

QHA

QUEENSLAND HOTELS ASSOCIATION UPDATE NEWSLETTER

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KENO MEGA MILLIONS GOES LIVE

THE long-awaited moment has arrived: Keno Mega Millions will go live in **Queensland hotels** and pubs on **Monday 12 March!**

It's time to prepare your venue and staff to introduce this exciting game to your customers.

Your Mega Millions marketing material including all Point of Sale, game cards, and new digital content (available on the Keno Champions League website) should be uploaded and displayed on the morning of the first day Mega Millions will be operating in your venue i.e. Monday 12 March.

Preferably, you should be setting up all POS, game cards, and uploading new digital content, after

close of business or as near to close of business as possible.

Let staff know the game will be available for sale from Monday 12 March, and make sure they tell your customers they can play for the chance to win \$5 million or more every three minutes with just \$2.

If your team hasn't already read the Quick Reference Guide, ask staff members to get online and have a read so everyone knows how the game is sold when it goes live.

See 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.



Win \$5 million and you could travel the world in style

New Keno Mega Millions
\$2 could win you \$5 million

Gamble Responsibly 1800 456 800
www.gamblinghelpcentre.org.au

NEW KENO MEGA MILLIONS

QHA UPDATE IS NOW 4-WEEKLY

IN an effort to streamline our communications to members, the QHA will be halving the number of editions of the *QHA Update* newsletter we publish each year.

This means that from now on you'll receive either the paper or emailed versions of the newsletter **every four weeks instead of every fortnight.**

We'll still ensure you're never out of touch with the latest industry news and important information as you'll be receiving the *QHA Update* and our monthly industry magazine *QHA Review* alternately every two weeks.

Remember, you can also get all

your up-to-the-minute information about QHA events, member-only perks, and liquor/gaming legislation changes from your usual QHA online channels:

www.qha.org.au



@QueenslandHotelsAssociation



@qldhotels

If you'd like to opt out of being snail-mailed the paper version of the *QHA Update*, in favour of receiving the four-weekly email version, please email info@qha.org.au.

INSIDE this edition

- Changing Climate, Changing Business
- Are you coming to the Pub Leaders Summit?
- Upcoming public holiday provisions
- Pubs, Pots & Profits: Sound advice on how to get your pub humming, Townsville, 20 March
- Get a massive discount on 2018 Bookings Diaries

CHANGING CLIMATE, CHANGING BUSINESS

GIVEN the extent to which **Climate change is influencing the tourism industry**, the QHA is encouraging members in the South East Corner to attend the **Changing Climate, Changing Business Workshop** at TAFE South Bank on **15 March**.

The workshop gives you the opportunity to have your say in the final **Tourism Sector Climate Change Adaptation and Mitigation Plan**.

This work has been commissioned by the Queensland Government, and the Queensland Tourism Industry Council has partnered with Griffith University to produce the plan.

Other sectors, namely agriculture and construction, have already completed similar work.

This industry-driven document takes a collaborative approach to ensure resilience is embedded in Queensland's diverse economies, landscapes and communities.



The plan has incorporated the feedback received from over 100 tourism and hospitality operators from the state. It's designed with achievable outcomes in mind and is reflective of what our industry needs. Have your say and help ensure that the draft plan is on track to deliver industry needs.

To sign up to the South East Corner Workshop:

Visit www.eventbrite.com.au and enter "**Changing climate business**" in the Search box.

Climate change is everyone's business, so take this opportunity to be involved and help shape a better future for our industry and our environment.

ARE YOU COMING TO THE PUB LEADERS SUMMIT?

COME along to the Pub Leaders Summit on **Monday 19 March at Royal Randwick Racecourse in Sydney!**

This national conference and expo has been designed specifically for pub operators, and this year will feature the likes of Brian Fitzgibbons (The Glen/Osbourne Hotels); Wade Curtis (Pumpyard Bar & Brewery); Jaz Mooney (Pelathon); and Brad Jenkins (Lewisland Group).

They will be joined by another 20+ speakers from across the country to discuss pertinent topics such as the modern gaming offering; how to capitalise on your customer data; exploring an accommodation offering; and staffing strategies in a stretched industry.

Also joining the line-up is **Mal Meninga, head coach of the Australian National Rugby League team** and



all-round Queensland icon. The NRL legend will deliver the keynote address, discussing managing and leading a team of high-performing individuals, drawing from examples in his own career.

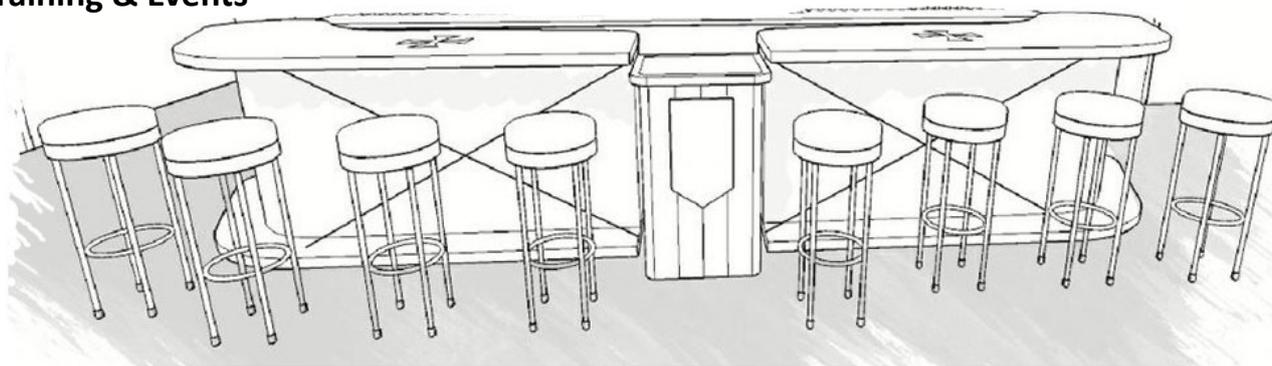
Meet Mal on the expo floor, as he and the Big Mal's team serve up some sliders from their foodservice

range. You'll also find cash safe demonstrations (Bepoz), a brand ambassador making up Aperol Spritzes (Campari Group), plus even more tasty treats from Comcater and Silverchef!

To view the program and register for tickets, please visit:

www.publeaders.com.au

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.

Cunnamulla 
19 March 2018

Brisbane
27 March 2018

Toowoomba
4 April 2018

Mt Isa 
5 April 2018

Brisbane
12 April 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**.

Brisbane
28 March 2018

Brisbane
5 April 2018

COOKING THE BOOKS

This food costing **short course** aims to teach hospitality workers how to **manage the perfect food operation**. The workshop educates staff in purchasing, stock control, yield testing, food cost percentage, and standard recipes. Course cost **\$295 (QHA members)** or **\$330 (non-members)**.

Brisbane
23 April 2018



DEVELOPING HOTEL MANAGEMENT SKILLS

Gain a better understanding of the hotel as a total business entity in this **two-day workshop examining all business facets** from wages and stock control through to profitability factors and promotions. **Ideal for all levels of management** from supervisors to experienced licensees. Course cost **\$495 (QHA members)** or **\$619 (non-members)**.

Brisbane
9 & 10 April 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

UPCOMING PUBLIC HOLIDAY PROVISIONS

Upcoming public holidays

WITH Easter fast approaching, it's important for members to be aware of a number of upcoming public holidays and what staff are entitled to if they do or do not work on these days.

Good Friday, Easter Saturday, Easter Sunday and Easter Monday are all public holidays.

Entitlements on a public holiday

The National Employment Standards (NES), modern awards, registered agreements such as Enterprise Agreements and contracts of employment can provide different entitlements for working on public holidays.

Our guide to entitlements on public holidays under the Hospitality Industry (General) Award 2010 (HIGA) is inserted with this edition. If you have an agreement, or refer to another award, consult the terms and conditions of that agreement/award.

Contracts of employment may also outline additional entitlements.

Did you know?

CLAUSE 32.2(b) of the HIGA, provides an alternative method of paying a full-time or part-time employee working on a public holiday.

Full-time and part-time employees who work on a public holiday can agree with their employer to receive the following instead of payment at the full public holiday penalty rate:

1. Their ordinary hourly rate plus a 25% loading;
2. AND EITHER
 - A paid day off to be taken during the week of the public holiday, or within 28 days, OR;
 - Time equivalent to the time worked on the public holiday added to their annual leave.

Note that this does not apply to casual employees or employees paid a salary under clause 27.1 or 27.2 of the HIGA.

Members can contact the QHA Employment Relations Department for assistance in determining what the entitlements under another instrument may be.

To find out the correct rate of pay on a public holiday refer to our Wage

Rates and Allowances Guide, available to download from www.qha.org.au.

If you have any questions regarding public holiday entitlements please contact the QHA Employment Relations Department on er@qha.org.au or on 3221 6999.



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.

2018 Table Bookings Diary ORDER ONLINE



Visit the QHA Shop at www.qha.org.au and click the Hotel Stationery tab to place your order.



ONLY \$35 (postage included).