THE OFFICIAL PUBLICATION OF THE AUSTRALIAN HOTELS ASSOCIATION (SA BRANCH) DEC 2020 - JAN 2021



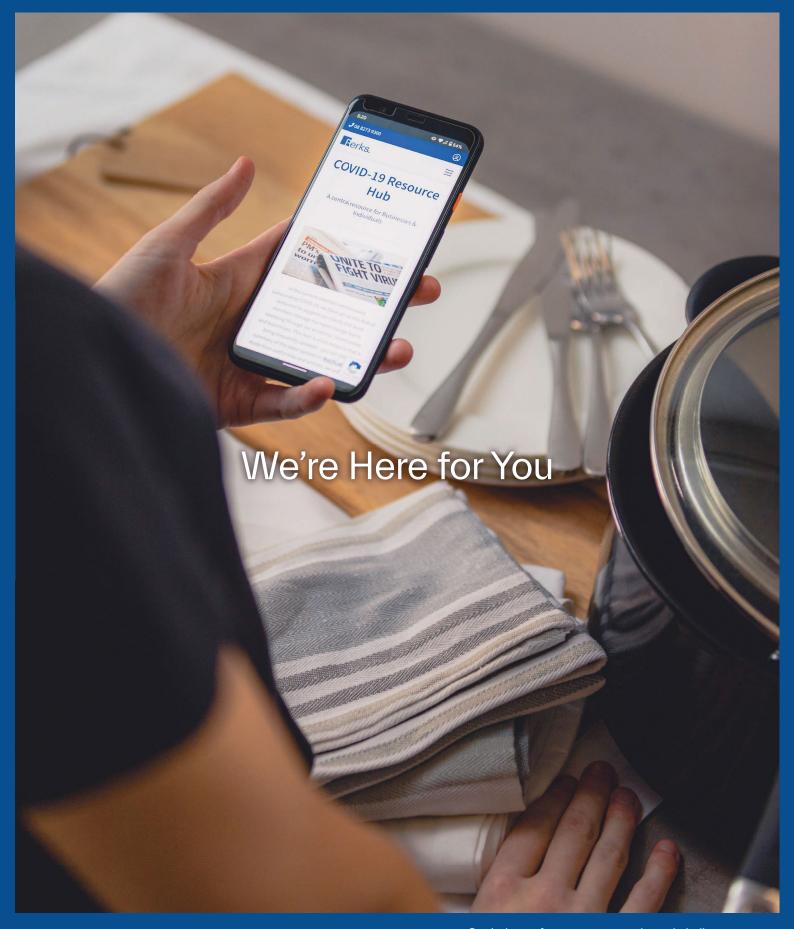
MAJOR FEATURE: KEY ISSUES OF 2021

SOCIAL PHOTOS: WOMEN IN HOTELS

& PRESIDENT'S LUNCH

**aHa**Isa Australian Hotels Association (SA) WWW.AHASA.ASN.AU \_ W W W . B O Y L E N . C O M . A U









Our industry faces an unprecedented challenge in COVID-19. We've developed a central Resource Hub to help our communities navigate the sea of information and find the critical resources that can help them to weather this storm. The Hub is for everyone - it's free and you don't need to sign up for anything to access it.



### Mosaic Hotel - West Lakes

Beginning in March the "dated, dark, tired and boxy" 26-year-old Tavern underwent a huge \$4.5m redevelopment... before it was rebranded and re-opened as the Mosaic Hotel.

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### Women In Hotels

COVID-19 couldn't stop the Women In Hotels Christmas networking and fundraiser this year.



### The President's Lunch

More than 280 quests attended the annual President's Lunch on Tuesday 8 December at the Adelaide Convention Centre.



### JobKeeper 2.0 Extension Period 2 - Are You Eligible?

As we move towards the end of the first extension period, we look at what criteria applies to businesses to determine their eligibility for extension period 2.



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# From the President

DAVID BASHEER - AHAJSA PRESIDENT

# An In-Depth Analysis of Issues We Face in 2021

Each year, it is customary for the AHA|SA President to address a gathering of State and Federal politicians, business leaders and opinion formers.

In what has been a tumultuous year, I want to share with all members what I had to say on December 8. The following canvasses the many issues we face as an industry, the incredible frustration we have felt this year – and our wish list for a brighter future.

It's quite lengthy, so the following index allows you to jump to topics of interest:

The Pressures of 2021 (see right)

AHA Negotiations ▶

AHA|SA Staff ▶

Today's Environment ▶

A Platform for Recovery ▶

AHA|SA's 150th Birthday Wish List ▶

**Liquor Licensing ▶I** 

Skills Shortage ▶

Gaming Tax **₩** 

Fringe Benefit Tax ▶

Alcohol Excise **▶** 

**Tourism Budget** ▶

Working from Home ▶

AHA/AAA and AA Merger ▶

Summer Bushfires ▶

**Hotel Care ₩** 

**Corporate Partners** ▶

Rick Lovell ▶

### THE PRESSURES OF 2021

For tourism and hospitality, the only certainty in 2020 has been uncertainty. On March 23, our lives irrevocably changed.

With the stroke of a pen, 9.5 million pints of beer were poured down the drain, tonnes of food thrown out of fridges and staff forced onto long Centrelink queues.

This nightmare year has been shattering for so many of our members and their families.

Our industry was the first affected by Coronavirus, continues to be amongst the hardest hit, and the events of the last month confirm we'll be the last to enjoy certainty.

We were closed for 74 days, and endured heavily compromised trading for another 41 days. Normality is some time away. And all this time, debt mounted.

In March the Federal Government announced business would go into hibernation. As we hibernated, average sized hotels accumulated debt of \$30,000 per month as fixed costs including insurance, council rates, rent and network power charges compounded, week upon relentless week.

Financial recovery has been governed by the nature, location and even physical layout of your business. For some of our members, the recovery has been solid, for some more muted and sadly others have been left behind.

Our accommodation sector, particularly in the CBD continue to lose thousands of dollars every day. In the height of the border closures, room occupancy was barely in the teens.

Our more distant country cousins remain confused how they were even captured by much of this. The Woodville pizza bar does not deliver to Ceduna.

As a third generational hotelier, I have never experienced such pain and uncertainty amongst my colleagues. And more than just financial uncertainty. The mental health issues are real and it is distressing to watch the crushing toll it has taken on our staff.

They have unfairly borne the brunt of customer confusion and fatigue. The abuse of our frontline staff is one of the unwritten stories of this pandemic. Their patience and co-operation deserve wider acknowledgement.

Another acknowledgment is to SAPOL. With over 5000 men and woman on the beat, inevitably there has been COVID-19 related over enthusiasm amongst a small proportion of the force.



The 96% compliance from licensed premises during this pandemic has contributed to our State's excellent response and is a credit to licencees but also in no small part due to the collaborative manner SAPOL has supported venues. Common sense policing at its finest.

We have heard and felt the anxiety of our members. If ever the AHA had to stand shoulder to shoulder with its people, it has been now.

### AHA NEGOTIATIONS

I couldn't be prouder of the AHA family: fellow hoteliers, our national colleagues, the State Council, our CEO, AHA staff and our tremendously supportive corporate partners.

From the moment this pandemic hit, the AHA has been at the forefront of negotiations to protect member interests.

In March, we paid for detailed modelling to present to Federal Treasury on both Jobkeeper and the ATO cash boost initiatives that allowed so many businesses to survive.

We worked closely with the Australian Bankers Association for changes when numerous hotels were excluded from the original bank guarantees ensuring many of our members had the best possible security to come out the other side.

In a historically short time frame, we negotiated with the Fair Work Commission and United Voice to change the Award which saved members from wage expense and importantly saved jobs.

And, as the weeks turned into months, we have negotiated what were - up until November 16 - trading conditions amongst the best in the country.

### **AHA STAFF**

From the earliest days of this crisis, the AHAISA staff understood it had the obligation to step up and support our members, knowing that hard working families saw their efforts - sometimes generations worth - evaporating before their eyes.

It was such a distressing time with people picking up the phone in obvious pain. Our team fielded an unprecedented number of calls and emails from virtually every member around the State.

They were patient and empathetic yet stridently professional as they provided anxious members the most accurate up to date information in a rapidly moving environment. Their efforts gave us the pathway to reopening.

Such excellence in performance only becomes possible through the leadership of Ian Horne who has juggled his many responsibilities brilliantly. Our Association is extremely fortunate to have someone of lan's calibre, judgement and experience guiding us through 2020.

### TODAY'S ENVIRONMENT

There has been discontent about how elements of the COVID-19 restrictions has played out. Beginning in June with the insult that cafés and restaurants were allowed to open, but pubs

providing the same product in the same circumstances excluded. Gaming rooms could not be opened when other forms of entertainment were.

Stand up drinking returned for 5 weeks at the end of June; then after the Thebarton cluster scare it disappeared.

It took some 22 weeks for it to return, which has tested our resilience, with our Christmas season sabotaged.

Those extended restrictions saw frustration amongst our membership and the wider hospitality industry turn to white hot anger, including people I would normally characterise as calm and measured. It all bubbled over into that stand of unity in Peel Street last Thursday.

We are grateful the most taxing of those restrictions were lifted 10 days early, allowing operators to salvage something from this Christmas season, and I acknowledge the Police Commissioner and the transition committee's consideration on this critical response.

The relief was palpable. Smiles suddenly returned to people's faces and bringing those changes forward has seen genuine economic and mental health gains amongst the hospitality community.

We can never get back business we have written off this Christmas. An empty square metre is a pub's most perishable asset. But at least now, we are back in business. Continue reading on page 23 >>>

David Basheer, AHA|SA President





# From the General Manager

IAN HORNE – AHAISA GENERAL MANAGER

# Needs to be a Better Way

The Transition Committee approved the removal of a number of restrictions for Monday 14 December that included:

- Restoration of stand-up drinking
- Increased capacity of private functions including weddings and funerals to 200
- · Home gatherings up from 10 to 50 people
- · A return to work from Monday 14th December
- · Expansion of QR codes to all retail.

The AHA|SA had made representation to the Transition Committee to bring the stand-up drinking component into place on Friday 11 December. There seemed no medical reason not to. That request had fallen on deaf ears, despite SA Health declaring on Tuesday 8 December that South Australia was virus free, despite more than 25,000 hospitality workers having completed COVID Marshal training and despite the widespread introduction of QR scanning including all retail – a strategy only enacted in South Australia.

This is, sadly, a characteristic of the Transition Committee model and their inability to grab opportunities to improve the lot of businesses and employees when it's obvious there is no risk. There is no urgency from their perspective!

What has also become clear, and was reported in the media, is that SA Health have acknowledged that no transmission of the virus has been associated with any hotel or hospitality facility in South Australia.... not one and never!

"What has also become clear... is that SA Health have acknowledged that no transmission of the virus has been associated with any hotel or hospitality facility..."

Yet the industry - be it food and beverage, gambling, accommodation or entertainment - has carried a disproportionate burden of the lock down restrictions.

Adding to the misery of the situation was, as one national journalist observed, South Australia "accidentally put ourselves in lockdown" and as a result, all other states locked their borders to us!

We went from the safest state to a pariah next only to Victoria. We trashed any marketing and promotional advantage we had as the cleanest, safest state.

The obvious home goal was made worse by the calling off the lockdown after just one-and-half days, with the lifting in three, but leaving in place a harsh regime of restrictions that capped all venues at 100!



Simply viewed by many as economic vandalism, venues with a 1000 capacity were restricted to 100 despite COVID Marshals, despite QR scanning, despite a 1 in 2m - 50% capacity cap already in place, despite hospitality never being part of an outbreak.

Of course, we remain very grateful to Police Commissioner Grant Stevens who, despite SA Health's 'advice' not to budge from 1 in 4m capacity (just 25%), allowed our industry to restore a more reasonable 50% and he applied it immediately on Friday 4 December.

The cost of the 'Parafield Cluster' lockdown will prove to be significant. Not just the three days lost trade and wages and waste but yet another wave of cancellations of functions, breakups, end of year parties etc. One major regional function centre suggested the lockdown put them back eight weeks because of panic amongst the public resulting in significant cancellations.

The cost to regional hotels and hospitality is proportionally much greater. One example amongst 300+ venues is Ceduna Hotel. It is 778km from the Waymouth Street Medi-hotel, yet it endured a three-day lockdown and severe restrictions for another ten or more days for what may or may not have happened in the Adelaide CBD.

The Government needs to commit to an independent review at some point in the future to identify what was good, what did work and what was nothing but poor or panicked decision making in isolation from the operators at the coal face.

"The cost of the 'Parafield Cluster' lockdown will prove to be significant... The cost to regional hotels and hospitality is proportionally much greater."

The AHA|SA, as a result of the lockdown that should never have taken place, has engaged the University of Adelaide's South Australian Centre of Economic Studies to make an assessment of the cost of the lock down, the cost of wages lost, goods and services trashed, revenue forgone and cancellations. Armed with this information, AHAISA will be ensuring such a brutal overreaction can NEVER happen again.

On the brighter side, it's the week before Christmas that provides an opportunity to start a recovery in revenue, jobs recovery and customer participation.

Safe trading! And wishing you all a prosperous New Year.

Ian Horne, AHA|SA General Manager



It was great to finally be able to come together with the women of the SA hotel Industry and Corporate Partners to commemorate the end of a very difficult and trying year for hospitality.

The newly renovated Strathmore Hotel was a wonderful venue to host the event, with a beautiful outlook across Adelaide.

The annual event includes a collection and a raffle with all proceeds going to Junction Australia, to assist women in emergency housing in South Australia.

Guests were asked to bring along some essential items for the collection. The response was overwhelming and filled eight laundry baskets of items that will be allocated to the Junction tenants prior to Christmas.

Our very generous Corporate Partners donated a long list of items for the raffle which raised nearly \$4000 to be spent on household items for the residents.

We thank the many attendees for their generosity and support. We look forward to planning more networking events in 2021.





































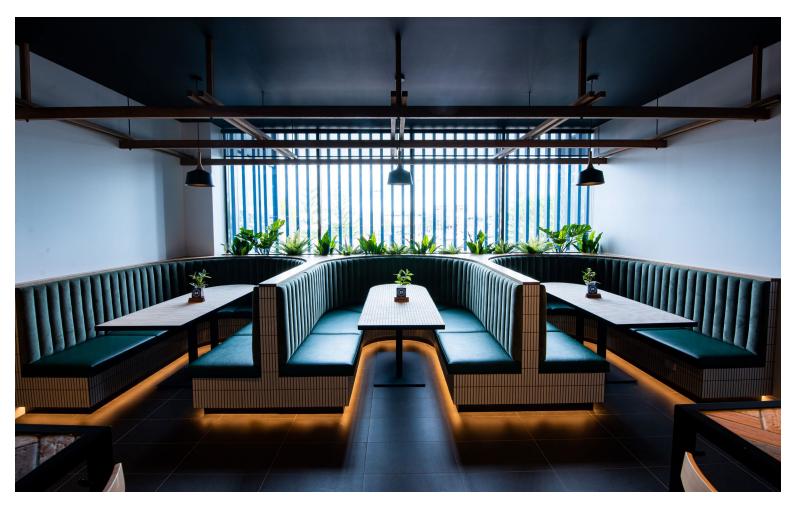












Mosaic

WEST LAKES

**WORDS: JOSH TEAKLE** 

### THE NEW MOSAIC HOTEL IN WEST LAKES IS ABSOLUTELY STUNNING.

At the start of the year stunning is not a word that would have accurately described the former Checkside Tavern as it desperately clung to the side of a quickly evaporating Football Park.

Beginning in March the "dated, dark, tired and boxy" 26-year-old Tavern underwent a huge \$4.5m redevelopment to completely overhaul the exterior and internal floor-plan, before it was rebranded and re-opened as the Mosaic Hotel in mid-September.

Hotel general manager Emilee Moore came on-board mid-way through the construction process and saw it develop from an empty shell to a "classy gathering place" in the heart of West Lakes.

Aside from the glamorous floor-to-ceiling windows that encompass the hotel, Emilee believed Mosaic was an appropriate name for the establishment given the wide range of people that

had visited, enjoyed and embraced the hotel in recent months.

"The demographic in West Lakes is so diverse, there are people that have lived in the region since it was established and then there is a younger, new generation down here with all the development going on around us," she said.

"Like a mosaic tile, you've got a piece of this and a piece of that and it all comes together in one venue so for us there is no set target focus just yet. It's a place that keeps everyone happy, whether it be older people who come in to play bridge, families coming through for a nice dinner or a group of friends sitting around a table for hours laughing and swapping stories over a few drinks.

"With 1200 dwellings going up behind us in the next three years, that's 2500 people in our backyard. And we have no idea who that's going to be so why not take the time to build a venue that establishes a good name and a local focus - let's be the local hotel for all these people."



# "Like a mosaic tile, you've got a piece of this and a piece of that and it all comes together in one venue..."

Aside from the COVID-19 enforced lockdown in late November, Emilee said the hotel was very much exceeding expectation, already developing a "special ambience" for people to enjoy a local wine and cheese plate with friends or a quality meal produced by experienced head chef Amanda Gutte.

"Pre lockdown we were doing 2000 meals a week, it was fantastic, it actually doubled our expectations," she said.

"We were receiving some fantastic feedback which is really heartwarming considering the blood, sweat and tears that have gone into building this great place.

"People were coming in here and couldn't believe it is the same place it once was.

"Everything around here is very pub-style. We are the next level up, not premium, but there is nothing down here like this – it's a novelty to come here and people are enjoying the good quality food and beverage options."

The venue has always been owned by the SANFL and despite the State's professional football headquarters re-locating to the Adelaide Oval, leaving the Football Park site to be transformed into a residential haven, Emilee said there would always be an emotional tug towards the area for football fans.

"The special part about working here is that the money goes back

into supporting community football, the State Leagues, inclusive and Indigenous leagues and a range of footy programs for kids across SA," she said.

"The oval is remaining and the dwelling is being built around it, so there is a deep SANFL and SA-footy connection to that oval. Why not deliver something people can be proud of, even if it doesn't directly involve football?

"The SANFL team is so proud of what they have done and so am I, they could have easily sold it and it could have been transformed into houses but I think it's amazing."

In what is a proud sporting State, there is nothing quite like the comradery of cheering home your favourite team in the front bar of a pub – and that will remain in the Mosaic's newly fitted out TAB facility and sports bar – but Emilee said the hotel possessed something just as important to the fabric of SA.

# "The venue has always been owned by the SANFL... there would always be an emotional tug towards the area for football fans."

"When it comes to our beverage list, it is local South Australian," she said.

"I designed a wine list with 100% SA wines, gins, spirits and all the craft beer is from SA.

# "I designed a wine list with 100% SA wines, gins, spirits and all the craft beer is from SA"

"We thought, we have had such a terrible year, lets support SA - we support local football, why not support local business.

"Even the menu, 90% of Amanda's food is sourced from around our State and we even have a 'taste of SA' platter and different degustation lunches that celebrate produce from our regions."

Growing up, she lived in her parents' (Kerry and Patricia Moore) Adelaide CBD-based pub, the Brecknock Hotel on King William Street where she started playing her role at the tender age of seven, cleaning the hotel's rooms.

Before too long Emilee was washing dishes, taking table orders and working behind the bar pouring beer and it wasn't too hard for her to realise a career in hospitality was the right move for her.

From there she studied hotel management at Regency Park Tafe SA, before jetting to her mother's home country of Canada at the age of 21 to work as a chef for the next seven years, something Emilee said helped her in her future management roles to build a good rapport with kitchen staff.

Returning to SA Emilee became the fifth generation Moore to operate the Brecknock Hotel, before "ticking off a few bucket list items"; working at a football club (West Adelaide) as well as Adelaide's Festival Theatre, Convention Centre, Entertainment Centre and the Stamford Plaza.

But it was always pubs that tugged at Emilee's heart-strings, playing an important role in re-opening the Whitmore Hotel on Morphett Street in 2018.

"I have done the fine dining thing, the five-star thing, the corporate world and realised it wasn't for me," she said.

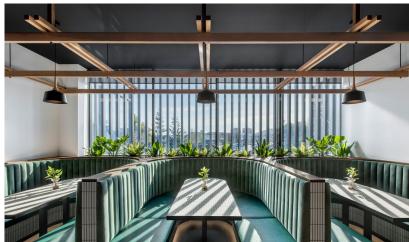
"I returned to the pub life because I love to sit down and have a conversation with my customers and build a relationship with them - it's just a lot more fun.

"I love people, there are so many different, eccentric, funny, strange, fantastic people out there and I could talk to someone for days about their stories.

"Hospitality is a great industry to be in so I love teaching people about it, but something I really pride myself on is my passion and knowledge for wine and food.

# "Hospitality is a great industry to be in so I love teaching people about it,

but something I really pride myself on is my passion and knowledge for wine and food."



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We value our partnership with the SANFL in delivering the new Mosaic Hotel in West Lakes.

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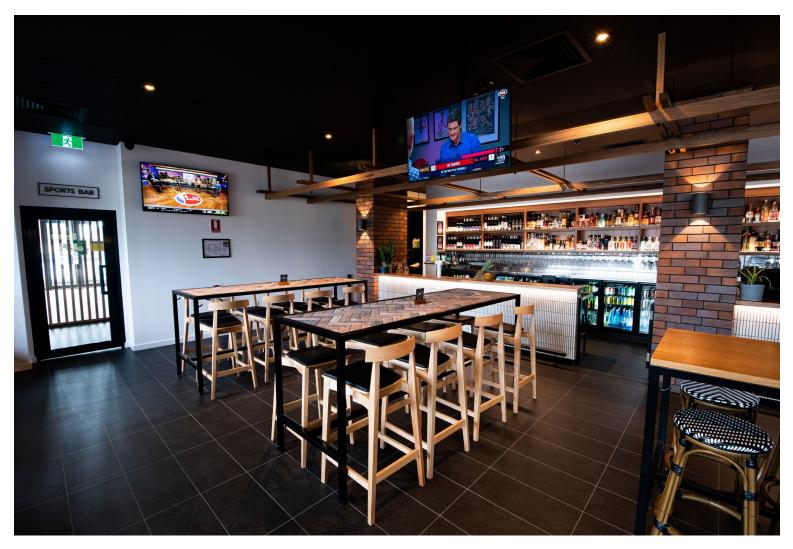


When We Build, We Build Relationships



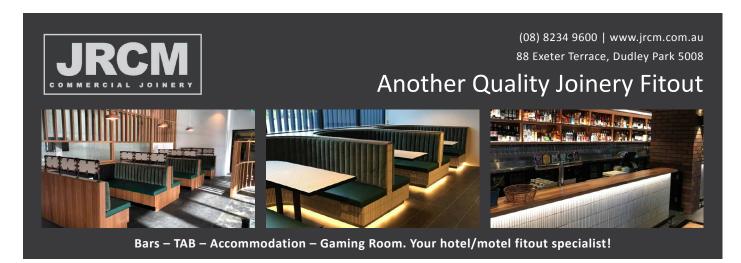


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"I have all this knowledge in my head and I just like to tell people about it, whether it be staff or customers, I don't mind."

Emilee's fascination for people's behaviour was at the forefront of her mind during November, witnessing the "incredible" reaction to the news of an impending immediate six-day lockdown.

"There was a lot of panic and straight away the phone ran hot with cancellations, but when we were able to re-open again on the Sunday, we had people returning with bookings for the following week and big groups for Christmas," she said.

"The great part of running a pub is that no two days are ever the same but I hope we never have to do that again because it was very hard work to pack the whole place down only to set everything back up a couple days later."



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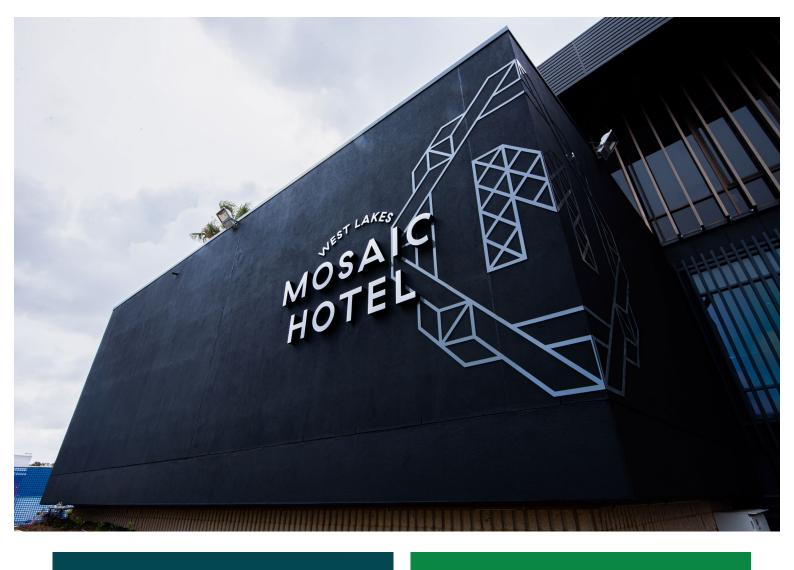
Collectively, they build strong working relationships with customers, commercial builders, architects and interior designers to deliver the best result on any size job or project throughout Adelaide.



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Wishing all a safe and happy Christmas.

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### MORE THAN 280 GUESTS ATTENDED THE ANNUAL PRESIDENT'S LUNCH ON TUESDAY 8 DECEMBER AT THE ADELAIDE CONVENTION CENTRE.

The event was a great success and had many politicians, business owners and special guests in attendance including Premier Steven Marshall, Opposition Leader Peter Malinauskas, Lord Mayor Sandy Verschoor and many state MPs, MLC, business leaders, media and key hotel stakeholders.

The lunch was a prime opportunity for AHA|SA President David Basheer to summarise the incredibly difficult year for the hospitality industry and to outline a six-point plan for a post COVID-19 recovery, aimed at easing cost of living pressures, protecting hospitality jobs and paving the way for much needed post COVID-19 investment in our industry.

This video shown on the day nighlighted the impact of COVID-19 on the hospitality industry, and emphasised what an extremely difficult year 2020 was for the sector and our staff.























President's Zunc



# SA Circuit Breaker and Economic Levers

As SA operators manage the impact and flow-on effects of sudden lockdowns/ ongoing restrictions, we have heard many Publicans raise similar questions from earlier in the year. A majority of questions relate to what economic levers businesses can push and pull to manage the financial and workforce impacts that come out of lockdowns or changes to restrictions..

Based on request, we've republished our helpful Hospitality

Overview table below. You can also download a printable version here 3. A reminder that we also have a dynamic version of this table (with links and resources) available on our Hospitality page on the Perks COVID-19 Resource Hub . As always, the information is easily accessible and there are no sign-ups or fees. It never hurts to be prepared for a sudden gear shift, as events like lockdowns can arise swiftly and without warning, as we have seen.

### COVID-19: Hospitality - Economic Levers

Last Updated 8 May 2020



Complexity	Workforce	Premises	Banks	Stock	Tax Payment Deferral	Govt. Stimulus
Low	Stand Downs	Reduce Power	Rates & Fees	Address Surplus Stock	Deferral of 2019 Income Tax returns	Cash Flow Boost (\$20k-\$100k)
	Changing Work Arrangements/ Hospitality Award Changes	Cancel/Defer Subscription Services	Merchant Fees		Deferral of March 2020 BAS	Instant Asset Rebate
		Cancel Cleaning/ Waste Clearing Services	P&I Conversion		Deferral of Other Existing/ New Tax Debts	
Medium	JobKeeper Payments	Rent Holiday	Repayment Deferral	Reduce Suppliers & Contractors	Vary PAYG instalments to Nil or Negative Balance	State Stimulus Support Measures
	Pay Cuts	Rent Deferment				
		Review/Reduce Insurance Costs				
High	Redundancies/ Scale Down	Commercial Lease Code of Conduct	Working Capital Loan			Accelerated Depreciation

### SOME OF THE TOP WORKFORCE QUESTIONS

Cecilia White →, Director Perks People Solutions → shares, "During a time of lockdown, employers have several options open to them:"

- "1. Where possible, employees can be directed to work from home."
- "2. Where work from home is not possible, employers can utilise the Stand Down provisions available as part of the Fair Work Act 2009 , due to the forced government closure. This means employees are stood down without pay. They will continue to accrue leave during this period."
- "3. Employers who are required to **stand down** ② employees have a discretion to allow those employees to access paid annual leave entitlements, however there is no legal obligation to do so."

"4. If you are still eligible for **JobKeeper** →, you can continue to utilise this during the lockdown."

"For many operators, working out what options are available to them takes an enormous amount of mental and emotional strain as they are balancing the economic viability of their business and the human impacts of workforce decisions."

Here are some of the top questions that we've been helping our own clients with over the past few weeks as they manage staff, resourcing and the flow-on effects of lockdown.

### Q) To stand down a worker, do we need to demonstrate the requirement to stand them down has been caused by COVID-19?

A) It does not necessarily need to be caused by COVID-19 (not the only reason to stand down), however under Section 524 of the Fair Work Act, a stand down is when some or all of the employees of a business are temporarily unable to be usefully

employed due to a stoppage of work outside of the employer's control (this would apply during any government enforced lockdown where your business is not eligible to be open).

### Q) How does Unpaid "Pandemic Leave" work?

- A) "Pandemic Leave" works as follows:
- Provides two (2) weeks' unpaid "pandemic leave" for employees who are required to self-isolate or are otherwise prevented from working because of measures taken by government or medical authorities in response to the COVID-19 pandemic.
- 2. This will be available in full immediately, rather than accruing progressively during a year of service
- 3. It will only be available until 29 March 2021

- 4. It will be available to full-time, part-time and casual employees (not pro-rated); and
- 5. It will not be necessary for employees to exhaust their paid leave entitlements before accessing unpaid pandemic leave.

The changes were in response to the "unique circumstances pertaining to the COVID-19 pandemic" and acknowledge that there is a 'gap' in the award safety net concerning employees who are required to self-isolate, when it comes to accessing leave.

We've also got a lot more FAQs, downloads and tools available for free on our **Perks COVID-19 Resource Hub** (a) if you need it. If you have questions specific to your situation, feel free to drop us a line or email us (phodby@perks.com.au (a) or tpaine@perks.com.au (b)



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.





PEPSI MAX, PEPSI GLOBE, SCHWEPPES AND SOLO ARE REGISTERED TRADEMARKS USED UNDER LICENCE IN AUSTRALIA BY ASAHI BEVERAGES



# Scott's Spot

It's hard to believe that we are now into the festive season and. I'm sure, we are collectively looking forward to welcoming 2021 with a bang!

I wanted to get started regarding the frustration at being unable to gather for Regional Meetings throughout the year. I want to assure members and corporate partners that Regional Meetings are well and truly back on the calendar next year. We urge high attendance where possible, as we all have some catching up to do.

We did manage, amongst constant tinkering to restrictions, to hold a meeting at the newly renovated Marion Hotel, which frankly felt liberating at the time. We could even stand and have a drink! It was a fantastic afternoon out in the Secret Garden and provided a taste of what to look forward to next year.

In some office news a few weeks back, I walked into the office with a new pair of chinos and, as you do with new clothing, had a bit of swagger going on. To my surprise and frustration both Owen, who I have always known as a slacks man, and Ian were wearing close to identical attire. As can happen in this office, the camera came out for a photo opportunity with both Owen and Ian with a broad smile on their collective dials. For me, any swagger that I had that morning dissipated immediately, however I did manage a forced smile for the camera!



I recently travelled to the newly opened, Koolunga Hotel 3 and met with the publicans, brothers Adrian and Ian, who are doing some fantastic work getting the pub running for their community. I took a couple of snaps of the guys, with Adrian following me upon leaving as he wanted his own photo out the front. Sorry lan! Fantastic guys and if in the area, call through and say hello.





On a recent trip across to the Yorke Peninsula, I finished up at the Wheatsheaf Hotel, Price to have a beer with new publican, Jen Grainger, whose enthusiasm is contagious. Just ask the locals, which I did! On heading back to Adelaide at dusk, lightning strikes hit across the Peninsula and within minutes CFS crews were passing in large numbers heading to where I had just come from. Only that morning, I had spoken to local publican weatherman, Terry Austin at the Troubridge regarding forecast for the day, who declared moisture from recent rains will prevent major fires in areas, unlike last year.

He must have been partially correct as, thankfully, in the end there was no major damage done, although it was of major concern in the evening with record numbers of lightning strikes recorded. I took a guick snap on the Copper Coast Highway heading back into Port Wakefield.



I met up with Mark who, along with wife Kylie, are the publicans from the historic **Federal Hotel** oin Port Pirie. Like many of you across the state, they used the time to renovate and restore their venue. Mark created a 2021 calendar, which provides a renovation timeline over each month that touches on the triumphs and some challenges endured over 2020. For the long term industry participants, note the December photo with Req Lambert, whose family ran the hotel for 50 years and wanted to show his support for works that have been completed to date. This was his first visit to the hotel for 19 years.

# on the road



Here are a few quick snaps from the last few weeks, starting with Georgie and Rob Rankine from the **Dalrymple** down in Stansbury, with a massive thanks for Georgie's participation in this photo.



**Orroroo Hotel** • publicans, Shane and Jennifer (see bottom photo), along with a photo of the hotel's original outhouse dunny door, front and centre in the dining room.





Tim Phillips from the **Bon Accord** in Burra sharing a photo with one of his patrons who jumped behind the bar.



After sharing a couple of beers with publican Katrina at the **Port Broughton Hotel** . I took a couple of shots from the front, heading into the early evening.



To close out the year, I wanted to add a member's draw update from the **Crown Inn** ? in Kingston on the Friday night lockdown a couple of weeks back. Budding actors Tom and Jordyn are the standouts with solid support for from their muted patrons.



The article will move to a monthly format next year and my plan is to add some video content, which may consist of Q&A or publican short stories, just to name a couple.

Merry Christmas everyone and bring on 2021.





# Continued: An In-Depth Analysis of Issues We Face in 2021

AHAJSA PRESIDENT - DAVID BASHEER

### A PLATFORM FOR RECOVERY

This is a better week than last week, but for some this wretched year has left lifelong difficulties.

I have resisted the temptation to reflect backwards and deliver a sermon on how a united hospitality industry feels about elements of 2020. The AHA's voice has been the strongest and our disappointment is on the public record.

Rather, my time today is better spent laying a positive platform for recovery.

Before the cherished moment of a widely available vaccine, COVID-19 restrictions will govern any recovery.

With trained COVID Marshals and Government designed QR codes - described on more than one occasion by our Chief Medical Officer as a game changer - our venues are now one of the safest gathering spaces. With this in mind, we would welcome working with Government on agreed dates and conditions that can see venue capacities next year progressively safely lifted as we transition to that long awaited full recovery.

And to achieve the best future results, the transition committee must consult with those most affected by their critical rulings. Typically, as the peak hospitality body, we learn about crucial changes listening to the press conference. With those changes often taking immediate effect, we must advise confused members on what we believe is correct before the formal directions are issued.

There is a better way. Talk to us. Communicate. We are not the enemy. It may even prevent some of those unintended consequences that have made operators so vocal.

Last Friday's announcement was a positive step. Increased engagement will demonstrate an empathy for business that has appeared to be sometimes lacking since the transition committee's formation.

### AHA|SA'S 150TH BIRTHDAY WISH LIST



I recall on New Year's Eve last year having a sandwich lunch with lan. Having no idea of the wrecking ball coming our way, we set about listing our 2020 strategic priorities. The onset of COVID-19 left that 'to do list' stubbornly long.

Next year the AHA will celebrate its 150th birthday. We have

living pressures, support hospitality jobs and lay a pathway for a post-COVID-19 recovery in our sector.

placed six key items on our gift register aiming to ease cost of

### LIQUOR LICENSING

COVID-19 aside, the fondest gift in our 150th year would be wrapped up with Liquor Licensing.

Last year, the long established Needs Test was replaced by a Community Interest Test.

The barrier to entry for packaged liquor outlets has been lowered after a recent Court decision flipped the onus from the applicant having to show how harm from a new license can be mitigated to the opposite. Now specific evidence needs to be provided by others to show harm will exist with the granting of a new license.

The pre-existing availability of liquor appears of little concern with a standard locality from an existing licensed premise being reduced to a mere two minute drive.

The floodgates have been opened!

In a breathtaking 10-month period, 70 applications have been made for take away liquor licenses.

Coles and Woolworths are now rapidly expanding their footprint and swamping small and family businesses. The National Grocers already control more than 80% of all Australian bottled wine sales, something for the Wine State to fear. This was never envisaged in the recent Anderson Liquor review endorsed by both sides of politics.

The AHAISA proposes the Licensing authority must be satisfied that the granting of a new license is in the public interest and in considering that test, it absolutely must examine the existing availability of liquor within the locality.

To NOT do so leaves the inevitability of a totally supermarketcontrolled package liquor market in this State

Bad news for pubs, independent bottleshops and the community groups we support, bad news for jobs and bad news for local family wineries.

### **Role of Community Health Sector**

It would be timely for the anti-alcohol sector to take a stand. These impressively funded networks will publicly highlight a problem, then disappear when the time comes to spend their own money.

Indeed, in the recent Parkholme Liquorland judgement, Judge Gilchrist noted the absence of such interest as part of the reason for the granting of the license.

The network of Drug and Alcohol services in SA used their significant voice to blame the growth in alcohol consumption on the sad and unforgivable increase in domestic violence during lockdown. That's wrong.

Facts from the Australian Bureau of Statistics and a separate University of NSW study found 75 to 85% of Australians consumed the same or less alcohol during this period.

Analysis of the October Federal Budget confirm a \$670 million dollar shortfall over the next two years because of significantly lower revenue from alcohol taxes.

This can calm the hysteria of those seeking to impose more regulation on the lives of Australians who enjoy a drink as part of a social occasion and reflects an overall trend towards moderation.

Instead of seeking alarmist headlines for an attentive media it would be more useful if these concerned bodies committed their own cash and became part of the solution in fighting new licenses rather than wait until the inevitable increase in outlets occur and then campaign for harsher restrictions capturing the entire industry.

### SKILLS SHORTAGE



With national unemployment numbers sitting uncomfortably high, it is puzzling the skills shortage remains one of our greatest challenges. It is a major issue for metropolitan venues and an even greater impediment for country hotels. While the issue effects many industry jobs, chefs and cooks are the critical trades.

The State and Federal Government are investing more into training and incentivizing employers to hire apprentices and trainees.

However, these initiatives are not achieving the desired results.

Cooking apprenticeship no longer meet today's expectations. We are operating within essentially the same structure as when my mates were apprentices. This does not suit our fast paced, highly digitised modern society and the new working structures that have evolved from it.

Today, a four-year apprenticeship is too long. It's the principal reason behind the high dropout and resultant chef shortage.

We need to work alongside Government to achieve a shorter training module that will appeal to the young GEN Z chefs of today. This can be achieved while not compromising our standards and ensuring we retain this State's fabulous food culture.

Just like they didn't take Boris Becker's Wimbledon Crown off him because at age 17 he was too young, we must reward achievement and release talent into our kitchens.

The key measure can no longer be the number of apprenticeships created. We need to celebrate how many job ready apprentices successfully complete their training.

### **GAMING TAX**



The AHA|SA, together with the Clubs and Sky City Casino lobbied for catch-up technology allowing gaming machines to accept banknotes. This comes with a significant venue financial investment along with balancing harm-minimisation measures.

South Australia is the highest gaming taxed jurisdiction in the country - by some distance.

Bringing gaming tax rates back in line with at least the next highest taxed state - QLD - would trigger much needed post COVID-19 investment.

We do understand the fragilities of the State finances and accept that discussion may be better reserved for a later day.

Equally, our members' increased debt and financial sacrifices needs to be strongly considered should, as part of any budget repair, there be even the slightest appetite to increase a tax that has long been the highest in the country.

### FRINGE BENEFIT TAX



In 1986, the Hawke Government introduced the Fringe Benefit Tax, forever altering the dining landscape in this country. Curiously, private catering is excluded from FBT, encouraging business to hold in -house events.

Targeted stimulus need not be confined to singular sectors such as construction. We are a labour-intensive business that doesn't need to be shovel ready.

The AHA is calling on the Federal Government to temporarily suspend FBT during the Industry's COVID-19 recovery phase to boost revenue and jobs.

We are not advocating to bring back the tax payer funded long lunch. We propose a taxpaying business for a three-year period be allowed to claim a deduction on meals but with the measured safeguard of excluding alcohol.

Ernst & Young forecast the suspension of FBT on meals would have a strong 3.25 economic multiplier benefit, providing an employment windfall.

### **ALCOHOL EXCISE**



Our customers have copped 71 alcohol excise tax rises in 35 years.

The AHA in harmony with the brewers and distillers, is calling for a moratorium on the twice-yearly CPI increases for excise rates on beer and spirits.

This is about easing cost of living pressures and supporting jobs in hospitality.

This hidden tax makes up 42% of the price of a carton of beer and 57% on a bottle of gin. Crazy numbers that make Australia the third highest liquor taxed country in the world. Our alcohol tax rate is 17 times greater than Germany.

After 71 tax hikes in 35 years, it might be another industry's turn to carry the tax burden.

### **TOURISM BUDGET**



The AHAISA maintains a determined interest in our State's tourism budget.

The upgraded \$6 million Great State voucher scheme has been a tremendous success and we acknowledge the Premier for this much-needed targeted boost for struggling operators.

With the demise of the Adelaide 500, an event and conferenceled tourism recovery is critical.

We need targeted events, combined with a renewed bid fund for conferences, creating interstate, and when able overseas visitors to deliver taxpayer benefits

With 4563 new hotel rooms either recently opened, or soon to be added to the South Australian market, we must expand support to restore the \$7.6 billion dollar SA Visitor Economy through increased bid funds that target

- · major sporting and cultural events
- · the incentive market
- · major conferences.

The new money in our State from additional visitation nights fill our hotel rooms, bars, cafes, conference centres, taxis and local wineries. The very businesses currently most in need.

There is a great opportunity for an increased tourism budget to reflect this ambition.

Every State and Territory Government is desperately chasing the same markets. There is competition!

### **WORKING FROM HOME**



The AHA|SA believes this Six-Point Recovery Plan for our sector will deliver strong economic benefits. Some aspects require State and Federal Government financial consideration. One further Government initiative will cost the Treasurer merely a phone call.

We need the full public service back at work as quickly as possible.

When the public service began returning to their desks in the weeks before the November lockdown, the economic sugar hit was immediate.

Filling empty offices would be a simple public service gesture demonstrating we are indeed all in this together.

### AHA/TAA AND AA MERGER

For too long, there has been a split Industry voice advocating for our accommodation venues. After lengthy negotiations, I'm delighted to confirm, a detailed proposal to merge the AHA's accommodation arm Tourism Accommodation Australia with the Australian Accommodation Association is ready for ratification by their respective boards.

This will provide a strong single National voice and increase the capacity of State branches to focus squarely on all accommodation and tourism related issues.

South Australian interests have been at the forefront, with lan Horne playing a key role in the small working party.

### SUMMER BUSHFIRES

Our pubs continue to be the heartbeat of the community.

The summer bushfires can seem a distant memory. For those caught in the disaster, they remain very much at the forefront of their lives.

In response to the tragedy, there were spontaneous acts of generosity from hotels across the State. This ranged from pubs donating cash, and supporting fundraising events, to having a donation tin on the bar and staff donating their tips.

During the disastrous Kangaroo Island fires, the widespread loss of power was hampering the recovery effort.

In partnership with Clubs SA, within 24 hours we donated generators to assist those in need.

We assisted BlazeAid in the Adelaide Hills to replace fencing for farmers.

While on the Yorke Peninsula ,after speaking with the Mayor, we sponsored a community thank you day for the volunteer fire fighters.

### **HOTEL CARE**



Our charitable arm Hotel Care continues making important contributions.

SAHMRI requested funding to purchase 2 Cytotoxic Work Biosafety Cabinets. Cytotoxic drugs can be used to destroy tumours, boost the outcomes of surgery or radiotherapy, and alleviate cancer symptoms. Recently, Lucy Randall and myself were privileged to view these newly installed cabinets and marvel at the ground breaking work done by the SAHMRI professionals.

In February, we completed the rollout of 312 life saving defibrillators at a cost of \$750,000. Since the introduction of gaming machines, the AHAISA and Clubs SA, through the IGC, has donated over \$18m to Charities and community groups.

Additionally, we continue to make a voluntary annual \$2million contribution to the Government's Gambling Rehabilitation Fund.

### **CORPORATE PARTNERS**

Thank you to our corporate partners. Your support this year has been exceptional, from the offer of deferred payments, the credit for unused stock and in many cases the waiving of contractual fees. You truly are industry friends.

### STATE COUNCIL

Thank you to AHA State Council members who have endured so much in their own businesses this year. Despite this, they still give freely of their time to passionately advance the cause of our membership and I very much value your selfless contribution.

Particular thanks to Senior Vice President Matt Binns, who remains a wonderful support, Vice President and SATC Chair Andrew Bullock, our Executive Council members Matt Brien, Sam McInnes and Matt Rogers, and Secretary/Treasurer Rick Lovell

### **RICK LOVELL**

Early in the year, Rick advised he would be retiring as the AHA|SA's Secretary/Treasurer at our AGM in May. In another



COVID-19 casualty, the Electoral Commission have worked from home and been unable to conduct elections. In typical Rick "industry-first" style, he volunteered to continue until such elections can he held.

An AHA|SA life member, Rick has served our Council for 30 years - virtually all that time in charge of our finances.

He has provided the AHA with stability, financial certainty and an incredible depth of professional knowledge.

Rick's stewardship has meant we continue to have funds available to fight those major campaigns.

I have always valued Rick's wise counsel, while a succession of office bearers have placed their head on the pillow comfortable that Rick Lovell is the custodian of the cash.

All the time, Cynthia has been by his side, offering enormous support. Rick and Cynthia, on behalf of all your friends in this room, best wishes for the next chapter of your life.

### **CONCLUDING REMARKS**



Ladies and gentlemen, thank you for your attendance today. You all play an important role in the life of the AHA|SA. We wish all our friends here a happy and safe Christmas.

More than ever, when you are seeking hospitality during the holiday season, please consider our 560 members who have borne the brunt of so much this year but continue to employ South Australians and invest here in our State.

It is not unreasonable to observe at different times this year, we have found ourselves with conflicting views to the Government on the intensity of COVID-19 restrictions, and the pace of their lifting.

However, we also appreciate and acknowledge the restrictions placed upon our members have - until recently - not been as onerous as many of our interstate colleagues.

The Premier has been asked to navigate South Australia through the most difficult year of our lifetime.

I'm not sure anyone would envy that burden.



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The extension of the JobKeeper Scheme (JobKeeper 2.0) runs from 28 September 2020 until 28 March 2021. The extension incorporates two separate periods with extension period 1 running from 28 September 2020 to 3 January 2021 and extension period 2 from 4 January 2021 to 28 March 2021.

Businesses can still be eligible for JobKeeper extension period 2 even if they were not eligible for JobKeeper extension period 1.

As we move towards the end of the first extension period, we look at what criteria applies to businesses to determine their eligibility for extension period 2 of the JobKeeper Scheme and if the business is eligible how should they prepare.

### WHAT IS THE ACTUAL DECLINE IN TURNOVER REQUIRED TO QUALIFY FOR EXTENSION PERIOD 2?

The JobKeeper extension period 2 runs from 4 January 2021 to 28 March 2021.

To qualify for extension period 2 businesses must satisfy the actual decline in turnover test for the December 2020 quarter.

The actual decline in turnover test is satisfied for JobKeeper extension period 2 when the businesses actual GST turnover for the quarter ending 31 December 2020 (October, November and December) has declined by the specified shortfall percentage (30% for those with an aggregated turnover of \$1 billion or less) relative to a comparable period (e.g. quarter ending 31 December 2019).

For further information on the actual decline in turnover test visit the ATO website by clicking on: Decline in Turnover Test •

### WHAT HAPPENS IF THE BUSINESS DOES NOT SATISFY THE ACTUAL DECLINE IN TURNOVER TEST?

If the business does not satisfy the actual decline in turnover test for JobKeeper extension period 2, the business cannot claim

JobKeeper payments for the fortnights in the relevant extension period. If you were eligible for JobKeeper extension period 1 and in receipt of JobKeeper payments from the ATO, you should notify your eligible employees that you are no longer able to claim JobKeeper payments for them. You should also advise them that you are no longer obligated to pay them an amount that is at least equal to the JobKeeper payment in those fortnights.

Your eligible employees will not be able to be nominated for JobKeeper by any other entity.

### WHAT ALTERNATIVE TURNOVER TESTS APPLY?

There may have been certain events that occurred to your business in the December quarter 2019 which make it inappropriate to compare the December quarter 2020 with the December guarter 2019.

As a result, alternative tests for determining actual decline in turnover may be available in some circumstances. These will apply in a similar way to the alternative tests for the original decline in turnover test. However, they must be applied on the basis that the turnover test period is a guarter.

For further information on the alternative tests for determining actual decline in turnover visit the ATO website by clicking on: Alternative Decline in Turnover Test

### WHAT ARE THE JOBKEEPER PAYMENT RATES UNDER **EXTENSION PERIOD 2?**

The rate of the JobKeeper payment will depend on the number of hours:

- An eligible employee works, or
- An eligible business participant is actively engaged in the business.

It is split into two rates.

### Tier 1 Rate - This rate applies to

- Eligible employees who worked for 80 hours or more in the four weeks of pay periods before either 1 March 2020 or 1 July 2020, and
- Eligible business participants who were actively engaged in the business for 80 hours or more in February 2020 and provide declaration to that effect.

Tier 2 Rate - This rate applies to

• Any other eligible employees and eligible business participants.

The rates of the JobKeeper payment in JobKeeper extension period 2 are:

**Tier 1:** \$1,000 per fortnight (before tax) **Tier 2:** \$650 per fortnight (before tax)

## WHAT IS THE 80-HOUR THRESHOLD FOR EMPLOYEES?

An eligible employee will satisfy the 80-hour threshold if, in their 28 day reference period, the total of the following is 80 hours or more:

- · Actual hours they worked
- · Hours they were on paid leave
- · Hours they were paid for absence on a public holiday

If the eligible employee satisfies the 80-hour threshold, the business can claim the tier 1 (higher) payment rate for them. If they do not meet the 80-hour threshold, the business can only claim the tier 2 (lower) payment rate for them.

### **ACTUAL HOURS WORKED**

Actual hours worked means the actual hours of work performed by an eligible employee in their employment. This may be different than an employee's contracted hours, ordinary hours or the hours they have been paid for.

### PAID LEAVE

Hours of paid leave means the actual hours of leave:

- Taken by an eligible employee in the 28-day reference period, and
- · Paid for in their employment with the business.

This includes (but is not limited to) the following types of paid leave:

- · Personal or carer's leave
- · Annual leave
- · Long service leave
- · Employer paid parental leave

Unpaid leave is not counted towards the 80 hour threshold. However, if an employee takes unpaid leave, an alternative reference period may apply.

### PAID PUBLIC HOLIDAY ABSENCE

When an eligible employee is paid for an absence from their employment with the business on a public holiday during their

28-day reference period, the business counts the number of hours they were paid for that day.

### 28-DAY REFERENCE PERIOD

There are different options for the 28-day reference period that a business must use to test whether their eligible employee satisfies the 80-hour threshold.

The 28-day reference period or periods are based on when a businesses pay cycle ends.

Use either:

- The pre-March period which is the 28 days which finish on the last day of the last pay cycle that ended before 1 March 2020, or
- The pre-July period which is the 28 days which finish on the last day of the last pay cycle that ended before 1 July 2020.

An eligible employee only needs to satisfy the 80-hour threshold in one of the 28 day reference periods.

### ALTERNATIVE REFERENCE PERIODS

There may be circumstances where the pre-March or the pre-July reference periods are not suitable for some of the businesses eligible employees.

If an eligible employee does not satisfy the 80 hour threshold in the standard pre-March or pre-July reference periods, the business should consider whether they satisfy it using an alternative reference period.

For further information on the 80-hour threshold for employees and the alternative reference periods visit the ATO website at:

80 Hour Threshold for Employees Đ

## KEY DATES AND ACTIONS FOR BUSINESSES TO PREPARE FOR EXTENSION PERIOD 2

**From 4 January 2021** – the JobKeeper extension period 2 starts and the payment rates change for eligible employees.

Eligible employers will be able to access and submit the decline in turnover form to determine their eligibility to participate in the JobKeeper extension period 2.

The new decline in turnover form must be submitted before existing eligible employers can complete their business monthly declarations from 1 February 2021.

**By 31 January 2021** – for JobKeeper fortnights 21 and 22 only (from 4 January 2021 and 18 January 2021 respectively), the ATO is allowing employers until 31 January 2021 to pay their employees (meet the wage condition).

### WHAT REMAINS THE SAME

Businesses do not need to re-enrol for the JobKeeper extension period 2 if they are already enrolled for JobKeeper for fortnights before 28 September 2020.

Businesses don't need to reassess employee eligibility or ask employees to agree to be nominated by their eligible employer if the business has already claimed JobKeeper payments for them before 28 September 2020.

For more information on the JobKeeper extension period 2 please contact Owen, Gary or Didier at the AHA|SA office.



# Hotels Represented on New Events **Advisory Group**

A range of people from the hotel sector have been included on the State Government's new Events Advisory Group (EAG) to develop new events for SA.

The include Eoin Loftus from Majestic Hotels, David Christian - Skycity Adelaide, AHA|SA President David Basheer from The Strathmore Hotel and hospitality professional Oli Duckworth

Business SA's Nikki Govan will chair the EAG - providing independent advice to the South Australian Tourism Commission, as well as bolstering engagement with industry

Premier Steven Marshall said the group would act as a "think tank" to help supercharge our already comprehensive events offering here in South Australia.

"We are committed to a world class events calendar throughout the year in South Australia, because we know that it supports jobs and the economy," Premier Marshall said.

"This is all part of our strong plan to boost bed nights, create jobs and produce high quality and vibrant events for the people of South Australia.

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"We are investing heavily in major events and conventions, announcing a unique tourism and hospitality sector support package to help secure as many events as we can."

The State Government's Tourism and Hospitality Sector Support package includes:

- An extra \$12 million over three years for a bid fund to help attract and secure new major leisure events and conventions to further drive future visitation and protect and create jobs in the sector;
- \$40 million over four years to continue existing levels of funding available for events and conventions plus the reallocation of millions of dollars per annum from Adelaide 500 funding to these funds;
- More than \$120 million over four years to tourism marketing. Funding previously directed to international marketing is being reallocated to domestic marketing - both intrastate and interstate. This will continue whilst international travel remains restricted:
- \$20 million over two years for a Tourism Industry Development Fund to help stimulate private sector investment in new and improved regional accommodation and the development of quality tourism products and experiences;
- · The reallocation of Great State Voucher funding left over for new scheme early in 2021.
- Major sporting infrastructure funding, \$44 million for Memorial Drive and \$45 for Hindmarsh Stadium - which has already

enabled South Australia to secure the Adelaide International for a decade.

Events and festivals generate more than \$375 million in tourism expenditure each year, showcasing South Australia to the world and putting the state on the tourism and corporate stage.

### MEMBERS OF THE EVENTS ADVISORY GROUP:

- Nikki Govan Business SA Chair
- Rodney Harrex SATC
- Ish Davies News Limited
- Andy Kay Channel 7
- Leko Novakovic Novatech
- Helen Edwards Chair of Adelaide Hills Tourism
- Justyna Jochym Festivals Adelaide
- Rhana Devenport Art Gallery of SA Director
- Sandy Verschoor Lord Mayor of Adelaide
- Eoin Loftus TicSA / Majestic Hotels
- David Basheer AHA / Strathmore Hotel
- Angus Dillon LA Times Food Festival
- David Christian Skycity Adelaide
- Hugh Sheridan South Australian Actor
- Oli Duckworth Hospitality Professional



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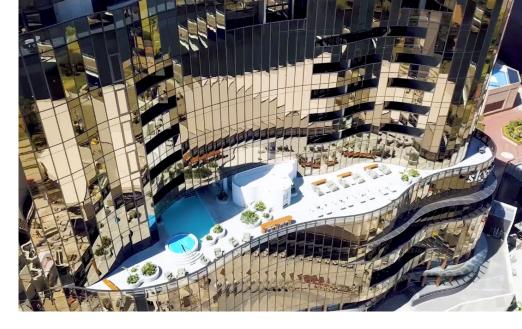
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# SkyCity Opens

SkyCity Adelaide's new \$330 million worldclass integrated entertainment precinct has opened.

The transformed SkyCity Adelaide features Eos by SkyCity, a 5-Star luxury hotel, four new restaurants and two new bars, a range of the most contemporary gaming products and stunning VIP gaming rooms available in Australia and modern conference and events facilities with breathtaking views of the Riverbank.

SkyCity Adelaide General Manager, David Christian, said that as one of the state's largest private employers, he's excited about the future and the role SkyCity will play in supporting tourism, local artisans and jobs for South Australians.

"When we designed the new SkyCity Adelaide, which includes the stunning new expansion as well as a complete refurbishment of the heritage building, front of mind was to not only cater for the tourism market by showcasing South Australian producers and suppliers, but also to provide a world-class precinct where all South Australians feel excited to visit and proud to call their own.

"In just the past 12 months SkyCity Adelaide has supported more than 700 local suppliers and employed an extra 500 staff, as well as producing 1,000 construction jobs for the duration of the project."



# Chip In Achieves Record Result for Charity





















The Chip In For Mary Potter Golf Day raised a record total of \$129.001.96 at this year's event.

A staggering \$953,951.92 has been raised since the Hurley Hotel Group's Jenny Hurley organised the event in 2012.

"This year was mighty effort in the current environment," she said.

"Friday 13th was a lucky day for us and the families who need the services of the Mary Potter Hospice will benefit for many years to come.

"It took a wholehearted effort by everyone, including the staff and volunteers from the Mary Potter Foundation, to make it happen and we sincerely appreciate it."

A cornerstone for the success of the days has been the joint major sponsorship from Lion, Coopers and CUB, who also provide product and auction items.

A highlight of the day was a near miss on the Peter Kittle Motor Company Hole In One competition hole, which had an \$80,000 vehicle as the prize. The ball rolled around the rim of the hole but didn't go in!

Another highlight was listening to guest speaker Rod Marsh MBE, who was interviewed by the MC Jess Adamson.

Auctioneer Nathan Casserly lit up the room and the live auction contributed \$21,600 to the total.

Triple M also "chipped in", raising awareness of the great work at the Mary Potter Hospice on radio that week and donating an auction prize.

Other hospitality sector names such as Coca Cola and Burke Urban/Wicks Estate donated product, the multitude of wineries that donated to the mystery Wine Wall, while Big Screen Video provided a screen and Calvary Hospitals sponsored the drink carts.

Hole Sponsors were Thomas Foods International, SA Power Networks, Hurley Hotel Group, PFD Food Services, SipnSave, Adelaide Tools, Franklin Advisory, Bidfood, Perks Accountants, and Crowies Paints.

Team Sponsors were ANZ Bank, Hugo Wines, Ouwens Casserly Real Estate, Diageo, JB Were, BankSA, Built, JRCM Commercial Joinery, Treasury Wine Estate, Nelson Teamwear, Palmer Hospitality Group, Lane Communications and Post and Joc & Co.

The team from hole sponsor, Thomas Foods International, took out first prize.



# Charity Golf Day Scores \$2.7 Million Assisting SA Kids in Need

The Liquor Industry Golf Club holds an annual golf day in February each year to support Children's charities in South Australia.

At the event, the LIGC Charity Day committee will provide \$60,000 to fund various children's charities.

This year many charities will receive funds to assist their vital services – from providing money for running costs at children's camps for Puddle Jumpers; Novita for essential equipment for Aquatic Therapy Program; Cystic Fibrosis SA mini home fitness kits, and the list goes on (see next page).

The charity day is a key event on the hospitality golf calendar. It is attended by many industry businesses, providers and a gang of hoteliers who also volunteer their help on the day.

Exceptional on-going sponsorship has been assured by major sponsorship partners in BankSA and Grange Golf Club to key corporates with Thomas Farm, West End, Coopers, Coca-Cola, CUB Premium Beverages and many other allied liquor industry providers.

Rob Gillies, Chair of the LIGC Charity Day Committee, understands what it will mean to the children's charities who benefit from the funds this year.

"It's been a tough year for all charities, and if we can relieve some of burden and fund extra services for them in these unprecedented times, then we are all the better for it," Rob said.

If you would like further information or a registration form, please contact Robbi Tims on 0418 834 823 or email: robbitims@cooterconsulting.com.au •

"It's been a tough year for all charities, and if we can relieve some of burden... in these unprecedented times, then we are all the better for it."

**LIGC CHARITY GOLF DAY 2021** 

Monday 8 February 2021 Grange Golf Club



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# South Coast PALE ALE

# AHA|SA Staff Spotlight

BELINDA RICHARD
EXECUTIVE ASSISTANT TO AHAJSA CEO

### WHEN DID YOU JOIN THE AHAISA?

19 October 2020.

# WHAT ARE YOUR KEY RESPONSIBILITIES AT THE AHAJSA?

To support the CEO and Council with day-to-day tasks, to ensure our operational obligations are met and members are well looked after... and get the coffee of course!

### WHAT IS YOUR PREVIOUS WORK EXPERIENCE?

Having commenced my working career in hospitality 23 years ago as a kitchen hand at the Robin Hood Hotel, Strathalbyn, to then spend the next ten years working in hospitality and retail in both Adelaide and Darwin, I have a tremendous passion for ensuring that we look after our customers and staff alike.

Now, having over a decade of experience in Corporate Reception, Project Management and Executive Assistant roles across the energy and property sectors, I believe that I have landed the 'Holy Grail' of jobs, working as EA to such a well respected CEO and fantastic industry body.

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

I have a beautiful five year old son who is full of life and on the go constantly. I love to run, yoga and have danced for 26 years. Nothing is better than a great glass of vino with my girlfriends at my local on a Sunday afternoon, or to just take my dog for a long walk along the beach.

I also frequent the Fleurieu Peninsula to spend time with my parents and extended family, and I travel interstate several times a year to visit my partner along the Illawarra Coast, and sister in Brisbane.

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

The only food I don't like is marshmallow!



# WHERE IS YOUR FAVOURITE HOLIDAY DESTINATION?

Darwin! Hands down, my favourite destination of all!

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

My late grandfather, Arnold – he passed away the year before I was born, so I would have loved the opportunity to get to know him. His parents immigrated to Australia after WWI so I would like to understand more about my German heritage and my extended family.

Simon Sinek – best selling author, motivational speaker and leadership game-changer! His books "Leaders Eat Last" and "Start With Why" (which was also very complimented by the TedX platform), didn't just help me understand what makes a great leader, but what sort of leader I want to work for and with, how to foster and encourage growth in a safe environment in others, but most of all how to better identify my working and parenting style to maximise my efforts.

Any of the cast from Kath and Kim! That show is an absolute classic and is still as funny today as it was 20 years ago when it hit our screens! I would put on the footy franks, crack open the tia-maria and I'm sure the evening would be Noice! Different! Unyewshewal!

## Grants Reminder

A reminder to apply for the State Government grants of \$10,000 for eligible small businesses still hard hit by COVID-19.

This is the Government's second round of cash grant stimulus – and applications can be lodged until midnight 28 February 2021. **Click here •** for more information.

"This is an immediate and targeted cash injection for these South Australian businesses and not-for-profits who continue to be impacted by COVID-19," said Treasurer Rob Lucas.

"The cash grants will be available to help cover a business' ongoing or outstanding operating costs, such as rent, power bills, supplier and raw materials costs and other fees.

"This comes on top of the more than 18,700 businesses who benefited from the first round of grants – at a total cost of more than \$186 million – which supported more than 100,000 local jobs."

# QR Codes and COVID SAFE Check-In

The AHA|SA has developed two videos on the use of QR technology in hospitality venues.

These short videos are designed to highlight the basic requirements of the COVID Safe Check-In for venues, staff and patrons, and to demonstrate how easy the QR system is to use.

QR Codes and digital contact tracing provide SA Health with the assurance

that they can quickly contact people in the event of an outbreak. Digital contact tracing is critical in ensuring that hospitality businesses can continue to enjoy reduced restrictions, and it is vital that all hospitality businesses and patrons comply with these requirements.

We encourage all our members to share these videos on your social media pages, and with your staff and patrons.

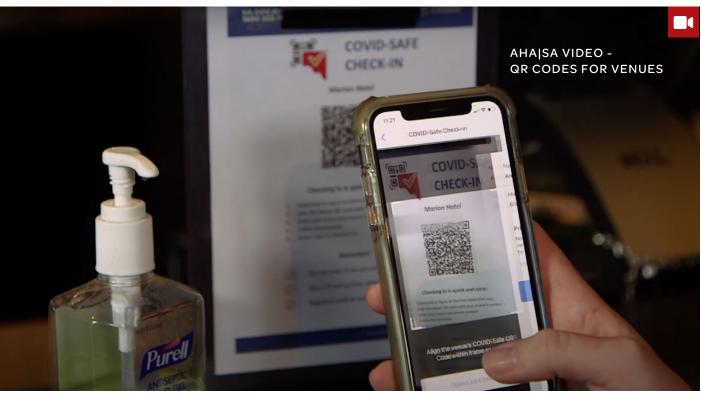
**QR Scanning - Video for Patrons** 

YouTube: Click here Twitter: Click here Linkedin: Click here • Facebook: Click here • Instagram: Click here Đ

QR Scanning - Video for Venues

YouTube: Click here •









# Coopers CranksUp Live, Loud and Local

Coopers Brewery is cranking up its popular Live, Loud and Local gig series by taking it on the road to help pubs and live music rebound from the events of 2020.

Following the success of its initial livestream events in April and May this year, Australia's largest family-owned brewery has partnered with some of the biggest names in Australian music to drive patrons back into pubs across the country.

Top Australian acts including The Rubens, Bad//Dreems and Crooked Colours have been confirmed for gigs across the nation over the coming months with more headline acts and venues soon to be announced.

Bad//Dreems will perform at The Bridgeway Hotel in Adelaide on February 19, 2021.

More shows and artists will be announced for gigs in Brisbane, Melbourne and Perth in early 2021.

Each event will be produced by Coopers in partnership with Live Nation.

The Live, Loud and Local series aims to support Australia's

hospitality and entertainment industries as well as the local communities hit hard by COVID-19 and related social restrictions.

Melanie Cooper, Coopers Brewery Director and fifth generation family member, said the brewery wanted to build on the momentum generated by its initial Live, Loud and Local series which became Australia's biggest virtual pub experience during the national lockdown.

Trent Fahey, Operations Manager, The Bridgeway Hotel said the venue was looking forward to the resurgence of live music in 2021.

"The Bridgeway is a South Australian rock n' roll institution, with more than 50 years of live music history and some of the biggest national and international artists having hit our stage," Trent said.

"South Australians love live music and have supported us on every step of the road back.

"Coopers has been outstanding in supporting us through these tough times and now the opportunity to host a Coopers Live, Loud and Local gig is truly awesome. Bad Dreems at The Bridgeway will be going up on our Legends Wall, for sure."

# TAA(SA)

### MEETING & NETWORKING EVENT - 9 DEC

General Managers and staff from our accommodation hotels gathered at the new Crowne Plaza Adelaide. We were joined by Matthew Burke from STR who presented a very insightful market update, looking at both the global accommodation market, and the Australian and South Australian market. He also discussed future considerations for the industry, including supply, corporate travel and events and compressed rates. After the meeting we enjoyed a tour of the fabulous rooms and facilities at the Crowne Plaza, and enjoyed an opportunity to network and connect whilst enjoying the stunning view of the Adelaide Hills. It was wonderful to reconnect with industry colleagues in person, after an incredibly challenging year for the sector.









### **ACCOUNTANCY SERVICES**

Bentleys SA 8372 7900

LK Accounting Services 08 8395 4870 Perks Accountants & Wealth Advisors 08 8273 9300

Winnall & Co. 8379 3159

#### **ATMS**

Banktech/Maxetag 1800 08 09 10 Cardtronics 03 9574 4878 Next Payments 1300 659 918

### **ARCHITECTS & INTERIOR DESIGNERS**

Studio Nine Architects 8132 3999

### **AUDIO VISUAL**

Big Screen Video 1300 244 727 Novatech Creative Event Technology 8352 0300

### **BACKGROUND MUSIC**

Foxtel Music 1300 148 729 Moov Music 1300 139 913 Zoo Business Media 07 5587 7222

### **BANKING & FINANCE**

Bank SA 8424 5536

Perks Accountants & Wealth Advisors 08 8273 9300

### **BEER DISPENSE EQUIPMENT**

Andale Hotel Services 8234 0388

### **BEVERAGE GASES**

BOC Limited 0424 647 568 Supagas 8252 7472

### **BEVERAGES**

Accolade Wines 8392 2238
CUB 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
Liguor Marketing Croup 8416 7575

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 LK Accounting Services 08 8395 4870 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

### **ENERGY**

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

### **FACIAL RECOGNITION TECHNOLOGY**

COMS System Ltd 04 21 341 261

### **FINANCIAL PLANNING**

Perks Accountants & Wealth Advisors 08 8273 9300

Winnall & Co. 8379 3159

### FIRST-AID

St John 1300 360 455

### **FOOD SERVICES**

Bidfood 0427 099 558 Galipo Foods 8168 2000

International Oyster & Seafoods 8231 6441

PFD Foodservice 8114 2300

Thomas Foods 8162 8400

### **FURNISHINGS**

Concept Collections 1300 269 800

### **GAMING ANALYSIS**

Independent Gaming Analysis 8376 6966 LK Accounting Services 08 8395 4870 Winnall & Co 8379 3159

### **GAMING LOYALTY**

Banktech/Maxetag 1800 08 09 10 Bluize 1300 557 587

### **GAMING MACHINE SERVICES**

Ainsworth Game Technology 0409 171 616 Aristocrat Technologies Australia 8273 9900 GBay 0409 673 778

Global Gaming / Maxetag 0408 462 321

IGT 8231 8430

Independent Gaming Analysis 8376 6966 Konami Australia Pty Ltd 0409 047 899 Scientific Games 8340 1322

Scientific Games 8340 1322 Statewide Gaming 0448 076 144

MAX 8275 9700

### **GAMBLING SERVICES**

The Lott 132 315 UBET 8354 7300

### **GIFT CARDS**

The Pub & Bar Card 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

### **INFORMATION SYSTEMS/SITE PREP**

Max Systems 8275 9700

### INSURANCE

Aon Risk Solutions 8301 1111

### I.T. PRODUCTS & SERVICES

Boylen 8233 9433

Cloud Apps Technology 8463 1000 Vintek 1300 001 337

### KITCHEN & BAR EQUIPMENT

Andale Hotel Services 8234 0388 Bunnings Group 0435 630 660 Stoddart Manufacturing & Food Service Equipment 0427 106 103

### **LEGAL SERVICES**

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

### OFFICE EQUIPMENT

Sharp Datacord 8362 3535

### ONHOLD/MESSAGING

Adelaide's 1800 ON HOLD 8125 9370

### **PAYROLL & HR RESOURCES**

Liquor Legends 0429 825072 LK Accounting Services 08 8395 4870 Winnall & Co. 8379 3159

### **POS SYSTEMS**

Bepoz 0426 227 409 Bluize 1300 557 587

Cloud Apps Technology 8463 1000 Liquor Legends 0429 825 072 H&L Australia 1800 778 340

### PROMOTIONAL PRODUCTS

The Banner Crew 8240 0242

### PROPERTY SALES & VALUATIONS

Jones Lang LaSalle 02 9220 8449 Knight Frank Valuations & Advisory SA 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

DIVA Security Solutions 1300 007 000

### 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

### SUPERANNUATION

HostPlus 8205 4965

### WEBSITES

Boylen 8233 9433

# Corporate Partners 2020/21

DIAMOND

LATINUM











GOLD

























### SILVER

Agile Group

Ainsworth Game Technology

Australian Liquor Marketers

BankSA

Bentleys Accountants

Big Screen Video

Bluize

Boylen

**Bunnings Group** 

COMS System Ltd

**Duncan Basheer Hannon** 

**Energy Action** 

Foxtel

IGT

InDaily

Independant Gaming Analysis

Konami Australia Pty Ltd

Liquor Marketing Group

Novatech Creative Event

Technology

OneMusic

Options Wine Merchants

Samuel Smith & Son

Scientific Games

Social Media AOK

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**BOC Limited** 

Cardtronics

Career Employment Group Class A Energy Solutions

Cloud Apps Technology

Concept Collections

**DNA Security Solutions** 

**Empire Liquor** 

International Oyster & Seafoods

Jones Lang LaSalle

Knight Frank Valuations &

Advisory SA

Liquor Legends

LK Accounting Services

Maxima Training Group

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Supagas

The Banner Crew

The Pub & Bar Card

Trans Tasman Energy Group

Wallmans Lawyers

HOTEL INDUSTRY SUPPORTER

Vintek



Currently undergoing an exciting and extensive expansion, luxury Barossa Valley retreat Kingsford Homestead has agreed a new management deal with leading Australian hotel management company 1834 Hotels.

Already established as an iconic retreat and events destination, this unique heritage property expects to complete a careful \$10 million expansion by May 2021.

Retaining its beauty and appeal, whilst adding contemporary and stylish new developments, this will place Kingsford Homestead in the top echelon of global luxury escapes. Adelaide based1834 Hotels, currently managing a network of hotels and resorts across Australia, will now oversee all aspects of operations, working closely with Kingsford Homestead's owners, the Ahrens family.

Stefen Ahrens, owner and prominent businessman, gave background to this new deal.

"Given our love for this property, and the scale of the investment, it was very important to align with an operator that shared our vision and possessed the ability to deliver tailored luxury experiences for our discerning guests."

Mr Ahrens went on to say, "We continue

to receive a significant level of interest regarding retreats and exclusive events at Kingsford Homestead. The professionalism, distribution, and networks brought to the table by 1834 Hotels will help ensure we maximise this great potential."

Andrew Bullock, CEO of 1834 Hotels, welcomed this special property to his company's network.

"The Barossa region has significant appeal and pull globally, and we have no doubt that Kingsford Homestead will provide clientele with a South Australian escape that is second to none.1834 Hotels is excited and honoured to be managing this remarkable luxury retreat."

Once the setting for the famous Australian drama McLeod's Daughters, Kingsford Homestead was purchased by the Ahrens family in 2009, who converted the property to a five-star retreat.

When the expanded property reopens in May 2021 guests will enjoy unique experiences where proud heritage meets contemporary beauty, imagination, and tailored service.

Those booking overnight stays may select from a range of luxurious accommodation options, including the Homestead (8 suites), Lodge Wing (4 suites, each with its own view), Meg's Cottage (3 bedrooms and living spaces), and Stonemason's Cottage (1 bedroom and living spaces).

Kingsford Homestead will feature an impressive wine cellar and vault, for which the owners have long been curating one of the world's premier showcases of great Barossa Shiraz, including a complete vertical collection of Penfolds Grange. The cellar will also be home to one of Australia's best Champagne collections. To complete an outstanding food and wine offering, guests will be treated to a divine culinary experience encompassing the wonderful flavours and produce of the Barossa. Details on the property's exciting new destination restaurant will be released soon.

Adjacent to the wine cellar is a purpose built 'Kegel bahn', a German indoor bowling alley, which pays homage to the Barossa Valley's history and heritage providing a unique attraction for visitors. The Homestead also offers a range of other relaxation options which include a stunning pool with sundeck and bar, and a beautifully appointed long conservatory with panoramic Barossa Valley views.

Kingsford Homestead is part of a 'Barossa Luxury Retreats' portfolio, which also includes Tanunda House.



# AWA RDS GALA

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For all awards queries contact Lucy Randall 8100 2441 or <a href="mailto:lrandall@ahasa.asn.au">lrandall@ahasa.asn.au</a>

AHA|SA AWARDS FOR EXCELLENCE GALA 2020

Winners of the AHA|SA Awards for Excellence will be announced at the annual Gala Dinner being held at the Adelaide Entertainment Centre on Tuesday 9 February 2021. Those successful in specific categories will automatically become a finalist in the AHA National Hotel Awards to be announced.

HOTEL	LOCATION	DATE GRANTED	NEW LICENSEE
Hotel Central	Riverton	30.09.20	Gregory James Callery, Janine Ruth Callery and Harald Arthur Klavins
Port Hughes Tavern	Port Hughes	7.10.20	Pull the Other One Pty Ltd
Mount Pleasant Hotel Motel	Mount Pleasant	9.10.20	Stockman 1857 Pty Ltd
Sedan Hotel	Sedan	9.10.20	C.O.A.T (NO.98) Pty Ltd
Criterion Motel – Hotel Quorn	Quorn	21.10.20	Carpe Diem Hotel Group Pty Ltd
Botanic Bar	Adelaide	23.10.20	Golden Boy Restaurant Pty Ltd
McCracken Country Club	Victor Harbor	26.10.20	Discovery McCracken Pty Ltd
Austral Hotel	Adelaide	29.10.20	Turquoise Waters Pty Ltd
The Directors Hotel	Adelaide	2.11.20	Nesowa Pty Ltd
Olympic Dam Village	Olympic Dam	3.11.20	Compass Group Remote Hospitality Services Pty Ltd
Scenic Hotel	Norton Summit	13.11.20	The Scenic Group Adelaide Pty Ltd
King's Head Hotel	Adelaide	16.11.20	Cucci Investments Pty Ltd
Robe Hotel	Robe	16.11.20	AVC Operations Pty Limited
Frances Hotel	Frances	20.11.20	Lauren Elizabeth Thompson & Garry Patrick Halliday
Seaton Hotel	Seaton Park	24.11.20	Hotel Seaton (SA) Pty Ltd
OG Hotel	Klemzig	24.11.20	SGL Hotels Pty Ltd
Elliston Hotel	Elliston	27.11.20	Kennett Hotels Pty Ltd
Midway Tavern	Elizabeth Downs	30.11.20	Jones Hotels (Elizabeth Downs)







### OFFICE HOLDERS

### **aHa**|sa

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PHONE (08) 8232 4525 TOLL FREE 1800 814 525 FAX (08) 8232 4979

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OWEN WEBB Workplace Relations

GARY COPPOLA Legal and Advocacy

SCOTT VAUGHAN Membership & Business

SCOTT VAUGHAN Membership & Business Services
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**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.



T: 08 8100 2499 F: 08 8232 4979
E: INFO@GAMINGCARE.ORG.AU

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