

Hotel SA

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

**ACCOMMODATION
GLIMMERS OF HOPE**

**RESTRUCTURING AND
JOBKEEPER: YOUR
QUESTIONS ANSWERED**

**HOW RESTRICTIONS HAVE
IMPACTED OUR MEMBERS**

**RE-INTRODUCING GAMING
IN YOUR HOTEL**

Photo: The Marion Hotel, Classic King Bedroom

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Given the impact on our industry from COVID-19 and the partial restrictions placed on hotels, in June the AHAISA held a Zoom information session on Restructuring, Redundancy & Common JobKeeper Questions. For those members that were not able to join the session, we have selected a number of key areas and questions that arose from the session.

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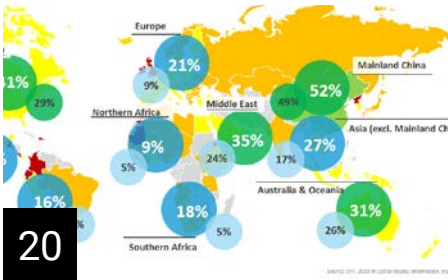
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From the President

DAVID BASHEER – AHA|SA PRESIDENT

July 1, 2020

Councils Are Stinging Pubs and People

Many members – and cash-strapped suburban households – are disillusioned by the lack of support from local government throughout the Covid-19 crisis.

The majority of local councils have failed to provide any meaningful relief to business. While most are happy to defer rates, this simply delays the inevitable payment and adds to the “debt cliff” later this year.

The other two tiers of government (State and Federal) have written off tax payments and provided grants to struggling business. Yet local government, which argues that it is closest to the people, seems deaf to our plight.

Rates are calculated during times of normal trading conditions, not when venues are closed or trading at vastly reduced capacities. Yet while pubs grapple with survival issues, local government continues to treat pubs as cash cows, funding their own needs.

In May, Adelaide City Council spent 20k into a report on how elected members’ behaviour is affecting staff. In another time, another place, that report could be considered worthwhile, but at a time when hotels are being told there is no money for any rate relief, council’s priorities become obvious.

Rate relief in Norwood Payneham may have been better than spending to the tune of \$100,000 on a Grand Piano.

Campbelltown Council sunk \$10,000 in legal fees defending a decision to no longer provide ratepayers with supper at council meetings. Pubs in that area may have preferred rate relief. Almost weekly, stories emerge of local government embroiled in legal disputes. Struggling householders and commercial ratepayers are footing these bills. Our friends in the legal fraternity must be laughing all the way to the bank.

On the very day June rates were due, Charles Sturt Council proudly announced it was spending \$5,000 to secure a seat on a brand-new climate change group. In my view, the current groups are being heard loud and clear. Do we need another climate change group at this time? During these times of extreme financial stress, maybe Charles Sturt should pause new efforts to save the planet and simply save its postcode.

The worrying aspect is that this is just some of the spending we hear about. It’s what’s hidden from sight that should make all ratepayers nervous.

Business is lumbered with these costs and has no control over it. As operators scrutinise and reduce every business’ expense line to stay afloat, local government is true to the belief that “the easiest money to spend is someone else’s”.

HELP US SUPPORT LIVE MUSIC

It was fantastic to see the Federal Government’s announcement of a \$250 million stimulus fund to support the struggling arts sector.

“Rags to riches success story” Guy Sebastian was the face of that announcement, whereupon he was promptly slammed by his more radical peers. They described it as a career-ending move and shamed Sebastian by saying he had sold out the arts industry for a measly \$250 million.

If the arts sector doesn’t want this cash stimulus, hotels will happily will take it and use it to support live music in SA.

We want to continue to provide in excess of 80% of all live music gigs in this state.

Our musos have done it tough during Covid-19. Pubs have been closed, which meant that their work dried up. Various pubs



Thundamentals live at The Gov. Photo by AK Photography.

“As we transition back to “new normal” trading, it is clear that **incredibly tough times are still ahead of us.**”

organised virtual gigs and helped out where they could, but most entertainment acts have been struggling to survive, just like pubs.

If the arts community sneers at this government funding, rest assured that the hotel community will invest every last cent of that \$250 million into supporting the livelihoods of our “brothers in arms”, the local musicians, comedians and entertainers that rely on hotels to get ahead.

TRANSITION BACK TO NORMAL TRADING

Without a shadow of doubt, this has been the most difficult time for our members in their business life.

As we transition back to “new normal” trading, it is clear that incredibly tough times are still ahead of us. In a rare occurrence, almost every economist in Australia is warning of crippling business conditions once the government funding ends.

For some, such as the accommodation sector, the road to recovery will be even slower than most.

Nevertheless, there are some positives now and in the future that we shouldn't lose sight of:

- The opening of borders. It may be a messy process but visitors will soon start to flow into our state. It will bring some relief for tourism operators and allow hotels to grow both occupancy and rates.
- In the back end of the year, we will see upgrades in gaming technology, including note acceptors and ticket

in/ticket out. This is the hard-earned reward from a five-year industry campaign and through the consultation period, the government has largely accepted industry's recommendations. (Note: This change involves a deal of capital expenditure, so it is important members start considering now how they can fund this.)

- Thanks to the excellent work from Gary Coppola and our in-house AHA|SA legal team, parliament has passed legislation placing further barriers to alcohol in supermarkets. Aldi wanted to use a loophole and have the equivalent of cellar door sales in their supermarkets. The result was achieved quickly, the legislation is retrospective and it achieved complete parliamentary support. Our thanks to the Attorney-General, both sides of parliament and the independents for their support.

The gaming and Aldi decisions are great examples of the AHA|SA working with government for the long-term benefit not only of our members but also many other associated sectors, such as SA's world-renowned wine industry.

GOVERNMENT, WE STILL NEED YOU

The Federal Government must continue to support our entire industry beyond September, which is when the majority of aid stops. If ever there was a case for extra compensation, it's for the accommodation sector.

We look forward to such assistance so that we are ready for 2021, when business can return to profitability.

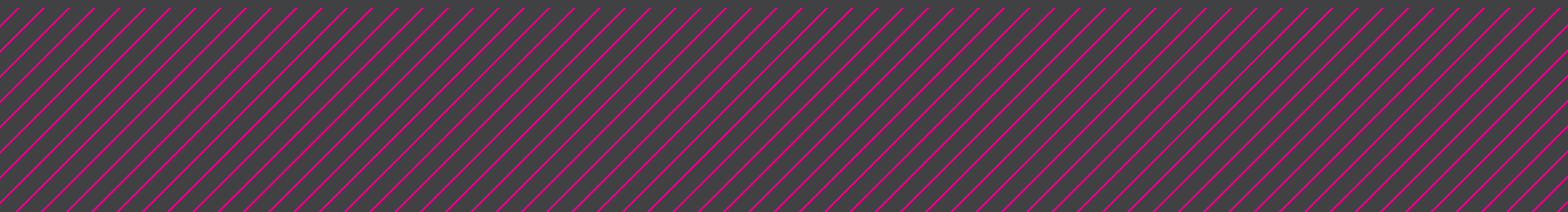
David Basheer, AHA|SA President



From the General Manager

IAN HORNE – AHA|SA GENERAL MANAGER

July 1, 2020



Small Steps to Recovery

29 June saw the hospitality industry return to numbers that can sustain part of our workforce in gainful employment and partially stem the losses that came with the shutdown. That is unless you are a major accommodation provider who will continue to suffer until such time as the state and national borders can open.

However, whether large or small the key to survival to date and for the next three months is JobKeeper. JobKeeper has been and remains crucial to the ongoing recovery of the hotel and hospitality industry.

To that end, the AHA nationally has put a major submission to the Federal Government seeking a continuation of JobKeeper (or whatever may replace it) and to seriously consider additional stimulus that will create, support and sustain jobs.

The following is an overview of the AHA's ambitions.

EXTEND JOBKEEPER FOR ALL HOTEL BUSINESSES UNTIL AT LEAST 31 DECEMBER

The Government announced JobKeeper as a "wage subsidy" but for about the first 12 weeks of the scheme, the Government ordered all hotels to shut down - thus not enabling hotels to use JobKeeper as a wage subsidy (unlike other sectors that the Government allowed to remain open).

Instead, on behalf of the Government, hotels operated as a "virtual Centrelink" for about 12 weeks.

Not only was there no real benefit for hotels, supporting the Government to keep people out of the queue at Centrelink caused hotels to accrue annual leave and sick leave obligations, with no work performed.

"JobKeeper has been and remains **crucial to the ongoing recovery** of the hotel and hospitality industry."





The AHA argues that it is this 12-week shut down period that should be added to the end of the scheme, so hotels can have the full six months of JobKeeper as a wage subsidy that other sectors have enjoyed.

ECONOMIC OUTLOOK

A recent national survey indicated that if JobKeeper was to finish under current trading conditions, in NSW 44% of staff would be laid off or have their hours reduced and in Qld, 77% of venues say they would not open today.

“This is about creating jobs in the hospitality and accommodation sector, and **stopping more businesses going to the wall.**”

BENEFITS FOR GOVERNMENT

Keeps people out of Centrelink queues, thus ensuring better mental health outcomes. Low marginal cost (\$208) between JobKeeper (\$1,308 after tax) and JobSeeker (\$1,100) and helps businesses stay afloat until some level of normal trade returns.

FRINGE BENEFIT TAX (FBT)

For the next three years, all businesses should be allowed to:

- Claim a tax deduction and GST inputs for entertainment expenses; and
- The suspension of fringe benefits tax (FBT) on entertainment expenses.

Government has not yet identified a stimulus package for the hospitality sector.

Therefore, the AHA proposes that suspending FBT would benefit businesses and employees, (e.g. tradies, builders, hairdressers) by encouraging expenditure in hospitality

BENEFIT FOR GOVERNMENT

This is about creating jobs in the hospitality and accommodation sector, and stopping more businesses going to the wall. Each additional \$10,000 hospitality spend creates about another 100 hours of employment and \$2,500 in wages.

FREEZE ALCOHOL EXCISE

Freeze the twice yearly CPI excise increase on beer and bottled spirits for at least three years.

Every February and August, Australian consumers are hit with a “hidden tax” - CPI increase on the price of a beer or spirit:

- 42% of the retail price on a carton of beer is tax (inc GST)
- 57% of the retail price on a bottle of whisky or gin is tax (inc GST).

BENEFIT FOR GOVERNMENT

Easing cost of living pressures on consumers (much easier this year due to low expected CPI).

Estimated cost of \$70M to Government – depending on CPI.

Ian Horne
AHA|SA General Manager

Are You Concerned About Your Anxiety Levels?



If you haven't suffered from bouts of anxiety during the Covid-19 shutdown of hotels, you would be in a small minority.

Running a business can be stressful at the best of times – and these are the worst of times.

“... For many small business owners having sole responsibility for the company's success or failure can take its toll,” says Heads Up, a mental health initiative started by the highly respected Beyond Blue organisation.

“While it can be tempting to focus all of your time and attention on your business, it's also essential that you take care of yourself.

“As an employing small business owner, or sole trader, you can face a range of unique challenges that can affect your mental health and the mental health of your staff.”

If you suspect you are having mental health issues, a good place to start is this Beyond Blue health check: <https://www.beyondblue.org.au/the-facts/anxiety-and-depression-checklist-k10>

If you need immediate help, act now. Call 1300 22 4636. This help line is staffed 24 hours a day throughout the year and it provides professional, free advice and support.

Preparing for a Post-JobKeeper Reality

Many publicans have been rightly focusing their attention on **navigating the significant challenges presented by COVID-19** and the subsequent gradual easing of restrictions that have filtered through since late May. Unfortunately, there are still turbulent times ahead and the next wave on the horizon is the ending of the Federal Government's Stimulus Package, and in particular what impacts the end of **JobKeeper**, will mean for many hotel businesses.

The keys to preparing for this next phase is:

- analysing which areas of your business might be bolstered by JobKeeper
- the minimum gross profit you are willing to accept from the various areas of your business
- moving your operations into a pre-JobKeeper-end mindset

USE A STRONG BASE TO PROJECT INTO THE FUTURE

In order to accurately analyse which areas of your business may be most heavily propped up by the JobKeeper subsidies, you'll need to rely on your (hopefully) robust bookkeeping to provide an accurate read. Remember, your read on your operations will only be as accurate as the data feeding into it.

The two of the key fundamentals of bookkeeping that you should be continuing to maintain, regardless of the economic climate, are accuracy of information and timeliness of data. **Elizabeth Elliot**, our Director of **Bookkeeping** at Perks, highlights the importance of having a clear picture of inflows and outflows.

"This ensures that you know where you've come from, where you are right now and where you're going in the future. Access to real-time data ensures that you have all the right information at hand that enables you to optimise opportunity and minimise risks."

When you can see how staff costs are presently being offset in the various areas of your business, you will be able to calculate the financial impact of bringing them back on to payroll once JobKeeper runs out.

EXAMPLE:

- Your kitchen currently operates 6 days a week (for lunch and dinner).
- Currently, your kitchen area averages 60 meals per day Monday-Thursday and 110 meals per day on Friday and Saturday – a total of 460 weekly meals
- On average, each person will spend \$25 per head (ex-GST).
- Your kitchen currently operates on a weekly Gross Profit of 65% before wages

So, 460 meals * \$25 = \$11,500 weekly revenue

\$11,500 revenue * 65% Gross Profit Margin = \$7,475 Gross Profit before JobKeeper.

If, however, JobKeeper is currently subsidising the wages of the 6 people rotating through the kitchen and 4 people on the floor, your Gross Profit will be eroded by \$7,500 per week (10 staff * \$750 weekly JobKeeper payment).

So, in this scenario, you would be running your kitchen and dining areas at a loss of \$25 per week when JobKeeper runs out.

If we work the above calculations in the reverse, with a minimum 10 staff required to run the kitchen and dining areas, you need to make \$7,500 in weekly Gross Profit to breakeven.

So, \$7,500 / 65% Gross Profit Margin = \$11,538 in revenues needed.

\$11,538 / \$25 spend per head = 462 weekly patrons needed

In the above calculation, until operating conditions allow you to serve 462 patrons a week in your dining areas, post-JobKeeper you may want to consider further reducing employee hours if losses in your dining area cannot be offset by other areas of the business in the short term.

Of course, the above example ignores other potential considerations like:

- Some of the \$25 revenue would be earned by bar staff not included in the kitchen gross profit
- Wages that are subsidised by JobKeeper are not subject to payroll tax or workcover
- If there are going to be increased costs of being compliant to post-COVID-19 operating requirements
- If increasing your turnover affects any COVID-19 **rent holiday or deferment agreement** you have with your landlord
- The need to re-invigorate ties with patrons, the community at large through opening your doors

Regardless of your circumstances, the key point here is to illustrate how critical it is to maintain a live, timely read on your operation and the various areas that it operates.

JobKeeper, much like any government intervention, is always a temporary measure that intended to help bridge short-term gaps in the economy.

In order to put your business in the best position possible when you come to the other side of the stimulus bridge, it's never too early to start projecting into the future.



Pat Hodby

Pat Hodby and Tom Paine are Directors at Perks, South Australia's leading privately-owned accounting and private wealth firm. They are the driving force behind the Perks Hospitality specialisation team and have both provided key advisory and operational support to a number of owner-operators in the sector, ranging from the structuring of their business, to back-of-house bookkeeping, to the streamlining and digitization of their support systems. Pat is also an active industry advocate for publicans and the hospitality industry and owns a successful pub in the Adelaide Hills.



Tom Paine



Restructuring, Redundancy and Common JobKeeper Questions

OWEN WEBB, AHA|SA WORKPLACE RELATIONS MANAGER

Given the impact on our industry from COVID-19 and the partial restrictions placed on hotels, in June the AHA|SA held a Zoom information session on Restructuring, Redundancy & Common JobKeeper Questions. For those members that were not able to join the session, we have selected a number of key areas and questions that arose from the session.

WHAT CONSTITUTES A GENUINE REDUNDANCY?

Section 389 of the *Fair Work Act 2009* (Cth) ('Fair Work Act') outlines the elements that need to be met in order for a redundancy to be considered 'genuine' by the Fair Work Commission. The key elements include:

1. That the person was dismissed, and their job is not going to be performed by anyone because of changes in the operational requirements of the business;
2. That the employer has complied with any consultation provisions contained in an applicable modern award or enterprise agreement; and
3. The person could not be redeployed within the employer's enterprise or associated entity of the enterprise.

WHAT SORT OF CONSULTATION DO I NEED TO PROVIDE IN A REDUNDANCY SITUATION?

If the position to be made redundant is covered by a Modern Award or an Enterprise Agreement, the consultation provisions of the applicable Award or Agreement must be followed.

The *Hospitality Industry (General) Award 2020* ("HIGA") for example contains a consultation clause which outlines the consultation process that must be followed once there is a definite decision to implement a significant change at the workplace such as a redundancy.

The employer needs to advise the employee, and their representative (if applicable), of the significant changes and how the employee will be affected (i.e. position likely to be made redundant) and give consideration to any issues or concerns raised by the employee and or their representative. Notice of all the information relevant to the changes must be provided in writing to the employee and their representative.

For those employees covered by an Enterprise/Collective Agreement, the employer will need to comply with the specific consultation terms contained within the relevant Agreement.

A failure by the employer to follow the appropriate consultation process may result in the test of genuine redundancy not being met.

HOW CAN WE REDUCE THE NUMBER OF EMPLOYEES IN A DEPARTMENT WHERE A NUMBER OF EMPLOYEES PERFORM THE SAME OR SIMILAR ROLES?

Where an employer is forced to reduce the number of employees who are performing the same or similar duties in a particular section of their business it is imperative that the employer has a clearly defined set of objective selection criteria to determine which employees will remain employed and which employees will lose their employment due to redundancy.

An employer may want to consider a voluntary redundancy process as a first step, which may include the benefit of additional pay or benefits over and above the minimum statutory entitlements under an Award or Enterprise/Collective Agreement.

If in the event no employee(s) wish to take up a voluntary redundancy package or there are still further positions that need to be made redundant after the voluntary redundancy process, then the employer will need to look at further selection criteria.

The sort of criteria that an employer needs to consider during a redundancy process includes, but is not limited to an employee's level of experience, skills, knowledge and attributes, qualifications and training, performance appraisals, disciplinary record and current and future needs of the business. The criteria should be clearly documented and articulated to the affected employees during the consultation process, to ensure transparency and to ensure the criteria is non-discriminatory.

“Yes, full-time and part-time employees will continue to accrue annual leave and personal leave while they are stood down or on a JobKeeper...”

CAN CASUAL EMPLOYEES' POSITIONS BE MADE REDUNDANT AND ARE THEY ENTITLED TO NOTICE OF TERMINATION AND REDUNDANCY PAY?

Casual employees who are employed under the HIGA are not entitled to redundancy pay or notice of termination. Casual employees under the HIGA are paid a 25% loading which is paid as compensation for annual leave, personal/carer's leave, notice of termination, redundancy benefits and other entitlements of full-time or part-time employment.

Despite a casual employee under the HIGA not being entitled to notice of termination or redundancy pay, an employer still needs to comply with s 389 of the Fair Work Act including the consultative provisions of the HIGA where their position is no longer required to be filled.

Employers need to check the terms of their respective Enterprise/Collective Agreement with respect to any notice of termination, redundancy pay and consultation provisions.

HOW MUCH NOTICE OF TERMINATION AND REDUNDANCY PAY SHOULD A FULL-TIME OR PART-TIME EMPLOYEE RECEIVE IF THEIR POSITION IS MADE REDUNDANT?

The amount of notice of termination and redundancy pay payable to a full-time or part-time employee will vary depending upon their length of service with the employer.

An employee whose position is made redundant must be provided with the required period of notice and redundancy pay in accordance with Division 11 of the National Employment Standards ('NES') in the Fair Work Act and/or the Industrial Instrument covering their employment (i.e. the HIGA or an Enterprise/Collective Agreement).

There are exemptions to the requirement for an employer to pay redundancy pay including; employees with less than 12 months service, casual employees, employees employed for a fixed term or specified period of time or task, apprentices or trainees whose contract of training ends and small business employers where they employ less than 15 employees.

AM I STILL REQUIRED TO PAY NOTICE OF TERMINATION AND REDUNDANCY PAY IF THE

EMPLOYEES EMPLOYMENT STATUS CHANGES FROM FULL-TIME TO CASUAL?

If an employee's full-time position cannot be maintained due to a downturn in business and the employee accepts a position as a casual employee, the employer will still be required to pay notice of termination and redundancy pay if the employee is given no other alternative but to accept the offer of casual employment.

CAN A FULL-TIME OR PART-TIME EMPLOYEE'S ORDINARY HOURS OF WORK BE ALTERED/REDUCED DURING THE PERIOD OF TRADING RESTRICTIONS IF THEY ARE NOT AN ELIGIBLE EMPLOYEE UNDER THE JOBKEEPER SCHEME?

Subject to compliance with the provisions contained within Schedule J of the HIGA an employer can reduce/alter the hours of a full-time or part-time employee who is not an eligible employee under the JobKeeper Scheme.

Schedule J – *Award Flexibility During the COVID-19 Pandemic* is a temporary schedule that (at the time of writing this article) ended on 30 June 2020.

Under Schedule J a full-time employee's ordinary hours of work can be reduced to an average of between 22.8 and 38 ordinary hours per week and be paid on a pro-rata basis and a part-time employee can be directed to work an average of between 60% and 100% of their guaranteed hours per week.

This reduction in ordinary hours is subject to appropriate consultation between the employer and employee and with any representatives of the employee.

DOES A FULL-TIME OR PART-TIME EMPLOYEE CONTINUE TO ACCRUE ANNUAL LEAVE AND PERSONAL LEAVE WHILST THE EMPLOYEE IS STOOD DOWN OR ON A JOBKEEPER ENABLING STAND DOWN?

Yes, full-time and part-time employees will continue to accrue annual leave and personal leave while they are stood down or on a JobKeeper Enabling Stand Down.

IS SUPERANNUATION PAYABLE FOR HOURS WORKED BY EMPLOYEES WHEN THEY ARE PARTICIPATING IN THE JOBKEEPER SCHEME?

Yes, subject to eligibility under the Superannuation Guarantee (Administration) Act, an employer is required to pay the compulsory employer superannuation contribution on any hours of work performed by the employee that are considered ordinary time earnings.

Where an employee is not performing any work but in receipt of the minimum \$1500 gross per fortnight JobKeeper payment, superannuation is not payable.

Where an employee is required to be paid any additional JobKeeper "top-up pay" to ensure they are paid the minimum \$1500 gross per fortnight, the additional JobKeeper "top-up pay" is not subject to superannuation.

WHAT HAPPENS IF I CANNOT SUSTAIN THE EMPLOYMENT OF AN EMPLOYEE DUE TO POOR LEVELS OF TRADE POST THE JOBKEEPER SCHEME?

Whether during or post the JobKeeper Scheme, if the employment of an employee cannot be sustained by the business due to poor levels of trade, the employer will need to undertake an appropriate redundancy process.



Frequently Asked Questions

The following is a compilation of common questions asked by AHA|SA members in relation to Stage 3 Easing of Restrictions, gaming and other trading requirements.

DO YOU HAVE TO CHANGE YOUR COVID-SAFE PLAN TO INCORPORATE GAMING AND NEW AREAS THAT ARE OPENING?

Unless you change some of the fundamentals, such as adding a room or changing the dimensions of an area, then you do not need to.

There are no restrictions on how many areas you have, nor how often you use them.

Ensure your Covid-Safe Plan includes all the areas you intend to use, or want to use in the future.

While there's a fairly high level of sympathy from the police and the health inspectors, and they're being very helpful and supportive, "the plan is the plan".

IMPORTANCE OF THE 1.5 METRES

The overriding emphasis is to ensure patrons maintain that social distancing of 1.5 metres.

We want to avoid the situation in Victoria where they have now actually tightened up hospitality, delaying hospitality from moving beyond the 20 people per square metre.

It is inevitable that we will get some breakouts in SA but the last thing you want is a breakout happening in your venue, because the authorities may close you down.

DON'T CONFUSE THE 1.5 METRES AND 2 METRES RULINGS

For each area of your venue, the new rule is one person for two square metres. The social distancing requirement is 1.5 metres.

GAMING: PART ONE

The gaming room's capacity is based on two metres square per person.

So, if the room is 80 square metres, for example, you are permitted 40 people at this stage, irrespective of the number of machines.

If your room was 160 square metres, then you'd be allowed 80 people, even though you might only have 40 machines.

“While there's a fairly high level of sympathy from the police and the health inspectors, and they're being very helpful and supportive, “the plan is the plan”.”

GAMING: PART TWO

Part two is to determine the number of gaming machines that can be played at any time by applying the 1.5 metres social distancing rule between players.

That can be done in three ways, the first being the geographical location of machines that ensures that the player while seated, is one and a half metres apart.



Some carousels and similar configurations comfortably do that and so all of those particular machines will be available to play because you don't have a problem with the 1.5 metres ruling.

If you can't qualify under the one and a half metre ratio that already exists, then you have two options:

- Disable selected machines, and that's more likely going to be every second machine in some cases. Speak with the IGC to notify them what needs to be disabled.
- Leave all of the machines on but manage it by using signage. The sign will simply say, because of the Covid-Safe policies, you cannot play this machine, unless you contact the room attendant. The room attendant will move the sign to another machine and move a stool into place so they can play the machine that they choose to, so long as social distancing permits.

SEATED ONLY

People enjoying your gaming machines must be seated.



GAMING IN GROUPS

The only time you can allow people to sit side by side in machines, is where they're legitimately close friends and family, just like the dining requirement.

Again, common sense needs to prevail. The overwhelming formula remains the social distancing of 1.5 metres.

GAMING HYGIENE

The more you're seen to provide hand sanitiser, the more you're seen to provide signage etc, the stronger the message will be to the authorities that the hotel, club and hospitality industry is doing the right thing.

A hygiene officer must be appointed by the venue to monitor compliance with social distancing and hygiene in the gaming room.

We think it would be really useful if you actually documented your cleaning, so if there was ever an issue, you could show what you have been doing and when.

The higher the frequency of cleaning the better, as far as obvious touchpoints such as ATMs, door handles etc. We can't do enough of this to reinforce that we're in control of our venues.

“Hygiene officer must be appointed by the venue to monitor compliance with social distancing and hygiene in the gaming room.”

COINS AND GLOVES

There was a real concern over the use of coins, and it was potentially insurmountable.

We're the only state that has coins but the undertaking was that we will use our best endeavours to ensure that the management of coins, the cups etc is done properly.

While it's not compulsory, it's a great strategy to have disposable gloves and masks for gaming staff and also for patrons if they want them.

We must give the authorities the confidence that our industry is doing the right thing.

GAMING AND REFRESHMENTS

There must be no communal coffee or tea stations in order to prevent congregation and cross contamination. However, staff can serve coffee or tea or water to patrons.

And similarly no communal snacks, food like snack bites etc but staff can serve individual snacks and food to patrons.

GAMING SIGNAGE

Principle 3 is that proper signage must be prominently displayed.

That should include the maximum number of people permitted in the room.

That will help your staff when patrons say, 'Hang on, there are vacant spots everywhere, why can't I play?'



FACE MASKS IN GAMING ROOMS

This is an issue from a Gaming Care point of view.

You shouldn't tell people that they can't wear a mask.

You need to let them do that for their wellbeing but you should ask them to remove the mask briefly for the purposes of identification to ensure they are not barred.

WHAT IF WE TURN OFF EVERY SECOND MACHINE BUT STILL CAN'T ACHIEVE THE 1.5 METRES DISTANCING?

The important thing to remember is it's 1.5 metres that you need to achieve.

The rule isn't that there's an option of turn off one in two. The rule is the 1.5 metres, so you will need to utilise one or more of the options to do your best to achieve this.

SHARING A GAMING MACHINE

When you have couples that come in and they want to share the same machine, that's okay, so long as they're a close friend or relative.

But you still need to maintain the single stool behind the gaming machine. You can't have patrons grabbing stools from other machines and dragging them across.

They probably won't have the capacity to do that anyway, because you'll only have the number of stools out for operating machines.

You could have one partner playing on one machine, and then you could enable the machine right next to them, and they could sit on the stool in front of that machine and play.

You then just need to disable the next machine to continue to maintain the 1.5 metre social distancing.

CLARIFYING DISABLING AND/OR SWITCHING OFF MACHINES

There are a number of different ways that you can do it.

You can leave all of your machines in place and disable the ones that you need to, or simply take the ones out of operation that you need using a sign.

So all your machines stay on, and then you can move those signs around, as you need.

There's the option to identify particular machines that you want to disable in the first instance, and to inform IGC.

That means you can leave those machines switched on but the IGC would disable them.

If you then want to re-enable those machines, you can call IGC, and you can alternate the machines that way.

So they will re-enable those machines and disable alternate machines.

You will however still pay the full monitoring fee. So if it's on part of the time, it's off another part of the time, you still pay the full fee.

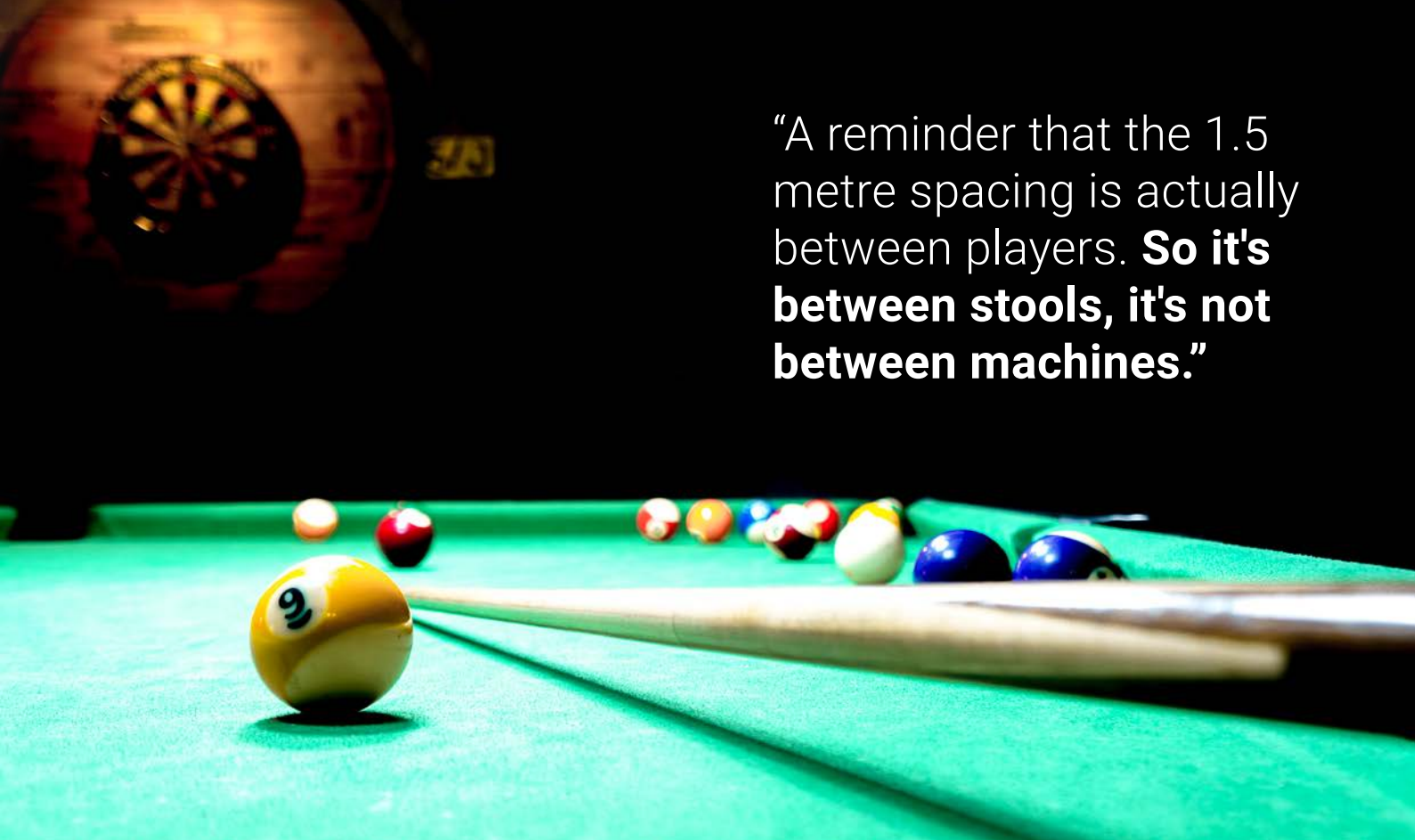
If you just want to disable and completely turn off machines for the duration, you can do that.

And once the IGC disables them, you need to switch them off, as well. Where you do that, you won't pay the monitoring fees for those machines.

DISTANCE BETWEEN PLAYERS OR MACHINES?

A reminder that the 1.5 metre spacing is actually between players. So it's between stools, it's not between machines.

Some people have been worried about this because they've been measuring from edge of machine to edge of the next machine.



“A reminder that the 1.5 metre spacing is actually between players. **So it's between stools, it's not between machines.**”

DARTS AND POOL TABLES

These forms of entertainment have now been approved and patrons are allowed to stand up and have a drink while playing.

MUSICIANS, BANDS AND ENTERTAINERS

They are allowed to perform in your venues.

They do not form part of that your normal numbers, because they're considered employees or contractors of the business.

DANCING

And at this stage, you can't have communal and collective dancing (as opposed to someone simply standing up and bopping away) unless you have a management plan (in addition to your Covid-Safe Plan) and it has been specifically approved. This applies to nightclubs, functions and variations of the 'dinner-dance' for want of a better word.

Your plan would document and demonstrate what the venue would do to ensure self-distancing, minimise potential transmission between strangers, and how you will maintain hygiene and cleanliness regimes.

The problem is that you have the potential with dancing, where people ignore or are not able to maintain the 1.5 metres, because they choose not to.

They may not know each other. They may be on a dance floor that's quite heavily occupied, and they are literally within a few centimetres of each other.

There is no simple solution, there is no template at this stage, but it may well be that you tape out areas on dance floors, or you have some other technology that can assist. Now, that doesn't mean, if you've got a band in the front bar, and it's got everyone in a good mood, you can't "bop" or get into the music.

We all know what dancing is and common sense needs to prevail. Government is currently working on what the plan should look like and the approval process.

BUFFETS AND SALAD BARS

Still banned but that doesn't prevent you having a servery, with a range of selections, with staff members serving.

But it is not acceptable to allow people to serve themselves.

PINBALL MACHINES

Pinball machines are, generally speaking, an individual activity.

But you're interacting with machinery like you would with a gaming machine or a TAB terminal. So, pinball machines are allowed, but they must be included in the cleaning and hygiene regime that your venue implements.

HOTEL PLAYGROUNDS

They are okay now. You don't need to wipe down a slide between every child that slides down, but you do need to maintain that very regular cleaning regime, as you do across the rest of the venue.

COFFEE STATIONS

You can have a communal coffee station if it's a one touch machine and you use disposable cups and stirrers.

So those are the machines that you press the button for a macchiato or a latte, and it puts in the milk, and it puts in the sugar, and it's just the one touch.

COMMUNAL MICROPHONES FOR KARAOKE

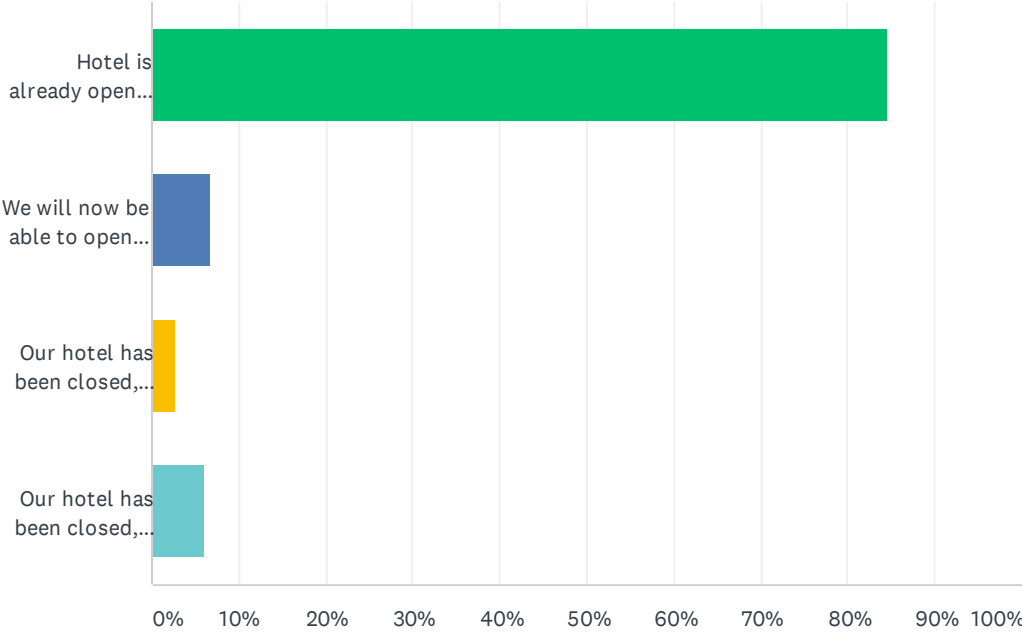
That's okay but it's all about the cleaning practices.

You need to make sure that the microphone is wiped down with an alcohol wipe or is sprayed between individual patron use.

AHA|SA Member Survey Results: Easing of Restrictions - Impact for Members

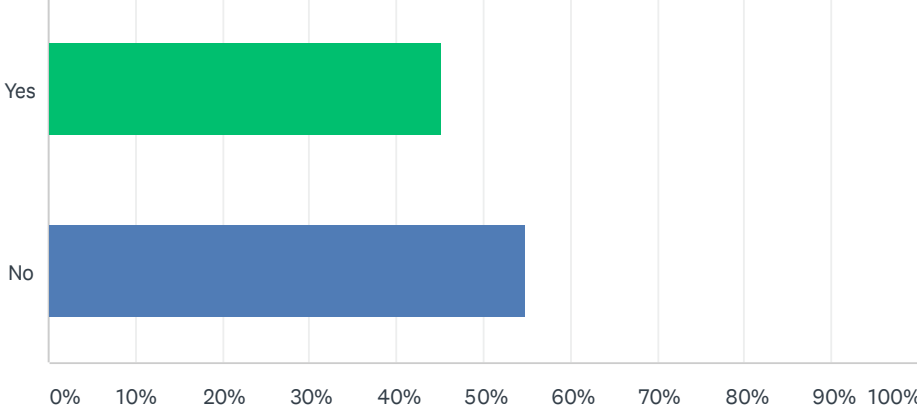
In the middle of last month, the AHA|SA surveyed members about the impact of restrictions. While these restrictions have been somewhat reduced since the survey, the results provide an interesting insight into the state of hotels in SA.

QUESTION: WITH THE NEW TRADING PROVISIONS OF UP TO 75 PERSONS PER AREA AND 300 FOR THE TOTAL VENUE FROM THIS FRIDAY 19 JUNE, PLEASE INDICATE WHETHER THESE NEW PROVISIONS WILL HAVE AN IMPACT ON WHETHER YOUR HOTEL WILL OPEN OR NOT.



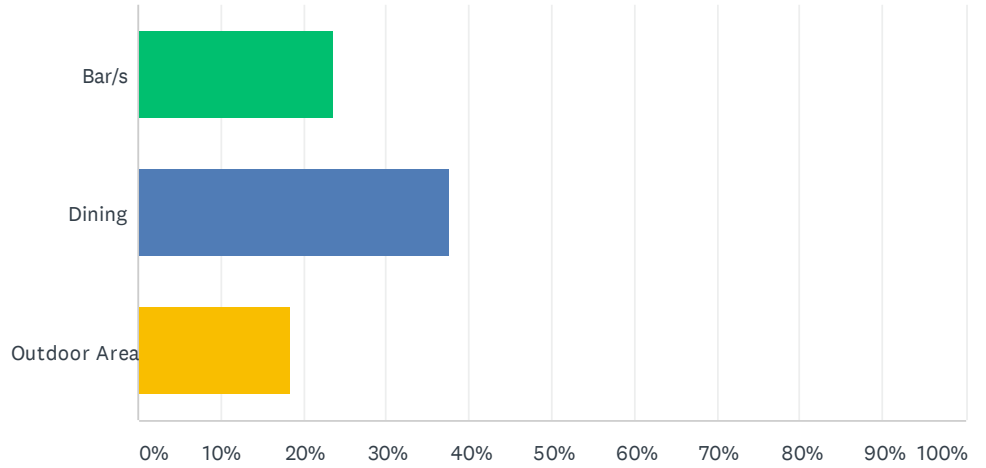
ANSWER CHOICES	RESPONSES
Hotel is already open, this will have no impact on whether we open	84.46%
We will now be able to open new areas within the hotel	6.76%
Our hotel has been closed, but the new provisions will now allow the hotel to open	2.70%
Our hotel has been closed, and will remain closed despite the new trading provisions	6.08%
Total Participants	148

QUESTION: DOES THE INCREASE FROM 20 TO 75 PER AREA ASSIST YOUR HOTEL? I.E CONSIDERING THERE IS THE OVERRIDING 1 IN 4M2 OBLIGATION, WILL YOU BE ABLE TO INCREASE THE NUMBERS IN YOUR HOTEL?



ANSWER CHOICES	RESPONSES
Yes	45.21%
No	54.79%
Total Participants	146

QUESTION:
IF YOU ARE ABLE
TO INCREASE THE
NUMBERS IN YOUR
HOTEL, PLEASE
INDICATE WHICH
AREAS YOU ARE
ABLE TO INCREASE
CAPACITY?



ANSWER CHOICES	RESPONSES
Bar/s	23.68%
Dining	37.72%
Outdoor Area	18.42%
Total Participants	114

OTHER ANSWERS
Nil
It gives us an extra 10 in bar and restaurant
Dining and Outdoor Area
Of little value in winter

OTHER ANSWERS
Not able increase due to 1 in 4m ² limitation
The front bar/lounge area by 1 person
All three above areas
Entire centre and function spaces
Beer garden but too wet and cold to use
Meeting space
Not applicable
Function room only (ie. hardly useful)
We are not able to increase numbers because of 4m ² rule
Rooftop



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- + Single side servicing
- + Auto start controller



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THE FOLLOWING ARE UNEDITED COMMENTS FROM MEMBERS, TAKEN FROM THE SURVEY.

“Due to spacing we still can not have more than 9 people in our front bar.”

“We could increase patronage for meals and in the cafe if the 1 in 4m² rule was changed.

Current areas only increase by 25 which is still more than 50% from capacity.”

“AHA are doing a great job keeping Hotels informed with all information.”

“Don’t understand why we need restrictions now as SA doesn’t have any COVID-19 here also if you jam pack on buses and trains also massage parlours, salons etc. What is the difference between hotels, club?”

“4m² rule is what is holding us back.”

“The increase is good but the 1 per 4sq metres is still very restrictive. There is no way we are profitably trading even with JobKeeper.”

“The increase is a good step, but the 1 per 4m² still severely restricts our numbers. The increased and “odd” numbers becomes more complex to manage bookings and make sure we are not exceeding capacity.”

“Only issue is still being seated this has already proven difficult to maintain patrons in their seats.

“Gaming is required urgently to be financially viable.”

“Due to space limitations we will not be able to have 75 pr area. Increase in capacity will be modest (20 to maybe 30 per area) but helpful.”

“Without easing the 1x4 rule we are unable to increase any further.”

“Hoping for further easing of restrictions in the future :)”

“Phase in is a joke.”

“One person per 4 square meters needs to change. The rooms are too small.”

“The hotel has very small rooms so until the ratio per sq m changes the hotel cannot increase any numbers.”

“It needs to go to 1 in 2m² to increase our ability trade at 50% of Revenue prior to Covid-19. Gaming needs to open asap to avoid financial collapse.”

“We are still very limited - our dining room which usually holds 150 can only go to 39; our front bar which can hold up to 50 on a Friday night can only go to 27 and our courtyard is unfortunately not really usable in the South East winters.”

“The 4 sq m rule must change for our business to be viable. Many customers not coming to our hotel because they are uncertain about access.”

“While The 1:4 Remains These Token “Helps” Are Completely Useless And Are Designed For General Public Noise Only.”

“Still only 7 in the bar but 23 allowed in dining room. Yippee.”

“This hotel may never reopen. We are heavily reliant on functions and these restrictions are unworkable.”

“2 sq metre s per person will be better.”

“Given the size of our hotel, the changes in the restrictions allow us to have ONE more patron inside the hotel i.e. we move from 51 patrons to 52. We only had one area that was large enough to accommodate greater than 20 people, but using the one per 4 sq m rule we are allowed 21 in this area. We are currently running vastly reduced trading hours and it is not viable to increase our trading hours for 52 people..”

“Our numbers wont increase until the 4 sq m rule goes.”

“Increasing the number of people does not help one bit whilst the 1 in 4 m rule applies. Normally I would do 120 meals in a 2 hour sitting but now are forced to do 120 meals over 4 hours (2 sittings) which is costing me a lot of extra money in having to pay staff for 4 hours instead of 2 hours to do the same amount of meals.

In addition we are missing out on a lot of trade when travellers call in and our 1st sitting is already at capacity under the 1 in 4 m rule so they do not wait for the second sitting instead choosing to drive on to find another place to eat. This 1 in 4 m rule must go to give us any chance of covering our costs and trying to claw back a bit of money from the lost 3 months of trade whilst the hotel was closed.”

“While ‘Stage 2 Plus’ does expand our capacity it is only very slightly. While caps are increased, with the 1 person per 4m² restriction we can only expand from our current regulated 73 total capacity to 105. This takes us from operating at a quarter of our 300 capacity to 1/3. This is still financially unviable for regular operations- such as live music performances etc.

We have and will continue to require twice the staffing numbers to normal trading to comply with increased cleaning requirements, the management of people between areas,

explaining rules to customers when they arrive, ensuring seated and distanced behaviour etc. At least 3 staff members a shift are allocated to these extra roles beyond serving duties. This state of affairs is close to unviable at the moment, and we are only open for severely limited hours 5 days a week (instead of 7) while we operate under these conditions. The situation would be made impossible, rather than just onerous, without JobKeeper (which is available for some, but not all, of our casuals)."

"The public (our customers) are not understanding the 1 in 4m², all they see is 75 and 300. The "non" hospitality of ordering customers around is causing enormous stress on management and staff."

"A change of 1 person per 2 or 3 sqm is a much more viable position to increase capacity."

"We have been told by the health authorities that we can expect additional outbreaks until a vaccine is found and administered which could take between 12 to 18 months and that we will have to deal with them in an open trading environment when each of those outbreaks occur. That being so, why can't we deal with any outbreaks today, in the same way that we would have to in the future?"

"The main issue for us is the 1 in 4m² obligation. These new restrictions will not increase our numbers because of this. Mainly affecting our front bar and dining room, keeping these numbers down are hurting us every day."

"The easing of restrictions does not help our small hotel at all."

"The 1 in 4sqm having to space out tables makes a restaurant extremely hard to operate as I can fit 50 people in my restaurant but only 11 tables. Really just need to enforce a max capacity and the 1.5m in tables should only be a guide. Hopefully the having to remain seated rule is removed shortly as well. Lastly my Hotel is really big on 8-ball / Darts events so we've got our fingers crossed that they can start back soon as well."

"Hospitality and Tourism would be the hardest hit sectors in the business community from COVID-19. While JobKeeper and the State Govt. 10k grant have been enormous assistance more on going help from end Sept. is required."

"The changes have only increased our restaurant by 6 people. Customers have commented to us about how all groups are spread out far more than 1.5 metres even when at capacity."

"Latest lifting on restrictions didn't make any difference to no's we can have in the Hotel as we are still hamstrung by the 1 person per 4 square metre. Needs to be 1 person per 2 square metres for us to have more customers in areas."

"Customers saying they won't come back regularly until standing at bars permitted. Current trading since opening up

inside having very little impact on income, in fact it would've been cheaper to keep extra power turned off for a bit longer."

"The 1 person per 4 m² is very restrictive on our venue and will continue to have a big financial impact on our business, especially on traditional bigger days Friday and Saturday."

"What purpose does the 1 in 4sqm rule serve when we have a 1.5m distancing rule. The new higher capacity of 75 in each room does nothing for my hotel. We cannot sustain our business for much longer in the current circumstances. Our largest room is 80 sqm (20 people) Our capacity is 290 overall and I can only have 45 people total with the 1 in 4sqm. Bloody ridiculous!"

"Currently struggling to get 20 people at a time in our venue. Interest has been small as we seem like we are still closed as main parts of our hotel are closed during certain periods. Also a lot of our competitors are still closed which is also a negative as customers think that all venues are closed."

We really need our gaming room open so we can have all areas open as our gaming and bistro bar service both areas. Also we need to be able to operate our gaming room without any sort of number restrictions. A strict cleaning process would be much more beneficial and would help prevent and spread of COVID-19."



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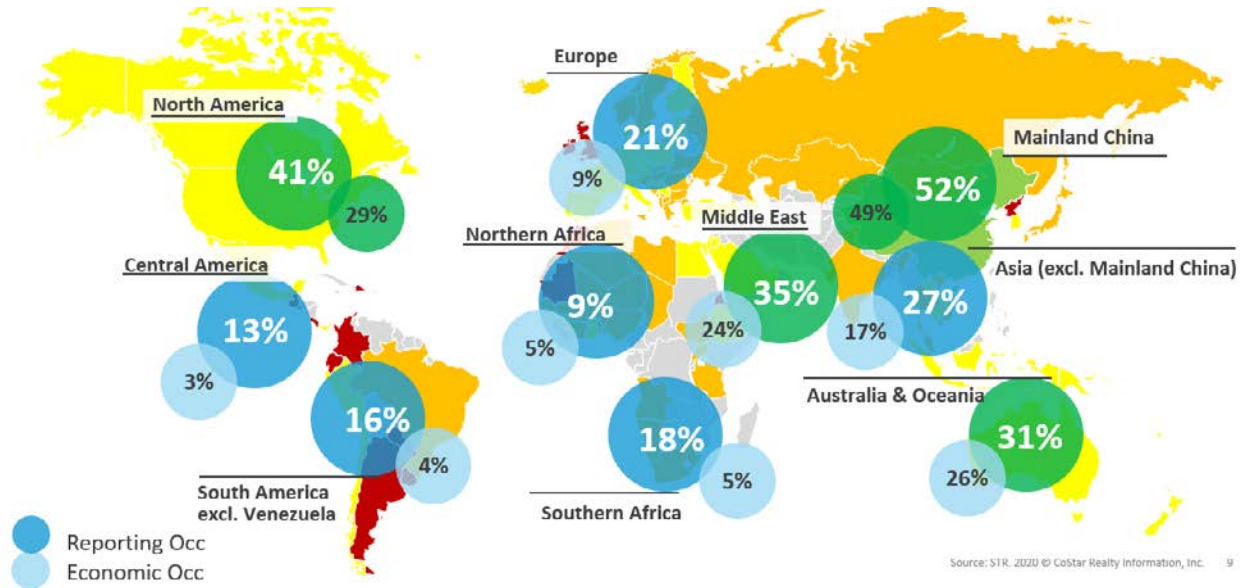
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Covid-19 Decimates the Accommodation Industry, But Glimmers of Hope Are Emerging

BY TOM CHAPPEL, BUSINESS DEVELOPMENT COORDINATOR, PACIFIC – STR

South Australian accommodation operators suffered equally with the global industry as COVID-19 restrictions took effect. As the global view portrays, restrictions are still prevalent and occupancy even as recently as the week up to the 14th June shows the only sub region above 50% was China.

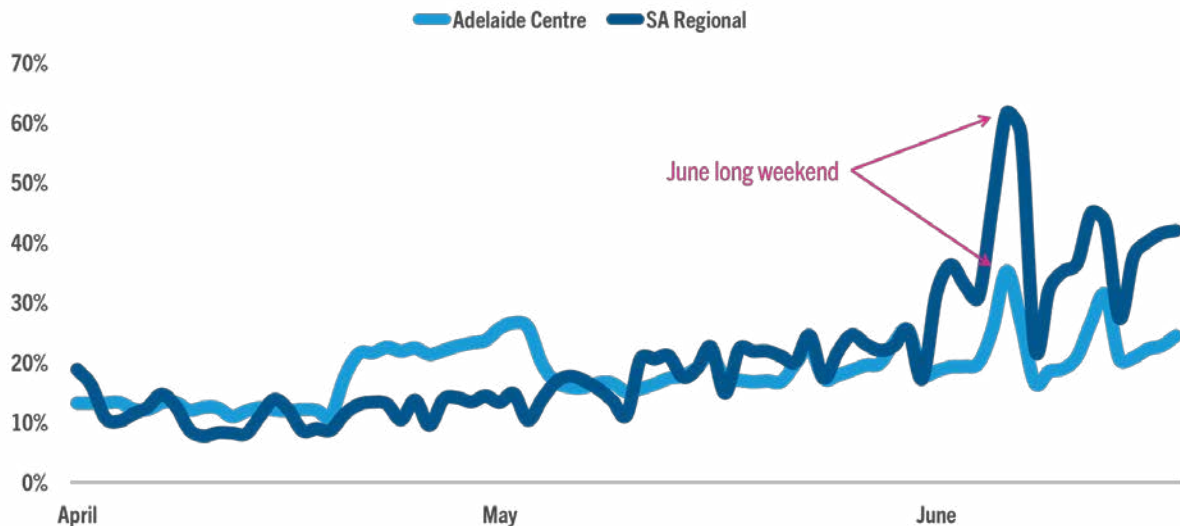


Occupancy actuals, open hotels (reporting) & full supply (economic), Week ending June 14th

The decline was steep and sudden and as an example the first Saturday night following the Federal government’s restrictions in March went into effect the Adelaide Centre sub market saw demand decline 85% compared to the same Saturday prior. With the restrictions in effect many operators, particularly the larger Adelaide hotels, took the difficult but necessary decision to temporarily close.

As we can see in the graph below, Adelaide Centre and Regional South Australia occupancy hovered between the 10 - 20 percent band until the beginning of June, with the exemption of a short

spike in Adelaide Centre from April 20 due to hundreds of quarantine passengers arriving into Adelaide. As restrictions have been eased, the question became what impact to performance would we see? Similarly, to other parts of the world commencing their recovery it was leisure demand that led the way. Regional South Australia saw the benefits particularly over the Queen’s Birthday long weekend but has seen improving performance in the weekends since. So, it appears some consumers were listening when Senator Simon Birmingham encouraged Australians to start ‘dreaming about their perfect staycation’.



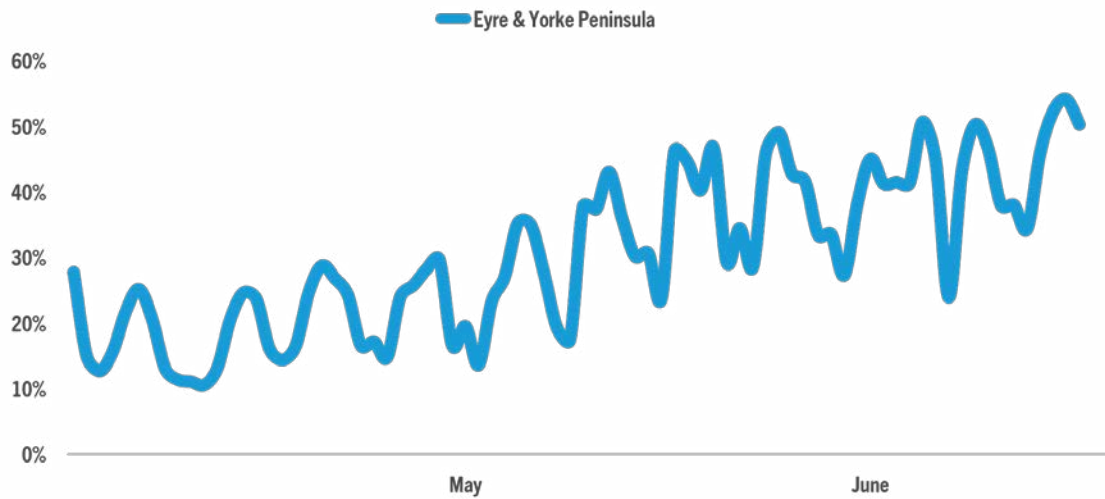
Adelaide Centre vs South Australia Regional, Absolute Occupancy, 1 April – 18 June

SO, IS THIS A SIGN OF GRADUAL RECOVERY?

Yes, but small. For Adelaide Centre, outside of Saturday night demand continues to remain at or below 20%. With South Australians and more recently, all states except NSW and Victoria allowed to travel to South Australia, it provides an

opportunity to see demand return. Focusing on the Eyre and Yorke Peninsula submarket there is a clear upwards trend in occupancy for weekends but also during the week as regional travel recommences.

Eyre & Yorke Peninsula, Absolute Occupancy, 1 April – 18 June 2020



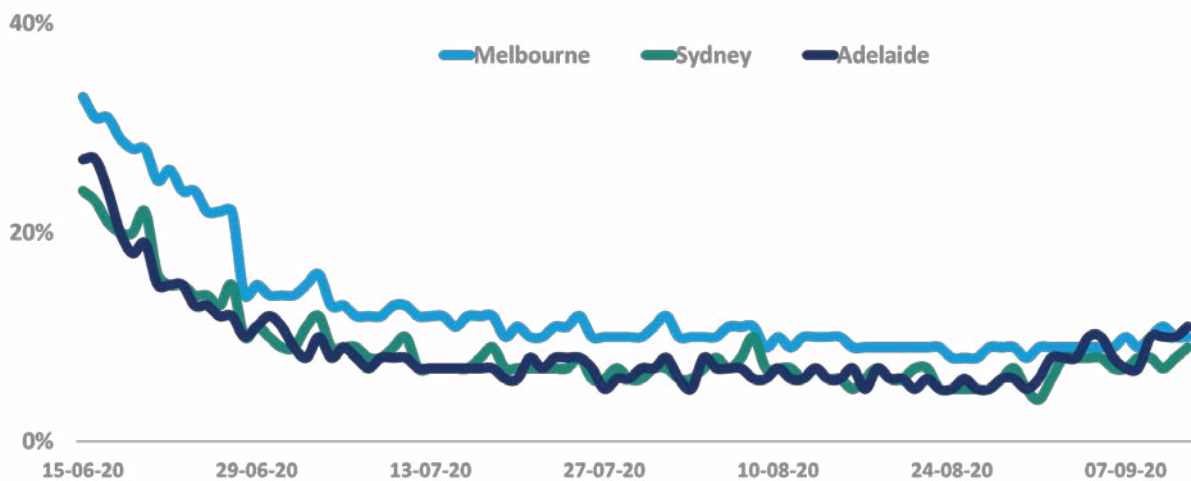
Unfortunately, the catastrophic bushfires on Kangaroo Island impacted STR's data partners, therefore we cannot talk to any performance data.

However, when speaking with local operators, it is pleasing to hear of the positive signs moving forward.

The general consensus suggests cancellation rates are much lower when compared to April and May, and future projected occupancy is building approaching the July school holidays.

WHAT DOES THE FUTURE HOLD?

STR is now thrilled to report future on the books demand through Forward STAR to further support operators' decisions. Adelaide is one of our first markets live. Unfortunately, it doesn't show any dramatic shift in improving trading conditions yet and that is comparable to Sydney and Melbourne also. With meetings and corporate travel still limited and some border restrictions in place it is likely that regional areas will see more promising occupancy in the short term than capital cities.



Forward Occupancy for next 90 days as at 15 June

FOR FURTHER INFORMATION PLEASE REACH OUT TO TCHAPPEL@STR.COM

The Art of Forward Forecasting

It's tough forecasting future demand when governments are making decisions that impact your future – and timetables for reopening keep changing.

But this doesn't mean you should run up the white flag, stop planning and adopt a "take it as it comes" approach.

When dealing with uncertainty, set your plans but keep your options open – and be prepared to act quickly when the unexpected arises.

Without a plan, without options, you are reacting. What you need to be doing is projecting forward so you can have resources in place to scale up when demand inevitably rises – and a plan to scale back if it falls again.

The plan guides your actions.

Your forecasting is going to have to be regularly updated as circumstances change.

RANGE FORECASTS

Bain and Compañ's Sanjin Bicanic, a principal in Advanced Analytic, says that as Covid-19 is a black swan event "most of the critical demand forecasts that underpin your business could be wrong for at least the next 3 to 12 months".

Businesses can update and improve their forecasts by creating scenarios, studying similar venues interstate and overseas, and deploying human judgment.

Companies operating in multiple places should pay close attention to their own demand trend in different locations.

"Once you have your forecasts, you can begin to test strategies to respond to the range of projections, making sure they are robust enough to deal with a range of possible outcomes. Know the objectives of each strategy. Do you intend to optimize revenue, market share, profit, customer fulfillment rate, customer satisfaction or cash flow?"

GATHER DATA

It's critical to refresh your forecasts as new data becomes available.

Talk with other hoteliers, with suppliers and with patrons to understand what is happening outside your own four walls. This is not a time to bunker down in a mental sense.

Run "what if" scenarios. Your accountant can assist.

Use external sources of data (such as virus infection rates, unemployment levels etc) and correlate them with your own internal data.

Be ready for rapid change. The government might respond quickly to an unexpectedly high increase in Covid-19 cases, or a spooked public might react to a series of bad news stories. On the other hand, demand might come back faster than you expect if public sentiment turns strongly positive.

ANALYSE EXISTING DEMAND AND ADJUST YOUR MARKETING EFFORTS

The following ideas have been summarised from a paper prepared by Integrated Decisions & Systems, Inc. (IDeaS - A SAS COMPANY). They have a resource hub at: <https://go.rev.ideas.com/COVID-19-hospitality-hub>

Domestic leisure and individual business travel will be an early signal of demand returning once travel restrictions are lifted. Target those feeder markets that are prime for short distance vehicle travel to your properties.

- Review other key elements of pricing like room type offsets, upgrade paths and overbooking.
- Audit your competitors and assess if they should be ignored or excluded from pricing decisions based on their changing business behaviour.
- Utilise market and external data sources where available, such as STR, Demand360, and Cvent.

UNDERSTAND EARLY MARKET INDICATORS FOR RECOVERY

Set your own data benchmarks to know if recovery is happening in your market.

- Monitor if group business starts to return, especially in high numbers (this is a strong sign of confidence in travel).
- Review if there have been dramatic increases (50%+) in business on the books for a future month.
- Analyse the rooms sold for the same position and month last year to compare YoY variances and possible indicators for recovery:
 - At least 20% for the current month

- At least 50% for next month
- At least 75% for future months

- Assess if there are any 15%+ increases in your RMS forecast for a future month.

PRICING STRATEGIES

- We can expect large uncertainty during the transition period as lockdown restrictions are removed. Customers will need more flexibility in case the situation changes again, and some may be fearful of committing to advance purchase rates with inflexible terms. This could be a time to reconsider your whole pricing strategy.
- It is important to use all available sources of forward-looking intelligence to prepare for this transition. Having access to data which provides intelligence into where business is starting to book, and the type of demand, will prove to be invaluable.

INVENTORY MANAGEMENT

- Consider inventory sharing, as demand and price sensitivity by segments and room types may change. The handling of unique inventory types will potentially be more important during this time. Even though the demand may not be where you want or need it to be, it is imperative that you are optimising what demand you DO have.
- Customers who book higher priced products such as suites are generally less price sensitive, but that doesn't mean it will still be the case in the future. Ensure that you review the

pricing differentials you have in place between room types and consider a more dynamic approach.

- It may be harder to achieve the same premiums you have in the past, so consider your strategy when it comes to inventory sharing and how you upgrade guests within the hotel. Many airlines are operating with low passenger numbers and offering upgrades for all passengers. This provides a great experience and promotes loyalty, so it's a strategy worth considering.

SALES & MARKETING

- Monitor travel restrictions and reinstatements to determine which markets are expected to rebound on travel and start running promotions.
- This is a great time to provide higher levels of service and experiences that make guests feel comfortable in this time of uncertainty. Your TripAdvisor ranking or OTA reviews can be used to help you book more guests as well as drive greater revenue through reputation-based pricing.
- As part of your revenue team discussions, develop strategies and acceptable responses that the commercial team can provide to address attrition, cancellations, rebooking and any other fine print in the terms and conditions of your group contracts. Understanding the group's needs will help your operation effectively deal with any changes to the contract, but this information should not be done in a silo. Ideally, work with your clients to rebook by offering flexibility to uncertain plans instead of simply canceling events.

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Start-Up Hacks to Help You Recover Quicker

“Optimize everything: Shift to minimum mandatory tasks at the onset of recovery while rethinking the role of staff and the store-front.”

- Scott Gorny, Publicis Sapient

“Work the percentages. Squeeze out a 0.2% saving here and a 0.5% increase in profit there. It adds up quickly.”

- David Lye, Smart Company

“Consumer feedback is a highly valuable datapool to spot critical issues and reformulate the value proposition. Elon Musk is a great example for this kind of mindset, he even took a customer complaint in Twitter from idea to execution in a few days. Really impressive!”

- BMI Lab

“Sometimes the best business ideas come from a desperate need to make money.”

- Dominik Vacikar, Hackernoon

“Start-up knowledge is no different than business knowledge in that it is about solving problems using products and services. It’s the execution that matters. Knowledge has no value if not used to build start-up value ... Persistence differentiates between dreamers and success stories ...”

- Abdo Riani, start-up consultant

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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
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 & FINANCE

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

BEDDING

Elite Bedding 8243 1911

BEER DISPENSE EQUIPMENT

Andale Hotel Services 8234 0388
Lancer Beverage Systems 8268 1388

BEVERAGE GASES

BOC Limited 0424 647 568
Supagas 8252 7472

BEVERAGES

Accolade Wines 8392 2238
Asahi Premium Beverages 8276 4888
Australian Liquor Marketers 8405 7744
Carlton & United Breweries 8416 7819
Coca-Cola Amatil 8416 9547
Coopers Brewery 8440 1800
Diageo Australia 8245 9300
Empire Liquor 8371 0088
Lion 8354 8888
Liquor Marketing Group 8416 7575
Options Craft Liquor Merchants 8346 9111
Pernod Ricard Australia 8208 2400
Samuel Smith & Son 8112 4200
Treasury Wine Estates 8301 5400

BOOKKEEPING

Liquor Legends 0429 825 072
Perks Accountants & Wealth Advisors
08 8273 9300
Winnall & Co. 8379 3159

BUILDING EQUIPMENT/SUPPLIES/ HARDWARE

Bunnings Group 0435 630 660

CLEANING SERVICES

Agile Group 1300 964 007
Smart Cleaning Services 1300664647

CLEANING SUPPLIES

Bunzl Hospitality Supplies 8245 6200

Clean Life 08 8124 7380
Frontline Hygiene 8121 9315

ENERGY

Choice Energy 1300 304 448
Class A Energy Solutions 8391 4853
Energy Action 1300 553 551
Power Maintenance 1300 700 500
Trans Tasman Energy Group 1300118 834

FINANCIAL PLANNING

Perks Accountants & Wealth Advisors
08 8273 9300
Winnall & Co. 8379 3159

FIRST-AID

St John 1300 360 455

FOOD SERVICES

Galipo Foods 8168 2000
Holco Fine Meat Suppliers 8162 8400
PFD Foodservice 8114 2300
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

GAMING MACHINE SERVICES

Ainsworth Game Technology 0409 171 616
Aristocrat Technologies Australia 8273 9900
Global Gaming / Maxetag 0408 462 321
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

GIFT CARDS

The Card Network 1300 375 346

HOTEL BROKERS

McGees Property Hotel Brokers 8414 7800

HOTEL MANAGEMENT

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

HYGIENE PRODUCTS & SERVICES

Clean Life 08 8124 7380
Frontline Hygiene 8121 9315

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

Boylen 8233 9433
Vintek 1300 001 337

KITCHEN & BAR EQUIPMENT

Andale Hotel Services 8234 0388

Bunnings Group 0435 630 660
Bunzl Hospitality Supplies 8245 6200
Lancer Beverage Systems 8268 1388
Stoddart Manufacturing & Food Service
Equipment 0427 106 103

LEGAL SERVICES

Clelands Lawyers 8177 5888
Duncan Basheer Hannon 8216 3389
Ryan & Durey Solicitors 6166 9000
Wallmans Lawyers 8235 3000

LOYALTY & REWARD SYSTEMS

Liquor Legends 0429 825 072

MARKETING & COMMUNICATIONS

Social Media AOK 0413 469 938

MEDIA

Boylen 8233 9433
FIVEaa 8419 1395
Foxtel 1300 138 898
InDaily 8224 1600

MUSIC LICENSING

OneMusic 8331 5800

ONHOLD/MESSAGING

Adelaide's 1800 ON HOLD 8125 9370

PAYROLL & HR RESOURCES

Liquor Legends 0429 825072
Winnall & Co. 8379 3159

POS SYSTEMS

Bluize 1300 557 587
Liquor Legends 0429 825 072
H&L Australia 1800 778 340

PROMOTIONAL PRODUCTS

The Banner Crew 8240 0242

PROPERTY VALUATIONS

Knight Frank Valuations 8233 5222

REFRIGERATION

Lancer Beverage Systems 8268 1388

RETAIL LIQUOR MARKETING

Liquor Legends 0429 825 072
Liquor Marketing Group 8416 7575
Urban Cellars 0429 825 072

SECURITY SERVICES & PRODUCTS

Agile Group 1300 964 007
DNA Security Solutions 1300 667 688
Lima One Protection Group 0415 405 764

SPORTS & ENTERTAINMENT MEDIA

Foxtel 1300 138 898

STAFF TRAINING & RECRUITMENT

Career Employment Group 8338 1492
Maxima 8340 7766
Migration Solutions 8210 9800
Perks Accountants & Wealth Advisors
08 8273 9300
St John 1300 360 455

STAGING

Nexstage 7070 8191

SUPERANNUATION

HostPlus 8205 4965

WEBSITES

Boylen 8233 9433

Corporate Partners

2019/20

DIAMOND

PLATINUM

Tabcorp



GOLD



SILVER

Accolade Wines

Agile Group

Ainsworth Game Technology

Aristocrat Technologies Australia

Australian Liquor Marketers

BankSA

Big Screen Video

Bluize

Boylen

Bunnings Group

Bunzl

Foxtel

IGT

InDaily

Independent Gaming Analysis

Konami Australia Pty Ltd

Liquor Marketing Group

Macmont Gaming Supplies

Novatech Creative Event Technology

OneMusic

Options Wine Merchants

Samuel Smith & Son

Social Media AOK

Stoddart Food Equipment

BRONZE

Adelaide's 1800 ON HOLD

Andale Hotel Services

Banktech

Bentleys Accountants

BOC Limited

Cardtronics

Career Employment Group

Choice Energy

Class A Energy Solutions

Clean Life

Concept Collections

DNA Security Solutions

Duncan Basheer Hannon

Elite Bedding

Empire Liquor

Energy Action

Frontline Hygiene

Knight Frank

Lancer Beverage Systems

Liquor Legends

LK Accounting Services

Maxima Training Group

McGees Property Hotel Brokers

Migration Solutions

Nexstage

Nightlife Music Video

Perks Accountants & Wealth Advisers

PowerMaintenance

Ryan & Durey Solicitors

Smart Cleaning Solutions

Studio Nine Architects

St John

Supagas

The Banner Crew

The Card Network

Trans Tasman Energy Group

Wallmans Lawyers

Wills and Daniel Produce Merchants

Winnall & Co.

HOTEL INDUSTRY SUPPORTER

Clelands Lawyers

Vintek



Yalumba's Fourth Release of the Caley

Yalumba has launched the 2015 vintage of its icon wine, Yalumba The Caley Cabernet & Shiraz, with a RRP of \$365.

For more than a century, Cabernet Shiraz has been a focus at Yalumba and The Caley the finest example, a 'Super Claret' of another era.

"Over 171 years, Yalumba's journey has been all about vision, fortitude, survival and innovation: about looking onwards and upwards. That journey has also been characterised to a large degree by humility and modesty about our many achievements," said fifth-generation proprietor Robert Hill-Smith.

"In this modern wine world, we need to stand up and be counted. We should no longer hide our light under the canopy."

"This is not about aspiring to win an Oscar. It's about a moment in time when we change gears with excitement and confidence: knowing what we are good at, and lighting the fuse," said Hill-Smith.

This release of The Caley is a blend of 74% Coonawarra Cabernet and 26% Barossa Shiraz, built to spend many years in the cellar and drink beautifully from release to 2035 and beyond.

Yalumba Winemaker Kevin Glastonbury described 2015 as "a terrific vintage. The vintage was solid; it gave us ripeness, generosity and richness."

"When you taste The Caley 2015, it's almost as though the three previous releases are rolled into one. It has the fruit purity and tannin profile of the 2012, the structure of the 2013 and the generosity and approachability of the 2014."

"The 2015, however, stands alone. It's a star in its own right and a seriously good Cabernet Sauvignon Shiraz," said Glastonbury.

The wine is named in honour of Fred Caley Smith, grandson of Yalumba's founder Samuel Smith. Fred was a horticulturist who had a profound impact on the development of Yalumba's orchards and vineyards.

He is best remembered for a ground-breaking research journey he undertook in 1893 and 1894 to the USA, UK, Europe, the Middle East, Sri Lanka and India. Fred's detailed and poignant letters to his father, sent home every few days, were collected and kept in the Yalumba archive.

OFFICE HOLDERS



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

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IAN HORNE General Manager
 OWEN WEBB Workplace Relations
 GARY COPPOLA Legal and Advocacy
 SCOTT VAUGHAN Membership & Business Services
 KATHERINE TAYLOR Communications and TAA (SA)
 LUCY RANDALL Events & Sponsorship
 BRONTE MCCARTHY Finance & Administration
 DIDIER VOLLERIN Liquor & Gaming
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 ANNA MOELLER Executive Director Gaming Care

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Darren Steele	Jeff Ellis	Trent Fahey
Elise Fassina	John Giannitto	Trevor Evans
Guy Matthews	Karen Milesi	

PUBLISHER



P (08) 8233 9433 W www.boylen.com.au

TIM BOYLEN
 Managing Director
tboylen@boylen.com.au

JAMIE RICHARDSON
 Advertising
sales@boylen.com.au

MADELAINE RASCHELLA
 Studio Manager
 Graphic Designer

HENRY RIVERA
 Graphic Designer



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

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

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

SOME OF OUR DUTIES INCLUDE:

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

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

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

Gaming CARE | The Hotels Responsible Gambling Early Intervention Agency

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

E: INFO@GAMINGCARE.ORG.AU

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

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boylen.com.au

Boylen +

08 8233 9433

Level 3, 47 South Tce, Adelaide SA