

QHA

QUEENSLAND HOTELS ASSOCIATION

UPDATE

NEWSLETTER

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CORONAVIRUS

LATEST UPDATE FOR HOTELS AND STAFF

CORONAVIRUS LATEST UPDATES FOR HOTELS AND STAFF

Members are encouraged to monitor the daily updates on the Australian Government's Department of Health website which provides the latest medical advice and official reports:

health.gov.au There are fact sheets which have been developed for the hotel industry:

- 1. Information for hotels and hotel staff:**
health.gov.au/resources/publications/coronavirus-covid-19-information-for-hotels-and-hotel-staff
- 2. Information for employers:**
health.gov.au/resources/publications/coronavirus-covid-19-information-for-employers
- 3. Information for hotel guests:**
health.gov.au/resources/publications/coronavirus-covid-19-information-for-hotel-guests

RELEVANT ADVICE INCLUDES:

Prevention

Surgical masks in the community are only helpful in preventing people who have coronavirus disease from spreading it to others. If you are well, you do not need to wear a surgical mask as there is little evidence supporting the widespread use of surgical masks in healthy people to prevent transmission in public.

Everyone should practise good hygiene to protect against infections. Good hygiene includes:

- washing your hands often with soap and water
- using a tissue and cover your mouth when you cough or sneeze
- avoiding close contact with others, such as touching



Further information contact:

- National Coronavirus Health Information Line on 1800 020 080
- Queensland Health on 13HEALTH (13 43 25 84)
- health.gov.au

What precautions should I take when cleaning?

When cleaning, staff should minimise the risk of being infected with coronavirus (COVID-19) by wearing gloves and using alcohol-based hand sanitiser before and after wearing gloves. If cleaning rooms or areas of the workplace where a person with a confirmed case of coronavirus (COVID-19) or a person in isolation has frequented, staff may wish to wear a surgical mask as an added precaution. If a confirmed case of coronavirus or a person in isolation is in a room that cleaning staff need to enter, they may ask them to put on a surgical mask if they have one available.

Dealing with customers and functions enquiries

QHA members are encouraged to assure customers that the industry is abiding by the Australian and Queensland Government's health information and directives. At this point in time it is 'business as usual' until advised otherwise. Reassure your customers that all hygiene and cleaning practices are implemented to best practice standards.

EMPLOYEE ENTITLEMENTS AND CORONAVIRUS

If you have questions regarding employee entitlements during a close down or slowing of business due to coronavirus (COVID-19), or as the result of an infection or quarantine, please contact the QHA ER Department to discuss your specific circumstances.

Every employer's situation may be different, therefore we suggest tailored advice and information is necessary.

Please contact us to discuss your specific situation and how to manage employee absences and any payment or leave requirements:

- If an employee has reported to you that they have recently travelled overseas to an at risk area (keep up to date on which areas these are via the Department of Health or Queensland Health); or
- If an employee has reported to you that they have been in close contact with a confirmed coronavirus (COVID-19) case; or
- If your business is suffering because of a downturn and you are looking at your options to manage wage costs and leave balances.

If employers require further information on public health recommendations in relation to the virus, contact:

- the National Coronavirus Health Information Line on 1800 020 080.
- Queensland Health on 13HEALTH (13 43 25 84).

Obviously the situation is evolving and it is important that QHA members stay up to date with the status by regularly checking the Department's Health websites. The QHA will continue to keep members informed through our communications.

QHA EMPLOYMENT RELATIONS UPDATE

CORRECTING AWARD CLASSIFICATION - F&B GRADES 2 AND 3

On 23 January, 2020, a number of variations to the *Hospitality Industry (General) Award 2010* ('the HIGA') came into effect. This included a change to the classification definitions for food and beverage ('F & B') attendants grades 2 and 3.

'Taking reservations, greeting and seating guests', which was one of the indicative duties of an F & B grade 3 employee, was moved to the list of indicative duties performed by an F & B grade 2 employee. In some cases, this means pre-existing employees who do not perform any of the other duties associated with F & B grade 3 should now be correctly re-classified as F & B grade 2. New employees who perform these duties and none of the other duties associated with F & B grade 3 should be classified as F & B grade 2.

We have been asked about this situation and its impact on existing employees. Our advice is that an employee should be re-classified, however an affected employee's hourly rate should not be reduced. Instead, the difference between

the F & B grade 2 and 3 rates should be used to offset future increases to the minimum F & B grade 2 base rate. In doing so, an employee will not suffer an immediate reduction in their hourly rate, and it will only be necessary to increase the employee's hourly rate when the hourly rate for an F & B grade 2 (found in clause 20.2 of the HIGA) surpasses the rate the employee is paid.

We suggest that members discuss with affected employees the change to the classification definitions for F & B grades 2 and 3, and discuss the approach that will be taken in relation to re-classification and the employee's hourly rate of pay. We would also suggest some written documentation outlining the classification change.

Updated Apprentice Wage Rates Guide Now Available

The ER Department has updated the QHA's Apprentice Wage Rates Guide to include the competency based apprentice progression arrangements that were inserted into the HIGA on 23 January 2020.

Where an apprentice has been engaged by an employer after 23 January 2020, the relevant State or Territory legislation allows for competency based progression and the training contract does not specify otherwise, competency based wage progression will apply to apprentices under the HIGA.

The updated Wage Rates Guide is available to download from the QHA website, or can be obtained by contacting the ER Department.

FURTHER INFORMATION

Financial QHA members can seek assistance with reference to employment matters by phoning the ER Team on 07 3221 6999 or emailing er@qha.org.au.

AML/CTF ANNUAL REPORT DUE BY 31 MARCH - 16 OR MORE EGM'S

For members with 16 or more EGM's, your venue needs to ensure that your annual report to AUSTRAC regarding AML/CTF Compliance is submitted before the close date of 31 March.

The compliance report is a yearly report that includes questions about how you have met your anti-money laundering and counter-terrorism financing (AML/CTF) obligations, for the previous calendar year (2019). You can preview questions in the 2019 compliance report to help you prepare. Go to:

austrac.gov.au/compliance-report-2019

HOW TO SUBMIT A COMPLIANCE REPORT

Complete and submit your report on the compliance reporting page of your AUSTRAC Online account:

austrac.gov.au/business/your-austrac-online-account/managing-your-austrac-online-account

1. Log in to AUSTRAC Online:
online.austrac.gov.au/ao/login.seam
2. Go to 'My Business'
3. Select the plus sign to see more menu options
4. Select 'Compliance Reports'
5. Select 'Open Compliance Report 2019'
6. Complete the questions
7. Review and submit

There are instructions in the form to help you complete it. You can save the form as you go so you don't need to complete it one session. You can also access previous compliance reports you have submitted. For further assistance go to: **austrac.gov.au/business/how-comply-and-report-guidance-and-resources/reporting/austrac-compliance-reports**

Or contact AUSTRAC on 1300 021 037.

EASTER PERIOD TRADING GUIDE

GOOD FRIDAY EVE (THURSDAY 9 APRIL)

On the Thursday before Good Friday, all liquor and gaming services must cease at 12 midnight.

Patrons have until 12.30am to finish their drinks and be off the premises.

GOOD FRIDAY (10 APRIL)

On Good Friday, no gaming is permitted and no take-away liquor may be sold.

Liquor may be supplied to patrons eating a meal in an area of the premises ordinarily set aside for dining. Liquor can be sold to patrons for one hour before dining, while eating their meal and for one hour after finishing their meal.

Note: A meal is defined as food eaten by a person at a fixed structure used as a table, with cutlery provided for the purpose of eating the food, and is of a sufficient substance to be ordinarily accepted as a meal.

EASTER SATURDAY, SUNDAY AND MONDAY

There are no special restrictions on the provision of liquor and gaming, and licensed premises can trade in accordance with their permitted trading hours and conditions.



ANZAC DAY TRADING GUIDE

ANZAC DAY EVE (24 APRIL)

On Friday 24 April, the sale and supply of alcohol must cease at midnight (with a grace period of 30 minutes for consumption permitted until 12:30am). Gaming machine operations must also cease at 12.30am.

Liquor can be sold to patrons for one hour before dining, while eating their meal and for one hour after finishing their meal.

TAB wagering operations can commence from 12 midday on ANZAC Day.

The sale of take-away liquor, EGM gaming and KENO is not permitted prior to 1pm on ANZAC Day.

From 1pm on ANZAC Day, normal liquor and gaming trading conditions apply.

ANZAC DAY (25 APRIL)

On Saturday 25 April, from 10am to 1pm, liquor may only be sold or supplied in conjunction with a meal in a part of the premises that is ordinarily set aside for dining. Note definitions of a meal 'as per Easter period trading guide'.

APRIL HOTEL GAMING TENDER

The next tender for the Authorised Sale of Hotel Gaming Machine Operating Authorities has been called. The number of available Gaming Machine Operating Authorities per region are:

South East – NIL

Coastal – NIL

Western Region – 22

Tenders close: 5pm Wednesday 1 April 2020

Enquiries: Queensland Public Trust Office –
Bruce Wilson (07) 32356 2304

Tender conditions: pt.qld.gov.au/publications/tenders.html



THE INTRUST SUPER 80 TWENTY HOTEL CONFERENCE IS BACK IN BRISBANE FOR A WHOLE DAY ON THE 26TH OF MARCH 2020 AT THE EMPORIUM HOTEL.

The upcoming event provides attendees with the opportunity to gain valuable insights from accommodation experts and industry leaders. QHA Chief Executive, Bernie Hogan will be on a panel.

The conference is a fantastic forum for senior hotel management, owners and operators to network and expand their industry knowledge. Key topics covered in the program includes optimising performance in a well-supplied market, revenue-driving strategies and evolving market conditions in the hotel space.

Register now: www.8020hotelconference.com

V E N T U R E
A C R O S S ^{THE} L A N D
E M P T Y
 — T U C K E R B A G I N H A N D —
F I L L I T U P A S Y O U G O
AND SPREAD SOME DOUGH
S U P P O R T
 — Y O U R M A T E S —
A C R O S S T H I S G R E A T S T A T E
AND GET BEHIND THOSE COMMUNITIES
 — R A V A G E D ^{by} —
D R O U G H T, F L O O D AND F I R E



FOR MORE INFO QHA.COM.AU



TRAINING

MAR - APR 2020

RESPONSIBLE MANAGEMENT OF LICENSED VENUES (RMLV)

Price: Member \$395.00
 Non-members \$495.00

RMLV GOLD COAST

Date: 18 March 2020
Time: 8.00am to 6.30pm
Venue: Lone Star Tavern

RMLV BRISBANE

Date: 19 March 2020
 7 April 2020
 23 April 2020
Time: 8.00am to 6.30pm
Venue: QHA Training Centre, Brisbane

VIDEO CONNECT (online)

Date: 26 March 2020
Time: 8.00am to 6.30pm

RMLV SUNSHINE COAST

Date: 30 March 2020
Time: 8.00am to 6.30pm
Venue: The Sebel, Pelican Waters

RMLV TOOWOOMBA

Date: 24 March 2020
Time: 8.00am to 6.30pm
Venue: Fitzy's Toowoomba

RMLV TOWNSVILLE

Date: 28 April 2020
Time: 8.00am to 6.30pm
Venue: Hotel Grand Chancellor, Townsville

VIDEO CONNECT (online)

Date: 29 April 2020
Time: 8.00am to 6.30pm

RMLV CAIRNS

Date: 30 April 2020
Time: 8.00am to 6.30pm
Venue: Holiday Inn, Cairns Harbourside

GAMING NOMINEE TRAINING (GNT)

Price: Member / Non-members \$495.00

GNT BRISBANE

Dates: 26 March 2020
 16 April 2020
 22 May 2020
Time: 9.00am to 5.00pm
Venue: QHA Training Centre, Brisbane

VIDEO CONNECT (online)

Date: 31 March 2020
Time: 9.00am to 5.00pm

BOOK NOW

Visit qha.org.au for any of the training courses mentioned here or contact the QHA Training Dept on (07) 3221 6999 or Email: training@qha.org.au