

# Hotel SA

THE OFFICIAL PUBLICATION OF THE AUSTRALIAN HOTELS ASSOCIATION (SA BRANCH) JUNE/JULY 2019



## ALL-FEMALE VENTURE

Sparkke at the Whitmore

## + BRIDGEWAY REINVENTED



**aHa|sa**

Australian Hotels Association (SA)

[WWW.AHASA.ASN.AU](http://WWW.AHASA.ASN.AU)

[WWW.BOYLEN.COM.AU](http://WWW.BOYLEN.COM.AU)

**Boylen +**

**Growth through digital and  
traditional marketing.**

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

**Boylen +**

**P 08 8233 9433**

**A Level 3, 47 South Tce, Adelaide SA**



C O N T E N T S



08

**Bridgeway Hotel - Big Changes For A Big Venue**

The Bridgeway Hotel is the largest pub in the north, with recent renovations reigniting the "glory days", coupled with innovations to embrace current trends.



16

**New TAB Boosts Rejuvenated Travellers Rest**

Travellers Rest Hotel in Stirling North is going from strength to strength.



24

**Sparkke At The Whitmore**

The female-founded and led The Sparkke Change Beverage Company is redefining the modern-day pub.

I N T H I S I S S U E

- 04 From the President
- 06 From the General Manager
- 08 Bridgeway Hotel
- 16 New TAB Boosts Rejuvenated Travellers Rest
- 17 Feathers Hotel Makes SA's Best Pub Burger
- 18 Q&A: James Franzon, Hilton Hotel
- 19 World-Class Hospitality Precinct
- 21 Controlling Costs and Ensuring Quality
- 23 Regional Meetings
- 24 Sparkke at the Whitmore
- 30 Remembering Tony Matthews
- 34 10 Tips to Maintaining the Family Market
- 36 Defibrillator Update
- 37 AHAISA Staff Spotlight
- 38 Safety First in the Kitchen
- 39 Hotel Industry Loses a Legendary Lady
- 40 Technology and Termination – Do Additional Considerations Arise?
- 42 New National and NSW Head of Tourism Accommodation Australia
- 42 Coopers Looks to Next Generation
- 43 AHAISA Awards For Excellence
- 44 AHAISA Annual General Meeting
- 46 Don't Forget the Furniture!
- 46 OneMusic Australia Update
- 46 Coopers XPA Launched
- 48 How to Take Better Room Photos



30

**Remembering Tony Matthews**

The hotel industry remembers the achievements of industry icon, Tony Matthews.



**The Award Winning Crafters Hotel:**  
BRS recently provided the stone for the new alfresco dining area, which matched the original building, built in the 1800's

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



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



## From The President

DAVID BASHEER – AHA|SA PRESIDENT

**aha|sa**  
Australian Hotels Association (SA)

# Regional Hotels Must Not Be Forgotten

As the dust settles on the Federal election, it is pleasing to have clarity for the business community in general, and for hotels in particular.

There does appear to be a higher degree of optimism amongst our membership, and this is evidenced by the increased movement in hotel sales, as well as operators investing in their venues

The AHA|SA continues to be concerned for members in regional areas, particularly those located away from the larger towns. There is no doubt this is where negative population growth hits hardest.

Our political leaders cannot afford to have an "out of sight, out of mind attitude". The country pub is the absolute heart of these communities. It is a critical source of employment for young people, and it is the centre of sport and community involvement. Their challenges must be fully understood by North Terrace.

### **SMOKING**

Smoking has been a very difficult issue for our members over the past 20 years. As operators, we seek to balance the expectations of OUR bosses – namely our customers, both smokers and non-smokers alike - with wider community expectations.

Each time the regulators decide to change the smoking rules under which





we operate, it costs our industry millions of dollars in capital investment.

And those rules have been known to change regularly, often despite assurances to the contrary.

Let's be clear: SA hotels have been a shining example of how an industry should collectively collaborate with regulators to achieve the best outcomes for all.

That is why we were astonished by a recent State Government move to act on a recommendation from a January 2017 review. Apparently our customers in some venues quite voluntarily had the audacity to choose to pick up their plates and decide to eat in an area designated for smoking.

They were not encouraged to do it by the venue. They simply made their own choice where they wanted to sit and enjoy their meal. You might call it "democracy in action".

Now we are confronted by a new proposal from the bureaucrats, whereby we must bully our customers and tell them where they can or can't choose to sit and enjoy their meal.

If our customers want to smoke in a non-smoking area, we have an obligation to prevent that. On the other hand, if they make their own choice to dine in

a smoking area, who exactly are they hurting? What is the crime?

The complaints from our customers are almost non-existent. It seems like more red tape that, if implemented, will mean more inconvenience and cost for our operators when there is little evidence for the need for change.

The AHA|SA continues to meet with the Health Minister and his key staff to bring common sense to the outcome.

#### **CONTAINER DEPOSIT LEGISLATION - WINE BOTTLES**

The AHA|SA has been lobbying heavily with the Minister for Environment, David Speirs, and senior staff at the EPA on the review into the Container Deposit Legislation. The report in the Advertiser confirmed our great consternation.

"Wine bottles will join South Australia's nation-leading drink container deposit scheme if the local government sector has its way. Councillors and mayors from across the state supported a proposal to investigate a 10c refund on wine bottles at the Local Government Association's ordinary general meeting yesterday."

Seriously?

South Australia, as the Wine State, will be the only jurisdiction in the nation with such legislation. We would be doing this in total isolation from the rest of the nation.

In stark contrast, the second largest wine state, Victoria, does not have any container deposit legislation.

Apart from increasing the price of wine, the impact would be that 1300 small and boutique wineries in SA – many of which are 'mum and dad' operators – would be bogged down with yet another layer of reporting and red tape.

Even worse, monies are collected in advance, so wineries would be forced to pay before they receive the income.

Another consideration is to double the existing container deposit to 20 cents, immediately increasing the price of a carton of stubbies by more than \$2.40. Again, this places added pressure on an already difficult market as Independent retailers seek to survive against the chains. And spare a thought for venues near the border that would become even more price uncompetitive with interstate rivals who won't have the same government costs imposed on them.

The AHA|SA's strong stance is that there must be consistency across all states.

**David Basheer**  
AHA|SA President



## From The General Manager

IAN HORNE – AHA|SA GENERAL MANAGER

**aha|sa**  
Australian Hotels Association (SA)

# New Liquor Fees Announced

The State Government has released its long awaited liquor licensing fee regime. This new fee structure is a result of the Liquor Licensing Review conducted by Hon Tim Anderson QC in 2016/17.

In September 2018, the government budgeted for a liquor fee income of \$3.2 million. The AHA|SA has been consulted extensively over the last six months. AHA|SA's ambition was to ensure the fee burden was not disproportionately carried by hotels or independent retail liquor merchants. This final fee structure represents a significant improvement for hotels of thousands of dollars from the initial fee structure proposed that

included additional multi-site levies, gaming machine levies etc.

**Importantly, the new fee arrangement would not commence until 1 July 2020.**

### HIGHLIGHTS

Hotels' base fee is \$125 plus a "consumption off risk fee" of \$300 p.a. This makes the hotel rate the same as other categories of licence and allows for 'takeaway' sales over the bar. A late night fee does not apply to any venue that trades to 2 am.

A capacity loading, (i.e. max number of patrons to 200, to 400, to 800, to 1,200 and 1,200+) is applied to the base rate of \$125, not



# South Australian Prevalence Study 2018

In early May the South Australian government published a prevalence survey report commissioned by the SA Department of Human Services relating to the 2018 period.

The report provides analysis of a survey of some 20,017 South Australian residents - the largest survey undertaken to date in South Australia.

## KEY FINDINGS OF THE SURVEY REPORT THAT:

**Participation in gambling** has decreased overall in South Australia since the time of the previous prevalence survey in 2012 (from 69% of the adult population to 65% of the adult population).

While the study notes that the questionnaire for 2018 precludes clear trend analysis in comparison with previous surveys, participation rates for particular gambling forms (particularly EGMs and race betting) have undergone some very significant declines:

Gambling Form	Adult Participation Rate 2012	Adult Participation Rate 2018
Bingo	3%	3%
Casino Table Games	6%	6%
EGMs	27%	19%
Keno	8%	8%
Lotteries	56%	48%
Race Betting	21%	12%
Sports Betting	6%	7%
Total Gambling	69%	65%

Of interest, and featuring in media reporting – are the findings of this survey regarding the prevalence of internet gambling in South Australia.

This study found that 20% of past year gamblers had bet on a gambling activity via the internet using either a computer or mobile device – a distinct increase on the 8% of past year gamblers who used online gambling forms in SA in 2012. When considered as a percentile of the South Australian adult population as a whole, the 2018 figure for internet gambling in SA was 13% – again a significant upswing among those using the internet to gamble from that found in 2012 (5%) and 2005 (1%).

**Prevalence of problem gambling** and other PGSI categories is shown in the report for the current and previous two surveys. The report notes that the combined 'at risk' group (PG and

Moderate Risk) is 2.9% of the adult population and has not changed significantly since 2012 when it was 3.1%.

GSI Status	2005	2012	2018
Problem Gambling (8+)	0.4%	0.6%	0.7%
Moderate Risk Gambling	1.2%	2.5%	2.2%
Low Risk Gambling	2.3%	7.1%	4.6%
Non-Problem Gamblers	65.7%	58.6%	57.2%
Non Gamblers	30.4%	31.1%	35.3%

The report drills down into a number of areas of interest – among these:

- The frequency of gambling and PGSI status
- Demographic differences
- Factors associated with problem gambling
- Lifetime problem gambling and legacy effects
- Effects on significant others

It also provides separate chapters for discussion of gambling behaviours with regard to specific forms – including lotteries (from p60) EGMs (from p66 - a chapter that also looks at the betting patterns of EGM gamblers), racing (from p76), sports betting from p83 and Keno from p96.

The later chapters of the report delve into:

- Binge gambling
- Alcohol consumption while gambling
- Venue types
- Loyalty card membership – including data that explores loyalty card use, gambler PGSI status and income bracket;
- Cash withdrawal behaviours using ATMs and EFTPOS – including data that explores cash withdrawals at both ATMs and EFTPOS by gambler PGSI status
- Help seeking and awareness of support services.

The full report can be found at: [https://problemgambling.sa.gov.au/\\_data/assets/pdf\\_file/0017/80126/2018-SA-Gambling-Prevalence-Survey-Final-Report-Updated-07.02.19.pdf](https://problemgambling.sa.gov.au/_data/assets/pdf_file/0017/80126/2018-SA-Gambling-Prevalence-Survey-Final-Report-Updated-07.02.19.pdf)

the cumulative fees as recommended by Hon Tim Anderson QC and utilised interstate. A hotel bottle shop fee applies to hotels with genuine bottle shops, drive-in or drive through. A definition for the purpose of calculating a fee will be available shortly. The AHA|SA's intention is for over the bar sales or limited internal facilities to be excluded.

Importantly, existing trading hours for packaged liquor sales for hotels is midnight. This will be preserved, as new package liquor hours will be restricted to 10 pm from November 2019.

Late night fees are severe, particularly for post 4 am and 5 am trading. However, there will be a capability to modify or adjust

trading hours to minimise fees. Again the AHA|SA continues to discuss this fee regime with CBS and particularly, its application to various categories of licences.

However, the original premise to justify these fee increases by the Anderson Report were based on nothing more than this is what happens interstate. That is a woefully inadequate justification.

We will monitor the impact and seek changes if particular hardship or disproportionate costs are found to impact on our members.



**Ian Horne**  
AHA|SA General Manager



# *Bridgeway Hotel*

BIG CHANGES FOR A BIG VENUE

WORDS: ROBERT LAIDLAW





*Photo by David Sievers*



*Photo by Josh Geelen*



*Photo by Josh Geelen*

The Bridgeway Hotel is the largest pub in the north, with recent renovations reigniting the “glory days”, coupled with innovations to embrace current trends and an eye on a bright future.

Over time, the Bridgeway had become very tired and in need of some love and innovation, so the Fahey family responded with major renovations which have “re-invented” the venue.



Originally, the Fahey family had business partners in the hotel but when an opportunity recently came up to buy them out, they made the decision to change things up which has seen an exciting dream become a reality.

With the Bridgeway's "footprint" already several sizes larger than a typical pub, it allowed a big enough canvas for the Faheys to create a vibrant venue that caters to not only its former regulars but to an even more diverse crowd.

One of the exciting renovations has been the relocation of the kitchen, which led to having an open kitchen with two aged meat fridges, Parrilla grill and wood oven pizzeria. Allowing customers to experience the theatre and smells of a working kitchen.

"We relocated the entire kitchen, creating a new facility in the middle of the hotel so we could service the whole venue from a central core," said Manager, Trent Fahey.

"The new infrastructure includes a lift under the building that allows deliveries to come to the rear of the hotel and bring goods up without blocking the driveway and interacting with patrons.

"Having a clean slate also meant we could dream up whatever we wanted in terms of our food offering and equipment.

"Along with traditional pub fare, we have a focus on quality meat produce with our open kitchen housing two aged meat fridges and a parrilla grill for wood-fired steaks.

"We also incorporated 'Miss Margherita' into this space, with contemporary wood oven pizzas available within the hotel or for takeaway and online delivery channels.

"A bonus is that our patrons can see these two areas in operation and experience the theatre and smells of a working kitchen."

**"One of the exciting renovations has been the relocation of the kitchen... Allowing customers to experience the theatre and smells of a working kitchen."**

As for the former kitchen, it has now been converted into a spacious gaming facility which includes 40 new machines and is designed for the comfort and convenience of guests – and has been well received.

A newly built beer garden has completely redefined the exterior presence of the Bridgeway and the hotel's identity.

The 350-capacity, three-level structure features an impressively enormous seven-metre-wide, high definition super screen, misting and heat strip systems and two retractable roof systems that have an overall span of 18 metres. This creates a dynamic space with not only a sports focus, but a rolling live entertainment schedule, which includes DJs, acoustic duos, comedians and even Sunday reggae.

"We have incorporated numerous private booths, both in secluded areas and front and centre to the screen, and a deck that overlooks the whole area which can be privately booked for groups of up to 50," said Trent.





Photo by David Sievers



Bridgeway Hotel



Bridgeway Hotel



Madame Hanoi, Adelaide Casino



Electra House



The Lakes Hotel



Sean's Kitchen



Platinum Gaming, Adelaide Casino

**schiaavello**

SCHIAVELLO CONSTRUCTION (SA)  
 14 Gilles Arcade, Adelaide 5000  
 (08) 8112 2300  
[www.schiaavello.com](http://www.schiaavello.com)





Photo by Josh Geelen



Photo by Josh Geelen



Photo by David Sievers

“The 350-capacity, three-level structure features an impressively **enormous seven-metre-wide, high definition super screen...**”

“There is no doubt the highlight is the seven metre screen – it is huge! But even without it, this area is unique and caters for all.

“Regulars have also been loving our ‘Miss Margherita’ wood oven pizzas, saying the flavours are incredible and there is nothing like it in the area.

“I’m amazed at how accepting and supportive of the renovations our loyal regulars have been.

“In the first weeks after the completion of the renovations, we have met a lot of new customers who live just down the road yet hadn’t ever been here previously. They love it and are happy as they have a great local so close to home.”

Another huge improvement at the Bridgeway has been access. Previously, it was dangerous for both vehicles and pedestrians and this had to be addressed.

The new driveway allows for two-way vehicle access and a safe pedestrian ramp along the side of the building, which gives safe passage to the new beer garden and bottleshop.

It also includes a drop off/pick up point at the beer garden entrance, which is essential.

Other initiatives include a new main bar and amenities and the sports bar, also with its own beer garden, while the entertainment centre has the capacity to hold 1000 people.

In past years, the Bridgeway was renowned for its live music, with big names such as Jimmy Barnes and ACDC performing in the hotel’s band room which later became a night club.

“The entertainment centre has evolved over time and is so much more than just a band room, with the capacity putting it in a unique position in the market place,” said Trent.

“We have already booked some big club presentation nights, which can now fit seniors and juniors in the same room, as well as club variety shows for fund raising events. We can also cater for weddings, engagement parties – you name it!

“The entertainment centre has evolved over time and **is so much more than just a band room**, with the capacity putting it in a unique position in the market place.”





Photo by David Sievers

# concept collections

Hospitality & Commercial  
Furniture

*Proud suppliers  
of commercial  
furniture to the  
Bridgeway Hotel*

444 Pulteney St, Adelaide SA 5000  
08 8232 4262 | [conceptcollections.com.au](http://conceptcollections.com.au)

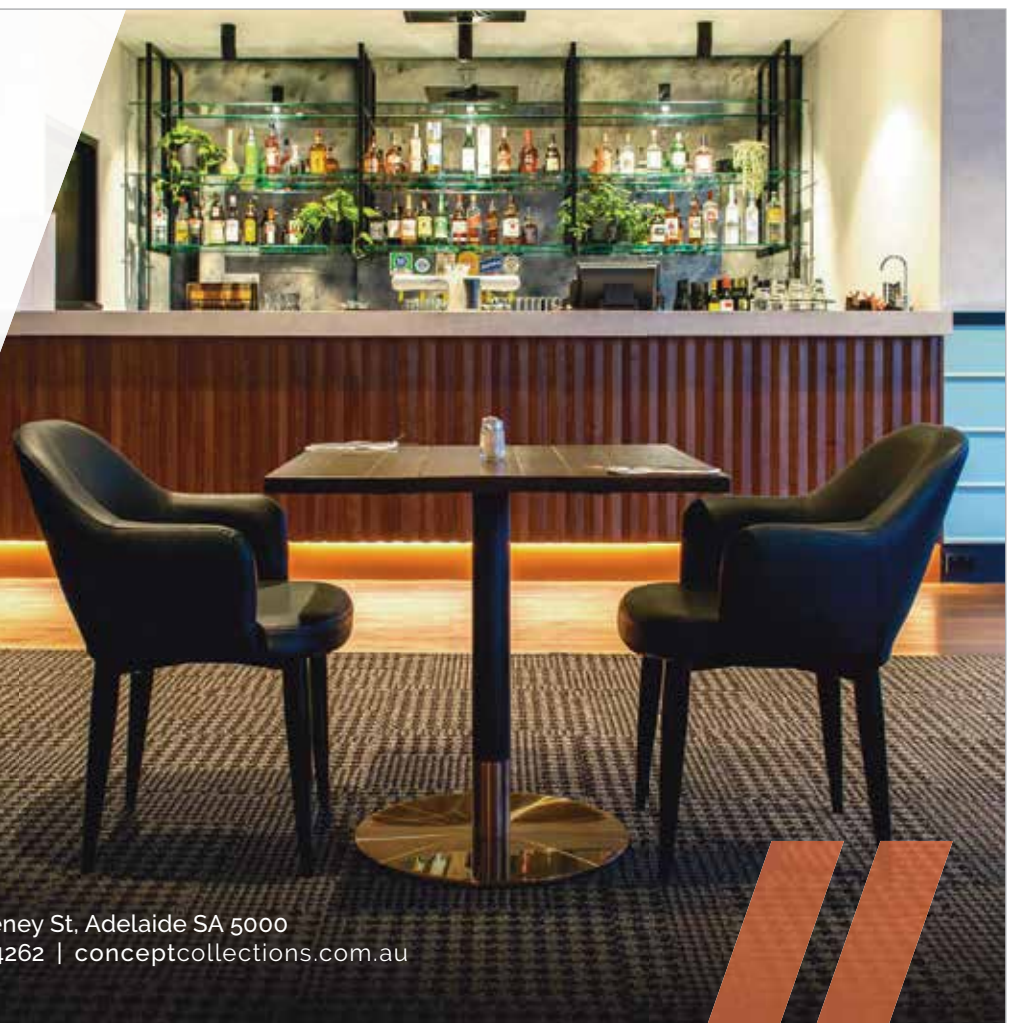






Photo by Josh Geelen

do it right



do it well

**CONGRATULATIONS TO THE BRIDGEWAY HOTEL THEIR STUNNING REDEVELOPMENT.**

**POS & BACK OF HOUSE**

H&L Australia proudly provide the Bridgeway Hotel with a POS system that allows them effortless transactions and seamless control over all aspects of their business.



Making all things POS, possible!

Call Us 1800 778 340  
www.hlaustralia.com.au

“We certainly have started to let promoters know we are open for business. What names? Unfortunately, you will have to watch this space...!”

With surrounding developments including Lights View, Mawson Lakes and several others on the horizon, as well as the Roma Mitchell School down the road, there is clear long-term potential for the area.

Pooraka is poised to be an upcoming demand suburb for young professionals as well as families. The Bridgeway Hotel also sponsor a number of community initiatives, including the Gepps Cross Football Club.

“A hotel is nothing without a community,” Trent added.

“We’ve just started supporting a few clubs and will be continuing to grow the list, with football, netball, soccer, swimming, BMX, 8-ball and basically any sport and club where, if we can offer support and help their community, we will.

“And as for the future, we will look to revive the accommodation rooms and investigate ways we can improve the offering in the entertainment centre to continue the exciting path we are now on.”



Photo by Josh Geelen





Photo by David Sievers

**HOSHIZAKI**  
**LANCER**

Proudly Supporting The Bridgeway Hotel

- BEER SYSTEMS
- SALES & SERVICE
- ICE MACHINES
- BEVERAGE SYSTEMS
- REFRIGERATION & FREEZER UNITS

**CRAIG HINTER**  
State Manager  
SA/NT/WA  
Lancer Beverage  
(08) 8268 1388



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

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

Kitchen deep cleaning, carpet cleaning and hard floor scrubbing

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

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

**PACE Cleaning Services**

**P** 8367 8299

**E** [pacecleaningservice.com](http://pacecleaningservice.com)

# New TAB Boosts Rejuvenated Travellers Rest

The revitalised Travellers Rest Hotel in Stirling North is going from strength to strength under the new ownership of Brenton Williams.

A key addition has been the introduction of TAB facilities, which is part of a strategy to add new entertainment options for patrons and diversify revenue streams.

Since he took over the Stirling North hotel eight months ago, publican Brenton Williams has been steadily building the business, much to the delight of locals.

As well as the TAB, the pub has an active social club, regular live music, has introduced meals seven day a week and is working on improving the physical amenities.

"TAB were very helpful during the set up and the cost to the venue was minimal," said Brenton.

"It is an extra attraction for punters and patrons and has enhanced the venue popularity. TAB's digital commissions has also opened up another revenue stream for the pub.

"It reduces the amount of transactions over the bar, so I have more time to service my F&B patrons but I am still getting a clip of the ticket as if the customer was betting over the counter.

"I've had a long-term government job and was interested in working for myself and looking for a change," said Brenton, who ran pubs on a working holiday in England more than 20 years ago.

**"...an extra attraction for punters and patrons and has enhanced the venue popularity."**

So, what are some major benefits he sees the TAB providing this historic hotel?

"Attracting new patrons, providing additional attraction for patrons as well as building the atmosphere of the hotel.

"TAB currently plays a small part in my business; it allows me a diverse range of attractions for patrons. As more and more people realise I have TAB in my venue, I can see it playing a vital role in my business.

"The addition of TAB has definitely enhanced the sports aspect of the venue and often provides greater numbers in the venue, both on weekends and throughout the week, which in turn means people are more likely to stay as the venue is fuller.

"Punters are happy they do not have to travel an extra 15 – 20 km to place their bets. The venue is in an area of older and new punters, so it provides a good mix. With TAB looking to introduce



Brenton Williams



new products and promotions, the punters are really excited, especially coming into the Melbourne Cup later this year."

Michael Teal, Senior Business Partnership Manager – Wagering, said the Travellers Rest is "a great example of the benefits TAB can bring to a hotel. Especially with Digital Commissions.

"Now TAB can capture the digital customer whilst in a venue and pay a commission at the same rate as an existing retail customer. We have paid out over \$70K in digital commissions to the AHA|SA network so far, and this number is growing exponentially.

"It perfectly illustrates the new partnership between Tabcorp and the AHA|SA. Tabcorp is a Diamond Partner of the AHA|SA and we now give back exclusive AHA|SA/Sky rebates to all AHA|SA members."

**"...TAB can capture the digital customer whilst in a venue and pay a commission at the same rate as an existing retail customer."**

For more information on how to install TAB at your venue, contact Michael Teal, [Michael.teal@tabcorp.com.au](mailto:Michael.teal@tabcorp.com.au)





*Chef Luke Brabin from the Feathers Hotel.*



*The winning burger from the Feathers Hotel.*

## Feathers Hotel Makes SA's Best Pub Burger

The humble pub burger was centre stage at Tasting Australia, as 12 hotel finalists battled it out for the title of SA's Best Pub Burger.

The SA Pub Burger Challenge was held in front of an expert judging panel and live audience, with the support of Holco Fine Meat Suppliers.

Although the standard of all the burgers was very high, Chef Luke Brabin from the Feathers Hotel wowed the judges in the end with his wagyu beef burger. The addition of flavoursome chimichurri sauce gave this burger the winning edge.

"It was the excellent flavour, in addition to the presentation, which made this burger a standout, and that is what you would go back to an establishment for. If the food tastes good, and it looks good, you'll go back," said judge Christine Stephan.

"Overall, the quality today has been amazing. Any of these burgers are worthy of being on their pub menu.

"The burger is often the signature of the hotel, with venues putting their own spin and style as a point of difference," said AHAISA CEO Ian Horne.

"Hotel kitchens are keeping up with market trends to be more innovative and the quality of produce is immensely important. A burger is a highly sought-after menu item for patrons and along with other traditional pub fare, offers great value and is still incredibly popular."

The judges were looking for taste, presentation, quality of the meat and value for money.

The other competition finalists were: Bellum Hotel, Mt Schank; Caledonian Hotel, North Adelaide; Cremorne Hotel; Golden Grain Hotel, Pinnaroo; Grove Hotel, Golden Grove; Hackney Hotel; Kensington Hotel; Lakes Hotel; The Pickled Duck, Modbury; Torrens Arms Hotel and V Hotel, Virginia.

With over 50 entries received from hotels across the state, a blind tasting was held in March to determine the 12 finalists.

The judging panel included SA Minister for Trade, Tourism and Investment, David Ridgway, Shane Wood – Holco Fine Meat Suppliers, Chris Stephan – Pen & Palate, Emma Shearer – TA Ambassador & The Lost Loaf and Adelaide Chef Nicholas Finn. Master of Ceremonies for the challenge was renown celebrity chef, Adam Swanson.

The Feathers wagyu burger features wagyu beef, smoked bacon, cheddar, tomato, lettuce, mustard, mayo, chimichurri sauce and crispy bits.



Previous winners as follows;

2009 – Bellum Hotel, Mount Schank	2013 – Hackney Hotel
2010 – Links Hotel Seaton	2014 – Watermark, Glenelg
2011 – Hilton Hotel, Hilton	2015 – Tonsley Hotel
2012 – Alma Tavern, Norwood	2016 – Cathedral Hotel
	2017 – Moseley Bar & Kitchen

# James Franzon

HILTON HOTEL, HILTON

## WHAT IS THE TITLE OF YOUR POSITION?

Managing Director

## HOW DID YOU ENTER THE HOTEL INDUSTRY AND WHAT HAS BEEN YOUR CAREER PATH?

I was involved in the Hilton Hotel at a young age. I started as a casual dishy from 14 years old, then I graduated to bottle shop, then gaming and on to Duty Manager. Originally, I studied to become an industrial designer but due to my poor drawing skills, I fell behind and eventually deferred my course. I planned to take up a career in hospitality and wanted to attend Le Cordon Bleu the following year. Unfortunately, within that year my father, who was involved with the business, passed away. I took over the reins at the age of 20 in 2001. Looking back, I don't know if I would trust my younger self with the responsibility (ha ha), but they were very different times in the industry...I just did what had to be done!

## DO YOU HAVE ANY FAMILY CONNECTIONS IN THE HOTEL TRADE?

The Franzon family has been involved in hotels since 1979. My cousins Tony, Peter and Vicky continue to thrive within the industry.

## WHAT DOES YOUR POSITION ENTAIL?

Everything you could possibly imagine. When you're dealing with business, general public, staff, governments and, in my case family, it's a continual surprise what could come my way.

## WHAT ASPECT OF THIS POSITION IS YOUR FAVOURITE?

I love the social aspects of the business. Not only dealing with the punters, but the companies supplying the industry and also the staff. Many great friendships have been forged through working together and I'd like to think the business has been influential in a positive way. Many of my staff are studying to go onto bright



futures and I feel that it's a real education working at the hotel. We reinforce social skills, respect, responsibility, honesty and teamwork, to name a few. I really feel that after working in the hotel for a few years you will become a well-rounded and more confident person.

## WHAT IS YOUR LEAST FAVOURITE PART/S OF THIS ROLE?

Social media trolls. Everyone has an opinion, even if they have no idea what they are talking about or have completely inaccurate facts. All it takes is a small misunderstanding and it can blow up into a frenzy. It can really damage a business with no repercussions for the instigators.

## APPROXIMATELY HOW MANY STAFF DO YOU MANAGE?

Around 50.

## WHO HAVE YOUR MENTORS BEEN OVER THE YEARS?

I could not narrow it down to a single few. I have learnt so much over the near 20 years in the role. I have taken advice from many great operators in hotels and various industries.

## WHAT ADVICE WOULD YOU GIVE TO THOSE LOOKING TO WORK THEIR WAY UP THE HOTEL BUSINESS LADDER?

Continue to learn. Consistency is key. Compete to be the best.

## WHAT DOES YOUR FUTURE LOOK LIKE? WHERE DO YOU SEE YOURSELF IN FIVE YEARS?

I'm always optimistic about the future of hotels even though there are constant challenges. As things continue to evolve, so will I. In five years, I would hope to still be at the Hilton Hotel, but with the South Road development pending, who knows where I could be. No doubt it will be within the industry as I really don't know anything else, nor would I want to do anything else.

## WHAT MAKES YOUR HOSPITALITY OFFERING DIFFERENT FROM OTHER VENUES?

We're a family owned hotel. Not a chain, not a group, but a family. That aspect of the business is reflected in everything we do and we aspire to keep it that way. We want you to feel comfortable and welcomed when you walk through the doors.

## DO YOU HAVE RENOVATION PLANS FOR THE HOTEL?

Nothing firm at this stage but it is a continual cycle.



# World-Class Hospitality Precinct

South Australia is one step closer to becoming a global destination for quality food and hospitality education, with the Marshall government commencing a scoping study to establish an International Centre for Food, Hospitality and Tourism Studies at Lot Fourteen.

The State Government has appointed HASSELL as the lead consultant, with business advisory support from Johnstaff.

Premier Steven Marshall said the study will engage key stakeholders and help realise the government's vision for Lot Fourteen.

"The State Liberal Government is establishing Lot Fourteen as an epicentre of South Australia's high-tech future industries, such as Defence, space and cyber security which together with the food, hospitality and tourism sector, will play an important role in our economy," said Premier Marshall.



Lot Fourteen

"Together with the Morrison government, we have committed \$60 million to deliver the new International Centre for Food, Hospitality and Tourism Studies.

"This project is on track, with the scoping study starting immediately to enable construction to begin in 2020."

Minister for Innovation and Skills David Pisoni said HASSELL is the ideal company to engage key stakeholders throughout the scoping study.

"HASSELL is a leading international design practice bringing a wealth of experience and proven skills in the briefing and design of education and hospitality projects," he said.

"I'm confident in this company's ability to engage with local stakeholders and spearhead this study, which will demonstrate how our vision for a world-class, internationally renowned hospitality education and training facility will be realised."

ICHM Chief Executive, Gerald Lipman said South Australia boasts over 30 years of top-quality hospitality education facilities at Regency Park but this centre will raise the standard.

"Being located in the centre of Adelaide will allow ICHM to deliver its Swiss Hotel Association Bachelor and Masters programs in an ideal location," he said.



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

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

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



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



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

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

# SOUTH AUSTRALIAN FOODSERVICE EXPO

JULY 9 2019 | ADELAIDE  
ENTERTAINMENT CENTRE



**MORE THAN 1,000 TRADE ONLY  
GUESTS ATTENDED IN 2018**

**OVER 100 FOODSERVICE  
EXHIBITORS**

**TRY THE LATEST PRODUCTS**

**ACCESS FOUR WEEKS OF EXPO  
ONLY SPECIAL DEALS**

**SEE THE LATEST EQUIPMENT,  
MARKETING AND SERVICE  
PROVIDERS**



**MUST REGISTER TO ATTEND  
OPEN TO ALL HOTELS IN SA**

**VISIT: [www.galipofoods.com.au/expo](http://www.galipofoods.com.au/expo)**

**TO SEE A FULL LIST OF EXHIBITORS ATTENDING & TO REGISTER**

**THANK YOU  
TO OUR  
PLATINUM  
SPONSORS**







# Controlling Costs And Ensuring Quality

Controlling food, beverage and wage costs is vitally important for all hotel operations and must be done efficiently and accurately.

Regardless of the amount of advertising, food quality, friendly service or ambience of a hotel, no establishment can make a real profit if the costs are not at a suitable level.

It is important to know your weekly costs, the cost of each menu item and the effect varying levels of sales have on costs.

Food cost control will have a major effect on an operation's profitability however, it is one of the more challenging aspects of hospitality management. Overall, the key will be implementing solid control systems and providing adequate training for those involved.

Class A Energy Solutions has assisted many AHASIA members with power bill reduction by means of solar, voltage optimisation, power factor correction, back-up generators and energy efficiency. The long established SA company is constantly looking for ways to bring down energy costs for hotels and is known for service, and quality products at a price that achieves the returns expected.

Preparing and storing food for other people is always a risky affair. It is necessary to keep large amounts of temperature sensitive products ready and available. Stored in the wrong temperatures, the food quickly degrades. Refrigerators, freezers and cool rooms are vulnerable to mishaps like doors left open, hot products stored and electricity supply being cut off. A great solution is Temperature Technology's TempReport Monitoring system with wireless data loggers, which keeps you informed at all times.

## MENU PLANNING

- Consider the time of day, day of the week, weather, temperature, holidays and special events such as Mother's Day and the Melbourne Cup
- The menu format must be clean, easily read and memorable – don't be monotonous
- Avoid having too many or too little items on the menu
- Ensure a balance between high and low cost items for higher average check and gross profit

- Ensure promotion of lower cost items too
- Always have consideration for food supplies available on the market, seasonal or otherwise
- Give consideration to the appearance of the food on the plate
- Pricing of menu items needs to be researched
- In costing, consider the type and amount of labour required



- Highly experienced in commercial solar & have worked with many AHASA members to reduce running costs,
- Have our own, in-house installers
- Work with Council's on DA approval for Heritage-listed sites
- Can install solar, power factor correction (PFC) & backup diesel generators
- We can arrange finance (cash positive from day one!)



Suite 11, 311 Glen Osmond Road  
 GLENUNGA SA 5064  
 08 8379 1542  
[classaenergysolutions.com.au](http://classaenergysolutions.com.au)

- Do not put any item on the menu unless it has been correctly costed
- Be aware that the wine list and wine prices will affect your food sales

#### PURCHASING STOCK

- Avoid purchasing more than is required of perishables
- Avoid purchasing at too high a cost as your gross profit is going into your supplier's pocket
- Set out specifications concerning the required quality, weight, types etc.
- Regularly check the prices of other suppliers
- Centralise your purchasing power
- Engage in a good relationship with suppliers
- Utilise a cost budget for purchasing
- Conduct an audit of the invoices and payments – did you get what you are being asked to pay for and at the agreed price
- Don't engage in speculative purchasing
- Ensure monitoring of potential theft by the receiver/store-person
- Appoint someone to have purchasing responsibility – it does not have to be the same person as the receiver. This person must sign all purchase orders before the order is placed
- Purchasing orders should be printed in triplicate – one to the supplier, one to the accounts and one to the receiving point (if appropriate)

- Purchase orders should describe the item and identify all codes, and numbers and names should be listed if appropriate
- Make the specifications of the order clear and concise
- Use a checking procedure to monitor the purchasing techniques
- Do not order food before storage areas have been properly checked
- Do not make standing orders for perishable items
- Try to keep the number of suppliers to a minimum – they may give discounts if buying in bulk from one supplier.

#### RECEIVING STOCK

- Ensure a check of prices, quality and quantity. Watch for "topping" where top layers of produce are standard but lower layers are inferior. Check use-by dates, temperature of frozen foods, weight and correct specifications
- Set up a system of obtaining credit for damaged goods or good not received. A "credit memo", which is signed by the deliverer and receiver, works well. Remember to give the deliverer a copy. Credit memos represent money and thus, should be treated that way
- Monitor receiving methods and procedures. Conduct spot checks on deliveries and the way they are being received by staff. It is a good idea to make it clear that goods received should be viewed as if they were receiving cash – it is no different
- Correct receiving techniques will be used by staff if they are provided with the facilities to make their task as easy as possible
- Ensure right receiving equipment - for example, have accurate scales to ensure deliveries are correct. Always weigh items sold by weight
- Ensure delivery times are not during peak meal service periods and only when the authorised person is present to receive goods
- Keep a record and conduct a subsequent check on goods received – a "goods received book" may be appropriate. It is important in controlling costs to have the ability to know what has been purchased and how much is being spent. This book can be used when costing the items on the menu and when comparing suppliers' prices
- C.O.D purchasing is the best method – use a chequebook with a limit
- The receiving process need to be supervised and regularly checked. It can be a good idea to formalise the process where the receiver signs an acknowledgement of what is required.

## TempReport™ for food safety



The T-TEC wireless data loggers stay in fridges, freezers, coolrooms, refrigerated trucks and send automatically to your PC screen. Actual temperatures and alarms come to your phone. Gateway connects to WiFi or USB



Easy and reliable - all in house.

**Temperature Technology**



105 Anzac Highway, Ashford SA 5035  
T 08 8297 7077 F 08 8371 0558 sales@t-tec.com.au  
[www.t-tec.com.au](http://www.t-tec.com.au)

All hotel chefs, owners and venue managers are invited to the SA Foodservice Expo on Tuesday, 9 July. This is SA's largest foodservice expo with over 100 Suppliers sampling the latest products to save operators prep time, reduce wastage, reduce costs and increase margins. Access four weeks' worth of special pricing (exclusive to this Expo). You can also view the latest kitchen equipment.

To find out more info and register visit [galipofoods.com.au/expo](http://galipofoods.com.au/expo).



The AHAISA held Regional Meetings in the Gawler and Barossa region and the South East. Thank you to the Greenock Creek Tavern and Jens Hotel for hosting these meetings.

At these regional meetings, staff of the AHAISA including CEO Ian Horne, provide members with specific details of issues that are relevant to the hospitality industry, the challenges ahead and how the AHAISA is assisting members to maintain a profitable bottom line. Following the meeting, our hotel members and sponsor enjoy lunch at the venue.

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





“The pub was designed with inclusivity at the forefront and drawing in all sorts of people from all sorts of backgrounds. **Everyone is welcome; there’s no one particular target demographic.**”



*Sparkke*

AT THE WHITMORE

WORDS: TOMAS TELEGRAMMA





Photo by Aaron Citti



Photo by Aaron Citti

**THIS NEW INNER-CITY BREWPUB, BY THE FEMALE-FOUNDED AND LED THE SPARKKE CHANGE BEVERAGE COMPANY, IS REDEFINING THE MODERN-DAY PUB.**

When The Sparkke Change Beverage Company – a socially conscious, Adelaide-based producer of beer, cider and wine – launched in 2016, it disrupted the market.

The trailblazing company was female-founded and led, symbolising the change taking place in the industry. But its greater messages were impossible to miss. On its cans were all-capitalised statements about issues such as immigration, sexual consent and marriage equality. It wasn't long before a Sparkke community started to form.





Photo by Aaron Citti

Even then, co-founders Kari Allen and Rose Kentish knew Sparkke would eventually have a physical, bricks-and-mortar presence where that community could congregate.

Sparkke at the Whitmore, their recently opened brewpub, restaurant and rooftop bar, was no after-thought. “We built our trajectory before we even had a can,” said Kari. “We have a 15-page document we jokingly call “the manifesto”, which we started writing in September 2016. It talks about what a spiritual home of a brand like ours would need to be.”

That spiritual home was found in the 180-year-old Whitmore Hotel on Whitmore Square in the city’s south-western quarter. It all started with Rose driving by, seeing a mobile number plastered on the building and picking up the phone.

Initially, “we thought we were going to rent it for \$6500 a month, get a little nano-brewery in there, spend \$245,000 to move the toilets, fix up the kitchen and repaint the place,” said Kari. But that plan was short-lived.

The Whitmore – which has most recently been a live-music venue, gambling den and strip club – needed more than just a lick of paint. It was pokey, dark and dingy. “While it had beautiful bones, it was a dump,” said Kari. “Before we knew it we were buying it ... We first saw it in January 2018 and we started demolition in August.”

Working with Troppo Architects, the vision swelled monumentally to a \$1.8 million overhaul. As well as major developments to water, light and power, the pub was to be extended out to the rear laneway, and feature a rooftop bar.

What resulted – after a slightly delayed summertime build that took just over six months – is a 636-person capacity brewpub

that stretches over 850 square metres and feels unlike any other in Adelaide. It officially opened on International Women’s Day on March 8.

While a rooftop bar is a point of difference, it can be a wasted space in winter. To avoid that, “We will soon have the only outdoor rooftop bar in Adelaide that’s fully weatherproof,” said Kari. “Our plan is to make it a pumping space 365 days a year.”

But perhaps the biggest point of difference is the nano-brewery situated right in the middle of the pub. Only a few venues in inner-city Adelaide operate a brewed-on-site model, though it’s long been popular overseas and is gaining traction in Australia. “Europe has always had [this style] pub. People want to engage with the making and you get the freshest product as you roll it across the bar,” said Kari.

The brewery’s capacity is 50,000 litres a year which translates to 1000 kegs. Instead of brewing core lines on-site, it will be reserved for experimental, small-batch beers (there will be multiple each month) that will diversify the brand’s offering.

There’s no quicker way to get a customer engaged with a product than to see it being made. With head brewer Agi Gajic working away in full view, “people see it, smell it and then they’re going to be able to drink it,” said Kari.

Anything brewed on-premise will be keg-only, which is a huge drawback – it has to be sampled at the source, or at a very select few values-aligned venues.

Sparkke at the Whitmore is undoubtedly a very modern pub, but the history of The Whitmore goes all the way back to 1838. It was licensed then, for the first time, as the Queens Arms Hotel. Parts of the fit-out preserve its colonial history.





The Queens Room where, during renovation, a rare timber shingle ceiling was found hidden behind pressed tin. Photo by Aaron Citti.



Head Brewer, Agi Gajic, crafting her first on-site beer in the Sparkke brewhouse.

Proud suppliers of stainless steel benches, shelves & trolleys for Sparkke at the Whitmore.

CHAIRS • STOOLS • DINING TABLES • BAR TABLES • BASES • TOPS

BENCHES • SINKS • CABINETS • SHELVES • TAPS • TROLLEYS



SHOP  
ONLINE  
24/7



10% OFF\*

use 'HOTELSA10' online or visit us

400+ PRODUCTS

75,000 Happy Customers • Celebrating 14 Years

\*Offer ends 31st July, 2019



1300 272 926  
8-10 Manton Street, Hindmarsh







Photo by Aaron Citti



A Sparkke signature cocktail, the Blood Orange Margarita.



The original Georgian frontage remains on the Morphett Street side and there's an original well and fireplace inside. It has become a talking point with customers.

The design is calm and light-filled, welcoming, and features low-key branding. "We wanted colours and music to play a role in bringing down aggression and we didn't want to have big-screen TVs blaring or pokies," said Kari.

"This is what's so cool about this place," said Hotel manager Emilee Moore. "In a lot of pubs you can't get that [calm] vibe, but here you can."

Emilee has been in hospitality most of her life. Her family owned the Brecknock Hotel (now Citi Zen) on King William Street for 109 years, and she cut her teeth there, before becoming the hotel manager from 2000 to 2009.

Comparing Sparkke with other pubs in the market, "this is a completely different style of pub," said Emilee, "without that old pub mentality of let's just go and get really drunk and watch a game of footy and do shots." A florist and bottle shop are soon to be added to the venue.

The pub was designed with inclusivity at the forefront, and drawing in all sorts of people from all sorts of backgrounds. Everyone is welcome; there's no one particular target demographic.

"The other night I had two tables of straight guys then a table of gay guys," Emilee recalled. "By the end of the night the straight guys were drinking cocktails the gay guys had bought them, and everyone got along. It was the coolest thing to watch."

Ensuring all pub-goers feel safe at all times also informed the

layout. The whole ground level is visible to staff behind the bar, and there's a glowing wall at the pub's rear that makes it impossible for anyone to lurk in the laneway.

It's also an equal-access venue – there's a scissor lift for access to the upper level and a lower-set section of the bar where, "if you are in a wheelchair you can come up to the bar and literally order a drink for yourself," said Kari. "That was really important to us."

It was also important the menu, by acclaimed chef Emma McCaskill, reflected a similar ethos. There's something for "vegans, vegetarians, omnivores, pescatarians, gluten-free, lactose-free", said Kari. Focusing on share plates "encourages social interactions rather than people sitting there on their phones," said Emilee.

The company's values are strong and it's just as important the venue embody them as the staff itself. "We're building a [staff] culture that goes straight to the head of that," said Kari.

"KPIs include how they apply the values – inclusion, social equity, individuality and raw truth – in their day-to-day life as part of the Sparkke community."

The team also represents a broad cross-section of society. Emilee (the "face of the pub", said Kari) takes maintaining these values, and establishing a rapport with customers very seriously. She's almost always on the "frontline".

"Even if I'm doing admin I'll do it behind the bar. I'm always down here somewhere," she said.

Opening a pub that is so different from others in the market was a risk. But, "what we didn't realise was how warmly this would be embraced by the market. The local community has just come in





“...the biggest point of difference is the nano-brewery... Only a few venues in inner-city Adelaide operate a brewed-on-site model...”



Historic features of the original pub, built in 1839, were preserved in the renovation, including an original exterior wall that still bears “Queens Arms” signage. Photo by Aaron Citti.

in droves and supported us,” said Kari. Social media and word of mouth have been the main drivers of business so far. “We’re not marketing yet, we haven’t launched the website,” said Kari.

And while social media can draw people in, it is also fostering development within the business. “Any time we get feedback from the market – through social channels or directly – we really listen. We’re not in any way perfect. We’re still learning.”

There’s a lot of scope within the venue – it’s truly multipurpose. “For a pub to be financially successful, you’ve got to have function capability, you’ve got to be able to service organisations and corporates,” said Kari. Upstairs there’s a 16-seater boardroom (called “The Change Room”) and a pitched-roof function room with striking original wood shingles.

“We’re wanting to completely redefine pubs and we believe the pubs of the future all have their own nano-breweries in them,” said Kari.

For a beverage company that started out less than three years ago with a crowd-funding campaign on Pozible, the future looks bright. “Expect two more brewpubs from us in Australia in locations I can’t share yet,” said Kari. “We’re already working on the second and we have a third we expect to be rolling out within the next two years.

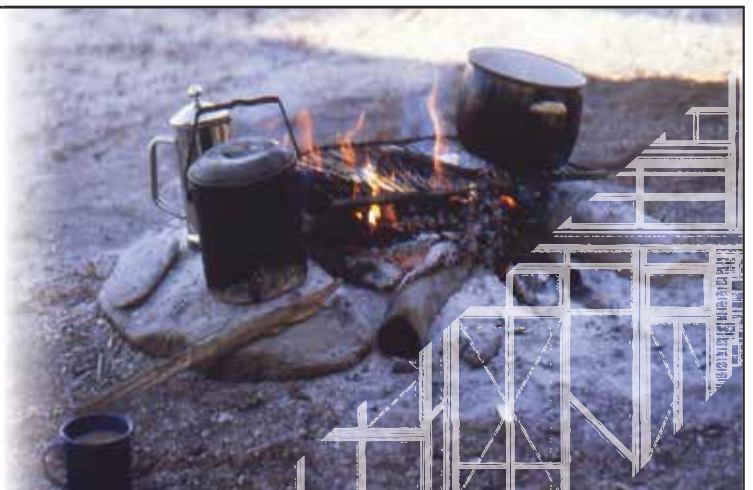
“We live in dog years, so if opportunities present themselves we just take them. Our mission is to be the best known, the most supported and the most financially successful female-founded and led beer and wine company in the world.”

# tropo

CHERISH THE PAST / DARE TO BE DIFFERENT

Architects of regional Australia /  
Architects that get down and get their hands dirty  
**project planning + delivery / architecture / interiors**  
[www.tropo.com.au](http://www.tropo.com.au)

Global Sustainable Architecture Award 2010/  
Among Australia’s most awarded architects/  
We support the Uluru Statement from the Heart





St Peters  
College  
prefect



Largs Pier  
circa 1956



Tony in 2018

## Remembering Tony Matthews

Anthony Seymour (Tony) Matthews was the first-born son of Dossie and Seymour Matthews.

Tony was born in 1935 and lived with his parents in Parkside until 1942 when they moved to Whyalla to take over the lease of the Bayview Hotel, owned at the time by the South Australian Brewing Company.

The second world war and the bombing of Darwin resulted in the steelmaking and ship building town coming under the protection of anti-aircraft gunners who arrived in Whyalla to ensure the town's protection. The city shifted from building navy ships to commercial ones which saw the population boom and the hotel industry thrive.

As a child in Whyalla, Tony was an adventurer, a scallywag and was always quick to spot a business opportunity. For instance, it was forbidden for newspapers to be sold by paper boys in hotel bars, however the children of the licensee were exempted from this law.

Seeing an opportunity to make some money for himself, Tony arranged a group of paper boys to sell their papers for them to patrons inside the Bayview's bars for a percentage of the sale. As luck would have it, Tony's paper selling enterprise grew substantially when his father purchased the Whyalla and the Spencer hotels.

Tony and Guy would also make pocket money by boiling crabs, filleting and smoking fish together to sell in the bars or they would pinch Seymour's grog and sell it by the nip at Friday night's movies.

Another practice in those days was to bottle beer in the cellar of the hotel and Tony would spend many hours in the bottle tank with the quart bottles that had to be washed. As bottles were continually recycled they were able to be returned to any hotel for five pence for each quart bottle. It was Tony's job to ensure that bottles with chipped tops were discarded and not

re-used. However, Tony would have his younger brother Guy and some mates return these chipped bottles in a sack to other (competitor) hotels at busy times when the publican would be too busy to check for chips and while Tony would wait outside to collect the deposit refund money.

Tony loved the sea and everything to do with it. He would spend hours on the Ore jetty in Whyalla where the ships would be loaded with the iron ore for shipping to Newcastle. This jetty was where he developed his lifelong passion for fishing and where he developed another small business venture. With his younger brother, he would charge the drunken seaman a bob or a couple of cigarettes to push them on trolleys that were on the jetty back up to their ships.

In 1947 Tony was sent to boarding school at St Peter's College. His father did not have the opportunity to go to college and was determined that his sons would be given the best education and opportunities he could afford. An 11 year old Tony was devastated as he was forced to leave his carefree and somewhat lucrative lifestyle in Whyalla, saying that he would rather commit 'silverside' than go to boarding school.

At St Peter's Tony excelled in athletics, football and rowing. He represented the College in the interschool athletics 100-metre sprint, played as a rover in the first XVIII football team and was the stroke of the First VIII Head of the river crews in 1952 and 1953. The highlight of this being the infamous 'triple dead heat' of 1953 against Scotch where the race had to be run three times over two different days in order for St Peters to be declared winners. Tony later joined the Adelaide Rowing Club and went on to stroke the South Australian Kings Cup crew in 1955.

After completing his schooling in 1953, Tony had his heart set on a career as a commercial fisherman, developing a business plan involving a fishing, filleting and packaging enterprise. This plan required a 10 thousand pound investment which Tony had arranged himself through the bank. For reasons Tony was never





to know, his father intervened through his connections with the bank to prevent his son from receiving the loan and pursuing this dream.

Tony worked briefly at Taubman's Paints as a complaints officer and clerk before being called up to National Service where he trained in the naval signal corps. On 27 October 1954, the day after his 19th birthday, Tony was aboard 'The Vengeance' aircraft carrier on route to Japan after the cease fire in Korea. It appears that time spent in the bars and clubs in Yokosuka was enough to convince Tony that the hotel industry, rather than the fishing industry, would suit him!

Upon his return home he headed straight to work at the Largs Pier Hotel which had been purchased by his father and numerous other hotel leaseholds in partnership with Tom Pierce while Tony was in school.

Seymour (an accountant) taught Tony all facets of running the business. Tony started work in the Pierce Matthews head office on the floor above Winnall Sanderson & Parsons Accountants who provided him with assistance in learning book-keeping, stock control and reading balance sheets (Winnall and Co are still providing advice to the hotel industry today).

At about this time Tony was given the responsibility to create a profitable stock freighting arm of the company and was provided with two semi-trailers to transport stock between the various hotels they were now running throughout South Australia from Port Lincoln through to Mt Gambier.

The authorities were very vigilant to ensure that loads on these semis did not exceed 12 ton and fines for those exceeding this were large. Always the opportunist, Tony identified a chance to increase profits by arranging for trailers to be attached to the trucks increasing the load per trip to 20 ton. Not long after starting this practice, Tony recalled getting a call in the middle of the night from Neil Kerley, the Whyalla driver (and a top league

**“Tony was never one to accept the status quo and was a regular challenger to the interpretation of rules and regulations...”**

footballer), who had an issue navigating a corner with the trailer causing it to detach and 'go bush'. Fortunately for Neil, the truck stayed upright but there was one large mess with pallets of booze scattered across the highway.

Recognising Tony's skill in hotel operations, Seymour promoted Tony to full time Operations Manager which required him to travel extensively throughout the state to ensure the ongoing successful operations of their business. Tony was expected to be Seymour's eyes and ears and would spend his time travelling, spending a day here or there, depending upon what was happening in the pubs, and relaying messages from Seymour to the various managers. Tony recalled that running pubs was a lot simpler back then with six o'clock closing and fewer rules and regulations than we have today.

Accommodation was an integral part of the business of hotels at this time as pubs could only serve after 6pm if they had a bona fide commercial traveller (and up to six guests each) to serve. Tony recalls that many a commercial traveller was propped up at the bar half asleep to allow the bar to continue to remain open should the police pay a visit.

Tony's first stint as a licensed publican in his own name was in early 1956 when he was required to relieve the hotel manager at the Largs Pier Hotel who was going on leave. At the tender age of 20, Tony appeared before Judge Johnson of the Liquor Licensing



The Feathers Hotel 1980's



Peter Hurley presenting an AHA/SA award.

Court where Judge Johnson begrudgingly granted Tony the licence with a caution that he believed a young person of Tony's age would be too inexperienced and irresponsible to run a hotel.

Tony proved Judge Johnson wrong, and over four decades, Tony held at least 20 licenses to numerous hotels throughout the State such as the Largs Pier Hotel, Naracoorte Hotel, Hotel Victor, Grand Tasman, Hotel Eyre, Mansfield Park Hotel, South Eastern Hotel, the Feathers Hotel and with family he oversaw the business of some 34 individual hotels.

Tony was never one to accept the status quo and was a regular challenger to the interpretation of rules and regulations with his innovative ideas to increase sales and profits. Some of these ideas would regularly land Tony back in front of Judge Johnson, and over the years Tony would represent the company in many challenges to the licensing conventions of the day.

One such confrontation occurred through 1962 – 1963 involving the Largs Pier Hotel. Bar/counter meals did not exist. The Licensed Premises Victuals (as they were known) had a regulation that no meals could be served in any room that contained a bar and was not registered as a dining area on the licensing plan.

The Largs Pier Hotel had started to provide a meal at the bar to some patrons who would have a beer during their lunch break. The hotel started a practice that allowed local businesses to phone ahead to allow the kitchen to have a meal ready to provide to these men at the bar during their lunch break. These men did not want to sit in the dining room to eat and would prefer a beer and no food rather than to go into the dining room at lunch time.

The hotel was continually fined for this practice and Tony was the representative before the Licencing Court at all of these proceedings. Tony successfully argued for a novel solution to this problem. As there was no regulation to stop the hotel taking meal orders over the bar, the solution involved the customer ordering their meal at the bar when they would be provided with a number. Next to the Saloon bar was a registered dining room with a door

## “Tony put considerable effort in establishing a reputation of quality service and originality of dishes...”

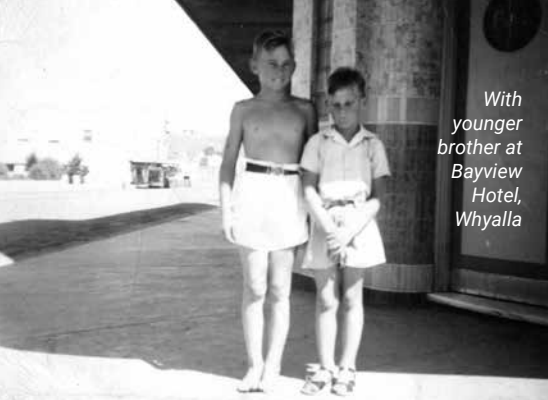
leading into the bar. The meal was delivered to a table just inside the dining room doorway and the customer's number was called allowing the customer to pick up their meal in the dining room (satisfying the criteria) before taking it back to the bar to eat where they pleased. This novel solution is now simply known as a “counter meal”.

Tony's innovative thinking was never more evident than in the Christmas of 1955. The new cool room at the Largs Pier Hotel could not be completed on time to stock the Christmas beer. The stock (1000 cartons of beer) was stored in a shed at the back of the property and Tony decided that they should just sell it from there.

So it was decided to set up the large garages in the back of the car park of the hotel to sell bottled beer direct to customers in their cars. At the entrance to the backyard, a large sign “DRIVE IN FOR BEER” was erected. The response from the public was unprecedented. Cars were queued in lines of 20 to 30 long up Jetty Road creating a potential traffic hazard.

This did not go unnoticed by the police who quickly responded with backup to help direct customers and maintain order whilst lining up to purchase beer direct from the garages to their cars. Ten extra staff were bought on to keep up with sales and by Christmas Eve the brewery had to deliver another semi-trailer load of beer, followed by another a couple of days later. It was still 6 o'clock closing but this success led to the quick establishment of a standalone building at the Largs Pier that housed a cold-room with beer bins, the kegs for the new beer garden and a bottle shop in the back yard where cars could pull up and get





With younger brother at Bayview Hotel, Whyalla



As a young boy in Whyalla



With parents circa 1949



National Service



With mother and younger brother, St Peter's College

their supplies. Arguably what had been created was the prototype of the first drive in bottle-shop nationally and worldwide.

Shortly thereafter, Steve Gilbert convinced the brewery directors to add a purpose-built drive-in bottle shop to his Highway Inn Hotel redevelopment plans, which would become the first purpose-built under cover drive-in bottle shop.

In 1966, Tony opened the jewel in the crown, the Feathers Hotel. Tony put considerable effort in establishing a reputation of quality service and originality of dishes on the extensive table de'hote menu. Many of the staff were new migrants from England or the continent who had classical experience in international style hotel cuisine.

A young Peter Jarmer headed a team in the kitchen to create an extensive menu of four courses accompanied by French titles with English descriptions. One year after opening the Feathers it won the Table de'hote category at the Melbourne Catering Exhibition. Under Tony's direction, the Feathers would go on to become arguably the premier suburban pub in the country that was unmatched in style, food quality or service standard. Later, Peter Hurley would commence his hospitality career under Tony's guidance at the Feathers, with Peter recounting that every Sip 'n' Save Christmas lunch for the last 35 years or so has been at the Feathers.

The 60s and 70s saw the relaxation of many licensing laws and the introduction of lotteries and TAB betting. The Matthews family had introduced beer ticket machine in their pubs that enabled customers to purchase tickets with a chance to win beer (money for prizes were not allowed). To sell, stock and service these beer ticket machines independently, Tony set up a business called Hotel Amusements with some associates which grew to include the sale of video game tables and other amusement devices to the industry.

In 1974 Tony was involved in a change in the industry that would alter the face of liquor discounting; the establishment of the 'buying group'.

A fledgling but thriving beer discounting business was being conducted by Brian Warning and Gordon Gee using the Rose Inn on Sturt street.

As the Matthews family had the licence of the nearby Rob Roy Hotel in Halifax St, it was decided to take them on. The saloon bar was closed and filled with beer selling it at the discount price of 'thirteen to the dozen'. Other hotels soon followed suit discounting not only beer, but wine and spirits as well, leading to the formation of liquor buying groups. Tony was an integral driver of the formation of one of these first groups known as "Bar Gains", which with Green, Gold and Amber, eventually merged with Sip 'n' Save, of which Tony was on the marketing committee.

In 2011, Tony was inducted into the Australian Hotels Association National Hall of Fame at their National Awards of Excellence function in the category recognising an industry champion and someone who has provided exceptional service to the community and Australian licensed hospitality industry.

Tony was extremely active in the business right up until his death and was engaged in the process to restructure the business to ensure future generations of the Matthews family can build on his legacy in to the fourth and subsequent generations.

The business is now known as Matthews Hospitality and owns nine hotels and other businesses throughout South Australia.

Tony died aged 83 and had worked in the Matthews family business for more than 75 years, including his early exploits in Whyalla.

He is survived by his beloved Trudi Streckiesen, his three children Lisa, Scott and Ward who all work in the Matthews family business and his four grandchildren Max (24), Tom (22), Seb (7) and Liv (5).



# 10 Tips To Maintaining The Family Market

Whether you are actively developing the family market segment or only have families patronise your establishment from time to time, it is important to provide quality service. Here are some basic issues you need to address:

## 1. ANTICIPATE THE NEEDS OF PARENTS

Make the investment to provide high chairs on request. Extra cutlery, napkins and damp cloths will assist parents in maintaining a clean eating environment.

## 2. PROVIDE AMUSEMENTS

Playgrounds are a huge drawcard for families, and parents will drive past several venues to get to one with a playground. They are a great way to increase your patronage, decrease lean periods, and create new marketing opportunities. Well-designed playground equipment is an investment that can pay for itself in a matter of months, says Goplay Commercial Playgrounds, which offers a free, no-obligation Australia-wide

design service. For more information on their Australian-made playgrounds, look for them at this year's AGE on stand #534.

## 3. PROVIDE A CHILDREN'S MENU

Kids are more likely to enjoy a simplified meal whilst parents also appreciate the lower costs of children's portions.

**“...increase your patronage, decrease lean periods, and create new marketing opportunities.”**

## 4. ENSURE THAT CHILDREN ARE SERVED FIRST

Kids are often less patient than parents. Serving children first permits the parents to relax and enjoy their own food.

## 5. PROVIDE FOR SHARING

Children often like to taste their mum or dad's meal. By providing a side bowl or plate, this exchange can be neatly coordinated.

## 6. PROVIDE FACILITIES

Change tables in both ladies and mens

bathrooms, with sufficient counter space. A bin with a lid is another consideration.

## 7. INCORRECT PRICING

Poor 'menu engineering' and price points may inevitably price your establishment out of the market. Begin to think of the average spend per family rather than the average spend per person.

## 8. CUTLERY, CROCKERY AND GLASSWARE

Low, broad based glasses with straws are less likely to be turned over than tall glasses and remember, children and steak knives do not mix!

## 9. THE WELLBEING OF CHILDREN

Children are often the 'determining factor' as to where the family dines. If you like the kids, they will like you and will want to return.

## 10. SETTLEMENT OF ACCOUNT

By the conclusion of the meal, children are often restless and parents appreciate a rapid system of bill settlement.





# Profit from Play

Take advantage of our FREE Australia-wide design & quotation service to see how we can help you profit from play!



A well designed playground can:

- bring in more families
- maintain and increase covers
- maximise your existing services

Call 03 9308 1800  
or visit  
[www.goplay.net.au](http://www.goplay.net.au)

with Goplay Commercial Playgrounds

VISIT US AT THE  
A.G.E STAND #534





# Defibrillator Update

South Australians living in regional and rural areas are set to benefit from a lifesaving partnership between the Australian Hotels Association (SA), Clubs SA and St John Ambulance SA.

Over 300 defibrillators will be installed in pubs and clubs across the state, with 130 defibrillators already installed.

The Mid North, Clare Valley, Barossa, Riverland and Port Augusta are among the locations to share in the second wave of the rollout of defibrillators in pubs and clubs across the state.

AHAISA General Manager, Ian Horne, says being able to access a defibrillator in the first 10 minutes of a cardiac arrest is crucial to a person's survival.

"Local residents and tourists frequently gather at pubs and clubs, and these venues provide an obvious and important home for these life-saving devices which are user-friendly and available 24/7."

"The role and location of hotels and clubs in regional and rural settings was critical to the partnership decision," Mr Horne says. "Particularly when you consider the geographic disadvantage of some of the more remote areas in terms of having urgent medical help available."

"We've invested \$750,000 in equipment with the real potential to save lives and that's a significant way for our industry to support local communities at a grassroots level."

All the defibrillators will be integrated with SA Ambulance Service's Automated External Defibrillator (AED) Register so that country callers to Triple Zero can be immediately directed to their nearest device location if an ambulance is unable to arrive within the critical timeframe for cardiac arrests.

Clubs SA CEO Mike Penfold says recently, quick and easy access to defibrillators has literally saved the lives of the young and not so young pursuing their favourite sport at their club.

"This is a stark reminder of the importance and effectiveness of this program which ensures that defibrillators are easily available and accessible to regional communities where people gather to play their sport or to participate in their common interests," Mr Penfold says.

St John Ambulance SA Chief Executive Officer Michael Cornish says when it comes to cardiac arrest, every minute counts.

"The chance of survival dramatically decreases by 10 per cent for every minute defibrillation is delayed. A delay of 10 minutes, more often than not results in death," he says.

"Areas of critical need for these devices are those located more than five to 10 minutes from their nearest hospital or ambulance station.

"Regional cardiac arrest victims have little chance of survival, without an easy-to-access, user-friendly, resuscitation alternative available 24/7."

Alarmingly, a recent Monash University study found South Australians suffering an out of hospital cardiac arrest had a 9.9 per cent chance of survival, compared to 11.9 per cent in Victoria and 13 per cent in New Zealand.

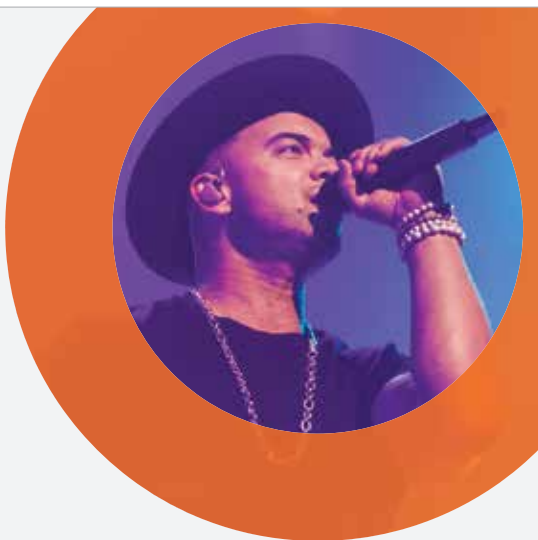
"The user of a defibrillator can easily follow the instructions via an automated voice to assist them with the resuscitation process and a shock will only be administered if it's necessary," Mr Cornish says.



Franklin Hotel



Clare Hotel



## ONE MUSIC. ONE LICENCE.

Music licensing will change for the better from 1 July. In the next few months hospitality venues will receive **step-by-step** information on how to transition from the two-licence system of APRA AMCOS and PCCA to the simpler one-licence system of OneMusic Australia.

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

**OneMusic**  
AUSTRALIA



# AHA|SA Staff Spotlight

SARAH LEGOE - ADVOCATE – INDUSTRIAL RELATIONS, LIQUOR LICENSING & GAMBLING



## WHEN DID YOU JOIN THE AHA|SA?

I came as a temp in October 2008, became permanent in May 2009 and have not yet left.

## WHAT ARE YOUR QUALIFICATIONS?

I completed a Bachelor of Commerce (Marketing) through the University of Adelaide in 2001. I made the decision to go back to Uni in 2012 and after studying part time for five years (and working full time) I completed a Bachelor of Laws (Honours) through Macquarie University in 2017. I then completed a Graduate Diploma in Legal Practice through the University of Adelaide/Law Society of South Australia in 2018 and was admitted to the Supreme Court in November 2018.

## WHAT ARE YOUR KEY RESPONSIBILITIES AT THE AHA|SA?

I provide members with advice in a range of areas including industrial relations, liquor licensing, gaming, lotteries, contract disputes, privacy matters, consumer law issues and the list goes on. I enjoy helping members resolve disputes (or issues that may turn into a dispute), no matter how big or small, and can represent members before the various employment tribunals (for example, unfair dismissal claims), the Liquor and Gambling Commissioner (for example, objections to applications and noise complaints) and the Licensing Court (for example, disciplinary action). From

time to time, I also help draft submissions on behalf of the AHA|SA to liquor licensing and gaming-related matters. With the recent retirement of Chris Thomson, I have taken on a number of additional duties within the area of liquor licensing.

## HOW DO YOU OCCUPY YOUR TIME OUTSIDE OF WORK?

After six years studying law, I am just getting used to this thing called 'spare time' again. Catching up with friends for a glass (or let's be honest bottle) of great South Aussie wine and spending time with my couch and Netflix are usually what you can find me doing. I have also just started taking golf lessons!

## WHAT'S SOMETHING READERS PROBABLY DON'T KNOW ABOUT YOU?

I have lived and worked in three different countries (not including Australia), spent an extended time in two others (uni placement and school exchange) and travelled to another 54 (some on multiple occasions) almost all independently (I love the challenge of doing it all yourself, plus you do not get the same level of local interaction on a tour).

## WHERE IS (ARE) YOUR FAVOURITE HOLIDAY DESTINATION(S)?

As my version of a 'holiday' is far different to most people's, I am going to answer this question as if the word 'holiday' was not in the question.

I love South Africa (have not long returned from a second visit), Rwanda (the safest country I have ever been), and the Gorilla Trek (the best and by far the most expensive activity I have ever done), Scotland and Sri Lanka (the food, the people the scenery and oh the tea, we cannot forget the tea!).

I hope to get to Chile and Argentina later in the year or early next year so perhaps they too could be on the list soon!

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

I have picked the first three people that came to my mind based on what I have read or done recently!

Julie Bishop (her name came up this morning) - to chat about being a woman in politics.

Any of my ancestors – I realise this is not a possibility but I love watching 'Who Do You Think You Are' and have always been fascinated by our family history (especially dad's side). There are just so many questions I would like to ask and so much I would like to learn about these people and why they did what they did!

Nelson Mandela (as I have not long returned from SA) - I do not think I need to further justify why with this choice!

# Safety First In The Kitchen

## LIFTING HEAVY OBJECTS

Size up the load. Make certain of good balance, with your feet apart and your legs bent at the knees (not waist) to pick up the load. Make sure you keep your back straight, tuck in your chin and hold the load close to your body. Then, straighten up using your leg muscles to do the lifting. Remember to carry the load close to your body before unloading with your feet apart, knees bent and back straight.

## PREVENTING ACCIDENTS

The following checklist will help you and your staff maintain optimum safety levels in the kitchen.

### To prevent falls:

- Clean up spillages as soon as they happen
- Pick up anything that falls on the floor
- Never run in the kitchen
- Do not place anything (such as pots and pans) on the floor

- Do not leave oven doors open
- Do not leave obstacles in corridors or stairways
- Always use “in” and “out” doors correctly
- Wear non-slip shoes.

### To prevent burns and scalds:

- Use thick, dry cloth when handling hot utensils
- Ensure heavy trays of hot liquid are balanced
- Turn all pot and pan handles away from the edge of the stove
- Do not leave the handles of cooking pans over gas
- Do not leave metal spoons in hot liquid
- Do not reach over an open flame
- Stand back when pouring or straining hot liquids, opening a steamer or placing items into hot fat
- Drain and dry wet food before placing it in hot fat (water drops make fat spit)
- Lower food slowly into the deep fat fryer – never drop food in.

### Preventing electrical shock:

- Know the location of the cut-out switch for emergencies
- Never use electrical appliances with frayed or damaged cords
- Defective equipment must be labelled ‘Out of Order – Do Not Use’
- Cords must never trail across floors, work surfaces or near water
- Never use water to put out an electrical fire.

### Clothing:

- Keep sleeves rolled down to protect forearms from burns and scalds
- Ensure apron protects legs
- Always wear a hat or head covering
- Wear closed, comfortable shoes with non-slip soles.

### Knife handling:

- Ensure knife is sharp (a sharp knife cuts more easily and is less likely to slip)
- Ensure knife is clean and the handle is not greasy
- Carry knives with point held down
- Never try to catch a falling knife, let it fall
- Hold sharp edge of knife away from your hands when wiping
- Do not leave knives in the sink or any other place they cannot be seen easily.

*Your Vision. Your Venue*

# BLUIZE

*Solutions for your venue*

**Digital Gaming Node**

- Targeted Media
- Digital Heat Map
- Integrated Promotions
- Member Engagement
- Cashless Option

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

**Call 1300 557 587 today**

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

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





# Hotel Industry Loses A Legendary Lady

The Liddy family name is historically significant in the South Australian hotel industry. John Liddy began the family's involvement when starting work at the Wallaroo Inn in 1905. He then worked in the Newcastle in Port Pirie, the Kadina Hotel and the Mallala in the late 1920s.

Other family members followed in John's footsteps, with Ted in the Weeroona in Wallaroo and Donald and Coralie in the Saddleworth followed by the Old Spot in Gawler.

When Vince Liddy married Nolie, a great partnership begun. They went out on their own in the Paskeville Hotel followed by the Old Spot, the Roseworthy and the Crown and Sceptre in the city.

Vince was also an AHAIISA councillor for a number of years in the 1980s.

As you can see, the Liddy family were, and are still, very involved in the industry. However, on Anzac Day great sadness hit the family when Mrs Nolie Mary Liddy, aged 88, passed away.

Nolie was mother and mother-in-law to current popular Royal Hotel Moonta publicans, Dennis and Jenny Liddy, for the past 13 years and was a lovely lady.

Her involvement in the hotel game commenced in 1956 - what a sustained effort from her work in pubs. She was the nicest person yet was also known to be tough and resilient, which helped her sustain such longevity in the industry in all confronting aspects of normal hotel life.

When Dennis' father died, his mother lived in the hotels and remained in partnership with Dennis and Jenny. This included stints at the Port Lincoln Docksider Tavern and North Laura Hotel prior to her Royal Hotel Moonta venture.

Dennis laughs that he had to sack Nolie to encourage her to slow down and enjoy her later years (she was 75 at the time). Nonetheless, when this happened she volunteered to help out in the local nursing home. What a woman!

Dennis also said years ago, when they were in Gawler prior to Sunday trading, she would always be selling chook raffles and working hard for the local Gawler Central Footy club.

Nolie was a great mum to five children and Nan to 15 grandchildren and nine great grandchildren.

The whole hotel industry offers their loving thoughts to the Liddy family and their friends during this sad time.

From researching information re the Liddy hotel connection, it is clear the family have been huge and long-term participants.

As previously mentioned, commencing in 1905 puts the family's ongoing involvement at 114 years. I will have to catch up with some old publicans such as Greg Fahey, Peter Brien and Guy Matthews - to name a few - who would be in the right age bracket

to clarify if the Liddy family are the oldest long-term current family publicans in South Australian history.

Brother to Vince, Wilfred Liddy, also worked for 45 years as publican of the Paskeville Hotel which is now closed.

Apparently, years ago in Queensland Wilf was at a dance on a Saturday with a woman who noticed a smell and asked if he was wearing dirty socks.

She obviously was not impressed.

So, Wilf sprinted down to the local shop and bought a new pair of socks before promptly returning in the hope to resume dancing with her. This happened but shortly after she noticed the smell again and asked him if he had in fact replaced his socks? To prove he had, Wilf pulled his old socks out of his top coat pocket!

I am not sure whether the dancing continued from that point.

Wilf was known to be a great storyteller and told a true tale in which a naked jogger was seen running around the streets of Adelaide before arriving at the Hampstead Hotel. Being thirsty, the man went in to get a drink but was refused service - because he had no shoes on! Tough rules in those days too!

Joe Liddy was a well-known grandstand bookmaker in Adelaide horse racing circles and was the only brother to not become involved in the family's hotels.

The Liddy family are great contributors to all things good in South Australia.

Baby News - I guess old news now but...Samantha Hurley and husband, Scott Oakley, welcomed their first child, Jack, into the world. What fabulous news for the Hurley clan!

This is Peter and Jenny's first grandchild - a bouncing baby boy. The bush telegraph said the smile on Jenny's face was priceless and full of happiness.

It sounds like Peter, however, had a problem with his calendar as he was at the Kentucky Derby in the United States when the birth occurred, slightly miscalculating the arrival date by a few days! Back in the good books again yet Pete?

Peter and Jen have been on a big holiday season, overseas and interstate trips aplenty, for a couple of years and well deserved too - I must add - having worked so hard in our industry for so long. They may have also perceived that babysitting duties in the future were on the cards. How right they were!

The Publicans Race Day at the Balaklava Cup was another great and recent event. This day has gradually grown in numbers over the past 25 years, with some 350 people in attendance. Which reminds me, this year's Balaklava cup is on Wednesday 11 September.

See you there!

# Technology And Termination – Do Additional Considerations Arise?

SARAH LEGOE, ADVOCATE – INDUSTRIAL RELATIONS, LIQUOR LICENSING & GAMBLING



Technology has changed the way we do many things. As a result, employers are increasingly turning to new technology to introduce efficiencies, reduce costs and in many cases reduce their environmental impact. The use of finger print scanners to record the hours an employee works, is one form of technology that has grown increasingly popular. However, what happens if an employee fails to adapt to the new technology and ultimately fails to follow a direction of the employer. A recent decision of the Fair Work Commission looked at this issue, a decision which ultimately found it was unfair to dismiss an employee who refused to use the fingerprint scanner for recording his attendance at work.

## COLLECTION OF BIOMETRIC DATA

As the name suggests, a fingerprint scanner collects information based on the use of a person's fingerprint. The fingerprint itself, which is a physiological attribute of a particular person, must therefore be stored somewhere in the system so that it can recognise the person each time they use the scanner.

A fingerprint is considered biometric data. The collection and use of biometric data by a person, including an employer, is regulated under the Privacy Act 1988 (Cth) ('Privacy Act'). Unlike personal information, sensitive information as defined in section 6 of the Privacy Act, can only be collected by consent. It is important for our purposes to note biometric data is deemed to be sensitive information rather than simply personal information.

## USE OF FINGERPRINT SCANNERS IN THE WORKPLACE

Fingerprint scanners have become increasingly popular as a way in which to collect details relating to an employee's attendance at work. Employers looking to introduce such technology can, whether through a policy or otherwise, direct an employee to use such system. However, a recent decision of the Fair Work Commission has highlighted the importance of ensuring compliance with the Privacy Act when implementing a policy covering such, and ultimately when enforcing it.

*Jeremy Lee v Superior Wood Pty Ltd [2019] FWCFB 2946 (1 May 2019) ('Lee')*

Mr Lee, the applicant, had worked at a sawmill for 3.5 years before he was terminated for refusing to use the worksite fingerprint scanners to sign on and off for work in accordance with the venues Site Attendance Policy ('policy'). When the fingerprint scanners were introduced, all employees were required to register their fingerprints within a certain time frame. Mr Lee refused citing concerns around the control and use of his biometric data (ie fingerprint) by the employer. He subsequently failed to use the fingerprint scanner and received a verbal and two written warnings before being terminated for failure to follow the policy. An unfair dismissal claim was then lodged by Mr Lee.

At first instance, the Commissioner held the policy was not unjust or unreasonable as an employer can, amongst other matters, manage its affairs as it sees fit by requiring employees

## Get It While It's Hot!

... Multistar® Hot Diamonds™ now available on the CrystalDual-i® 27 cabinet.

Call IGT to find out more on (08) 8352 1680 or visit [www.igt.com.au](http://www.igt.com.au)

© IGT (Australia) Pty. Limited. All trademarks and registered trademarks are owned by IGT (Australia) Pty. Limited or its related entities. Game type availability is subject to jurisdictional approval.





to follow certain policies. Despite the employer potentially breaching the Privacy Act by not obtaining Mr Lee's consent to the collection of his fingerprint data, the Commissioner found there was a valid reason for dismissal as, inter alia, he had failed to follow a reasonable direction of the employer by failing to give his consent. As a result, his application for unfair dismissal was dismissed. Mr Lee successfully appealed this first instance decision.

In finding the dismissal was unfair on appeal, the Full Bench looked at whether the direction by the employer to use the scanners was a reasonable and lawful one. The problem for the employer related to the failure of the policy to address the obligations imposed by the Privacy Act when it comes to the collection of sensitive information.

Whilst section 7B(1) of the Privacy Act contains an exemption from compliance with the Privacy Act in respect of employee records, the employer could not rely on this because it only applies once records are held. The issue at hand that led to the dismissal related to the collection of data. At this time the exemption could not be relied upon as it only became relevant once the information was held.<sup>1</sup> It was not held, until it had been collected.

As the exemption under section 7B(1) of the Act did not apply, the employer was therefore required in some way to comply with the Australian Privacy Principles ('APP') for the collection and use of Mr Lee's information. The two relevant APP's were APP 3 and APP 5. Under APP 3, a person cannot collect sensitive information unless the person has consented and it is reasonably necessary for the collection of such when it comes to the businesses functions or activities.<sup>2</sup> APP 5 requires a person who collects information to take reasonable steps to make the other person aware of certain matters, relevantly which entities will have access to the information and how the information can be accessed and corrected.<sup>3</sup>

The problem for the employer was the failure of the policy relied upon as the reason for dismissal to address considerations under both APP 3 and 5. Firstly, Mr Lee did not consent to the collection of his data, something he was able to do. Secondly, the respondent did not set out in the policy all of the matters set out in APP 5, namely those set out above. The Full Bench held that as the employer did not have a privacy policy as it is required to do

under the Privacy Act, it would have been practicable for them to provide him with this information yet it had chosen not to do so. Finally, the Full Bench did not deem it was reasonably necessary for the employer to proceed with the collection of his fingerprint on the basis of administrative convenience or safety, reasons they had given for the introduction of the scanner, especially when other options had been identified but not considered. This was despite the fact evidence was such that the system was likely to achieve both.

As the policy did not comply with the APP, the Full Bench held the direction of the employer, being to use the system, was not a reasonable one given Mr Lee had not consented to the collection of the data. As such there was not a valid reason for dismissal. Despite the fact the employer had complied with the steps of procedural fairness as set out in section 387 of the Fair Work Act 2009 (Cth), when weighing this against the requirements of the Privacy Act including mechanisms to protect and manage the data, the Full Bench upheld the appeal finding the dismissal was unfair.

#### **WHAT SHOULD EMPLOYERS DO**

This decision highlights the difficulties that can arise when introducing new technology, especially technology that collects and stores biometric data. When introducing new technology, or a policy generally, employers should be mindful of any legislation that may exist when creating policies that do cross regulatory boundaries. Employers who currently collect biometric or other sensitive information may wish to review processes around how this information is collected, stored and used to ensure compliance with the Privacy Act. Finally, employers should review the businesses general Privacy Policy or if one is not in existence, ascertain whether one is required. If one is required, a Policy should be implemented as soon as possible, noting it is a requirement under the Privacy Act for certain businesses to have such a policy.

#### **FURTHER INFORMATION**

If members have any questions in relation to this article they should contact Owen or Sarah at the AHAI/SA.

<sup>1</sup>Lee [2019] FWCFB 2946 (1 May 2019) [53]-[56].

<sup>2</sup>Privacy Act sch 1, 3.

<sup>3</sup>Privacy Act sch 1, 5.

# New National And NSW Head Of Tourism Accommodation Australia



Respected tourism industry hotelier Michael Johnson, will be the next national and NSW head of the accommodation sector's peak body - Tourism Accommodation Australia (TAA).

The current General Manager of the PARKROYAL Parramatta - and TAA NSW board member - has been appointed CEO of TAA National and TAA NSW after an extensive search process.

"Michael Johnson is well known and respected right across the tourism and accommodation sectors," Australian Hotels Association National and NSW President, Scott Leach said.

"He has extensive experience at the highest levels - including the successful relaunch of PARKROYAL Parramatta in 2016 and strong industry connections across Australia and New Zealand. Michael will be an asset to TAA at both the NSW and national levels and I wish him all the best."

National Tourism Accommodation Australia Chair Martin Ferguson also welcomed Mr Johnson's appointment.

"Michael is of the highest calibre and he will bring his undoubted abilities and integrity to the position of CEO of Tourism Accommodation Australia," Mr Ferguson said.

"I welcome Michael and look forward to working closely with him as we continue to advocate on behalf of the accommodation sector at all levels of Government."

Mr Johnson has been the general manager of PARKROYAL Parramatta since April 2013. He is also a former General Manager of PARKROYAL Melbourne Airport and General Manager of the Amora Hotel Jamison Sydney. He has previously been General Manager of Totally Tourism New Zealand encompassing The Helicopter Line and Milford Sound Scenic Flights, PARKROYAL Hotels Queenstown and the Manly Pacific PARKROYAL.

Mr Johnson said he was looking forward to taking up the role of TAA NSW and National CEO from Monday, 20 May 2019.

"It is a great honour to represent the accommodation sector's peak body, an association which has seen its membership more than double in recent years and which advocates for its members at the highest levels," he said.

"An urgent priority will be working towards securing cheaper energy prices for our TAA membership nationwide, along with the continued focus on the issues of unregulated accommodation and the temporary skilled visa system."

Today's announcement follows the resignation of former TAA National and NSW CEO Carol Giuseppi, in late February.

AHA WA CEO, Bradley Woods, is acting as the head of TAA National until Mr Johnson takes up his position. Dr Adele Lausberg is currently acting TAA NSW CEO.

## Coopers Looks To Next Generation

Coopers Brewery's future has taken another step forward with Louise Cooper, the daughter of Managing Director, Dr Tim Cooper AM, joining the company. Louise, who has degrees in law and health sciences, has worked as a lawyer for more than seven years. She will join Coopers as Legal Affairs and Risk Manager and is the third member of the sixth generation to take up a full-time role at the brewery. Andrew Cooper, the son of Coopers' Chairman Glenn Cooper, began working with the company in Melbourne in 2017 while his sister, Rachel Cooper-Cassery, worked in marketing between 2009 and 2016. Dr Cooper said Louise had always expressed a strong interest in the brewery.

"However, family members are not guaranteed a job at the brewery just because they are a Cooper," he said.

"They are encouraged to establish their own careers and, if a position becomes



available, they may be invited to join the company."

Louise said that when she was studying at secondary school and university, she had undertaken vacation work at the brewery, working in areas ranging from the bottling line to distribution to general administration.

"I have always been interested in working at the brewery but I understood I had to make my own way and worked in a number of different areas of law before I was offered a position at Coopers," she said.

"Now that I have joined, I'm looking forward to developing my understanding of how each area of the brewery operates and interacts."

Louise said it was exciting to be part of the process that will eventually see the brewery transition to the next generation.

"There's no shortage of talented sixth generation Coopers who have expressed an interest in joining the brewery, should they be asked. So, while it's far too early to talk about future management, Coopers will certainly remain in secure hands," she said.



SAVE THE DATE



aha|sa  
Australasian Hotels Association (SA)

HOTEL INDUSTRY

**AWARDS**  
FOR EXCELLENCE

**2019**

# AHA|SA Hotel Industry Awards for Excellence Gala Dinner

Tuesday 30 July 2019  
Adelaide Entertainment Centre

Bookings close 23 July 2019  
For more information visit [www.ahasa.asn.au](http://www.ahasa.asn.au)  
**#ahasaawards #sahotels**

**ENTERTAINMENT**

**SHEPPARD**



**CO-HOSTED BY**

**MARK SODERSTROM**

**& HANS**



## CHEAP SWEEP CHIMNEY SWEEPING SERVICES

Combustion Heaters – Open Fireplaces – Pizza Ovens

We provide professional, affordable and reliable service for all:

Pubs – Hotels – Motels – Restaurants – Cafes – Clubs – B&Bs

**T: 1300 796 337**

**E: [cheapsweep@pythonoz.com](mailto:cheapsweep@pythonoz.com)**  
Certified Member of the Australian Chimney Sweeps Association





Over 60 member hotels attended the 148th AHA|SA Annual General Meeting on 13 May at the National Wine Centre.

140 people attended the lunch afterwards, including AHA|SA Corporate partners. The event was hosted by Chris Dittmar, who conducted an interview with AHA|SA President, David Basheer.

Thank you to our valued corporate sponsors who support the day.





# Leaders & Members





# Don't Forget the Furniture!

With the launch or redevelopment of a venue space a lot of planning is involved to ensure the architects, engineers, interior designers, builders, and contractors all have their visions aligned with yours. With so much to oversee, ordering furniture to arrive in time for handover can be overlooked.

Harold Lens, Managing Director of AHA|SA sponsor Concept Collections, explains how this can occur, "With commercial furniture we usually sell in large volumes so high stock levels must be maintained for immediate delivery. However, with the extensive range of products that we offer, there will inevitably be some items that will be unavailable for short lead times."

To maximise the return on your investment in furniture, it is important to select pieces that will meet the aesthetic requirements as well as the functional demands of your venue. By planning in advance and placing your furniture order early, you will have the ability to choose from a wider range of options.

Many hotels will need to customise their furniture to suit the interior décor or overall theme of the venue. Concept Collections can upholster and fabricate furniture pieces with different fabrics and finishes locally to meet short lead times, but to achieve these results economically, it is more viable to have custom items made directly at their international factories. With production times varying across the different furniture pieces, planning ahead is important. Some furniture can be produced for delivery within 8-10 weeks, while other orders can take up to 18 weeks.

Harold recommends placing orders for furniture 20 weeks ahead of delivery to expand the choices in designs and finishes available and to reduce costs considerably. "Customers of ours that have used our indent service are achieving the best results as their looks become unique and they always save on costs."

For both short and long lead time furniture selections be sure to contact the team at Concept Collections for a friendly chat. Concept Collections 444-446 Pulteney St, 08 8232 4262.

## OneMusic Australia Update



Music licensing will change for the better from 1 July. In the next few months hospitality venues will receive step-by-step information on how to transition from the two-licence system of APRA AMCOS and PPCA to the simpler one-licence system of OneMusic Australia.

For the first time ever, there will be an interactive e-commerce website so you and your admin team can log-in, transact online and review all your music use details in one place, at any time of the day or night. What next? The advance information about OneMusic Australia will be rolled out to coincide with your renewal date. In the meantime contact [hello@onemusic.com.au](mailto:hello@onemusic.com.au) or visit our website for more information.



## Coopers XPA Launched

Coopers Brewery has added an Extra Pale Ale (XPA) to its portfolio. Coopers Marketing and Innovation Director, Mr Cam Pearce, said Coopers XPA kegs would be rolled out to hotels across Australia, following its launch at the Great Australasian Beer Spectacular.

"XPA is a beer style that sits somewhere between an American Pale Ale and India Pale Ale," he said.

"Our XPA is all about highlighting the citrus character of the American hops and balancing this with our malt to create a smooth and very drinkable hoppy beer. The brewers have chosen combination of Simcoe and Lemondrop hops which provide bright citrus undertones with aromas of grapefruit, lemon and a hint of mandarin. It has an ABV of 5.2% and 37 international bitterness units (IBU). Being a Coopers ale, it is naturally conditioned and free of preservatives and additives."

Mr Pearce said the distinctive purple Coopers roundel is sure to stand out.

"XPA is still developing as a category and is enjoying strong growth around the world. We believe we have the opportunity to influence how the category progresses in Australia by providing a high quality example of this style of beer with high drinkability," he said.



# Sponsors

# 2018/19

D I A M O N D

P L A T I N U M

## Tabcorp

G O L D

S I L V E R

Ainsworth Game Technology

Bluize

InDaily

Options Wine Merchants

APRA AMCOS

Boileau Business Technology

Independant Gaming Analysis

Samuel Smith & Son

Aristocrat Technologies Australia

Boylen

Konami Australia Pty Ltd

Stoddart Food Equipment

Australian Liquor Marketers

Foxtel

Liquor Marketing Group

Big Screen Video

IGT

Novatech Creative Event Technology

B R O N Z E

Adelaide's 1800 ON HOLD

Cobalt Blue Australasia

Macmont Gaming Supplies

Studio Nine Architects

Andale Hotel Services

Concept Collections

Make it Cheaper

St John

BankSA

Duncan Basheer Hannon

Maxima Training Group

Supagas

Bentleys Accountants

Elite Bedding

McGees Property Hotel Brokers

Superior Food Service

BOC Limited

Empire Liquor

Nexstage

Trans Tasman Energy Group

Cardtronics

Global Gaming Industries

Nightlife Music Video

Wallmans Lawyers

Career Employment Group

HITsa Industry Training

Perks & Associates

Wills and Daniel Produce Merchants

CatCom

Jaquillard Minns

Pro-Pac

Winnall & Co.

Choice Energy

Knight Frank

Ryan & Durey Solicitors

Class A Energy Solutions

Lancer Beverage Systems

Silverchef

I N D U S T R Y S U P P O R T E R

Brisan Hospitality Consulting Services // Brown-Forman Australia // Clelands Lawyers // Foreman Legal // JRCM Commercial Joinery // Pace Cleaning Services // Vintek



# How To Take Better Room Photos

There is no doubt that when searching for a place to spend the night, most people tend to beeline to a hotel's online gallery. And with our eight-second attention span (one second less than that of a goldfish), it is vital the images your company opt to display are of top quality – especially during this age of technology and photography.

But how exactly can you improve the room and accommodation photos you are taking for online marketing?

## 1. SIMPLICITY IS KEY

There is nothing more aesthetically pleasing than a tidy hotel room so, before taking the photo, ensure the bed is made to pristine condition, the carpet is freshly vacuumed, the furniture has had a wipe down, etc. In addition, avoid capturing technology because unless you are willing to frequently update your website's imagery, this can date your photo.

## 2. GET YOUR HANDS ON A WIDE-ANGLE LENS

Have you ever been to an open house and wondered why the bedroom looks larger on camera than in person? This is because most, if not all, real estate shots have been taken with a wide-angle lens which photographs a greater field of vision than humans are able to see thus, making the room look larger. This clever technique is a very useful strategy when selling your venue.

## 3. WHO IS YOUR TARGET AUDIENCE?

It is important to consider your target audience when taking accommodation photos. By capturing amenities that appeal to their prime clients, a hotel is more likely to confirm a booking. For example, business travellers will be looking to find a room with a bar and desk whereas a family of five would be

searching for large rooms and recreational areas including a pool and/or games room.

## 4. LIGHT IT UP

Some say that lighting is the most significant aspect when it comes to accommodation photography. A room looks its best when lit by natural lighting, particularly during 'golden hour' which occurs before and after sunrise. However, if using artificial lighting, steer clear of bulbs that emit an orange or blue hue and avoid shadows.

## 5. PUT THAT CAMERA DOWN

Choosing between a hand-held shot and a tripod can make or break the shot, and you certainly don't want to run the risk of taking a blurry photo! By affixing your camera to a tripod, you will attain sharp images which can help to increase the quality of your website.



**INDEPENDENT BRANDS**  
AUSTRALIA PTY LTD

### TO FIND OUT MORE CONTACT:

**IBA Office** (08) 8405 7706  
**Thirsty Camel Office** (08) 8152 8754  
**John Jones** (08) 8405 7701  
**Tony Munn** 0429 238 363  
**Trevor Mazey** (08) 8152 8751





## ACCOUNTANCY SERVICES

Bentleys Accountants 8372 7900  
Jaquillard Minns 8221 6551  
Perks & Associates 08 8273 9300  
Winnall & Co. 8379 3159

## ATMS

Banktech 1800 08 09 10  
Cardtronics 03 9574 4878

## ARCHITECTS & INTERIOR

### DESIGNERS

Studio Nine Architects 8132 3999

### AUDIO VISUAL

Big Screen Video 1300 244 727  
CatCom 8241 1185  
Nightlife Music Video 1800 679 748  
Novatech Creative Event Technology  
8352 0300

### BACKGROUND MUSIC

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

### BANKING

Bank SA 8424 5536

### BEDDING

Elite Bedding 8243 1911

### 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 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 8416 7575  
Options Wine Merchants 8346 9111  
Pernod Ricard Australia 8208 2400  
Samuel Smith & Son 8112 4200  
Treasury Wine Estates 8301 5400

### BOOKKEEPING

Brisan Hospitality Consulting 8235 1594  
Jaquillard Minns 8221 6551  
Winnall & Co. 8379 3159

### BUSINESS SERVICE SUPPORT

Boileau Business Technology 1800 423 181

### CABINET MAKERS

JRCM Commercial Joinery 8234 9600

## CLEANING SERVICES

Pace Cleaning 8367 8299

## CLEANING SUPPLIES

Bunzl Hospitality Supplies 8245 6200  
Cobalt Blue Australasia 8352 3881

## 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

## FINANCIAL SERVICE

Winnall & Co. 8379 3159

## FIRST-AID

St John 1300 360 455

## FOOD SERVICES

Galipo Foods 8168 2000  
Holco Fine Meat Suppliers 8162 8400  
PFD Foodservice 8114 2300  
Superior Foods Services 0400 273 272  
Wills and Daniel 8260 7776

## FURNISHINGS

Concept Collections 1300 269 800

## GAMING ANALYSIS

Independant Gaming Analysis 8376 6966  
Winnall & Co. 8379 3159

## GAMING LOYALTY

Bluize 1300 557 587  
Global Gaming Industries 0409 283 066

## GAMING MACHINE SERVICES

Ainsworth Game Technology 0409 171 616  
Aristocrat Technologies Australia  
8273 9900  
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

## HOTEL MANAGEMENT

Brisan 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 PREP

Max Systems 8275 9700

## INSURANCE

Aon Risk Solutions 8301 1111

## I.T. PRODUCTS & SERVICES

Boileau Business Technology 1800 423 181  
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  
Foxtel 1300 138 898  
InDaily 8224 1600

## MUSIC LICENSING

APRA/AMCOS 8331 5800

## ONHOLD/MESSAGING

Adelaide's 1800 ON HOLD 8125 9370

## PACKAGING

Pro-Pac 1300 776 722

## PAYROLL & HR RESOURCES

Brisan Hospitality Consulting 8235 1594  
Jaquillard Minns 8221 6551  
Maxima Training Group 8340 7766  
Winnall & Co. 8379 3159

## POS SYSTEMS

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

## PROPERTY VALUATIONS

Knight Frank Valuations 8233 5222

## REFRIGERATION

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

Career Employment Group 8645 6800  
HITsa Industry Training 8351 5855  
Maxima 8340 7766  
St John 1300 360 455

## STAGING

Nexstage 7070 8191

## SUPERANNUATION

HostPlus 8205 4965

## WEBSITES

Boylen 8233 9433

HOTEL	LOCATION	DATE GRANTED	NEW LICENSEE
Watermark Hotel	Glenelg North	20.03.19	Australian Leisure and Hospitality Group Pty Ltd
Pier Hotel	Milang	27.03.19	Trevals (SA) Pty Ltd
The Rosey Hotel	Adelaide	01.04.19	GM Hotels Rosemont Pty Ltd
Williamstown Hotel	Williamstown	01.04.19	Stockman 1857 Pty Ltd
Carrieton Hotel	Carrieton	08.04.19	Watsonia Holdings Pty Ltd
Mount Torrens Hotel	Mount Torrens	09.04.19	Dalf Estate Pty Ltd
The Links Lady Bay	Normanville	15.04.19	Entertainment Venues Australia Pty Ltd
Archer Hotel	North Adelaide	24.04.19	Australian Leisure and Hospitality Group Pty Ltd
Commercial Hotel	Morgan	24.04.19	Peppertree Hotels Pty Ltd

**WELCOME TO OUR NEW MEMBERS**

- Adelaide Hills Convention Centre
- Hahndorf Resort
- Atura Adelaide Airport
- Bow Hill General Store
- Malt Shovel Taphouse
- Brighton Metro
- Western Tavern
- Hampstead Hotel
- Waterloo Station Hotel
- Payneham Tavern
- Hope Inn
- Grand Junction Tavern
- Earl of Leicester
- Windmill Hotel



O F F I C E H O L D E R S



**CONTACT**

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

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

**ADMINISTRATION**

IAN HORNE General Manager  
 WENDY BEVAN Government Relations & Policy  
 OWEN WEBB Workplace Relations  
 SARAH LEGOE Advocate – IR, Liquor Licensing and Gambling  
 SCOTT VAUGHAN Membership & Business Services  
 KATHERINE TAYLOR Communications and TAA (SA)  
 LUCY RANDALL Events & Sponsorship  
 BRONTE MCCARTHY Finance & Administration  
 DIDIER VOLLERIN Liquor & Gaming  
 LIZ TURLEY Training Coordinator  
 WALLY WOHLERT General Manager of Gaming Care

**EXECUTIVE COUNCIL**

DAVID BASHEER AHA|SA President  
 MATTHEW BINNS AHA|SA Vice President  
 ANDREW BULLOCK AHA|SA Deputy Vice President  
 RICHARD LOVELL AHA|SA Secretary/Treasurer  
 Matthew Brien, Matt Rogers, Sam McInnes

**COUNCIL**

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

P U B L I S H E R



**BOYLEN** Level 3, 47 South Terrace, Adelaide SA 5000 **PHONE** (08) 8233 9433 **WEB** www.boylen.com.au

TIM BOYLEN  
 Managing Director  
 tboylen@boylen.com.au

JAMIE RICHARDSON  
 Advertising  
 sales@boylen.com.au

MADELAINE RASCHELLA  
 Studio Manager  
 Graphic Designer

HENRY RIVERA  
 Graphic Designer





Gaming 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.

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

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

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

4TH FLOOR AHA|SA HOUSE

60 HINDMARSH SQUARE, ADELAIDE SA 5000



## Lane can now help your business with signage!

Lane's now have the ability to supply a range of solutions for promotional display, signage and point of sale material that you may require to promote your brand. With an an extensive printing division featuring **wide format UV flatbed**, laser, high speed web inkjet and offset machinery, we have the equipment and knowledge to see projects through from conception to installation.

If you have any questions regarding your printing needs contact **Matthew** on **0419 998 837** or **mhaddad@laneprint.com.au**



**Corflute & Rigid Media**



**Posters**



**Vinyl Banners & Mesh Banners**



**Flags**



**Stickers**



**Pull Up Banners**



**A-Frame**



**Display & Media Walls**

