeds a prescribed amount.”



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# Social Media Use – Blurring The Lines Between Work and Out Of Work Conduct

Social media has made it easier than ever for people to communicate with others. Posts or messages are sent instantly and often to many people at once meaning employees can easily distribute workplace related information, rant about a manager or post videos, images or other information that may be deemed bullying or sexual harassment. Social media use often occurs outside of work time raising the issue of the extent to which employers can regulate employees out of work conduct. This article will review what the law has said on this issue in the past and how two recent cases, if followed, may have extended the law at least as far as social media use is concerned.

## CAN OUT OF WORK CONDUCT BE REGULATED

It has long been held in the modern context of the employment relationship, an employees out of work conduct cannot be regulated or controlled by an employer.<sup>1</sup> There are however limited exceptions to this rule, but those exceptions must be such that it can be said there is a repudiation of the employment contract.<sup>2</sup> This can only occur if the conduct is likely to cause serious damage to the employment relationship, the employers interests are damaged or the conduct is incompatible with the employee's duty as an employee.<sup>3</sup>

There are occasions when out of work conduct still has a sufficient connection with work such that it can be deemed work related. In harassment matters a connection with work may be established when employees are outside of the confines of the workplace itself but for a work related event, such as functions, training sessions or the like.<sup>4</sup> Outside of this, the connection will not usually be established simply because the parties know each other because of work.<sup>5</sup>

Social media has made it more difficult to determine where the line is drawn between work related and out of work conduct. Even if the connection can be established, without a specific social media policy it has been difficult for employers to regulate social media use.<sup>6</sup> Two recent decisions of the Fair Work Commission ('Commission'), if followed, may extend the law in this area. However, it is important to note both cases may have turned on their specific facts.

## RECENT DECISIONS – HAS THE LINE BEEN BLURRED

The two following decisions may, if followed, expand the notion of out of work conduct at least where social media is involved. In the first case a connection with work existed simply by virtue of the fact people were only Facebook friends because of work and in the second it was sufficient the content of the post had the potential to disrupt operations even though the employer was not mentioned.

*Luke Colwell v Sydney International Container Terminals Pty Ltd*<sup>7</sup>

During a rostered week off, the Applicant attended a pub one night where he enjoyed a few beers. He continued drinking once he got home after which he forwarded a message and video clip that contained sexually explicit material to a group of people via Messenger. At least 19 people who received the message were fellow work colleagues including one who was

the union delegate. At least 3 fellow employees who received the message were female. After receiving a mixed reaction to the message, the Applicant decided to post a public apology on his Facebook page the following day.

The Respondent became aware of the text message approximately two weeks after it was sent. Once the Respondent became aware of the incident it initiated an investigation into the matter despite not receiving an official complaint. The Respondent claimed that it did not need to receive an official complaint to commence an investigation into matters involving alleged sexual harassment. An extensive investigation followed, after which the Applicant was provided with an opportunity to respond to the allegations. Important to the outcome of this matter was the fact the Applicant, on advice from the Union, decided not to respond to the allegations. As a result, the Respondent elected to terminate the Applicant for serious and wilful misconduct including breach of a company policy. The policy on which the Respondent relied was the Workplace Bullying and Harassment Policy. This is somewhat a move away from previous decisions which suggested a social media policy was required in order to terminate for any reason related to the use of social media.

In order for an employee to be dismissed there must be a valid reason. The issue here was whether out of work conduct that simply involved people that had elected to be Facebook friends could be deemed conduct of the type to be regulated by the employer. The Applicant argued that more is required than simply common employment for conduct to be deemed work related. However, after considering how this question is answered under the Sexual Discrimination Act 1984 (Cth) in respect of sexual harassment claims, as well as other unfair dismissal matters, McKenna C determined the conduct, being alleged sexual harassment, was of issue to the employer as it may have had an impact on the relationship between the applicant and others. The nexus between the conduct and the workplace was the fact the group of people were only friends because of their employment with the same employer. As such, the employer was entitled to rely on its policy, conduct an investigation despite not receiving a complaint, and terminate for breach of policy.

The facts and evidence were very important in this case. The Respondent was not relying on hearsay or non-confirmable information; it had conducted a thorough and extensive investigation. As such it cannot be said that in all cases the sufficient nexus will be established simply by being social media friends because of work. Further, the employer had been trying to increase its female workforce in a male dominated industry. As a result, there was a zero-tolerance approach to sexual harassment and related conduct.

*Marc Waters v Mt Arthur Coal Pty Ltd*<sup>8</sup>

The applicant was employed as a mineworker and was also a workplace health and safety representative. He had been involved in discussions as to rostering over the Christmas period if operations were to go ahead. Prior to commencing a period of leave, a decision had not been made as to whether

operations would continue over the Christmas period or not. The applicant was not involved in any further discussions as to rostering once he commenced his period of leave. Despite this, after hearing from a fellow colleague that the mine would not be operating he posted on his personal and public Facebook page a message stating 'Xmas & Boxing Day shifts are off for good'. He removed the post the following day once he was advised this statement was incorrect.

The applicant was subsequently terminated for breach of company policy. As with the above case, the employer did not have a separate social media policy. However, the mine did have an extensive communication structure and information had to be disseminated in accordance with that structure in particular when it came to communicating externally. The problem for the Applicant was that once the Facebook post had been made, he had no control over who saw it. The Commission held that despite the misleading post not referring to the employer at all, the mere fact it concerned the operations of the mine was sufficient to find a connection with work. Therefore, whilst the conduct did occur out of hours and there was no evidence adduced that suggested there was any negative impact on the employer, something required in past cases, it was sufficient that the possibility of a disruption to the mine was there because of the audience. This was sufficient to establish a connection with

work and as such conduct that could be regulated by the employer. In this case a breach of policy could therefore be established.

#### FURTHER INFORMATION AND ADVICE

Both of the above cases were decided based on a sufficient connection with the work being established. In somewhat of a move away from past industrial matters, whether or not harm was caused or reputation was damaged was not as relevant. It is important as ever that members approach issues involving out of work conduct with caution, especially when it comes to social media use. The law in this area is forever developing and often the case turns on the factual matters at hand. It is recommended that members contact the AHAlSA for advice for any potential termination relating to social media use or out of work conduct.

<sup>1</sup>*Rose v Telstra Corporation Limited* [1998] AIRC 1592 (4 December 1998).

<sup>2</sup>*Ibid.*

<sup>3</sup>*Ibid.*

<sup>4</sup>*Ewin v Vergara (No 5) FCA 1511, cited in Colwell v Sydney International Container Terminals Pty Ltd* [2018] FWC 174 (9 February 2018) [84], [86].

<sup>5</sup>*In limited cases this has been sufficient however these matters turned on the particular facts and circumstances in issue.*

<sup>6</sup>*Stutzel v Linfox Australia Pty Ltd* [2011] FWA 8444 (19 December 2011) [87].


<sup>7</sup>[2018] FWC 174 (9 February 2018).

<sup>8</sup>[2018] FWC 5285 (5 June 2018).



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## SPONSOR NEWS

# Winnall & Co

WINNALL & CO.

Winnall & Co will be moving to Unit 8A, 259 Glen Osmond Road, Frewville 5063 as of Monday 30 July, 2018. Winnall & Co liaise regularly with the AHAlSA, especially with the IR team. We are proud bronze sponsors of the AHAlSA and regular silver sponsors of the Women In Hotels biannual conference.

Winnall & Co provide exceptional services to the hospitality industry which include end to end payroll, including: single touch payroll; accounts payable – their staff speak directly to suppliers and manage cash flow so more time can be spent running your venue; sales auditing - an audit of daily sales to ensure correct sales are recorded and reconciliation of cash banked, EFTPOS, ATM, etc.; bank reconciliation, weekly management reporting, monthly management reporting,

BAS calculation and lodgement, gaming analysis and liaising with accountants for end of year purposes.

Winnall & Co are currently transitioning to a new accounting software package, Xero. Xero allows clients to view their data in real time including cash flow, creditors and reporting. Xero provides exceptional reporting which can be tailored specifically for your venue. Xero also gives clients access to view their invoices at any time to enable any queries and approvals to be resolved in a timely manner.

Please contact Alexandra Elliott at [alexandra@winnall.com.au](mailto:alexandra@winnall.com.au) or Michael Wong at [michael@winnall.com.au](mailto:michael@winnall.com.au) to discuss your venue's needs.

## NEW SILVER SPONSOR

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- Visitor management and compliance system.
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The company's operations are well represented, with over 20 branches and business premises and a diverse range of product categories. They also own and operate Global Meats and Mooloolah River Fisheries, Queensland's largest seafood processor. Global Meats, through their Superior network, wholesales beef, lamb, pork and veal. Their range is designed to offer both fresh and frozen products in a variety of weights, sizes and assortments, sourced from the best, local quality.

Superior Food Services is pleased to include a collection of exclusive brands, including Aussie Choice and Iluka. All products are specifically selected and purchased for Superior Food Services customers. These are high quality foodservice-designed products and, as such, are not able to be ordered from any other source. These products provide the quality, consistency and exact specifications required by foodservice professionals.

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- Big Screen Video 1300 244 727
- CatCom 8241 1185
- Nightlife Music Video 1800 679 748
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## BACKGROUND MUSIC

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

## BANKING

- Bank SA 8424 5536

## BEDDING

- Elite Bedding 8243 1911

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- Lancer Beverage Systems 8268 1388

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- Supagas 8252 7472

## BEVERAGES

- Accolade Wines 8392 2238
- Asahi Premium Beverages 8276 4888
- Australian Liquor Marketers 8405 7744
- Brown-Forman Australia 8418 7104
- Carlton & United Breweries 8416 7819
- Coca-Cola Amatil 8416 9547
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- Empire Liquor 8371 0088
- Lion 8354 8888
- Liquor Marketing Group 8416 7575
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- Pernod Ricard Australia 8208 2400
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- JRCM Commercial Joinery 8234 9600

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- Cobalt Blue Australasia 8352 3881

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- Choice Energy 1300 304 448
- Class A Energy Solutions 8391 4853
- Make it Cheaper 02 8880 1490
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- AlSCO 8346 1391
- St John 1300 360 455

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- Holco Fine Meat Suppliers 8162 8400
- International Oyster & Seafoods 0412 392 551
- PFD Foodservice 8114 2300
- Superior Foods Services 0400 273 272
- Wills and Daniel 8260 7776

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- Independant Gaming Analysis 8376 6966
- Winnal & Co 8431 9447

## GAMING LOYALTY

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- Global Gaming Industries 0409 283 066

## GAMING MACHINE SERVICES

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- Global Gaming Industries 0409 283 066
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- Konami Australia Pty Ltd 0409 047 899
- Macmont Gaming Supplies 8340 1322
- MAX 8275 9700

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- UBET 8354 7300

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- Steele & Associates Hotel Brokers 8232 1566

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- H&L Australia Pty Ltd 8291 9555

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- Lancer Beverage Systems 8268 1388

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- Aon Risk Solutions 8301 1111

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- Boylen 8233 9433
- Efex Group 0413 399 926
- Vintek 1300 001 337

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- 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
- Ryan & Durey Solicitors 6166 9000
- Wallmans Lawyers 8235 3000

## MEDIA

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- FIVEaa 8419 1395
- Fox Sports 02 9776 2784
- Foxtel 1300 138 898
- InDaily 8224 1600

## MUSIC LICENSING

- APRA/AMCOS 8331 5800

## ONHOLD/MESSAGING

- Adelaide's 1800 ON HOLD 8125 9370

## PACKAGING

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- Jaquillard Minns 8221 6551
- Winnall & Co. 8431 9447

## POS SYSTEMS

- Bluize 1300 557 587
- H & L Australia Pty Ltd 8291 9555

## PROPERTY VALUATIONS

- Knight Frank Valuations 8233 5222

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- Lancer Beverage Systems 8268 1388

## SPORTS & ENTERTAINMENT MEDIA

- Foxtel 1300 138 898
- Fox Sports 02 9776 2784
- Sky Racing 02 9218 1755

## STAFF TRAINING & RECRUITMENT

- AlSCO 8346 1391
- Career Employment Group 8645 6800
- HITsa Industry Training 8351 5855
- Skillhire 8349 3400
- St John 1300 360 455

## STAGING

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## WEBSITES

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Gold



Silver

- Ainsworth Game Technology
- APRA AMCOS
- Aristocrat Technologies Australia
- Australian Liquor Marketers
- Big Screen Video
- Bluize
- Boileau Business Technology
- 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
- Samuel Smith & Son
- Sky Racing
- Stoddart Food Equipment

Bronze

- Adelaide's 1800 ON HOLD
- AlSCO
- Andale Hotel Services
- BankSA
- Bentleys Accountants
- BOC Limited
- Career Employment Group
- CatCom
- Choice Energy
- Class A Energy Solutions
- Cobalt Blue Australasia
- Concept Collections
- Duncan Basheer Hannon
- Efex Group
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LICENSEE TRANSFERS MAY 2018

Hotel	Location	Date Granted	New Licensee
Rocks Tavern	Carpenter Rocks	10.5.2018	Mullan Pty Ltd
Kincraig Hotel	Naracoorte	10.5.2018	Solomans Mines Pty Ltd
Cumberland Hotel	Glanville	11.5.2018	Cumberland Leashold Pty Ltd
Eden Valley Hotel	Eden Valley	14.5.2018	Eden Valley Hotel Pty Ltd
The Green Man Inn	Ashbourne	23.5.2018	Wynton Hospitality Pty Ltd
Malt and Juniper	Adelaide	25.5.2018	No. 18 Peel Pty Ltd
Blyth Hotel	Blyth	30.5.2018	Darren J.Bennier

LICENSEE TRANSFERS JUNE 2018

Hotel	Location	Date Granted	New Licensee
Prince Albert Hotel	Adelaide	6.6.2018	Hotel P.A. Pty Ltd
Castle Tavern	Edwardstown	18.6.2018	BGR Hospitality Pty Ltd
Golden Port Tavern	Pt Adelaide	20.6.2018	140 St Vincent St Pty Ltd
Port Kenny Hotel	Port Kenny	20.6.2018	John Wyk, Yvonne Allison
Spalding Hotel	Spalding	29.6.2018	Adrian and Julie Lewis
Wheatsheaf Hotel	Price	27.6.2018	Caterer Meyers Pty Ltd

WELCOME TO OUR NEW MEMBERS

- Hotel
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- Portside Hotel
- Gumeracha Hotel
- Seaside Hotel
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- Wakefield Hotel
- Brougham Hotel
- Propaganda
- Travellers Rest Hotel



Office Holders

CONTACT

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 Toll Free: 1800 814 525  
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