

Hotels SA

The Official Publication of THE AUSTRALIAN HOTELS ASSOCIATION (SA branch) February / March 2016

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FROM THE PRESIDENT

PETER HURLEY – AHA/SA PRESIDENT

GOOD EVENTS ARE CRITICAL FOR A STRONG SOUTH AUSTRALIA

As I write, we are in the midst of the 18th Tour Down Under and what a fantastic event it has become.

For many years it generated very low room sales but as the organisers have added street parties and community rides, it has become a powerful event on our calendar. My heartfelt congratulations to all involved.

Sadly not events are created equal. I couldn't help agreeing with Adelaide City councillor Anne Moran when she queried the use of ratepayer funds to pay for a New Year's Eve VIP party – not to mention the seven bands, free water and fireworks that fails to bring any inbound tourism benefit.

However, let's not dwell on the negative.

Events at Adelaide Oval – ranging from music to football and soccer (yes, I still call it soccer!) – have been undeniably beneficial for the economy as a whole and tourism in particular. Our sector, along with cafes, restaurants and retail, have been beneficiaries.

The Clipsal 500 remains the star in terms of filling rooms, restaurant tables and providing a multiplier effect from the funds invested in it. Many years ago we lost the Grand Prix and while it was unpleasant at the time, perhaps it was an event that was simply too expensive for SA.

Sadly we lost the Rugby 7s. It is a great concept and there is an opportunity for Events SA, Australian Rules and Adelaide Oval to work together to stage a similar concept for Aussie rules. What a carnival it would be if we had all 18 AFL sides here in Adelaide for four days, playing a short form of the game, perhaps as an extension of the NAB Cup.

We must not lose impetus. There are too many 'dead months' on our calendar, especially in winter.

I urge those in power to keep this as a top priority because the dollars that flow into the local economy from interstate and overseas are incredibly important to the entire State.

A handwritten signature in black ink that reads "Peter Hurley". The signature is written in a cursive style.

Peter Hurley
AHA President



DOUG ELEFSEN

AHA Life Member Doug Elefsen celebrated his 90th birthday at the Minnipa Hotel on Sunday 24 January.

Beryl and Doug have owned the Minnipa since 1962 and there were about 100 family and friends present.

Doug, who was a pilot with the RAAF during WW 2, represented the Eyre Peninsula region on Council for many years and was awarded Life Membership in 2001.



TOO LITTLE TOO LATE

IAN HORNE – AHA|SA GENERAL MANAGER

Members were reminded in December of the duplicitous 'deal' brokered by the SDA (Shoppies), the Government and the employer voice Business SA that delivered the two 5 hour public holidays on Christmas Eve and New Year's Eve.

Sadly employers are reminded every year that all employers carry a penalty rate burden so that retail traders in Rundle Mall can trade on public holidays in the CBD. Every employer of labour from Ceduna to Mount Gambier, Kangaroo Island to Coober Pedy incurs a collective multimillion dollar cost burden so a handful of retailers can trade on a public holiday in the CBD.

It remains a unique arrangement isolated to South Australia. I'll remind you that it received enthusiastic support from the major Foodland operators, namely Drakes, Romeos and Chapley's. Strange bed fellows indeed. There has been no rush by other States to follow as was widely predicted at the time.

It remains an indictment on the Government, the SDA and the employer's voice Business SA because the three parties were prepared to blatantly exploit State based shop trading hours legislation to achieve a state wide Federal Industrial relations outcome that reflected no previous claim or presentation of any case and in doing so avoiding the Fair Work Australia process and scrutiny or any consultation or negotiation by those effected.

Far too late in the day but at least a belated acknowledgement has come from current Business SA CEO Nigel McBride. In late December 2015 in an interview on 5AA Mr McBride finally conceded what every employer knows.

He said the part day public holidays 'was a price too high to pay for deregulation' and 'the price that was extracted by the Labor Government and the Shoppies was too high to pay' and finally 'historically a bad move and we won't be doing it again and we can see the impact across many businesses'.

If Business SA feels a release from their guilt, they shouldn't. While it was a former CEO who enthusiastically led the lobbying with Foodland Grocers in hand (still not sure why as every IGC now carries the cost too for post 7 pm trading) a number of the same board members still have overview of the organisation.

Every Christmas and New Year's Eve South Australian employers will be reminded in the harshest way as to what a pig of a deal it always was.

PREMIER MUST BE CONFUSED

On the morning of Wednesday February 3rd 2016 the Premier having just opened Aldi's first supermarket gave a door stop interview on ABC 891. When asked why Aldi could not sell alcohol from day

one he chose to respond by suggesting that 'we tried to get those changes through, we were resisted by our political opponents'.

Asked why the opposition didn't want it, the Premier responded that 'I don't know obviously the AHA arced up about it trying to protect the monopoly of hotels on selling alcohol from their premises'.

Of course there is no monopoly but there is a rising all-encompassing duopoly of Coles and Woolworths who already account for more than 60 cents of every \$1 of liquor sales! Hotels and the 100 Independent SME and Family based free standing bottle shops are in fact actually the competition that keeps the grocers 'honest', provides the choice and ensures local investment and jobs. Importantly independents provide another vital vehicle to market for SA's 1200 wine producers.

There are at least 455 supermarkets in South Australia without considering the 100+ 'on the runs'. The reason alcohol is regulated is because its not weetbix, fresh farm eggs or toiletry products, but more importantly for SA, this State is home to 50% of Australia's 2360+ boutique wineries, many who rely on a viable independent network of retailers and are excluded from the major grocers shelves. Aldi of course boast 95% 'home brands' that mimic legitimate private labels – they have no interest in legitimate South Australia brands.

Sadly the Premiers comments can only be interpreted as overtly supportive of Aldi and therefore at the expense of Independent retailers and SA wine.

Here is how Deputy Premier John Rau saw it in his media release of 26th August 2013 re: wine in Supermarkets. It said:

"I am now of the view that we cannot achieve the desired outcome without hurting independent bottle-shops, our local wine industry and helping Coles and Woolworths."

"After exploring the mechanics of this proposal in some detail, it is now my advice that their (Coles & Woolworths) dominance would be increased if wine is able to be sold in supermarkets – they don't need any more help from me"

Rau's proposals never went to caucus. No legislation ever submitted to parliament, no vote ever taken. He pulled the pin because the only winner would be duopoly, oh and now Aldi! It's news to us that the Government 'tried to get those changes through'.

So I ask the question what's changed?

Ian Horne
AHA|SA General Manager

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Quality

The key for new-look Stag

BY PATRICK KEAM





With 166 years on the corner of East Terrace and Rundle Street, The Stag has been at the very heart of the Adelaide pub scene.

However, like any long-standing venue in a fast-paced modern environment, its identity had become jaded and by March 2015 it was clear changes were needed when The Stag closed its doors.

Any solution would have to be able to compete with the ever-changing competition from nearby restaurants, bars and pop-up bars, as well as changes to the licensing laws.

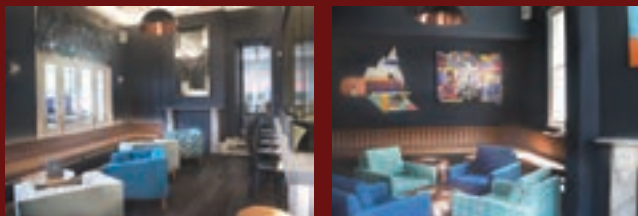
Heading up the new-look Stag are Adelaide businessman Philip Speakman, hospitality veteran Chris Kenny, and Melbourne hotelier Dean Grant who has owned and managed pubs like Bridie O'Reilly's, The Elephant & Wheelbarrow and Melbourne's European Bier Café.

Dean, who is the Managing Director of Australian Hospitality Management, says he saw potential in the venue and was intrigued by the challenge of turning around the historic pub.

"I went over and had a look at it and it is obviously in an amazing location but needed some love and money spent on it along with good management practice," he says.

"It was obviously very run down, hadn't had any money spent on it for a while so we felt a full refurb from top to bottom was necessary, and we ended up spending around \$3 million.

"Essentially we stripped the whole place, which in itself revealed a lot of issues, we had to pull up all the floor plus new electrical, new bars, new kitchen."



LPH Painting Company is proud to be the painter of choice on the stunning refurbishment of The Stag Hotel.



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"New" is certainly the key word here and it is something that strikes you when first entering the front bar, which has stepped up in class from its previous iteration.

An eye-catching black marble bar with a prominent stag adorning the cornice is one of two focal points of the redefined space, the other being the large copper tank suspended above the serving area, complete with copper piping down to three separate taps, serving brewery fresh Carlton Draught beer.

"We wanted to create some different areas," says Grant, "and also ensure that functions and events have spaces that our patrons could really celebrate in. We now have diverse areas that would suit every occasion from an intimate gathering to a wedding party."

"One of the most important things was the brewery fresh tank beer that we've put in, so that gives us an edge and a little bit of a theme which follows through the venue."

What is so special about this tank beer? Just one taste will answer that question.

Described as the "purist's beer", the freshness is unparalleled to any other commercial-quantity beer available in the country.

This significant point of difference comes from the brewing and delivery processes, all the way from the brewery to the pub.

Unlike other beers, it is not heated to 70 degrees during the brewing process. It is decanted straight from the tank at the brewery to refrigerated truck and pumped directly into the copper tank sitting above the bar.

The beer then has to be drunk within two weeks otherwise it is discarded, so you know it's fresh. The Stag is the only venue in the CBD to carry the exclusive beverage and one of just three in South Australia.



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Unpasteurised, no preservatives or additives and with as little contact with human hands as possible, it is as fresh a beer as you can get and the difference in taste is remarkable, making it no surprise that the Carlton Draught brewery fresh is The Stag's best selling brew.

That's a fair feat when you look at the competition from the other tap beer on offer, which can be best described as a nice balance between craft and class, with freshness the key ingredient.

Premium fully imported names top the list in terms of price with Asahi, Peroni and Heineken. These are nicely complemented with a smattering of different styles from New South Wales' Stone & Wood, locally brewed Mismatch and Western Australia's Little Creatures and Matilda Bay Fat Yak (somewhat apt for a pub named after another horned herbivore).

Of course it's not just all about the beer. The bar menu is anything but 'standard', with the venue itself labelling the offering as "classic pub fare with a modern edge".

You can still get your chicken parmy, however it comes with mozzarella and gypsy ham. The same goes for the local SA fish and chips available grilled or "velvet battered".

Then there are some interesting additions such as the homemade beef pie, East End dog and baked tartlet, along with charcuterie and artisan cheese plates.

However, if you really are a food lover you will pass straight through



the main bar without hesitation and into the brand new Vardon restaurant.

Named after Vardon Avenue, the laneway which runs along the side of the pub, the restaurant is in the hands of Head Chef Camillo Crugnale, formerly of Assagio fame in Hyde Park.

Crugnale's impetus for Vardon was to introduce a neo-modern style that he believes is much needed in the East End, using local produce to create a union between the best aspects of Australian and European cuisine.

The dining area has been executed to a tee in a style that blends Scandinavian design with warmth and depth, thanks to smart choices in timber and carpeting, along with the addition of dark brown leather booth seating.

Vectron is proud to be partnered with The Stag Hotel one of South Australia's most iconic venues.

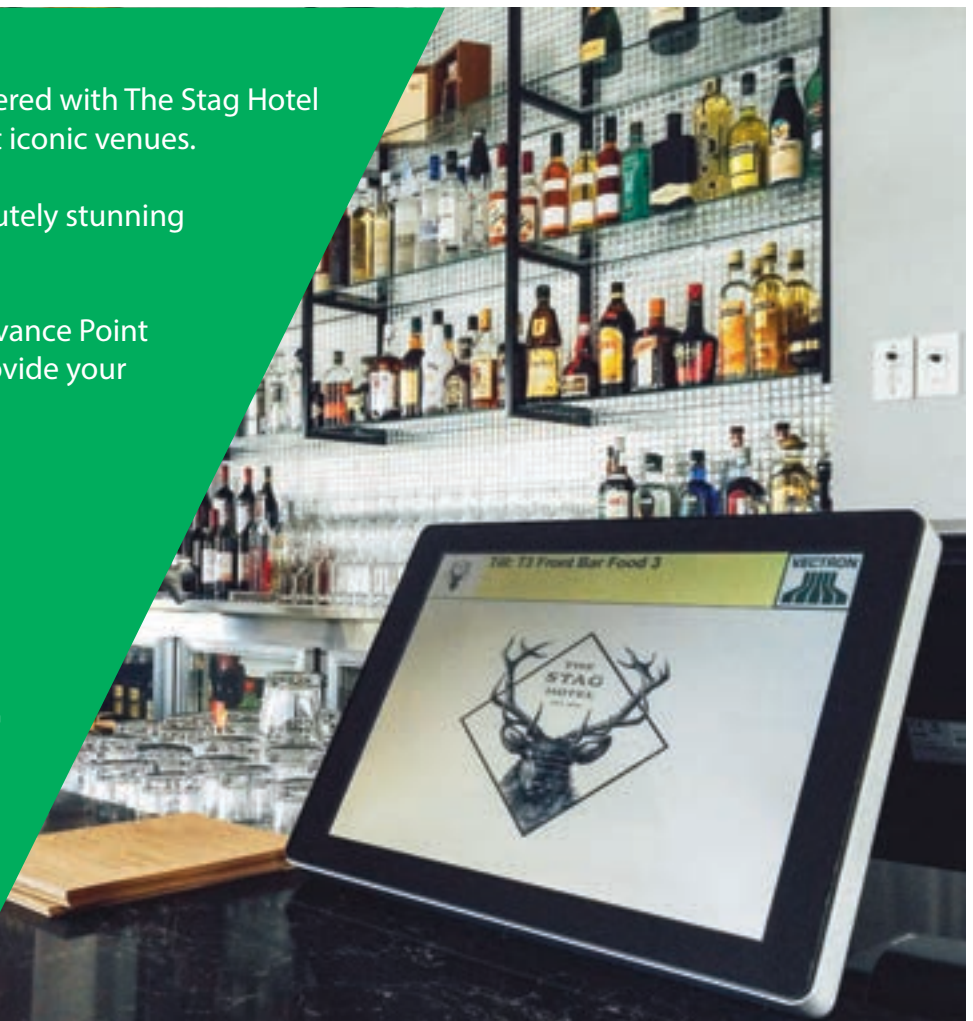
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It isn't the cheapest in town, we're probably up at the higher end of the price structure but that's something we're happy with.

Local firm Dash Architects carried out the refurbishment throughout the whole venue while another Adelaide company, Commercial Vizion, supplied the furniture.

Although a 500g pure Angus rib eye steak remains on offer, the new restaurant is a far cry from the former marketing of "worst vegetarian restaurant in Adelaide".

Stars of the menu include the fresh guitar string egg pasta with blue swimmer crab, roasted lobster sauce and bottarga (a must try and one of Crugnale's specialities whilst at Assagio), a baked lion of ocean trout with celeriac, Dutch egg and caviar plus the lacquered duck breast and the beetroot risotto.

For entrée, try the zucchini blossoms, along with the vitello tonnato.

It is clear that the reinvented Stag is geared up to compete with the hip new establishments springing up close by.

Crugnale's 35-plus years of experience and countless awards, the excellent food, good service and new venue are all things that Dean Grant emphasises.

"It isn't the cheapest in town, we're probably up at the higher end of the price structure but that's something we're happy with," he says.

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"To do that you need to have quality and we've got that in a quality venue and quality service. Then the food has to be excellent and we've got a really good team there to pull that off, from the chefs through to the management.

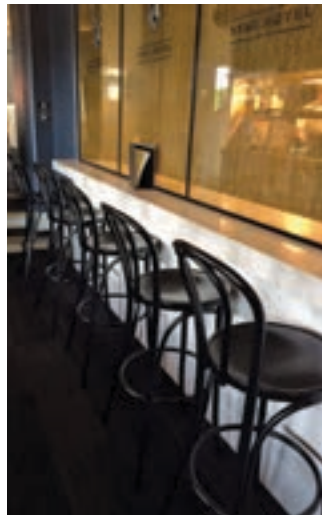
"Food now, I think, is so much more important in our industry than it was before. It certainly makes up a larger portion of our revenue than what used to be the case.

"The chefs and the menus take on much more significance so that was something we knew we had to nail and with Camillo and the new menu I think we've achieved that goal."

It is interesting that he doesn't see the competition from boutique bars and high-end restaurants in the area as an issue.

"We're not so much worried about what others are doing. If we do it right we will get the customers.

"We're spending a lot of time on training and the food quality is excellent thanks to Camillo, so we know if we get those two things right it will bring people in and competition in the area won't be a problem."



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CommercialVizion would like to congratulate The Stag on their stunning refurbishment. It was a privilege to work on this project in delivering an award winning result for this iconic venue.



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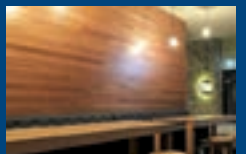


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Competition won't be an issue for another addition to The Stag, the intimate and unique upstairs champagne bar.

Presented by Moët & Chandon, the bar features an extensive range of the finest French champagnes including Veuve Clicquot, Krug, Dom Ruinart and of course, four varieties of Moët & Chandon.

You can even partake in a bottle of 1998 Dom Perignon, for a cool \$1250.

Despite the fancier and more extravagant aspects the The Stag now features, the owners have not lost sight of the fact that it is still a hotel.

Champagne cocktails are also a staple, along with a bar menu featuring caviar and oysters to really get you in the mood for indulgence.

A large mural adorns the wall behind the bar and the whole space is pulled together with a selection of sophisticated furniture giving it a high class, French-inspired feel.

Despite the fancier and more extravagant aspects the The Stag now features, the owners have not lost sight of the fact that it is still a hotel.



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"With Vardon and the champagne bar in particular, it's not silver service but it's also not an old-school pub, it's somewhere in between," says Dean.

"That's something we're happy with because we felt the venue needed a clearer message. In the past that wasn't the case."

The new owners identified early that more focus was needed.

"It wasn't clear in the past, that's for sure.

"For a pub to be successful the public needs to know what it's all about, so you need to portray a clear message and for us that's great, fresh beer and great food.

"One thing we wanted was to make it female friendly and you will see that when you go in there, it's much different to what it was. So far it's worked, we're going fantastic, it has definitely exceeded expectations and we've only been open two months. It's going really well."

As Hotel SA went to press, the coming months will be crucial for the fresh, new venue to reintroduce itself to the Adelaide public, with big events such as the Tour Down Under, Clipsal 500 and the Fringe sure to attract new faces through the doors.

All venues experience a lifecycle and The Stag is embarking at the start of a new cycle; with experienced owners, improved management and a fresh approach, here's hoping it's the start of a long and prosperous journey for this iconic Adelaide pub.



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HOW TO CAPITALISE ON FOOD TRENDS

The traditional fare of many hotels, such as burgers, schnitzels and steaks, won't be disappearing from menus any time soon.

However, just as today's beer drinkers are searching for variety, the same is true of menus.

Let's not forget that today's audience also includes a growing percentage of women and families, and the hotel that can offer a varied and superior menu for their tastes will win repeat business.

Here are some ideas on ways to modernise your menu:

- Pasta consumption has been dropping in Australia, as people become more conscious about carbs. Part of this is linked to weight (low carb beers) and some of it has to do with paleo-style diets. So perhaps it's time to think about trimming the pasta offering and replacing it with another healthy eating option.
- While you overhaul your meals, remember that the demand for gluten free is on the rise. For sufferers, it's not a fad, it's a serious health issue and they will vote with their feet.
- Remember, too, that gluten intolerant patrons will check your menu online before they book or walk in. So make sure you promote gluten free clearly on your menu and in your marketing messages online and around your property.
- Locally sourced is always a winner. If you buy from South Australian producers – or producers within your suburb or town – make sure you let people know. Researchers are also now advising restaurants to back up their claims, as more and more people claim to be using locally sourced food. One way to do this is to name the producer and even add a quote from them on your menu. You can't fake that.
- Another aspect – well illustrated by the Australia Day lamb ad storm-in-a-teacup - is that some consumers are demanding 'food with a conscience'. That means free range eggs, ethical sourcing of meat etc.
- McDonalds is often at the forefront of adapting to change, as it seeks to tap into new trends. So you can learn from Maccas but these chains also pose threats. One of these is the move to "build your own" menus, which reduces the gap between fast food and casual dining.
- Fresh. Local. Free of additives. These are examples of words that are boosting sales on modern menus. Are they on yours?
- In the coming years, competition will come from high quality fast food, delivered direct to homes.
- International food and restaurant consultants, Baum + Whiteman, says the disruption caused by Amazon and Uber to their sectors is a sign of what will happen in food service. In fact, both Uber and Amazon are now in the meal delivery field overseas, and it stands to reason Adelaide will not be immune.

INDIVIDUAL COOKING EXPERIENCE



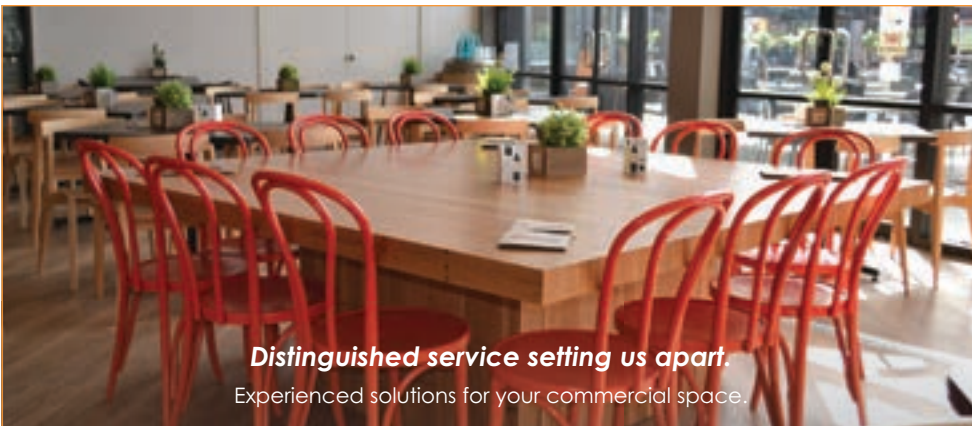
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- They also point out the “healthification” of fast- and fast-casual food. Sugar and fat are obvious targets, and so too is the growing demand for organic and GM free ingredients.
- Part of the move to “goodness” and “naturalness”, even in pubs, is improving your vegetarian offering. One simple addition is a veggie burger.

Like many things, changes that seem “alternative” often become mainstream.

You need look no further than quinoa.

DON'T LEAVE FOOD PROFITS TO CHANCE

The author of *Leadership on the Line, A Guide for Hospitality and Service Sector Supervisors*, Ed Rehkopf offers “Ten steps to a more profitable food service”.

He stresses having both an overall plan, combined with day-to-day attention to detail to achieve maximum profitability.

So while the following tips are fundamental – some might even say ‘basic’ – it is the execution that counts.

1. Standardised and costed recipes
2. Pricing based on known cost structure
3. Portion control
4. Labour control
5. Benchmarking revenues and expenses
6. Routine and consistent inventories
7. Suggestive selling training for employees
8. Continual feedback to employees
9. Forecasting and scheduling
10. Guest feedback

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Luxurious booth seating at The Woodcroft Hotel completed in 2015.

FOOD MARKETING

It's time for you to take your share of the free marketing staring you in the face.

What's that? It's photographing your food – and posting it to social media.

- The best advice is to take lots of photos of the same subject. Digital photos cost nothing to take, so get "snap happy". Delete 100 photos to get that one photo that will pop off your Facebook page and attract throngs to try the dish!
- Add colour to the plate. Green parsley as a garnish, contrast white rice against darker meat, place a wedge of lemon on the side of a plate and so on.
- Don't use patterned plates. A plain plate is a neutral backdrop so that the eye is drawn to the food.
- Look at the results on your camera. Some food looks great in real life, and horrible when photographed.
- Experiment with the table colour. You may find that shooting the plate on a plank of timber is more appealing than shooting it on a restaurant tablecloth.
- Copy unashamedly. When you see a great food photo, take a copy and try to emulate it in your own establishment.
- Shoot a wide variety of angles. Also, zoom in and zoom out.

PRESENTATION PERFECT PLEASE

Many of today's patrons like to photograph their food and share it on social media.

This is free advertising .

It is also a modern take on the old adage that 'people eat with their eyes', which is something hoteliers have known for decades.

- Close-ups.
- Don't forget to try some alternative photos, such as food on a fork being lifted from the plate, patrons enjoying themselves, etc.
- The punters are spreading the word for the business owners. Flickr.com is another great place to share photos in albums - owned by Yahoo, it's seen by millions of people every day.
- Practice at home.
- Find a staff member who has a real flair for photography.
- Try to use natural light (so shoot near a window or take a plate outside). It beats using flash.
- Style the food. Move it around on the plate, take more photos, move and shoot again. You just need one fantastic photo.





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A X E Z E

POS SYSTEMS ARE CHANGING

Axeze offers an automation aspect to POS that is highly flexible and reliable, increases accuracy and makes staff more accountable.

But there's more to a good Point of Sale system than just handling payments and recording sales quickly. If selling products is at the core of your business, your POS system should also be at that core. Being able to track sales, manage inventory, empower staff, identify regular customers and get the pricing right are a few of the things a good POS system should do. Axeze offers this ability by integrating directly with the POS system.

Axeze latest Release the KEP-M2R is a fully programmable USB RFID reader that is designed to enable proximity tags (wristbands, cards, fobs) to be read directly into a software application, providing a simple solution that is timesaving and easy to use.

Custom, designed tokens are available, as well as different token types.

12 Months manufacturer Warranty.

Features:

- Different card technologies supported (KEP-USB-MULTI).
- User tokens are read directly into a PC

The KEP-M2R Readers each have a unique serial number and software is available so that inputs and outputs can be configured. Readers can be set to encrypt information and there is an additional layer of security as readers can have passwords set. Resetting a reader to factory defaults will not remove this password.

We also offer a USB Reader that operates on many frequencies including 125 KHz and Mifare 13.56 KHz.

Choice is up to the client, but with all Axeze products these can be interfaced into an access control and security system, using the same tags throughout the building, or the organisation at differing sites.

For more information contact sales@axeze.com.au or phone Axeze on +618 83521608





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- Remove distractions – no cutlery in the shot.
- Get the kitchen to choose the perfect looking ingredients. Imperfections can ruin the shot.
- Some food looks better raw, or very lightly cooked. For example, asparagus.
- Use small plates so the food fills the plate.
- A final reminder: take lots of photos, delete the junk and keep the single fantastic photo that will tempt the tastebuds.

Camera manufacturer Nikon has the following suggestions:

Lighting is important. Window light is a great light source. It is large and when diffused it can wrap around your subject nicely. When you've got harsh light coming through the windows, incorporate shadows into your composition. When available, a skylight makes an ideal large, diffused light source.

Composition is everything. Since the food on the plate, bowl or glass is the star of the image, limit the distractions in the background. Using a fast lens will allow you to use the shallow depth of field to your advantage in throwing the background out of focus. Just like people often feel they have a "better side" to photograph, so does food. Turn the plate around so you can see which side is best to shoot.

Keep it simple. When you're shooting in a restaurant, be polite to servers and fellow diners. Stick to available light. Bump up the ISO if you have to, and shoot at wider apertures. Here's where a fast lens can make all the difference as to how quickly you can shoot.

Experiment. This is easiest when you're not shooting in a restaurant, but in your own kitchen. Use an eclectic collection of dishes or glasses; experiment with the lighting, using gels or by changing the white balance to alter the mood of the image.



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WOMEN IN HOTELS



2016 EVENTS

TUESDAY 8 MARCH - MAYFAIR HOTEL 4PM - 6PM

TUESDAY 28 JUNE

TUESDAY 20 SEPTEMBER

TUESDAY 8 NOVEMBER

The Women in Hotels Christmas Raffle raised just under \$1000 for Junction Australia. The funds were used to purchase essential home items for the many women in emergency housing across South Australia.

Junction Australia is an independent not-for-profit, community organisation with a proud heritage of dynamically responding to the needs of marginalised and disadvantaged children, young people and families in South Australia for more than 35 years.

Junction Australia works collaboratively with groups and individuals, other organisations and government agencies to develop and deliver an increasingly diverse range of support and intervention services which enable people to cope more effectively with their current circumstances.

"Unfortunately, the reality is that the unmet needs of the complex families and vulnerable children that our staff work with every day, far exceeds the scope of government-funded programs. We therefore very much appreciate the support of socially responsible businesses, generous groups and individuals that enable us to fulfil our mission."

"By working together we know we can assist people to resolve many challenges and achieve great things. We are therefore very keen to strengthen the links between people, so that community members can encourage and support each other."

"Thanks so much for the wonderful gifts, I can imagine they will be very much appreciated by our tenants. This year we will be supporting the regional women led homes; this is for a couple of reasons, the first one being regional tenants do tend to miss out a bit because of their location and the second reason being that a few of our tenants were affected by the recent bushfires in the northern region which was quite frightening for them and as an organisation we thought it would be nice to be able to share the joy on your behalf with these households."

Natasha Marciniak | Tenant Engagement Officer



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PORT LINCOLN HAS SA'S MOST U.G.L.Y. BARTENDER

The Leukaemia Foundation congratulates Brad Gunn from the Port Lincoln Hotel for claiming top honours in its South Australian U.G.L.Y. Bartender of the Year competition announced in December.

In its seventh year, over 200 South Australian Bartenders raised their hand to be "U.G.L.Y." [Understanding Generous Likeable You] together raising over \$320,000 in their U.G.L.Y. quest to raise the most funds to help families who need to relocate to Adelaide to receive vital treatment for blood cancer.

The U.G.L.Y. Team hit the road in the Holden Captiva (now fondly known as the U.G.L.Y. Bus) covering over 13,000kms in 2015, and visiting over 500 pubs. The U.G.L.Y. Bus was proudly donated by Hotel Care via a grant in 2014, and when not being used for the epic U.G.L.Y. Road Trip is kept on site for Leukaemia Foundation Village residents and staff to use, providing the only seven-seater vehicle in the fleet.

"The winner of the South Australian competition this year raised over \$14,000 to claim the title of SA's U.G.L.Y. Bartender of the Year, and credits his success to the outstanding support of the Port Lincoln Hotel, especially General Manager Brooke Collier, who shaved her luscious locks to recognise Brad reaching the \$10,000 mark. The Port Lincoln community and the Hurley Group have also played a major role in this success," said Simon Matthias, General Manager of the Leukaemia Foundation in SA.

2015 saw a huge increase in support from hotel groups across SA, which Leukaemia Foundation SA is extremely thrilled and grateful for.

The ALH Group in SA collectively raised a staggering \$74,656, the equivalent of 931 nights. Overall across Australia in the 2015 U.G.L.Y. Bartender of the Year campaign ALH venues raised a breath-taking \$447,000, contributing nearly 23% of the \$1.96 million raised across Australia this year.

"While only one bartender can be crowned U.G.L.Y. Bartender of the Year, we thank every big-hearted bartender who has helped to raise nearly \$2 million nationally – equivalent to more than 24,450 nights of free accommodation for regional families during their treatment in the city," said Simon Matthias.

For more information, or to register your interest to be an U.G.L.Y. Venue or Bartender in 2016 visit www.uglybartender.org.au



'PROJECT DISCOVERY' - HOTEL CARE SUPPORTS THE NEIL SACHSE FOUNDATION



It may not be the initial impact that causes a spinal cord injury but the resultant swelling leading to a secondary injury. This swelling can occur several hours later and its occurrence in a confined space can be devastating. The amount of the swelling determines the amount of time it takes for it to return to normal. This time frame can be anything from one month to over a year.

40 years ago they used what is known as the American Spinal Cord Injury Association (ASCI) scale to determine the extent of a spinal cord injury. This has not changed at all over the ensuing years and the measure is still used to this day. The method involves medical staff identifying areas of feeling, fuzzy feeling and no feeling by sticking something sharp into the skin. As you can imagine, a very intrusive and inaccurate method of diagnosis.

Project Discovery is aimed to create a new, accurate and well overdue diagnostic tool that can be used early after the injury, allowing immediate measurable outcomes for any new treatments or trial. As a result, spinal cord injury sufferers will not have to wait over 12 months to accurately diagnose their injury and instead can move on with their lives coming to terms with the nature and extent of their injury.

The research will also support any new intervention treatments or trials by allowing for quick accurate diagnostics early on to measure success. This quick turnaround of results will mean researchers will not

have to wait over 12 months to find out whether treatment provided has been successful.

The equipment that has been supported through a significant grant from Hotel Care Community Projects, will be designed to be uniquely employed for the development of a novel molecular imaging agent required for the research programme "Project Discovery". The equipment ensures that the agent will cause no harm to patients undergoing imaging in Project Discovery and will be developed exclusively in the Molecular Imaging Therapy and Research Unit (MITRU) that houses the new cyclotron within South Australian Health & Medical Research Institute (SAHMRI). The equipment will then reside in the MITRU facility and will be accredited to meet the federal guidelines that the unit currently has. This is all done to allow this new imaging agent to be made available for general use in South Australia and then sent to other Australian states. The only reason we can proceed with "Project Discovery" is due to South Australia's foresight in purchasing a cyclotron which is now located in SAHMRI.

"With now \$600,000 in relation to our \$1 million target we can start the project with confidence. To change the method of diagnosing a spinal injury and being able to improve treatments has always close to my heart. I am really thankful of the support from Hotel Care in wanting to help make a difference." **Neil Sachse**

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PINERY BUSHFIRES

The November Bushfires which started in the state's Lower North on the 25th of November was tragic for the entire community. 2 people lost their lives, tens of thousands of livestock were killed, 87 homes were destroyed, and 300 farm sheds and outbuildings, and more than 85,000 hectares was burnt.

Hotels have a long and proud history of supporting their local communities, and in times of tragedy such as this, hotels are often the first to offer their assistance and support in any way they can.

Outlined below are just a couple of the examples of the ways in which SA hotels assisted their local communities during the Pinery Bushfires.

VINE INN HOTEL – CHRIS LINDEN



We gave enough food to feed 250 persons on the Thursday night, and have given away over 60 room nights and accommodated in excess of 100 people, free of charge. In addition we organised a container on site as a drop off point for donations. A full truckload has been donated, including items such as furniture, clothing, toys, non-perishable foods, toiletries, etc. All items have

been donated by local people. The Vine Inn also organised a raffle with 16 prizes ranging from 60 cartons of beer, lunch at Parliament House with Leon Bignell, overnight accommodation from Mount Lofty House, golf clubs and bags, wines etc.

MALLALA HOTEL – DYLAN STODART

It sure has been terrible times amongst our community since we saw the Pinery Fires rip through the district at a fierce pace Wednesday 25th of November.

The day saw many families gather at our hotel as a safe haven waiting on the news as to whether their homes, pets, stock, sheds,



crops had been taken or saved. I personally helped local families where I could to save their homes or remove animals if needed along with keeping the hotel running still offering cold beer on ice and meals in the kitchen with the help of running generators and being the only business within the town to do so.

We saw many people come and go and we too shared their emotions of what they had discovered throughout those days after the fires had passed. Since the fires, the top soil on the affected land has caused havoc to the area with a continuous dust storm making a mess and not allowing those who still have their homes return to a normal way of living. I expect this will take a long time to rebuild the area back to a comfortable haven for all.

The hotel donated vouchers to those families affected and invited them to come in to the hotel and eat, drink, gather with friends and family at no cost to them. I have been extensively amongst the organising of the Blaze Aid fundraiser at the Long Plains Sporting complex in which initially was dubbed as the 'big hug' as a small community event and has since grown to be much larger. John Schumann (ex Redgum front man) volunteered his time and talents for the day and played live on stage from 4:30pm. Scenic flights over the affected areas were available, market stalls, support tents, food & beverages and kids entertainment. It was a very successful day that raised funds for Blaze Aid and to create an atmosphere for the





Our local Lions club have been great support to the community running the relief centre at the local RSL receiving and distributing goods to the families in need.

We have had large support from major breweries, local wineries, businesses and community members far and beyond which is fantastic and shows how amazing people can be in times of need.

community to gather, share their stories and hopefully lift their spirits as they headed into the festive season.

Our local Lions club have been great support to the community running the relief centre at the local RSL receiving and distributing goods to the families in need.



WHAT'S ON FEBRUARY & MARCH



FEBRUARY

2
TUESDAY
AHA|SA MAJOR SPONSOR FUNCTION
 AHA|SA COUNCIL MEETING

8
MONDAY
AWARD NOMINATIONS OPEN

9
TUESDAY
MURRAY MALLEE REGIONAL MEETING

23
TUESDAY
LOWER/MID/UPPER NORTH EAST REGIONAL MEETING

26
FRIDAY
ADELAIDE FESTIVAL STARTS

27
SATURDAY
ADELAIDE FRINGE STARTS

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MARCH

1
TUESDAY
AHA|SA COUNCIL MEETING



8
TUESDAY
WOMEN IN HOTELS NETWORK

3-6
THURSDAY
CLIPSAL 500

9
WEDNESDAY
SOUTH EAST REGIONAL MEETING

11-14
FRIDAY
WOMADELAIDE



14
MONDAY
ADELAIDE CUP

22
TUESDAY
METRO REGIONAL MEETING

25
FRIDAY
GOOD FRIDAY

26
SATURDAY
EASTER SATURDAY



27
SUNDAY
EASTER SUNDAY

28
MONDAY
EASTER MONDAY

COMING UP
APRIL 25TH - ANZAC DAY
MAY 8TH - MOTHER'S DAY
MAY 11TH - BALAKLAVA PUBLICANS RACE DAY
MAY 13TH - AHA AWARDS NOMINATIONS CLOSE

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*Source: AZTEC Quarter to 31/5/2015

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WEST END BREWERY TOURS

West End Brewery Tours is something you might consider for your hotel social club, or out of professional interest for yourself. Hotel SA caught up with the brewery team to find out more details.

WHAT HAPPENS ON THE TOUR? DO I GET A CHOICE OF BEER TO DRINK?

We have 4 beers on tasting in the original Tower building and bar (circa 1886) on site at West End.

We are currently offering West End Draught, James Squire 150 Lashes, James Squire The Constable, Southwark Stout

And any new products that are being produced at West End will also be tasted as they are released.

We also have ciders to taste for non-beer drinkers, and soft drink and juice for those who are under 18.

WHAT'S ON THE FOOD AND BEER MATCHING MENU?

West End Draught with Mersey Valley Vintage Club Cheddar

James Squire 150 Lashes pale ale with King Island Dairy Cape Wickham Double Brie

James Squire Copper Ale with Tasmanian Heritage Red Square Washed Rind

Southwark Stout with South Cape Blue

CAN I GET TO SEE EVERY STAGE OF THE BREWERY PROCESS?

You will learn the art of brewing and visit the new Brewhouse where you will be able to walk amongst the vessels and have a photo taken next to the historic copper vessel.

WHAT ABOUT SEEING BEER PACKAGED?

A humorous video outlining the bottling process will then be shown followed by a visit to the bottling hall where you will experience the speed of the bottling process in action.

The tour will finish with beer and cheese matching and the chance to chat with the tour guide.

CAN I TASTE VARIOUS STAGES OF THE BREW?

No, however you will be able to experience the taste of different types of malted barley and compare the aroma of different hops.

WILL I SEE ANYTHING OTHER THAN BEER?

We will also show you the cider filtration area and you will learn a little about the cider making process which also happens at West End.

HOW DO I BOOK A TOUR?

Go to www.westenddraught.com.au. Click on the News and Tours link and select 'book now'

HOW MUCH IS A TOUR?

\$27 Adult

\$20 Concession

HOW OFTEN DO THE TOUR RUNS?

Monday, Wednesday & Friday at 11am and 1pm

We also do group tours on request and these days can be flexible.

HOW LONG IS THE BREWERY TOUR?

60mins for the tour plus 30mins for beer tasting – 90mins total.



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WINES TO TRY IN 2016

Hotels SA put the festive season to good use, tasting a wide range of wines. Some are vintages from familiar, flagship wines, while others are not so well known.

HOUGHTON JACK MANN CABERNET SAUVIGNON 2012

Houghton's flagship single-vineyard wine the Jack Mann Cabernet Sauvignon has muscular but round, granular perfectly ripe tannins and a tremendous drive of flavours.

HARDYS HRB D645 CABERNET SAUVIGNON

An unlikely blend of Margaret River, Coonawarra and Franklin River results in a Cabernet Sauvignon that is richly textured showing fine tannins.

HARDYS HRB D654 MCLAREN VALE CLARE VALLEY FRANKLAND RIVER SHIRAZ 2013

The 'HRB' is a 95-point wine, which is densely flavoured showing complex chocolate, ink, tar, and black fruits, with rustic firm tannins and influence of spicy oak.

BAY OF FIRES TASMANIAN CUVÉE

This Pinot Noir Chardonnay is made from hand picked fruit from renowned Sparkling wine regions throughout Tasmania and exhibits multiple layers of oyster, truffle and cherry brandy.

YARRA BURN PINOT NOIR CHARDONNAY PINOT MEUNIER 2010

A polished vintage Sparkling that shows the best attributes of Pinot Noir, Chardonnay and Meunier making a quality Yarra Valley wine.

GRANT BURGE SHIRAZ CABERNET NV METHOD TRADITIONELLE

Made in 'methode traditionnelle' meaning fermented in a bottle, this Cabernet blend has been disgorged and liqueured with 1996 Vintage Port, adding to its incredible complexity.

GRANT BURGE MOSCATO FRIZZANTE 2014

The palate of this Moscato is light in the mouth and balanced with lingering frizzante dancing on the tongue. Lightly spritzig and lower in alcohol, it offers great drinkability.

ATZE'S CORNER THE BACHELOR BAROSSA VALLEY SHIRAZ 2014

Gold Medals at both the 2015 Royal Adelaide Wine Show and Great

Australian Shiraz Challenge demonstrate the quality of this full-bodied and rich, young wine.

ATZE'S CORNER THE GIANT BAROSSA VALLEY DURIF 2014 – SINGLE VINEYARD WINE

An excellent example of the rare Durif variety, The Giant features robust tannins which are melded seamlessly giving it some backbone and future, a great wine to cellar.

FOX CREEK JIM'S SCRIPT CABERNET SAUVIGNON MERLOT CABERNET FRANC PETIT VERDOT 2013

The complimentary effects of the fruit flavours and tannins of the four varieties deliver a classic Bordeaux style blend that is structured, elegant and full in flavour.

FOX CREEK MCLAREN VALE JSM SHIRAZ CABERNET SAUVIGNON CABERNET FRANC 2013

Winning awards across the globe in France, Belgium, Asia and at home, the 'JSM' has luscious fruit framed by long, textural Cabernet tannins in combination with balanced and elegant oak tannins.

FOX CREEK MCLAREN VALE POSTMASTER GSM 2014

This is a classic regional blend made from old vine Grenache and Shiraz which is tied together by the Mouverde adding tannin volume and some earthy, gritty texture.

FOX CREEK MCLAREN VALE RESERVE SHIRAZ 2013

Sourced from premium selected McLaren Vale vineyards blocks, its tannins give the wine excellent length and will become richer and soften as the wine ages, and will reward those who can cellar this release.

FOX CREEK VIXEN

With a brilliant vibrant, deep purple appearance the Vixen is a powerful sparkling wine that is rich and soft in texture.

FOX CREEK ARCTIC FOX GRAND CUVÉE

Crispy, persistent and with good length on the palate, this non vintage

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IGA currently produces all the reports required under the Gaming Act, management reports to ascertain theft and reports to assist in building your gaming machine income.

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Grand Curvee is a blend of white varieties that reflect all that is desirable from McLaren Vale's climate and soils.

WILLUNGA 100 SHIRAZ VOIGNIER 2014

With a small part of Viognier giving aromatic lift, and brightness to the Shiraz, this wine won a Gold Medal at the 2015 Royal Adelaide Wine Show.

WILLUNGA 100 CABERNET SHIRAZ 2014

Cabernet tannins couple nicely with rich cherry and spice from the bolder Shiraz in this blend which is more Cabernet dominant than in past years.

WILLUNGA 100 GRENACHE 2014

Outstanding savoury spice notes with good fruit characteristics, a typical style of straight McLaren Vale Grenache.

WILLUNGA 100 GRENACHE ROSE 2014

This Provençal style Rose has great length thanks to its savoury tannin profile and crisp drying acid, complemented by strawberry and cherry characters on the nose.

SQUEALING PIG CENTRAL OTAGO PINOT NOIR ROSÉ NEW ZEALAND 2015

Winner of Best Rose Wine at the 2016 Sydney International Wine Competition, this Kiwi wine has a luscious palate with a lovely elegant finish.

ROSEMOUNT ESTATE LITTLE BERRY - ADELAIDE HILLS SAUVIGNON BLANC 2015

With concentrated gooseberry and lychee flavours and fresh, zesty highlights, this is a generous and refreshing wine.

LEO BURING CLARE VALLEY DRY RIESLING 2014

A classic Clare Valley Riesling, it is characteristically floral with lemon flavours and underlying minerality; perfect for summer drinking.

WOLF BLASS GOLD LABEL ADELAIDE HILLS CHARDONNAY 2014

An elegant, complex Chardonnay with clarity of fruit and a rich and creamy palate with a fine acid backbone.

SALTRAM 1859 BAROSSA SHIRAZ 2012

A rich wine with an excellent balance of fruit flavours, subtle tannins and a soft, silky finish, this is a vibrant and textural example of Barossa Shiraz.

BROWN BROTHERS NATIONAL RELEASE PINOT NOIR, CHARDONNAY AND PINOT MEUNIER 2015

A sparkling wine that produces a soft, creamy mouthfeel along with green apple flavours through the palate and a delicate and refreshing acidity on the finish.

BROWN BROTHERS NATIONAL RELEASE PROSECCO ROSE SUMMER EDITION 2015

A refreshing sparkling that is made to drink young while at its light and delicate best, this wine retains the freshness and vibrancy that Prosecco is known for with a small addition of Cienna to give a subtle hint of berry on the palate.

BROWN BROTHERS NATIONAL RELEASE PROSECCO SUMMER EDITON 2015

Like the Rose, this non vintage wine has the best attributes of Prosecco with the fruit being picked later to provide a softer, rounder palate full of crisp citrus notes.

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HOLE IN ONE FOR STAMFORD GRAND ADELAIDE

Stamford Grand Adelaide has been named the official accommodation sponsor of the ISPS HANDA Women's Australian Golf Tournament being held at The Grange Golf Club in February 2016.

The event, being held from February 18-21, will attract some of the best women golfers in the world, including world number one Lydia Ko along with Australia's top ranked players Minjee Lee and five-time national champion Karrie Webb.

Stamford Grand Adelaide General Manager Russell Cool said the hotel was selected as the official sponsor largely because of its iconic location right on the beach at Glenelg.

"We (Stamford Grand Adelaide) are absolutely thrilled to be selected as the official accommodation sponsor for this tournament. We are a short ten-minute drive to the Grange Golf Club so it couldn't have worked out any better for both parties," Mr Cool said.

"We are ramping up for what will be a huge week with the tournament group taking the majority of the hotel's 220 rooms and suites. We encourage everyone to jump on and buy tickets to this tournament and of course come and stay at the only five star hotel in the area!"



The 2016 ISPS Handa Women's Australian Open is the flagship tournament on the ALPG Tour and is jointly sanctioned by the LPGA Tour and Ladies European Tour.

The prize money is \$US1.3million (approx. \$AUD1.8million), making it the largest prize purse in Australian golf this summer.

Stamford Hotels & Resorts Vice President of Operations Karl Unterfrauner said the announcement cements the Stamford Grand Adelaide's reputation as a leading accommodation sponsor to major events in the state.

"The Stamford Grand Adelaide continues to attract large scale events and partnerships which brings a fantastic energy to Glenelg as well as an economic boost to the local area," Mr Unterfrauner said.

COOPERS CONTINUES STRONG GROWTH



Coopers brewery has ended the 2015 calendar year in record territory, boosted by strong sales of Coopers Original Pale Ale and Mild Ale 3.5%.

For the 12 months ended December 31, 2015, Coopers sold a record 80.7 million litres, a 4.4% increase on the 77.3 million litres sold in calendar year 2014.

Coopers' flagship product, Coopers Original Pale Ale, continued to perform strongly, with national sales rising 3.2% during the year. It now accounts for 52% of Coopers' total beer sales.

Mild Ale 3.5% enjoyed a 13.7% increase in sales during 2015 and is now Coopers' third largest product by volume behind Sparkling Ale, which recorded growth of 1.8% for the year. Coopers Stout sales rose by 8% for the year.

Traditionally brewed ales make up almost 80% of Coopers' sales.

Managing Director, Dr Tim Cooper, said the 2015 results had

been especially pleasing, given the continued overall fall in beer consumption in Australia.

"While Australia's total beer consumption has fallen almost 10% in the past six years, despite a growing population, Coopers' sales have been on a solid growth trajectory for the past 22 years," he said.

"The latest results mean Coopers now has 5% of the total Australian market.

"The eastern states continue to be Coopers' major area of growth, with total sales in Victoria, NSW and Queensland growing by 7.4% during 2015. Western Australian sales grew 5.5%.

"In our home state South Australia, which is a far more mature market, sales remained steady and now represent more than 24% of total volume sold."

Dr Cooper said sales had also been boosted by Coopers' international beer portfolio.

Coopers is now looking forward to achieving 23 years of growth by the end of the current financial year.

This would also be supported by the release of Carlsberg 3.5% mid-strength lager in February, adding further to the strong international beer portfolio already in place.

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MATT ROBERTS

CARLTON & UNITED BREWERIES

REGIONAL SALES DIRECTOR – SA/NT



WHEN DID YOU JOIN YOUR CURRENT EMPLOYER?

I joined Carlton & United Breweries (CUB) in October 2014

TELL US ABOUT YOUR COMPANY:

CUB brews iconic Australian beers such as Victoria Bitter, Crown Lager, Carlton Draught and Carlton Dry. Our portfolio also includes successful international brands such as Peroni and a strong stable of ciders with Strongbow, Bulmers and Kopparberg.

WHAT ARE YOUR KEY RESPONSIBILITIES?

I look after the CUB sales teams in South Australia and the Northern Territory. My focus is on the development and support of our teams in these areas to partner with our customers to ensure best-in-class execution and outstanding results.

HOW DO YOU OCCUPY YOUR TIME OUTSIDE OF WORK?

I have three children under 11 years old so I am now spending a large amount of my time dropping them between sporting events. When I'm not doing this, I love checking out new venues with my wife Kate, and enjoying a beer in some of the great venues we have in Adelaide.

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

Geese make me nervous...this comes from a childhood incident involving a hungry goose and a Scotch Finger biscuit at 'Old Sydney Town' - I still battle with this on a regular basis.

WHERE IS YOUR FAVOURITE HOLIDAY DESTINATION?

I haven't done it often but France is one of the greatest holiday destinations I have visited. On a more local basis, it is hard to go past a long weekend on Fleurieu Peninsula.

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

My Dad – he passed away a number of years ago and it would be good to squeeze in another meal and beer with him.

Michael Lewis – an awesome writer who is able to make the complicated simple.

Alan Border – as a leftie myself I loved watching him play and lead the Aussies at a difficult time. He would have some great stories from the days of cricket when you made 250 in a day and had to face a brace of West Indians rotating at both ends.

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Call IGT to find out more on (08) 8352 1680 or visit www.igt.com.au



REGIONAL MEETINGS

BRIAN SMITH, MANAGER - MEMBERSHIP AND BUSINESS SERVICES

The AHA/SA Regional meetings provides Members with a comprehensive industry update, including an update on the following issues:

- Liquor Licensing Review and the risks
- Packaged Liquor Sales in Supermarkets and the ramifications
- Weekend Penalty Rates and IR Reform
- Outdoor Smoking Changes – 1 July
- Gaming – new systems, new technology – what next?

Make sure you attend the meetings in your region in 2016!



The last regional meeting of the year, which we call our Christmas regional, was held at the Port Lincoln Hotel. We had over 70 people enjoy one of the best lunches ever. I must admit we are very spoilt on these days throughout the year as in most cases the host hotel and all the staff go that little bit further to put on a wonderful day. This was no exception.

The regional presentations prior to our luncheon with sponsors provide AHA/SA members with updates and information that is relevant to the South Australian hotel industry.

Special thanks to our sponsors who generously supply product for all of our regional lunches during the year.

REGIONAL MEETINGS 2016

DAY	DATE	REGION	VENUE
Tuesday	9 th February	Murray Mallee	Renmark Country Club
Tuesday	23 rd February	Lower/Mid/ Upper North East	Sevenhill Hotel
Wednesday	9 th March	South East	Races
Tuesday	22 nd March	Metro	Buckingham Arms Hotel
Tuesday	12 th April	South Coast/ Hills	Grosvenor Hotel
Tuesday	10 th May	Yorke Peninsula	Dalrymple Hotel
Tuesday	24 th May	Eyre Peninsula	Streaky Bay Hotel
Tuesday	21 st June	Gawler/Barossa	Vine Inn
	TBA	Port Pirie/Port Augusta & Far North/Whyalla	TBA
Tuesday	2 nd August	Murray Mallee	Berri Hotel
Tuesday	16 th August	Lower/Mid/ Upper North East	Blyth Hotel
Tuesday	13 th September	South East	South Aussie Hotel
Tuesday	27 th September	South Coast/ Hills	Swanport Hotel
Tuesday	18 th October	Gawler/Barossa	Prince Albert Hotel
Tuesday	25 th October	Metro	Ovingham Hotel
Tuesday	15 th November	Yorke Peninsula	Pt Victoria Hotel
Tuesday	29 th November	Eyre Peninsula (Christmas)	Grand Tasman Hotel

the

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VENUES ONLY

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**Brad Barreau - Managing Director
Barreau Hotel Group**

"Since implementing the Jackpot Club's Loyalty Solution, the gaming room has experienced an overall increase of 20% in turnover, and we contribute this increase, largely, to the Jackpot Club's offering".

James Franzon - The Hilton Hotel

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GAMBLE RESPONSIBLY.**

Gaming CARE

The Hotels Responsible
Gambling Early
Intervention Agency



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

Some of our duties include:

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

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

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

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

Telephone: 08 8100 2499

Facsimile: 08 8232 4979

Email: information@gamingcare.org.au

4th Floor AHA|SA House
60 Hindmarsh Square
Adelaide SA 5000



TIM BOYLEN

Boylen +

CAN DIGITAL GET MORE PATRONS INTO YOUR PUB?

As a hotel owner, it's your never-ending challenge to get patrons through the door.

The challenge in 2016 will be balancing your efforts between traditional marketing practices and the new wave of internet-based marketing tools. With that in mind let's ask another question:

How can you use digital technologies to communicate your benefits to patrons?

In August 2015, ShineWing Australia released Hospitality Insights Report, a collection of findings based on a survey of hoteliers and patrons across Victoria. The survey set out to answer: "What makes licensed hotels successful?" The answers they came up with might surprise you.

The report covers a lot of ground, but it's the top three insights you need to remember when formulating your marketing strategy in 2016:

INSIGHT 1: PATRONS CARE THE MOST ABOUT CUSTOMER SERVICE QUALITY, DINING EXPERIENCES, AND SECURITY AND SAFETY. PATRONS BECOME REPEAT PATRONS BECAUSE OF THE FOOD, THE CUSTOMER SERVICE, THE ATMOSPHERE AND PROXIMITY TO HOME.

Along with this, the survey revealed that for both gaming and F&B hotels, a patron's primary motivation for going to the pub was to take time out from work and everyday life and spend time with family or friends.

INSIGHT 2: WORD-OF-MOUTH IS THE MOST EFFECTIVE ADVERTISING FOR A HOTEL, INCLUDING ONLINE REVIEWS, SOCIAL MEDIA AND APPS, YET HOTELIERS ARE NOT UTILISING THESE MEDIUMS TO THEIR FULL POTENTIAL.

A hotel's website or blog is the primary marketing channel for 91% of hoteliers, yet word-of-mouth referrals from family or friends are recalled by patrons 35% more than any other form of advertising.

With that in mind, consider the below statistics from the report:

- 64% of patrons researched on the internet when deciding on a venue;
- 53% have been influenced by positive social media when deciding on a venue; and
- 42% have been influenced to NOT attend a venue based on negative social media.

If you are not maximising your social media presence, you are missing out on the most powerful marketing tool available to you.

INSIGHT 3: PATRONS HAVE NO INTENTION OF STAYING AWAY FROM PUBS – BUT THERE IS A DISCONNECT BETWEEN WHAT THEY SEE AS IMPORTANT AND WHAT PUBLICANS BELIEVE THEIR PATRONS SEE AS IMPORTANT.

Those surveyed do not foresee their attendance at licenced venues declining; in fact, over 94% believe their patronage will stay the same, or increase, into 2017.

It was a wake up call when hoteliers surveyed over-estimated the importance of private function spaces, live sports viewing, and access to pokies or the TAB in their thoughts on what patrons value. Considering the fact that most hoteliers said they were spending the majority of their time dealing with staff issues, systems and finding ways to maximise profitability, the disconnect is perhaps not that surprising.

What can we take away from all of this? The message is clear. For marketing success in 2016:

- Focus on providing outstanding customer service to your patrons at all levels.
- Make better use of social media advertising and online interaction.
- Focus on what your patrons rate as important.

RECOMMENDED ACTIONS

One: When it comes to search engine optimisation and AdWords, localisation is your goal. With proximity to home a major determining factor, you want to get your website in the search results when people are looking in your area.

Two: If you have a website, it should broadcast friendliness, a welcoming atmosphere and good food. Menus, bars and dining areas should be front and centre.

Three: Your social media presence should be conducted to the same high standard of customer service you expect from your staff. It's wise to seek professional help with your social media marketing, as there's a fine line when it comes to certain types of content. Be prepared to engage with your community and deal with negative reviews.

LESS ABOUT THE BAR, MORE ABOUT THE BISTRO

Everyone's becoming a 'foodie', and with over half the state eating pub meals 4+ times a year, foodies young and old are willing to pay for a new experience. Ahead of neighbouring states, South Australian's quest for an excellent pub meal with the full experience is seeing local watering holes *become less about their bar and more about their bistro*.

"One thing that SA has in spades is great pubs, and now patrons are looking for a more *gastronomical* experience. The trouble is - the first bite is *not* with their tastebuds," comments Mandy Primett, Abeo Design director.

Abeo Design, a local design team with a nationally awarded portfolio, is using their hospitality experience to help pubs take the lead in dining. With one of their projects, RD Jones pub *The Moseley*, taking

out AHA Best Bistro 2015 nationally, the design team's projects are breaking new ground in not-so-pub-style dining.

In interview, Richard Jones, of the RD Jones Group, explains "Food is one of the most important things we do in a hotel," Many hoteliers recognise that to be successful long-term, hotels have to be more than a pub, they have to innovate and re-energise.

So how can a pub compete for consumer dollar with the big guys in restaurant dining? Great food, fantastic service and an *engaging atmosphere*; as is Abeo Design's speciality. Because it's not just the hipsters that are looking for something surprisingly unexpected...

Talk to Abeo Design about your *gastronomical* plans...

08 8357 8564

www.abeodesign.com.au

DAILY FANTASY SPORTS, NOW IN VENUES!

Brayden Haynes, CEO of Full House Group, knows an opportunity when he sees one. In 2005, after Joe Hachem won the World Series of Poker, Full House Group launched the Australian and 888 Poker Leagues which have since seated over 15 million poker players at venues nationally.

The next boom, according to Haynes, is Daily Fantasy Sports (DFS). "It's taken the US by storm," he says, "and with over 1.6 million current fantasy sports players in Australia we expect it will be equally popular over here."

With that in mind Full House Group are launching CoachKings, a DFS solution exclusively for Australian pubs and clubs. Venues run events on featured AFL and NRL events. Players choose their teams via the

Coach Kings website on their mobile device and must be onsite to be entered in the venue and national competition. Players are likely to stay in venue to make crucial changes to their teams at the half time break.

One of Coach Kings key strengths is its ability to bring the coveted 18-35 year old demographic to venues. The use of mobile technology and the interactive nature of the nightly games are well suited to this age bracket, giving venues the chance to welcome new patrons.

The product will launch for the start of footy season and the CoachKings team have already begun a major marketing campaign. "We begin a national radio campaign with Triple M in the coming weeks," says Haynes, "we have also partnered with the fellas at Jock Reynolds, the number one fantasy sports forum in Australia."

IGT PRESENTS A NEW WORLD CHAMP

IGT's stand at the Australian Hospitality and Gaming Expo (AHG) will showcase a new Australian world champ - Multistar® World Champion Series, that is, on IGT's new CrystalDual-i™ machine. Packed with six great games – including player favourites Shogun and Ultra Chance® Mystic Jaguar®, plus brand new games – it leverages the performance of IGT's previous Champs with selectable jackpot options and multi-denominations from 1c to \$1.

Also launching on the CrystalDual-i will be another IGT legend, Major Money. With four new adventures, the Major Money games have multi-denominations and multi-line play with three progressive jackpots.

IGT will also be unveiling a new link with a choice of denominations. While the name is under wraps, the link will be the first to offer a significant number of jackpots and bonus levels related to the denomination being played.

These new innovations will be accompanied by a plethora of over 30 games designed for all player demographics.

And IGT's famous Shogun game is back, in the form of Shogun 88. Offering all of the original's favourite features, 88 includes a new 5-line configuration in addition to the original 3-line.

IGT will be launching a number of remarkable innovations for its strategic gaming systems solution, Advantage Club®. In addition to its award-winning Service Window that allows venues to engage players with personalised messaging, IGT will be showing an Australian first. This new system product will anticipate player needs based on behaviours to reward loyalty.





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DECISION SETS FRAMEWORK FOR AGREEMENT TERMINATION

The end of 2015 saw the Fair Work Commission (FWC) hand down one of the more significant decisions for the hotel industry in South Australia in the matter of the *Yankalilla Hotel/LHMU Collective Agreement 2007-2011 [2015] FWCA 7698*. Deputy President Bartel of the FWC found in favour of the Yankalilla Hotel in their application to terminate their collective agreement. In this article we examine the key findings of the Deputy President's decision of 19 November 2015 and the framework around the requirements under the Fair Work Act 2009 for the termination of a collective agreement after its nominal expiry date.

The Yankalilla Hotel (the employer), part of the RD Jones Group, lodged an application with the Fair Work Commission in February 2015 under s.225 of the *Fair Work Act 2009* (the Act) to terminate the *Yankalilla Hotel/LHMU Collective Agreement 2007-2011* (the Agreement). The Agreement was a collective agreement-based transitional instrument in which the employer, employees and United Voice (previously LHMU) were a party to. The Agreement had a nominal expiry date of 1 May 2011.

United Voice opposed the termination of the Agreement.

THE FAIR WORK ACT 2009

Deputy President Bartel in determining whether or not to terminate the Agreement, took into consideration the relevant sections of the Act which included s.225, 226 and 227.

The relevant provisions of the Act read as follows:

“225 Application for termination of an enterprise agreement after its nominal expiry date

If an enterprise agreement has passed its nominal expiry date, any of the following may apply to the FWC for the termination of the agreement:

- a. one or more of the employees covered by the agreement;
- b. an employee covered by the agreement;
- c. an employee organisation covered by the agreement.

226 When the FWC must terminate an enterprise agreement

If an application for the termination of an enterprise agreement is made under section 225, the FWC must terminate the agreement if:

- a. the FWC is satisfied that it is not contrary to the public interest to do so; and
- b. the FWC considers that it is appropriate to terminate the agreement taking into account all of the circumstances including:
 1. the views of the employees, each employer, and each employee organisation (if any), covered by the agreement; and

2. the circumstances of those employees, employers and organisations including the likely effect that the termination will have on each of them.

227 When termination comes into operation

If an enterprise agreement is terminated under section 226, the termination operates from the day specified in the decision to terminate the agreement.”

AGREEMENT V HIGA

Both the employer and United Voice acknowledged before the Deputy President that there were a range of provisions in the Agreement that were more beneficial when compared to the HIGA such as the 50% casual loading for work performed Monday to Friday and the 10% loading for part-time employees. Conversely both parties also acknowledged that there were a range of provisions in the HIGA that were more beneficial than the Agreement including the penalty rate for casuals on Sundays (175%) and Public Holidays (275%).

EMPLOYER EVIDENCE

The RD Jones Group, which includes 13 hotels in South Australia, provided a range of operational reasons as to why they sought to terminate the Agreement. The reasons that were put forward by the employer as evidence during the hearings included:

- Enabling the Yankalilla Hotel to be covered by the Hospitality Industry (General) Award (HIGA);
- To ensure that the terms and conditions of employment of employees at the Yankalilla Hotel are uniform with the national standard set out in the HIGA;
- To be part of a proposed legal entity comprised of RD Jones hotels covered by the HIGA for the purposes of achieving self-insured status for workers compensation purposes;
- For administrative efficiencies when employees worked across multiple RD Jones Group venues, some of which were under the HIGA; and
- To provide an incentive for employees to work on weekends and public holidays through the higher penalty rates for such shifts under the HIGA.

PROCESS

The Deputy President heard witness evidence from the employer in relation to the consultation process with the employees. The process undertaken by the employer included:

- Initial correspondence to the employees informing them of the employer's desire to terminate the Agreement and inviting them to attend a meeting to discuss the impact of such a change.

- Conducting a meeting in September 2014 with the employees covered by the Agreement to discuss how their conditions may be affected if the Agreement were to be terminated as well as understanding the employer's reasons for wanting to terminate the Agreement. United Voice was present at the meeting and given the opportunity to speak with employees after the meeting.
- Providing assurances to those employees that had concerns in relation to their remuneration that they would not receive a reduction in their pay as a result of the Hotel moving to the HIGA. Such assurances in some instances included individual written agreements.
- A vote by way of voting slips was undertaken with the employees in which the majority of employees supported the termination of the Agreement.

UNION EVIDENCE

United Voice in opposing the employer's application to terminate the Agreement put forward evidence which included:

- That a number of employees at the Hotel would lose income by moving from the Agreement onto the Award and would lose certain protections under the Agreement; and
- That the Union had not sought to enter into negotiations for a new Agreement because of the employer's desire to terminate the Agreement and because their members were not pressing for renegotiation of the Agreement.

PUBLIC INTEREST TEST

Under s. 225 of the Act the FWC in terminating an agreement must be satisfied that it is not contrary to the public interest to do so. The public interest test was a key feature of this decision.

The employer provided evidence that termination of the Agreement was not contrary to the public interest for a number of reasons including:

- There was no incompatibility with termination of an agreement that had passed its nominal expiry date and collective bargaining;
- That the Union's conduct in developing the collective agreement with a number of hotels in SA met the definition of pattern bargaining and that it is not in the public interest for the FWC to encourage pattern bargaining by perpetuating the existence of an agreement which has resulted from such conduct;
- The public interest would be promoted by the termination of the Agreement because it contains outdated terms and conditions based on pre-reform industrial instruments; and
- The employer and majority of employees support the termination of the Agreement.

United Voice in their evidence submitted that terminating the Agreement was contrary to the public interest for a number of reasons, including:

- The employer had applied to terminate the Agreement before any bargaining had taken place;
- Evidence had not been established that any productivity benefits would flow from the termination of the Agreement;

- The intention of the employer is to have no enterprise agreement covering its employees;
- That there is a public interest in parties abiding by their agreements; and
- Terminating the Agreement will substantially shift the balance of bargaining between the parties.

In considering all of the evidence put before her on the question of public interest, Deputy President Bartel found that it was not contrary to the public interest to terminate the Agreement. One of the most significant reasons for this was because the common position of both the employer and a majority of its employees was to terminate the Agreement.

The decision highlighted a number of areas that employers need to ensure they are cognisant of if they were to seek to terminate their collective agreement after its expiry date.

KEY FINDINGS

Having heard the views of the employer and United Voice and taking into consideration the vote undertaken by the employees, Deputy President Bartel in her decision ultimately found in favour of the employer in their application to terminate the Agreement because the termination of the Agreement was not contrary to the public interest and a majority of employees supported the termination of the Agreement as evidenced by the voting slips and the fact that the employees exercised an informed vote, freely given.

CONSIDERATIONS FOR EMPLOYERS

The decision highlighted a number of areas that employers need to ensure they are cognisant of if they were to seek to terminate their collective agreement after its expiry date, which includes:

- Having a clearly defined consultation process with their employees about the reasons why they are seeking to terminate their Collective Agreement, incorporating an employee voting process.
- That any application to terminate a collective agreement is strengthened by having a majority support of your employees.
- That any application to terminate a collective agreement is strengthened by ensuring that no existing employees are worse off financially as a result of a change in their remuneration from a collective agreement onto an award. Consideration should be given to individual written agreements with employees that guarantee no loss of income in the event it is likely they would otherwise be financially disadvantaged.

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Food Services

- Holco Fine Meat Suppliers 8162 8400
- International Oyster & Seafoods 0412 350 509
- PFD Foodservice 8114 2300
- What's for Dinner? Ready to Eat, Ready to Cook 1800 346 637
- Wills and Daniel 8260 7776

Furnishings

- Concept Collections 1300 269 800
- James Richardson Corporation 8211 8966
- The Table & Chair Co 8354 3266

Gaming Machine Services

- Ainsworth Game Technology 0413 728 766
- Aristocrat Technologies Australia 8273 9900
- Bytecraft Systems 8275 9700
- 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

Gambling Services

- SA Lotteries 132 315
- UBET 8354 7300

Glass

- O'Brien Glass 8259 9211

Hotel Brokers

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

Hotel Management

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

Hotel Marketing

- Drinking Buddy 0431 616 025
- The Best Pub 0419 536 373

Ice Makers

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

Information Systems/Site Preparation

- Bytecraft Systems 8275 9700

Insurance

- Aon Risk Solutions 8301 1111

I.T. Products & Services

- Vintek 1300 001 337

Kitchen & Bar Equipment

- Andale Hotel Services 8234 0388
- 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
- Foreman Legal 8370 8500
- Murfett Legal 9388 3100
- Solomon Humble 8232 3300
- Wallmans Lawyers 8235 3000

Media

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

Music Licensing

- APRA/AMCOS 8331 5800

Onhold/Messaging

- Zoo Business Media 07 5587 7222

Painting & Property Maintenance

- Higgins Coatings 8301 4600

Payroll & HR Resources

- Sage Micropay 8266 6100
- Winnall & Co. 8431 9447

Plastic Card Systems

- ABnote 8204 3222

POS Systems

- H & L Australia Pty Ltd 8291 9555

Property Valuations

- Knight Frank Valuations 8233 5222

Refrigeration

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

Sports & Entertainment Media

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

Staff Training & Recruitment

- HITsa Industry Training 8267 3000

Superannuation

- HostPlus Pty Ltd 8205 4965

Table Linen

- AlSCO 8346 1391

Tobacco Product Suppliers

- British American Tobacco Australia Ltd 9334 4415

Travel

- Phil Hoffmann Travel 8350 5779

Websites

- Boylen 8233 9433

Workers Compensation

- Employers Mutual 8127 1100
- Gallagher Bassett 8394 4753

PLATINUM

15/16



GOLD

15/16



SILVER

15/16

- ABEO Design
- Ainsworth Game Technology
- APRA Amcos
- Aristocrat Technologies Australia
- Australian Liquor Marketers
- Big Screen Video
- BOC Limited
- Boylen
- Empire Liquor
- FAB Cleaning Services
- Foxtel/Fox Sports
- Global Gaming Industries
- IGT
- InDaily
- Independant Gaming Analysis
- James Richardson Corporation
- Konami Australia Pty Ltd
- Liquor Marketing Group – (Sip'n Save)
- Novatech Creative Event Technology
- Options Wine Merchants
- Phil Hoffmann Travel
- Samuel Smith & Son
- Sky Racing
- The Best Pub
- TJ's Cleaning Services
- What's for Dinner? Ready to Eat, Ready to Cook
- Your Energy Saving Solutions

BRONZE

15/16

- AlSCO
- Andale Hotel Services
- BankSA
- Banktech
- Brown-Forman Australia
- Bulk Energy
- Cashcard
- Chemform
- Cobalt Blue Australasia
- Commonwealth Bank
- Concept Collections
- DC Payments
- Drinking Buddy
- Duncan Basheer Hannon
- Energy Action
- Gallagher Bassett
- Higgins Coatings
- HITsa Industry Training
- International Oyster & Seafoods
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- Knight Frank
- Lancer Beverage Systems
- Macmont Gaming Supplies
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- Moore Stephens Adelaide
- Murfett Legal
- Next Payments
- Nightlife Music Video
- O'Brien Glass
- Portermark
- Sage Micropay
- Solomon Humble Lawyers
- Steele & Associates Hotel Brokers
- Stoddart Manufacturing & Food Service Equipment
- Studio Nine
- Supagas
- The Table & Chair Co
- Tork Professional Hygiene
- Trans Tasman Energy Group
- Vale Brewing
- Vintage House Wine & Spirits
- Wallmans Lawyers
- Wills and Daniel Product Merchants
- Winnall & Co.
- Zoo Business Media

AHA CORPORATE SUPPORTERS

- British American Tobacco Australia (Gold)

INDUSTRY SUPPORTER

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

\$84,000 DONATED TO SAVE ANIMALS INJURED AFTER PINERY FIRE



The University of Adelaide is extending a warm thank you to all members of the public who have generously donated to the RSPCA after the recent devastating Pinery fire.

The RSPCA has received over \$84,000 towards helping the University's School of Animal and Veterinary Sciences and the Veterinary Health Centres at Roseworthy to treat pets and livestock injured in the blaze.

Among the donations is \$25,000 from the Australian Hotels Association (SA Branch) as part of its charitable commitment to needy causes in South Australia.

"We have been overwhelmed by the enormous generosity of the public and organisations such as the Hotels Association, and we thank everyone who has donated, no matter how big or small their contribution," says the University's Vice-Chancellor and President, Professor Warren Bebbington.

"The generous donations received on behalf of our Roseworthy Veterinary Health Centre by the RSPCA have been used to pay for bandages, dressings, antibiotics, drugs and fluids for fire-affected animals.

"Thousands of livestock plus many pets and wildlife suffered critical burns, smoke inhalation and other injuries as a result of the fire, while sadly thousands more did not survive.

"Thanks to the tireless efforts of University staff and students, many of these animals were able to receive lifesaving care," Professor Bebbington says.

RSPCA South Australia Chief Executive Officer, Mr Tim Vasudeva, says that at times of crisis like the Pinery bushfires, collaboration between organisations helps the greatest number of animals in need.

"RSPCA South Australia works closely with Roseworthy Veterinary Vet Centre all year round, and when the bushfires hit, we were able to utilise our fundraising website platform to reach out to the community and help raise funds for fire-affected animals.

"We'd like to thank the community for their generosity – it will make a big difference to fire affected animals and their families."

Freggley the cat was just one of the many survivors who received lifesaving treatment at the Companion Animal Health Centre. He spent up to 24 hours on the fire ground and received burns to 40% of his body. He was found in a paddock next to the burnt remains of his family's home.

Freggley was taken to the University's veterinary clinic at the Roseworthy campus, where he spent several days in intensive care. He joined a number of other animals being treated for burns and other injuries at the centre including over 25 dogs, cats and wildlife, as well as a number of horses.

While treatment was provided to these animals at a discount or without charge, the University's School of Animal and Veterinary Sciences could not absorb the entirety of the costs.

"We cannot express enough gratitude for those who have donated to this worthy cause," Professor Bebbington says.



Thousands of livestock plus many pets and wildlife suffered critical burns, smoke inhalation and other injuries as a result of the fire, while sadly thousands more did not survive.

Ahead of a long bushfire season, RSPCA South Australia has launched a "Pet Emergency Plan" campaign which provides resources and information to people about including their pets in their bushfire survival plan.

For more information on preparing your pets for an emergency, visit www.rspcasa.org.au/the-issues/animals-in-emergencies/

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MAJOR SPONSOR FUNCTION

Over 80 people attended the Major Sponsor Function on Tuesday 2 February, upstairs at the newly refurbished Stag Hotel. Guests included AHA|SA Councillors, Hoteliers and Platinum, Gold and Silver Sponsors. The traditional event is the first on the calendar for 2016. Special mention was made on the night to new Platinum Sponsor Tatts Group and also Silver Sponsors YESS Energy and Empire Liquor.



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LICENSEE TRANSFERS NOVEMBER 2015

HOTEL	LOCATION	DATE GRANTED	NEW LICENSEES
Cavan Hotel	Cavan	3/11/2015	Cavan Leasehold Pty Ltd
Adelaide Convention Centre	Adelaide	4/11/2015	Adelaide Venue Management Corporation
Adelaide Entertainment Centre	Hindmarsh	4/11/2015	Adelaide Venue Management Corporation
Coopers Stadium	Hindmarsh	4/11/2015	Adelaide Venue Management Corporation
Caledonian Inn	Robe	9/11/2015	Prest Partners Pty Ltd

LICENSEE TRANSFERS DECEMBER 2015

HOTEL	LOCATION	DATE GRANTED	NEW LICENSEES
The Howling Dog Tavern	Corney Point	1/12/2015	John Mitchell & Sandra Mitchell
Hotel Peterborough	Peterborough	8/12/2015	Walker Hotels Pty Ltd
Swan Reach Hotel	Swan Reach	16/12/2015	Coonalpyn Pub Pty Ltd
Border Village Hotel	WA/SA Border	18/12/2015	Border Village Roadhouse Pty Ltd
Kentish	North Adelaide	18/12/2015	Hudstone Pty Ltd

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