

QHA

QUEENSLAND HOTELS ASSOCIATION UPDATE NEWSLETTER

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KICK OFF YOUR YEAR ON THE RIGHT FOOT

2018 HOTEL SYMPOSIUM - INVALUABLE ADVICE & INSPIRATION



BACK by popular demand, the QHA will be hosting another free Hotels Symposium.

The 2018 Hotels Symposium will be a jam-packed morning, featuring educational presentations by qualified presenters and tailored specifically for the hospitality and hotel industry.

Aimed at proprietors, venue

managers and the decision makers at your business, attendees will hear from speakers on a variety of subjects and a panel discussion from business veterans.

The symposium has been made possible with the generous support of QHA partners HLB Mann Judd, IGT, Mullins Lawyers and Westpac.

Where: The James St Conference & Function Centre, QA Hotel, 64 James St, New Farm, Brisbane.

When: 8.30am for a 9.00am start, until 1.30pm, Mon 26 February; includes morning tea and lunch.

Free registration: Just email rsvp@qha.org.au by Wed, 21 February. For any queries, please contact Kelly-Anne Mott 3221 6999.

OPTIMISING HOTEL PERFORMANCE

80 TWENTY is the essential one-day conference for senior hotel management, owners, operators and investors in the Australian 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

(Earlybird registration ends 31 Jan)

INSIDE this edition

- Cairns, Whitsunday climate change workshop
- Millions of reasons to love Keno in 2018
- QHA election results
- 100 Faces of Small Business: share your story
- Part-time and casual employment changes in the HIGA take effect



MEETING THE CHALLENGES OF CLIMATE CHANGE CAIRNS & WHITSUNDAY WORKSHOPS

THE QHA is encouraging members in the Cairns and Whitsunday regions to attend a workshop on how businesses in the tourism industry can tackle challenges brought about by climate change.

Climate change has the potential to significantly impact and influence the tourism industry and the way that we do business. Evidence linking it to damage to the Great Barrier Reef and the severity of

cyclones, droughts and floods is well documented, with these impacts all having a profound influence on visitor experience.

The **Changing Climate, Changing Business Workshop** is being run by the Queensland Tourism Industry Council and seeks to create an industry-driven plan to show leadership in adapting to the changes ahead. This will not only help to protect the natural environment we

rely on so heavily as an industry, but will bring additional benefits such as reduced costs and a competitive edge for our businesses.

Have your say and help shape a better future for our industry and our environment.

The free workshop is being run in Cairns (Thurs, 1 February) and Airlie Beach (Friday, 2 February).

Visit www.qtic.com.au for more information and to register.

MILLIONS OF REASONS TO LOVE KENO IN 2018

KENO reached new heights during 2017, giving away \$319.6 million in cash prizes to Queensland players, while sharing \$41.6 million in commissions with Queensland venues.

2018 promises to be even more exciting for Sunshine State pub patrons thanks to the launch of Keno's new Mega Millions game, which offers players a chance to win \$5 million for just \$2.

Queensland hotels shared in the glory, with millions of dollars' worth of cash prizes won by Queensland Keno players in 2017.

Topping the list of big hotel jackpots were the Manly Hotel (\$1.6 million), Austral Hotel (\$1.9 million), Isa Hotel (\$2.7 million), Post Office Hotel in Mossman (\$1.7 million), Wattle Hotel in Upper Coomera (\$1

million), Redcliffe Tavern (\$1.1 million), and Browns Plains Hotel (\$1.7 million).

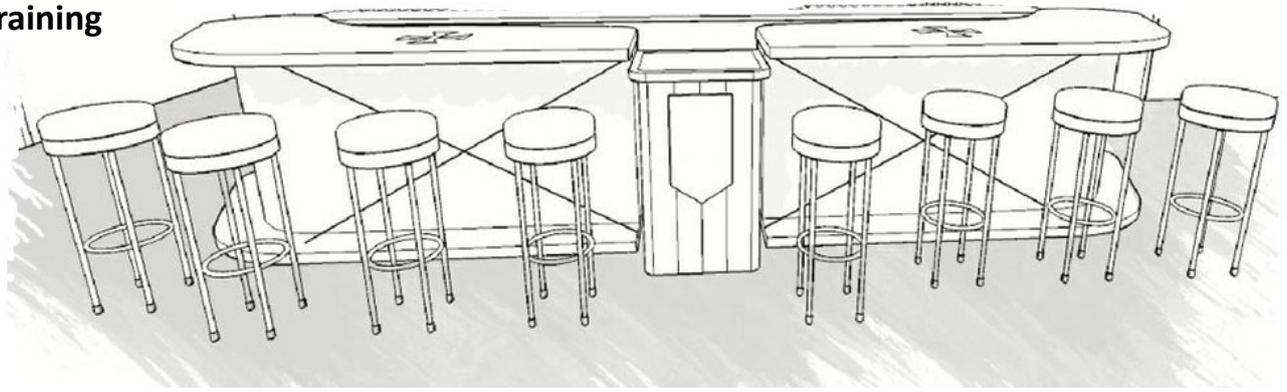
During what has been one of Keno's most successful years, Keno gave away \$893 million nationally, paid \$111 million in commissions, sold 102 million tickets, and created 27 millionaires; 12 of whom were Queenslanders.

"We gave away an average of \$74 million to players each month and grew our market share by one million customers," said State Manager Dave Dicker.

"We couldn't be prouder of how

far Keno has come in the past 12 months, and we're excited by the challenge of continuing to enhance our product range with new games like Keno Mega Millions, and grow our customer base and sales in 2018 and beyond."

Training



RMLV TRAINING COURSE CERTIFICATES EXPIRE EVERY 3 YEARS IS IT TIME TO **RENEW** YOUR CERTIFICATION?

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.

Townsville

6 February 2018

Gold Coast

6 February 2018

Cairns

8 February 2018

Brisbane

20 February 2018

Toowoomba

27 February 2018

Gold Coast

6 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.

Townsville

7 February 2018

Rockhampton

16 February 2018

Brisbane

28 February 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

QHA ELECTION RESULTS

MEMBERS will be aware that QHA Zone General Committee Representatives and Officers and Delegates to the State Board and Representatives to the National Accommodation Hotels Division have been declared and are available on our website.

The next stage of the elections, State Board Officers and National Board Officers, will now begin. Nominations will be called for via our website.

SHARE YOUR STORY

DO you have an inspiring story about running your business? Did your business start from a small idea and grow into something you never imagined possible?

Business Queensland is inviting small business owners to share their experiences and nominate themselves to become one of its 100 Faces of Small Business. For more information and to self-nominate google "100 Faces of Small Business".



PART-TIME AND CASUAL EMPLOYMENT CHANGES IN THE HIGA

AS has been communicated to QHA members, the Fair Work Commission has varied the Hospitality Industry (General) Award 2010 (HIGA) to introduce more flexible terms for part-time employment and overtime for casual employees. These changes came into operation from 1 January 2018 and applied from the first full pay period commencing on or after 1 January 2018.

What is the change for part-time employees?

The new provisions remove the requirement that part-time employees perform their hours of work at set times each week. Under the new provisions (Clause 12), an employer and a part-time employee have to agree on:

- the guaranteed hours that will be provided each week (this is the minimum that the employee will work) that is between eight and 38 hours per week (or its average over a roster cycle of up to four weeks i.e. between 32 and 152 hours per four weeks); and
- the days and the times that the employee is available to work the guaranteed hours, known as the employee's availability.

The guaranteed hours and any additional hours can be rostered at any time with the employee's availability.

Any additional hours will not be considered overtime if the additional hours are rostered, within the employee's availability, and not more than 38 per week (or its average if using a cycle) or 11.5 hours in a day. Part-time employees also have to have two days off each week.

This is just a snapshot of the changes. For more information please refer to the QHA's Fact Sheet *Part-time changes in the HIGA* that you can download from www.qha.org.au/employment-relations.

When does casual overtime apply?

In accordance with clause 13.2 of the HIGA, a casual employee is now entitled to overtime rates for all time worked (exclusive of meal breaks) in excess of:

- 12 hours per day or per shift; or
- 38 hours per week, or an average of 38 hours per week over a roster cycle (which may not exceed four weeks).

The overtime rates are set out in Clause 33 – Overtime. Please note that the overtime rate is calculated by applying the relevant percentage, either 150% or 200%, to the Monday to Friday base hourly rate. The result is that the overtime rate for a casual employee is the same dollar figure as it is for a full-time or part-time employee.

For more information on casual overtime please refer to the QHA's Fact Sheet *Casual Overtime in the HIGA* that you can download from www.qha.org.au/employment-relations.

Updated version of the HIGA

An updated copy of the HIGA, which includes the part-time and casual changes, can be downloaded from the QHA website. To access the HIGA, you will need to log in to the QHA website and navigate to the Employment Relations page (which can be found under the services tab). You can then download the HIGA from the Award and other Statutory Documents section.

The QHA has a new website. To register for a log-in to the new website (log-in details for the old QHA website are no longer valid) please visit the "Join/Log in" page and complete the required sections.

Employment Relations Bulletins

Are you receiving the QHA's ER Bulletins? To stay up-to-date with all the latest developments in the hospitality industry make sure you are signed up to receive the FREE electronic ER Bulletin.

To register for the ER bulletin please contact the QHA on 3221 6999 or send your details via email to Jason Sammon at jsammon@qha.org.au.