



L to R: Kate Simpson, HOSTPLUS; Hon Terry Waldron MLA, Minister for Racing and Gaming; Graham Moss, Tourism Council Western Australia.

L to R: Michael Monaghan, Bradley Woods, AHA(WA) CEO; Mark Powell, Lion Nathan; Frank Arangio, Lion Nathan.

L to R: Ross McGovern, Aon; Paul Brockschlager, AHA(WA) General Manager.

L to R: Hon Alannah MacTiernan MLA, Member for Armadale and Bradley Woods, AHA(WA) CEO.

MERRY CHRISTMAS

Neil Randall, AHA(WA) State President

L to R: Michael Keenan MP, Shadow Minister for Employment and Workplace Relations; Katie Hodson-Thomas, AHA(WA) Special Counsel.

L to R: Jo Chapman, AHA(WA) Media Officer; David Strom, AHA(WA) State Treasurer; Joe Francis MLA, Member for Jandakot.

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Key Contacts



Australian Hotels Association
WESTERN AUSTRALIA

Australian Hotels Association (WA)

Mr. Bradley Woods
CEO/Executive Director
38 Parliament Place
WEST PERTH WA 6005
PO Box 660, West Perth 6872
P: (08) 9321 7701 F: (08) 9321 7730
E: exec@ahawa.asn.au W: www.ahawa.asn.au



Aon Risk Services

Mr. Ross McGovern
Account Director - Hospitality
GPO Box 7026, PERTH WA 6000
P: (08) 9429 4482 F: (08) 9429 4492
E: ross.mcgovern@aon.com.au



Department of Racing Gaming & Liquor

P: (08) 9425 1888 F: (08) 9325 1636
E: info@rgl.wa.gov.au W: www.rgl.wa.gov.au



Foster's Group

Mr. Dean Turner
General Manager
Sales & Marketing, WA
GPO Box F361, PERTH WA 6842
P: (08) 9430 0777 F: (08) 9430 5344
E: dean.turner@fostersgroup.com



HOSTPLUS

Ms. Kate Simpson
Senior Account Manager WA
PO Box 6162, EAST PERTH WA 6892
P: (08) 9260 4601 F: (08) 9260 4699
E: ksimpson@mail.hostplus.com.au



MembersEquity
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Mr. Stewart Higgins
Business Development Manager
Level 11, 111 St. Georges Terrace, PERTH WA 6000
P: (08) 9420 7723
F: (08) 9420 7758
M: 0407 903 186
E: shiggins@membersequity.com.au



Racing & Wagering Western Australia

14 Hasler Road, Osborne Park WA 6017
PubTAB enquiries
P: (08) 9445 5303
E: sandra.bowerman@rwwa.com.au
PubTAB Training enquiries
P: (08) 9221 0066

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As a proud member of the Australian Hotels Association (WA),
we would like to wish all members and sponsors,
Best Wishes for the festive season and a safe and prosperous New Year!



New government spells new attitude, but same old smoke blows cold wind over christmas

A change of government usually heralds a change in attitude towards community issues, and it fair to say that even this early in the new Liberal-National partnership, we are seeing some significant amendments to the way the law makers engage with the hotel and hospitality industry.

The past weeks have presented some challenges for the industry; some of which are likely to permeate deep into the New Year, but there have been some encouraging signs that a new government signals a fresh approach to liquor licensing matters.

Of most recent concern and at the forefront of the AHA(WA)'s focus has been the potential impact on the industry and community from the Commonwealth's one-off economic security payments.

From December 8 to December 19, the fiscal plan will deliver \$2100 per couple and \$1000 per child to welfare recipients. This has the potential to motivate 'at-risk' patrons to spend more on alcohol, and subsequently direct the community's focus onto the role licensees play in supplying liquor responsibly.

The Association has been working closely with the Minister for Racing and Gaming, Hon Terry Waldron MLA, and the Director of Liquor Licensing to identify proactive and effective strategies to ensure welfare payments are spent responsibly during the industry's busiest time of the year.

During our open and constructive discussions with the Minister, I assured him that AHA(WA) members are aware of their legal and social responsibility and they are prepared to take measures against those that have the potential to abuse alcohol during this period.

I also indicated that AHA(WA) members would be operating under a heightened state of vigilance by adopting a specific Code of Practice that has been distributed to guide members through this challenging time.

One thing that has become evident through this issue is that while the industry has a Minister who is prepared to take decisive action, we also have one who is prepared to work openly and positively with industry to deliver outcomes.

The issue of smoking in outdoor drinking and dining areas raised its head again when the Independent member for Alfred Cove, Dr Janet Woollard MLA, tabled a private member's bill calling for total outdoor smoking bans in licensed premises, public beaches and in private cars.

The Association is disappointed that the divisive issue of smoking in cars and other areas where there are children continues to be packaged with people smoking in beer

gardens. We are also very dismayed that a politician, who seeks to further regulate the industry, does so in complete ignorance of the status of the issues within the hotel and hospitality sector.

It would be of greater benefit to the entire community if this legislation is shaped with the input of licensees and not by someone who, by their own admission, can't remember the last time she visited a pub or tavern.


As we are all aware, the smoking issue in the hotel and hospitality sector has made a quantum leap in recent years. Smoking indoors is banned and many venues are practicing self regulation by allocating non-smoking areas in outdoor places.

The AHA(WA) has met with key members on both sides of the parliamentary floor to ensure the demands of the industry are not swept up in a highly-emotional and politically-loaded piece of legislation.

On a brighter note, the AHA(WA) has hosted functions with key members of State and Federal Parliament over recent months ensuring that industry's ties to the decision makers remain strong.

The AHA(WA) was honoured to host the Leader of the Federal Opposition, Hon Malcolm Turnbull and Michael Keenan MP at private functions. The Association also hosted numerous politicians and other VIPs at our Christmas Reception on Tuesday 9 December.

The highlight of the past few months has been recognizing outstanding achievement at the Lion Nathan Gala Ball and 2008 AHA Aon Hotel Awards for Excellence.

Congratulations to all our finalists and winners. 



L to R: Bradley Woods, AHA CEO; Michael Keenan MP, Shadow Minister for Employment and Workplace Relations; Paul Brockschalger, AHA General Manager Corporate and Parliamentary Affairs.

CODE OF PRACTICE

COMMONWEALTH GOVERNMENT'S ECONOMIC SECURITY STRATEGY

1. Talk to your local police and members of the local liquor accord about methods to identify at-risk patrons...

2.

3.

PRIVATE AND CONFIDENTIAL TO AHA MEMBERS

If your business is located in a community which currently suffers the effects of alcohol - related harm, or where liquor restrictions are in place, you need to be aware of this information.

Media Release

3 December 2008

Commonwealth payments put hoteliers on alert

The Australian Hotels Association (WA) has placed its members on alert for potential misuse alcohol-related issues in December when the Commonwealth's economic security payments are issued.

MINISTER FOR RACING AND GAMING MEDIA STATEMENT

Attention: News Editor/Chief of Staff
03/12/08

Liquor licensees to act in response to stimulus payments

Liquor licensees across WA will implement a range of control measures to help manage demand for alcohol on December 8 when the Federal Government's economic stimulus payments are issued. Under the economic stimulus scheme, welfare recipient families will receive \$2100 per couple and \$1000 per child.

Mr Bradley Woods
Chief Executive Officer
Australian Hotels Association
PO Box 950
WEST PERTH WA 6872

Enquiries: J Bellini
Telephone No: (08) 9422 1888

Dear Bradley

Economic Security Strategy Payment

I refer to my letter to you on 14 November 2008 regarding the Federal Government's \$10.4 billion Economic Security Strategy, and the one-off economic stimulus payment to families. Thank you for participating in our meeting on this issue on 25 November 2008 and agreeing to work with the licensing authority on this matter.

HOTELS LEAD FIGHT TO SPEND, SPEND, SPEND RESPONSIBLY

While the Commonwealth Government was encouraging recipients of its \$10.4 billion economic stimulus package to spend up large, the AHA(WA) took charge of ensuring at-risk patrons did so responsibly.

As part of its response to the global economic meltdown, the Rudd government deposited large sums of cash into the bank accounts of beneficiaries throughout Australia.

The payments of \$1000 per child for eligible families, \$1400 for single aged pensioners and \$2100 per couple, promises to invigorate the nation ahead of Christmas, but they also have the potential of becoming a double-edged sword for the hotel and hospitality sector by creating a threat of alcohol misuse.

In response, the AHA(WA) engaged with the State Government, WA Police, the Director of Liquor Licensing and other industry organisations to work on strategies to meet the threat.

"Obviously we are concerned that a small number of the people receiving these payments will not spend the money responsibly and that the ultimate result would be hotels and bottle shops being held responsible for the consequences," says AHA(WA) CEO, Bradley Woods.

"There is the potential for the creation of a volatile situation in some communities, occurring while the State Government, the police and the licensing authority are on a heightened state of alert.

"Aside from the potential risk to members of the community, this could result in increased liquor restrictions and other penalties for hotels and bottle shops and the erosion of the reputation of the industry.

"After consultation with our members, we convened a meeting with police, liquor licensing and government to outline a strategy that allowed hotels in each community to put in place measures to help reduce the amount of money that individuals could spend on alcohol and prevent them blowing their entire payment on alcohol."

The AHA(WA) constructed a Code of Conduct, which was distributed to members, outlining their rights to implement voluntary restrictions and to refuse service to any person based on suspicions or concerns.

"Many hotels are using the Code of Conduct to implement local restrictions over the payment period, including licensees in Broome who have reduced their trading hours and the volume of cask wine that can be sold per person, per day," Mr Woods says.

"One of our members in Port Hedland implemented a restriction whereby all purchases over two cartons on beer per person must be approved by local police."

Mr Woods says the actions of the industry have not only offset anticipated criticism to-date, but have also helped demonstrate that licensees are capable of self-regulation to deal with local community issues and concerns.

"It is not in the interests of any licensee to see a one-off spike in alcohol sales, particularly when it has the potential to cause harm to the community," he says.

"In order to remain viable we need long term, sustained growth and a healthy community that consumes alcohol responsibly." H

THE LOCAL GOVERNMENT CHRISTMAS GRINCH



Talk at this time of the year should be turning to the prosperous time ahead for the hotel industry. After the challenges of 2008 we should be firmly focused on making the most of the Christmas trade generated in our businesses.

Unfortunately, the Local Government Christmas Grinch is trying its best to make life hard for hotels and their patrons at what is traditionally our busiest trading period, with the implementation of alfresco smoking bans in some areas.

The Town of Vincent for example has just advised that alfresco areas will be smoke free as of 1 January. It is not the end of the world and I am sure that our resilient industry will survive the change in the long term, but the question has to be asked: Why do it now?

December and January are incredibly busy for hotel management and staff. Implementing a significant change of policy on alfresco areas at such a time will prove difficult, particularly as the Town of Vincent is providing no support in terms of policing, phase in periods or public advertising and education campaigns.

Without this support, putting in place alfresco smoking bans is going to be much more difficult and angst ridden than it was to implement a total indoor smoking ban in 2006.

Local Governments point to the success of indoor smoking bans as a reason for banning smoking in alfresco areas. However they fail to recognise the reason indoor bans were so well accepted was because the public and the industry had sufficient warning of the change. It was

introduced gradually and the State Government poured significant funding into public and industry education.

If Local Government wants these bans to be a success they must provide industry and the public the necessary support. At the very least that should include a significant public education campaign, signage and other materials for use by hotels and staff and resources to police the bans.

Anything less and we are headed for a period of confrontation and confusion that hotel staff and patrons could well do without during our busiest time of the year. **H**



L to R: Neil Randall, AHA State President and Hon Malcolm Turnbull MP, Leader of the Opposition.

RLDF RetailLiquorDevelopmentFoundation

The Retail Liquor Development Foundation supports the training and education needs of the liquor industry in order to maintain business viability. We are doing it by offering the best training program ever offered to the liquor industry.

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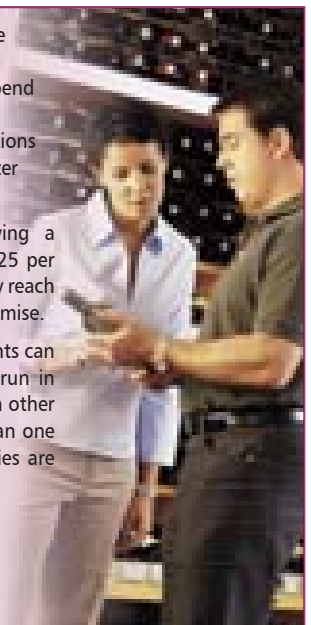
Each RLDF module runs for four hours and participants can attend one half-day session or both the modules run in that location on that day. All modules relate to each other and many businesses gain extra by having more than one person from the business attend to ensure strategies are implemented and that gains are made.

Jade Fitzgerald, National RLDF Co-ordinator

Ph: 1300 735 530 / 02 9217 1419

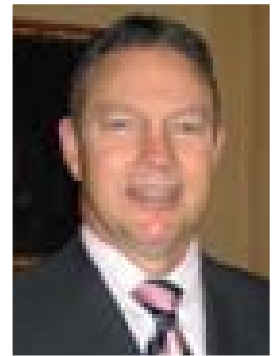
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Email: info@rldf.com.au Web: www.rldf.com.au



Y BOTHER?

The hotel and hospitality sector faces a challenging time during the festive season retaining and recruiting young staff when the majority of their peers are focused on time away from work, days on the beach and making sure they are in pole position in the race to New Year's Eve hot-spots. Hospitality WA spoke with one of the industry's leading training and recruitment experts, Iain McDougall, about Gen Y and their attitudes to work.



Iain McDougall

According to Hospitality Group Training General Manager, Iain McDougall, 'Generation Y' or 'Generation why?', can be frustrating employees.

"They don't want to work', 'they can't be bothered' and 'they don't want to do nights or weekends', are all comments that are heard regularly around the industry in regards to younger employees," Iain says.

"This type of ethic, or lack thereof, is probably not the best formula for a productive team and it is a massive challenge confronting the hotel and hospitality sector."

'Gen Y' includes young people up to approximately 30 years of age, of which a high percentage are hotel and hospitality employees. Generally, they are after a sense of purpose, work/life balance, fun, variety, respect and the

chance to do real work that makes a difference. If they don't get some, or all, of what they require they quickly move on.

Iain says this places strain on employers who have to operate a profitable business that delivers high standards of service to customers because there is a level of uncertainty about their most valuable resource – their staff.

"As employers, we can fight their attitudes in the hope of them adopting a work ethic comparable to that illustrated by previous generations – and they will walk," Iain says.

"Alternatively we can try and work with them. I am not suggesting that we need to turn our HR practices upside

down; however a few small changes may increase productivity and make for happier employees."

One of the keys to ensuring Gen Y staff deliver for employers is identifying and accepting that they seek different workplace rewards.

"They thrive on social interaction and you need to foster friendships in the workplace to keep them," Iain says.

"In addition, they are ambitious, demanding and question everything. They use technology as a tool and are dismissive of managers that can't. It has been said that they are the most high maintenance workforce in history however they may also be the most productive."

So, how can you go about taking advantage of this productivity and keeping them at your establishment?

"Obviously technology is a key to their lives, and the use of up-to-date 'point of sale' technology will stimulate them at work and there is the potential for them to pass on this knowledge and skill to others," Iain says.

"Consider making an internet computer available for staff breaks where they can update their Facebook and Myspace pages – don't underestimate how much these things rule their lives.

"Computer programs that can broadcast SMS to staff mobiles are a great way to advise them of rosters, and best of all that information will be carried with them at all times. It is highly unproductive to be constantly ringing and leaving messages. Hell knows I've tried!"

Iain also says that training is vitally important to a generation that continually wants to learn new skills and have the opportunity to put them into practice. It may be as simple as internal mentoring programs,

networking sessions within teams, or external courses/programs.

"Friends and social life are important to them," he says.

"Successful businesses are creating flexibility with rosters, not constantly putting the same staff on the 'hard' shifts', giving them time on alternate weekends or doing deals for special weekends off. They crave variety."

"Open lines of communication are also essential. You can be guaranteed they will ask 'why?' Don't take it personally, they won't. Make sure you have structured staff feedback systems – you will be amazed the difference it makes."

Allowing younger members of staff

the freedom to express themselves also goes a long way.

"We need to review our approach to presentation, in particular piercings and tats," Iain says.

"Recent surveys have shown that more than a third of 18 to 25 year olds have a tattoo and 30 percent have a piercing through some part of their body other than their earlobe."

Iain says that Gen Y is not driven by the mighty dollar.

"Contrary to popular belief it is not all about money, however it is all about them," he says.

"As employers we can choose not to respond and they will walk without guilt, or we can adapt and ensure the future of our industry.

"Be very afraid, Generation Z is around the corner!" **H**

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Ross McGovern
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OFF THE BENCH

In the first of a new series of articles, former state parliamentarian and current AHA(WA) Special Counsel Katie Hodson-Thomas asks why law-abiding citizens must be penalised for the actions of an irresponsible few.

Have you ever wondered what it would be like to wake up to a good news story being reported in the paper or on the radio?

Unfortunately, it is commonplace for the news to be dominated by stories of misfortune and social ills. Law abiding citizens going about their daily lives don't rate a mention, and worse still they are expected to digest the constant litany of bad news stories.

The recent loutish behaviour, which occurred on our northern beaches is a typical example. As is so often the case, the blame for this behaviour was leveled at many quarters; government, police and of course the hotel industry, instead of blaming the individuals who spoil it for the rest of the community.

For that reason, I was very interested to hear what the Premier, Hon Colin Barnett, had to say on this very subject on his first day of Parliament since taking office, in response to a question from the Member for Scarborough, Liza Harvey.

The Premier told Parliament that he intended to implement a range of measures to address anti-social behaviour on our beaches, one of the measures being, 'alcohol-free zones'.

"I regret that measures will be taken to limit the freedoms of people in this state to enjoy themselves. The louts and hooligans who behave so

immaturely in public places – in this case, on Scarborough Beach and Cottesloe Beach – spoil the rights of ordinary, decent Western Australian citizens and family groups to enjoy their outing and enjoy our wonderful beaches. If that is what it takes, that is what this government will do. I say to that minority who abuse and destroy the quality of life for others: grow up, behave maturely and this will not be necessary," the Premier stated.

After 12 years on 'The Hill', I learnt that the rights of law abiding citizens were frequently under threat and this is yet another example of the rights of all individuals being eroded because of the actions of a few.

This sad truth is made more disturbing by the fact that historically, decisions made to deal with a minority rarely deliver the outcomes legislators hope for. Police may be further empowered to deal with trouble makers, but lawless individuals will still go about causing havoc. In the meantime we lose more of our basic freedoms. In this case the right to enjoy a glass of wine or a beer while watching the sun set over the magnificent WA coastline.

Another example of erosion of freedom relates to recent calls for total alcohol bans in Halls Creek and other areas of the North West. Alcohol abuse in these areas, like other regions of the State, needs to be addressed.

But we need an all-of-government approach to dealing with not only the alcohol abuse, but issues such as homelessness, truancy, child protection, education, employment and health care that accompany it.

Simply applying a blanket measure without adequate social support will do little to change the behaviour of those who need the most help to deal with their addiction. In fact it may cause other problems for the local community, hospitality and tourism sectors.

The Northern Territory appears to have recognised that prohibition is not the answer and new programs such as the Alcohol Identification System are being trialed to deal with alcohol abuse and misuse. Here is a system that, at face value at least, appears to strike a balance between maintaining the basic freedoms of law abiding citizens and minimising harm to at-risk sections of the community.

It would be a welcome change to gather the collective wisdom of all stakeholders, the police, health services, local authority, industry and the community, and examine the model the Northern Territory has been trialing to deal with alcohol abuse with a view to trialing the system in WA. - Katie Hodson-Thomas **H**



THE BRILLIANCE OF BROOME

With a new \$2.2 million advertising campaign aimed squarely at the region, political lobbying to expand airline services and a new resort about to open, things are looking bright for Broome's tourism industry despite the world economic gloom.

The State's tourism industry is bracing for a downturn following recent world economic turmoil and the consequent predictions of slowing tourism spending.

The Carmody report, released by Tourism Minister Hon Dr Liz Constable MLA in November, paints a grim picture for WA's tourism sector in 2009 with predictions of lower consumer spending and possible falls in visitor numbers.



Roebuck Bay Hotel

But AHA(WA) CEO, Bradley Woods, says it was not all doom and gloom for the tourism industry. He says it was his strong belief that the North West of WA could weather the

economic crisis and emerge with a stronger domestic and international profile.

"There are a number of factors to consider when looking at the outlook for the Kimberley region when it comes to the short and medium term tourism outlook," he says.

"The impact of international issues such as the world economic crisis cannot be ignored but consideration should also be given to issues such as the release of the "Australia" movie and subsequent advertising campaign, ongoing investment in the Broome accommodation sector and the ongoing campaign for more air services in the region.

"If you look at current occupancy and yield rates in the region, they have been stable despite an increase in room numbers as new properties came on board this year."

Former Shadow Tourism Minister, now AHA(WA) special counsel Katie Hodson-Thomas says she believes the State Government's reaction to the

economic downturn would ensure the WA tourism marketing dollar was better targeted.

"We will also get more bang for the investment due to the co-ordinated national and state campaigns based around the 'Australia' movie and of course the release of the film nationally," Katie says.

"Tourism operators in the North of the state are product ready and



Matsos Broome Brewery

development ready. The local industry is impressive in its inclusiveness and its innovative and sustainable approach to developing the region as a tourism destination.

"That positivity, combined with added investment in local services and a boost in terms of national and international marketing should put the region in the box seat in terms of riding out the anticipated tourism slowdown."



Sunset Bar, Cable Beach Club Resort

Minister lobbies to expand air services

Following the release of the State Government's 'Australia' advertising campaign, State Tourism Minister,

Hon Dr Liz Constable MLA, has been pushing to expand air services into WA's North West through Broome.

The Minister told the AHA(WA) that improving air services to the region was arguably, one of the most important elements in developing the State's tourism industry.

"Air access is vital to our industry, with around 93 per cent of WA's international visitors and 88 per cent of interstate visitors arriving by air," she says.

"I am committed to maintaining the air access we have and making sure that WA develops even more, and this includes Broome and the Kimberley region.

"We'd like to see an increase in capacity into Broome from our major interstate markets and we are also working towards developing an international service.

"I will continue talks with key airlines to keep this issue on the agenda." H



Mangrove Hotel

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CASCADE GREEN

Cascade's latest brew, Cascade Green is a 100% carbon offset beer. After first reducing the brewery's environmental footprint, the full lifecycle of the greenhouse gas emissions associated with Cascade Green – right from the picking of the hops to putting it in the recycling bin – are offset, meaning the net impact of the emissions for the beer is reduced to zero.

Cascade Brewery, long renowned for the quality of its beers and Tasmanian heritage, has been driving year-on-year environmental improvements for over a decade, winning a number of environmental awards. In the past six years the brewery has cut greenhouse gas emissions by 16 per cent and reduced water usage by 30 per cent per unit of production over this time.

Cascade Green's packaging was designed with the objective to, where possible, minimise its carbon footprint. For instance, it uses the lightest weight, highest recycled content (minimum 50 per cent) glass bottle currently available in Australia, while the 100 per cent recycled carton is printed with two-colour biodegradable vegetable inks.

"Environmental sustainability has long been important to Cascade Brewery," says Cascade Marketing Manager, Ben Simmons. "Over the past 10 years we've actively improved our operations and we're committed to doing even more. Cascade Green was a natural next step to take and we are excited to be providing drinkers with a greener beer choice that tastes great."

WOLF BLASS WINS RED WINEMAKER OF THE YEAR ON GLOBAL WINE STAGE

Wolf Blass, the iconic Australian winery, has been honoured with the acclaimed International Red Winemaker of the Year award at the 2008 International Wine Challenge (IWC) in London.

The award was announced in front of more than 800 members of the international wine industry at the International Wine Challenge awards dinner at the Grosvenor Hotel, Park Lane, London.

Wolf Blass was selected as International Red Winemaker of the Year by a highly credentialed judging panel of more than 370 winemakers, merchants and writers from around the world.

Over a two week period, the panel blind tasted more than 9000 wines from 40 different countries, further evidence of the calibre of the IWC competition.

In addition to the prestigious award, all 16 wines entered by the Wolf Blass winemaking team won awards, including two golds for the Black Label 2004 and the Gold Label Barossa Shiraz 2005.

Chris Hatcher, Wolf Blass Chief Winemaker, said: "This award is a testament to the passion, vision and experience of the entire Wolf Blass winemaking team. This is an absolute team effort and one we are honoured to receive".

FREMANTLE'S BOHEMIA OUTDOOR CINEMA GETS A HELPING HAND FROM FOSTER'S

The Film & TV Institute Inc WA and the Bohemia Outdoor Cinema successfully secured a Foster's Community Grant of \$32,600.

Foster's West Australian Regional General Manager, Dean Turner, says Foster's has a proud history of contributing to the communities where we live and work.

"We received a large number of high calibre submissions, so the Bohemia Outdoor Cinema should feel extremely proud of their achievement in what was a highly competitive process," he says.

"We're very excited to be involved with the Film & Television Institute WA and about the potential the project has to make a meaningful and long-term impact in this creative community."

FTI provides a pathway for many people, including Emerging & Independent filmmakers, Youth, Seniors, Indigenous and Regional clients, to participate in film, television & digital media activities and contribute to Australia's national screen identity.

"What better way to enjoy emerging and independent films made here in the west than with a Bohemian Pilsner from the Matilda Bay brewing company?" says Dean Turner.

LIQUOR PULSE RATES FOSTER'S

Foster's has taken out the **Best Supplier for 2008** in the annual Liquor Pulse research survey.

Surveying 740 off-premise venues, Liquor Pulse measures the performance during the year of 28 liquor suppliers.

Foster's was not only rated as the best in terms of overall satisfaction, but took out the Number 1 position in the following categories:

- **No.1 in Call Frequency**
- **No.1 in Call Satisfaction**
- **No.1 in Merchandising**, including stock rotation
- **No.1 in Business Partnering** in terms of understanding the customer's business and tailoring solutions
- **No.1 in Information communicated to customers** (around products, pricing, and deals)
- **No.1 in Delivering to commitments and acting with integrity**



WHAT DO CUSTOMERS WANT?

It's not only about food that is fresh, healthy and tasty. Research shows that demand is growing for food that is welfare-friendly too. Take eggs for example. 84 percent of Australians think battery cages are unacceptable. Increasingly, people are choosing to eat and buy cage-free eggs.



www.choosewisely.org.au
an initiative of the RSPCA

So how can the RSPCA help your business take advantage of this trend, give customers what they want and make a difference to hen welfare in the process?

JOIN CHOOSE WISELY. Choose Wisely restaurants and cafes have committed to use cage-free eggs (either barn laid or free range) at either the Gold, Silver or Bronze level, depending on

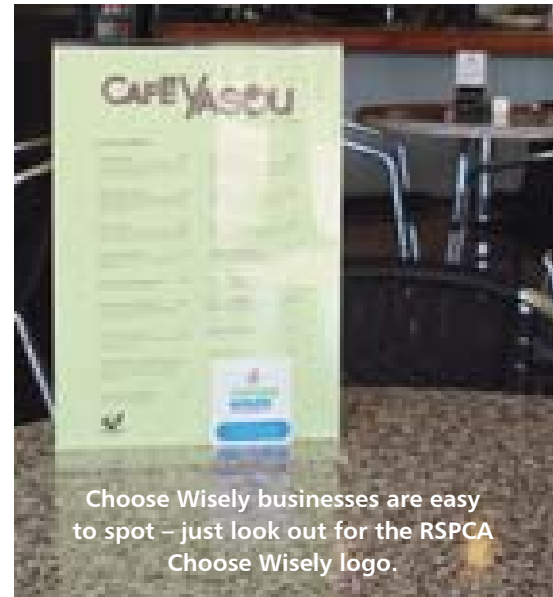
Hens don't belong in cages. In a cage they can't express natural behaviours like stretching out and flapping their wings, perching, dust bathing, foraging for food or laying their eggs in a nest. It's a miserable life but it doesn't have to be this way. Barn or free range systems give hens the freedom to move around and behave naturally.

whether they can use them in all or some of their products.

Some businesses are starting with all whole-eggs and serving their customers cage-free breakfasts and salads. Others have gone one step further and everything they make on their premises is made with cage-free eggs, from pastas to desserts. Choose Wisely Gold businesses don't serve anything that is made with cage eggs, including sauces. It doesn't matter what level you can commit to, every egg you serve can make a difference.

Café Yasou in Northam was the first WA business to jump on board and together with the other Choose Wisely restaurants currently 204,360 eggs are no longer being sourced from caged hens.

Visit www.choosewisely.org.au to find out how you can join.



Egg Facts

- 11.6 million hens live in battery cages
- **Australians eat 3 billion eggs every year**
- 1 in 3 eggs purchased in the supermarket are cage-free
- **In the UK 40% of eggs sold are cage-free**
- Major European Union businesses like McDonalds no longer use cage eggs
- **It takes the purchase of six cage-free eggs to make a difference to the life of one hen**

EXPORT MARKET DEVELOPMENT GRANTS

The Export Market Development Grants scheme (EMDG), which has been utilised by many hotels, has been expanded.

This follows a review of the scheme that was undertaken by the Federal Department of Foreign Affairs and Trade. On behalf of members, the AHA compiled a submission on the EMDG which underlined how important it is to hotels and therefore, it should be upgraded.

In what is an outstanding outcome for the industry, the Federal Government has announced the following changes to the EMDG:

- The maximum grant has been increased from \$150,000 to \$200,000;
- Businesses that have a turnover of up to \$50 million will be eligible to apply (this figure was previously \$30 million); and

- The number of grants that are able to be received by businesses will be increased from seven to eight.

The changes will apply to applications lodged from July 1, 2009 and export promotion expenditure incurred from July 1, 2008. For further information, visit www.austrade.gov.au and look under the 'Assistance' menu. **H**



PSYCHOLOGY BASED TRAINING DRIVING BUSINESS SUCCESS

Business coach Peter Quinn believes psychology-based training programs are one of the ways of the 21st century.

"In today's business world there are a number of elements that control our progress, belief systems, creative mindsets leading to behavioural patterns," Peter says.

"A unique educational approach Neuro Linguistic Programming (N.L.P.) has been developed which will assist in both your personal and business levels of achievement.

"N.L.P. gives you the tools to change your thinking and create higher levels of thought process."

Peter's style challenges individuals and corporations alike to examine the ways they are conducting business and asks the question, "What if this could be changed? By developing a more creative thinking process, what targets could be better and more easier attained? And

how much better and easier life would become if these goals were reached and beyond?"

A hallmark of Peter's revolutionary new approach is to ensure all relevant issues affecting today's business environment are fully understood and how they affect individuals within each business.

"Dynamic People Performance promotes a new style of people development through psychology-based programs," he says.

"The biggest asset in terms of resources in any business, large or small, is its people.

"Good management alone is not enough. Through developing your most valuable assets, you can equip your employees with the tools they need to not only become more productive in your workplace, but better people within themselves."

These programmes are designed to facilitate change by taking your

employees through a series of psychology-based learning modules.

A hallmark of this approach is to make sure we deal with relevant issues affecting today's business environment.

"We take the time to understand the problems affecting business today, by looking at both those of the individual players of a company and of the entire team. In doing this, we grasp an understanding of your company's vision and then plan to deliver that message with conviction and creativity to ensure your success," Peter says.

Peter gives a unique opportunity to develop new skills, new concepts, through the power of suggested mindsets. He is engaging and empowering.

Dynamic People Performance
M: 0413 311 770
E: peter@dstar.net.au

HR SESSIONS

The AHA(WA) has designed a member specific briefing session on the Hospitality Industry Modern Award and the proposed Fair Work Bill.

In 2010 the Hospitality Industry Modern Award (HIMA) will come into effect. The HIMA will replace the Hotel and Tavern Workers Award, the Clerks (Hotels, Motels and Clubs) Award, the Federal Managers Award, the Restaurant, Tearoom and Catering Workers Award and the Motels, Hostels, Service flats and Boarding House Workers Award. It is important that members understand the new Award and obligations under it.

The AHA(WA) will also review the proposed Fair Work Bill and outline the impact on your venue.

Members are invited to attend a briefing session to gain an insight into the new system and Award (HIMA) as our Workplace Relations staff outline business obligations and discuss how these will affect your business. **H**

Regional HR Sessions

January 19 – Margaret River
February 2 Albany
February 9 – Geraldton
February 16 – Kalgoorlie
February 23 - Bunbury

Perth HR Sessions

January 19
February 2
February 16
\$66 AHA Members
\$99 Non AHA Members

TRAINING CALENDAR

Liquor Licensing Course

23 December
13 January
20 January
22 January
29 January
3 February
5 February
10 February
17 February
19 February
24 February

Responsible Service of Alcohol

13 January
20 January
22 January
29 January
3 February
5 February
10 February
17 February
19 February
24 February

Regional Training

MARGARET RIVER
Liquor Licensing & RSA:
20 January
ALBANY
Liquor Licensing & RSA:
3 February
GERALDTON
Liquor Licensing & RSA:
10 February
KALGOORLIE
Liquor Licensing & RSA:
17 February
BUNBURY
Liquor Licensing & RSA:
24 February

Cocktail Course

9 February

Beermasters

26 February



AN EXCELLENT NIGHT

The Lion Nathan Gala Ball and 2008 AHA Aon Hotel Awards for Excellence were held in the Grand Ballroom at the Burswood Entertainment Complex, and proved to be a winner in more ways than one.

The celebration showcased finalists and winners across 45 categories highlighting standards of excellence in areas including service, presentation, the responsible service of alcohol, innovation, redevelopment, tourism and accommodation.

More than 1000 people attended the glittering night, and also became the first in WA to attend an event powered by 100 per cent renewable energy sources supplied by Synergy Natural Power.

The natural energy theme pervaded the ballroom with foliage inspired centerpieces and green backlit drapes creating a forest illusion. An entrée of Kununnura barramundi followed by a main course of dukkah crusted Amelia Park rack of lamb ensured the

locally produced theme was a culinary delight.

Entertainment came in the shape of more local talent with Diesel who didn't disappoint the crowd with an awesome performance. Crowd favourites Slim Jim and the Phatts then took over and kept the crowd dancing all night.

The after bar offered premium beers from Lion Nathan, Bundaberg Red & Cola from DIAGEO and daiquiris thanks to Smart Beverages. It provided a fantastic opportunity for guests to mingle and network in a casual atmosphere.

The evening's marquee awards were presented to The Gate Bar & Bistro in Success, which scooped the AHA De Bortoli/6PR Perth's Pub of the Year award; Donnybrook's Red Rabbit Inn won the Regional Hotel/Tavern of the

Year Award; and the Duxton Hotel Perth, which won the Deluxe Accommodation Award.

Geraldton's Robert Ramage received the Hospitality Industry Lifetime Achievement Award.

AHA(WA) CEO Bradley Woods says hospitality industry standards have never been higher.

"Hoteliers continue to rise to the occasion by setting exceptional standards of excellence for the WA hotel industry each year," Mr Woods says.

"The AHA Aon Hotel Awards for Excellence continue to be the most prestigious awards night for the industry and I would like to congratulate all our finalists and winners." H

2008 AHA Aon Hotel Awards

1. Aon Risk Services Community Service Award
Sponsored by Aon Risk Services



The Court Hotel

2. The Lion Nathan Bar Presentation & Service Award
Award Sponsored by Lion Nathan



Inglewood Hotel

3. Responsible Service of Alcohol Award
Sponsored by Coca Cola Amatil



Burswood Entertainment Complex

4. Training Initiative Award
Sponsored by Hospitality Group Training



Duxton Hotel Perth

9. Environmental Initiative Award
Sponsored by Synergy



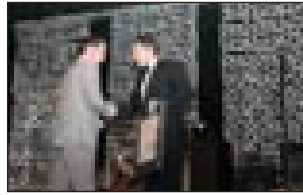
Holiday Inn City Centre Perth

10. Redeveloped Hotel/Tavern Award
Sponsored by Kings Park Electrical



The Court Hotel

11. Redeveloped Outdoor Area Award



Universal Bar

12. Marketed Accommodation Hotel Award
Sponsored by HiDynamix



Forté Mandurah Quay Resort

17. Mid-Range Accommodation Award
Sponsored by Customers ATM



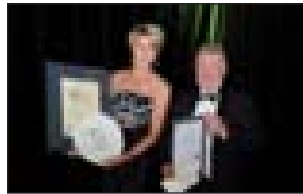
Perth Ambassador Hotel

18. Superior Accommodation Award
Sponsored by Furniture Options



Rydges Perth Hotel

19. Deluxe Accommodation Award
Sponsored by HFM Asset Management



Sheraton Perth Hotel

20. Apartment/Suite Accommodation Award
Sponsored by Prime Laundry



Quest Margaret River

25. Cookery Services Employee Award
Sponsored by Moffat



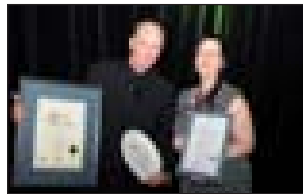
Sam Carstairs - Burswood Entertainment Complex

26. Front Office Services Employee Award
Sponsored by HOSTPLUS



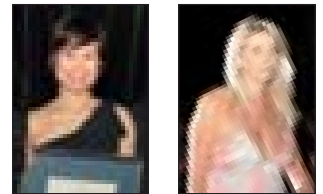
Mark Huartson - Sheraton Perth

27. Dining & Banquet Services Employee Award
Sponsored by Pinnacle Hospitality & Travel People



Arnold Harper - Crowne Plaza Hotel

28. Administration Employee Award – Joint Winners
Sponsored by HOSTPLUS



Ko Youngsoon - Duxton Hotel Perth & Alex Pond - The Gate Bar and Bistro

33. Live Entertainment Award
Sponsored by APRA



Burswood Entertainment Complex (Hall of Fame)

34. Themed Bar Award
Sponsored by Bluetongue Premium Lager



J.B. O'Reilly's

35. Contemporary/Late Night Bar Award
Sponsored by HLW(WA)



Niche Bar & Lounge

36. WA's Best Steak Sandwich Award
Sponsored by The West Australian



The Inglewood Hotel

41. Accommodation Hotel/Resort Restaurant Award
Award Sponsored by Amelia Park



Parmelia Hilton Perth - Globe Wine Bar & Restaurant

42. Hotel/Tavern Wine List Award
Sponsored by Pernod Ricard Australia



Settlers Tavern (Hall of Fame)

43. Accommodation Hotel/Resort Wine List Award
Sponsored by Samuel Smith & Son/ Negociants Australia



Burswood Entertainment Complex - (A)LURE Dining & Bar

44. Regional Hotel/Tavern of the Year
Sponsored by H & L Australia



Red Rabbit Inn



This event was powered by Synergy

Awards for Excellence Winners

5. Hotel Innovation Award
Sponsored by MegaVision Sound & Lighting



Belgian Beer Café Westende

6. Marketed Hotel/Tavern Award
Sponsored by Premium Beverages



Brooklands Tavern

7. Retail Liquor Outlet Award
Sponsored by Members Equity Bank



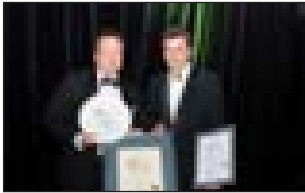
Joint Winners - Moondyne Joe's & Brooklands Tavern (Hall of Fame)

8. Safe Cellar Award
Sponsored by BOC



Wentworth Plaza Hotel

13. Tourism Initiative Award
Sponsored by Tourism Western Australia



Moondance Lodge

14. Conference & Banquet Services Provider Award
Sponsored by Perth Convention Bureau



Esplanade Hotel Fremantle (Hall of Fame)

15. Concierge & Guest Services Provider Award
Sponsored by City of Perth



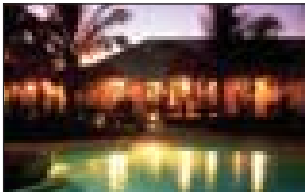
Parmelia Hilton Perth (Hall of Fame)

16. Pub/Hotel Accommodation Award
Sponsored by Mal Atwell Indoor Leisure Group



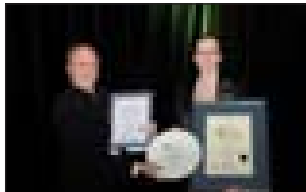
Captain Stirling Hotel

21. Resort Style Accommodation Award
Sponsored by Staging Connections



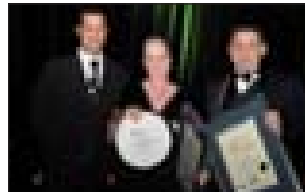
Cable Beach Club Resort

22. Redeveloped Accommodation Hotel/Resort Award
Sponsored by HotelsApart



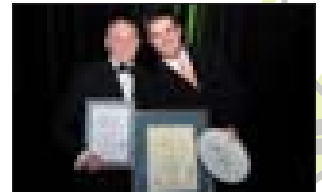
Sheraton Perth Hotel

23. Regional Accommodation Hotel/Resort of the Year
Sponsored by HISCO Hospitality & Healthcare



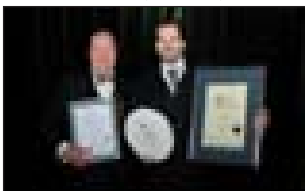
Karri Valley Resort
McAlpine House (Boutique Winner)

24. Bar Services Employee Award
Sponsored by DIAGEO - Bundaberg Red



Trevor Candido - Universal Bar

29. Employee Excellence in Service Award
Sponsored by hospitalitybiz



Derrick Buckley - The Shed

30. AHA - HGT Hotel Industry Rising Star Award
Sponsored by AHA(WA) and Hospitality Group Training



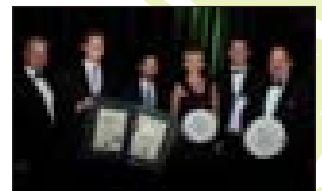
Monique Oliver - Hotel IBIS Perth

31. TAB Hotel/PubTAB Venue Award
Sponsored by Racing and Wagering Western Australia



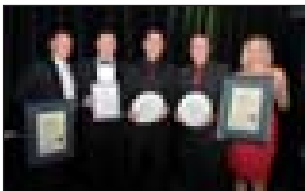
The Gate Bar & Bistro

32. Sporting Entertainment Venue Award
- Joint Winners Sponsored by Fox Sports



Carbon Bar - Burswood Entertainment Complex & Paddington Ale House

37. Bistro Award - Joint Winners
Sponsored by Constellation Wines Australia



Greenwood Brasserie - Greenwood Hotel & The Gate Bar & Bistro

38. Casual Family Dining Award
Sponsored by European Foods Wholesalers



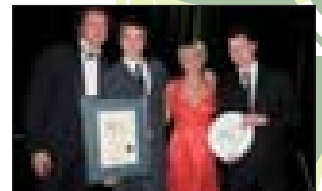
The Stringy Bark Steakhouse
- Wanneroo Villa Tavern

39. Hotel/Tavern Restaurant Award
Sponsored by 92.9



Subiaco Hotel

40. Restaurant Award
Sponsored by Smart Beverages



Star Anise Restaurant



The AHA DeBortoli/6PR Perth Pub of the Year
sponsored by AHA, De Bortoli and 6PR
Winner: **The Gate Bar & Bistro**



Hospitality Industry Lifetime Achievement Award
sponsored by AHA(WA)
Winner: **Robert Ramage**

Proudly supported by:
EventsCorp
Ferrari Formal Wear
Fine Wine Partner
Foster's Group
liquid
Oakover Wines
Watershed Premium Wines

NEW CODE OF PRACTICE TO PREVENT SEXUAL HARASSMENT

Federal Sex Discrimination Commissioner, Elizabeth Broderick, has released a Code of Practice for employers to reduce sexual harassment in the workplace.

The Code of Practice and an associated Quick Guide are intended as tools for employers that could be used to identify inappropriate behaviour and to assist them in taking preventative steps.

The Quick Guide points out that while there is no uniform

standard; at a minimum, employers would usually be expected to have an appropriate sexual harassment policy that is effectively implemented, monitored and communicated to all workplace participants and take appropriate remedial action if sexual harassment does occur.

Both the Code of Practice and Quick Guide can be downloaded from the Australian Human Rights Commission website at: www.humanrights.gov.au/sexualharassment/employers_code/

FEDERAL GOVERNMENT'S FAIR WORK BILL 08

The Federal Government has introduced the Fair Work Bill 2008 into Parliament that will replace the Workplace Relations Act 1996. The first elements of the legislation, if passed, will take effect from 1 July 2009, with most of the remainder taking effect on 1 January 2010.

While it will take time to examine the detail of the 600 page Bill, some key changes are listed below:

- Establishment of 'Fair Work Australia'
- Minimum National Employment Standards
- Unfair Dismissal
- Collect and good faith bargaining rules
- Union right of entry
- Access to arbitration
- Operation of modernised Award system

The AHA(WA) will continue to provide updates and briefings to inform members of the changes relevant to their businesses.



L to R: Ron Ballucci, AHA(WA) Workplace Relations Manager; Meaghan Newton, AHA(WA) Workplace Relations Officer; and Chief Commissioner Beech, Western Australian Industrial Relations Commission (WAIRC)

UPCOMING PUBLIC HOLIDAYS

THE NEXT PUBLIC HOLIDAYS IN WESTERN AUSTRALIA ARE:

Christmas Day	Thursday 25 December 2008
Boxing Day	Friday 26 December 2008
New Years Day	Thursday 1 January 2009
Australia Day	Monday 26 January 2009

AWARD MODERNISATION UPDATE

The Hospitality Industry Modern Award will be released on Friday 19 December 2008 to take effect from 1 January 2010 for Constitutional Corporations.

On release of the Modern Award, AHA(WA) will overview the Award and inform members of the key changes.

History of Award Modernisation process:

AHA(WA) submitted a written submission to the AIRC in August 2008. This was followed by a verbal submission to the AIRC during the public consultation period.

The AIRC released the draft Hospitality Industry Modern Award in September 2008 and unfortunately, the AIRC failed to take into account the increased costs that will be placed on

hospitality businesses in Western Australia (as outlined by the AHA(WA) in the written and verbal submissions).

A further written submission to the AIRC was submitted in October 2008 and requested penalty rates, part-time provisions, apprentice rates, junior rates and other monetary allowances to be preserved for a transitional period of five years OR an alternative secondary proposal to gradually increase these rates over a five year period for Western Australian businesses bringing them in line with the Modern Award.

A final public consultation was held at the AIRC in October 2008 where the AHA National Office gave a further verbal submission.

AWARD VARIATION

Applies only to businesses who are **NOT** constitutional corporations.

On 19 September, the AHA(WA) received notification that the LHMU have applied to vary the allowances in the *Hotel and Tavern Workers' Award 1978*, *Restaurant, Tearoom and Catering Workers' Award 1979* and the *Motel, Hostel, Service Flats and Boarding House Workers' Award 1979*.

AHA(WA) consented to the order to vary these Awards in accordance with the principles as determined by the Western Australian Industrial

Relations Commission Full Bench decision subject to amendments rectifying incorrect rounding calculations.

Below is a summary of the increases.

Please note, these variations will **not** apply to businesses who are constitutional corporations. (E.g. will only apply to Sole Traders/Partnerships).

Effective from the beginning of the first pay period commencing on or after 2 December 2008.

Hotel & Tavern Workers' Award 1978 Restaurant, Tearoom & Catering Workers' Award 1979 Motel, Hostel, Service Flats & Boarding House Workers' Award 1976	
Clause 9. – Additional rates for ordinary hours	
7.00pm – 7.00am	\$1.66 per hour
Majority hours worked between midnight and 7.00am	\$1.75 per hour
Split Shift	\$2.70 per day
Clause 14. – Meal Money	\$11.30 per meal
Clause 26. – Uniforms and laundering	\$7.20 per fortnight
Cook	\$11.00 per fortnight
Clause 27. – Protective clothing	\$3.90 per fortnight
Clause 28. – Employee equipment	\$14.40 per fortnight

If you require an updated wage schedule, go to www.ahawa.asn.au, email iradmin@ahawa.asn.au or call (08) 9321 7701. 

CHRISTMAS PARTIES – EMPLOYER RESPONSIBILITIES

With the festive season upon us again, employers need to be particularly aware of their responsibilities and duty of care under the *Occupational Safety and Health Act 1984* and the *Equal Opportunity Act 1984*.

Employers should consider the following points to minimise risks:


Prior to the function

- Have comprehensive, formal, written policies (on sexual harassment, discrimination, drugs & alcohol etc) and complaints procedures in place. Such policies and procedures should be in place all year round.
- Remind and train employees and managers of these policies and of their responsibilities.
- Discourage 'unwelcome' physical contact, suggestive comments/sexual propositions, leering or staring, unwelcome enquiries into a person's private life and persistent unwanted requests to 'date' another party.
- Establish acceptable standards of behaviour - set ground rules so that people understand what behaviour is acceptable and what isn't. e.g. Rude gifts

or entertainment may offend or make people feel uncomfortable.

- Ensure the venue is as safe as possible
 - an inspection of a venue before an event will ensure the obvious hazards are eliminated or controlled.

At the function

- Ensure that alcohol is served responsibly - make sure food, non alcoholic drinks and water are also served to encourage people to drink sensibly.
- Set a reasonable limit on alcohol supplied.
- Arrange an activity to take the focus off alcohol.
- Intervene if you are aware of an employee's excessive drinking or inappropriate behaviour.
- Clearly define a start and finish time for the function.
- Organise safe transport for employees attending - call taxis or make sure alternative forms of transport are available for people who may be tempted to drink and drive. 



CROWD CONTROLLERS AND LICENSED PREMISES



The roles and responsibilities of crowd controllers at licensed premises has undergone significant evolution. Through community expectations, legislative and industry change the type of people sometimes employed in the past are now deemed unsuitable, largely due to their individual antecedents, skill sets and lack of formalised training.

WA Police recognises the importance effective crowd controllers have on the management of licensed premises. The skills and abilities of crowd controllers to work with hotel management, identify possible risks and take action to remedy situations in line with responsible service of alcohol policies have a positive impact by;

- Reducing the numbers of drunken, unruly patrons in licensed premises;
- Identifying difficult situations before they escalate into violence;
- Working with local police and hotel management to ensure everyone has a safe enjoyable experience and the impact on local residents is kept to a minimum.

As people involved in owning or managing licensed premises it is important to remember people employed as your crowd controllers are seen as the 'face' of your business, whether or not they are employed by you directly, or through contractual arrangements. If they (crowd controllers) are presenting a poor picture at the front of house, acting unprofessionally and without courtesy there is a reasonable conclusion it may impact on patronage to your premises.

WA Police in recent years has invested a significant staffing component involved in ensuring the right people are licensed and they continue to go about their duties, doing the right thing. This resourcing has continued

to develop with the establishment of the Licensing Enforcement Division under the Specialist Crime Portfolio.

Licensing Enforcement Division has carriage amongst other licensing capacities of both liquor and security enforcement and have in recent months been focusing on field visits across metropolitan and regional areas. Through these investigations some issues worthy of highlighting have been;

- Crowd controllers employed by licensed premises not being licensed, licenses has expired or staff acting as a crowd controllers when they are licensed as a security guard only;
- Incident Registers not maintained by licensed premises. Crowd controllers managing this part of the business (i.e. removal of patrons) not briefed by Managers/ Licensees of the requirement to complete this documentation;
- Poor identification of patrons who clearly fit into the category of being 'Drunk'. (This is a shared responsibility between licensed premises management and crowd controllers);
- Particularly in regional areas a significant number of crowd controllers when subjected to urine testing, produced results which indicated they had recently been exposed to illicit drugs; and
- Patron to crowd controllers ratios below Department of Racing, Gaming and Liquor guidelines.

Where necessary, the following conditions will apply –

- *Crowd controllers, licensed under the Securities and Related Activities (Control) Act 1996, are to be employed at a ratio of two (2) crowd controllers for the first 100 patrons, and one crowd controller for each additional 100 patrons or part thereof.*

- *Security personnel and Crowd controllers (licensed under the Securities and Related Activities (Control) Act 1996), are to be present to monitor the licensed premises and the behaviour of patrons arriving and departing the premises from 8 pm (or the time of opening the premises if after 8 pm), until one (1) hour after trading ceases. While these personnel have no authority over the patrons when they are away from the licensed premises, their presence may assist in the orderly dissipation of patrons once they leave the premises.*

Source: www.rgl.wa.gov.au

WA Police accept the role of crowd controllers, Licensees and Managers in particular dealing with intoxicated people presents many challenges. It's a business we are involved in every day of the year, with approximately eighty percent of our tasking, involving incidents where liquor is a contributing factor. Confidence in your crowd controller staff, supported by ongoing supervision by Management will inturn promote good business practices and provide a safe environment for your patrons to enjoy.



PROFIT-SHARING MUST BE APPROPRIATE TO PROTECT LICENCE CLASSIFICATION SYSTEM

When assessing an application for a profit-sharing arrangement by a liquor licensee, the licensing authority must carefully consider the nature of the arrangement to ensure adequate regulation is maintained, as well as the integrity of the hospitality industry.

The Department is regularly approached to grant approval for profit-sharing arrangements between licensees and external parties.

When considering such an application, the licensing authority must be satisfied that the arrangement is in the public interest.

For instance, approvals have been given to hotel licensees to profit-share with a chef who will be based onsite. This is deemed to be in the public interest because the arrangement would improve the food and service provided at the venue.

However, some licensees have applied to enter into inappropriate profit-sharing agreements with not-for-profit organisations who are seeking to raise funds through the promotion and sale of liquor.

Essentially, this type of arrangement constitutes the licensee using an unlicensed agent to promote, sell and supply liquor.

Under section 104(3)(b) of the Liquor Control Act 1988, only the holder of a producer's or wholesaler's licence can seek the approval of an unlicensed agent.

There are a number of reasons the Act does not allow other licence categories to enter into such profit-sharing arrangements, not the least being the proper regulation of the sale and supply of liquor.

By using individuals or groups that are not properly trained in the responsible service of alcohol, licensees cannot ensure that liquor is sold and supplied in a responsible manner. This means the licensing authority cannot adequately regulate the sale and supply of liquor in such an arrangement.

Furthermore, this situation essentially results in the licensee benefitting from the efforts of the not-for-profit organisations for a monetary return.

Nor is it consistent with the proper development of the liquor and hospitality industries, a matter which the licensing authority must have regard for under section 5(1)(c) of the Act.

However, the Act does not preclude not-for-profit or charity organisations from raising funds by selling or supplying liquor under the conditions of an occasional licence.

An occasional licence allows the licensing authority to assess the public interest of the application as well as the suitability of the organisation applying for the licence.

This allows not-for-profit groups to legitimately raise funds for their organisations without them or their suppliers encroaching on, or interfering with, the business of those holding more mainstream liquor licences such as hotel, tavern or liquor store licences.

In essence, the licensing authority will not approve proposed profit-sharing

arrangements that contravene the conditions set out in the Act.

On another matter, as we enter the festive season I remind licensees, approved managers and bar staff about the responsible service of alcohol.

Well managed premises with staff trained in the responsible service of alcohol play an important role in the attempt to minimise alcohol-related harm in Western Australia.

As a result, licensees have a responsibility to ensure they, and all their staff, have undertaken the mandatory training requirements as set out in the Act.

Training provides a range of important skills and knowledge about the State's liquor laws, and the effects and consequences of excessive alcohol consumption.

Essentially, all staff involved in the service of liquor must undertake recognised training in the responsible service of alcohol. The level of the training required is determined by the position the person holds in the organisation (see rgl.wa.gov.au for more information).

Barry Sargeant
Director General
Department of Racing, Gaming and Liquor



AHA ON THE RECRUITMENT DRIVE

2008 has been an extremely busy year for the AHA(WA) in terms of driving recruitment opportunities for its members both locally and internationally.

The AHA(WA) represented the hotel industry at a number of recruitment expos including three in the Eastern States - Brisbane, Melbourne and Sydney in May '08; three in New Zealand - Auckland, Christchurch, and Wellington in August '08; and one in Seoul, Korea in October '08.

Another exciting initiative for the AHA(WA) is working with various universities and training institutions in Western Australia, the United States and Singapore who are interested in having their students and/or recent graduates work in WA to gain valuable work experience.

Students from the Conrad Hilton College of Hotel Restaurant Management, Johnson and Wales University and Boston University's School of Hospitality are keen to come to WA as either part of their course or upon graduating to gain international experience. Four placements have been made so far

(2 pastry students and 2 culinary arts students from Johnson and Wales University in Rhode Island) with many more wishing to participate in 2009.

Relationships have also been developed with education providers in Singapore following a trip there in October '08. The Tourism Academy in Sentosa and Raffles Education College are interested in developing a program for students in 2009.

These recruitment activities are targeting a broad range of roles from front office to food & beverage, cookery and housekeeping.

Online Resource

The AHA(WA) has developed a new section of their website to allow potential employees to register their interest online. This online service allows information to be collected from people both in Australia and overseas who wish to work in the hotel industry in WA. Candidates are asked a series of questions regarding

their skills, training and experience as well as what type of position they are looking for. They are also requested to submit their CV. This information is then downloaded into various databases.

Through attending these expos and now collecting online registrations the AHA has developed a fantastic resource for AHA members. Exclusive databases have been created and are organised by the candidate's country of origin for Visa purposes. **H**

The databases detail potential employees who want to work in the hospitality industry in WA and are available to view via the Members Only section of the AHA(WA) website www.ahawa.asn.au. Please contact the AHA(WA) for your login and password to this section of the website to utilise this great new member benefit.



KOREAN WORKING HOLIDAY MAKERS

The AHA(WA) represented the hospitality industry at the Working Holiday Maker Expo in Seoul, Korea on the 25 and 26 of October alongside Tourism WA.

The event was an AUSTRADE initiative and was held in conjunction with the annual Study in Australia Expo. This year both expos were attended by over 4700 visitors. Koreans are the largest group of Working Holiday Makers to enter Australia with over 30,000 Visas issued in 2007-08.

The AHA(WA)'s objective was to encourage more Koreans to consider Western Australia when planning their working holiday and to increase their awareness of the employment opportunities that are available throughout the State.

Sarah O'Connor, AHA(WA) Strategic Projects Manager, attended the expo and says the experience was very positive.

"Our participation in the expo is to

encourage working holidays in WA. The main purpose of this promotion was to raise awareness of the job opportunities in WA and to promote WA as a working holiday destination," Sarah says.

The trip was hugely successful for the WA hospitality industry for a number of reasons:

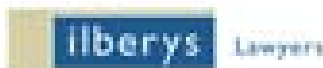
- It has encouraged more Korean's to apply for employment within hotels in WA;
- There have been over 16,000 hits from South Korea on the AHA website during the month of November;
- It provided the opportunity to promote WA as an attractive holiday destination; and
- The AHA(WA) was able to strengthen relationships with the

Korean agents who visited WA earlier in 2008.

While in Korea Ms O'Connor was interviewed by eight media outlets involving print, radio, and TV. These promotions contributed to the impressive advertising campaign by Tourism WA in Korea over the past six months. The most recent development in this campaign is that Cathay Pacific has launched a special Working Holiday Makers fare for WA. The fare is only available on flights from Korea to Perth and is a one year open ticket.

All members are able to access the database of Korean Working Holiday Makers seeking employment in WA via the members only section of the AHA website www.ahawa.asn.au **H**

The AHA would like to acknowledge the following Corporate Sponsors



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Hospitality Expo 09 is Western Australia's leading annual hospitality conference and expo, attracting more than 2500 industry delegates.

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Why exhibit at Hospitality Expo 09?

Hospitality Expo 09 provides you with an excellent opportunity to:

- Increase sales and build business partnerships
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- Launch new products and services
- Showcase your company alongside your competitors
- Exhibit to targeted Liquor & Hospitality trade only
- Build brand loyalty
- Engage potential and current clients face to face

For more information visit

www.ahawa.asn.au

Or contact Sandra Dangen on 9321 7701 for exhibitor earlybird specials*

* Valid until 31 January 2009

2009 AHA Events Calendar

Mark these dates in your diary

Monday 9 March - AHA Golf Classic

Monday 18 May - WA Hospitality Supplier Awards

Tuesday 19 & Wednesday 20 May
- Hospitality Expo 09

Monday 24 August
- AHA Accommodation Hotels Ball

Monday 9 November
- AHA Aon Hotel Awards for Excellence



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Contact Mark Grogan - Director, Daiquiri Group WA, Smart Beverages Pty Ltd mb: 0421 212 909 e: wa@daiquirigroup.com p: 1300 135 576

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SKYY is an extremely clean and smooth vodka without any hard edges, nor are there any 'hot' burning flavours. It's approachable and light on the palate, making it the perfect ingredient for a traditional Martini, Cosmopolitan or fruit-based cocktail.

Dusk til Dawn

- | | |
|--------------------|------------------|
| Glass | Champagne Flute |
| Ingredients | 20ml SKYY Vodka |
| | 15ml Chambord |
| | 15ml Lemon Juice |
| | Champagne |

Method

Combine SKYY Vodka, Chambord and lemon juice into a champagne glass. Slowly pour in champagne to avoid excess froth and create desired layering effect.

For further information please contact your Fosters Representative.



GALLIANO SAMBUCA



This year Galliano Sambuca is launching a new brand campaign.

It's feisty, it's got attitude, it's passionate, it's ITALIAN and we want you to speak it fluently. It will remind you and your customers what it means to be Italian. With more ways to

drink Galliano than ever before, you will be sure to attract, and educate, new customers.

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Superbo

- 2 parts Galliano White Sambuca
- 2 bar spoons Passionfruit Pulp
- Dash of Bitters
- Squeeze of Fresh Lime
- Build over ice in a highball glass and top with ginger beer.



Excellente

- 2 parts Galliano White Sambuca
- 2 parts Sauvignon Blanc
- 2 parts Sauza Hornitos Tequila
- 1 part Peach Puree
- 2/3 part Vanilla Sugar Syrup
- Dash of Peach Bitters
- Shake and strain into a chilled luxury wine glass.



Buono

- 2 parts Galliano White Sambuca
- 2 parts Pineapple Juice
- 3 bar spoons Passionfruit Pulp
- 1 Mango Cheek
- Muddle mango in a Boston glass, add other ingredients, shake and strain



COCKTAIL FEATURE

BEEFEATER GIN

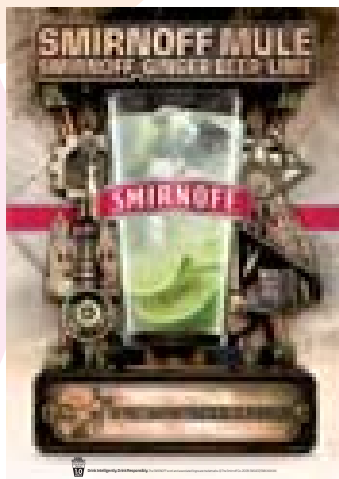
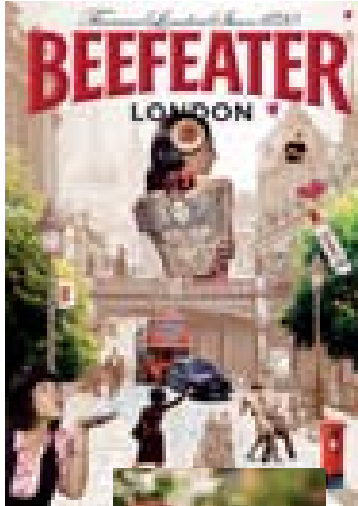
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The Bloodhound

Glass	Martini
Ingredients	60ml Beefeater 20ml French Vermouth (Dry) 20ml Italian Vermouth (Sweet) 3 strawberries
Method	Mash fruit, shake with other ingredients and double strain.
Garnish	Strawberry

Contact your Pernod Ricard representative or call our Customer Service Centre on 1300 363 153 for more information.



SMIRNOFF MOSCOW MULE

The Smirnoff Moscow Mule in the early 1940's began the international vodka explosion. The recipe, devised by John Martin, of Smirnoff vodka, and Jack Morgan, owner of the Cock'n Bull bar in

Hollywood called for a measure of Smirnoff, served over ice and topped up with Cock'n Bull ginger beer, and the juice of half a lime. The refreshing concoction was served in a copper cup with a kicking mule engraved on the front to signify the kick of the ginger beer.

It started with a mule.com - active content from 15 January 2009 or see smirnoff.com.au



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Opening in Christmas 2008, Andaluz Bar & Tapas, located in the basement of historical 21 Howard Street Perth, is the best and latest addition to the CBD's 'Small Bar' scene. Andaluz will feature timeless recipes of classic cocktails, boutique beers and fine wines served in Rona Invitation, along with a range of both traditional Spanish and contemporary tapas.

Rona 5 Star Commercial Glassware is available to the West Australian market exclusively through Stanlee WA. For more information on Rona, or any other quality front-of-house, kitchenware and hospitality products, contact Stanlee WA on 08 9244 3055; email: info@stanlee.com.au or visit their website www.stanlee.com.au

cocktail feature

EXTENDED TRADING HOURS ON LONG WEEKENDS

Australia Day, January 26, offers the possibilities of applying for an extended trading permit for the Sunday (January 25) of the long weekend. You have the opportunity of applying for either one or two extra hours of trade. Prior to applying for a permit, the following information from the Director's Policy Guideline on Sunday Trading, Long Weekends comes into effect.

For an extra hour of trading

In considering applications for extended trading hours for nightclubs, hotels, taverns, small bars or special facility licences, to trade on the Sunday of a long weekend, one of the circumstances of relevance to the application will be that neither the local authority nor the police object to the application.

If a licensee can satisfy the licensing authority that the application is supported, then an extended trading hours permit for an additional hour

beyond the permitted trading hours may be granted, if it is in the public interest to do so.

More than one extra hour of trading

Applications that seek approval to trade for more than one (1) extra hour beyond the permitted trading hours must, in addition to the above requirements, ensure that the neighbourhood is made fully aware of the intended application.

Accordingly, a "Notice to Residents & Business Owners" must be distributed to all residents and businesses within a 200-metre radius of the premises, at least 21 days prior to the event.

The licensee will be required to provide a declaration stating that the Notice was distributed as specified and a declaration that the local authority and the police do not oppose the application.

Furthermore, the licensee will need to identify strategies for minimising

harm, as well as demonstrating to the licensing authority as to why the application should be approved in the public interest.

In considering the public interest requirements you may need to address items of concern such as, security measures (crowd control and patrols), transport options (taxi rank, buses/trains) as well as amenity of the neighbourhood (noise when leaving, cleaning up rubbish).

Once you have decided to take advantage of the extra hours available for the long weekend, your application must be submitted to the office of Racing, Gaming & Liquor, 14 days prior to the requested date. Please ensure that your application contains the approvals from the Police & Local Authority to eliminate any difficulties in processing your request. **H**

If you require any further information on applying for Extended Trading Permits, please contact Brian Moar on 9321 7701.

CHRISTMAS TRADING HOURS

This year Christmas Eve and New Years Eve fall on a Wednesday night. The trading hours for Hotels & Tavern Licences over the Christmas period, as per Sec 98 & 98C of the Liquor Control Act (1988) are:

Hotel & Tavern ETP's	Christmas Eve (Wednesday, 24-12-2008)	Christmas Day (Thursday, 25-12-2008)	New Year's Eve (Wednesday, 31-12-2008)	New Year's Day (Thursday, 01-01-2009)
Please check extended trading permit conditions. <i>NB: No trading under ETP ongoing hours permitted on Christmas Day</i>	<ul style="list-style-type: none"> 6am to 12 midnight At any time to a lodger (Hotel and Hotel Restricted) 	<ul style="list-style-type: none"> 12 noon to 10pm ancillary to a meal provided by the licensee At any time to a lodger (Hotel and Hotel Restricted) 	<ul style="list-style-type: none"> 6am to 2am the following morning At any time to a lodger (Hotel and Hotel Restricted) 	<ul style="list-style-type: none"> Up to 2am Thursday morning 6am to 12 midnight At any time to a lodger (Hotel and Hotel Restricted)
Special Facility Licences	Check all of the specific conditions on your Licence			

This means that trading on Wednesday night, 24 December, doesn't normally extend beyond 12 midnight, even if you have an ETP in place. (Please check specific conditions on your Permit)

New Years Eve is also on a Wednesday night. Under the Liquor Control Act, a hotel/tavern licence is permitted to trade on New Year's Eve up to 2am without the requirement of an extended trading permit.

Obviously, if you operate under a Special Facility Licence, you will need to check the trading conditions on your licence to see what your permitted trading hours are.

If you have any further queries on the Christmas trading hours or applying for an ETP, please contact Brian Moar on 9321 7701.

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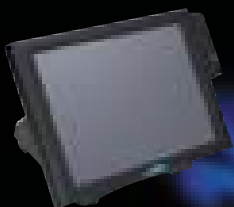
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