

# Hotels SA

THE OFFICIAL PUBLICATION OF THE AUSTRALIAN HOTELS ASSOCIATION (SA BRANCH) DEC 2019/JAN 2020

**A SUBURBAN MASTERPIECE  
THE MARION HOTEL**

**WALLY WOHLERT RETIRES  
WOMEN IN HOTELS  
TIME AND WAGE RECORDS**



**aHa|sa**

Australian Hotels Association (SA) [WWW.AHASA.ASN.AU](http://WWW.AHASA.ASN.AU)

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

**Boylen +**



JAPANESE  
PRECISION



AUSTRALIAN  
MALT + WHEAT

# TASTE THE BEST OF BOTH WORLDS

**Asahi**  
PREMIUM BEVERAGES

FOR MORE INFORMATION OR TO PLACE AN ORDER, PLEASE  
CONTACT YOUR ASAHI PREMIUM BEVERAGES REPRESENTATIVE  
OR CALL CUSTOMER SERVICE ON 1800 090 378.  
MADE IN AUSTRALIA

18+

PLEASE DRINK  
RESPONSIBLY

C O N T E N T S



15

**The Marion Hotel - A \$20 million suburban masterpiece**

The idea to upgrade The Marion Hotel started as a “thought bubble” for a soft refurbishment to combat falling returns. It then resulted in a \$20 million masterpiece that is unparalleled in suburban Adelaide.



08

**Wally Woehlert Retires**

It will be the end of an era when the General Manager of Gaming Care, Wally Woehlert, walks out of the AHAJSA offices.



12

**Women in Hotels**

Over 150 people attended the annual Women in Hotels Christmas Function held at Sparkke at Whitmore on Tuesday 12 November.

I N T H I S I S S U E

- 04 From the President
- 06 From the General Manager
- 08 Retirement Marks Close of an Illustrious Career
- 10 Hotel Manager Q&A: Rebecca Barnes
- 12 Women in Hotels Christmas Function
- 14 The Marion Hotel
- 31 Ravo's Bush Telegraph
- 33 One for the Road with Vaughany
- 34 West End Celebrates 160 Years
- 36 How to put on a Live Music Gig this Summer
- 36 AHAJSA Corporate Partner Spotlight: Tanya O'Connor, Coca-Cola Amatil
- 37 AHAJSA Staff Spotlight: Gary Coppola
- 38 Investing in a Win-Win Future
- 40 Charity Golf Day Raises \$2.6 Million for SA Kids in Need
- 41 Regional Meetings
- 42 Reverse Onus of Proof. Why it's so Important for Employers to Keep Time and Wage Records
- 44 Managing Culturally Diverse Employees Through Informal Practices
- 46 Gambling Harm Awareness Week
- 47 AHAJSA Corporate Partners
- 48 Gaming Care
- 49 AHAJSA Suppliers
- 50 AHAJSA Licensee Transfers
- 50 AHAJSA New Members



42

**Time and Wage Records**

Reverse onus of proof. Why it's so important for employers to keep time and wage records.

**Would you like to advertise in Hotel SA?**

Call Jamie Richardson today on 8233 9433.

**Boylen +**

P (08) 8233 9433  
 A Level 3, 47 South Tce, Adelaide SA 5000  
[boylen.com.au](http://boylen.com.au)



## From the President

DAVID BASHEER – AHA|SA PRESIDENT

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

# Detector Decree is Ill Advised

Drug convictions in this State have increased by 35% in the last year alone. By contrast, the ABS states that per capita alcohol consumption is at the lowest levels in Australia since the 1960s.

Despite such facts, most of the attention remains on the continual and onerous regulation of venues that serve alcohol.

Here is another example of red tape absurdity that simply adds cost to our business. If a venue is licensed to 3am, even if it never trades that late, after midnight it must now beef up its security and scan patrons with metal detectors. Last time I checked, we're pubs, not an airport.

Put aside the cost of the equipment, put aside the cost of employing and training staff to be mini ASIO agents... the practicality of this is nothing short of farcical.

When a patron walks in at 12.30am and our airport-style security goes off because of the bottle opener attached to the customer's key ring, what do we do?

What metal is allowed in and what is not?

I have even less idea what the venue is meant to do if it finds a knife – or, God forbid - a gun! We are not the police. We have no right to confiscate a customer's personal possessions. Nor should we be allowed to.

Making it even more confusing, if a licence ceases at or before 3am, there are no such requirements. So, if I am carrying a weapon at midnight, do I go to the venue with scanning facilities or do I simply wander across the road to the venue that is not required to scan at any time up to 3am?





Law breakers will easily work their way around this regulation.

What happens when an interstate business traveller leaves one of our award-winning restaurants and goes looking for an after-midnight gin and tonic on Peel Street, only to find themselves scanned like a fugitive? We will be a laughing stock.

It does not pass the pub test. It doesn't even pass the small bar test.

Nor will it fix the perceived problem. What it will do, however, is add more cost, more regulation and place an unrealistic onus on the individual business.

Prominent Liberal MP Sam Duluk and both the incoming Adelaide City Council Deputy Lord Mayor, Alex Hyde, and the outgoing Deputy, Houssam Abiad, have placed lockouts back on the agenda. All have questioned the economic impact of our lockout laws.

The AHA|SA would welcome any evidence-based review on the effectiveness of lockout laws. This would be especially welcome as the State Government's aggressive late night tax on licensed venues is crushing Adelaide's nightlife and harming the CBD's night time economy.

In Melbourne, they celebrate the night time economy. Why can't we?

### **RATES, RUBBISH... AND NOW RIGHTEOUSNESS?**

Local councils are increasingly marshalling their efforts against regulated taxpaying venues. They are taking an almost-totalitarian approach to their local

businesses, with an attitude they will dictate what and how businesses will operate.

Two councils this year - Adelaide and Port Enfield - have flagged intentions to remove gaming in venues operating on their land.

Indeed, the Adelaide City Council has taken it one step further, proposing no gambling at all in any new venue on council land. So, no TAB, no Keno and no scratchies. (All of which are legal.)

What about raffle tickets?

And can Council staff run a sweep for the 2020 Melbourne Cup in their council-owned offices? Could it extend to outlawing Melbourne Cup lunches at the city's pubs, cafes and restaurants?

These decisions are baffling and contain a strong anti-business overtone. Local government needs to stop looking at pubs as cashed-up ratepayers or punching bags to appease the 'concerned sector'. It would be useful for councils to look at what pubs do FOR their areas.

- Look at the number of constituents our hotels employ and where the hotels and their employees are spending their money (the answer is "locally").
- Look at who is sponsoring local community and sporting groups and in doing so, generating enormous goodwill, political capital and keeping their local economy turning.

The AHA|SA continues to work with local government and member venues on this issue.

### **GOODBYE WALLY**

Wally Woehlert's remarkable contribution to the AHA|SA, our members and the broader industry is rightly celebrated more thoroughly elsewhere in this edition.

Wally has been an invaluable colleague for so many of us for so long. He has saved members thousands of dollars in legal fees over many years and his unbelievable capacity to absorb complex policies and concepts has created great outcomes for our hotels and avoided onerous regulatory obligation. When Wally talks, he talks with authority. At the centre of his success in dealing with people across several fields has been the respect and esteem he commands because he is a man of the highest integrity who delivers what he promises.

In thanking Wally for his enormous contribution over three decades, we wish him and Toni all the best for the future.

### **CHRISTMAS WISHES**

Finally, best wishes to all for the Christmas season. I hope it is a profitable trading period before enjoying the company of those closest to you.

Thank you for your support of the AHA|SA this year and we look forward to 2020 being a strong year for our industry.

**David Basheer, AHA|SA President**



## From the General Manager

IAN HORNE – AHA|SA GENERAL MANAGER

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

# 2019 – A Year in Review

Another year closes and so it is useful to recall some of the challenges and opportunities.

The AHA|SA has been a contributor and influencer in a number of crucial decisions and/or policies that impact on members. They have included:

### **A STRONG VOICE IN THE VISITOR ECONOMY**

AHA|SA Deputy Vice President, Chairman of TAA|SA and operator of many South Australian hospitality facilities, Andrew Bullock, was appointed by the Government as Chairperson of the South Australian Tourism Commission. I also serve on the SATC board. The Visitor Economy is the cornerstone of so many of our members (large and small), whether corporate, business, event or leisure visitors. As the AHA|SA CEO, I am also Vice Chair of the Adelaide Convention Bureau, another extraordinarily important contributor to member outcomes.

### **GAMING REFORM**

Legislation passed the Lower House of Parliament that allowed for the industry to embrace new technology and catch up to other mainland States and New Zealand in terms of note acceptors and ticket in – ticket out (TITO). These reforms are balanced by the introduction of facial recognition, additional Gamblers Rehabilitation Fund support and other focussed responses. Even so, it provides an opportunity for growth and an improvement in harm minimisation.

### **LIQUOR LICENSING**

The new Act for liquor sales and supply came into effect on 18 November following a process that started in July 2015. The new Act creates a range of flexibilities, as well as obligations. The AHA|SA intends to play an active role in the rollout of the new Act and to challenge on behalf of members, when necessary, its interpretations and applications.





## SINGLE USE PLASTICS

AHA|SA is directly represented in the discussion to remove single-use plastics such as straws, cutlery and stirrers. This is not a major issue for members if a sensible and orderly process is adopted and communicated. In fact, there is a high level of goodwill and innovation already in the hospitality industry towards supporting the removal of single use plastics.

## CONTAINER DEPOSIT LEGISLATION

This issue is of far greater concern and has many costly consequences if not discussed with stakeholders. The concept of increasing deposits for a container from 10c to 20c needs to be backed by evidence. In particular, South Australia simply cannot operate in isolation or be out of step with other States.

Finally, to include wine bottles in the Wine State deserves even closer scrutiny.

All of the claims need to be tested against evidence. Otherwise Government will achieve little other than to further increase the regulatory burden of retailers, wine makers, brewers and ultimately consumers and greatly disadvantage South Australian businesses.

The AHA|SA is part of the working group within the EPA.

## A RANGE OF OTHER ISSUES

Whether disruptive services such as Airbnb and Uber Eats, the new One Music licensing system, the important role of live music, regulations about outdoor smoking or the many community interactions and consultations the Association is required to participate in, the AHA|SA does not shy away from always looking for the best outcome for members (large and small, corporate or family-based).

So all in all, 2019 has been a busy year but the Association is well placed for the challenges of 2020.

## FAREWELL TO WALLY WOHLERT

It is difficult to comprehend an AHA|SA without Wally Woehlert's direct involvement, either as an employee or an elected member.

His influence since his arrival in 1992 has been massive. His unwavering dedication to the Association and its members is difficult to quantify but it would account for many millions of dollars in member savings, gains or value.

No doubt Wally approaches his retirement with mixed feelings. The need to rest, relax and enjoy all that is great about retirement balanced against his instinct to immerse himself in the intrigue of industry or individual member's issues.

Proper acknowledgment is presented in this edition of Hotel SA but from

my personal perspective, Wally is irreplaceable. He deserves every accolade, he deserves every and all praise and every acknowledgment and thanks.

Thank you Wally.

However, life goes on and Wally leaves the AHA|SA and Gaming Care in great shape.

We have been able to build on Wally's legacy by strengthening our capacity.

Anna Moeller LLB takes over from Wally as Executive Director of Gaming Care and Gary Coppola LLB takes over management of the AHA|SA Liquor and Gaming Advocacy Unit.

We have been incredibly fortunate that both Anna and Gary have been able to spend valuable time with Wally. So I thank Wally from the bottom of my heart and in doing so welcome Anna and Gary who bring a capacity that is already building on Wally's great foundations.

Members can be absolutely assured that the AHA|SA 'armoury' is as strong as ever.

Cheers Wally – enjoy retirement and know that an entire industry is indebted to you!

**Ian Horne**  
**AHA|SA General Manager**

# Retirement Marks Close of an Illustrious Career

It will be the end of an era when the General Manager of Gaming Care, Wally Woehlert, walks out of the AHA|SA offices for the last time on Friday 13 December 2019.

As AHA|SA President, David Basheer, said "Wally has been the AHA|SA's rock.

"When Wally talks, he talks with authority. At the centre of his success is dealing with people across several fields has been the respect he has earned – and the esteem in which he is held - because he is a man of the highest integrity who delivers what he promises."

Former AHA|SA President Peter Hurley reinforced those words, saying "Wally is the voice of reason and he has a rock-solid moral compass."

## APPOINTMENT

The former Inspector of police joined the AHA|SA in 1992 as the AHA|SA's industrial officer.



His appointment coincided with the passing of the *Gaming Machines Act* and much needed to be done to assist members in preparation for the introduction of gaming machines.

AHA|SA General Manager, Ian Horne saw an opportunity for the Association to provide an advocacy service to its members and that service started with Wally developing an application process which enabled members to be represented by the Association both before the Licensing Court and the Liquor and Gambling Commission.

"We started with minor licensing application and by the time the gaming legislation commenced the Association had demonstrated to members the significant savings that could be achieved if they used the service.

"We were very aggressive in telling members we could do it, and do it in a cost-effective manner," Wally said.

Ian and Wally quickly expanded the service to include representing members in the Licensing Court and Michael Jeffries, a former Assistant Liquor and Gambling Commissioner joined the Advocacy Service. Together they lodged close to



60% of all gaming machine licenses and many hundred liquor licensing applications.

Former AHA|SA President, Peter Hurley said:

"There is no doubt that he changed the way the AHA dealt with difficult IR and licensing issues. No-one could match what he offered to members. He made it easier and cheaper to navigate the minefield that surrounded gaming because of the paranoia at the time."

## LIQUOR LICENSING REVIEW

In 1996 Wally became the Deputy General Manager of the Association and was appointed to the Attorney General's Working Party to review the *Liquor Licensing Act*. This review was conducted by Tim Anderson QC.

"We helped get changes that significantly benefited the industry," he said. "We got rid of the requirement to have entertainment, if venues wanted to trade after midnight and removed other restrictions," said Ian Horne.

## RD JONES GROUP

In 1999, Wally was appointed as the General Manager of the Jones Group of Companies, where he remained for the next decade. "My time working with Richard Jones and the RD Jones Group was particularly rewarding. Not only did this give me a great insight into the operational aspects of running hotels and practical experience, Richard also gave me the opportunity to participate in the development of their loyalty system, pre-commitment systems and other innovations in the use of



smartcards. Richard also allowed me to get back involved with the AHA|SA.”

He was elected to the AHA|SA State Council in 2004 and participated in a number of inquiries conducted by the Independent Gambling Authority (IGA). Codes of Practices were being reviewed, the machine reduction system was being implemented and a number of other measures were being considered. As part of this process, the proposition for establishment of an early intervention agency to address problem gambling emerged. It was modelled on the Casino Host Responsibly Program, but had to work across the whole of the hotel and club sector. This was the beginning of Gaming Care.

Wally was appointed to the Board of Gaming Care in 2005 and the following year he was elected to the AHA's Executive Council. In 2007, he was appointed Deputy Vice President and in 2008 became Deputy President of the AHA|SA and a Director of Independent Gaming Corporation (IGC). This was the first time in the history of the Association that a former employee of the AHA had become an office holder of the Association. “Working with Peter Hurley, Ian Horne, and members of Council and the Boards of Gaming Care and IGC has been both an honour and rewarding,” said Wally.

**“Wally’s pioneering work in establishing Gaming Care as the nation’s leading self-funded early intervention agency has been outstanding.”**

#### GAMING CARE

In 2009, Wally resigned from the RD Jones Group and AHA Council to take up the position of General Manager, Gaming Care. “Rhonda Turley, Executive Officer of Gaming Care had a considerable influence in shaping how Gaming Care operated and together we continued to develop this ground-breaking work,” he said.

“Wally’s background and his interest in the regulatory framework in which licensees work, has enabled him to provide guidance not only to the Association but to many members, who need to balance the community interest and the business interests,” says Ian Horne.

#### **AHA|SA President, David Basheer:**

“Wally has saved members tens of thousands of dollars in legal fees over many years.

“His unbelievable capacity to absorb complex policies and concepts has created great outcomes for our hotels -or avoided onerous regulatory obligations for our member venues.

“Wally’s pioneering work in establishing Gaming Care as the nation’s leading self-funded early intervention agency has been outstanding. It has allowed our hotels to take staff training and harm minimisation strategies to the highest level.”

Four years later, in 2013, Wally was appointed to the



Government’s Gaming Regulation Review Committee, the first of the reviews of gaming legislation for some time. From 2015-18, he was appointed as chair of the Gambling Advisory Committee. This committee facilitated research to identify barriers to people engaging with gambling help service, and assisted in developing procedures to improve referrals.

Wally has also been actively involved in the *2017 Liquor Licensing Act Review* by The Hon Tim Anderson QC and in the implementation process of the amendments to the Act. More recently Wally has been assisting in the review of the Gambling Regulations.

#### VOICE OF REASON

#### **Former AHA|SA President, Peter Hurley:**

“Wally helped turn us, the AHA|SA, into the most compelling and influential lobby group in South Australia. The breadth of his legal knowledge is encyclopedic. He is an authority, but he delivers his knowledge in such a disarmingly soft tone.

“For the last 27 years, I’ve been actively involved in many aspects and roles within the Association. Much of this work has focused on assisting the Association and members to develop policies and procedures to reduce harm, implement changes to the legislation, regulation and codes of practice,” said Wally.

Wally has spent countless hours in the industrial commission, liquor and gaming commission and licensing court representing the Association or appearing on behalf of members. He has also counselled members, often being the voice of reason and offering advice that may have been unpalatable at the time.

“I have always tried to focus on an outcome that is both fair and reasonable. In the harm reduction space, the focus has been on how can we assist members to reduce harm in liquor and gambling, and it is about mitigating the risks.

“We need to stay aware of the public perception and must never ignore the messages from government, regulators and the public.”

# Rebecca Barnes

THE STRATHMORE HOTEL, THE WOODVILLE HOTEL AND THE BROMPTON HOTEL

## WHAT IS THE TITLE OF YOUR POSITION?

General Manager.

## WHAT HOTELS DO YOU MANAGE?

The Strathmore Hotel, The Woodville Hotel and The Brompton Hotel.

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

I entered the Industry from the age of 15 working in a small café. I commenced work at The Strathmore Hotel in 2001, while studying a Human Resource Management Degree at Uni SA. After promotions to Restaurant Manager, Group Gaming Manager, then Hotel Manager, in 2008 I became Group General Manager.

## WHAT DOES YOUR POSITION ENTAIL?

As General Manager, I am responsible for all aspects of operations of the hotels. My role is to provide leadership and strategic planning to the hotel venue managers.

## WHAT ASPECT OF THIS POSITION IS YOUR FAVOURITE?

My passion is staff management. I love creating environments for staff to succeed. I know our greatest asset is our staff.

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

My least favourite part of my role is dealing with staff discipline and terminations. While it is a fact of life, it is always disappointing when a staff member does not work out.

## APPROXIMATELY HOW MANY STAFF DO YOU MANAGE?

At the moment we have 120 employees and four apprentices across the group

## WHO HAVE YOUR MENTORS BEEN OVER THE YEARS?

My biggest mentor in this industry has been our Managing Director, David Basheer.

I started working in this industry, not as a career choice, but a way to pay the bills through university. David not only encouraged me to make hospitality my career but also gave me the skills to develop my own leadership style. He has not only acted as my career coach but also as my career champion.

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

Work hard, there are no short cuts. And always guard against

complacency. Often when things are going well you can be most vulnerable.

Surround yourself with competent, like-minded people - no manager can do it alone!

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

Still learning, I hope. One of the greatest things about my role is that it is ever changing. I hope in five years I am still being faced with challenges and experiences that allow me to further grow and develop.

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

I think our focus on customer service. In all our business decisions, we always look to put the customer's experience first. I call the customers our 'boss', without them we would not have a hotel to work at.

## DO YOU HAVE RENOVATION PLANS FOR THE HOTELS IN YOUR GROUP?

We are currently under our biggest renovation so far at The Strathmore Hotel. We started in April this year and we are aiming to have the full venue completed by February 2020. Our ground floor is being updated with a new bar, kitchen and redeveloped





café and alfresco area. Our café food offering will remain pub fare, still highlighting our famous Stonegrill. The redevelopment of first floor, Verandah Bar and Dining is truly exciting. This level will feature a SA focused a la carte restaurant, as well as an outside verandah bar with a retractable roof and operable windows.

**“Work hard, there are no short cuts.** And always guard against complacency. Often when things are going well you can be most vulnerable.”



## ***LANCER***

## **Nº1 BEER DISPENSING SOLUTION**

### **QUALITY WITH EVERY GLASS**

- BEER SYSTEMS
- TRAINING
- PREVENTIVE MAINTENANCE
- BEER LINE CLEANING
- FREE QUOTES
- BAR FITOUT CONSULTATION
- 24/7 BREAKDOWN SERVICE

Lancer has pioneered industry-leading draft beer dispensing products and services for over 50 years and is the market leader in the development and supply of dispensing solutions across Australia.

**CRAIG HINTER**  
STATE MANAGER SA/NT/WA  
LANCER BEVERAGE (08) 8268 1388

**LANCER**  
[www.lancerbeverage.com](http://www.lancerbeverage.com)



Over 150 people attended the annual Women in Hotels Christmas Function held at Sparkke at Whitmore on Tuesday 12 November. \$1500 was raised in the raffle for Junction Australia to purchase essential household items as well as a gift collection for women in emergency housing across South Australia.

Thank you to Emilee and the staff at Sparkke for a wonderful event and the support of all the AHA|SA Corporate Partners who provided raffle prizes and support for the night.

Junction CEO, Maria Palumbo, said the partnership between Junction and Women in Hotels was very beneficial to the organisation.

“What grew out of a conversation during a work lunch break has become an enduring and enormously important partnership between Junction and Women in Hotels.

“Through the goodwill of Women in Hotels, we have been able to help hundreds of vulnerable women over the past eight years, with a focus on bringing some cheer to them at what would otherwise have been a really hard, stressful time of the year. In 2019, Women In Hotels generosity was at the heart of our International Women’s Day awards where we were able to recognise some of our amazing women tenants. Many of these women have endured enormous personal challenges but overcome them and are now giving back as contributors to, and leaders in, their neighbourhood and communities.”








VIDEO SCREENS | BILLBOARDS | SIGNAGE | SCOREBOARDS | ACTIVATIONS

## BIG SCREEN VIDEO

[ We Share **Your Vision!** ]

Transforming spaces with tailored  
LED solutions

 1300 244 727

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







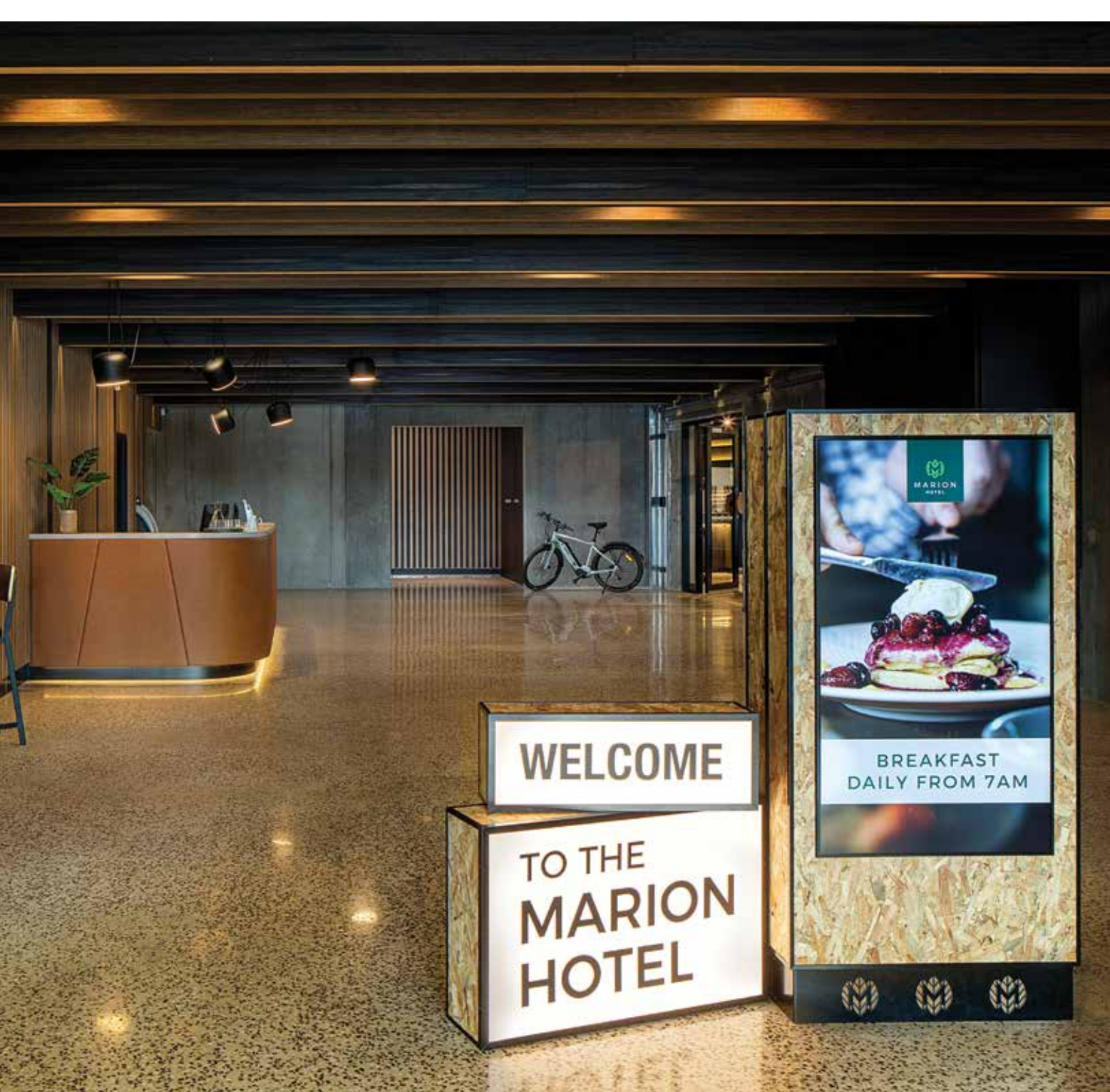
# The Marion Hotel

## A \$20 MILLION SUBURBAN MASTERPIECE

The idea to upgrade The Marion Hotel started as a “thought bubble” for a soft refurbishment to combat falling returns. It then progressed to a \$13 million vision and finally – at the end of a six-year process - resulted in a \$20 million masterpiece that is unparalleled in suburban Adelaide.

The investment is already paying off.





Congratulations to the Hurley's Marion Hotel from Porter & Co. Wine Merchants

**P: 8373 3010**  
**[www.porterandco.com.au](http://www.porterandco.com.au)**

"It's true to say we did have some reservations about why we're doing such a massive food and beverage venue," said Project Manager Anna Hurley.

"However, the return on investment has been exceptional in the early months. Revenue targets that were set before the project were hit within the first week. The demand has been extraordinary."

By way of example, The Marion was struggling to serve 850 meals a week prior to the revamp. In November, that figure had quadrupled to 3,700.

To cope with the demand, more than 40 new jobs have been created, raising the hotel's staff to over 100.

It's an amazing investment by the owners - Peter and Jenny Hurley, and Tony Hurley and Karen Symons – that now comprises:

- 62 rooms (up from 12)
- a light-filled indoor-outdoor bar
- sports bar and associated beer garden
- areas for casual and formal dining
- multi-purpose function rooms
- new gaming area
- a massive new drive-through and cellars.

#### THE BUSINESS CASE

Why would you sink \$20 million into an ageing suburban pub?

"The most common words people say when they walk in are '**Oh... wow!**'"

"The socio-economics of the area are rising and there are more families in the area," said Anna.

This includes an influx of overseas executives and researchers visiting the Tonsley Innovation Precinct, along with an associated 850-home, \$265 million residential development. The expansion of Flinders Private and the proximity of Flinders Medical Centre, Flinders University and Marion's SA Aquatic & Leisure Centre also bode well for future return on investment.

The venue was officially reopened by the Premier, Steven Marshall, in October.

He described the redeveloped hotel as "absolutely spectacular" and noted that the Hurley family was "giving so many South Australians sustainable, long-term employment... in one of the best industries in South Australia".

#### DESIGN DIRECTION

The design brief was driven by Peter Hurley.

"He didn't want it to be nice or elegant, it had to be different," said Anna.

"If he had seen it elsewhere at a standard hotel, it wasn't right for



***Four Seasons Fresh***  
are proud suppliers of fresh and processed produce to the  
**Hurley Hotel Group**

Market leaders with over 25 years experience

HACCP Certified and Quality Endorsed

***Four Seasons Fresh*** providing temperature controlled warehousing and distribution ensuring clients enjoy a premium product with a premier service.

Contact our office to discuss how we can support your business  
**Phone (08) 8362 8201 | Email [sales@fourseasonsfresh.com.au](mailto:sales@fourseasonsfresh.com.au)**





# SOUTH PACIFIC Laundry



5963 STEPHENS AVENUE  
TORRENSVILLE SA 5031



- ✓ Accommodation
- ✓ Food & Beverage



SPL Adelaide Office – Sales Enquiries  
08 8352 4277  
admin.ade@splaundry.com.au

Tim Bonnici – Adelaide Branch Manager  
0491 156 619  
tim.bonnici@splaundry.com.au

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

the Marion Hotel. In the end, the words most commonly used were industrial, quirky and eclectic. We took direction from other market leaders like Hotel Hotel in Canberra and QT Hotels.

“Studio Nine have given us something that people don’t expect,” said Anna. “The most common words people say when they walk in are ‘Oh... wow!’”

“It’s been a team effort, we’ve had input from various designers including Studio 9 and Fleur Linke and our team has gone above and beyond, especially Sam McInnes who led the project.”

Hotel manager James Alexander added: “Tony is both an owner and a patron. He is very much in touch with the people who come to The Marion, so he contributed a lot of great ideas.”

## THE GARDEN

The pièce de résistance is The Garden, which used to be a carpark and an underperforming function room.

You wouldn’t recognise the space now. It is open and vibrant and ... well, eclectic is probably a suitable word to describe the unique blend of features and furnishings.

Entering from the accommodation wing’s lobby, guests walk into a large open plan area that stretches left and right. To the right is an outdoor area, which is a semi-covered arc of benches set on timber decking, an industrial fireplace, booths and louvre windows that are all set around a striking Queensland Brush Box tree.

(Yes, it brings back memories of the Burnside Shopping Centre’s now-deceased gum tree but it was a centerpiece of the design so it stayed, under the watchful eye of a local arborist. And yes, the tree is a stunning feature that draws the eye.)

That outdoor area/beer garden then leads inside to a casual drinking and entertainment area with high ceilings and two Big Ass Fans that are reminiscent of the giant industrial fans in the stands at Adelaide Oval. This has become a de facto third dining area, as Anna explains:

“We thought we knew what the customer wanted, but we were wrong. For example, we were worried our customers wouldn’t come in while we didn’t have a proper dining room, but people love to eat in The Garden, even now the formal dining room has opened.”

Features of this area include a vaulted ceiling, exposed lighting, mesh curtains, aged brass accents and textured finishes, mesh cladding, dappled natural light, zoned directional speakers to help with noise control and a variety of furnishings. The Marion’s earthy colours - brass and green – are used subtly to bring everything together.

Exposed steel girders provide a halo effect around the main bar, while overhead is exposed insulation held in place by reinforcing mesh (yep, you read that right, insulation and ‘reo!’). It sounds odd but they work in the overall scheme of the room. Apart from being visually interesting, it’s great for climate control and provides excellent acoustics.



Manufacture and install Stainless Steel commercial kitchen items.

Please call or email us with your Stainless Steel requirements.

p: 08 8374 2233

e: [cess@bigpond.net.au](mailto:cess@bigpond.net.au)

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







formerly known as  
John Reuther  
Cabinet Makers

Ph: (08) 8234 9600 [www.jrcm.com.au](http://www.jrcm.com.au)  
88 Exeter Terrace, Dudley Park, 5008

## Another Quality Joinery Fitout



Bars – TAB – Accommodation – Gaming Room. Your hotel/motel fitout specialist!





**Sipn Save congratulates  
the Hurley Hotel Group  
on the superb new  
Marion Hotel!**

**SipnSave**



"The furniture is best described as eclectic," said Anna. "Not standard school cafeteria furniture, it's a combination of new and vintage."

To emphasise the point, she pointed at a long table: "That one is made from Californian Redwood, which dad (Peter Hurley) saw in

## "We thought we knew what the customer wanted, but we were wrong."

Geelong. It was a three- or four-year process where he saw items he liked, bought them and then they were stored in a shed waiting for the Marion renovation to take place."

The bar itself is made of formed and polished concrete, with exposed steel. It is clean with no overhead drink dispensers. In fact, the whole area is quite 'cleanskin', so that it remains uncluttered by promotional posters and branding.

The bar has 18 beers on tap, including 11 craft beers, one of which is a Pirate Life Pomegranate Fruit Sour that was made specifically for The Marion. What started out as something of a gimmick has garnered unexpected popularity. Sixteen kegs were brewed and patrons have drained five in the first few weeks.

Across from the bar is another fireplace and low-set lounge seats for those that want to "chill out".

The Garden is not a sports bar. Its focus is on fun, music and

entertainment, and it features a stage for live music. However, it does feature six television screens so patrons can watch a major event like the Melbourne Cup from anywhere in the room.

The area has a license from 7am to 2am, and can accommodate more than 360 people.

"We thought we would have a slow ramp up period when we opened The Garden but by the second week, we realised we were dead wrong," said Anna. "We hadn't advertised but it just grew and grew. Our social media during the development was fantastic and I think that's a big part of the reason for that early success."

### DINING AREAS

Just past the bar is a casual, self-order dining area which includes booth seating. An open area then separates this from the formal dining room.

Head chef Dave Pedro moved from the Hurley's Port Lincoln Hotel, so it's no surprise to see a range of fresh seafood options on the menu, alongside smoked dishes from the Yoder Smoker, sharing plates and healthy choices that include gluten free, vegan and vegetarian options.

The kitchen is supplemented by a food truck that can be used in various areas of the hotel, including functions.

"There are no TVs in the dining room, which was a huge bone of contention," said James. "But the dining room is more formal and has table service, and the "No" vote carried the day. I originally thought it should have TVs but I've changed my mind."

The new kitchen opened just before Christmas. In what most



**HOSPITALITY FURNITURE SPECIALISTS**

*Marion Hotel*

**workspace**  
commercial furniture

[www.workspace.com.au](http://www.workspace.com.au)  
Sydney | Melbourne | Adelaide | Canberra | Brisbane

would consider a nightmare scenario, Christmas Day was the first service out of the facility, serving one of the most important meals of the year to 180 people.

“The team was incredible,” said Anna. “They were so good and the chef did an amazing job.”

James agreed but with a wry smile added: “We have outgrown the kitchen already. We’ve got new equipment on order and we’re reshaping it.”

## FUNCTIONS

As you turn out of the dining areas and walk east, a hallway opens onto a series of function areas.

The goal is for The Marion to become the region’s go-to destination for functions. The main function room can cater for 300 seated or nearly 600 stand up, or it can be divided into smaller rooms to seat 60 seated or 120 for cocktails

The function space comes with its own private bar, AV and all of the other requirements you would expect, including excellent soundproofing.

A ‘hidden’ gem appears at the eastern end of the function area, where the indoor space opens onto The Secret Garden, an outdoor area with a retractable roof. This area has white-washed brick walls, a semi-tropical garden and is climate controlled using Seeley Climate Wizard, which super cools air before it enters the air conditioning system and is a world-class cost-saving initiative.

The function area is rounded out with The Study, which is a self-contained, private boardroom that can seat up to 20 people.

## THE SHED

The Shed Sports Bar is The Marion’s answer to a front bar. It sits at the southern end of the hotel and has its own entrance, meaning patrons can’t access it from the hotel proper. With TAB facilities, a pool table and beer garden, The Shed is not only a sports bar, it has become a highly popular space for casual functions, especially 21st and 30th birthdays.

Incredibly, renovation of The Shed took a mere five days.

## THE CELLARS

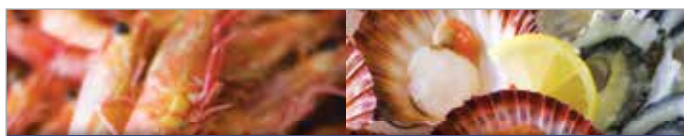
The bottle shop is jaw-dropping – and it’s no wonder that at its peak, it is ringing up record sales. When the outlet did a special sale that was valid for one day only, it rang up sales in one day that represented a week’s takings pre-refurbishment.

Filling a gap in the local market is a massive walk-in cool room, and a three-lane drive through to cope with the strong demand. An extensive wine display area is complemented by a wine bar that hosts weekly tastings and the occasional degustation that supports local winemakers.

A temperature-controlled wine room, with controlled access, offers wines ranging from \$49 to \$2,200. But how successful will something like this be in the Marion area?

“It’s been very popular at The Arkaba, so that gave us the confidence to do it here,” said Anna. “Now it is very successful here.

“This bottle shop always overperformed due to exceptional management. Now the footprint is about three times its original size and we are certainly reaping the benefits.”



Producers and suppliers of quality seafood and catering lines to the Hospitality Industry.

*Proud suppliers to the Marion Hotel.*

- South Australian family owned and operated
- Fresh Seafood Processed daily in our HACCP approved facility
- Country and Interstate areas supplied through a network of refrigerated carriers
- The most experienced and talented support staff in the industry

*International Oyster & Seafoods  
“The Complete Package”*



241 - 247 Franklin St, Adelaide,  
SA 5000  
**P:** 8231 6441  
**E:** sales@internationaloyster.com.au



**STUDIO NINE  
ARCHITECTS**

Pictured — **Marion Hotel**

P — +61 8 8132 3999  
studionine.net.au





“The goal is for The Marion to become the region’s go-to destination for functions.”



*Coopers*  
**BECAUSE WE CAN**  
CRAFTED ALES NOW IN CANS

Get the facts  
[DrinkWise.org.au](http://DrinkWise.org.au)

COOPERS BREWERY SPARKLING ALE  
COOPERS BREWERY XPA  
COOPERS BREWERY ORIGINAL PALE ALE  
COOPERS BREWERY SESSION ALE  
COOPERS BREWERY WILD ALE 3.4%



## ACCOMMODATION

There is a brand new accommodation wing comprising 50 new rooms over four levels, adding to the 12 existing pub rooms bringing the total to 62; coincidentally, the same number of rooms as The Arkaba.

In an earlier interview with The Shout, the rooms were described as “sophisticated spaces where industrial chic meets luxury”.

“Boasting creative flair, the new guest rooms have been crafted with tailored furnishings and unusual fixtures made from unique or recycled materials. The rooms are a blend of modern and traditional design, [creating] a calm and relaxed space – the perfect ‘home away from home.’”

The views of the Adelaide Hills are sweeping and unexpected, as are the views of tree tops, when in theory, you could be looking out on suburban backyards.

“We have been very conscious of the importance of our trees,” said Anna. “We have planted more trees and the palm was trucked here from the Hackney Hotel. It is lovely for guests to be able to look out on the gums.

“We have had exceptional feedback. People tell us that they love the design, that the beds are super comfortable and that the reception check-in is simple. When a group of travel agents visited, the general consensus was, “I didn’t expect that.”

“While we have applied strong value management to the rooms to be cost effective, it’s not a cookie cutter experience. It’s unique. With clever use of materials we have developed distinctive rooms and a distinctive accommodation experience.”



**MARION HOTEL**  
 1K ARE PROUD SUPPLIERS OF THE FABULOUS MARION HOTEL  
 IMAGE FEATURES THE SANDER CHAIR  
 Photo by Rumpus Room Studios

**1k**  
 1000 CHAIRS

1000 CHAIRS  
 NEW SHOWROOM  
 152 MAGILL ROAD  
 NORWOOD SA 5067  
 08 8132 0984  
 WWW.1000CHAIRS.COM.AU

One example is the suites, which feature a bench nook and baths with a view. Patrons can watch TV from their bath in each room or cast their own content using free Wi-Fi.

While The Arkaba and Port Lincoln Hotels have a major accommodation component, an increase from 12 rooms to 62 presented a major challenge for the Marion team.

Management implemented a long-term strategy to get trained staff in place. As the development reduced the number of patrons at The Marion, many staff were employed in other hotels, some of them gaining rooms experience in the process.

For example, an employee at the Arkaba was identified as having the potential to manage the front desk at The Marion and his skills were developed early on, while the Housekeeping Manager from The Arkaba transferred to The Marion to add much-needed experience.

“We are very much a food and beverage business with accommodation,” said James, “not the other way around, like standard accommodation hotels, so that has an influence on the staff we employ.”

Accommodation opened in August.

“The first two months were a bit quieter than we expected, and I got a bit nervous. But we have been fully booked the last three nights in a row and we are now meeting our targets.



## CONGRATULATIONS TO THE MARION HOTEL ON YOUR REDEVELOPMENT

POS, Back of House & WFM

H&L Australia proudly provides the Marion Hotel, with a POS system to streamline all aspects of their operations.



1800 778 340 Get in touch today!  
[www.hlaustralia.com.au](http://www.hlaustralia.com.au)





Bunzl ANZ is a proud business partner of the Hurley Hotel Group.

Specialising in:

- Kitchen Design
- Kitchen Fitouts including Stainless Steel
- Kitchenware
- Barware, Tabletop & Glassware
- Chemicals, Janitorial & Washroom
- Site Audits that focus on cost savings for you

VISIT OUR NEW INNOVATION CENTRE  
41-55 HOLDEN ST HINDMARSH 5007  
Call: (08) 82456200 Email: [sacateringcs@bunzl.com.au](mailto:sacateringcs@bunzl.com.au)



MKT-067



"We've had a lot of sticky-beakers coming for a staycation and a lot of people from the country, as well as patients visiting Flinders. We've been taking bookings for quite a while. People also like the fact that there is free parking, which is important for sales people on the road."

A recurring comment on guest feedback cards is "we'll be back," "best hotel we have stayed in," and "beautiful hotel." Online reviews such as "venue was awesome", "amazing hotel" and "thanks for making our visit so memorable" have become the new norm for this once-jaded hotel.

"We started thinking about a soft refurbishment, because our figures were sliding... **It was a calculated business decision.**"

#### THE BACK STORY

Anna explained how the idea for the project evolved: "We have owned the hotel since 1984. About six years ago, we started thinking about a soft refurbishment, because our figures were sliding. It has been 23 years since the hotel was last done up.



surround INTERIORS

Photography by Rumpus Room Studio

Proudly involved in the refurbishment of the **MARION HOTEL**

**Fleur Linke-Evans**  
Interior Designer  
**M:** 0423 030 894  
**E:** fleur\_linke@optusnet.com.au  
**IG:** fleurlinke\_surroundinteriors





**Combined**  
Fire Protection Specialists

*Protecting What Matters*

*Proudly associated with Sarah Constructions and the prestigious award winning Marion Hotel Development*

**Design, Installation, Alterations, Testing & Maintenance**

- Automatic Fire Sprinklers
- Extinguishers & Fire Alarm Systems
- Fire Hydrants & Hose Reels
- Fire Pumps & Tanks
- Fire Suppression Systems
- Pipework & Fabrication
- Fire & Life Safety Testing
- Maintenance

**24 HOUR SERVICE**

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

**P: 08 8260 1110**





"It went from replacing carpets etc, to adding more rooms because we could see the demand in the area. Then it was obvious that the bottle shop had potential, so that was added to the wish list. And the budget grew to over \$13 million dollars. And from there to the final budget of \$20 million.

"It was a calculated business decision."

Sarah Constructions was appointed and ensured The Marion continued to trade throughout the development. Critical to this was the flexibility and initiative of Hurley Group 'partners' such as Contect, which handled the complex electrical work, and Xpansionz Electronics which oversaw the AV and all-important acoustics.

Gaming closed for a total of five hours in 15 months. The cellars closed for four days during the 15 months. A portable kitchen

was used for six months in the middle of winter so that meal service continued uninterrupted.

Anna has moved from being the project manager for the venture to head up the accommodation division. (As a side note, during the 15-month renovation she also renovated her own home!)

#### CATALYST DEVELOPMENT

Anna said Marion Council was good to deal with.

"The council wants the whole area to be lifted by us. They want this to be a catalyst development.

"We have had a lot of international guests and expect a lot more in the future, especially with the Tonsley Innovation District so close and the Sea Link bus stop right outside the front of the



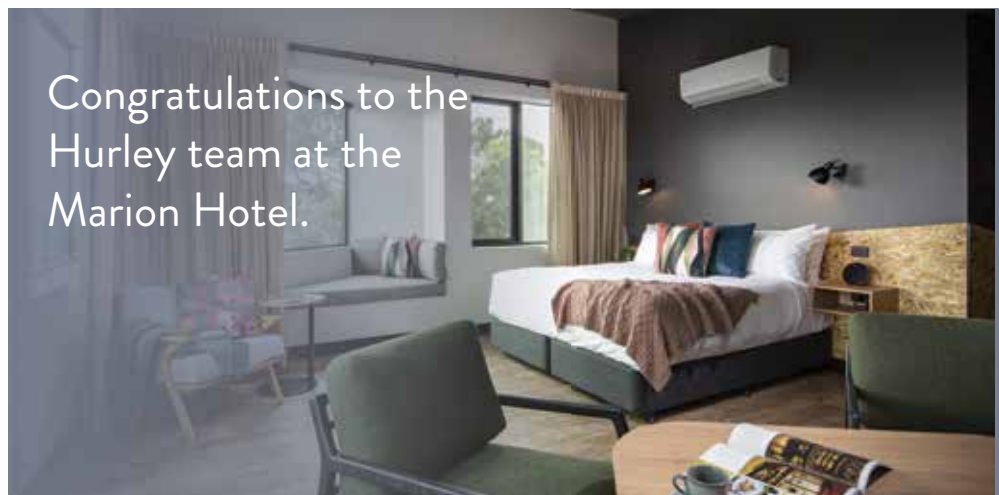




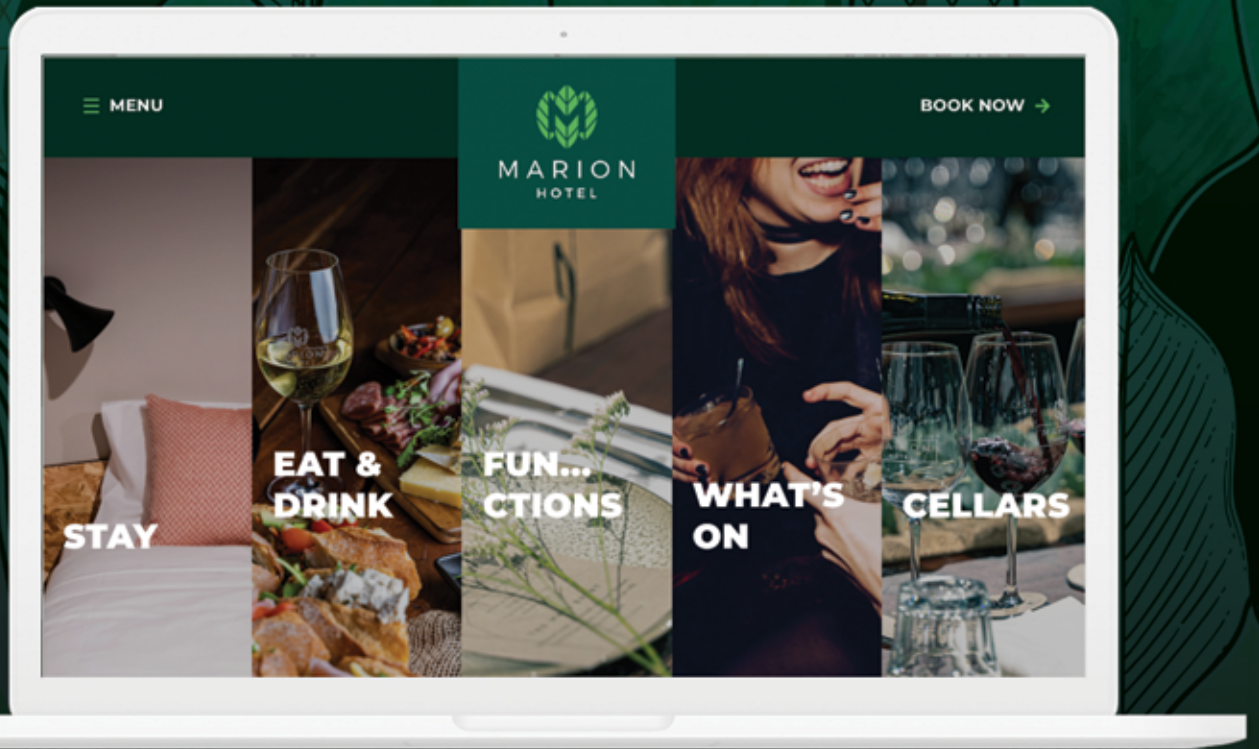
hotel. We are at the midpoint between the city, the airport and Kangaroo Island.”

The heritage of the Marion area is evident outside the hotel, where almond trees and grapevines that were farmed in the area many years ago have been planted, as well as native species.

Parking has stayed at about the same number. While there is a much larger footprint of buildings on the site, better usage of space enabled new parks to be added. Those who prefer two wheels can hire one of the hotel’s electric bikes.



**Commercial Contact: Caroline**  
 838 South Road, Edwardstown  
**P:** 0428 166 215  
**E:** caroline@ahbeard.com  
**www.ahbeard.com**



**Proud digital partner  
of The Marion Hotel**

**Boylen +**

08 8233 9433

Level 3, 47 South Tce, Adelaide SA

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





## BOOKENDS OF BASHEERS TO THE HURLEY REIGN

The late Fred Basheer, then Peter Hurley, then David Basheer... how unique is that procession to the top job for the current President of the AHA|SA, David Basheer?

Maybe Peter extended his reign waiting for the mature David Basheer to emerge to complete the cycle!

The story of the Basheer family is a great one, from their historical origins in Lebanon to the impact they have made in the history of SA. David Basheer is certainly a solid example of the continuing family contribution to our state. Whether it is through the hotel industry, sporting circles, employment afforded to South Australian citizens, and so on, this family has had a big impact on life in SA.

Let's start with David. Apart from his involvement with family hotels, the man has to have some courage being the only family member who barracks for Port Magpies and the Port Adelaide teams. More than just a supporter, he is a Past President of the Port Magpies and a past board member of the Port Adelaide Football Club. Despite this, I understand the Basheers remain a close-knit family group.

David's wife Trina, and son James, are also a terrific support base for David. David's father, Fred, and mum, Nadia, were also parents to Rick, father of Jake and Holly, who is a partner of the reputable chartered accountancy firm Bentleys, and sister Sonia, mother of Layla and Max, who was also an inaugural graduate of the International College of Hotel Management.

Of course, Fred Basheer was also Chairman and board member of the Sturt Football Club, President of the AHA|SA and President of the national AHA, along with his hotel ownerships and family commitments. He loved nothing more than socialising with the multitude of The News journos and photographers who regularly patronised their popular watering hole at the Strathmore Hotel, seeking journalistic inspiration in the Scribes Bar.

The News staff certainly wore a path to and from "The Strath" back in the halcyon days of that former paper.

In that era, I worked for the National Bank in King William Street. We often frequented The Strathmore for a gargle after work and were in awe of the company of Lawrie Jervis, Ray Titus and Alan Shiell (to name a few), great sports journos and photographers of the time, holding court in the bar.

To assist those who don't know, The Advertiser was the morning paper, then The News catered for the midday news and then followed up with a "red spot" late edition, which was sold from newsstands as people departed work for the day. Why is this not still happening? Up to date news, correctly conveyed through print, with all day informative coverage for the general public. Brilliant!

I have mentioned Fred, but his parents Archie and Labeebee commenced this dynasty when they migrated from Lebanon, and purchased the Kalangadoo Hotel, then later with the Penola Hotel. Some of their children were born at Penola, giving great memories of country SA for the whole family. Their male children were Fred, Max and Sam, along with three daughters Linda, Selwa and Najla. The whole family, who had a strong work ethic instilled into them, probably had no choice but to work and contribute to the family hotels, but in reality, did so. This family togetherness continues to this day, with all remaining family tree members. I should point out that Sam worked alongside Fred at the Strathmore Hotel for all those years and in the 70's, brothers Fred, Max and Sam also purchased the Woodville Hotel which remains to this day in the control of the three families.

Without going too much into his SANFL tenure as the longstanding President, the legend of Max Basheer stands alone within the Basheer clan. To have a major Adelaide Oval grandstand on the eastern side of the oval named after him surely speaks for itself. On all accounts he was a good rover in his playing days, who I

understand would not deny he was a cheeky and chirpy rover at that. Max has always had a passion for horse racing, regularly attending meetings and usually has an involvement in ownership. He was also a very well-respected lawyer and a long-term partner in legal practices in Adelaide, only retiring a few months ago. Archie and Labeebee would have to be very proud of all their children, who have contributed so much, in so many ways. The remaining Basheer family has continued the family legacy created and respected throughout this state. With David Basheer and others now in control, I think that is assured.

## RAVO MAKES 70

No, I haven't made a cricket comeback – I recently had my 70th birthday. The family treated my wife, Jenny, and I to my first trip to Port Douglas in Queensland for a week's holiday. We had a great time with my son Mark, his wife Julia, and the grandies Hollie and Jack (both over 20 now). Of course, we had the mandatory trip to the Barrier Reef and, yes, I produced my snorkel and goggles and went diving with all the others on board.

Well the snorkelling wasn't all that easy for me. I commenced donning the stretch black-neck-to-feet outfit, to combat the stingers, about one hour out from the reef. I swear it was a small size in fit. I have big hands and feet to get through small openings. Obviously, I am not as spritely or as agile as a few years ago. Thankfully the grandies, Jen and Julia, helped me into this corset suit.

## CHRISTMAS GREETINGS

Finally, I wish you all, including AHA|SA staff, all the best for an enjoyable and Merry Christmas, and a safe and prosperous New Year for 2020. Gee, it only seems like yesterday we were all concerned about the Millennium Bug when the year 2000 turned over, and now we are up to 2020.

Cheers from Ravo's Bush Telegraph for another year. See you all in 2020.

# From one top performer to another.



**You pride yourself on performing at your very best.**

And with an impressive long-term investment history, Hostplus knows a thing or two about performance, too. According to SuperRatings, our default Balanced investment option ranked highest, or second highest over 20, 15, 10, 7, 5 and 3 years to 30 June 2019\*. Looking for a super fund that works as hard as you do? Visit [hostplus.com.au](https://hostplus.com.au)

**Hostplus. We go with you.**

\*Number one Fund over 7 years (11.13% p.a.) (48 funds), 5 years (9.65% p.a.) (48 funds) and 3 years (10.80% p.a.) (48 funds), and number two Fund over 20 years (8.10% p.a.) (21 funds), 15 years (8.16% p.a.) (29 funds) and 10 years (9.67% p.a.) (45 funds) – SuperRatings Fund Crediting Rate Survey, June 2019. Past performance is not a reliable indicator of future performance. Consider the Host-Plus PDS and your objectives, financial situation and needs, which are not accounted for in this information before making an investment decision. Host-Plus Pty Ltd ABN 79 008 634 704, AFSL 244392, as trustee for the Hostplus Superannuation Fund ABN 68 657 495 890 (the Fund) INH1158 1119





## Scott's Spot

Welcome to the third and final edition of Scott's spot for 2019. Our valued membership has grown in excess of 520 with enquiries by potential new members on the rise. Thanks as always to our long-term members and welcome to new members.

I'll start by providing a **brief update on the latest and upcoming Regionals**. A special thanks to the hosts - the Anglers Inn, Maylands Hotel and the Port Lincoln Hotel.

An interesting statistic at the **Anglers** was that amongst 50 attendees, there were five Scotts. Obviously a popular name for babies in the seventies and eighties!

**The Maylands Hotel** was packed to the rafters with approximately 100 attendees for the luncheon. There was a large member turnout for the meeting, which included SAPOL providing an update after the recent spate of armed hold ups.

I was lucky enough to be invited to the **Murray Bridge Cup** with our valued corporate partner, Tabcorp. This was a very enjoyable day at a beautiful venue. Before the start of race seven (by memory), a publican who shall remain anonymous placed a trifecta, sat down then uttered the words, sh\*\*, should have thrown in number one!

The race came and went. And yes, the obvious happened! Number one placing with the trifecta paying over \$2k. With a shrug of the shoulders and only a hint of frustration, he moved on to reading the form for race eight. The one that got away! Definitely handled with more grace than I could have mustered.

I love a good chat and am really interested to learn publicans' stories when I meet them. I have discovered that the backgrounds of publicans are really quite varied. In addition to career publicans, I've met plumbers, nurses, fitter and turners, accountants and even retirees who are after a new challenge. Such a great

diverse group of people that help keep our industry so interesting.

I recently met with new publicans Wendy and Ian at the **Austral Motel Hotel** in Quorn. Wendy has entered the industry after being a prison guard while Ian was an aged care worker. We discussed membership benefits and after generally chewing the fat, Wendy informed me that locals regularly turn up for a beverage on a Sunday on horseback. This city boy must have looked a bit sceptical because Wendy promptly provided me with photographic proof. Such a cracker photo, I thought it would be great to share more broadly.



*Austral Motel Hotel*

There are a number of exciting renovations going on around the state. **The Ventnor Port Vincent** has recently opened an al fresco bar with a beautiful outlook onto St Vincent Gulf.



*The Ventnor Port Vincent*

**The North Laura Hotel** has recently completed dining room renovations which are truly spectacular. If possible, check out these venues. Please feel free to send me photos of any hotel changes - large or small so I can share in my article next year.



*The North Laura Hotel*

Finally, I was fortunate to represent the AHAISA with Mark Braby - Adelaide Entertainment Centre, Chris Linden - Vine Inn and Craig Hinter - Lancer Beverage Systems, at the annual **St John SA Charity Golf Day**. This year's focus was to raise funds for their First Aid in Schools program, which teaches lifesaving first aid skills to SA primary school children. A great result with the money raised on this day alone funding the training for 4,000 kids in first aid!

It was a very enjoyable day. Thanks to the guys for carrying me (never a good golfer) and holding it together for our group. I am however, still hurting after the relentless criticism of my 25-year-old-shark golf clubs! One particularly painful comment on the day came from Craig "don't bother taking those clubs to Goodwill Scotty, they would not accept them!" Then to rub salt in the wound, both Chris and Mark agreed. I'm pretty sure those clubs will not be making any future appearances.



Have a safe and prosperous Christmas and new year period and I look forward to seeing you all next year.

Cheers.

# WEST END CELEBRATES 160 YEARS

## HERE'S CHEERS - WEST END'S 160TH ANNIVERSARY!

Publicans were among a "who's who" of guests invited to celebrate the 160th anniversary of West End.

Since 1859, the West End Brewery has been a major player in South Australia. In the early years it also produced wine and spirits but made the pivotal decision to move to beer-only in 1894 – and the South Australian Brewing Company was born.

"This landmark brewery, along with our trademark brand West End Draught, has embedded itself into the cultural and economic heritage of South Australia," said regional sales director, Jason Baily.

"The consumer enthusiasm for our recently released retro cans goes to show just how much love there is for this brand in South Australia.

"But bricks and mortar are not what define West End.

"West End's real history is intertwined with South Australia's history. Whether on the sporting field, in our cultural life, or in having a beer with family and friends – West End is a constant in South Australian life."

Jason said West End's commitment to supporting sport in this state could never be questioned, "whether it's at the highest level or at the grass roots where the weekend warriors get out there and have a go".

"But it is not all about sport. West End is also about being part of the broader community and giving back."

He said the West End Community Fund has raised nearly \$3 million since its inception in the early 2000s, "grants to support causes in our community in their time of need".

"And in 2019 when we light up the Christmas Riverbank display for the 60th year, we will see another 250,000 people come to see this iconic community event."



**1859**

Brewery opens. Produced around 150 hogsheads per week for the local hotels.

**1886**

Brewing operations expanded to 107 Port Road

**1894**

Stopped production of spirits and wine to become a beer-only brewer – and the South Australian Brewing Company was born. Now better known as West End.

**1911**

The West End Draught brand name came into the mainstream beer brands, when Konig Lager ceased its production at the West End site.

**1948**

SAB brings bottling back to their operation, which was met with some resistance from hoteliers due to it being more profitable for them to bottle than the brewery.

**1858**

The West End Brewery (WEB) was developed in on Town Acre no. 60 (an area of one acre) by William C. Clark in the West End of Adelaide's city centre.

**1888**

379 hogsheads per week were being rolled out of the WEB.

**1888**

Merged with Kent Town Maltings, Rounsevell Wine and Spirit company to form the South Australian Brewing Company (SAB) located at Thebarton.

**1902**

Started brewing Konig Lager. It was a very similar brew to German lagers which were being brewed over the border at 'inteloping' Victorian breweries who were bringing their products to SA and changing the local's tastes for this style of beer.

**1912-13**

Thomas Nation, South Australian Brewing Co.'s head brewer, produced a bitter beer that gradually replaced the old top-fermented ale.

**1939**

During WWII "quarting" occurred where hotels had to bottle their own beer in true quart bottles (40oz) as no bottled beer was produced at West End due to materials shortage.

**1916**

WWI sees 6 o'clock closing of all hotels.



# WEST END CELEBRATES 160 YEARS



## 1954

Every SANFL premiership club since 1954 has celebrated with West End as they have unveiled their colours on the brewery's famous chimney. (Did you know: As the brewery was in the West End of the city, it took on the red and black colours of the West Adelaide Football Club, who were then nicknamed "The Bottle Tops".)

## 1980

The brewery moves completely from Hindley Street to the Thebarton site.

## 2019

Astrid Eerens, becomes the first female Brewery Manager at West End.

## 1951

Horse drawn vehicles ceased at WEB.

## 1955

Saw the decision to concentrate bulk beer production at WEB and bottled beer at Southwark. This increased production of both forms of beer, with hogsheads growing from 172,000 to 196,000 annually from WEB.

## 1959

First year of the iconic Christmas Riverbank display.

## 1967

6 o'clock closing ceased and the hotel industry increased with extending trading hours, some moving to 24 hours due to the relaxing of the licensing laws.

## 1969

West End Draught became a bottled product with the onset of increased bottle demand and the introduction of the ring-pulled can.

## 2000

Water fountain established on Port Road, where the public can purchase up to 15 litres of brewery fresh water for \$2, with proceeds going to many worthy causes across South Australia via the West End Community Fund.

## 2019

West End Brewery celebrates 160 years - the oldest brewing brand in South Australia. West End Draught is currently the number one SA brewed beer, and has enjoyed this position for most of its life.



# AHA|SA Corporate Partner Spotlight

TANYA O'CONNOR - STATE MANAGER SA/NT – HORECA (HOTELS, RESTAURANTS, CAFES), COCA-COLA AMATIL

## WHEN DID YOU JOIN YOUR CURRENT EMPLOYER?

I started my career at CCA March 2002, almost 18 years ago, and have

broad experience across most channels and roles in our business. These roles include BDE roles, New Business, Key Account Manager roles including state key accounts as well as national accounts looking after Woolworths and Coles. More recently, Sales Manager roles including leading the Licensed (Horeca) Sales Team.

## TELL US ABOUT YOUR COMPANY:

At Coca-Cola Amatil, we have the passion to refresh everyone, every day and everywhere. In addition to our iconic Coca-Cola products, is our wider non-alcoholic beverage portfolio including Sprite, Fanta and Mount Franklin. Our unrivalled selection of premium alcohol and coffee brands is second to none in quality and taste. From famous international brands such as Jim Beam, Canadian Club, Miller and Coors, to emerging locally crafted brews such as Feral Brewing and Pressman's Cider, our premium alcohol portfolio caters for the diverse needs of our customers. We work closely with our customers, brand owners and suppliers to manufacture, sell, distribute and market our market-leading beverage portfolio to approximately 115,000 customers nationwide.

We directly employ approximately 3,500 people across Australia, predominantly in manufacturing, distribution and sales. Our major manufacturing sites are located at Northmead (NSW), Richlands (Qld), Moorabbin (Vic) and Kewdale (WA). We also create indirect employment through our Australian supply chain. For every direct Australian job that we create, there are up to four jobs generated elsewhere in the Australian economy in producing and distributing our non-alcohol beverages range. 99% of our non-alcohol beverages are made in Australia.

Lastly, we're proud to be part of the Australian community and recognise the importance of giving something back. In addition to our efforts on wellbeing, recycling and sustainability, together with Coca-Cola South Pacific we distribute \$1.1 million annually to local charities through the Coca-Cola Australia Foundation.

## WHAT ARE YOUR KEY RESPONSIBILITIES?

The HORECA channel at Amatil is a truly multi-beverage sales team representing a collection of the world's best beverage brands. My key responsibilities are to inspire, motivate and align my team to a shared vision of what is possible for our customers. Setting the direction and helping our people translate our strategy into expectations, performance and behaviour standards, allowing them to do their best work, empowering them by explaining 'why' and giving them the space, support and responsibility to ensure our customers thrive.

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

With three daughters (just 17 months apart), the eldest Lola is 12 and twin girls Macy and Jaeda who are almost 11, my time outside of work mainly consists of being an Uber for these busy girls. The girls are very much involved in sport hence when I'm not running the girls around I like to keep fit, love spending time decorating my house and in the garden and always enjoy a night out with friends enjoying good food and usually one of our Feral beers or a refreshing CC and Dry.

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

My hair is naturally extremely curly!

## WHERE IS YOUR FAVOURITE HOLIDAY DESTINATION?

Anywhere warm, I love Fiji, love Hawaii!

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

There are so many people I would love to invite around for dinner but when I think about it, the first would have to be my father who passed away 15 years ago, I miss him every day. If I had to choose two others, I'd choose Carl Barron to provide the laughs for the night and Jamie Oliver to bring the food and wine!

# How to put on a Live Music Gig this Summer

### STEP 1: PLANNING

Before organising a show, ask yourself who the audience is. Talk to your patrons about what music might suit best. You can either book the artists yourself or hire your space.

### STEP 2: ESSENTIAL PAPERWORK

Event contract: Issue a document before the show with all details agreed on, including date, set time, backline, artists' fee and type of payment: deal guarantee, door deal or versus deal.

### STEP 3: PRODUCTION

Production is the equipment used in live music. Ask for technical requirements from artists and provide a basic PA and an in-house engineer for a small fee. Always consider your neighbours and manage volume.

### STEP 4: TICKETING

Put on a free show to drive patronage to your business or sell tickets online and at the door.

### STEP 5: MARKETING

Promotion is key for a successful event. Create an event online a month prior to build momentum. Share artist bios, dates and pre-sale ticket links and promote it.

### STEP 6: SETTLEMENT

After the event, calculate final numbers and ticket sales. Ask for a tax invoice and pay the artist.





# AHA|SA Staff Spotlight

GARY COPPOLA - MANAGER, LEGAL AND ADVOCACY



**WHEN DID YOU JOIN THE AHA|SA?**  
September 2019.

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

Helping to manage the transition to the new licencing regime, assisting with WR queries and generally helping members.

**WHAT IS YOUR PREVIOUS WORK EXPERIENCE?**

I was in private practice principally as a barrister for 35 years, followed by a period at another industry association as Workplace Relations Manager.

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

My partner and I are competitive clay target shooters. Prior to 2017 I was a State representative pistol competitor for 30 years.

I also play guitar semi-professionally.

**WHAT'S SOMETHING READERS DON'T KNOW ABOUT YOU?**

I hold black belts in two different karate styles, once played a gig with Dave Gleeson (Screaming Jets and The Angels) and won several episodes of Sale of the Century in 1993. I also met the Rolling Stones during their Voodoo Lounge tour when I was their on-call lawyer in Adelaide.

**WHERE IS YOUR FAVOURITE HOLIDAY DESTINATION?**

Cruising the Pacific Islands. Or anywhere, actually...

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

Ned Kelly, to find out what ACTUALLY

happened at Glenrowan. David Bowie, as one of the great creative geniuses of modern times. And Gordon Ramsay to cook for us.

*innovative solutions*

Stoddart are Australia's one-stop supplier of quality food service equipment to QSRs, major hotel chains and everyday food outlets.

Our exclusive brands include Electrolux Professional, Woodson, Adande, Anets, Koldtech, Culinare, Simply Stainless, CookTek, Halton, Metro and Asado.

Visit our new showroom & office space in Lonsdale to see the full range of equipment available and utilise our comprehensive service coverage to provide the support you need.

**STODDART®**

Exclusive offer for AHA members -  
**Free gift card for all orders over \$1,000**

1300 79 1954  
www.stoddart.com.au  
adelaide@stoddart.com.au

## BUNNINGS HAS ALL AHA SA MEMBERS COVERED

AS AN AHA SA MEMBER, YOU CAN NOW JOIN OUR FREE MEMBERSHIP PROGRAM CALLED POWERPASS TO ACCESS A RANGE OF BENEFITS TO SUPPORT YOU

- ✓ Commercial products
- ✓ Quick, easy & flexible fulfilment
- ✓ Account Management tools
- ✓ Tailored pricing

For more info or to join contact us at [organisationsa@bunnings.com.au](mailto:organisationsa@bunnings.com.au)

**BUNNINGS TRADE**

# Investing in a Win-Win Future

As every publican would know, getting your landlord on board to invest in improving your building or venue can, at times, be a daunting and challenging task. While each of you probably have your own 'wish list' of improvements you would like to see made to your venue – it is worth considering capital investments that are beneficial for both landlord and tenant alike. In this article, we're going to look at solar panels as an example of a 'win-win' investment scenario that you can pitch to your landlord as way to drive down your operating costs while also increasing the value of premises itself.

## BRING YOUR LANDLORD ON THE JOURNEY

Among the rising operating costs publicans have had to deal with in recent years, spiralling energy bills tend to stand tall above the rest. In such a competitive market, it makes sense to consider how renewable energy might help share up your operations against what is one of the biggest challenges facing publicans in SA. With that in mind, it's imperative to get your landlord on board to invest in the venue and demonstrate why doing so is a 'win-win' scenario. This means presenting a compelling business case - showing them clarity around figures and a practical vision for the future benefits of such a capital expenditure project. Some of you may be confident handling this process yourselves; however, for others it may be worth considering leaning on the expertise of an adviser to mediate and negotiate the process between yourself and your landlord. Installing solar panels can be a significant investment, and an adviser can ensure that the process is managed effectively, professionally and both you and your landlord come away from the situation as beneficiaries.

## IT DOESN'T HAVE TO COST THE EARTH

While each situation is different, according to Paul Maiolo – Managing Director of leading SA-based company Solar Power

Direct – a good starting point is to consider a 15kw commercial solar solution.

Based on Solar Power Direct's prices, a system such as this would cost approximately \$14,000 installed and produce around \$6000 in annual power savings.

While the initial cost represents a substantial investment, Perks Director of Corporate Advisory, Andrew Watson also points out that there are several mechanisms through which the expenditure impact can be reduced.

"Larger solar companies like Solar Power Direct will often finance the capital cost and installation of the system, which enables the purchaser to pay for it in instalments," he says.

"In addition, the Federal Government continues to offer substantial rebates deducted from the upfront cost and based on the size of the system installed, which really helps to manage some of that capital expenditure impact."

Further to this, Perks Director of Finance, Bruce Debenham notes that financing the purchase through a bank is also an option, with some lenders offering better rates for capital projects that demonstrate a positive environmental impact.

"Many people aren't aware that banks will offer better rates for projects like these to incentivise investment in renewable energy, which highlights the importance of shopping around," he says.

It's important to leverage your advisers' expertise to make the process easier on you. For example, when we put together an application for a commercial loan for our clients, our Finance team looks at a wide range of lenders whilst our Accounting and Advisory teams focus on helping lay out the net impacts for everyone involved - from the landlord making the investment to the tenant/operator's profit and loss impact.

Importantly, as a tenant, bringing these options to the table when negotiating with your landlord shows that you've done your homework and are invested in a mutually beneficial future.



Pat Hodby

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



Tom Paine

HAPPY NEW YEAR FROM ALL OF US

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

AHA|SA wishes  
members and  
corporate partners  
a very Merry  
Christmas.



— 1 3 9 5 —  
**FIVEaa**  
TALKING ADELAIDE

# David & Will

6-9am Weekdays



**Relevant.**  
**Engaging.**  
**Connected.**

Always informing  
Adelaide.

# Charity Golf Day Raises \$2.6 Million for SA Kids in Need

The Liquor Industry Golf Club (LIGC) holds an annual golf day in February each year to support children's charities here in South Australia.

The day raises in excess of \$80,000 annually.

Many children's charities have received funds to assist their vital services – from providing funds for accommodation costs at children's camps for Camp Quality, Childhood Cancer SA to fund clown doctors at the Women's and Children's Hospital, or even life education programs such as drug, alcohol and cyber-safety providing learning devices to educate children to ensure their choices in life are the right ones.

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

We would like to acknowledge the many

sponsors – from BankSA and Grange Golf Club to Holco Food Services, West End, Coopers, Coca-Cola, CUB and many other allied liquor industry providers.

Rob Gillies, Chair of the LIGC Charity Day committee, knows that the day certainly has a lot of planning behind it, but more so the outcome for the children who receive many vital services to enhance their quality of life.

"We work hard as a volunteer committee with one main aim and that is that we want to help every child to have the opportunity to receive the best services especially if these children are disadvantaged by both physical and emotional adversity," 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](mailto:robbitims@cooterconsulting.com.au)

**2020 LIGC Charity Golf Day  
3 February 2020 at Grange Golf Club**



*Empire Liquor – Brenton Quirini with LIGC Captain Trent Fahey and his team.*



*Macmont Gaming – John Schneebichler and Macmont ladies.*



*Media Team – Wayne "Flippa" Phillips, Les Burdett OA, Andrew Jarman and Greg Oddy.*



**SIMPLE, RELIABLE COMMUNICATION**



**Electric Bug**

**Communications, GPS & RAM Mounts**  
199-203 Torrens Rd. Ridleyton, SA 5008  
Phone: (08) 8346 9234





The AHA|SA held regional meetings for the Yorke Peninsula at the Prince Edward Hotel on October 15, for the Metro region at the Maylands Hotel on the 29th of October, and for the Eyre Peninsula on the 26th of November at the Port Lincoln Hotel.

Thank you to all the staff at the Prince Edward Hotel, Maylands Hotel and Port Lincoln Hotel for providing great service and superb food to all our hoteliers and corporate partners on the day.

The AHA|SA regional meetings are an excellent source of information for members. Not only does the AHA|SA update you with all the latest information on industry issues, it also gives members an opportunity to network with others in the industry, to discuss issues and exchange ideas.

Look out for the 2020 AHA|SA Regional Meeting Dates, and make sure you attend a meeting near you!





# Reverse Onus of Proof. Why it's so Important for Employers to Keep Time and Wage Records

On 15 September 2017, the Fair Work Amendment (Protecting Vulnerable Workers) Act 2017 (Cth) ('Vulnerable Workers Act') came into effect. The introduction of the Vulnerable Workers Act resulted in a number of changes being made to the Fair Work Act 2009 (Cth) ('FW Act'), including a new reverse onus of proof obligation under s 557C of the FW Act. Under s 557C of the FW Act, where there are no employee records kept by the employer, and claims are made alleging contraventions of the FW Act such as non-payment of entitlements under an Award or the National Employment Standards, the employer is required to disprove the allegations unless the employer can provide a reasonable excuse.

In this article we touch on a couple of recent decisions that focussed on these reverse onus of proof obligations and highlighted the need for employers to ensure that they are keeping appropriate time and wage records for their employees.

## RECORD KEEPING REQUIREMENTS AND THE FAIR WORK ACT 2009

The FW Act stipulates that employers have certain obligations in relation to making and keeping employee records, s 535 of the FW Act requires that:

- (1) An employer must make, and keep for 7 years, employee records of the kind prescribed by the regulations in relation to each of its employees.
- (2) The records must:
  - (a) If a form is prescribed by the regulations – be in that form; and
  - (b) Include any information prescribed by the regulations.
- (3) The regulations may provide for the inspection of those records.
- (4) An employer must not make or keep a record for the purposes of this section that the employer knows is false or misleading.<sup>1</sup>

s.536 of the FW Act also places obligations on employers with respect to pay slips.<sup>2</sup> Specifically, to provide employees with a payslip within one working day of being paid and to ensure that the payslip is in line with what is prescribed by the Fair Work Regulations 2009 (Cth) ('FW Regulations').<sup>3</sup>

Where an employee or former employee makes a claim in a relevant court or tribunal alleging an underpayment of wages and/or entitlements and the employer does not make and/or keep appropriate employee records and/or payslips the employer will be required in accordance with s 557C of the FW Act to disprove the allegations, unless they can provide a reasonable excuse. It will not be enough for example for an employer to simply say that the employee "can't prove they worked certain hours", the onus of proof is on the employer to disprove the allegations. s 557C (1) and (2) of the FW Act states the following:

" (1) If:

(a) In proceedings relating to a contravention by an employer of a civil remedy provision referred to in subsection (3), an applicant makes an allegation in relation to a matter; and

(b) The employer was required:

(i) By subsection 535(1) or (2) to make and keep a record; or

(ii) By regulations made for the purposes of subsection 535(3) to make available for inspection a record; or

(iii) By subsection 536(1) or (2) to give a pay slip; in relation to the matter; and

(c) The employer failed to comply with the requirement; The employer has the burden of disproving the allegation.

(2) Subsection (1) does not apply if the employer provides a reasonable excuse as to why there has not been compliance with subsection 557C(1)(b).<sup>4</sup>

## RECENT CASES

There have been two significant cases in 2019 where these reverse onus of proof provisions have been put to the test.

*Fair Work Ombudsman v A&K Property Services Pty Ltd & ORS [2019] FCCA 2259 (16 August 2019).*

In January 2019, the Fair Work Ombudsman launched action in the Federal Circuit Court of Australia seeking pecuniary penalties against A&K Property Services Pty Ltd ('the employer') and its three directors for contraventions of the FW Act and FW Regulations. The employer operated two sushi stores



in Queensland and the contraventions affected nine of its employees. The contraventions included:

- Failing to make and keep employee records as required by the Regulations
- Failing to provide payslips within one working day of paying an amount to the employees in question
- Failing to pay minimum rates of pay, weekend penalty rates, overtime, and annual leave loading under the Fast Food Industry Award 2010
- Failing to make superannuation contributions
- Failing to enter into written part-time agreements; and
- Failing to accrue annual leave and personal/carer's leave<sup>5</sup>

The employer admitted to underpaying the nine employees and admitted to failing to make and keep employee records and failing to provide pay slips within one working day of paying the employees.<sup>6</sup>

The Federal Circuit Court Judge in this matter, Judge Jarrett, ordered that the employer pay a penalty of \$108,000 for the contraventions and ordered that one of its directors pay a penalty of \$10,600 and the other two directors pay a penalty of \$3,500 each.<sup>7</sup>

The Judge in his judgement stated that *"... the obligation to make and keep employee records is, like the obligation to provide pay slips, essential to achieving compliance with minimum standards under industrial instruments. The record keeping obligations imposed by the Fair Work Act and Fair Work Regulations are directed at ensuring the creation and retention of records that are critical in assessing compliance with Commonwealth workplace laws. When an employer does not make and keep employment records, an effective safety net for employees is difficult to maintain and results in these employees being more vulnerable to exploitation."*<sup>8</sup>

*Ghimire v Karriview Management Pty Ltd (No 2) [2019] FCA 1627 (3 October 2019)*

This matter concerned two former employees of Karriview Lodge situated in Margaret River, Western Australia. The two former employees Mr Amrit Ghimire ('Mr Ghimire') and Ms Fulmaya Sharma ('Ms Sharma') were formerly employed by Karriview Management Pty Ltd ('the employer') between December 2016 and January 2017. Mr Ghimire was employed as a casual cook and Ms Sharma a casual Guest Service employee pursuant to the Hospitality Industry (General) Award.

In the first instance, the employees lodged underpayment claims in the Western Australian Industrial Magistrates Court alleging that they had not been paid for hours worked between December 2016 and January 2017. The matter was first heard on 15 November 2017 by an Industrial Magistrate.

The former employees provided the court with handwritten documentation of the hours they claimed to have worked for no pay, and the employer did not provide any employee records to verify the hours the employees worked, although they provided oral evidence about the maximum hours that the employees could have possibly worked. The Magistrate having heard evidence from the parties found that Mr Ghimire and Ms Sharma had not been paid for certain periods of work across the December 2016 and January 2017 period and ordered that the employer pay both former employees for wages owed. However,

the Magistrate did not award orders for payment of the total number of hours that Mr Ghimire and Ms Sharma were seeking to be paid for in their claims.

The Magistrate took into consideration evidence that there were fewer guests across the Christmas period and there were issues as to the credibility of the evidence provided by Mr Ghimire and Ms Sharma. Despite the employer not being able to produce any employee records, the Magistrate also held that based on the evidence and materials provided, the company had proven that Mr Ghimire had not worked some of the hours claimed.<sup>9</sup>

Mr Ghimire and Ms Sharma subsequently appealed the decision to the Federal Court, seeking an order that they be awarded a greater amount than what they were awarded by the Magistrate. Part of the grounds of appeal were that the Magistrate had incorrectly applied the burden of proof provisions under s 557C of the FW Act.<sup>10</sup>

In a decision handed down on 3 October 2019, Federal Court Judge Colvin overturned the Magistrate's decision, upholding the appeal.

In his decision the Judge turned to the issue of an employer's record keeping obligations under the FW Act and specifically the burden of proof provisions under s. 557C of the FW Act, noting that *"...s 557C required an employer who did not keep appropriate records to disprove the allegation."*<sup>11</sup> And that *"the issue was whether the burden of disproving the allegations made had been discharged by Karriview."*<sup>12</sup>

The Judge found that the evidence given by the employer was *"plainly insufficient as a matter of law to discharge the burden of disproving the allegations as to hours worked"*<sup>13</sup> and ultimately found that *"the magistrate erred in concluding that the hours worked were less than those claimed."*<sup>14</sup>

The Judge ordered that the employer pay Mr Ghimire \$10,371.02 plus \$1,542.44 interest and Ms Sharma \$8,183.92 plus \$1217.16 interest.

## WHAT CAN EMPLOYERS DO?

These decisions highlight the importance for employers of maintaining appropriate employee records to assist in the defence of any allegations that may be claimed for underpayment of wages and/or entitlements.

Employers must ensure that they are upholding their record keeping obligations under the FW Act and FW Regulations.

Employers need to ensure that any periods of work and any breaks taken by an employee during the course of their shift are accurately recorded and maintained. Such records should be accessible to ensure that they can be inspected and copied upon request in accordance with the FW Regulations.

Employers also need to provide employees with payslips and ensure that payslips contain the necessary details required under the FW Regulations.

<sup>1</sup>Fair Work Act 2009 (Cth), s.535, <sup>2</sup>Ibid, s.536, <sup>3</sup>Fair Work Regulations 2009 (Cth), See Regulation 3.46, <sup>4</sup>Fair Work Act 2009 (Cth), s.557C, <sup>5</sup>Fair Work Ombudsman v A&K Property Services Pty Ltd & ORS [2019] FCCA 2259 (16 August 2019), See para (1)-(6), <sup>6</sup>Ibid, see para (1)-(6), <sup>7</sup>Ibid, see para (50), <sup>8</sup>Ibid, see para (45), <sup>9</sup>Industrial Magistrates Court of Western Australia (M90 of 2017 & M92 of 2017) see also Ghimire v Karriview Management Pty Ltd (No 2) [2019] FCA 1627 (3 October 2019) para (9), <sup>10</sup>Ghimire v Karriview Management Pty Ltd (No 2) [2019] FCA 1627 (3 October 2019) para (22), <sup>11</sup>Ibid, see para (16), <sup>12</sup>Ibid, see para (9), <sup>13</sup>Ibid, see para (39), <sup>14</sup>Ibid, see para (29)

# Managing Culturally Diverse Employees Through Informal Practices

DR ASHOKKUMAR (ASHOK) MANOHARAN

Australian society is highly culturally diverse, and this is reflected in the Australian hotel workforce. It is important how these culturally diverse workforces are managed so the potential advantages are maximised, and the potential disadvantage is minimised. It is often noticed that Australian medium-sized hotels (which employ 20 to 199 staff) manage culturally diverse workforces through informal diversity management practices in the areas of recruitment, training and development, and performance management, which acknowledges cultural diversity and adjusts practices to include them.

## WHY HOTELS ADOPT INFORMAL PRACTICES?

Australian medium-sized hotels adopt informal practices for two important reasons. (1) Absence of dedicated HR personnel – many hotels do not have a dedicated HR team resulting in informal

diversity practices, (2) To save overhead costs – the Australian hotel industry is characterised by a high level of casual employees and often have high employee turnover, additionally for most of the accommodation hotels the housekeeping department is outsourced, which includes a large portion of the human resource. However, hotels associated with a group may have a centralised HR department and individual hotels may depend on the industry association such as Australian Hotels Association, as they have dedicated HR and IR advisors.

So, what we know is, hotels manage culturally diverse employees through informal practices for the above reasons. However, what we don't know is do these practices lead to organisational outcomes such as innovation, especially in the context of highly culturally diverse workforce. To understand this, Dr Ashok Manoharan from Flinders University, with the support of the Australian Hotels

Association, South Australia and other states' hotel associations collected data from general/human resource managers at a national level and the results show that informal practices lead to positive organisational outcomes – in particular, greater levels of innovation.

- The findings clearly showed that informal diversity management practices lead to innovation in the context of culturally diverse workforces. Managers can recruit through ethnic newspapers such as Indian Link - and Australia Chinese newspaper to attract a culturally diverse workforce.
- Informal training such as a buddy system – employees from culturally diverse backgrounds are paired with experienced employees, which in turn facilitates greater innovation.
- Ad hoc performance appraisals followed by additional feedback can help culturally diverse employees

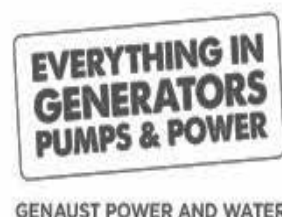


## Blackouts: Don't Get Left In The Dark

Contact CD Power

Tel: 1300 654 547

Website: [www.cdpower.com.au](http://www.cdpower.com.au)







Dr Ashokkumar (Ashok) Manoharan  
College of Business, Government, and Law  
Flinders University, South Australia

who come from non-English speaking backgrounds to understand the job better which in turn can improve innovation.

**DIVERSITY MANAGEMENT HACKS: SUSTAINING INFORMAL PRACTICES**

Informal practices may not be sustained when a manager who initiated them leaves, possibly reducing the potential for competitive advantage in the long run. When hotel managers find these informal practices are effective, they need to document them. Managers can create a worksheet to document when

the training was conducted, the number of participants, and their performance outcomes. By tracking such factors, managers have a clear idea of the impact of their practices. Similar steps can be taken for recruitment and performance appraisals. Informal practices may not continue to be effective as hotels grow larger since the managerial skills and abilities will not be enough to accomplish the various functions and activities related to diversity management.

For instance, as the firm grows, there may be an increase in the number of managers and consistency of implementation of informal diversity recruitment and

management practices might change. So, to ensure consistency of implementation and to have better control, informal practices have to be documented. Once the practices are documented, if the hotel is a part of a chain, this information can be communicated to the chain HR managers and recorded at the chain HR department level. The information can later be shared with other hotels or when a new manager takes over the property. This is a bottom-up approach. On the other hand, a top-down approach would be one where chain HR managers approach individual general managers in order to share information regarding the informal practices that have proved successful in managing ethnically diverse employees.

The full academic paper was published in International Journal of Hospitality Management, co-authored with Dr Shruti Sardeshmukh and Dr Michael Gross, School of Management, University of South Australia.



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

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

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



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



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

# Gambling Harm Awareness Week

BY GAMING CARE

Gambling Harm Awareness Week (GHAW) is a national event held in October, designed to encourage community discussions around the impact of problem gambling. Harm from gambling isn't just about losing money. Gambling can affect self-esteem, relationships, physical and mental health, work performance and social life. It can harm not only the person who gambles, but also family, friends, workplaces and communities. The event also raises awareness around what help is available for those who may be suffering harm and encourages people to speak to someone about how gambling is affecting their lives.

This year, GHAW ran from 21 to 27 October in South Australia with events across the state in both regional and metropolitan areas. As part of its commitment to work with regulators, gambling help services, and players to limit the harm caused by gambling, staff from Gaming Care participated in and worked together with the Office for Problem Gambling, Gambling Help Services and a number of hotels at several events during the week.

EDP Hotels in the Iron Triangle region voluntarily supported a Community Education and outreach event at The Barracks, Port Augusta on October 19. The event was an initiative of Uniting Country SA during annual Gambling Harm Awareness Week and included live music performances from local Band "Jabbawocky", great food and fun for all the family with a local balloon magician and kids play area.

The community also heard an important message from a gambling harm survivor, who has dealt with her issues around gambling and gone on to live a happy and healthy life. Many people were able to take away from the event a sense of hope that help is available and that it is possible to move on from the challenges gambling harm can bring.

Darren Steele, General Manager of Operations (SA) at EDP Hotels, contributed to the important community event by supplying much-appreciated cold bottled water, cans of soft drink and of course, ice to keep the drinks cold, for the many community members who attended the event during the day. Gaming Care staff assisted throughout the day by providing pamphlets and other information about problem gambling and the local gambling help service to attendees.

Monday 21 October saw the launch of 'The Roller Coaster of Gambling Addiction' video produced by PEACE multicultural services at an event attended by the Liquor and Gambling Commissioner, Gaming Care staff and staff from various gambling help services in addition to those with lived experience of problem gambling. Gaming Care had assisted in co-ordinating the filming of the video at the Grand Junction Hotel, which was made available outside of regular trading hours to accommodate the actors and directors. The video tells the story of how gambling affected one person and his family and gives a message of hope that help is available and the cycle of harm can be broken. You can view the video on the Gaming Care Website or through this link: <https://vimeo.com/368155436/9eac4bf50f>

Gaming Care also attended a forum by PsychMed on the different harms associated with online gambling and gaming and ways to reduce these. PsychMed consulted local members of the community, including both professionals and individuals concerned with their gaming/gambling habits, who provided questions that they would like answered about online gaming and gambling.

Plans are already underway to encourage greater collaboration between industry, regulators and gambling help services for GHAW events in 2020.





# Corporate Partners

2019/20

DIAMOND

PLATINUM

## Tabcorp



GOLD



SILVER

Accolade Wines

Agile Security

Ainsworth Game Technology

Aristocrat Technologies Australia

Australian Liquor Marketers

BankSA

Big Screen Video

Bluize

Boylen

Bunnings Group

Bunzl

Foxtel

IGT

InDaily

Independant Gaming Analysis

Konami Australia Pty Ltd

Liquor Marketing Group

Novatech Creative Event Technology

OneMusic

Options Wine Merchants

Samuel Smith & Son

Stoddart Food Equipment

BRONZE

Adelaide's 1800 ON HOLD

Andale Hotel Services

Banktech

Bentleys Accountants

BOC Limited

Cardtronics

Class A Energy Solutions

Concept Collections

Duncan Basheer Hannon

Elite Bedding

Empire Liquor

Knight Frank

Lancer Beverage Systems

Liquor Legends

LK Accounting Services

Macmont Gaming Supplies

Maxima Training Group

McGees Property Hotel Brokers

Nexstage

Nightlife Music Video

Perks Accountants & Wealth Advisers

PowerMaintenance

Ryan & Durey Solicitors

Silverchef

Smart Cleaning Solutions

Studio Nine Architects

St John

The Banner Crew

Trans Tasman Energy Group

Wallmans Lawyers

Wills and Daniel Produce Merchants

Winnall & Co.

HOTEL INDUSTRY SUPPORTER

Clelands Lawyers // Vintek



**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 is to assist venues to minimise the harm caused by problematic gambling behaviour in all South Australian hotels with gaming machines by working directly with venue staff, Gambling Help Services, other relevant organisations and stakeholders.

#### SOME OF OUR DUTIES INCLUDE:

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

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

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

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

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

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

4TH FLOOR AHA|SA HOUSE

60 HINDMARSH SQUARE, ADELAIDE SA 5000



## 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 0408 462 321  
Cardtronics 03 9574 4878

## ARCHITECTS & INTERIOR DESIGNERS

Studio Nine Architects 8132 3999

## AUDIO VISUAL

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

## BACKGROUND MUSIC

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

## BANKING

Bank SA 8424 5536

## BANNER SIGNAGE

The Banner Crew 8240 0242

## BEDDING

Elite Bedding 8243 1911

## BEER DISPENSE EQUIPMENT

Andale Hotel Services 8234 0388  
Lancer Beverage Systems 8268 1388

## BEVERAGE GASES

BOC Limited 0424 647 568  
Supagas 8252 7472

## BEVERAGES

Accolade Wines 8392 2238  
Asahi Premium Beverages 8276 4888  
Australian Liquor Marketers 8405 7744  
Brown-Forman Australia 8418 7104  
Carlton & United Breweries 8416 7819  
Coca-Cola Amatil 8416 9547  
Coopers Brewery 8440 1800  
Diageo Australia 8245 9300  
Empire Liquor 8371 0088  
Lion 8354 8888  
Liquor Marketing Group 8416 7575  
Options 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  
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

Choice Energy 1300 304 448  
Class A Energy Solutions 8391 4853  
Make it Cheaper 02 8880 1490  
Power Maintenance 1300 700 500  
Trans Tasman Energy Group 1300118 834

## FINANCIAL SERVICE

Winnall & Co. 8379 3159

## FIRST-AID

St John 1300 360 455

## FOOD SERVICES

Galipo Foods 8168 2000  
Holco Fine Meat Suppliers 8162 8400  
PFD Foodservice 8114 2300  
Wills and Daniel 8260 7776

## FURNISHINGS

Concept Collections 1300 269 800

## GAMING ANALYSIS

Independant Gaming Analysis 8376 6966  
Winnall & Co 8379 3159

## GAMING LOYALTY

Global Gaming / Maxetag 0408 462 321  
Bluize 1300 557 587

## GAMING MACHINE SERVICES

Ainsworth Game Technology 0409 171 616  
Aristocrat Technologies Australia 8273 9900  
Global Gaming / Maxetag 0408 462 321  
IGT 8231 8430  
Independant Gaming Analysis 8376 6966  
Konami Australia Pty Ltd 0409 047 899  
Macmont Gaming Supplies 8340 1322  
MAX 8275 9700

## GAMBLING SERVICES

The Lott 132 315  
UBET 8354 7300

## HOTEL BROKERS

McGees Property Hotel Brokers 8414 7800

## HOTEL EQUIPMENT FINANCE

SilverChef 1800 337 153

## HOTEL MANAGEMENT

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

## ICE MAKERS

Bunzl Hospitality Supplies 8245 6200  
Lancer Beverage Systems 8268 1388

## INFORMATION SYSTEMS/SITE PREP

Max Systems 8275 9700

## INSURANCE

Aon Risk Solutions 8301 1111

## I.T. PRODUCTS & SERVICES

Vintek 1300 001 337

## KITCHEN & BAR EQUIPMENT

Andale Hotel Services 8234 0388  
Bunnings Group 0435 630 660  
Bunzl Hospitality Supplies 8245 6200  
Lancer Beverage Systems 8268 1388  
Stoddart Manufacturing & Food Service  
Equipment 0427 106 103

## LEGAL SERVICES

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

## LOYALTY & REWARD SYSTEMS

Liquor Legends 0429 825 072

## MEDIA

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

## MUSIC LICENSING

OneMusic 8331 5800

## ONHOLD/MESSAGING

Adelaide's 1800 ON HOLD 8125 9370

## PAYROLL & HR RESOURCES

Liquor Legends 0429 825072  
Winnall & Co. 8379 3159

## POS SYSTEMS

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

## PROPERTY VALUATIONS

Knight Frank Valuations 8233 5222

## REFRIGERATION

Lancer Beverage Systems 8268 1388

## RETAIL LIQUOR MARKETING

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

## SECURITY SERVICES

Agile Group 1300 964 007

## SPORTS & ENTERTAINMENT MEDIA

Foxtel 1300 138 898

## STAFF TRAINING & RECRUITMENT

Maxima 8340 7766  
St John 1300 360 455

## STAGING

Nexstage 7070 8191

## SUPERANNUATION

HostPlus 8205 4965

## WEBSITES

Boylen 8233 9433

L I C E N S E E T R A N S F E R S

HOTEL	LOCATION	DATE GRANTED	NEW LICENSEE
Austral Hotel Motel	Quorn	06.09.19	Wendy Ruth Allen
Lyndoch Hotel	Lyndoch	18.09.19	DP3 Holdings Pty Ltd
Hotel Tivoli	Adelaide	18.09.19	William Keynes Gill
Anchorage Hotel	Victor Harbor	23.09.19	GN & LD Phillips Pty Ltd
Jack & Jill's Bar and Restaurant	Adelaide	27.09.19	Lean Hospitality Pty Ltd
Pier Hotel	Milang	27.09.19	Comsync Hotels Pty Ltd
Wildongoleechee Hotel	Hallett	04.10.19	Graham John Hinkley
Wellington Hotel	North Adelaide	09.10.19	Duke Hospitality Pty Ltd
Junction Hotel	Peterborough	21.10.19	LJ Hart Pty Ltd
Commercial Hotel	Mount Gambier	25.10.19	Artacarma Pty Ltd
Rhynie Hotel	Rhynie	25.10.19	Barbara Alison Gurner
British Hotel North Adelaide	North Adelaide	28.10.19	Kennedy Group Hotel Pty Ltd

WELCOME TO OUR NEW MEMBERS

Hahndorf Old Mill  
 Melville Hotel  
 South Australian Hotel



OFFICE HOLDERS



CONTACT

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

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

ADMINISTRATION

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

EXECUTIVE COUNCIL

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

COUNCIL

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

P U B L I S H E R



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

TIM BOYLEN  
 Managing Director  
[tboylen@boylen.com.au](mailto:tboylen@boylen.com.au)

JAMIE RICHARDSON  
 Advertising  
[sales@boylen.com.au](mailto:sales@boylen.com.au)

MADELAINE RASCHELLA  
 Studio Manager  
 Graphic Designer

HENRY RIVERA  
 Graphic Designer





## Lane can now help your business with signage!

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

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



**Corflute & Rigid Media**



**Posters**



**Vinyl Banners & Mesh Banners**



**Flags**



**Stickers**



**Pull Up Banners**



**A-Frame**



**Display & Media Walls**





# Discover

Perks optimises your greatest investment—time.

Guided by our business & tax advisory, private wealth services, & with the support of an integrated POS & accounting system, you're free to focus on what most inspires you & grows your business.



# Success

Address  
180 Greenhill Road  
Parkside SA 5063

Telephone  
(08) 8273 9300  
info@perks.com.au  
perks.com.au



WINNER  
2019 Accounting  
Partner of the Year

