

# HOSPITALITY WA

The Magazine of the Australian Hotels Association (WA).

September 2012 - Issue 31



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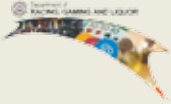
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# NO SHORTAGE OF ISSUES FOR WA HOSPITALITY

*There no shortage of issues facing the hospitality industry as the AHA works to help solve workforce shortages, restrictions in the Goldfields and efforts to bring consensus and understanding of enforcement between the industry and police.*

## **Workforce Development**

Members are well aware of the labour shortages we face in Western Australia's hospitality industry. Due to the massive mining and resources industry growth, Western Australia has a shortage of workers in pubs, hotels, restaurants, and small bars. The AHA estimates there are 5,000 hospitality positions which could be filled by travellers on working holiday visas.

To address this urgent need, we have developed Travel and Work WA, a series of seminars to be held in Dublin in early October. There are over 30,000 Irish travellers who come to Australia on a working holiday visa each year. Yet only 7% come to WA. With the Travel and Work WA initiative we are working to attract more working holidaymakers to WA.

While in Dublin undertaking preliminary work for the seminars, we managed to attract significant coverage in the Irish media, and with Dublin's universities and colleges. Already over 600 young people have registered their interest in attending the seminars.

Travel and Work WA is supported with a dedicated website, social media and branding designed to be flexible and allow the program to be used in other countries eligible for Australian working holiday visas.

Working holiday travellers are not a long term solution to labour shortages in WA. We remain committed to promoting hospitality careers to young

Western Australians and efforts to train and grow the local hospitality workforce.

## **Goldfields Sec. 64**

The Department of Racing, Gaming and Liquor (DRGL) has proposed restrictions on alcohol sales in Kalgoorlie-Boulder, Kambalda and Coolgardie which would punish the whole community, create a confusing patchwork of regulation for licensees and damage the tourism industry at the very time we most need the State Government's support.

At a time when we are working hard to increase tourism to the regional WA this is hardly the impression we want to make on visitors to the Goldfields and will ultimately have a negative impact on struggling tourism businesses.

The proposed restrictions on alcohol sales for the Kalgoorlie-Boulder area seem directly at odds with those already in place in the Northern Goldfields and contradict the strategies being effectively employed in the metropolitan area.

Recently Minister for Racing and Gaming the Hon. Terry Waldron MLA said strategies targeting individuals who engage in anti social behaviour, such as barring notices and prohibition orders, have lead to reductions in crime statistics in Northbridge, Perth's popular entertainment precinct.

The AHA is supportive of targeted actions that address the minority of the community who may engage in anti social behaviour and we oppose

blanket measures, like those proposed for the Kalgoorlie-Boulder area, which impact the whole community.

The AHA has been working with members to develop an effective submission on behalf of the industry for DRGL's consideration.

## **AHA and WAPOL**

The AHA has been working with the WA Police to develop a list of Frequently Asked Questions (FAQs) to help bring clarity and understanding to both hospitality operators and police officers. After much discussion, writing and rewriting by AHA staff and representatives of the Liquor Enforcement Unit (LEU), the final draft of the FAQs is before the Police Commissioner Karl O'Callaghan awaiting his approval.

The list of FAQs will provide answers to some of the vague and uncertain policies the industry must navigate in their licenced premises and will be a very useful resource. It covers many of the enforcement concerns and questions which members have when dealing with the LEU and local police. This important document will enable members and police to literally be on the same page.

Once final sign off from the Police Commissioner has been received the AHA will provide the FAQs to members. **H**

*Bradley Woods  
CEO / Executive Director*



## AHA TARGETS STAFF SHORTAGES

*“Without the action by the AHA there would be an absence of any support for the hospitality industry in addressing critical labour and skills shortages.”*

The WA hospitality industry is in desperate need of semi-skilled labour, and the AHA has led the initiative to help meet this need by organising a series of seminars in Ireland to attract working holidaymakers to the WA hospitality industry.

The AHA’s Travel and Work WA seminars will take place on October 2 and 3 in Dublin. The seminars have already attracted significant interest from Irish media and local universities and colleges in Dublin.

AHA(WA) CEO Bradley Woods said that “without the action by the AHA there would be an absence of any support for the hospitality industry in addressing critical labour and skills shortages.”

“What we are saying to young people

in Ireland is ‘if you are an enthusiastic and experienced hospitality worker willing to travel to Western Australia then there may be a position waiting for you,’ so far the response to that message has been fantastic.

“We have had over 600 people register to attend the Travel and Work WA Dublin seminars.”

Mr Woods said the free seminars would be a fantastic opportunity for Western Australia’s hospitality industry to attract new tourist visitors and more of the Irish working holidaymakers who already come to Australia.

“Currently some 30,000 people from Ireland come to Australia on a working holiday each year, the vast majority of these stay on the east coast with only 7% coming to Western Australia. With

Travel and Work WA we are going to change that.

“At the Travel and Work WA seminars, people will get information on Western Australia, where there are jobs, find out how much they will get paid, and meet representatives from hospitality businesses located throughout the State, including regional areas.

“Western Australia is a great destination to consider for a working holiday with employment opportunities available in destinations throughout the State. The advantage of the way we’ve set up Travel and Work WA is that it can be taken to other countries where there may be young people eligible for working holiday visas to Australia.

“We are not seeking skilled migrants looking for permanent resident visas, nor are we looking to replace local West Australians in hospitality. The AHA continues to promote careers in hospitality to young people here in WA.” H



[travelandworkwa.com](http://travelandworkwa.com)

# MEMBERS MAKE AN EFFECTIVE ASSOCIATION

*For 120 years the AHA has been the voice of the hospitality industry in Western Australia.*

**T**he strength of the Association and the strength of the industry lies in the strength of our relationships, our ability to not just compete against but to work alongside each other in the larger interests of continuing to develop a vibrant and diverse industry.

The Australian Hotels Association is your Association. We are at our most effective when we communicate with each other, and with the professional staff at the other interstate AHA offices.

The AHA provides an abundance of information to members through our website, [www.ahawa.asn.au](http://www.ahawa.asn.au), e-newsletters issued fortnightly, e-bulletins for issues of urgent importance to members, and this magazine.

The members' only portal on the AHA website offers a wealth of information available exclusively to AHA members. The portal includes valuable resources such as the liquor licencing guide, workplace relations regulations, wage rates, factsheets, relevant industry regulation and all AHA publications, including this magazine.

The newest edition to the members' portal is the AHA Licensed Premises

Checklist. The AHA has produced this checklist to assist members in meeting large number of liquor and other regulatory requirements governing your businesses.

The checklist displays relevant sections of the *Liquor Control Act 1988* with a simple checklist of items to ensure compliance with the Act and Regulations. Completing the checklist will quickly identify key focus areas for you to address to ensure that your venue complies with current legislation. As always you are more than welcome to contact the AHA professional staff to seek further clarification.

As a membership driven organisation, we are always eager for feedback from members. Over the last year, members have told us they appreciate receiving updates and information in electronic formats, such as email. In response to this feedback, this year we have increased the frequency of our e-newsletter, and e-bulletins, and increasingly we are using social media with Facebook, Twitter and Pinterest. Please "like," "follow" or "pin" the AHA, if you have not already.

With more information coming to members through electronic

channels, we have put in place a more social and interactive meeting format for Divisional Meetings. In future Divisional Meetings will take place over drinks and/or a meal with more opportunity for networking and sharing amongst members. Some members organise informal "publicans luncheons" usually held twice yearly. The next one will be held on Thursday 18 October at the Paddington Alehouse, Mt Hawthorn.

Make sure you purchase your tickets for the AHA -Aon Hotel and Hospitality Awards for Excellence presented at the Heineken Gala Ball at Crown Perth on 12 November 2012. With over 40 awards being presented this is always a fantastic night which celebrates the best in our industry and a fine example of how we come together as we provide the best hospitality to our patrons.

Whether it is advocating on behalf of the industry to Government, representing us in the media, or providing outstanding functions such as the Awards for Excellence, the AHA is an association of which all members can be proud. **H**

*Neil Randall  
State President*

## The AHA(WA) would like to acknowledge the following Corporate Sponsors





## AHA ADDRESSES POLICE LEU

*“What the industry seeks is consistency in enforcement,” Bradley Woods.*

Recently AHA(WA) CEO Bradley Woods addressed the WA Police Liquor Enforcement Unit’s (LEU) annual meeting in Perth. The invitation came from Detective Superintendent Jim Migro after he spoke to AHA members at the 2012 Hospitality Expo in May.

Mr Woods said this was an important opportunity to explain members’ issues directly to the police officers who deal with licensees.

“At the AHA we have been working hard to present the issues members have regarding liquor enforcement to the WA Police. Being given the opportunity to speak directly with the offices who deal most with licensees was a very positive initiative by the LEU,” said Mr Woods.

“Understanding between the hospitality industry and police is vital to achieving the best outcomes for the community.”

The session went for 45 minutes and covered many issues.

Mr Woods explained the role of the AHA, the Association represents hotels, taverns, accommodation hotels, small bars and restaurants across the state and is responsible for protecting the industry’s commercial, industrial and political interests.

An important point stressed to

the officers was that the industry understands, perhaps better than most individuals, that licensees are selling a product which must be treated with respect.

“Alcohol is unlike other consumer products, its sale and consumption is therefore highly regulated as an industry we know this perhaps better than most in the community,” Mr Woods told the officers.

The AHA Liquor Licensing and Responsible Service of Alcohol (RSA) course content was explained in detail to the LEU officers, some of whom were unaware the Association offered such valuable industry training.

An example of the AHA Liquor Licensing Guide was shown to the LEU members. The officers were impressed with the detailed information provided to AHA members.

The most frank and informative part of the session was when Bradley Woods told the police officers what AHA members’ concerns regarding enforcement issues.

“What the industry seeks is consistency in enforcement,” Mr Woods told the officers.

“Operators believe they are penalised for reporting incidents. A venue refuses entry to an intoxicated individual, that person then starts a

fight outside the venue. Staff phone 000, then this call out data can be used in a future action, section 95, against the venue, yet the venue was trying to do the right thing.

“Licensees want to work with their local police and the LEU. The last thing licensees want is anti social behaviour in or around their venues. This is simply not good for business and not in the interests of the industry.”

The session concluded with Mr Woods acknowledging the difficult role the police have.

“We understand the difficult role you have in policing individual behaviour with regard to alcohol,” Mr Woods said to the LEU officers.

“We can run safe venues, with RSA trained staff and we adhere to the Act, however there is much we cannot control – pre loading, consumption off premises, poly drug use.

“Some issues which aggravate anti social behaviour are beyond either AHA or police ability to control, such as transport, or the lack of transport in entertainment precincts at closing time.

Mr Woods finished by telling the LEU officers, “The industry understands and respects the difficult circumstances you often work in.” H



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# INDUSTRY AND COMMUNITY REJECT GOLDFIELDS RESTRICTIONS

*"..it is unreasonable to impose those sorts of restrictions on a city the size of Kalgoorlie-Boulder," Wendy Duncan MLC.*

**O**n 1 June 2012, the AHA informed members in Kalgoorlie-Boulder, Kambalda and Coolgardie of proposed restrictions on takeaway sales of alcohol by Department of Racing Gaming and Liquor (DRGL). Since this time the AHA has had a team working to keep members informed and assist with their submissions, as well as drafting the AHA's submission, and managing political and media issues resulting from DRGL's actions.

DRGL has proposed a number of restrictions on takeaway alcohol including:

- No sales on Sunday
- No sales before 12pm or after 8pm Monday – Saturday
- No glass bottles of 400ml or more
- No glass containers where a non-glass alternative is available
- No containers of more than one litre of liquor with 6% alcohol or more (i.e. wine casks)

DRGL also proposed that all licensees would be required to make quarterly detailed reports on all sales of alcohol.

Once news of the proposals became public, the response from Goldfields politicians and the community was overwhelmingly against the restrictions.

Kalgoorlie MLA John Bowler has been

particularly supportive of licensees and the community in voicing his opposition to the restrictions both in the local media and to the AHA directly.

In a letter to the AHA, Mr Bowler said, "I am particularly opposed to the suggestion that liquor shops be closed on Sundays and that beer sales be virtually restricted to cans only."

The Hon. Ken Baston MLC for Mining and Pastoral region informed the AHA he was opposed to the forced closures on Sundays and sales restricted to between 12 midday and 8pm Monday through Saturday, "no, I don't believe this has worked in other places. This would not be a suitable arrangement if we are serious about maintaining tourism, 12 hour shifts and 24 hour mining operations."

Speaking in Parliament the Hon. Wendy Duncan MLC, for Mining and Pastoral region said, "My major objection to that is that I think it is unreasonable to impose those sorts of restrictions on a city the size of Kalgoorlie-Boulder, when the majority of people know how to enjoy alcohol and manage themselves."

According to media reports the Member for Eyre Dr Graham Jacobs MLA was initially supportive of some of the restrictions. However in a joint media statement with Mr Bowler,

Dr Jacobs voiced his opposition to some of the restrictions, "we oppose the proposal to close bottle shops at 8pm and total closure on Sundays, believing that this would be a major inconvenience to the general public, lead to binge buying on Saturday night and have little effect on the small cohort of people causing anti-social behaviour."

The Kalgoorlie-Boulder City Council also objected to the restrictions voting at its July meeting to write to the Director of Liquor Licensing opposing the restrictions on no takeaway sales on Sunday, and no sales after 8pm Monday through Saturday.

Of particular concern within the industry was the impact the restrictions would have on tourism operators in the Goldfields. In a letter to the AHA Ms Arianne Webb, manager Goldfields Tourism Network Association said, "the impact the proposed restrictions would have on Tourism in the Goldfield region is in the negative and therefore we support the AHA's submission to the DRGL in attempting to stop them being imposed."

The AHA has made a submission to DRGL voicing members' objections to the restrictions. It is understood a decision in response to submissions is expected from the Director of Liquor Licensing in the near future. **H**



# A MIDDY WITH MIKE

*There's an old adage about word of mouth that "a happy customer will tell 2 or 3 friends, but an unhappy one will tell 10".*

The only trouble with this old adage is the numbers don't allow for new technology. In the age of reality TV and social media where every third customer has become a frustrated Matt Preston minus the cravat but with 326 followers on Twitter and 742 "friends" on Facebook, those old adage numbers can change and they can change a lot!

The actual numbers will vary slightly depending on whose stats you read, but your average "Facebooker" will have around 140 friends and the average "Tweeter" will have 126 followers, when you add that to the proliferation of and review sites like Urban Spoon with their throngs of contributors the potential for commentary customer experience good or bad is abundant.

Unlike traditional advertising "word of mouth" through social media does not give you the choice to advertise or not, there is no "opt out button" on Facebook. Your only choice is to manage what your customers say by meeting their expectations and being part of the conversation.

We all know you can't please all of the people all of the time so this is where developing a social media strategy is becoming more and more important, to assist you in this endeavour here are the top 5 tips I have come across:

1. You can't be everywhere at once, choose social media that suits your business and your demographic. If

you are using Facebook for example remember people log in at different times across the day so split your postings across the day rather than "spamming" everyone with 10 posts at the same time.

2. Don't ignore posts from your followers. You wouldn't ignore your customers when they walk through your door, so don't ignore them when they come to your site. Monitor posts and messages and provide an appropriate response, remember first impressions last and last impressions last even longer. Don't get caught up in negativity.

3. Keep the character of your page consistent. Regardless of what media you use, your public profile should reflect the character of your business and appeal to your target demographic, you can't be all things to all people.

4. Pay attention to detail and aim for perfection, if you miss the mark and don't hit perfection chances are you will hit pretty good.

5. Don't slowly fade away, success in the social sphere takes regular and systematic work, dedicate time every day to maintain and improve your public profile.

Pay particular attention to your public offers and promotions. The Director's Policy on Promotion of Liquor provides guidance on acceptable and unacceptable promotions. The most common breaches of this policy

regarding online promotion are:

1. Externally advertising a complimentary drink upon arrival, unless the drink is provided ancillary to another service such as accommodation or food.
2. Offering, providing or distributing promotional cards, vouchers or incentives, away from the licensed premises, that provide free or discounted drinks.
3. Undertaking promotions of discounted alcohol for a limited duration, in which discounted alcohol is the enticement for people to attend the premises and which may encourage the irresponsible consumption of liquor.

Lastly and probably most importantly learn from the mistakes of people like Nick D'Arcy and Kendrick Monk, the internet is a very public place so be careful of what you post because once it's out there you can't take it back.

Cheers! **H**

*Mike Andrew  
Membership and Training Manager*

**Want your Liquor Licensing questions answered? Send them to me and see them answered in this column.  
membership@ahawa.asn.au**

# INQUIRY INTO FOETAL ALCOHOL SPECTRUM DISORDER

*In June 2012, the AHA completed and submitted a written submission to the Standing Committee on Social Policy and Legal Affairs (the Committee) on the Inquiry into Foetal Alcohol Spectrum Disorder (FASD).*

**B**radley Woods, CEO/Executive Director also appeared before the Committee during its public hearing in Perth on 10 July 2012. Mr Woods presented information to the Committee on the industry's demonstrated strong commitment to a proactive approach to the responsible sale and consumption of alcohol.

Due to Committee protocol, the AHA has been unable to publish information relating to its submission or specifics in relation to the public hearing appearance until now.

Both in the AHA's written submission and also in Mr Woods' public hearing attendance, it was highlighted that the industry has a continued commitment to willingly and cooperatively working with health and government agencies towards the education and management of alcohol and related harm minimisation initiatives that extend well beyond simply complying with the primary objectives of the Western Australian *Liquor Control Act 1988*.

## Summary of AHA Recommendations

### Recommendation 1

The Commonwealth develop education and resources for general health clinics and agencies that have the capacity to provide support, counselling and advice first hand to at-risk individuals.

### Recommendation 2

The Commonwealth establish and foster collaborative partnerships with the liquor industry to ensure a

supportive and voluntary approach rather than a mandated/regulatory approach.

### Recommendation 3

Further (funded) research needs to be undertaken to produce quality and more consistent data in relation to alcohol-related birth defects, including FASD, to enable specific campaigns and interventions to be implemented.

### Recommendation 4

Developed education programs need to be targeted specifically at a) younger women and b) at-risk women in the indigenous population of Western Australia.

Secondary school based prevention and education strategies have the potential to educate those who could be at-risk while also educating and raising awareness in the general young female population.

Effective programs, with the three key components of information, education and refusal/resistance and coping tools, combined with a skill based and/or interactive element can provide the program with the best chance at success.

### Recommendation 5

Further extensive research needs to be undertaken with regard to the depth of knowledge and understanding of FASD amongst current practising health professionals.

### Recommendation 6

Any development of intervention


strategies needs to be carefully evaluated and researched.

Health care professionals need to take an active role in screening pregnant women or those planning pregnancy as part of their regular processes. It is recommended that these screening processes should include personalised feedback on alcohol related health problems and risks as well as potential treatment options, and how the individual's partner may be able to provide support in the home.

### Recommendation 7

Industry and key stakeholder consultation needs to take place following any recommendations that result from the final Report on developing a national approach to tackle the incidence of FASD.

### Recommendation 8

Australian primary health care facilities tasked with dealing with FASD affected individuals and their babies need to be provided with sufficient funding that enables them to support those mothers and/or pregnant women. 

A copy of the AHA's submission and Bradley Woods' appearance at the public hearing in Perth can be made available on request or at [www.aph.gov.au/Parliamentary\\_Business/Committees/House\\_of\\_Representatives\\_Committees?url=spla/fasd/index.htm](http://www.aph.gov.au/Parliamentary_Business/Committees/House_of_Representatives_Committees?url=spla/fasd/index.htm)



**Tourism  
Accommodation  
Australia (WA)**

A division of the AHA

# CHECKING IN WITH SARAH

*This month I have taken the opportunity to introduce a few new faces in the accommodation sector. We are experiencing an exciting period of re-brandings, renovations, and new management in the industry.*

Recently we have seen the re-branding of Burswood Entertainment Complex to Crown Perth with the Holiday Inn Burswood changing to Crown Promenade and the Intercontinental Burswood now being known as Crown Metropol.

Formerly The Marque Hotel, the new Rendezvous Studio Hotel Perth Central, has undergone an extensive refurbishment process and Aarons Hotel takes the name of Pensione Hotel Perth, part of the 8 Hotels Collection The Citigate Hotel on Wellington Street has been re-branded as Four Points by Sheraton and we welcome Sean Raine to Perth.

Good luck to all those venues that are taking part in the upcoming 2012 AHA-Aon Hotel and Hospitality Awards for Excellence. Online ticket bookings are now open on the AHA website. [H](#)

*Sarah O'Connor  
Events and Accommodation Division  
Manager*



**Matthew Young**

Matthew Young has taken on the role of Accor Regional General Manager, Western Australia effective 16 July, managing 10 hotels within his region. Matt has previously worked with the Intercontinental Hotels Group for 11 years in the capacity of General Manager overseeing several high profile properties in Adelaide Canberra and more recently Perth. Matt will also oversee the management of the Ibis Perth Hotel. Matt lives in Perth with his wife and 3 children.



**Sean Raine**

Four Points by Sheraton Perth are delighted to announce the appointment of Sean Raine as General Manager. His appointment marks the return of the Starwood brand into the Perth market. Sean brings with him a wealth of international experience having worked in the hospitality industry for 17 years, with assignments in Australia, Singapore, Fiji and as General Manager at the Westin Siray Bay Resort and Spa, Phuket. Sean and his family are pleased to be back in the Pacific Region. Sean believes Four Points by Sheraton Perth has a bright future in the Perth market.



**Brendon Craig**

Originally from Mid North Coast NSW, Brendon's career in hospitality started at the young age of 14 as an Apprentice Chef. After his apprenticeship he moved up the ranks quickly within the culinary side of hotels started working for a major international chain. After various Executive roles over east he came to Perth to pursue a year long working holiday. Five years later he now calls Perth home. Brendon joined the Assured Hospitality Group just under four years ago and has never looked back and is embracing his new role as General Manager.



**Caureen Mcatee**

Crown welcomes Caureen Mcatee as Hotel Manager at Crown Promenade Perth. Moving to Perth from Auckland, Caureen has over 11 years experience within the industry, and has worked at a range of properties including Grand Hotel SKYCITY Auckland, The Duxton Hotel Auckland and James Cook Hotel Grand Chancellor. Her most recent position was Hotel Operations Manager at Grand Hotel SKYCITY Auckland. Commencing at Holiday Inn Perth Burswood just prior to the re-brand to Crown Promenade, Caureen sets her sights on building the hotel's global profile.



**Tracy Low**

Starting in the Hospitality Industry 17 years ago with the Radisson in Scarborough WA, Tracy immediately realised her passion for hotels and customer service. She moved to Hamilton Island for just over 3 years, then worked again for the Radisson on the Gold Coast and South Stradbroke Island. After a lengthy stint at sea, where she worked with Princess Cruises for almost 4 years, Tracy moved back to land, taking a role as FOM to do a preopening in the Maldives. Most recently her love for the South West region in WA has seen her accept the opportunity to work for Broadwater Hotels and Resorts where she now manages the Broadwater property in Busselton.



Australian Hotels Association  
WESTERN AUSTRALIA

38 Parliament Place West Perth WA 6005  
T: 08 9321 7701 F: 08 9321 7730 W: www.ahawa.asn.au

## Notice of Annual General Meeting

The Annual General Meeting of the Australian Hotels Association (WA Branch) and the Western Australian Hotels and Hospitality Association Incorporated (Union of Employers) will take place as follows:

Date : Wednesday 24th October 2012

Time: 4.00 pm

Place: 38 Parliament Place, West Perth

### Agenda

Western Australian Hotels and Hospitality Association Incorporated (Union of Employers)  
Australian Hotels Association (WA Branch)

1. Opening Welcome
2. Reading of Notice Convening the Meeting
3. Reading of the of Minutes of previous Annual General Meeting
4. Presentation of Annual Report
5. Presentation of the Annual Balance Sheet and Statement of Receipts and Expenditure
6. Announcement of Results of Elections and the Members of the State Council and the Executive
7. Appointment of auditors
8. General Business

Drinks to follow, please RSVP to Tricia Clark on 08 9321 7701 or email to [exec@ahawa.asn.au](mailto:exec@ahawa.asn.au)

Yours faithfully

Bradley Woods  
CEO/EXECUTIVE DIRECTOR

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## THE HERITAGE OF PERTH

*The Heritage Brasserie Bar & Boardroom wants to offer you a venue of comfort, the place you visit to escape for a moment.*

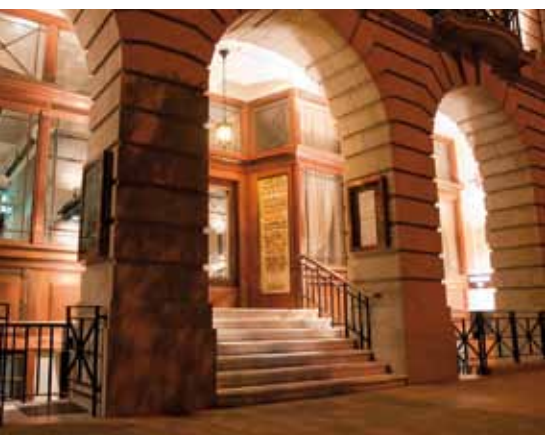
**T**his two level building features two very different atmospheres in each venue.

The Brasserie, situated on the ground floor, is designed as a classic dining room whilst Bobèche, in the basement

below, is styled as an old-world 1920's speak easy.

The Heritage has been conceptually designed to introduce to Perth a hospitality offering that is all encompassing, providing a classic café/restaurant through to late night bar and take away provedore.

Framed by the historic façade and high ceilings, The Heritage boasts an approachable menu with items varying from burgers to soufflés, fish and chips to caviars and steaks through to crème brulees. The accompanying wine list is handpicked; covering an array of styles, varieties and vintages and accommodating for a range of budgets.





/theheritagebrasseriebarandboardroom

**The Heritage**

131 St Georges Terrace, Perth, 6000  
 P: 08 9226 5596 F: 08 9226 2384  
 E: enquiries@theheritageperth.com.au  
 W: www.theheritageperth.com.au

Down in the basement, Bobèche features pewter bar tops, detailed hand-painted walls and floors and rustic, dim lighting. Behind the bar the bartenders craft old world drinks like 'Blood and Sand' and 'The Old Fashioned'.



The 1929 inter-war Palazzo style building first welcomes visitors with the view of four grand arches crafted from Donnybrook sandstone, which frame the marble stairs that lead into the brasserie. Paired with these arches are the original copper window frames, which are illuminated during the night. The interior fit-out has been based on the grand cafes of Europe featuring the original jarrah wainscot, rustic chandeliers, harlequin patterned marble floors, the original parquet, mirrored walls, and grand, tall ceilings.

***The Heritage on Social Media:***

"It is a way of monitoring people's responses and attitudes towards our service offering, gaging the interest and behaviours of those who are involved with social media on a daily basis. We use it to:

- Update customers with specials/ menu changes that we have on offer.



- Educate about the historic elements of the building and ethos/character of the concept and history.
- Increase the social profile and awareness.
- Make our offering known to a broader range of people." H

**The Heritage opening hours are from 7am with last orders at 11pm Monday to Saturday.**



# Una Notte Magnifica

*The 2012 AHA and Peroni Accommodation Hotels Gala Ball and the presentation of the ME Bank Accommodation Industry Awards recognised and celebrated standards of excellence in leadership and development in Western Australia's accommodation industry.*

The hospitality industry came together to celebrate Una Notte Magnifica on the evening of August 6 for the presentation of the ME Bank Accommodation Industry Awards, hosted by Deborah Kennedy. The event celebrated the outstanding levels of excellence and high standards upheld by the Western Australian Accommodation Industry.

Throughout the evening, the serenading vocals of Jay Weston and Alfredo Malabello transported guests to the rolling hills of Tuscany and the memories of a Roman holiday gone

by while Xavier Tapias impressed and awed with his innovative and unique illusions.

The celebrations were set against a delicate backdrop of style, grace and culinary brilliance. The Grand Ballroom of Crown Perth was transformed with long dining tables and golden framed chairs seating over 550 guests.

Guests indulged in an exquisite six course culinary journey prepared by Crown Perth's Executive Sous Chef Sean Marco, in collaboration with Giampaolo Maffini - Italian Chef de

Cuisine at Modo Mio.

The menu was specifically designed to excite the palate and showcase the brilliance and high standards that the Accommodation Industry represents.

The menu featured a traditional Italian caprese salad, followed by an il primo course of roasted veal in tuna caper sauce, accompanied by crispy celery salad, hens egg and black truffle.

The main was alternating service of either Pan-fried snapper, lobster bisque, black olives and deep fried








prawns coated in polenta flour or an oven baked rack of lamb, macadamia crust, thyme jus, accompanied by eggplant "parmigiana" mashed potato.

In a fitting end to the six course food journey, guests indulged on a trilogy of Italian desserts – tiramisu, canola with two fillings: ricotta and chocolate custard, and candied fruit and chocolate chips.

A splendid array of premium beverages was also on offer including beer, sparkling, white and red wine. In a night of winners, the prestigious Accommodation Hotels Hall of Fame was awarded to Joondalup Resort and Country Club General Manager Wayne Carroll. AHA(WA) Accommodation Division President Grant Raubenheimer and Hon Dr Kim Hames MLA, Deputy Premier and Minister for Health & Tourism, presented the award to Wayne and thanked him for his ongoing dedication to the industry.

At the conclusion of the night's formalities, Deborah Kennedy revealed a lavish Campari after bar complete with a vast selection of Italian inspired cocktail infusions. Expert mixologists created tantalising cocktails following guests enjoying the tasty speciality cheeses courtesy of Blue Cow Cheese Company.

With over 550 guests attending this year's event and a long list of dignitaries, the 2012 AHA and Peroni Accommodation Hotel Gala Ball and the presentation of the ME Bank WA Accommodation Industry Awards was a showpiece event on Perth's social calendar. The AHA would like to thank all guests for their attendance and look forward to welcoming everyone back again next year. H



To view all of the event photos visit [www.ahawa.asn.au/events](http://www.ahawa.asn.au/events)



## 2012 ME Bank



# WA Accommodation Industry Awards

## Hotel Awards

1. **Redeveloped Accommodation Hotel**  
Sponsored by MUSEC  
**Winner:** Rendezvous Studio Hotel Perth Central
2. **Marketed Accommodation Hotel**  
Sponsored by Advans Exhibition Services  
**Winner:** Pinctada Cable Beach Resort & Spa
3. **Mid-Range Accommodation**  
Sponsored by AHS Hospitality  
**Winner:** Pensione Hotel Perth
4. **Superior Accommodation**  
Sponsored by Furniture Options  
**Winner:** Rydges Perth Hotel
5. **Deluxe Accommodation**  
Sponsored by Peacock's Bedding  
**Winner:** Hyatt Regency Perth
6. **Apartment/Suite Accommodation**  
Sponsored by PPM Corporate  
**Winner:** Quest Scarborough
7. **Resort Style Accommodation**  
Sponsored by Hotels Apart  
**Winner:** Eco Beach Broome
8. **Restaurant within an Accommodation Hotel**  
Sponsored by Sealanes  
**Winner:** Origins Restaurant - Pan Pacific Perth
9. **Accommodation Hotel Wine List**  
Sponsored by Samuel Smith & Son  
**Winner:** Cable Beach Club Resort and Spa
10. **Management Team**  
Sponsored by William Angliss Institute  
**Winner:** Holiday Inn Perth City Centre

## 2012 AHA ACCOMMODATION INDUSTRY HALL OF FAME AWARD

sponsored by Carlton & United Breweries  
**Winner:** Wayne Carroll



## Management Employee Awards

11. **Front Office**  
Sponsored by City of Perth  
**Winner:** Enrico Sternberg - Pan Pacific Perth  
**Certificate of Merit:** Arith Ratnawibhushana - Crowne Plaza Perth
12. **Cookery Services**  
Sponsored by ISA Group  
**Winner:** Matt Lonnie - Rendezvous Observation City Hotel Perth
13. **Concierge**  
Sponsored by HOSTPLUS  
**Winner:** Andre Burford - Pan Pacific Perth  
**Certificate of Merit:** Ziyaad Hansrod - Crown Metropol Perth
14. **Administration, Finance and Executive Support**  
Sponsored by Perth Convention Bureau  
**Winner:** Susan Bourke - Esplanade Hotel Fremantle
15. **Conference and Events**  
Sponsored by PPCA  
**Winner:** Shannon Owens-Dwyer - Novotel Vines Resort & Country Club  
**Certificate of Merit:** Peter Burnane - Holiday Inn Perth City Centre
16. **Sales and Marketing**  
Sponsored by HOSTPLUS  
**Winner:** Kate McCann-Phillips - Goodearth Hotel & Perth Ambassador Hotel
17. **Housekeeping**  
Sponsored by MUSEC  
**Winner:** Elizabeth Gadsby - Rendezvous Studio Hotel Perth Central  
**Certificate of Merit:** Jean Jolley - Perth Ambassador Hotel
18. **Human Resources**  
Sponsored by Hospitalitybiz  
**Winner:** Marinus Snelter - Rendezvous Observation City Hotel Perth
19. **Engineering and Maintenance**  
Sponsored by Electrical Testing Services  
**Winner:** Darius Smith - Rendezvous Studio Hotel Perth Central  
**Certificate of Merit:** Mervyn Farrell - Novotel Vines Resort & Country Club
20. **Food and Beverage Services**  
Sponsored by Schweppes  
**Winner:** Joanna Barber - Seasons of Perth  
**Certificate of Merit:** Devrim Erkan - Pan Pacific Perth
21. **Executive Level Manager**  
Sponsored by APRA | AMCOS  
**Winner:** Karen Priest - Esplanade Hotel Fremantle  
**Certificate of Merit:** Celeste Franklin - Seasons of Perth



**SOMETHING VERY SPECIAL IS ABOUT TO HAPPEN...**



**IMPAD - IPAD ORDERING WITH IMPOS**

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**ATM WITH A DIFFERENCE**

The latest in ATM technology - turns an ATM into a promotional tool and not just a cash dispenser. EZE ATM's can dispense an individually numbered coupon to every user providing a unique offer, printed separate to their receipt.

This can be further promoted with on screen ads when the ATM is idle, or during a transaction. The most powerful time to promote special or unique offers is during transaction. To find out more please contact EZEATM. Contact **EZEATM** to find out how to get yours. [H](#)



**STAY CURRENT ONHOLD**

Perth-based on-hold message company Captivate Global recently released software that uses cloud technology to deliver the world's best on-hold experience to callers.

By using software integration with either traditional telephone systems or newer internet-based VoIP phones, the on-hold audio is updated automatically and remotely, with no manual intervention required.

Used effectively, AHA members can keep callers up-to-date with dining and cocktail highlights or spa specials as frequently as daily. Contact **Captivate Global** to learn more. [H](#)

**TECH TALK**



**PI ELECTRONIQUE'S SPIN PAD**

PI Electronique's Spin Pad is the ultimate in wireless technology. Using RF connection the Spin Pad faultlessly communicates with Kitchen or Bar Printers no matter how small or large the space. Whether in door or out the Spin Pad stays in touch both sending and receiving messages. Seamless integration in to the PI Electronique POS system is one of the key features of the Spin Pad. Communication is fast, accurate and intuitive. Call **KLB Systems** to find out more. [H](#)



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**BACKING-UP YOUR BUSINESS**

The information stored on your mobile devices and tablets is critical to the smooth-running of your business (and personal life). Yet, most people rarely back up their data and safely store it off-site, say in the 'cloud', so disaster could be just be around the corner the next time you damage, lose or swap your device. OfficeApps Backup solutions for your mobile helps take the time and hassle out of keeping your data secure and provides an easy recovery of all your data in st minutes. For more information on backup solutions call **Ripe Communications**. [H](#)



/frisk.smallbar

**Frisk! Small Bar**

103 Francis Street, Northbridge, 6003

E: frisksmallbar@gmail.com

W: www.frisksmallbar.com.au

## STOP AND FRISK!

*Frisk! Small Bar is located in Northbridge and came into existence when the owner thought that running his own bar would be awesome until he figured out what he wanted to do when he grew up.*

**F**risk! has been setup to encourage an 'unpretentious, friendly and fun experience for customers', as well as creating a 'funky and lively' atmosphere during the day while becoming 'intimate and cozy' at night.

Frisk! has been designed to reflect an industrial urban interior and also features handmade wood furnishings

Frisk! prides itself on their spirit list- a special feature of the venue. In particular, the gins list which currently is 100+ strong.


Cheang also mentioned how useful social media has been for Frisk!, with their stats for Facebook showing that around 30,000 people view their posts every week.

Frisk! has approximately 6000 followers, with the majority of those numbers based in Perth and have either been a customer or have simply just heard of them.

Frisk! utilises Facebook by engaging interactions as they occur and respond to them in a timely matter. Frisk! organises functions through Twitter and have booked an engagement party through Instagram.

"When we post, it is usually fun and engaging, rather than just spamming information about us.

"Unfortunately we have been unable to change our Facebook name from Frisk Espresso to Frisk! Small Bar, so everyone assumes we are a coffee shop. Many have been surprised after following Frisk Espresso for so long!

"We are in the process of contacting Facebook to amend the name to Frisk Small Bar," Cheang said. 



Instagram  
3:47 AM · 9 Jul 12 via Instagram · Details

**Frisk! Small Bar opening hours are**  
**Tuesday – Friday 6:30am – 12:00am**  
**Saturday 10:30am – 12:00am and**  
**Sunday 10:30am – 10:00pm**



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THEDMGROUP HOST7085/HR

# UNTANGLING THE WEB

*A company website is one of the most fundamental facets of any business. With the advent of social media many are led to believe that websites have become a thing of the past.*

**W**hile it is a powerful tool for marketing a business and online reach, social media doesn't fit the shoes of a corporate website. It can complement your website, not replace it.

That said, having a web presence just for the sake of it, isn't good enough either. Today's client is much more discerning. They are aware that if the website is not up to scratch, the business will suffer.

## So what makes a good website?

A good website is one where a visitor can easily find the information they are looking for and have a positive experience. An effective outcome of this should be the ability to convert some visitors into real time customers.

A good website is also one that visually supports and represents the brand, while also having functionality as its prime focus. Simple things like contact details, location, opening hours and services or products offered must be easily visible. If it is an e-commerce website, then security and ease of navigation should be top priority.

A good website should also have a solid 'About' page, meaningful and regularly updated content, a site map and cross browser compatibility.

The latest research shows that you have 8 to 10 seconds to grab the users' attention-otherwise they will move on. So in developing or reviewing your website here are some tips:

1. Plan for success – spend time on the strategy and be clear on the intent or purpose of your site.
2. Be client centric not owner centric; look at the experience from the client's point of view.
3. Make sure the home page addresses "what's in it for me" and focuses on the benefits not the features.
4. Navigation is king. Make sure you can easily navigate the site and find key information. Click through buttons ensure you direct traffic to key spots.
5. Have your phone number on the home page in a prominent position as text and without spaces so smart phones can pick it up.

6. Maintain and keep content fresh. Repetition is good, repeat key messages as no one reads a website from start to finish.

7. Review the statistics and logs to review traffic, key pages and adjust areas of the site that aren't working.

Prices for a website can vary from a few hundred to thousands of dollars but remember that like wine, price is not a good determiner of value. It is the return on investment (ROI) that should speak for itself. An effective website can also be very cost effective, depending on its features.

Your website is your calling card. It lets you tell your story like no one else can. A compelling website will hold visitors and make them keep coming back for more. It is also a worthwhile component to any good social networking strategy because when you have your own website, you own your own search listings. **H**

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visual communication





## PARMELIA HILTON PERTH

*The Parmelia Hilton is located in the heart of the CBD, close to the city's shopping, theatre and nightlife districts and just minutes from the Swan River and King's Park.*

For over 40 years the Parmelia Hilton Perth has been delivering the mission of Hilton founder, Conrad Hilton, who in 1954 declared – “As hotel men and women it is our responsibility to fill the earth with the light and warmth of hospitality.” Over 4 million guests have stayed at the Parmelia Hilton.



The hotel has 284 rooms including 61 deluxe plus rooms and suites that blend elegance with a contemporary, relaxed feel.

All guestrooms have Hilton Serenity beds by Serta with added coil support and comfort to ensure a refreshing and restful sleep.

Last year new LCD televisions, electronic in-room safes and new ergonomic desk chairs were installed in all guest rooms. Also in 2011, the hotel opened its brand new Hilton Fitness by Precor gymnasium and the adjacent outdoor swimming pool reopened after extensive refurbishment.

This year the hotel completed a major project to lay new carpet in all guestrooms, corridors and meeting and event rooms.

There are nine different rooms for meetings and events for up to 500 guests, including the Argyle Ballroom or the Outdoor Piazza.

The popular Adelphi Steak House & Bar serves fabulous steaks with a

choice of fourteen boutique beers on tap.

The Parmelia Hilton Perth took out the title of Outstanding Achievement in Training at the recent National AHA Awards for Excellence on Wednesday 5 September in Hobart.

“One of the keys to the success of the hotel is the team. More than 30% have been here over 5 years,” says Parmelia Hilton’s Marketing and Communications Manager Julia Clark.

Sustainability not only resonates through their employee culture but also extends to the hotel’s environmental commitment. The Parmelia Hilton’s sustainability policy focuses on re-use, re-cycle, and reduce in all areas of the hotel.

The hotel’s most recent initiative pays to offset the carbon emissions from all meeting and events at the hotel at no cost to clients. In addition, on the third Monday of every month carbon emissions are offset from all of the occupied guestrooms. These carbon offsets contribute to the protection





/ParmeliaHilton

**Parmelia Hilton Perth**

14 Mill Street, Perth, WA, 6000

P: 08 9215 2000

W: [www.perth.hilton.com](http://www.perth.hilton.com)

of native forests in Tasmania and to wind farms in China and India.

Supporting the community is important to the hotel and extends to gold key partner sponsorship of the Cancer Council of WA (CCWA) and event hosting support to the Western Australian Ballet.

The Parmelia Hilton Perth has been a gold key partner of the Cancer Council of WA (CCWA) for ten years through its hosting of the Annual Research Grant Lunch Awards for 150 guests, donations of a pamper weekend each month and hosting an event for 30 corporate clients in support of the biggest morning tea.

The Parmelia Hilton Perth hosts the Western Australian Ballet's opening night parties, promotes show packages and accommodation for promotions.

Community and guest communication and engagement with social media has grown over the past year with the hotel being particularly active on Facebook and is about to commence utilising twitter.

"Social media plays an important role in getting guest feedback and responding to comments. It is also a useful tool for promoting what's happening at the hotel.



"Trip advisor is an excellent source of feedback. For the last two months the hotel rated number two out of 63 hotels in Perth. The General Manager responds to every review (including foreign language posting) on the site." says Ms Clark.

Looking into the future, Hilton Worldwide has signed a management agreement with Ramtron Australia to open the first DoubleTree by Hilton property in Australia. Scheduled to open around mid-2014, the 164-room DoubleTree by Hilton, Karratha will be strategically located in the centre of the Karratha commercial area, 15 kilometres from Karratha airport and 20 kilometres from the port at Dampier. **H**

Over the years the hotel has been graced with many celebrities, to name just a few: Sammy Davis Junior, Prince Phillip, Neil Diamond, John Denver, Tom Jones, Ray Charles, Grace Knight, Florence Henderson from The Brady Bunch, Bob Hope, David Attenborough, Rudolph Nureyev, KISS, Dame Margot Fonteyn, General Schwarzkopf, Ex-president Gorbachev plus countless Lords, Ladies and Ambassadors. More recent stars include Rolf Harris, Cathy Freeman, Marcia Hines, Debbie Reynolds, Billy Thorpe, Ernie Dingo, Lisa McClune, Matt Moran, Rick Stein and Ainsley Harriott.

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- Pernod Ricard Australia
- Perth Glory
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- PPM Corporate
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- Samuel Smith & Son
- SCE – Energy Solutions
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- Wage Easy Payroll
- William Angliss Industry Training Centre

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- Little Creatures Brewing
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- Perth Convention Bureau

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- Exclusive Beverages
- Family Business Australia
- Ferrari Formalwear
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- Hospitality Total Services
- HotelsApart
- Liquor Marketing Group
- Luff & Barber Business & Commercial
- McCain Foods Australia
- McWilliams Wines
- Meat Direct
- MMS Hospitality Recruitment
- Nightlife Music & Video
- Peacock's Bedding
- Phonographic Performance Company of Australia
- Photosnap Photobooths
- PLUS 8 Hospitality Group
- Prime Laundry
- Pronto Fine Foods & Liquor
- Red + White/Mezzanine Wines
- Robert Oatley Vineyards
- Shade Engineering
- Stax Chairs
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- TJ's Cleaning Services
- Vok Beverages
- Warwick Fabrics
- Water Corporation
- Wines of Western Australia
- World Style Furniture

**AHA CORPORATE SUPPORTERS:** - BRITISH AMERICAN TOBACCO AUSTRALASIA - IMPERIAL TOBACCO AUSTRALIA

# NEW CORPORATE MEMBERS

## CAPTIVATE GLOBAL

CORPORATE SPONSOR

Contact: Mr David Elliott  
 Address: PO Box 1130  
 SOUTH PERTH WA 6951  
 Phone: 08 9368 7500  
 Email: david.elliott@captivateglobal.com  
 Website: www.captivateglobal.com



Captivate Global brings your message to your customers via in-room and on-hold personalised 'radio'. Highly effective in hospitality and retail environments, Captivate Global – In Room and On Hold creates a personal radio station to suit both the needs of your customers and your business.

Captivate will professionally record your company's unique promotions and mix them with your chosen musical genre. Join our 2,500 clients and provide a complete customer experience to your clientele using the latest software. Visit our website or call 08 9368 7500 for your free demo.

## KBR COMMERCIAL

GOLD CORPORATE MEMBER

Contact: Mr Garth Ingram  
 Address: 21 Riseley Street  
 APPLECROSS WA 6155  
 Phone: 08 9316 8699  
 Email: gingram@kbrcommercial.com.au  
 Website: www.kbrcommercial.com.au



KBR Commercial WA (Kitchens, Bars and Refrigeration) are one of Australia's leading suppliers and fit-out specialists of foodservice equipment established in 2005.

We specialise in the design and fit-out of commercial kitchens and bars, supply of equipment, custom built exhaust canopies and stainless steel benches.

"What Helps Our Clients Helps Our Business"

## PHOTOSNAP PHOTOBOOTHS

BRONZE CORPORATE MEMBER

Contact: Mr Jason D'Costa  
 Address: Unit 4, 244 Camboon Road  
 MALAGA WA 6090  
 Phone: 0411 079 422  
 Email: Jason@photosnap.com.au  
 Website: www.photosnap.com.au



We build, lease sell and hire Photosnap Photobooths Australia Wide. Photosnap is a Perth based business that has been manufacturing and hiring both Photosnap, and fully customised Photobooths since 2010. Photosnap was co-founded and is managed by Jason and Troy who both share a unique passion for Photobooths.

With the increase in popularity for Photobooths across the Australia, now is the time to give your venue a point of difference. We offer leasing plans from 6 months that will allow you to offer your function clients state of the art equipment hire as part of your function packages.

We also sell Photobooths and can customise them to suit your venue and style.

## MUSEC

CORPORATE SPONSOR

Contact: Mr Gary Hodgson  
 Address: 18 Oxford Close  
 WEST LEEDERVILLE WA 6007  
 Phone: 08 6382 5599 ext 508  
 Email: garyhodgson@intiga.com.au  
 Website: www.musec.com.au



MUSEC Security is a West Australia leader in the provision of customer focused professionals, specialising in the hotel and hospitality security industry.

Identifying that the organisations most valuable assets are its people, we offer a corporate level service to our clients. All our staff are skilled in AHA RSA and AHA Service With A Smile certification ensuring that your people and our people are fully compatible, delivering a professional reliable and accountable service to our relationship partners (clients).

## EXTREME CLEAN CORPORATION

CORPORATE SPONSOR

Contact: Mr Robert Stead  
 Address: PO Box 3166  
 BASSENDEAN DC WA 6942  
 Phone: 1300 EXTREME (398 736)  
 Email: robert@extremecorp.com.au  
 Website: www.extreme-clean.com.au



Extreme Corporations is a 100% Western Australian Company, which also encompasses Extreme Clean, for all your commercial cleaning, and Extreme Fabrication Perth, for all you metal fabrication design, supply and repair. Our vast experience gives up the know how to get the job done!

## AHS HOSPITALITY

GOLD CORPORATE MEMBER

Contact: Mr Gareth Boytt  
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 PERTH WA 6001  
 Phone: 08 9365 8609  
 Email: gboytt@ahshospitality.com.au  
 Website: www.ahshospitality.com.au



AHS Hospitality was Australia's first hospitality outsourcing provider. Since our launch in 1993, we have developed many business partnerships with hotel chains across Australia. Our service provides a high quality alternative to the in-house approach. It's an effective alternative that guarantees to deliver service better results, at a lower cost. AHS Hospitality is a dedicated partner to hotels in housekeeping.

## MOËT HENNESSY AUSTRALIA

SILVER CORPORATE MEMBER

Contact: Ms Kellie Higgins  
 Address: Suite 2, 183  
 Scarborough Beach Road  
 MOUNT HAWTHORN WA 6016  
 Phone: 08 9443 9418  
 Email: Kellie.Higgins@moet-hennessy.com.au



Moët Hennessy Australia is a division of the wine and spirit subsidiary of LVMH- the world's largest luxury conglomerate.

Boasting one of the finest luxury portfolios in Australia, Moët Hennessy Australia are a leading supplier of luxury champagnes, wines and spirits direct to on and off premise accounts.

For over 8 years Moët Hennessy Australia has excelled at creating accessibility and relevance for some of the world's finest wines and spirits within the Australian consumer market.

## FAIR WORK ACT REVIEW

Due to the scale of the reforms in 2010, the Government made a commitment to review the operation of the *Fair Work Act* two years after its full commencement (that is, 1 January 2012).

On 18 January 2012, the Panel released a background paper and called for submissions.

AHA forwarded a submission to Fair Work Australia on 17 February 2012 which included recommendations to amend the provisions of the following sections of the Act:

- Public Holidays
- Unfair Dismissal
- General Protections (Adverse Action)
- Individual Flexibility Agreements
- Transmission of Business

The Hon Bill Shorten MP, Minister for Employment and Workplace Relations, released the Fair Work Act Review Panel's final report, entitled *Towards more productive and equitable workplaces: An evaluation of the Fair Work legislation*, on 2 August 2012.

Some of the recommendations that the Panel has made within this Report include (but are not limited to):

- A requirement for the employer and the employee to hold a meeting to discuss a request for extended unpaid parental leave, unless the employer has agreed to the request;
- Annual leave loading is not payable on termination of employment unless a modern award or enterprise agreement expressly provides to that effect;
- The Commonwealth, state and territory governments should expedite the development of a national long service leave standard with a view to introducing it by 1 January 2015;
- The Government consider limiting the number of

public holidays under the NES on which penalty rates are payable to a nationally consistent number of 11;

- The better off overall test be amended to expressly permit an individual flexibility arrangement to confer a non-monetary benefit on an employee in exchange for a monetary benefit, provided that the value of the monetary benefit foregone is specified in writing and is relatively insignificant, and the value of the non-monetary benefit is proportionate;
- FWA are provided with greater power to resolve disputes about the frequency of visits to a workplace by a permit holder in a manner that balances the right of unions to represent their members in a workplace and the right of occupiers and employers to go about their business without undue inconvenience;
- FWA are provided with greater power to resolve disputes about the location for interviews and discussions in a way that balances the right of unions to represent their members in a workplace and the right of occupiers and employers to go about their business without undue inconvenience;
- The time limit for lodging unfair dismissal applications should be extended to 21 days (to align with the recommended amended time limit for general protections claims involving a dismissal);
- The FWA President give consideration to requiring applicants to provide more information about the circumstances of the dismissal in the initial documentation lodged with FWA;
- Reduce the time limit for lodging a general protections claim relating to a termination of employment from 60 to 21 days (to align with the recommended amended time limit for unfair dismissal applications).

The Government is currently considering the Report, and will respond in due course.

## HOTELS SALVAGE SMALL WINS FROM FAIR WORK ACT REVIEW

Australia's hotel industry has welcomed common sense recommendations on public holiday pay and alignment of time limits for unfair dismissal and adverse action claims, but says further changes to *Fair Work Act* are needed.

Australian Hotels Association (AHA) National CEO Des Crowe said while hotels will be pushing for more changes than those recommended in the Fair Work Act Review released today, it was pleasing that two of the AHA's key recommendations were accepted by the Panel.

"Limiting the number of paid public holidays to 11 per year is something we strongly support, having called for this change both in our submission and in our meeting with the Fair Work Review Panel earlier this year", Mr Crowe said.

"The loaded penalty rates that apply on public holidays are particularly problematic for the hospitality industry and we will be urging the Government to take up this recommendation to provide employers in our sector with some certainty.

"The AHA put this position on public holidays forward in its meeting with the Panel and will be seeking opportunities to highlight its importance to our industry as the Government considers its response to the Report.

"Another key plank of the AHA's platform was aligning the time limits for making unfair dismissal and adverse action claims. The Panel has recommended aligning these to 21 days each, which falls short of the 7 day period preferred by the AHA but is a step in the right direction. To achieve the desired effect, employees must also be required to better substantiate their claims in fairness to the employer.

"Overall, the Report does not go far enough in addressing the structural problems facing small business employers under the Fair Work Act.

"The AHA will encourage the Government to secure the passage of the recommendations we support from the Report, but we will also be urging the Government to go further and make changes in addition to those recommended by the Panel."

# NEW WAGE SCHEDULES - REMINDER

**Effective from the first full pay period on or after 1 July 2012**

In accordance with the recent State and Federal minimum wage decisions, the AHA(WA) Workplace Relations Department have updated all wage schedules. These wage schedules were distributed to members on Friday 29 June 2012 and are available for download from the Workplace

Relations section of the AHA(WA) website at [www.ahawa.asn.au](http://www.ahawa.asn.au).

If you have any queries relating to these changes, please call (08) 9321 7701 or email [iradmin@ahawa.asn.au](mailto:iradmin@ahawa.asn.au).

Should you require a member login please contact [admin@ahawa.asn.au](mailto:admin@ahawa.asn.au)

## RECENT CASES

### **Restaurant operator fined for underpaying young foreign workers**

The Federal Magistrate's Court have fined the former operators of a Brisbane restaurant \$59,400 for underpaying two young, foreign food and beverage attendants.

In addition, the restaurant's former part-owner and manager has been fined a further \$9,900.

The employees who were on Working Holiday Visas were underpaid their minimum hourly rate, casual loading and penalty rates for weekend and public holiday work totalling \$7,779.

The fines and back-payment order are the result of an investigation and prosecution by the Fair Work Ombudsman.

Acting Fair Work Ombudsman Mark Scully says the Court's decision sends a strong message that underpaying vulnerable workers is a serious matter.

"Foreign workers have the same rights as any other worker in Australia and blatant breaches of those rights will not be tolerated," Mr Scully said.

### **Pregnancy Discrimination**

In accordance with Section 83 and 84 of the *Fair Work Act 2009*, on ending unpaid parental leave, an employee is entitled to return to their pre-parental leave position or (if that position no longer exists), an available position for which the employee is qualified and suited nearest in status and pay to the pre-parental leave position.

If an employee is on unpaid parental leave and the employer makes a decision that will have a significant effect on the status, pay or location of the employee's pre-parental leave position, the employer must take all reasonable steps to give the employee information about, and an opportunity to discuss, the effect of the decision on that position.

In a recent case, an aged-care facility and its director face possible fines of \$33,000 and \$6,600 respectively for allegedly discriminating against an employee by changing her roster without consultation when she sought to return from parental leave.

When the assistant told her manager that she could not work sleepover shifts due to family-and-carer responsibilities for her 11-month-old baby, she was told the roster could not be changed because it would be "unfair" to other staff members.

The employer told her she could either accept its altered roster or resign from her position.

The Fair Work Ombudsman is seeking compensation for economic and non-economic loss on the carer's behalf.

The case was listed for a directions hearing in the Federal Court in Melbourne on August 3.

### **Employer not liable for sexual harassment**

A tribunal has ordered a former employee to pay \$8,000 in compensation to a worker for sexually harassing him over a period of four months, however the tribunal found their employer not to be vicariously liable for the conduct of the former employee as it had done "more than merely have a policy in place".

The employer had taken all reasonable steps to educate its workers about sexual harassment, including providing a handbook containing guidance about how employees should manage a situation where they received unwanted attention, and also through training courses.

After a series of incidents, the business' operations manager was told about the incidents and carried out his own investigation.

When the former employee failed to deny the allegations, the manager terminated his employment summarily for breaching the company's sexual harassment policy.

The worker was treated for traumatic stress disorder due to "significant anxiety and depression" and prescribed anti-depressant treatment and psychological therapy. He lodged a complaint with Queensland Civil and Administrative Tribunal.

### **Employer's redundancy pay obligation**

Fair Work Australia has rejected a company's application to reduce three employees' redundancy pay to zero due to its excuse that serious financial problems meant it had no capacity to pay.

In accordance with Section 120 of the *Fair Work Act 2009*, on application by an employer, Fair Work Australia may determine that the amount of redundancy pay is reduced to a specified amount (which may be nil) that Fair Work Australia considers appropriate.

Commissioner Michelle Bissett said the company's failure to make the redundancy payments, especially given the company wasn't under administration and hadn't been placed in receivership or liquidation, "seems to have been a deliberate decision of the company".

In denying the applications, Commissioner Bissett said she was "mindful of the fact that the [employees] in this matter were not highly paid".

Commissioner Bissett chose not to reduce the amounts of redundancy pay and dismissed the application.

# INCREASE TO THE TEMPORARY SKILLED MIGRATION INCOME THRESHOLD

From 1 July 2012, the Temporary Skilled Migration Income Threshold (TSMIT) will increase TSMIT from \$49,330 to \$51,400.

The increase to the TSMIT will apply to all nomination applications which are decided on or after 1 July 2012, regardless of lodgement date.

The increase to TSMIT means that where the market rate for a position is less than \$51,400, the position cannot be nominated under the 457 program.

## LICENSED PREMISE CHECKLIST

Documents required to be **displayed** in a conspicuous position at the licensed venue

DOCUMENT	WHERE	DONE?
Plaque displaying; <b>Approved Trading Name</b> (i.e. Yummy Tapas) <b>Class of Licence</b> (i.e. Restaurant Licence) <b>Name of licensee followed by the word "Licensee"</b> (i.e. ABC Pty Ltd "Licensee")	Above the door at the main entrance. Each letter must be no less than 3cm in height.	<input type="radio"/>
Every page of your Liquor Licence issued by DRGL	Near the main entrance or bar/till area.	<input type="radio"/>
Every page of any ongoing Extended Trading Permit (ETP) issued by DRGL	Near the main entrance or bar/till area.	<input type="radio"/>
The names of all approved managers on duty	Near the main entrance or bar/till area.	<input type="radio"/>
Dress standards of the licensed venue	Displayed at each entrance.	<input type="radio"/>

Documents required to be made **available for inspection** at the licensed venue

DOCUMENT	DONE?	WHERE
Plans of the liquor licensed area; that are outlined, stamped and signed by DRGL.	<input type="radio"/>	These documents must not be locked away.  They should be kept in an easily accessible location and stored together either in a folder or file.
Incident Register – Completed in the approved form as incidents occur or shortly thereafter.	<input type="radio"/>	
Training Register – to be completed as bar staff book in training and complete their RSA course.	<input type="radio"/>	
Copy of all RSA Training Certificates		
Approved Managers ID Card – all approved managers must have their valid Approval of Manager ID card on them at all times they are working at licensed venues.	<input type="radio"/>	
Harm Minimisation Policy, Code of Conduct and Management Plan	<input type="radio"/>	
Crowd Controllers – Notice of Authorisation form ( <i>signed by licensee or approved manager &amp; the licensed Crowd Controller</i> ).	<input type="radio"/>	
Crowd Controllers – Incident Register ( <i>content from the Crowd Controller Incident Register should be copied onto the licensee's Incident Register</i> s).	<input type="radio"/>	
Crowd Controllers Roster.	<input type="radio"/>	

\* *The conditions on your liquor licence take precedent, to ensure compliance with the Liquor Control Act 1988.*

*If you require clarification on the conditions of your liquor license, please contact Wanda Daniels-Regulatory and Policy Advisor at AHA on 9321 7701.*

## AHA(WA) CLASSROOM TRAINING

Course in Management of Licensed Premises (MLPI)

25 September Busselton  
16 October 30 October  
30 October

Beermasters Course

22 November

Cocktail Course

23 October

Provide Responsible Service of Alcohol

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

Book online [www.ahawa.asn.au](http://www.ahawa.asn.au) or call (08) 9321 7701





TRANS TASMAN  
ENERGY GROUP

# DON'T BE (PRICE) SHOCKED!!

## Current & Projected Price Increases in WA

From 1 July 2012, tariff prices have increased across WA by significant amounts. Peak rates for business tariff have gone up by as much as 15%, while Off-peak rates for business tariffs have gone up by up to 30%. These substantial increases are due to a number of factors;

- Introduction of the Carbon Tax on the 1 July;
- IMO regulatory charge increases - refer chart below;
- Network charge increases from Western Power (the WA Network Operator).

For larger businesses currently on contract, they will already be impacted by the Carbon Tax introduced 1st July, but will not see the introduction of the IMO regulatory charge and Network charge increases until October 2012.

## What to do? – Take Action!

Rest assured, however, that there are ways to mitigate the effect of these increases on your bottom line.

### Savings

Minimize your electricity cost. The cheapest electricity is that which you do not use! Conduct a simple energy audit around your site and make sure you are not simply wasting your electricity \$\$\$\$s.

### Contract Expiry

Also check your electricity contract expiry date. If within 18 months the time to seek advice is now. Why? Electricity contract prices vary up to 40% within any year. Businesses increasingly seek expert assistance with their electricity contracts. Why? Rising costs and more complex billing and retailer offers, wasted staff time, lack of expertise etc. If you do yourself then:

- Seek prices from all retailers at market low points. 'Timing' of the market is critical – so renew (or forward contract) at market low points;
- Effectively compare **all price aspects** in retailer offers. Review clauses as carbon tax may vary between offers!;
- Don't get caught by 'hidden' charges or high metering costs, or paying for services you do not need;
- Establish a contract length that provides 'value versus price risk'.

### More information?

If AHA WA members would like any advice regarding the carbon tax or assistance with electricity contracts please contact Edwin at TTEG (an AHA WA corporate member) today on (03) 9418 3962 or [info@tteg.com.au](mailto:info@tteg.com.au).



craft.  
by  
steelite

Commercial Chinaware with a Personal Touch



steelite  
INTERNATIONAL

stanlee<sub>WA</sub>

Steelite International has launched a beautiful hand crafted range of commercial dinnerware inspired by the traditional craft potters of days gone by.

Craft is a beautiful rustic range that offers a unique and individual dining experience. The warmth and natural elements are created with beautiful lustrous glazes applied by hand that react naturally in the kiln to give a distinctive appearance.

Explaining the design influences for the new 'Craft' range, Andrew Klimecki, Head of Design and Product Innovation for Steelite International says "We took inspiration from the local area and the simply county wares made by generations of potters over hundreds of years.

"Craft provides a simple but distinctive platform for the chef to display their creative flair and skill."

The Craft range consists of Freestyle Platters, plates, bowls, beverage service items and is available in four colour styles - blue, green, brown and terracotta. All items are fully manufactured in Stoke-on-Trent, England, and covered by Steelite International's Lifetime Edge Chip Warranty, giving users a level of confidence and assurance that is unmatched by other chinaware brands sold in Western Australia.

Craft and Steelite's other ranges are exclusively available to the WA Hospitality industry through Stanlee W.A. For more information, or to view samples please contact the team at Stanlee W.A.

Tel: 08 9244 3055

Email: [info@stanlee.com.au](mailto:info@stanlee.com.au)

Web: [www.stanlee.com.au](http://www.stanlee.com.au)

★ LIFETIME ★  
EDGE CHIP  
WARRANTY  
YOUR CONFIDENCE ASSURED

# Who will be the 2012 AHA 6PR De Bortoli Pub of the Year?



Listen to Karl Langdon **every Friday** at around **10:45am** with Paul Murray on **882 6PR**.

Karl reviews one of the latest Pubs under consideration. The AHA 6PR De Bortoli Pub of the Year will be announced later this year.



Australian Hotels Association  
WESTERN AUSTRALIA



DE BORTOLI WINES

