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HOSPITALITY NEWS

A Week in Review
Wednesday: WA Needs to Attract More International Tourism Spend

The latest International Visitor Survey data shows that Western Australia is missing out on massive growth in international tourist visitor spend, increasing only 1.2% compared to national average growth of 11.5% and holding back the creation of thousands of tourism and hospitality jobs.
Australian Hotels Association (WA) CEO, Bradley Woods said on Wednesday that “International visitor spend in Western Australia has increased less than the rate of inflation. The prospects for WA employment and wealth creation through tourism can be so much better.

“WA tourism is being held back by inadequate International marketing by the State Government and too much focus by Tourism Australia on bringing tourists to the east coast.

“The problem is that other State Governments’ spend on tourism marketing is substantially higher than WA and it keeps growing.

“The Victorian State Government recently announced an extra $80 million for tourism marketing and the NSW Government announced an additional $123.35 million to boost their marketing budget”, Mr Woods said.

“WA’s destination advertising budget needs to increase by tens of millions if we are going to see WA compete for its fair share”, Mr Woods concluded.

Click here to watch the Channel 9 coverage.

Click here to read the story from the West Australian.

Click here to read the story at PubTic

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**Thursday: Tourism Australia and Visa will work to get Asian tourists beyond the east coast**

Tourism Australia CEO, John O’Sullivan said on Thursday that Western Australia is likely to feature as part of Tourism Australia’s new #notatourist campaign with Visa; part of an effort to get tourists beyond the eastern seaboard.

On Wednesday, the Australian Hotels Association noted, “WA tourism is being held back by low level State Government funding and too much focus by the national Tourism Australia on bringing tourists to the east coast”.

Australian Hotels Association CEO, Bradley Woods welcomed Tourism Australia’s commitment to Western Australia saying, “Attracting tourists that see the east coast of Australia as too far but would easily travel to WA, is the new market opportunity. In addition focussing on repeat visitation and ensuring people don’t leave WA off their itineraries is good news.

“Western Australia has massive tourism potential but at the moment it’s far from being realised.

“Tourism is widely recognised as Australia’s new growth sector. If we want to create more jobs and career opportunities for tourism in WA, we need to spend more money on marketing at a state level and ensuring we’re not left behind at a national level.” Mr Woods concluded.

Click here to read the story from the Australian Financial Review.
**AHA launches new guideline for licensees: Dealing with Noise Complaints**

Across Western Australia, operators of hotels, pubs, taverns and small bars spend considerable time, money and resources responding to noise complaints from nearby residents.

Over the past decade, these have increased as more people chose to live closer to traditional hospitality precincts.

Unfortunately, hospitality doesn’t finish when patrons go home and out-dated noise regulations during peak hospitality business hours from 7pm to 7am can be difficult to meet for some venues.

Recent determinations of noise complaints by the Department of Racing Gaming and Liquor have confirmed the difficulty of complying with current noise and liquor licensing legislation in both metropolitan and regional areas but also demonstrate that good management practices are critical to getting a successful determination.

To assist licensees, the Australian Hotels Association (WA) has developed a guideline to help licensees navigate this process; compiling practical advice and suggested steps drawn from recent cases that will help ensure your venue is prepared for any potential complaints.

A copy of this guideline is available [here](#). It is also available on the AHA website in the Members Area under Latest News.

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**Addressing the Chef shortage**

Restaurant’s Alexis Watson was the top apprentice at the Hospitality Group Training Awards.

WA faces a chef shortage in part because perceptions of the industry have been warped by reality TV cooking shows and young people are reluctant to work evenings and weekends.

A mistaken belief that hospitality does not pay well, the industry’s inability to compete with the mining sector and a lack of government incentives have also been blamed for a 26 per cent fall in the number of apprentice chefs recruited in Perth in the year to December.

The industry estimates WA will need 2000 more chefs in three years but recruitment and training trends suggest as few as 40 new chefs will be entering the Perth labour market in 2017.

Hospitality Group Training general manager Iain McDougall said of 300 apprentices recruited last year just 90 would qualify as chefs, based on a completion rate of 30 per cent.

[Click here](#) to read the story from the West Australian.
Community Call to Tackle ICE

The fight against ice and illegal drugs can only be effective when the community and law enforcement agencies work together.

Information from members of the public is an essential part in helping police and other agencies bust drug manufacture and distribution.

To encourage the community fight against the ice epidemic, the Commonwealth Government will make available $1 million dollars to establish a national ‘Dob in a Dealer’ campaign.

The campaign will ask community members to report people who are dealing illegal drugs and activity that is associated with drug labs and distribution.

Click here to read more.

WORKPLACE RELATIONS AND REGULATIONS

Explosive allegations land Sydney business in hot water

A recent dispute over employment practices and pay rates at a Sydney small business has attracted national media coverage. This dispute, which involves allegations of underpayment of wages, falsified employment records and various other employment practices, demonstrates the implications of failing to comply with legal obligations in these areas. The costs of getting it wrong include court proceedings, providing back-pay to staff who were paid incorrectly, hefty financial penalties and widespread adverse publicity.
This dispute involved a 7-Eleven store in Sydney, where the owner is alleged to have underpaid staff by around $50,000. It is alleged that he paid 2 of his employees (both of whom were from migrant backgrounds and had limited English skills) around $10.00 per hour, which is substantially below the minimum wage rates for the retail and hospitality sectors. He also failed to pay penalty rates and various other entitlements.

The store owner made this situation worse by allegedly providing false time and wage records that greatly understated the number of hours which these employees had worked in recent months. The Fair Work Ombudsman ("FWO") believes that these were designed to create the false impression that the employees were receiving their correct entitlements.

The store owner is currently working with the FWO to rectify the alleged underpayments to the employees involved in this dispute, however this will not be enough to prevent the matter going to court, where both the business and the store owner individually face serious penalties of between $5,100 and $10,200 for each breach of the law. If the business is found to have committed all alleged breaches, then the store owner is facing a very significant financial penalty in addition to the adverse publicity which the media reports of this matter have already generated.

This matter provides a good example of the importance of getting it right in relation to wage rates and employment records. Any members who are unclear about their obligations in this area should contact the AHA’s Workplace Relations team on 9321 7701 to discuss.

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**New & Updated DRGL Policies**

The Director of Liquor Licensing has updated several Policies and created a new policy regarding Packaged Liquor Sales.

The updated policies are:

- **Entertainment Condition** to include wording to reflect two classifications applicable to classifications.
- **Public Interest Assessments** to amend the reports in Attachment 1
- **ETP – Sunday Trading on Long Weekends** to amend the Energy Drinks conditions to read: *No liquor is to be supplied mixed with energy drinks.*
- **Mandatory Training** to be more user friendly and update with information re the reaccreditation of the Course of Liquor Licensing (52735WA).

**New DRGL Policy - PACKAGED LIQUOR SALES**

The purpose of this policy is to formalise the areas used to sell packaged liquor in hotels and relevant special facility licensed premises. [Read the policy here.](#)

For all new applications, alteration/redefinition or removal applications for a hotel or special facility class of licence (where takeaway packaged liquor will be sold), conditions may be imposed by the Director of Liquor Licensing.

The AHA recommends that members review these new policies. Should you have further inquiries, please contact AHA Regulatory and Policy Adviser, Wanda Daniels on 9321 7701 or rpa@ahawa.asn.au.
Rugby World Cup 2015

The Rugby World Cup is being held from 18 September – 1 November 2015 throughout England.

Members are reminded that the Department of Racing, Gaming and Liquor (DRGL) has developed a Policy relating to the Rugby World Cup and the policy can be viewed by clicking here.

In addition, venues are reminded that if the one-off applications should be lodged as soon as practicable as DRGL will be able to issue the relevant approvals (if granted) within two weeks of lodgement.

Therefore, if you would like to provide this service to patrons, you must submit you application; fee and submission to DRGL as soon as possible.

Need a Hand in the Kitchen?

Looking for apprentice Chefs? HGT has several keen apprentice chefs looking for work and keen to finish their trades.

Recruiting staff is a year round activity for Hospitality Group Training (HGT). HGT pre-screens candidates who are looking for work within the hospitality industry so they are ready to start work when people like you need them urgently.

Who is HGT?

HGT is a Group Training Organisation which means we will employ the apprentices/trainees on your behalf, this means you don’t have to commit to employing apprentices/trainees over long periods, apprentice placements can be provided anywhere from 3 months onwards. You also have the flexibility of sending them back to us if you no longer require them and we will source alternative venues to allow them to complete their apprenticeship or traineeship.

If you are an employer click here to view Available Candidates. The HGT Apprentice Chefs and Hospitality Trainees list is updated regularly.

Please call Emma or Gavin at Hospitality Group Training on 9481 1602 or by emailing emma@hgtwa.com.au or gavin@hgtwa.com.au if you have any questions.
Need hospitality staff? WESTjobs is the answer!

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