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## MEMBERSHIP BENEFITS

Your membership entitles you to the following benefits:

### 1.1.1 LIQUOR LICENSING

The AHA provides members with assistance in the following areas:

- Representation to Government on liquor licensing issues
- Appealing dangerous precedent - setting cases for the industry
- Advice on interpreting the Liquor Control Act 1988
  - Clarifying amendments
  - Translating information into plain language
- Advising members of applications for new licenses in their area
- Representing licensees' interests on local accords, health and community working groups and liquor industry advisory councils.

In addition to the above the AHA assists members with advice and implementation relating to:

- Health regulations
- Tobacco Control
  - smoking in enclosed public places
  - sale & supply of tobacco products
- Local council regulations
- Mandatory liquor licensing training requirements
  - which staff are required to be trained
- Trading hours for special occasions
- Extended trading permit applications
- and much more!

## 1.1.2 WORKPLACE RELATIONS

Since the introduction of the Federal Government's workplace relations legislation in July 2009 and commencement of Modernised Awards in January 2010, the AHA Employment Relations team has experienced a 300% increase in demand for employment relations advice and representation.

The AHA Employment Relations Department provides extensive advice and representation on a broad range of matters which include:

### **Wage Advice:**

- Ensuring that members are kept updated with annual wage increases as determined by:
  - o Fair Work Australia (for Constitutional Corporations); and
  - o Western Australian Industrial Relations Commission (for non-Constitutional Corporations)
- Providing simplified wage schedules which include:
  - o Full-time, part-time and casual rates of pay;
  - o Apprentice and junior rates of pay;
  - o Saturday, Sunday, Public Holiday and other penalty rates;
  - o Overtime rates;
  - o Allowances.

### **Advice on Award interpretation and transitional arrangements**

- Hospitality Industry (General) Award;
- Restaurant Industry Award;
- Hotel and Tavern Workers' Award;
- Motel, Hostel, Service Flats and Boarding House Workers' Award;
- Clerks' (Hotels, Motels and Clubs) Award;
- Restaurant, Tearoom and Catering Workers' Award.

### **Contract of Employment**

Access to various template contracts of employment for both Award and Award-free employees including:

- Annualised salary;
- Full-time;
- Part-time;
- Casual.

### **Performance Management and Termination of Employment**

Providing advice and guidance on:

- Procedural fairness
- Natural justice
- Case law

### **Representation**

Unfair Dismissal, Adverse Action, General Protections and discrimination claims continue to be a growing concern for employers. The AHA Employment Relations team offer expert advice to assist in avoiding such claims.

### **Enterprise Agreements**

The Employment Relations team can provide members with information and advice pertaining to the Agreement-making processes for both State and Federal industrial relations systems.

### **Occupational Health & Safety**

Through partnering with WorkSafe, WorkCover and Safe Work Australia, AHA provide up to date advice and assistance to ensure members are complying with their occupational health and safety responsibilities.

The AHA Employment Relations department are committed to providing members with up to date information and changes as they occur. AHA(WA) maintain a workplace relations website dedicated to members and provide fortnightly e-Bulletins with an overview of recent changes and important information.

### 1.1.3 EMPLOYMENT UPDATE

#### ARE YOU AWARE OF THESE KEY FACTS?

##### Hot Topic – Performance and Termination

Are you aware of the process to performance manage your staff?

Did you know that procedural fairness should be given to an employee before termination?

Do you know the steps to follow for procedural fairness?

Before you decide to terminate an employee, telephone us, to ensure you have the correct process in place.

##### Pay Slips

Must contain specific information. If you fail to comply it is a \$33,000 fine for a Constitutional Corporation Pty Ltd business and \$6,600 for each Director.

##### Record Keeping

Do your workers state the starting / finishing times for each period of work for each day on the timesheet!

Are meal breaks recorded for a minimum 30 minute break?

Do you know how long a worker must work before being released for a meal break. (Fines for Constitutional Corporations are the same as pay slips provisions detailed above.)

##### Casual Workers

Do your casual workers receive a Monday to Friday penalty for late night trading?

##### Transitional Rates

Are you paying the correct penalty rates? Do you know what the transitional rates are?

##### Contracts of Employment

Do you give your employees a copy of their contract? If not, why not?

How can you terminate an employee for breach of contract or breach of policies or procedures if you have none?

### **Payroll**

Finding payroll too hard, too difficult, too time consuming, too confusing? We have corporate sponsors who can do this for you at reasonable rates.

### **Migration Agents**

Do you need an overseas chef? Contact us for a list of immigration agents.

### **Counselling**

We have a corporate supplier who specialises in counselling for staff for those workers affected by armed robbery, death, alcohol or drinking problems, grief and loss, anger management, relationship difficulties.

### **Stress Claim**

Received a stress claim? Contact our corporate member who will help you deal with this immediately and undertake an assessment to investigate the circumstances relating to the claim.

**FURTHER ADVICE** – should you require further advice on any of the above or on representation on an unfair dismissal or government department claim ( ie Fair Work Ombudsman or Department of Commerce), or general advice such as employment, workplace relations, long service leave, EEO, OHS then contact the Employment and Regulatory Advice Department on 9321 7701.

#### 1.1.4 LOBBYING AND GOVERNMENT RELATIONS

The AHA is the State's peak hospitality and tourism industry association, which represents and protects the financial and political interests of hospitality venues throughout WA. In particular, the AHA:

- Maintains a close working relationship with Members of Parliament and Government departments
- Lobbies federal, state and local government and the public service to promote the interest of the hotel industry
- Monitors proceedings and makes submissions to both State and Federal Governments to change, oppose or support specific legislation
- Co-ordinates meetings with local police, councils, health and other government agencies
- Monitors other issues such as tax, road safety, health and food regulations and local government.

The AHA is currently working on a number of issues such as:

- Liquor licensing laws & regulations
- Tourism
- Special events legislation
- Container deposit legislation
- Skills and labour shortage
- Indigenous issues
- Shortage of taxis
- Perth Airport
- Daylight saving
- Extended trading hours
- Small bar licenses
- Smoking regulations
- Alcohol related issues
- Drug testing on premises
- Food hygiene legislation

### 1.1.5 TRAINING

The AHA is a nationally accredited training provider offering discounted training services for members and specialised training to the hospitality industry.

#### **Classroom Training available at AHA(WA) 38 Parliament Place, West Perth**

- Nationally accredited Provide Responsible Service of Alcohol (SITHFAB009A)
- Liquor Licensing (52065) including Provide Responsible Service of Alcohol (SITHFAB009A)
- Advanced Liquor Licensing (52065)
- Beermasters Course
- Cocktail Course

The AHA Hospitality Training Centre delivers the latest information and knowledge to the industry. The centre includes a fully operational bar and the latest in audio visual equipment.

The qualified trainers at the AHA are experienced hospitality professionals who impart their experiences and knowledge to participants. Correspondence with the Department of Racing, Gaming and Liquor enables course content to be updated regularly, ensuring the most current information and answers to frequently asked questions are translated to participants. Training is conducted in our specialist training centre.

#### **Online Training available at [www.ahawa.asn.au/training](http://www.ahawa.asn.au/training) or [www.rsawa.com](http://www.rsawa.com)**

- Nationally Accredited Provide Responsible Service of Alcohol (SITHFAB009A)
- Course in Liquor Licensing (52065) including Provide Responsible Service of Alcohol (SITHFAB009A)
- Course in Liquor Licensing only (52065)
- QLD Provide Responsible Service of Alcohol (SITHFAB009A)
- QLD Provide Responsible Service of Alcohol – Bridging course
- WA Service with a Smile – Free Customer Service Course

#### **Onsite Training**

The AHA(WA) can also provide on-site training tailored to your venue for:

- RSA Refresher Course
- Nationally Accredited Provide Responsible Service of Alcohol (SITHFAB009A)
- Course in Liquor Licensing (52065)
- Course in Liquor Licensing (52065) including Provide Responsible Service of Alcohol (SITHFAB009A)

Please call the Training Department on 9321 7701 for onsite training quotes.

### 1.1.6 EVENTS

Membership of the Australian Hotels Association gives you exclusive access to our industry events and awards programs, including the prestigious AHA Aon Hotel & Hospitality Awards for Excellence, our sought after Accommodation Industry Awards and WA's largest industry only expo and conference sessions, Hospitality Expo.

These events provide members with the opportunity to:

- Showcase their business and achievements on a State and National stage;
- Increase business exposure and marketing opportunities;
- Network with key hospitality supplier and service providers;
- Keep up-to-date on the latest industry trends and products; and
- Develop important industry partnerships.

#### ***Hotel & Hospitality Awards for Excellence***

This prestigious awards night recognises the hotels, employees, dining and entertainment venues that exemplify excellence within the hospitality industry. Attended by over 1,100 guests with the presentation of 43 awards this event is an exciting occasion to celebrate the best of Western Australia's hospitality.

Award categories:

Aon Risk Services Community Service Award  
The Lion Bar Presentation & Service Award  
Responsible Service of Alcohol Award  
Marketed Hotel Award  
Training Initiative Award  
Retail Bottleshop Outlet Award  
Safe Cellar Award  
Small Bar Award  
Mixology & Cocktail Menu Award  
Late Night Venue Award  
Environmental Initiative Award  
Tourism Initiative Award  
Redeveloped Hotel Award  
Hotel Innovation Award  
Outdoor Area Award  
Winery Cellar Door Award  
Boutique Brewery Award  
Conference & Banquet Award  
Pub / Hotel Accommodation Award  
School / Community Partnership Training Award

Front Office Services Employee Award  
Cookery Services Employee Award  
Bar Services Employee Award  
Food & Beverage Employee Award  
Administration Employee Award  
Excellence in Service Award  
AHA - HGT Hotel Industry Rising Star Award  
PubTAB Operator Award  
Venue Manager Award  
Live Entertainment Venue Award  
Sporting Entertainment Venue Award  
TAB Hotel / PubTAB Venue Award  
Themed Bar Award  
Steak Sandwich Award  
Bar Menu Award  
Bistro Award  
Casual Family Dining Award  
Restaurant Award  
Restaurant within a Hotel Award  
Hotel Wine List Award  
WA's Best Regional Venue  
The AHA De Bortoli / 6PR Perth Pub of the Year  
WA's Best Hospitality Venue

### ***Accommodation Hotel Industry Gala Ball***

Recognised as one of the top ten events in Western Australia, the Accommodation Hotels Gala Ball showcases the finest in food, beverages, theming & entertainment. The WA industry's premier event is attended by senior tourism representatives, political leaders, key industry suppliers and management from 3 - 5 star accommodation hotels.

The ball includes the presentation of the Accommodation Industry Awards. These awards recognise and encourage management success and leadership in accommodation hotels in Western Australia.

Award categories:

#### *Hotel Awards*

Redeveloped Accommodation Hotel Award  
Marketed Accommodation Hotel Award  
Front Office, Concierge & Guest Services Team Award  
Management Team of the Year Award  
Mid-Range Accommodation Award  
Superior Accommodation Award  
Deluxe Accommodation Award

## AHA services (cont.)

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Apartment/Suite Accommodation Award  
Resort Style Accommodation Award  
Restaurant within an Accommodation Hotel Award  
Accommodation Hotel Wine List Award

### *Management Employee Awards*

Front Office Award  
Cookery Services Award  
Food and Beverage Services Award  
Administration, Finance and Executive Support Award  
Sales and Marketing Award  
Housekeeping Award  
Concierge Award  
Human Resources Award  
Engineering and Maintenance Award  
Executive Level Manager Award

### ***Hospitality Expo***

WA's liquor and hospitality conference and expo incorporates:

- An industry only expo, attracting over 3000 trade guests

Visit over 100 industry suppliers showcasing premium hospitality products and services including: – Apparel – Audio Visual – Bedding – Beer – Coffee – Entertainment – Financial – Food – Furniture – Hotel Equipment & Supplies – Security – Spirits – Wine – and much more!

- A two-day business development conference

Featuring a variety of guest keynote speakers presenting on topical issues affecting the hospitality industry.

- The presentation of the WA Hospitality Supplier Awards

An evening to acknowledge the best hospitality product and service providers that support the industry. Members play a pivotal role through voting for suppliers that display excellence.

### ***AHA Golf Classic***

Play exhilarating golf in a top class location. Enjoy fantastic food and beverages while networking with your industry peers. This event attracts a mixture of teams from hoteliers, accommodation properties through to corporate suppliers. After a days golfing celebrate your achievements at a cocktail presentation evening with great rewards!

### ***Divisional Meetings***

The AHA conducts divisional meetings on a regular basis throughout the Metropolitan and Regional areas of Western Australia. The purpose of the meetings is to bring together members in the same region so that they may discuss a variety of issues and for the AHA to provide updates on those topics which are currently impacting the hospitality industry.

The divisional meetings address a vast array of many important topics and look at the effects and bearings these changes will have on both the Hospitality industry as a whole and normal business operations of venues. There are open discussions on how to make these changes work within the framework of your business, as well as focussing on any other problems and concerns which may arise.

The AHA provides expertise and clarification on a range of legal issues which affect the hospitality industry. These meetings also provide members with the opportunity to exchange ideas, discuss issues and seek advice from other members.

Members will also have an excellent opportunity to meet personally with AHA corporate sponsors as well as providing specific information and advice on products and services.

### **1.1.7 INDUSTRY NEWS**

Members will receive up to date information through the following services:

- Hospitality WA Magazine WA's premier hospitality industry news publication
- The "Corporate Members & Suppliers Guide", containing the details of the AHA's Corporate members and those companies we recommend to you for providing various services and products throughout WA
- Regular bulletins and newsletters detailing the latest developments on legislation, tax, workplace relations and other industry services and issues
- AHA website with a members only section containing important advice and information on all the latest State, Federal and local government regulations
- Meetings with AHA membership staff
- Memorandums on issues relating to and affecting members
- Up-to-date media releases on current hospitality issues
- Member surveys

### **1.1.8 MEMBERSHIP DISCOUNTS**

AHA members are entitled to preferred industry supplier benefits in areas including:

- Financial, legal and insurance services
- Architect/design consultation
- Hotel equipment and supplies
- Hotel and industry services
- Industry consultants
- Food and beverage
- Employment and training services
- Entertainment and promotions
- Point-of-sale and business systems



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## KEY INDUSTRY CONTACTS

### 1.2.1 Key suppliers contacts

Aon Risk Services

Mr Ross McGovern, Account Manager - Hospitality  
(08) 9429 4482

Carlton United Brewers

Mr Dean Turner, General Manager Sales & Marketing, WA  
(08) 9430 0777

HOSTPLUS

Ms Kate Simpson, State Manager  
(08) 9260 4601

Members Equity Bank

Mr Stewart Higgins, Business Development Manager  
(08) 9420 7723

Lion

Mr Brett Grebert, Regional Director  
(08) 9350 0222

Dwyer Durack

Mr Peter Fraser  
(08) 9289 9888

Talbot Olivier

Mr Jarrod Ryan  
(08) 9420 7189

### 1.2.2 Australian Hotels Association (WA)

Phone: (08) 9321 7701

Website: [www.ahawa.asn.au](http://www.ahawa.asn.au)

### 1.2.3 Department of Racing, Gaming and Liquor

Phone: (08) 9425 1888

Website: [www.rgl.wa.gov.au](http://www.rgl.wa.gov.au)

### 1.2.4 WA Police

24 hour emergency and assistance

Phone: 131 444

Website: [www.police.wa.gov.au](http://www.police.wa.gov.au)

### 1.2.5 WA Health Department

Tobacco Control Branch

Phone: 1300 784 892

Website: [www.tobaccocontrol.health.wa.gov.au/home/](http://www.tobaccocontrol.health.wa.gov.au/home/)