

HOSPITALITY WA

The Magazine of the Australian Hotels Association (WA)

July 2010 - Issue 19

Hospitality Expo 2010

Looking back

Smokers urged to THINK2WICE

Shaking the foundations

Kalgoorlie's earthquake

GREENHOUSE Gardening not architecture



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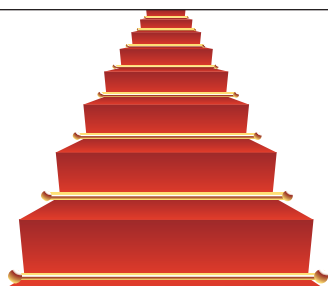
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LIFE OF CONTRADICTIONS

The first six months of 2010 have thrown up some challenges for the hotel and hospitality sector. In the coming months we will try to make sense of the contradictions in policing attitudes towards licensees and the most significant restructure of the State Government's tourism agency.

Last month, Tourism WA announced a significant restructure and refocus that will cull 53 per cent of its workforce in the promise of freeing up \$31 million to directly market WA as a destination to the world.

The AHA is genuinely concerned that changes to Tourism WA must be in the industry's and community's interests and that sound reason is at the core of any refocus. We are now waiting for the Tourism WA Board to release the objective research, which substantiates the changes, but do hold concerns in relation to the appropriation funds in the forward estimates and the future success of any TWA marketing campaigns.

In light of the fallout from the Federal Government's recent attack on the mining sector, there has never been a more important time to focus on building industries that can fill a void left by any downturn in mining a resources boom.

Other states in Australia have strong tourism industries that rival mining, manufacturing and agriculture. New Zealand, which doesn't harvest its mineral wealth, essentially exists as a tourism economy. It's time to seriously build tourism in WA.

I am also concerned that the changes will see us relinquish WA's presence in key Asian markets including Japan and China in favour of outsourcing our brand and relationship building to local, private companies.

Accommodation property managers have told me that a key business-driver for their hotels is to ensure they have their own people on the ground in Asia, selling their own message and building strong relationships. Tourism in WA deserves the same.

Recently I received correspondence from an AHA(WA) member outlining an issue relating to WA police that is neither comforting nor acceptable.

The AHA(WA) member informed me that he had been robbed of a week's worth of takings, totaling tens of thousands of dollars, one night after closing his venue.

The member reported the incident to police immediately and advised police the perpetrator had fled. He was advised that a patrol car could not be dispatched that time, and no incident number, which is required by insurance companies, was provided to him.

After 13 days, the member's file was still to be assigned to an investigator and his money was still on the run. Ultimately, it took the intervention of the member's insurance company's assessor before Police acted.

If you compare the response of the Police in this instance relating to the theft of a substantial amount of cash, with the actions of the Licensing Enforcement Division's compliance drive, then the inequities highlighted in this situation are glaring and completely unacceptable.

A short time prior to the robbery, the member's hotel was visited by LED officers on two separate occasions. On both occasions LED officers were accompanied by two patrol cars full of officers.

On the first occasion, the hotel received an infringement for permitting patrons to drink outside of the licensed breakout area. No warning, no delay, just an instantaneous police response.

Members appreciate the modus operandi of the LED, which was clearly outlined recently by Assistant Commissioner Shayne Maines and Detective Superintendent Jim Migro at the AHA Hospitality Expo. But, they rightly feel victimized in situations when they require legitimate police assistance and receive very little help.

Finally, I want to thank everyone involved in June's AHA Hospitality Expo. It was an outstanding event and I am delighted with the feedback presented by exhibitors and delegates. Only 12 months until, with your support, we can do it all again. **H**

Bradley Woods
CEO / Executive Director



SHAKE THE FOUNDATIONS



Recreation Hotel

On Tuesday 20th April 2010, Kalgoorlie-Boulder was rocked by a 5.0 magnitude earthquake. It sent shockwaves throughout the Goldfields community and caused immense damage to some of the historic hotels, pubs and buildings that define the region. In this special report, Hospitality WA speaks to The Recreation Hotel's, Laurie Ayres, about the harsh realities for members facing life in the wake of this natural disaster.

The epicenter of the quake was located 10km to the south-west of Kalgoorlie; the shaking was so violent that almost every building on Boulder's epicenter, Burt Street, suffered some form of structural damage.

That damage extended to the historic and iconic hotels that have graced Burt Street and served the mining community for the more than 100 years.

In the immediate aftermath of the quake, all of Boulder's hotels were closed. Some are yet to reopen; some have been able to open parts of their operations, all have required assessment for structural soundness before being able to welcome any of their regulars back.

Two days after the quake, Laurie Ayres, feared for the future of his century old hotel.

"There's major cracking and part of the facade has caved in on the roof," Laurie told the Kalgoorlie Miner.

"Part of the side wall's fallen over onto the neighbour's side of the fence and the roof's dropped."

Laurie also called on State Government assistance to save the heritage buildings at the heart of the goldfields community.

"The people who operate these buildings are only there a small amount of time in the life of the building," Laurie told the Kalgoorlie Miner.

"I'd hate to think I'm the person that's not going to do the right thing with this building, but commercially we've only got so much money to play with. To take it away will be devastating."

The State Government has committed \$5million towards the Goldfields Earthquake Restoration Fund, which will be allocated for the ongoing restoration of heritage buildings in Boulder's Burt Street precinct and adjacent areas.

Two months after the quake Laurie

has been able to reopen 50 per cent of "The Rec", although his accommodation rooms are still graced with scaffolding fixings.

After owning the hotel for 20 years, Laurie is now looking at a repair bill estimated to be close to \$2million, but at least he's able to go back to doing what he loves to do.

"The Locals are happy that the hotel is open again; all of them have understood the reasons behind us being closed," Laurie says.

"The assistance package will do something, but this event has made me wonder about in what capacity do we value heritage?"

"Heritage costs money, but needs to be maintained. It is irreplaceable and unquantifiable in dollar value. Insurance coverage forms a major part of this as well." H



HERITAGE AT HEART

In April, Kalgoorlie and Boulder were hit by an earthquake that has had a profound effect on some of our Goldfields members.

Historic hotels have been damaged, pubs have been shut down and the future for many remains uncertain.

I can't explain just how hard the road ahead will be for many of our regional members as a result of the recent disaster. As a country boy from Mount Barker I know how magnificent our historic country hotels are and the importance they play in regional areas. They are the lifeblood of many regional communities.

I have been deeply saddened by reports that some hotels will not be returned to their pre-quake condition due to the expensive cost of repairs.

During my recent visit to the region it struck home how important it is to be vigilant about the business of insuring one's properties adequately.

As an industry we have been through some difficult economic times; throw a natural disaster into the mix it really makes for challenging times ahead especially as many of these buildings are heritage listed.

One thing I do share with my Kalgoorlie/Boulder colleagues is a genuine understanding of the importance of our mining sector, which is why I am shocked with the Federal Government's pursuit of a proposed super profits tax.

As a licensee of a venue located in a town reliant on the proliferation of the mining sector, I am aware of the sentiment of the workers driving the industry. I know people are worried about their futures, their jobs and the jobs of family members who work in industries associated with mining.

People are concerned about the way the 'debate' and 'consultation' has been managed. A new Prime Minister has generated more uncertainty.

There appears to have been consideration of how such a tax will impact service industries such as ours.

This has the potential to flow right through entire

economies, including accommodation properties, traditional pubs, bottle shops and bars.

Governments of all persuasions need to remember that proper consultation is about talking to stakeholders and the community first not the other way around. This seems to be a policy designed to secure the vote of people in NSW and Victoria over WA voters.

My casual observation of politics is that effective leadership is about winning over the hearts and minds of the voting public. The debate surrounding this proposed tax seems to have extended beyond whether this policy is right. The debate has shifted to the very manner in which policy is developed and implemented. I guess only time will tell and what the eventual outcome will be of this tax regime and the forthcoming federal election.

On a brighter note, I am sure I speak on behalf of all members when I say what a fantastic job done by the AHA (WA) staff in putting together another outstanding Hospitality Expo.

Once again the industry showcased the best and latest in the WA liquor and hospitality industry. The 2010 Synergy WA Hospitality Suppliers Awards were presented at the very enjoyable AHA Customers ATM Gala Dinner.

The Expo was very impressive. The number and quality of the displays was excellent. The diversity on show from food and beverage, hotel equipment and supplies as well as the latest in technology of innovation was an exciting market place for attendees to obtain new ideas to develop and enhance their venues.

To Bradley, the AHA team, exhibitors and to our valued sponsors well done on yet another exceptional event. **H**

Neil Randall
State President

SMOKERS URGED TO THINK2WICE

The Western Australian Local Government Association (WALGA) has thrown its support behind the Australian Hotels Association (AHA) WA's push for smokers to be courteous to non-smokers and to dispose of their cigarette butts responsibly in and around hospitality venues.

In August last year, the AHA(WA) launched THINK2WICE, which is thought to be the first campaign in the world driven by the retail industry designed to encourage smokers to be considerate of others and dispose of their cigarette butts responsibly, while at the same time discouraging underage youth from trying to purchase cigarettes.

After running the initial THINK2WICE campaign for two (2) month period in selected taverns and pubs throughout Western Australia, the AHA(WA) has expanded the scope of the campaign in 2010.

THINK2WICE campaign material will be displayed in AHA member venues between Sunday 18 July and Monday 16 August 2010.

AHA(WA) CEO, Bradley Woods, says the campaign was being expanded after a successful trial period and that the support of local governments was a critical aspect of reaching a wider audience.

"THINK2WICE is all about education, self-regulation and providing people with tangible alternatives to simply tossing their cigarette butts randomly," he says.

"THINK2WICE is about promoting a positive change in behaviour so we reduce the amount of cigarette butts scattered throughout our environment and we encourage

consideration and mutual respect within patrons.

"Our staff don't hold the authority of council officers or rangers in enforcing smoking regulations through fines and infringements, but we can position ourselves as conduits for peer-to-peer communications in order to change peoples' attitudes."

Bradley Woods says it was up to the industry sectors that have an obligation to cater for smokers and non-smokers alike to send a proactive and positive message to the community.

"We are sending out a clear message to smokers that they need to respect the rights of others and should take responsibility for the litter they create," Mr Woods says.

"People smoke in outdoor areas of hotels and bars and they purchase their tobacco products from convenience stores and service stations, so these places are excellent venues to capture and educate people in relation to doing the right thing.

"We have a responsibility to cater for both smokers and non-smokers comfortably and we want smokers to think twice when they are smoking around others, be considerate of the rights of people who don't smoke and to always dispose of their cigarette butts responsibly.

"As key stakeholders, the hospitality and retail industry sectors have responded to the ongoing political and social debate relating to smoking by implementing a campaign that supports, and in most cases exceeds, the expectations of the community and all levels of government."

The key campaign messages that will be displayed throughout selected taverns, pubs and convenience stores are:

- Smoking around others? THINK2WICE
- Finished smoking it? THINK2WICE
- Buying cigarettes underage? THINK2WICE

WALGA CEO, Ricky Burges, has provided her support for the campaign on behalf of the local government authorities throughout WA.

"The THINK2WICE campaign is one of those initiatives that you really wish wasn't necessary but unfortunately sometimes people need reminding to do the right thing," Ms Burges says.

"The AHA has the support of WALGA in the campaign as ultimately our members share responsibility in ensuring amenities are at an acceptable standard for the public and that includes issue of litter." H

GARDENING NOT ARCHITECTURE

Customers looking for a small bar with the sole desire to “warm the heart and nourish the soul” can look no further. Perth’s Greenhouse is the new kid on the CBD block that is aiming to seduce the taste buds and also leave an indelible impression in people’s mind. The Greenhouse challenges people to think about how they can alter the impact of the human footprint on the fragile earth.

Located in Perth’s city centre, Greenhouse offers a small sanctuary within a concrete jungle of skyscrapers and other buildings. This is achieved through vertical foliage extending lush plants to the rooftop, which is overflowing with the fresh garden bar.

Restaurant and cocktail professional, Paul Aron, and Age Barista of the Year, Jason Chan, had a vision of creating a venue that would offer a serene atmosphere that revitalises the senses. They teamed up with designer Joost Bakker to build a unique bar and restaurant that delivers a fine balance between functionality, sustainability and beauty.

With a top contender of The 2010 Lifestyle Food Channel Regional Culinary Competition running the

kitchen, Greenhouse runs like a well oiled machine plating delicious meal after delicious meal.



The inspiration behind the Greenhouse was to provide visitors with an experiential learning endeavour, opening their eyes to the changes that can be made in order to reduce the negative impact on the earth.

This has been done by using recycled, or recyclable, materials in the making of the building and the operation of the venue, such as using straw bales in the walls which keep the place warm in winter and cool in summer, natural latex is used to make the cushions on the chairs and old gas cylinders are used to make the quirky-yet-innovative ice buckets.

Greenhouse has its own worm farm, which is utilised to minimise and reduce the amount of waste produced, and they grow herbs on



Greenhouse

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the roof top and surrounding gardens to use in the food and drinks.

Greenhouse owner, Paul Aron, says that the idea behind the venue of maximizing the floor area to create a viable high volume hospitality operation in a green environment has resonated with customers.

“Hospitality is about working hard to

make people feel totally comfortable in your work environment, service is the key. I think a lot of people forget that,” says Paul.

“Our customers are extremely supportive of the green approach we have taken, they understand that we are not trying to be everything but appreciate our efforts. We are developing a loyal following of people who love the simple fresh seasonal produce we are preparing and our recently launched cocktail list utilizes house grown herbs and is proving to be a hit.

“It seems that the new venues popping up in the city all have their own really individual personality. This is great as it gives people choice and the opportunity to walk between venues, and that makes for a fun night out.”

The menu for Greenhouse was developed with the philosophy of creating fresh seasonal dishes using high quality local produce at a price point that will not break the bank.

The menu jumps off the page and

onto your plate bringing with it crisp fruit and vegetables, bread still warm from the oven, succulent meats and if you so choose, a cocktail to perfectly compliment the meals. With dishes designed to include the very best of each season’s growth, you are in for a treat any time of year.

Situated at 100 St. Georges Terrace, Perth, Greenhouse is open Monday and Tuesday 7 a.m till late, Wednesday to Saturday 7 a.m. till 12.00 a.m. **H**



Head Chef Matt Stone, Owner Paul Aron and Designer Joost Bakker.





OFF THE BENCH

The Liberal-National State Government's second budget was handed down last month by Premier Colin Barnett, approximately three weeks after former Treasurer Troy Buswell resigned from State Cabinet.

In introducing his government's fiscal policy for the coming financial year, the Premier/Treasurer stated that despite the uncertain economic times the government had still achieved budget surpluses.

Notwithstanding the Premier's desire to deliver budget surpluses, all Western Australians will be feeling the effect of the government's decision to increase prices for electricity, gas and water. The Premier explained the price-hikes in his budget speech by saying the increases "reflect the true cost of delivering" these essential services.

Small business will be a budgetary winner and finally receive a share of the \$100 million payroll tax rebate, which was foreshadowed in last year's budget, in the forthcoming months.

Of interest to the hospitality and tourism industry is the announcement of Tourism WA's restructure. It is said that Tourism WA's new business model will refocus the agency on three core functions – marketing the State, developing, attracting and promoting major events as well as

developing significant infrastructure and projects.

While the Premier and the Minister for Tourism had little to say on the agency's restructure, TWA's Chairman of the Board of Commissioners, Kate Lamont took the lead to promote the new business model. Mrs Lamont stated the agency's shakeup was a direct result of industry consultation and was driven by the tourism sector.

As a former shadow minister for tourism, I am questioning the decision making process. During my 12 years in public office, I learnt that effective consultation was underpinned by a number of key principles, including the provision of information and feedback. There also needs to be clear parameters in relation to evaluation and reporting, which throughout any community and or stakeholder engagement process ensures transparency.

I would suggest that during this decision making process there has been a lack of information and feedback provided to the industry most likely to be impacted by the changes. A synopsis of the shakeup

sees 84 jobs being axed and office closures in the regions and overseas, with those services being either relocated to the Perth office, other government agencies or outsourced to the private sector.

While the restructure is meant to free up funds previously used to pay salaries and administrative expenses into marketing the State, developing, attracting and promoting major events and developing significant tourism infrastructure and projects, we need to carefully examine the forward estimates to ensure the budget papers and the TWA Board are singing from the same hymn sheet.

On paper, it appears that funding for the three core functions in the forthcoming years show a reduction. This is something that must be monitored very closely in conjunction with examining the operation of the agency during the transition phase delivers real results for the tourism sector. **H**

*Katie Hodson-Thomas
Special Counsel - Government
Relations & Policy*

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BRIDGETOWN HOTEL JUDGED THE BEST

The Bridgetown Hotel has been judged the winner of the 2010 WA's Best Country Pub Steak Sandwich Competition after a sizzling cook off at Burswood Entertainment Complex during Hospitality Expo 2010.

There was fierce competition between the five country finalists, Last Chance Tavern in South Hedland, Southerly's Harbour View Bar & Restaurant in Port Denison, Mundaring Hotel, Exchange Hotel Kalgoorlie and Bridgetown Hotel.

The Australian Hotels Association (WA), Tourism WA and Lion Nathan hosted the search for the great taste of country WA, which culminated in the Steak Sandwich Cook-Off at the AHA Hospitality Expo 2010.

The Bridgetown Hotel's steak sandwich was judged the best of the five finalists by a panel of judges consisting of WIN Television's Deb Kennedy, FOX SPORTS commentator and West Coast Eagles great Glen Jakovich, Lion Nathan's Regional Director - WA Brett Grebert and AHA(WA) CEO Bradley Woods.



Matt Dalton-Smith, Exchange Hotel Kalgoorlie; Beth Allen, Mundaring Hotel; Chris Nichols, Last Chance Tavern South Hedland; Michael Mullavey, Southerly's Harbour View Bar & Restaurant Port Denison and Luke Butler, Bridgetown Hotel.

"The steak sandwich is an Australian icon that can define, not only a hotel, but an entire region when locally-grown produce is used to create a culinary masterpiece," says AHA(WA) CEO Bradley Woods.

"Each year we search each of the State's tourism regions to find the best steak sandwich available at one of our great country pubs."

Judging for "WA's Best Country Pub Steak Sandwich" was based on a number of factors including the tenderness and quality of the steak, presentation, sauces, flavour, value for money and the quality of the sides that accompany the sandwich.

The five finalists were determined by consumer voting.

"Each of the entrants was unique in regards to their presentation, ingredients and taste and highlighted the fact that you can go into any country pub in WA and enjoy some fresh, quality fare that has been produced with local ingredients."

Thank you to Synergy and J.L. Lennard for supplying the cooking equipment and congratulations to all the finalists for presenting steak sandwiches of the highest quality, made with the freshest local ingredients from the regions they represent. **H**



THE CHASE IS OVER IN BALDIVIS

In October 2009, the community of Baldivis stopped searching for a great venue of their own. The Chase Bar & Bistro provides a family focussed venue that offers everything a community needs, including great food and a fantastic environment to unwind, have fun and catch up with friends.

As the newest establishment in the area, The Chase Bar & Bistro is named after a new land sub-division in Baldivis. Surrounded by a shopping centre, the venue sits as a focal point for new development plans of a community centre, library and retail shops in the surrounding area.



“Five years ago when we purchased the land from the Stockland Group we realised the location’s potential of becoming an extremely populated town,” says owner, Craig Yeo.

“The Tavern sits on 2000sqm of land, it was designed to be a large venue as in forthcoming years with increasing urban sprawl, Baldivis will be a thriving and full community and The Chase has the capacity to accommodate.”

The Chase’s ever growing reputation is spreading throughout local suburbs as it establishes itself as a community landmark for a great dining experience and through its support for schools, sporting clubs, local businesses and senior citizens.

“The Chase Bar & Bistro caters for all ages and endeavours to create a very family and community orientated venue,” says Craig.





The Chase Bar & Bistro
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“Our vision going forward is to build our reputation on great service and great food at an affordable cost for patrons. To-date, we have received an exceptional response from patrons.”

The venue boasts a modern contemporary design whilst creating different atmospheres in three bars to suit every patron.

The Bistro focuses on creating a family friendly environment with a children’s menu and caters for large

group bookings with a total capacity of 160 people. It incorporates an alfresco area overlooking a landscaped grass area catering for up to 100 patrons.

The Lounge Bar allows patrons to relax in the couches and chat in front of the feature log fire, with a choice of 14 tap beers, 30 package beers, an extensive range of spirits and a wine list of local and interstate wines, patrons are spoilt for choice.

The popular Sports Bar catches all the sporting action with a massive projector screen and five plasmas, as well as incorporating pool tables and a jukebox. For those wishing to chance their luck patrons can also have a punt at the TAB which is open every day.

Food offerings at The Chase are wide-ranging. The buffet breakfast is available every Sunday, with the Bistro open seven days for lunch and dinner. Bar snack menus are available in addition to the full a la carte menu featuring daily chef specials. All main meals include access to the massive



salad bar showcasing fresh produce.

Live Entertainment every Friday night from 8.30pm showcases some of Perth’s premier bands.

The Chase Bar & Bistro function room can be exclusively hired for any occasion. Whether it is a stand up cocktail function, sit-down a la carte or buffet, or intimate gathering on the deck The Chase has it covered. When not in use the function room converts into a live music area so patrons can dance the night away. **H**





OVER A BEER WITH BRIAN

With this year's Hospitality Expo over, I am currently working out the next six month's meeting schedule so that we can load it onto the AHA website and allow plenty of opportunity for you to attend. The feedback I have received about Expo has been brilliant, with members seeing plenty of benefit in attending.

I would like to also mention our members in Boulder who have undergone a two month period of disruption to their businesses as a result from the earthquake. It's great to see them starting to get back to business.

One issue that I have had plenty of enquiries about lately relates to local Councils / Shires charging licence fees for Registration of a Food Business and Registration of a Lodging House. I thought I would briefly cover how the new system works.

Food Businesses

The introduction of the Food Act 2008 has changed the landscape for licensed venues in regard to payment of fees to your local authority. Whilst we previously had an exemption due to our liquor licence classifications, we are now required to be classified dependent upon our operation.

You most likely will have already lodged an application for your Registration of a Food Business, and additional to this, the local authority may well also charge you an annual inspection fee. This is to cover the costs of an inspector to visit your venue and ensure that everything

meets the current requirements.

The main objects of the Food Act 2008 include the following —

- (a) to ensure food for sale is both safe and suitable for human consumption;
- (b) to prevent misleading conduct in connection with the sale of food;
- (c) to provide for the application in this State of the Food Standards Code.

This means that an authorised person may enter your premises to inspect and ensure that compliance of the above objects is maintained.

Lodging Houses

Regarding the registrations of a Lodging House, an exemption for a venue which holds a hotel, hotel restricted licence, is still maintained under the Health Act 1911. If you do not hold this licence category, then you are required to ensure your business is registered with the local authority.

An authorised person from the local authority may wish to inspect your venue, and I would allow them to do so, although if the mention of paying for

this privilege was to occur, then I would also mention the above exemption. Ultimately, the local authority does have a responsibility to ensure proper hygiene requirements are met.

Congratulations

It was pleasing to see the announcement from Hon John Castrilli, MLA in his capacity as the Minister for Heritage, recognising the Quindanning Hotel's listing on the State Register for Heritage Places.

Congratulations to the Lavender family for their time and extreme effort put into restoring the hotel to its original charm, and allowing the wider local community the opportunity to continue to enjoy their services. If you are looking for a pleasant, relaxing time within a short drive from Perth, then make the trip to Quindanning Hotel and see what they have done.

As always, if you need an answer to your questions, please don't hesitate to give us a call and until next time, keep on pouring. H

*Brian Moar
Membership Manager*

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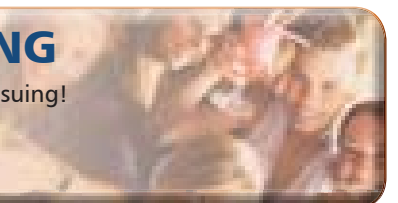
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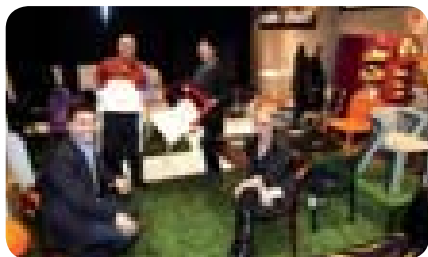
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**Table & Chair Company
with Crema Gourmet Coffee Roasters**

Brilliant green lawn covered the floor surface highlighting the colourful and varied furniture products within the booth. Accompanied by Crema Gourmet Coffee Roasters, visitors to the Table & Chair booth enjoyed premium coffee whilst trying out the range of tables and chairs on offer in this clever café style interactive display.

Table & Chair is a renowned designer furniture studio that specialises in hospitality, commercial and residential fit outs. For more information visit www.tableandchaircompany.com.au



Best Overall Booth

**Lion Nathan's Specialty Beer
Budweiser**

The Budweiser booth was a nucleus of energy and excitement. Customers of Lion Nathan were selected to battle it out in the 'Bud Bar Foosball Competition' which culminated in the competition winners - Carlo Scaffidi and Anthony Coci - from The Burrendah Tavern receiving a trip to the USA! The glowing Budweiser bar and big screen drew visitors from the expo to sample the product and soak up the excitement of foosball mania.

For more information visit www.lion-nathan.com.au



Best New Exhibitor

**Freshcorp
Excellence from farm gate to plate**

As a first time exhibitor at Hospitality Expo, the 6m long Freshcorp booth was awash with vibrant coloured, flavoursome looking fruit and vegetables that drew visitors to sample the fresh produce.

Freshcorp is an innovative and progressive fruit and vegetable wholesaler specialising in local seasonal produce and sourcing the world's finest fruit and vegetables, for the hospitality industry.

For more information visit www.freshcorp.net

ACCOMMODATION, DINING, DRINKS AND COMPONENT PRICING

Many hotels advertise packages that not only include accommodation – but other extras such as a tour of the local area or a buffet breakfast.

When promoting these products and services, it is important to ensure that advertisements do not breach the consumer protection provisions of the *Trade Practices Act 1974* (the TPA), in particular the component pricing provisions.

Component pricing is where a business represents part of the total cost of a good or service to consumers.

To avoid breaching the TPA's rules on component pricing, whenever a business advertises a price for a good or service, they must also show the prominent single (total) price payable for the goods or services—if it can be quantified or calculated.

For example, if a hotel package is advertised at \$399 for one night's accommodation, full buffet breakfast and tour of the local wineries then \$399 must be the total cost of the package. The hotel should not subsequently add on any taxes such as GST, the cost of a fuel surcharge or entry to the wineries.

Similarly, restaurants and cafés must always show the single (total) price for all of their menu items, to the extent it is able to be quantified when the price representation is made.

It is common for businesses to impose a compulsory surcharge on public holidays. Where this additional cost applies, all price advertising must show the price payable on public holidays to the extent that the price can be quantified.

A percentage surcharge is quantifiable as it is calculated as a percentage of each

individual menu item. On the other hand, a surcharge imposed as a flat dollar rate per person is not quantifiable as each individual customer pays the same flat rate no matter how many menu items they order.

It is also important to remember that in addition to complying with the component pricing rules, you should ensure that when you advertise any price that you are clear about the price and any inclusions so as to avoid misleading consumers. **H**

The ACCC has produced a publication on this topic entitled *News for business – component pricing restaurants, cafes and hotels* which you may wish to refer to for further information. It is available via the ACCC's website at www.accc.gov.au

HOSPITALITY IN FOCUS

The AHA Hospitality Expo 2010 kicked off in style with the AHA Customers ATM Gala Dinner and presentation of the 2010 Synergy WA Hospitality Supplier Awards and continued with two days of the best of hospitality on show.

The evening of Monday 31 May saw The Astral at Burswood Entertainment Complex awash with glitter, glamour and celebration.

Guests enjoyed a gourmet banquet, including an entrée of marinated lobster followed by a Duo of Lamb, all topped off with a Jaffa Bar served with a mini chocolate dipped ice cream cone for dessert.

The evening acknowledged the outstanding achievements of industry suppliers, with Lion Nathan taking out overall supplier of the year.

Once the formalities were over, live music from 'Housequake' had the dance floor flooded with enthusiastic children of the 70's and 80's.



One of the highlights of the night was the presentation of the '2010 Liquor Hospitality Industry Achievement Award', which went to Foster's Group's Neil Grant.

Neil has been a part of the industry for more than 30 years and is a true brand ambassador highly that is highly respected by his peers. He was one of the key driving forces behind the re-establishment of the Penfolds brand and is currently the National



84% of visitors to the expo were key decision makers keen to find new innovations in the industry as well as taste and test new products.

72% of visitors arranged to do business with one, or more suppliers while at the expo which mirrored many exhibitor testimonials of receiving great leads across both days.



Hospitality expo

Hospitality Conference & Expo



One satisfied visitor stated that "a visit to the Expo will give you more opportunities for your business than you could possibly think of doing in three months."

Trade Relations Manager of Foster's Group.

The Hospitality Expo speaker's sessions attracted an enthusiastic crowd this year with a focus on WA being positioned on the cusp of positive economic times.

Hon Bill Marmion MLA, Minister for Commerce, provided delegates with key information relating to the future. Minister Marmion was followed up with a fantastic presentation by The Barefoot Investor, Scott Pape, who was joined on stage by HOSTPLUS financial adviser Greg Clerk.



The National AHA CEO's came to Perth to provide valuable insights into the major issues confronting the hotel and hospitality sector across the nation. The AHA(WA)'s own Workplace Relations experts provided important information relating to the the key issues and challenges of the new modern award.

WA Police Licensing Enforcement Division's Shayne Maines and Jim Migro drew a crowd who were eager to hear what the two top cops had to say about the future focus for police enforcement.

The Hospitality Doctor, Max



Hitchins presented an entertaining and informative session on how to survive in today's competitive marketplace through using modern online technologies to increase profits. Ian Knox, Managing Director of HFM Asset Management provided essential information on building a green business.

The AHA Diageo Cocktail Function on Tuesday night provided a great opportunity for networking. The Botanical Rooms were packed with guests enthusiastically chatting about the expo and making future contacts.

The Expo was a great success again this year with over 2500 visitors coming through.

Once again the AHA(WA) has put together the best annual industry Expo on offer in Western Australia, and is set to exceed expectations again next year with 99% of this year's attendees expressing interest to attend. [H](#)



AHA Customers ATM Gala Dinner



and the presentation of the

2010 Synergy WA Hospitality Supplier Awards



1. Non Alcohol Beverage Supplier & Service Provider of the Year – Metropolitan
Schweppes Australia



11. Hospitality Product & Accessory Supplier of the Year – Metropolitan
HISCO Hospitality & Healthcare



2. Non Alcohol Beverage Supplier & Service Provider of the Year – Regional
Coca-Cola Amatil



12. Hospitality Product & Accessory Supplier of the Year – Regional
BOC Ltd



3. Beer Supplier & Service Provider of the Year – Metropolitan
Lion Nathan



13. Hospitality Service Provider of the Year – Metropolitan
HOSTPLUS



4. Beer Supplier & Service Provider of the Year – Regional
Lion Nathan



14. Hospitality Service Provider of the Year – Regional
Aon Risk Services



5. Wine Supplier & Service Provider of the Year – Metropolitan
Constellation Wines Australia



15. Hospitality Education & Training Provider Award – Metropolitan & Regional
Hospitality Group Training



6. Wine Supplier & Service Provider of the Year – Regional
Foster's Group



16. Overall Supplier of the Year
Lion Nathan



7. Spirit Supplier & Service Provider of the Year – Metropolitan
Coca-Cola Amatil



17. Best On Premise Beverage Promotion Award
Lion Nathan - Swan Draught Love Your Local



8. Spirit Supplier & Service Provider of the Year – Regional
DIAGEO Australia



18. Best Bottleshop Promotion Award
Foster's Group - VB Pop Up Pub



9. Food Supplier & Service Provider of the Year – Metropolitan
Sealanes



19. Best New Beverage Product Award
Lion Nathan - Tooheys Extra Dry 5 Seeds Cider



10. Food Supplier & Service Provider of the Year – Regional
Dardanup Butchering Company (DBC)



20. Best New Hospitality Product Award
H & L Australia - Mobotix Integrated Camera's



21. Liquor & Hospitality Industry Achievement Award
Neil Grant - Foster's Group Accepted by David Clancey





HOSTPLUS PEDAL FOR PROSTATE

The silent auction held at the AHA Customers ATM Gala Dinner on Monday 31 May raised funds for the HOSTPLUS Pedal for Prostate Project on behalf of the E.J. Whitten Foundation.



The inaugural HOSTPLUS Pedal for Prostate ride is one of the most innovative, ambitious and challenging concepts in the history of Australian charitable fund-raising.

The 25-day ride, featuring 12 members from the Metropolitan Fire and Emergency Services Board, will be held from October 31 – November 24, 2010, starting and finishing in Melbourne.



The cyclists, in a two-man relay style, will pedal 15,000kms non-stop around Australia on Highway One in a personal battle against the elements – day and night – and the distance.

Their goal is to raise several hundred thousand dollars for the E.J. Whitten Foundation, an organisation set up in 1995 to commemorate the memory of AFL football legend Ted Whitten but, more importantly, to help combat the scourge of prostate cancer.

The Australian Hotels Association (WA) is proud to support this worthwhile cause and with the assistance of Starworld Memorabilia over \$13,000 worth of items were sold on the night. Thank you to those of you who bid generously to support this great cause. **H**



For more information on the event visit www.pedal4prostate.com

STEEPED IN TRADITION

Yallingup's Caves House Hotel has a long and distinguished history that underpins the heritage-listed hotel's current operations. Built in 1903, and extensively rebuilt after fire in 1938, the grand old lady of the South West is a special place located in an equally special region.

Caves House is a popular holiday destination that attracts visitors of all ages and nationalities. The hotel's historic character and charm are complimented by its location in the heart of picturesque vineyards, peaceful bushlands and stunning beaches. Yallingup Beach is just a five minute stroll from the hotel.

The boutique country retreat provides luxury accommodation, fine dining, conference and banquet facilities, hotel bar and beer garden, all of which are encircled by extensive manicured grounds flourishing with birds, wildlife and beautiful flowers.

Accommodation options include One and Two bedroom fully self-contained apartments and Studio spa rooms at the adjacent Seashells Yallingup, plus hotel suites in the beautifully restored Caves House.

Caves House Hotel General Manager, Deborah Taylor, says the venue is famous for making guests feel welcome and very special.

"We want our guests to establish a connection to the hotel and the region, and plan to return," Deborah says. "All our rooms are well-equipped with extras that have guests never wanting to leave."

Caves House is a favourite wedding destination with the magnificent scenery creating the perfect backdrop for any couple's big day. It is also a popular honeymoon destination and the team at Caves House Hotel regularly host anniversaries for couples who have been married at the venue years earlier.

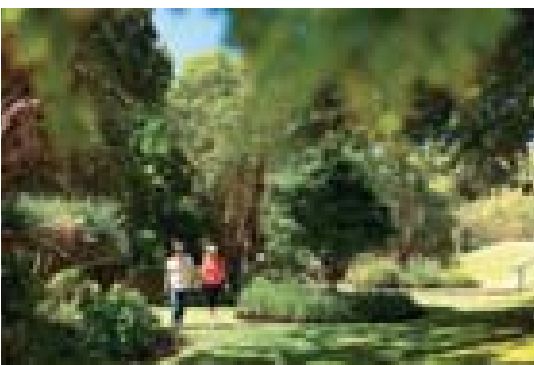
The historic character runs deep within





Caves House Hotel

Yallingup Beach Road, Yallingup
 P: 08 9750 1500 F: 08 9750 1533
 E: caves@caveshousehotel.com.au
 W: www.caveshousehotel.com.au



the foundations of the building. This is evident in the vast windows which provide spectacular views to the art deco ceiling. The four open fireplaces provide a warm ambiance on a cold winter's night.

Contrasting with the history of this 'grand old lady of the south', Caves House Hotel embraces social media technologies including Facebook and Twitter to appeal to the younger generation that flock to one of the best surf breaks in WA.

They come to have a meal or drink, catch up with friends, play pool, watch sporting events on the big screen or enjoy the live music played at the popular Sunday session.

The wide, open grounds provide great

fun for families, whether enjoying picnics or playing hide and seek.

With its enviable location in the South West, Caves House is able to draw from one of Australia's richest food and wine regions for its menu and a wealth of choices for its wine list.


"Caves House always uses local produce where possible," says Deborah.

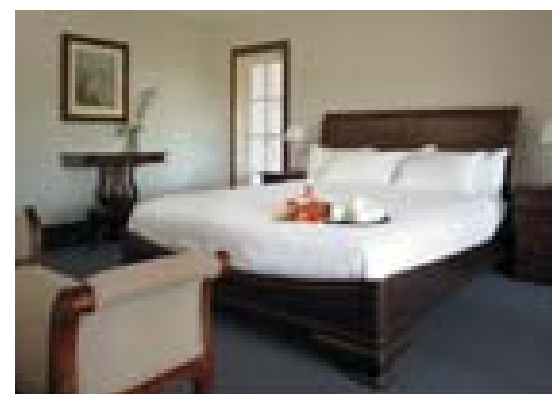
"This is for many reasons. Not only do we support local businesses, we aim to minimise the environmental impact on transporting great distances and reducing the travelling distance means the ingredients are fresher when they land on the plate."

"The signature to our menus is using fresh local produce in interesting ways. Our winter menu has seen the return of our very popular braised lamb shank with white wine, garlic, pancetta and chick peas, topped with a herb salad. In summer we offer a daily Barramundi special which is teamed up with a different side each night.

"95 per cent of our wine list is from the South West with exception of New Zealand Sauvignon Blanc and

French champagne. This allows guests who are travelling around the region to recognise wines they may have visited or passed by during their Southern adventure, and enjoy them with our great dishes. We particularly like to support the wineries that are our closest neighbours. Smaller Yallingup wines are featured through our Wine of the Month promotions and supported by staff recommendations."

Caves House Hotel can be found on Yallingup Beach Road in Yallingup and contacted on (08) 9750 1500. They can also be found on Facebook, followed on Twitter or contacted through their websites www.caveshousehotel.com.au and www.seashells.com.au 



Are your patrons, personnel, premises and profits secure?



AHAAD_20100617

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HOW SKILLED ARE YOUR STAFF?

Do your staff feel confident in refusing service in a professional and polite manner? Do your staff know the legal definition of drunk, and the signs of intoxication? We can help.

In today's climate of highly publicised anti-social behaviour generally blamed on alcohol consumption, the AHA(WA) is acutely aware of the skills your staff need to be equipped with to effectively promote & provide the Responsible Service of Alcohol.

It is no longer acceptable to simply wait until a patron is clearly intoxicated and then cut them off.

Staff now need to recognise when someone is 'on their way' to being intoxicated, and take appropriate action to ensure that you comply with the your obligations under the

'Act' and that your 'Duty of Care' is also met and adhered to.

The AHA(WA) constantly strives to deliver up-to-date and relevant information to all licensed venues in WA. A 'one size fits all' approach to liquor licensing will not suit all venues. This is why we have developed a specialised RSA Refresher course which can be tailored to suit your venue.

One of the key elements of continued success in the hospitality industry is engaging & retaining good staff by ensuring they receive the necessary training and support to

be the 'face' of your business.

It has never been more important to ensure that you and your staff are educated in the very latest RSA practices, and ensure you have the necessary skills to go above and beyond the mandatory requirements. **H**

For more information on the RSA Refresher Course please call the AHA Hospitality Training Department on 9321 7701 or email trainingevents@ahawa.asn.au or visit www.ahawa.asn.au

FAQ'S

Hospitality WA asks AHA trainer, Michael Andrew for four most frequently asked questions in an Responsible Service of Alcohol course.

Q. What is the legal definition of Drunk?

A. A person is on licensed or regulated premises; and their speech, balance, coordination or behaviour appears to be noticeably impaired; and it is reasonable under the circumstances to believe that that impairment results from the consumption of liquor.

Q. Can we serve a person water or coffee after they have been refused service of liquor?

A. No you are allowing an intoxicated person to remain on licensed premises, however there could be a contradiction between the requirements under the Liquor Control Act and your Duty of Care.

Q. What if someone is not drunk but under the influence of another substance, are we liable?

A. Potentially yes, because if a person is on licensed premises it is reasonable to assume that any impairment is due to the consumption of liquor.

Q. Is there a defence if we are issued with a Liquor infringement?

A. There is often a reasonable defence which can be mounted to most infringements, payment of an infringement is an admission of guilt to a criminal offence, always seek advice before paying any infringement. As a member of the AHA this advice is free.

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Gambling Help Online is an initiative of the Ministerial Council on Gambling (MCG) and is funded as part of an agreement between all State and Territory Governments and the Australian Government.



HOSPITALITY ACCORDING TO SWINDLE

Mike Windle, the General Manager of the Roebuck Bay Hotel in Broome, Mike has an extensive background in the hotel and hospitality industry. Hospitality WA asked him to share some of his insights into what he sees as the biggest challenges facing the industry.

Tell us how you got involved in the hospitality industry?

Mike: I entered the hospitality industry in the mid 70's where I owned and managed a restaurant in Albany called 'Mama's'.

After a period spent in the racing industry, I acquired an old building on Dampier Terrace in Broome, which I refurbished and opened as a restaurant called 'Swindles'. 'Swindle' being my nickname. Four years later I sold the restaurant, but I was still eager to stay in hospitality and Broome. For the next two years I was General Manager at Divers Tavern. I am now General Manager at the Roebuck Bay Hotel, where I have been for the last 12 years.

What do you think are the key ingredients for success in the industry?

Mike: A major ingredient is to have an extensive variety and range of products for people to choose from; taking into consideration that everyone has different tastes and you must be up with the latest trends to stay in the game. Going back 30 years there was probably only two products on premises to choose from, but today there are a multitude of products.

Good meals to please all ages are an absolute must, as well as having friendly and professional staff.

In your opinion what have been the biggest changes in the industry?

Mike: Two main changes that come to mind are the influx of liquor stores as well as trading hours.

In years gone by, successful businesses had a fair margin on their sales and this was achievable by pricing fairly. Today the margin has been totally eroded and destroyed, so it is a very different ball game. There might only be a 3% margin on some products, but if you don't have those products at that price you won't get the customers in and it means you are sending them back to the big liquor stores. If you don't compete you have few sales and therefore all the margin in the world is worthless.

Also, the growing importance of food in hotels is vital, gone are the days when patrons just come to the pub for a beer. Patrons are more discerning and look for a quality venue with quality food.

Which aspects do you think are the most difficult when working in hospitality?

Mike: I'd have to say the liquor licensing laws in WA after all the recent changes, which has made it very complex to run a venue. You need to be on top of all the laws and regulations as policing and enforcement has become red hot. I mean, the local A.D.A. office here in Broome has more than doubled its personnel in the last year.

What do you believe are the mainstream consumer expectations for today?

Mike: Today a lot more imported boutique beers like Corona are very popular and have become one of the biggest selling beers in Western Australia. Consumers expect these variety's to be available and chilled at an optimum temperature, all year round.

Any words of wisdom you care to pass on?

Mike: Don't expect to be a millionaire overnight. If you are hardworking, on the ball, up with all the new trends, particularly in entertainment and food and want to succeed, the rewards will come if you are working with good people in a great venue. **H**

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SUPER RESOLUTIONS FOR THE NEW FINANCIAL YEAR

The new financial year is an ideal time to make some superannuation resolutions. Taking control of your super with any of these five strategies could make a difference to your retirement.



1. Provide your Tax File Number

If your super fund doesn't have your Tax File Number (TFN) your super contributions may be taxed at 46.5% including the Medicare Levy. That's almost 50% of your contributions going to the tax man!

You can easily avoid the extra tax by making sure you've provided your super fund with your TFN, and possibly reclaim any extra tax you've been charged in previous years.

If you're a HOSTPLUS member, find out if we have your TFN by checking your statement, which you'll receive in September, or call us on 1300 HOSTPLUS (1300 467 875). If you're not sure what your TFN is, call the tax office on 13 28 61.

2. Get your super sorted

Having multiple accounts means more fees, more paperwork, and less money in your retirement. And while you can't control the markets or investment returns, you can control the fees you pay.

When you roll over your other accounts into HOSTPLUS you'll pay just one fee of \$1.50 a week – plus investment expenses that apply with all funds. Even better, the HOSTPLUS' \$1.50 member fee is guaranteed not

to increase until at least 31 December 2010.

3. Top up your super

Making extra contributions now could make a real difference when you retire. HOSTPLUS members can add extra money to their super via BPAY, direct debit deductions, cheque or you can arrange with your employer to put some of your pay straight into your super account.

And you may be eligible for free money from the Government if you top up your super through the co-contribution scheme. From 1 July 2009, the maximum co-contribution rate is 100%. This means that if you're eligible, for every \$1.00 you contribute to your super from your post-tax income, the Government will match it dollar for dollar up to \$1,000. It's a great deal to get free cash for nothing!

4. All too hard? Get some financial advice

Paying off debt? Saving for a holiday? Whatever your financial goals, you'll find them easier to achieve with some advice.

HOSTPLUS members have access to a dedicated financial planner from Industry Fund Financial Planning (IFFP) (AFSL 232514). Members are also entitled to a FREE fact finding

consultation to get them started.

Super laws are always changing and the new financial year is a great time to make sure you're doing the right things for your super, especially if you're a high income earner, close to retirement or salary sacrificing large amounts of money into your super.

5. Take advantage of all the extras

HOSTPLUS members have access to a range of additional benefits including discount travel and accommodation, low cost banking and reduced private health insurance rates.

HOSTPLUS have also teamed up with Scott Pape, the Barefoot Investor, to develop a financial initiative -Ka-Ching! Ka-Ching! – making it simpler for super members to reach their financial goals. Visit the website kachingkaching.com.au and order your FREE Ka-Ching! Ka-Ching! Pack online. 

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dedicated WA office Account
Managers call (08) 9260 4678

The information contained in this article is general advice only and has been written without taking your personal situation into account. You need to apply the concepts to your own situation and consider the appropriateness of any general advice before making any decisions. You should also consider seeking professional advice before acting on the information provided here. Provided by Host-Plus Pty Limited ABN 79 008 634 704, AFSL No. 244392, RSEL No. L0000093, RSE No. R1000054.

DWYER DURACK

LAWYERS

Peter Fraser has joined Dwyer Durack as the senior lawyer specialising in liquor licensing and criminal law. Peter has 14 years experience, representing and advising in liquor licensing issues within WA. Industry members are experiencing increased scrutiny from the liquor enforcement unit which has resulted in increased prosecutions. Many of the cases in which Peter has represented licensees have involved under cover officers being on premises for up to 4 hours without staff being aware, and officers using mobile phones to record incidents. This has resulted in not only the licensee, but the approved manager and other staff members facing charges. The danger of a licensee having a lengthy record of convictions can impact upon future applications and the manner in which the venue trades. Increasingly Peter is not only involved in representing licensees in court, but also advising

how to improve their security measures to prevent such charges from being laid.

As one of the AHA's newest corporate members, Dwyer Durack is well placed within the industry to cater to all of the legal needs of members. Other areas Dwyer Durack can assist are in the preparation and review of lease agreements, advice on sale of a business, representation in disputes with landlords, suppliers or on a more personal level advice on personal injuries, family law matters or in relation to a Will.

Dwyer Durack is a law firm that is large enough to serve all your legal needs but small enough to care. As part of its affiliation with the AHA, Dwyer Durack will provide its legal services to members and their staff at a discounted rate. **H**



Peter Fraser

Visit our website
www.dwyerdurack.com.au
 for more information or
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 of 8:30 a.m. to 5:00 p.m.
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 contact HGT now for more information on (08) 9481 1602 or email paul@hgtwa.com.au**



HOSPITALITY
 group training

BUSINESS STRUCTURES FOR THE ACQUISITION OF BUSINESS (Part One)

There are a number of structures which can be used to carry on a business. Each business structure has varying legal requirements and liability limitations. There are advantages and disadvantages for each type of business structure and the ultimate choice of business structure may be influenced by personal factors, tax implications or legislative (if any) constraints.



In the first of a two-part profile, the following are a couple of the main business structures available and the key advantages and disadvantages of each; Companies and Trusts will be profiled in the next edition of Hospitality WA.

Sole Traders

A sole trader is a person who owns and conducts a business enterprise. There is no division between the business assets and the personal assets of a sole trader. A sole trader is personally liable for the debts of the business.

Advantages include:

- simple and relatively inexpensive set up and operation (usually only involves the registration of an ABN and business name);
- the proprietor is entitled to entire profits of the business;
- control of the business is retained.

Disadvantages include:

- unlimited personal liability;
- management skills is confined to that of the proprietor and the employees;
- limited opportunity for tax planning.

Partnerships

A partnership is an arrangement between persons for the purposes of carrying on a business venture or activity with a view to profit. A partnership is a relationship, not a separate legal entity. Each partner jointly owns all the business assets and liabilities.

Advantages include:

- relatively simple to set up (usually only involves a

partnership agreement and the registration of an ABN and TFN);

- the partnership provides for the business, the combined labour, the expertise, the management skills and the financial resources of the partners;
- a partner's share of any income tax losses of the partnership can be offset against other income of the partner.

Disadvantages include:

- unlimited personal liability of each partner;
- there can be potential problems relating to the retirement or admission of partners;
- the potential for disputes and breakdown in mutual trust of the partners.

When deciding which business structure to use in respect of the acquisition of a licensed or non-licensed premises, we strongly recommend that you not only consider the type of business that you intend operating but that you also consult your accountant about which business structure would be best suited to your circumstances.

If you require assistance in respect of any legal matters pertaining to the business structures of a proposed licensed or non licensed business, please contact Ilberys Lawyers on 08 9481 3388 or visit www.ilberys.com.au.

Ilberys Lawyers
No. 1 His Majesty's Lane, Perth WA 6000
T: 08 9481 3388 F: 08 9481 3467

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

DEDUCTIONS (Part Two)

Recently, the AHA sought clarification from Fair Work Australia in relation to the interpretation of various types of deductions as prescribed by the Fair Work Act 2009 for hospitality businesses who are constitutional corporations. In response, FWA provided guidance on the types of deductions that are authorised under the Fair Work Act 2009 and the Hospitality Industry General Award 2010. In the second of a two-part profile, Hospitality WA outlines what is allowed.

In general terms, deductions would be permitted under section 324(1)(a) of the *Fair Work Act 2009* whether or not there is a term in the contract of employment, if the deduction is principally for the employee's benefit.

The most important aspect of FWA advice is the fact that all lawful deductions **must be authorised in writing by the employee** (or if the employee is under 18 - the deduction or payment is agreed to in writing by a parent or guardian of the employee), in accordance with a term of a contract of employment, and that the deduction is not otherwise authorised under an enterprise agreement, modern award, FWA order, or a Commonwealth, State or Territory law, or an order of a court.

The second part of our summary of Deductions approved under the Hospitality Industry General Award 2010 (HIGA) and the Restaurant Industry Award 2010 is supplied below.

On-going voluntary deductions (cont')

Staff meals where an employee has a meal on-site and the meal is deducted from the employee's wages.

It is questionable that the deduction for staff meals provided on site for the employee is principally for the employee's benefit. While the meal would be for the benefit of the employee, this will depend on the circumstances, i.e. the employee may bring their own meal, or wish to eat elsewhere; the premises may be remote with few other options.

It is not clear that it is for the benefit



of the employer but if there is an indirect benefit in having employees stay at the workplace during meal times, then it appears not to be an unreasonable deduction and likely to be a permitted deduction under the *FW Act*.

An employee who is required to perform work during their meal break would be entitled to receive payment for such time worked.

On going deductions

Accommodation

This will also depend on the individual circumstances. The employer will have to demonstrate that the provision of the accommodation is principally for the employee's benefit, e.g. by demonstrating that accommodation in a particular area is generally limited. In this case the employer would be providing a benefit to the employee. Alternately, if the employee already has suitable accommodation and the employer requires them to use the employer's accommodation, this may not be for the employee's benefit.

It could, however, be considered of some indirect benefit to the employer in having employees housed close to the workplace. The employer would then have to demonstrate that the deduction for the accommodation

and all the related expenses was not unreasonable in the circumstances.

If the employer was providing accommodation, it is reasonable for the employer to deduct the costs of such accommodation from the employee's pay, provided it is at a reasonable market rate.

The AHA is of the view, provided that the provision of the accommodation by the employer to the employee can be demonstrated to be principally for the employee's benefit, and was not unreasonable in the circumstances, it would be a permitted matter under the *FW Act*.

Clause 39 of the modern award sets out specified amounts that can be deducted from an employee's wages in such a situation and states... "When an employer provides their employees with accommodation, meals or both, then the employer may deduct an amount of money from the employee's wages in accordance with this clause."

Car parking

It appears that the provision of car parking facilities at reduced rates is principally for the benefit of the employee.

It does not appear to be of benefit to the employer, either direct or indirect. In any event we do not consider it to be an unreasonable deduction in the circumstances. This would be a permitted deduction under the *FW Act*. ^H

Please note this is a summary only and more detailed information is available by calling the AHA(WA) Workplace Relations Team on 9321 7701

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We pride ourselves in providing the best team of temporary experienced and professional food and beverage attendants, chefs and kitchen hands to the hospitality industry in Western Australia.

>>> New PubTAB Staff Training <<<<

Following on from the introduction of the new betting terminals and a review of the training provided by RWWA to PubTAB staff, new training courses will be offered commencing 1st August 2010.



These new courses will provide a number of benefits including better trained staff, more options for attendance to allow for easier rostering and confidence that those

completing the course have achieved a specific level of competence.

The current one day Terminal Operations course will be replaced by a two day Basic Operations course which has been expanded to include:

- > Responsible Wagering
- > Win & Place betting
- > Trifecta
- > Player Fixed Odds
- > Favourite Numbers
- > Branded Mystery products and TAB accounts.
- > Basic Security

This course is now a pre-requisite to the new Approved Managers course.

Approved managers can now attend a separate two day course after they have completed the Basic Operations training. Whilst the total time to complete the Approved Managers training is still four days it is now split over two separate courses. This is in response to feedback

from many agencies requesting that the current four day course be split to make it easier for rostering.

The new Approved Managers course will focus on the remaining bet products, agency setup and customer service.

Both courses will include a practical and written assessment. Those who successfully complete the assessment will be issued with a certificate of achievement. It is expected this certificate will become the benchmark in indicating a person's competence to operate and/or manage a PubTAB.

Existing managers and staff will have the opportunity to undertake the assessments without the need to complete the training again.

Enquiries can be directed to Alan Stewart or Stephanie Thorpe on 9218 5555.



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