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QHA

QUEENSLAND HOTELS ASSOCIATION

UPDATE

NEWSLETTER

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PUBS, POTS AND PROFITS



Sound advice on how to get your pub humming

MEMBERS in and around Townsville are invited to CUB and QHA's Pubs, Pots & Profits forum featuring presentations by leading experts in the hospitality industry.

If you're a venue owner, licensee, manager, marketing officer, executive chef, or if you're one of the decision makers in your business, you can't afford to miss out on this exclusive opportunity.

Includes a delicious morning tea and networking lunch courtesy of PFD Food Services with beverages by CUB.

10am – 2pm Tuesday, 20 March

The Sun Hotel, Mundingburra

Register your attendance at this FREE event by emailing your name/s and any dietary requirements to RSVP@qha.org.au by Friday, 16 March.

For enquiries please contact Kelly-Anne Mott at the QHA on 3221 6999.

Burdekin Hotel gives away \$2.9 million Keno jackpot

ANOTHER North Queensland hotel has claimed a million-plus Keno jackpot – the second for 2018!

The \$2.9 million jackpot went off at Ayr's Burdekin Hotel on Saturday 17 February, turning a 35 year-old cane farmer into a millionaire, and follows a \$1.5 million jackpot at Cairns's Balaclava Hotel in January.

The regular patron bought the ticket and drove back to his family

farm before all 10 of his numbers came up in the game that won him \$2,911,248.

Duty manager, Mark Strong, says he had a hunch who the winner was and phoned several names in the local phone book before finding the winner and asking him to come back to town to check his ticket.

A full story will appear in the March edition of *QHA Review*.



INSIDE this edition

- Gold Coast SNPs get extra hour for Games
- Sale of Gaming Machine Operating Authorities
- Betting in cash just got easier
- Prepare your venue for Keno Mega Millions
- 80 Twenty Hotel Conference earlybird rates for QHA members



GOLD COAST SNPs GET EXTRA HOUR FOR GAMES

THE government has announced that licensed venues in Gold Coast Safe Night Precincts (SNPs) will be able to serve alcohol for **one extra hour** during the games.

Venues can also apply to open even longer if they choose to use their allocation of extended trading hours permits. For such a special once-in-a-generation event, application fees will be waived for licensed venues applying to extend their trading hours during the games.

International athletes' Gold Coast 2018 Commonwealth Games Corporation (GOLDOC) accreditation passes will be recognised as sufficient ID to enter licensed venues across Queensland.

In addition, as part of welcome packs and communication with all athletes, we will recommend they carry their passports or licences, to ensure quickest scanned entry.

ID scanning is only required after 10pm in licensed venues in SNPs which

have licensing hours which allow trade beyond midnight. Venues that don't currently require ID scanners won't need to install them for the games.

Scanner manufacturers have been provided with a full list of all 70 nations competing in the games.

To learn more about extended trading hours permits, visit 'Permanent (ongoing) and temporary (one-off) extended trading hours' at www.business.qld.gov.au/liquor-gaming.

AUTHORISED SALE OF GAMING MACHINE OPERATING AUTHORITIES

THE Public Trustee of Queensland invites pre-qualified category 1 gaming licensees to tender for Gaming Machine Operating Authorities.

Tenders will close **5pm Wednesday 14 March 2018**. The number of available Gaming Machine Operating Authorities in each region is:

5 – South-East Region

37 – Coastal Region

29 – Western Region

Tender lodgement

Tenders must be lodged in the Tender box, located at Public Trustee Office, Ground Floor, 444 Queen Street, Brisbane (no faxed, posted or email tenders will be accepted).

For more information contact The Public Trustee Simon O'Kelly on 3213 9238 or visit www.pt.qld.gov.au/about/publications/tenders.

BETTING IN CASH JUST GOT EASIER

THANKS to UBET's revolutionary digital innovation, TAPPY, instore customers can now build bets via their mobile phone and place them in cash using a digital barcode at the counter or self-service terminal; completely removing the need to fill out a betting ticket.

UBET Head of Customer Experience Brad Tamer said the new product was the easiest way for customers to bet in cash.

"This gives them a choice between betting in the traditional way with a

ticket or a more contemporary process akin to betting digitally," he said.

"Gone will be the frustrations of wet tickets, pencil droughts and endless searches for proposition numbers, only to be replaced with a quicker, easier process to bet in cash.

"TAPPY makes the retail betting process much easier for customers, particularly when placing exotics, multis and live bets, which previously meant filling out a multi-faceted ticket."

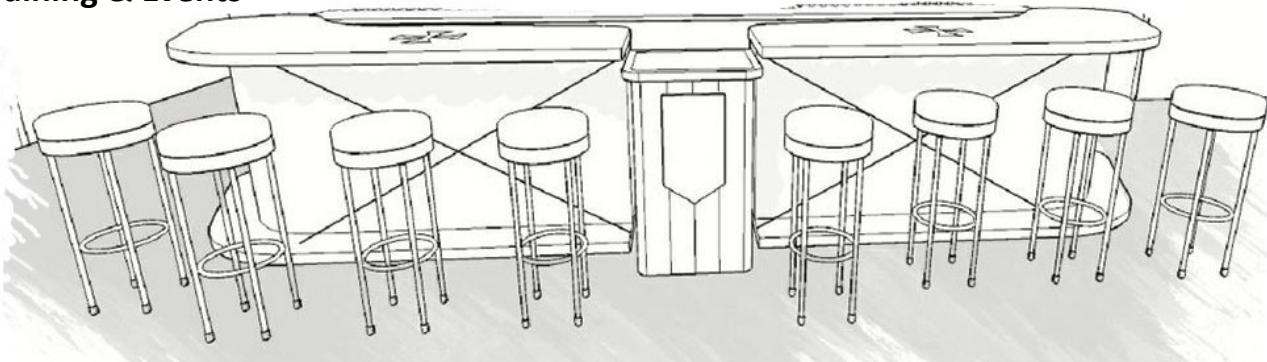
Customers won't need a UBET account to use TAPPY, just the app, so



anyone with a mobile device is able to take advantage of the functionality.

Visit <https://ubet.com/tappy/> homepage to find out more.

Training & Events



IS IT TIME TO RENEW YOUR RMLV TRAINING CERTIFICATION?

QHA is reaching members right across the state

RMLV training assists managers in the responsible operation of a licensed premises. This course is mandatory for applicants for new liquor licences, liquor licence transfers and for liquor Approved Manager licence holders. Course costs are \$395 (QHA members) or \$495 (non-members). Look out for a QHA-run RMLV course near you.

Gold Coast

6 March 2018

Cunnamulla

19 March 2018



Brisbane

8 March 2018

Townsville

20 March 2018

Sunshine Coast

13 March 2018

Cairns

22 March 2018

Rockhampton

15 March 2018

Gladstone

22 March 2018

GAMING NOMINEE TRAINING

A gaming nominee is an employee responsible for the conduct of gaming at their particular gaming site. All licenced gaming premises are required to have a gaming nominee who has successfully completed training. Course cost \$495.

Cairns

21 March 2018

BOOK TRAINING NOW

Visit qhashop.org.au for any of the training courses mentioned here or contact the QHA Training Centre

3221 6999

training@qha.org.au.

PREPARE YOUR VENUE FOR KENO MEGA MILLIONS

THE countdown to Keno Mega Millions is on but it hasn't arrived just yet.

Your venue should have received the new Mega Millions point of sale and marketing materials, however, it shouldn't be displayed until the game goes live in Queensland.

If you've already put up POS, game cards, etc, please remove them and staff them store them safely until we

advise that the game is ready to launch.

Materials should only be deployed on the eve of the first day Mega Millions will be operating in your venue. We will advise you of this as soon as we know this date.

It's still important to tell customers they can soon play for the chance to win \$5 million or more every three minutes with just \$2.

Visit kenochampionsleague.com.au to log in to Keno Champions League to learn more about the product and read through the POS instructions. It's located in the toolkit section under the purple Keno Mega Millions tab.

And make sure you and your staff check out the Quick Reference Guide so your whole team knows how the game is sold when it goes live.

Employment Relations

DOCUMENTS TO PROVIDE UPON HIRING NEW STAFF

IT is important that new staff are made aware where their basic terms and conditions of employment are derived from. It is best practice for employers to specify in a letter of appointment or contract which modern award or enterprise agreement applies or whether the position is award free. This should also detail the employee's terms of engagement, including whether they are full-time, part-time or casual. Any workplace policies and procedures should also be provided to each employee on commencement of employment. Template letters of appointment are available as part of the QHA's HR Manual or for individual purchase through the Employment Relations Shop on the QHA website.

It is also a requirement of the National Employment Standards (NES) under section 125 of the Fair Work Act 2009 that each new staff member is provided with a copy of the Fair Work Information Statement. The Fair Work Information Statements outline basic workplace rights and entitlements including listing the 10 National Employment Standards as set out below:

1. A maximum standard working week of 38 hours for full-time employees, plus "reasonable" additional hours.

2. A right to request flexible working arrangements.

3. Parental and adoption leave of 12 months (unpaid), with a right to request an additional 12 months.

4. Four weeks' paid annual leave each year (pro rata).

5. Ten days' paid personal/carer's leave each year (pro rata), two days' paid compassionate leave for each permissible occasion, and two days' unpaid carer's leave for each permissible occasion.

6. Community service leave for jury service or activities dealing with certain emergencies or natural disasters. This leave is unpaid except for jury service.

7. Long service leave.

8. Public holidays and the entitlement to be paid for ordinary hours on those days.

9. Notice of termination and redundancy pay.

10. The right for new employees to receive the Fair Work Information Statement.

The current version of the Fair Work Information Statement and the NES are available to download from www.qha.org.au or can be accessed by contacting the QHA ER Department.

Current version of the award

With the recent introduction of overtime payments for casual employees and changes to part-time employment provisions, members that are covered by the Hospitality Industry General Award 2010 should check that their copy of the HIGA is up to date, a copy of the current version is available to download from our website or can be accessed by contacting the QHA ER Department.

Access to award/agreement/NES at the workplace

The recent changes serve as a timely reminder that employers who engage their staff under the HIGA are required under clause 5 to make a copy of the award and the NES available to their employees. This can be done by placing physical copies in a prominent location at the workplace, such as a lunch room, or by making them accessible electronically. Employers that have another industrial instrument, such as a Workplace Agreement, should make that available at the workplace in addition to the NES.

For further information on any employment relations matter please contact the ER Department at er@qha.org.au or on 3221 6999.

OPTIMISING ACCOMMODATION HOTEL PERFORMANCE

80 TWENTY is the essential one-day conference for **senior hotel management, owners, operators and investors in the Australian hotel market** who want to know how to optimise performance in a market with significant supply increases.

Hear industry insights from accommodation experts to understand evolving market conditions and develop strategies that work to drive revenue and manage shareholder interests.

Register now

www.8020hotelconference.com



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using VIP Code: EBCU218**



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