

This AHA(WA) member e-newsletter is designed to keep you informed of the latest industry news and regulations affecting your business. Is this email not displaying correctly? [View it in your browser.](#)



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Dear <<FIRST NAME>>

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Australian Hotels Association
WESTERN AUSTRALIA



Like Australian Hotels Association (WA) on Facebook to follow industry issues as they occur.

Find the page [here](#).

AHA/ACCI Pre-Election Survey



The AHA in conjunction with Australian Chamber Commerce and Industry is running the *2013 Pre-Election Survey* with the aim of assessing businesses' priorities in the run up to the 2013 Federal Election. It is expected that the survey will run on line from this week and **close on Friday 22 March**.

The survey takes approximately 10 minutes to complete and covers a range of issues effecting small businesses in general and the hospitality sector specifically.

The results of the survey will be used in the AHA's advocacy efforts to the major parties in the lead up to the September 14th Federal Election.

Follow the link below to the 2013 AHA/ACCI Pre-Election Survey:

http://www.surveymonkey.com/s/ACCI_2013Election.



Management of Licensed Premises MLP1 Approved Manager Training

Online Management of Licensed Premises MLP1 - \$229

Management of Licensed



Book Tickets to the WA Hospitality Supplier Awards

The AHA Presents the Brand One WA Hospitality Supplier Awards & **DC Payments Gala Dinner**



You are invited to...
PLAY

The Australian Hotels Association (WA) invites you to attend the DC Payments Gala Dinner and presentation of the 2013 Brand One WA Hospitality Supplier Awards at Crown Perth on Monday 13 May 2013.

This exclusive event also recognises Western Australia's leading hospitality suppliers and service providers and is the official opening of the 2013 Hospitality Expo & Conference.

Network with your industry peers over an evening of exquisite food, premium beverages and live entertainment.

Reserve your tickets online by visiting www.ahawa.asn.au/events. Alternatively contact Shannen James on 08 9321 7701. Numbers are limited, so book now to avoid disappointment.

Premises MLP1 including RSA - \$269

[Click to start online training](#)

**Classroom
Management of Licensed Premises MLP1**

26 March

9 April

23 April

All classroom courses are conducted at the AHA in West Perth

To book click here or call 9321 7701

Hospitality Expo 2013 - Pre-registration now open



Tuesday 14 & Wednesday 15 May 2013

Hospitality Expo offers an extensive range of innovations and ideas for visitors to discover the latest premium hospitality products and services.

Exhibitors have been selected to present the very best and freshest industry thinking ensuring that visitors will see first-hand products and services showcased from over 100

industry suppliers.

From audio visual, food and beverages to hotel equipment, point of sale and telecommunications; click on the link below to view a full list of this year's exhibitors.

[Find out who's exhibiting at Hospitality Expo 2013](#)

Pre-registration to attend this year's Expo is now open, visit www.ahawa.asn.au/events to register for free today!



Expert line-up not to be missed! Hospitality 2013 Conference



A not to be missed condensed and comprehensive two day educational program that will benefit all hospitality management levels.

This year's speakers are experts in their fields on topics including:

- Industry issues and future insights
- Working with the Police and Enforcement in Venues
- Employment and Workplace Relations
- Social Media

Look out for a complete conference program with this year's speakers revealed, arriving soon at your venue!

AHA Compliance Course

Book now to attend the AHA's Liquor Licensing Compliance Workshops. Available FREE to AHA Members.

Next workshop: TBA
Special Guest Speaker: Marcus Murray, Licensing Training Sergeant for WA Police

The AHA(WA) has introduced these free liquor licensing compliance workshops for members as a value added membership benefit.

Between legislation, regulation, and policy changes keeping up to date with the shifting sands of compliance in WA is a constant task, and with the prohibitive cost of non-compliance a constant threat to the profitability of your business it is more important than ever to make sure everybody knows the rules and keeps up to date with any changes.

Classroom Workshop spots are limited so contact us now to secure places for your staff on 08 9321 7701 or [book online by clicking here](#).

AHA TRAINING NEWS

Allergen Awareness Course



It is estimated that up to 2% of Australians suffer from food allergies. In real numbers that is 1 in 100 adults and 1 in 10 children have food allergies and some of them are likely to experience a life-threatening allergic reaction known as anaphylaxis.

If you are in the business of preparing, selling, serving, making or producing food to be consumed by anyone other than yourself, it is vital that you are aware of food allergies and the serious impact these allergies have.

It is important that you know how to educate yourself and your staff on food allergies and allergens in food.

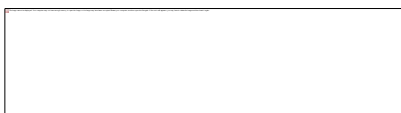
This short course has been designed to provide you with the following:

- An introduction and overview of food allergies
- What is anaphylaxis?
- Food allergies: types and symptoms
- Food intolerances and Coeliac Disease
- Identifying the major allergens in the workplace and a pro-active plan to manage allergens
- Communication with your staff and customers
- Sources of cross-contamination and safe food preparation
- Useful links and resources to maintain your allergen awareness

For more information visit www.ahawa.asn.au/training or call Alecia Hojda on 08 9321 7701.

WORKPLACE RELATIONS AND IR NEWS

Free Workforce Development Consulting - register your interest



The AHA(WA) is delivering a new collaborative initiative for members designed to improve the capacity and capability of the workforce. With funding from the Commonwealth Government and industry the

Workforce Futures program brings experienced industry Skills Advisors to your business free of charge.

Right now, the Skills Advisor Network is being rolled out across the country. Skilled and qualified AHA(WA) advisors will undertake a detailed diagnostic of your business. This will help to inform you, and assist in planning for your workforce needs.

The advisors will assist you in identifying government funded training and workforce development programs to help meet your business needs.

The engagement process has three key elements that lead to businesses making informed and responsive decisions about their workforce.

1. The initial Expression of Interest form provides the industry Skills Advisor with an informed starting point to engage with the business. The Expression of Interest is the first part of a detailed Business Diagnostic.
2. The comprehensive business diagnostic covers key areas of business operations and is undertaken consultatively by the business operator/owner and the Skills Advisor.
3. This process provides you with a Workforce Development Plan. The plan allows each business to identify how their workforce impacts, influences and drives their business. The plan also identifies the key workforce issues for the business and a range of actions to assist the business to respond.

As a proud Workforce Futures partner the Australian Hotels Association (WA) has a network of expert Skills Advisors ready and available to assist you.

Would you like your business to participate in Workforce Futures? [Complete the online form here.](#)

The AHA(WA) Skills Advisors will work with businesses across Western Australia. Any hospitality business can apply to participate in Workforce Futures. Eligibility criteria applies.

Visit ahawa.asn.au/training for more information or contact Alecia Hodja on 08 9321 7701.



RSA Training

NEW Member Discount Now only \$55

use discount/referral code
'rsamember'

Online

Nationally Accredited
Provide Responsible
Service of Alcohol,
complete online in your
own time.

[Click to start online
training](#)



Quality Customer Service Course

The AHA(WA) and William
Angliss Institute have joined
forces together to present a
Quality Customer Service
Course.

Quality Customer Service
Course covers 2 Units of
Competency from the Tourism,
Hospitality and Events Training
Package.

[Visit the website for more
information.](#)

Penalty Rates to Stay

A Fair Work Commission Full Bench decision has knocked back applications to reduce Sunday penalty rates in the two-year review of hospitality, retail and other modern awards.

Employers had sought to reduce Sunday penalties remove evening penalties.

The Full Bench of the Fair Work Commission handed down its decision, rejecting all the major claims brought by the various employer associations in a range of industries

The applications covered the General Retail Industry Award, the Fast Food Industry Award, the Hospitality Industry (General) Award, the Food, Beverage and Tobacco Manufacturing Award and the Hair and Beauty Industry Award 2010.

The Fair Work decision was in response to a transitional review of workplace awards and the Commission will again consider the penalty rate issues during the Modern Award Review in 2014.

There have been increased wage costs since the introduction of the Modern Award and this is disappointing for hospitality businesses within Western Australia.

Members of AHA (WA) would be aware that the Prime Minister made an announcement last week that penalty rates would be enshrined in Modern Awards and the Fair Work Act.

It is unclear how this policy change will be enacted because no details have yet been provided. When these details are released it will be interesting to see how this will affect the hospitality industry.



FREE Online Customer Service Training

WA Service with a Smile Customer Service Online Training covers the fundamental principles of delivering excellent customer service.

Utilising a range of e-learning systems and learning styles the course incorporates multimedia, written word, spoken language, active on screen thinking exercises and simple research links to deliver a multi-faceted accelerated learning platform.

Get started today [click here to register your business or a staff member.](#)

www.wasmiles.com.au

IN THE NEWS

19 March 2013

From Travel Weekly

“Bragging rights” to help drive domestic market

Growing confidence among Australians is creating huge opportunities for domestic operators who must provide experiences that give consumers “bragging rights” over their friends, according to new research.

Although recent “tough times” have seen interest in domestic travel fall behind outbound travel, the Domestic 2012 study by TNS Global showed the picture could improve as Australians become more optimistic.

At the report's release this morning, researcher Carolyn Childs revealed that Australians are starting to connect with the idea that “we're in a pretty good place”.

Although the shift has not yet translated into purchasing behaviour, she insisted consumers are now “not frugal but considered”. She stressed the need to create “bragging experiences”.

“Holidays are one of the main things people are saving for,” she said.

But she highlighted the need for domestic operators to “tell stories” in order to remind Aussies of



Cocktail Course

Learn how to make the perfect cocktail!

The AHA, in conjunction with leading Mixologist Adam Keane, presents an intensive and personalised cocktail course designed to ensure your venue and staff are creating the best cocktails.

Next Course: TBA

the breadth of experience on offer on home shores as the strong dollar continues to see many people head overseas in search of value.

With "reconnection" still a major driver for the domestic holiday, the family travel market was identified as a logical focus for efforts to grow the industry, and instill the idea of an Aussie holiday as "habitual".

"We were travelling less domestically so we weren't creating the idea it was natural to take an Australian holiday," Childs said.

Making it easier for families to travel locally and providing experiences that cater for the whole family with an element of learning is vital to appeal to the segment.

Both cruising and road trips were highlighted as areas of growth that had captured the interest of families, with cruises removing the stress often involved with a holiday, and road trips providing a sense of spontaneity.

Childs stressed that operators should not see cruise lines as the enemy, and should instead search for in-port opportunities to work together.

Meanwhile, she highlighted infrastructure as an area that requires attention with more beds in cities, better beds in regions, structured product for road trips and better port facilities for cruisers all on the to-do list.

Operators must also seize upon digital trends, she warned, capitalising on platforms such as TripAdvisor, social sharing tools and online booking capability.

But providing "braggable" experiences should still remain top priority.

"The best way to facilitate sharing is through bragging," Childs insisted. "We've got to create bragging rights."

18 March 2013

From The Shout

Lying to regulator costs licensee \$3000

A Melbourne licensee has been fined \$3000 for lying to Victoria's liquor regulator in an application to transfer a pub's licence into his name.

The Victorian Commission for Gambling and Liquor Regulation (VCGLR) last week heard that in September 2011, Simon Milutin submitted an application to transfer the liquor licence of the Marquis of Lorne in Fitzroy, Melbourne.

The questionnaire required Milutin to state whether he had ever been convicted or found guilty of any offences in Australia or overseas. Milutin answered 'no' to these questions.

It transpired that Milutin was previously known as Sadri Sinani, but he changed his name in May 1998.

Milutin had a number of undisclosed convictions recorded against him during in the period from June 1993 to April 2001.

In November last year, the Commission determined to conduct an inquiry on the basis that Milutin had procured a transfer of licence by fraud or false representations.

Milutin admitted to the Commission that he did not disclose his convictions in his application to transfer the liquor licence for the Marquis of Lorne.

"The Commission accepts the licensee's statement that he did not defraud the Commission for the purposes of obtaining the licence, but nonetheless, the Commission finds a false representation was made," said Acting Chairman, Gail Owen.

"The Commission views this seriously, particularly as the licensee declared that the contents of the questionnaire were true and correct."

The Commission fined Milutin \$3000. He could not be contacted for comment.

[Visit the website for more information.](#)



Beermasters Course

The AHA, in conjunction with The Swan Brewery, presents a one-day intensive course designed to give you the leading edge on serving tap beer.

[Visit the website for more information.](#)

18 March 2013

**From the Kalgoorlie Miner
'Best Jobs' a big hit**

Tourism Australia's Best Jobs in the World campaign has had only positive feedback since it launched recently. The campaign, which has six jobs around the country as prizes, has received thousands of entries from around the world since the launch.

Australian Hotels Association WA chief executive Bradley Woods said the campaign had already raised the nation's tourism profile. "One-hundred-and-fifty thousand individuals from 196 countries have submitted over 275,000 expressions of interest for the Best Jobs in the World competition," Mr Woods said.

"This includes thousands of applications for the job of Western Australia's taste master, which is one of the top prizes." Mr Woods said the campaign had generated significant media attention in a number of international organisations.

"We've had coverage in publications like The Daily Telegraph and The New York Times and been broadcast on the BBC and Good Morning America," he said.

Entries for the competition close on April 10 and the winners will be announced in June.

15 March 2013

**From the Federal Minister for Tourism the Hon. Martin Ferguson AM MP
\$141 Million of Investment in Regional Tourism**

The successful applicants of the first round of the Tourism Industry Regional Development Fund (TIRF) Grants Program were announced today at the National Zoo and Aquarium in Canberra. The Minister for Tourism, Martin Ferguson AM MP, congratulated the successful applicants and emphasised the importance of investment in quality tourism products.

"This first round of the TIRF program will see 65 tourism projects offered \$13.1 million in government funding, with a total investment value over \$141 million," Minister Ferguson said.

"The funded projects will deliver a wide range of projects, including new and upgraded accommodation, innovative new attractions for visitors – such as water parks, playgrounds, agri-tourism ventures, wilderness camps and adventure trails - and new conference and function facilities."

Successful projects are spread across Australia, with 14 in New South Wales, 11 in both Queensland and Western Australia, ten in South Australia, eight in Victoria, seven in Tasmania, and one in the Northern Territory.

Minister Ferguson also opened the 2013 round of the T-QUAL Grants—Tourism Quality Projects (TQP) Program and invited tourism businesses to submit applications.

"This is the third round of the T-QUAL Grants—TQP Program, which offers tourism industry operators the chance to apply for matched dollar-for-dollar grants of between \$15,000 and \$100,000 for innovative and high quality tourism projects," said Minister Ferguson.

"In previous rounds, we have funded projects that have generated benefits not only for the successful applicants, but for their local and regional economies.

"The Australian Government has committed \$40 million for T-QUAL Grants over four years with 77 projects offered a total of \$6.7 million of funding in the 2012 round."

Applications for the 2013 round of T-QUAL Grants—TQP Program close on 3 May 2013. The application form, program guidelines, and other explanatory material can be found at www.ret.gov.au/tqual.

Further information is available to applicants by calling the T-QUAL Grants Hotline on (02) 6243 7604 or emailing tqualgrants@ret.gov.au.

A list of the recipients of the TIRF grants is available at www.ret.gov.au/tirfgrants.

15 March 2013

From The Shout

Publican beats underage sale conviction

A court has upheld an appeal against the conviction of a publican and his bottleshop attendant for the offence of selling liquor to a minor.

Maroubra Junction Hotel appealed its conviction in Sydney's District Court, which heard that the minor had been regularly visiting the pub's bottleshop on a Friday night.

The bottleshop manager and his assistant had on a number of occasions asked the minor for and had been shown valid identification.

But following a subsequent purchase, the minor walked into the arms of the police and could only show them identification proving an age of 17 years and 5 months.

The pub was convicted by Waverley Local Court and as a result received a strike from the NSW Office of Liquor, Gaming and Racing (OLGR) because it did not ask the minor for ID before selling him liquor, as required under NSW liquor legislation.

But on appealing the decision to the District Court, the publican and the attendant gave evidence that they had ceased to ask the minor for identification because to continue to do so would cause embarrassment and annoyance.

Under cross-examination the minor conceded he 'may' have ID at home with a different date of birth.

District Court Justice Wells found that the dictionary definition for 'before' was 'sometime prior to' and that if the legislature wanted the interpretation to be 'immediately before' it would have inserted that word into the Liquor Act.

The pub's legal representative, Rod Slater of Slater & Elias Lawyers, told TheShout:

"Her Honour took into account that on the night both the bottleshop manager and his assistant independently told the police that minor had previously been to the hotel bottleshop and produced appropriate ID."

He cautioned that while the District Court decision will be persuasive it is not binding on Local Court Magistrates.

The strike against the Maroubra Junction Hotel will now be removed.

15 March 2013

From Travel Weekly

Hotels "confused" by Qantas-owned Hooroo

The commercial boss of Qantas off-shoot Hooroo has admitted the industry is still likely to be scratching its head at who and what the business is after hoteliers faced three separate meetings with the accommodation retailer under three different identities.

Hoteliers were first approached by Jetstar.com in 2011 about listing their properties on the airline's hotel booking engine, then six months later by Qantas and a month later by Hooroo, head of commercial Bruce Fair explained.

"It was very confusing for hotels who thought we were from Jetstar, which we were, then Qantas and then we went back to them saying we were from Hooroo," Fair told the No Vacancy conference in Sydney yesterday. "It was very confusing for them and I am sure there are still some very confused hotels in the marketplace."

Hooroo as a stand alone site was launched by Qantas last July but it also powers the Qantas and Jetstar hotel booking engines, Fair explained.

He said around 5100 Australian hotels are listed while international product has just been launched after signing a "strategic partnership with a global OTA".

"The business case was very much based around the Australian domestic marketplace and leveraging the nine million Qantas frequent flyer members," he said. "But we have just launched international product so Qantas customers can now book international hotels on Qantas.com and earn frequent flyer points against those bookings."

Around 100,000 hotels are featured.

The booking engines have effectively replaced Qantas Holidays, a brand now owned by Jetset Travelworld.

Across all three sites - Jetstar.com, Qantas.com and the stand alone Hooroo.com site - month-by-month sales have increased 45% in March, 20% in February and 38% in January, Fair claimed.

"We are seeing some really good growth month on month so as long as that continues then we'll feel in really good shape," Fair said. "We feel like we are getting some traction, particularly in calendar year 2013."

14 March 2013
From Travel Weekly
Hoteliers urged to get "creative"

Hoteliers are having to become increasingly creative to grow their businesses in times of limited new room supply, according to Mantra boss Bob East.

The hotel firm now counts 112 properties in its portfolio, with a further 17 in the pipeline.

But East pointed to growth in room supply within the Australian market of just 1% as a significant obstacle, limiting the opportunities for growth.

"It's a very interesting dynamic for those trying to grow their business," he told delegates at hotel industry conference No Vacancy today in Sydney.

East said Mantra looks to leases, management letting right opportunities and franchises in order to expand.

It's "creative" approach is also reflected in its introduction of a Peppers property to Brisbane's Fortitude Valley, according to East. The project represents the brand's first foray into a CBD area.

In addition, Asia is becoming an increasingly important focus for Mantra, describing the pipeline to the north of Australia as "immense".

East described Australia's proximity to Asia as an "unprecedented opportunity", placing it next door to the emerging markets of the world with their burgeoning middle class.

"We need to put more product in Asia," he said.

Next week Mantra will open its first property in Indonesia. Now the 16th largest economy in the world by GDP with a consuming class of 45 million, it is expected to overtake the UK and Germany to become the seventh largest economy in the world with a consuming class of 135 million by 2030.

"These are very enticing statistics for a business like ours to look to," East said.

Meanwhile, East insisted Australia "should not be ashamed" of its hotel product, although he conceded it lags behind newer Asian developments.

"We cannot build what Asia is building currently. It's just not going to happen overnight," he said. "In the Australian market, the product is reasonably good. It's of an adequate world standard, not a leading world standard."

14 March 2013

From Hospitality magazine
Restaurateur fined for \$50,000 staff underpayments

A former Canberra restaurant operator has been fined \$16,170 after being found to have used individual contracts to try to avoid paying Award wages and entitlements to staff, resulting in underpayments of more than \$50,000.

Damien Micah Trytell, who formerly operated the Mecca Bah restaurant at Manuka, in Canberra, was fined after admitting underpaying 26 employees a total of \$50,996.

Federal magistrate, Warwick Neville, ordered the fine go towards rectifying the underpayments of the employees, who have not received any back-pay.

The penalty was imposed as a result of a prosecution by the Fair Work Ombudsman.

The 26 employees, including 11 aged 18-to-20 at the time, were underpaid between May and December, 2009. Most worked as kitchen staff and waiters on a full-time, part-time or casual basis.

Magistrate Neville said Trytell had taken steps to put in place a mechanism to make employees' entitlements no longer subject to Award rates. Under the terms of individual contracts designed by Trytell, the restaurant employees were paid flat hourly rates ranging from \$15.93 to \$19.23.

The court found this resulted in underpayment of employees' penalty rates for night, overtime, weekend and public holiday work, for which they were entitled to receive up to \$38 an hour. Some were also underpaid casual loadings and annual leave pay.

Magistrate Neville said Trytell had shown "careless disregard" for his statutory obligations as an employer.

"It is a significant matter for a company or an individual to seek to contract out of its or their obligations by entering into separate agreements with each of the employees," Federal Magistrate Neville said.

"It is important for a clear message to be sent to other employers that obligations to workers cannot be avoided or otherwise attenuated in any way."

Fair Work Ombudsman, Nicholas Wilson, said the court's decision sends a message that "carelessly" underpaying employees' entitlements, particularly to young staff, is a serious matter.

"Young workers can be vulnerable because they are often not fully aware of their workplace rights and can be reluctant to complain, so we will not hesitate to take action to protect them," he said.

"Successful prosecutions such as this also benefit employers who are complying with workplace laws by paying staff correctly, because it helps them to compete on a level playing field."

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