

Partners & Suppliers

We provide the following for the assistance of members as a summary of the range of general relief commitments and offers of support as announced by industry suppliers.

(Note: This the extent of information provided by suppliers to date – as further information comes to hand this will be updated)

Supplier	General Arrangements Announced	Additional Support/Further Details
TABCORP	<p>Following extensive engagement, Tabcorp can advise the following:</p> <ul style="list-style-type: none"> Relevant fees under our SKY, TAB, Keno and MAX contractual arrangements will be payable by licensed venues up to the close of business on 22 March 2020. This is, of course, the day prior to the first government shut down order. All payment obligations for the following month will be suspended in light of the government ordered shutdown, and Tabcorp's obligations under those contractual arrangements will also be suspended during this period. We will continue to review the position in respect of each subsequent month taking into account further developments, such as additional government directions. Where applicable, alternative arrangements will be agreed with venues, such as extensions of long-term fixed contracts equivalent to the cumulative period of the payment suspension. <p>In order to support industry through this difficult period, the interim measures described above are being implemented despite the terms of relevant venue contracts.</p>	<p>We anticipate that the shutdown may last several months, but we recognise the position is fluid hence we will be reviewing the circumstances each month to allow for maximum flexibility (as set out above). Our teams will be contacting impacted venues with details of the specific commercial arrangements that will apply for each relevant business.</p> <p>We would also like to note Tabcorp's appreciation for the support packages announced by governments and the banking industry, especially those which support the family and small businesses of local pubs and community clubs across Australia.</p> <p>7th April update: click here</p> <p>25th May update: TAB that it will not be charging any Sky subscription fees through the month June. Click here for the TAB wagering restarting fact sheet and checklist.</p>
KENO	As above	<p>25th May update: Click here for the Keno restart fact sheet and checklist.</p>

AHA NSW

Aristocrat Technologies

Ongoing Payments – Given your venue is closed due to a government directive, Aristocrat will be deferring all invoicing and open payments due in the month of April relating to your Access and Type 4 contracts for a 30 day period, after which Aristocrat will again review on the 30th Day of each month, the position to ascertain the current state of events.

Payments - Aristocrat will be suspending invoicing and direct debit payments for a period of 30 days from 23/3/2020, and you will not be charged any maintenance, support or software fees for services or systems during such period. We will review the position, taking into account further developments at the 30th day of each month.

Services - Our team remains available to support any maintenance, installs and/or servicing initiatives that you might have during the period of temporary closure. We assume you will not be requiring any such support while the government restrictions are in place, but please let us know if in fact you will require any support during this period, and we can discuss your requirements and standard contract fees that would apply.

Planning Measures - We have put in place a number of planning measures so that, when you are ready to re-open, our teams can support you through this difficult time. In the interim, should you have any queries around current machine orders, spare parts/warranty repairs, our team is available to assist (within the limits of the applicable government and health directives) so please contact your Aristocrat account manager.

27th April: Customer update: I am writing to keep you informed of the preparations Aristocrat is making to ensure we're ready to support your business' recovery in the months ahead, in line with a statement we shared with the Australian Stock Exchange today.

Aristocrat's first priority throughout this period has been the health and safety of our employees, their families and you, our customers – and this remains the case.

Maintaining your gaming operations under the current enforced closure

Our intention is to ensure that your current products can power up and be operational as soon as the Government permits venues to reopen.

Gaming products (EGMs, MTGMs & CRTs) have a backup memory to ensure the machine retains specific legislative & meter information to comply with regionally specific requirements. All EGMs and MTGMs powered down for an extended period will be reliant on the rechargeable battery used for the machines backup memory.

Please note that EGMs should be powered on/off individually via their main power switch. Multiple EGMs should not be simultaneously powered on/off via the switchboard circuit breaker, as this can cause temporary loading issues to the EGM supply circuits.

Due to the nature of capacitors and NiMH type batteries used in an EGMs major components, **Aristocrat recommends powering on all EGMs for a minimum of four hours every three days to allow batteries and capacitors to maintain charge.**

This should reduce the instances of memory backup corruption and component failure, which may lead to unexpected EGM downtime when venues reopen. The backup batteries in older products may no longer function at optimum capacity or hold enough charge and replacement parts may be limited.

Third party, system or regulatory/monitoring devices e.g. link controllers, graphic servers, monitoring server and equipment racks, SMIBs and venue specific PMM hardware should continue to be left powered on where possible.

AHA NSW

We are also taking a range of steps to further strengthen our financial fundamentals, and ensure we emerge from this disruption ready for a fast start as our industry recovers.

This means putting in place some temporary workforce changes in our business, along with other sensible cost reduction measures.

I want to stress that these cost saving measures have been carefully applied to ensure we can continue to invest strongly in making market-leading products that perform, and will help your business to differentiate and grow going forward. Our commitment to continue to bring you first class product is unwavering.

In spite of these temporary changes, there will be technical advice and commercial support available to assist your preparations for an eventful re-opening. Aristocrat's ANZ region is maintaining a core infrastructure of critical resources, whose focus will be on supporting business continuity.

The previously announced measures in our letter dated 24th March 2020 in regards to invoicing and payments will be extended as follows:

Access/Type 4 contracts and System price payments: Aristocrat will defer all invoicing relating to your Access and Type 4 contracts, as well as System Price payments, which are due in April and May, to a date to be advised, in writing, by Aristocrat.

Maintenance/Services and Software Support payments: Aristocrat will be suspending invoicing and direct debit payments relating to maintenance and services as well as System Software Support Fees (including any Enhanced Functionality Software Fees) for another 30 days from 22nd April 2020 and you will not be charged such fees during that period. We will review the above position, taking into account further developments, at the 30th day of each month.

If you are an Aristocrat VMS Systems customer can we ask that you please keep your servers powered on and operational. This will ensure the integrity of the hardware in maintained.

In these unprecedented times, Aristocrat will offer any assistance to our customers that is available and within our control.

May 2020 Customer update: Hotel Operators all over NSW are starting to look at how their business may change and evolve once restrictions start to subside and trade starts to return. The effect on patrons and staff is unknown at this stage, so how do venues look forward and create an offering not unlike what we had in February, but leaves room for at least short-term changes?

It's not an easy question given the uncertainty around restrictions and future guidelines, and what resources venues will have available. To assist venue operators with some broader market perspective and understanding, we at Aristocrat have started an initiative called 'Our resources are your resources' which utilises our Insights Team to provide market data and insights for better decision making.

We are here to provide industry wide research and information to help venue operators through these challenging times and assist where we can.

Aristocrat looks forward to continuing to support you and your customers during these unprecedented times. If you require any further assistance or assurance, or if you would like to suggest further ways in which we can help, then please do not hesitate to contact us. *Please note, as per previous correspondence, that this update does not constitute a waiver of any of Aristocrat's rights.*

AHA NSW

	<p>29th May Update: Hardware Maintenance Agreement</p> <p>Click here for recommended cleaning techniques for use on Aristocrat cabinets</p>	
Lion	<p>Following the Government's announcement that pubs and clubs will close from midday today, Monday 23 March 2020, we are now in the process of working through options to assist our customers who are affected by this new closure order.</p> <p>Keg credits: Lion will take back unused kegs and offer customers a credit. For safety reasons these kegs must be full and capped.</p> <p>To process a full keg pick-up and credit request, customers can email Lion Connect on lionconnect.enquiries@lionco.com with the keg quantity, best before date, keg number/s and venue account number.</p> <p>It may take some time for us to come to your venue to collect these kegs, so we ask for your patience as we contact all impacted customers over the coming days and weeks to make the necessary arrangements.</p> <p>Safe shutdown of draught beer systems Here at Lion, we are determined to provide further support and solutions for the industry and our customers.</p> <p>Please click HERE for information including instructions on the safe shutdown of your draught beer system, advertising and social media campaigns and social distancing signage.</p> <p>25th May update Click here for communication from Lion on restarting beer operations.</p>	<p>TAKE-AWAY DRAUGHT BEER NOW AVAILABLE TO HELP YOU SUPPORT YOUR LOCAL</p> <p>Lion has arranged 10,000 amber 1.25L bottles and caps, and 500 dispensers to be affixed to the tap to fill the bottles to be delivered free of charge to hundreds of hotels across NSW, who will then be able to provide take-aways of their favourite draught – including Tooheys New, Furphy and James Squire – to customers.</p> <p>AHA NSW CEO John Whelan said the move would help keep many NSW pubs in business and their staff in jobs during the most difficult time in their history.</p> <p>"Hotels across NSW have been shut for almost a month now and I know many people are missing a draught beer down at their local with mates," he said. "We can't quite do that yet, but a cold draught beer to take-away is certainly next best."</p> <p>"Hotels are the hearts of their communities - especially in regional and suburban areas - and the truth is many are struggling to survive with take-away sales the only form of income. "This move by Lion will particularly help out many of the small local pubs at a time when they need it most.</p> <p>I thank James Brindley and his team at Lion for this great initiative. Not only does it provide an immediate boost to venues, it prevents millions of litres of draught beer literally going down the drain."</p>

AHA NSW

Lion Managing Director James Brindley said the brewer was committed to doing everything it could to support licensed venues during this challenging period.

“On 23 March we announced immediate support for pubs, in the form of credits for all unused and capped kegs, but we knew many pubs would have tapped kegs sitting in their cool rooms they would still need to get through, and this initiative will make that possible,” Brindley said.

“We have also supported pubs with cleaning procedures for their draught beer systems to keep them in working order, ready and able to open up quickly again when the time comes. Our draught quality team has now cleaned 10,000 couplers and taps for our on-premise customers, and this number will keep growing. So committed to the cause, our team has been doing all this vital work from home.”

Click [HERE](#) for information on **Restarting Your Beer System After Shutdown** and **Growler Filling Procedure**

Support Your Local Campaign

The [Support Your Local campaign](#), led by Lion in partnership with its customers, will hopefully make the road to re-opening a little easier for many in our industry. Our customers across this fantastic industry are really at the heart of everything we do at Lion. We will stand by them now, and we will walk the road to recovery together.

AHA NSW

Carlton & United Breweries

Keg credits: CUB will provide customers with credits on full kegs that have been purchased from CUB. Credits will be net of logistics costs, which will be minimal. Each full keg must have sealed brand caps.

The credits will be issued upon return of the kegs. We will provide you with details next week of how to register your kegs, including the information we need from you.

We will work to get collections done as soon as possible, but due to significant logistics constraints around Australia, and the anticipated high volume of requests, it may take some time to pick up the kegs. We will work with you on this.

CUB will also provide credits for any tank beer you have.

20.4.20 Update: Carlton & United Breweries are continuing to work with our On Premise partners for keg returns and credits. This is a complex task which requires a number of steps depending on how accessible your kegs are. With safety our number priority we are doing everything possible to ensure all personnel in this process are kept safe. CUB are ready to move to the next stage which is to arrange a time and date to collect the kegs.

When it's time for your keg return to be picked up, you'll receive a call 24 hours prior to the schedule time to ensure you can organise to be available for the pickup. CUB are working very hard to ensure the return of kegs is completed in a timely manner but please be aware it can take up to 8 weeks to finalise all keg pick-ups. Credits for full kegs (net of minimal logistics related costs) with sealed brand caps attached, will be processed when kegs are receipted at a CUB warehouse. Once again, thank you for your patience and understanding.

Hand Sanitiser: CUB has partnered with leading hygiene company EcoLab on a great initiative to produce and donate 60,000 bottles of CUB Hand Sanitiser. The majority will go to frontline medical staff as they fight COVID-19 in emergency wards around the country. On behalf of the employees at Carlton & United Breweries, we are donating this

For the Love of your Local Initiative

CUB, in partnership with AHA Australia, wants to help our industry through the [For the Love of Your Local initiative](#).

How it works: The public can pre-purchase a pint voucher online from participating venues at loveofyourlocal.com.au. All proceeds from the voucher are transferred by CUB to that venue via PayPal.

CUB will match the pre-purchased voucher with additional beer for the patron, donated to the venue when it re-opens.

To register and for more information visit:
<https://loveofyourlocal.com.au/pages/venues>

Typsy Training

As part of the partnership between Typsy and Carlton & United Breweries, we are offering members unlimited and unrestricted access to Typsy and their entire training content library of 700+ hospitality-specific video lessons. Due to the unprecedented industry challenges and hardship caused by COVID-19, Typsy is absorbing all Typsy Pro Individual and Business subscription costs until 30th September 2020. Your staff can also earn CUB training badges on Typsy!

Please note: When creating a Business account on Typsy, you will need to enter AHANSW in the Supplier Access Code section where prompted, to receive both the absorbed subscription costs (through until September 30th, 2020) and have access to CUB badges.

Alternatively, ask your CUB representative or Brewery Fresh Partner for more information. Explore CUB's online learning content powered

AHA NSW

May 2020 Keg Availability Update: The following is an update from Carlton & United Breweries on the keg availability for New South Wales as the NSW market starts to reopen.

Carlton & United Breweries will ensure that we can supply the major selling lines of beer and cider in kegs for this initial phase with our focus on the following brands: Great Northern Super Crisp kegs, Carlton Draught kegs, VB kegs, Carlton Dry kegs, Stella Artois kegs (available from 8th June), Bulmer's cider kegs, 4Pines Pacific Ale kegs, 4Pines Pale Ale kegs, Brookvale Union Ginger Beer kegs.

The focus will be on the above brands which are the major sellers in NSW. In addition to these key sellers there is limited stocks of other CUB brands beyond the range listed above that will be available to order but only while stocks last in the early phase on this reopening.

To ensure full coverage is available for all our customers in NSW (of the keg brands listed above) CUB will apply limits to opening orders to a maximum of one week's stock to minimise any impacts across all customers. This is a necessary requirement to ensure all customers can access stock during the initial four week opening period.

For NSW, CUB will accept Draught Beer orders from **Wednesday 20th May**.

If you are unable to contact your Sales Team member at any time, for any customer enquiries please contact CUB ONLINE at online.cub.com.au or our Call Centre on 13 2337 or by emailing us at onlinesupport@cub.com.au

We look forward to working together to get our great on premise pubs and clubs operational as quickly as possible.

25th May update

[Click here](#) for communication from CUB on restarting an Icebank Beer System.

by Typsy at: <https://www.typsy.com/suppliers/cub>

Click [HERE](#) to view a summary of the support package available from Typsy

For the love of your local update (May 2020)

Nationally, nearly \$700,000 of CUB beer has been pre purchased by consumers to enjoy in your On Premise venues across Australia once our market re opens again.

In addition to the beer already pre purchased by patrons, CUB will be matching the re purchased consumer vouchers with additional pints for the patron, donated to the venue when the market reopens.

NSW has over 550 venues signed up and participating in "For the Love of Your Local" with the first round of payments for pre purchased pints paid to venues via their PayPal accounts this week CUB will continue to make payments to venues for pre purchased beer every fortnight and will send the venue a monthly payment statement on the 18th of each month of all payments received from consumers for your venue when you reopen.

If your venue is registered, don't forget to engage your patrons in the initiative via your social networks to drive pre purchases.

Now is the time to start using all the digital media available from CUB to start promoting your signed up venue on socials to drive pre purchase beer sales in your venues.

<https://loveofyourlocal.com.au>

AHA NSW

		<p>CUB is helping the industry through the For the Love of Your Local initiative. How it works:</p> <p>The public can pre-purchase a pint voucher online from participating venues at loveofyourlocal.com.au. All proceeds from the voucher are transferred by CUB to that venue via PayPal. CUB will match the pre-purchased voucher with additional beer for the patron, donated to the venue when it re-opens.</p> <p>Please contact your CUB Sales representative or CUB ONLINE at online.cub.com.au or our Call Centre on 13 2337 or by emailing us at onlinesupport@cub.com.au</p>
HEM	<p>After the Coronavirus stage 2 shutdown which took effect from Monday, your hotel's wages will be significantly reduced; subject to your decision to continue to pay some employees or operate bottle shops, take away food or accommodation.</p> <p>If a member (whose workers compensation insurance is with HEM) has any outstanding instalments due for their current workers compensation premiums due for policies ending on the 30th June 2020 or 31st December 2020 you are able to re estimate your anticipated wages for the year ending on either of those dates. Please call Jay Mitchell on (02) 4032 2455 to advise your reduced wages or to obtain a Declaration.</p> <p>The reduced wages may extinguish any liability currently due, however if a debt is still outstanding and you need assistance please contact HEM on the above number.</p>	



HOSTPLUS

All of our industry partners are in our thoughts as we grapple with the unprecedented COVID-19 crisis confronting us.

While this pandemic is having a huge health impact around the globe, we acknowledge the industries we serve being Hospitality, Tourism, Recreation and Sport are some of the most affected economically.

Hostplus stands side by side with you and with our broader community at this time. As you would be aware, the Government recently announced a new scheme in relation to early release of superannuation. We understand that these early release changes to superannuation combined with the current COVID-19 crisis has raised many questions for our employers and members.

We therefore wanted to share with you the [attached](#) fact sheet which provides further details of the scheme and other options available to individuals.

May 2020 update | A Message from our CEO

For more than 30 years Hostplus has been a leading Industry SuperFund with a proudly members-first culture. This philosophy has never been more important than it is today.

As the hospitality, tourism, recreation and sports communities continue to work their way through the many challenges raised by the COVID-19 pandemic, I want to reassure all of our members and contributing employers that Hostplus remains determined to deliver outcomes in the best interests of all of our members. With this in mind, Hostplus has supported the Federal Government's initiatives to provide those in need with early access to their super as well as other hardship-related options, including JobSeeker and JobKeeper.

As a major and well-diversified superannuation fund, Hostplus invests in a wide range of both listed assets, such as stock exchange-listed shares and securities, and unlisted assets, such as property, infrastructure and non-listed private companies.

9th April update | A message from our CEO

During these uncertain times, I want to reassure you that we are actively monitoring and managing these unprecedented circumstances to ensure that your hard-earned retirement savings continue to be well managed and in good hands.

In keeping with our long and proud Industry Superfund heritage and values, our members continue, as always, to be our top priority.

Click [HERE](#) to view the entire message.

Jobkeeper Payment & Early Access to Super Factsheet

Click [HERE](#) to view

AHA NSW

	<p>As part of the Fund's investment strategy, Hostplus has continual regard to liquidity, including all expected future cash flow requirements.</p> <p>We'd like to once again reassure all members that Hostplus' current cash and liquid asset holdings continue to have us well placed and ready to assist all of our members who need support during these unprecedented times, while maintaining all existing and routine investment choice decisions of our members and continuing to adhere to our long-term investment beliefs and strategy.</p> <p>Our longer-term performance and achieved results remain comparatively market-leading. For the period to the end of March 2020, the default Balanced investment option's net return to members continued to be placed in the top quartile over five, ten, and twenty-year periods¹.</p> <p>There has of course been significant volatility in economic markets since February due to the pandemic. While our continuing strong historical performance is of course not a guarantee of future returns, it is instructive of the success and capacity of the Fund's long-term investment strategy to resiliently weather the cycles of markets and economic phases over time.</p> <p>We are committed to keeping you updated on the latest developments and will continue to share information on relevant and emerging policies and options as they arise, via our website, at hostplus.com.au/2020updates</p> <p>David Elia, Hostplus CEO</p>	
St George Bank	<p>St George Bank has a long history supporting the hotel industry and we are here to support our customers and the industry through these unprecedented times. That's why we are contacting every client individually around their own personal circumstances as we know that no two pubs are the same and all businesses have different needs.</p>	<p>St George has also introduced a range of support measures to help ease the financial pressure caused by the COVID-19 situation. More information can be found at stgeorge.com.au/covid19</p>

AHA NSW

There have been a lot of announcements around support measures from state and Federal Government as well as from the banking sector in response to the developing COVID-19 situation.

Our St. George Bank chief economist, Besa Deda has released a comprehensive report '[A Wrap of Recent Stimulus Measures – Federal Government, Reserve Bank & State Governments](#)' which provides clarity on the collective stimulus measures to soften the impact of COVID-19. A useful read at a time when there is a lot of information to absorb.

Besa is also hosting a series of short weekly teleconferences to cover the latest in economic data, market movements, and government policy and industry responses.

Please find [attached](#) your invitation to register your interest in attending this call.

We will continue to communicate regularly with you to provide updates in this rapidly changing environment.

Economic Updates

6th April: Chief Economist at St.George, Besa Deda, talks about the latest on COVID-19 and shares her thoughts on the economic outlook and financial markets. Click [HERE](#) to watch

14th April: Senior Economist at St. George, Janu Chan, talks about the latest on Covid-19 and shares her thoughts on the economic outlook and financial markets. Watch [HERE](#).

20th April: Chief Economist at St.George, Besa Deda, talks about the latest on COVID-19 and shares recent domestic data and economic trends. Click [HERE](#) to watch

27th April: Senior Economist at St. George, Janu Chan, talks about how Covid-19 has impacted the economy now we have some more signs from economic data. Watch [HERE](#).

18th May: St George Chief Economist Besa Deda discusses jobs, the release of the April Labour Force Survey and the Australian-Chinese tensions that have emerged.

Watch [HERE](#)

25th May: St George Chief Economist Besa Deda discusses the close monitoring of investors into how the emergence from lockdown proceeds. Watch [HERE](#)

1st June: Senior Economist at St.George, Janu Chan, talks about the latest on COVID-19 and shares her thoughts on the economic outlook and financial markets. Watch [HERE](#)

AHA NSW

Foxtel Business	<p>We are eager to work with our loyal customers to ensure we're meeting the needs of your business in the current climate. As a result, we will be providing you with a suspension on all charges to your April subscription invoice as a first step.</p> <p>We will be monitoring the situation on a month by month basis and as the government trading restrictions are updated. In the meantime if you have any questions regarding your account then please let us know by emailing us at Foxtel.business@foxtel.com.au and a member of our team will assist you.</p> <p>1st June, 2020 update</p> <p>Recommencement of service at \$0.00 charge June: Click HERE</p>	<p>Option to recommence service</p> <p>Following the announcement of the Government's 3-step plan to ease restrictions, some venues are starting to trade again in the coming weeks, albeit in a much limited capacity. As a result you may wish to resume your Foxtel service.</p> <p>As previously advised, Foxtel will not be charging for the month of May and is reviewing the situation moving forward. If you wish to get your service reactivated, please contact one of our Business specialists on 1300 306 460.</p> <p>The 2020 NRL Telstra Premiership will resume on 28th May so you'll be able to show every game of every round live and ad-break free. For AFL fans, our FOX FOOTY channel will be showing some of the biggest and best games in AFL history every Friday and Saturday. Plus there are five 24/7 music channels and 12 dedicated news channels to ensure you have something to show every hour you trade.</p> <p>We will continue to monitor the government trading restrictions and the recommencement of the sporting codes to ensure we are providing a fair agreement going forward and will write to you prior to 1st June with an update.</p> <p>In the meantime, if you have any questions regarding your account then please let us know by emailing us at Foxtel.business@foxtel.com.au and a member of our team will assist you.</p> <p>We value your custom at this challenging time and are taking these steps in a bid to ease your financial burden during the uncertain days</p>
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AHA NSW

		ahead.
Banktech	<p>During the period of the Government shutdown Banktech and Utopia are happy to work with you on the following basis:</p> <p>Payments related to Gaming Licences Utopia will suspend any payments on any Global Gaming licences due on or after 1 April 2020 until the Government shutdown is lifted.</p> <p>Payments on Hardware Maintenance Banktech will suspend payments on any hardware maintenance (i.e. CRTs, AutoPay, Cash recyclers etc.) for payments due on or after 1 April 2020 until the government shutdown is lifted.</p> <p>Payments related to Hardware We will defer payments on hardware purchases (Gaming Systems, CRTs, recyclers etc) for instalment payments due on or after 1 April 2020 until the government shutdown is lifted at which time those missed payments will be added on to your current agreement. For example if the shutdown lasts for 3 months we will then add 3 months on to the end of your existing agreement.</p>	<p>Customer Support While our lives are in turmoil at the moment, please be assured Banktech and Utopia Gaming Systems (the owner of Global Gaming) are continuing to support our customers, staff and their families during this difficult time.</p> <p>We have moved quickly to assist our hotels and clubs with suspension and/or deferral of licence, maintenance and equipment payments for the term of the government closure.</p> <p>This includes ATMs, CRTs, Global Gaming Systems and all other products supplied by us.</p> <p>If you have any questions please do not hesitate to email us on info@banktech.com.au or call us on 1800 080 910.</p>
Coca-Cola Amatil	<p>At Coca-Cola Amatil, our teams are working around the clock to ensure we can continue to support our customers, whilst keeping our people safe and continuing to produce our beverages.</p> <p>Keg Returns You have the option of returning and receiving a credit on any Canadian Club Draught, and our Beer or Cider Brand Kegs purchased from us in 2020. Please note: We will only accept a return and provide a credit for full and capped kegs (this is for safety reasons). Tapped kegs cannot be returned.</p>	<p>Further information will be provided as it becomes available. Our National Sales and Management team is available by phone and email.</p> <p>27th April; Customer Update</p> <p>You are, and remain, a valued partner of ours. We understand that your business, together with the wider Hospitality and Food Service industry, is feeling the impact of COVID-19.</p>

AHA NSW

	<p>To process a keg pickup and credit please call our National Sales Centre on 1300 666 835 (toll free), please have your customer number ready. You will need to provide us with the quantity of stock by product that meets the above criteria for return. Our consultant will then arrange for a pickup of this stock, however please note this may take a couple of weeks depending on your location. We will do our best to respond as quickly as we can.</p> <p>Postmix BIB Returns You have the option of returning and receiving a credit on any Postmix (BIB) purchased from us in 2020. <i>Please note:</i> We will only accept a return and provide a credit for unopened, unused Postmix (BIB) product that has a best before date of April 1, 2020 or later. Any product that is open, currently connected or has a best before date prior to April 1, 2020 cannot be returned.</p> <p>To process a Postmix BIB pickup and credit please call our National Sales Centre on 1300 666 835 (toll free), please have your customer number ready. You will need to provide us with the quantity of stock by product that meets the above criteria for return. Our consultant will then arrange for a pickup of this stock, however please note this may take a couple of weeks depending on your location. We will do our best to respond as quickly as we can.</p>	<p>As more and more people are confined to home, access to safe food will remain a challenge. Every day we observe businesses are finding innovative ways to adapt, to continue to operate and serve their customers, and CCA aims to continue to provide you support, where we can.</p> <p>We have put together a guide of our services we can offer to help you get through these times. Click HERE to download.</p> <p>We want our CCA community to feel empowered to talk to our representatives, use our services and trust that we will continue to support you.</p> <p>It is our promise to support our customers in every way possible and continue to share the latest innovations we observe in the industry. We will continue to work with you all to drive the Food Service and Hospitality industry forward with leading, modern and progressive ideas.</p> <p>If we can be of further assistance to you, please don't hesitate to contact your Business Development Executive or Key Account Manager. <i>Stay safe, stay healthy and stay up to date.</i></p> <p>June 2020 Update: Click here for communication from Coca-Cola on safely restarting your Postmix (PMX) or Frozen (FCB) equipment</p>
IGT	<p>These are extraordinary times, and we understand that the hospitality industry has been impacted harder by the COVID-19 pandemic than just about any other.</p> <p>We think it's vitally important to work together in these challenging times to ensure we all come out stronger on the other side. IGT is therefore taking the following steps:</p>	<p>Tips for maintaining your gaming machines during shutdown Given the Government mandate to close all pubs, clubs and casinos we thought it'd be useful to give you some tips on maintaining the health of your gaming machines. That way you can protect your investment and power up with fewer problems when you come back online again.</p>

AHA NSW

1. Systems Fees: We are suspending payment of our pub customers' monthly fees for system development, maintenance and support. This is effective from 23 March 2020 for a period of 30 days. This means that you will not pay any such systems fees for this period as these will be waived in full.
2. Field services and systems hardware maintenance services: We will be temporarily reconfiguring our regular field service, installation, maintenance offerings, and systems hardware maintenance services, for our pub customers with effect from 23 March 2020 for a period of 30 days.
3. As part of our ongoing partnership, field service and or systems hardware maintenance fees will not be payable for the next 30 days (commencing Mar 23, 2020) as services will not be provided during this time, however should you decide to specifically arrange and book a service callout with us, our standard service call-out rates will apply.

As this is a rapidly evolving situation, we will evaluate each of the positions set out above on 30 April 2020 and on a monthly basis thereafter.

We will keep you updated on the outcome of these assessments.

29th April customer update: Further to our March 30, 2020 announcement regarding suspension of systems and services fees, we have evaluated the current situation considering the recent government announcement to extend venue closures for a further 4 weeks.

In order to support you further during this time, we have decided to extend the temporary suspension of your Systems Maintenance Fees and Field Services for a further month until 31 May 2020.

When gaming machines (EGMs) are powered down for an extended period it can affect the rechargeable battery used for the machine's back-up memory.

All EGMs have backup memory to ensure the machine retains a 'memory' of gameplay for regulatory and gameplay reasons.

Due to the nature of capacitors and NiMH type batteries used in an EGM's major components, **IGT recommends powering on all EGMs for a minimum of 4 hours every three days to allow batteries and capacitors to maintain charge.**

This avoids memory backup corruption and component failures, which may lead to unexpected EGM down time when clubs, pubs and casinos come back online after this pandemic is over.

For any IGT EGMs 15 years or older – i.e. Game King, GU4 and bluechip (AU1) – **IGT recommends avoiding powering down these EGMs where possible.**

Why? The backup batteries in these older products may no longer function at a good capacity and replacement parts may be limited. IGT also recommends that progressive controllers and IGT player tracking systems hardware are not powered down where possible.

IGT Extends Suspension of Systems & Field Service Fees

Following evaluation of the current situation, IGT is extending its systems and field service fee suspensions to assist customers.

AHA NSW

1. Systems Fees: We are extending the payment suspension of our pub and club customers' monthly fees for system development, maintenance and support until 31 May 2020. This means that you will not pay any such systems fees for this period as these will be waived in full.

2. Field services and systems hardware maintenance services: We are extending the payment suspension for field service and/or systems hardware maintenance fees until 31 May 2020. However, during this time, should you decide to specifically arrange and book a service call-out with us, our standard service call-out rates will apply.

We will be re-evaluating each of the positions set out above on 31 May 2020 and will keep you updated on the outcome of this assessment.

We think it's vitally important to work together in these challenging times to ensure we all come out stronger on the other side, so please, feel free to reach out to me, or any member of the team at IGT, if you have any questions.

Thank you for your continued partnership, we value your business and wish you, your family, your employees and your business all the best in the time ahead.

25th May Update: [IGT: Tips for sanitising gaming machines](#)

June Update: [Click here](#) for IGT's tips for sanitising gaming machines

IGT NSW/ACT Sales Manager, Col Bentley explains: "We know just how tough times are at the moment for everyone, so IGT has been considering ways that we can offer support to our hotel partners.

Therefore, we have decided to extend the temporary suspension of your Systems Maintenance Fees and Field Services for a further month until May 31st, 2020.

This means that, we'll be waiving the monthly fees for system development, maintenance and support for our ADVANTAGE CLUB customers.

In addition, field service and/or systems hardware maintenance fees will be waived for the same period as no services will be provided.

We'll evaluate each of these positions again on May 30th, 2020 and on a monthly basis thereafter."

For a copy of the full announcement click [here](#) or contact Tony Luu on 0488 424 996.

AHA NSW

Ainsworth Game Technology	<p>AGT would like to reassure our customers that we will do whatever we can to assist through this hardship. Outlined below are some of the measures we will be implementing:</p> <ul style="list-style-type: none"> • Games Plus payments: All April payments will be deferred for 30 days. This will be evaluated on a month by month basis and customers will be notified accordingly. • Service Contracts: Payments will be suspended for the period that closures are enforced. <p>Further information will be provided as it becomes available. Our National Sales and Management team is available by phone and email.</p> <p>June 2020 Update: Click here for Ainsworth's tips for cleaning their machine</p>	<p>Maintenance of EGM's For the duration of the shutdown it is highly recommended that all machines are powered on once a week for a minimum of 8 hours or twice a week for 4 hours. This will greatly assist in ensuring longevity for continued operation when required to come back online.</p> <p>An alternate option would be to place the EGM into sleep mode (where available). This allows only the machine's processor to continue operating, keeping the batteries on the mainboard charging to hold machine configuration including meters and data.</p> <p>Our team is still available should you require any parts or wish to discuss anything further.</p> <p>Please contact our office on 1300 556 268 between 8:30am to 5:00pm Monday to Friday.</p>
Asahi Premium Beverages	<p>All of us at Asahi Premium Beverages are deeply troubled and saddened by the effect COVID-19 has had on our communities, our way of life and how this has had a particularly devastating impact on our beloved hospitality industry. At APB, we can only begin to imagine the stress and anxiety this situation has caused you and your teams and of course your families. Its times like these we need to ensure we support each other and look with hope to a brighter future when life returns to some sort of normality and we can once again enjoy the amazing hospitality you have to offer the people of Australia.</p> <p>Asahi Premium Beverages will accept return of all full, unopened kegs and unopened BIBs, and will credit these to your account. To process your returns, please contact your local Area Sales Manager with the product quantity, best before date, and your customer account number.</p>	<p>May 25th Update: Asahi: Restarting post-mix systems</p> <p>June 2020 Update: Click here for communication from Asahi on restarting your post-mix systems</p>

AHA NSW

Bottlemart	<p>Liquor Marketing Group are supporting our Bottlemart members to meet the extraordinary challenges for our industry at the current time through:</p> <ul style="list-style-type: none"> • Cash flow – Quarterly rebates estimated for all members and paid two months early to provide cash flow assistance; • E-Commerce – Bottlemart E-Commerce app and online complimented with free delivery offers and additional marketing support has resulted in a large increase of outlets onboarded and total sales increases; • Marketing support increased through targeted local social and digital to assist outlets enhance their offers, including food along with liquor, to partially offset the impact of on-premise closures; • LMG Team – Our team remain fully operation to support all members and assist with all operational challenges, including in-store health and safety signage and work practices, along with focus on continuing to drive retail sales; 	<p>We are continuing to work with our Supplier partners to deliver support for members.</p> <p>If you have any questions, please contact NSW State Manager, Aidan Desmond on:</p> <p>M: 0427 250 618 E: adesmond@lmg.com.au</p>
MAX	<p>Tabcorp has been working to provide its venue partners with an update following various announcements from the Prime Minister regarding the closure of licensed venues. Now, more than ever, it is vital that we have a well-considered and aligned approach as to the next steps.</p> <p>Following extensive engagement within Tabcorp and the NSW Government, MAX can advise the following:</p> <ul style="list-style-type: none"> • Relevant fees under our MAX contractual arrangements will be payable by licensed venues up to the close of business on 22 March 2020. • All payment obligations owed to Tabcorp for April will be suspended in light of the government ordered shutdown, other than any usage fees in relation to Alveo and Quickchange and thirdparty fees and charges, where applicable. 	<p>MAX is committed to supporting our people and our customers through this challenging period. Following extensive engagement, Tabcorp recently advised that SKY, TAB, Keno and MAX had implemented measures to help assist our venues partners through this.</p> <p>We understand that now, more than ever, our customers may be looking to us for guidance. When the time comes, we'll be there to help get you back on your feet.</p> <p>MAX Regulatory Services also advised of changes to operating hours of the Data Monitoring Services (DMS) help desk. Our help desk is now available from 9am to 5pm weekdays. You can email the team with your enquiry at dms@max.com.au outside of these operating hours.</p>

AHA NSW

- Tabcorp's obligations under our contractual arrangements will also be suspended during this period.
- We will continue to review the position in respect of each subsequent month taking into account further developments, such as additional government directions.
- Where applicable, alternative arrangements will be agreed with venues, such as extensions of long-term fixed contracts equivalent to the cumulative period of the payment suspension.

25th May update:

[Click here](#) for Maxgaming "Power-on" of gaming machines chart.

29th May update:

[Click here](#) for MAX Venue Reopening Support checklist

[Click here](#) for Changes to MAX Integrated Systems fees

As more information becomes available, you will receive updates via your MAX business representative.

Take care, stay safe – and be ready.

Fee suspension extended to May 2020

Following our communications on 27 March 2020, and as part of our commitment to keep in touch during the COVID-19 shutdown period, we wanted to provide a further update on our fees.

MAX wishes to advise the following:

- All payment obligations owed to MAX will be further suspended for the May billing period (other than fees previously advised as payable), for as long as the government-imposed closure of licensed venues remain in place during that month.
- MAX's obligations under our contractual arrangements will continue to be suspended during this period.
- We will continue to review the position for each subsequent month taking into account further developments, including additional government directions.
- Where applicable, alternative arrangements will be agreed with venues. We will be in touch in due course to discuss the nature of these.

We welcome your continued support and commitment throughout this challenging period for our people, our customers and the community at large.

AHA NSW

PFD Foodservices	<p>We are open for business and have branches located in Sydney, up and down the NSW coast, Canberra, the central west of NSW, as well the Riverina area.</p> <p>We continue to work with our suppliers to ensure a continual supply of products; frozen, fresh and dry, including packaging and can supply products for your needs.</p> <p>We have an extensive range of fresh seafood that we process on site, which is complimented with a comprehensive range of frozen seafood.</p> <p>We continue to work with our meat suppliers on being able to supply portion cut meat, or whole primal. We have a range of products that will suit take away menus and online delivery options.</p> <p>If we can be of assistance over the coming days or weeks, please call our Customer Service Team on 02 9708 9000</p>	
SG Gaming	<p>SG Gaming will be deferring payments that are due. These payments take the form of:</p> <ul style="list-style-type: none"> • Monthly Sales and Licence payments for EGMs on 12, 24 and 36 Months terms • Monthly Software Maintenance Support on Quartz Software on 36 or 60 Months Monopoly Licence Fee <p>SG Gaming will defer all due payments on these agreements for as long as the order for premises to remain closed is in place, as imposed by the Australian Federal and/or the applicable State Government.</p> <p>However, it must be noted, that pursuant to the terms and conditions agreed to and signed for by your venue, all monies owed under the agreement, will remain due and payable by the date set out in that agreement. Please do not hesitate to contact me directly at russel.gartner@scientificgames.com should you have any queries.</p>	<p>SG Gaming EGM Maintenance</p> <p>SG Gaming recommends that during the shutdown period the following be undertaken in relation to our Electronic Gaming Machines (EGM)</p> <ul style="list-style-type: none"> • Machines can be turned off for extended period of time when not in use. • Machines should preferably be turned ON/OFF individually using the main power switch inside each cabinet. • As a precaution, machines should be powered up at least once every two weeks for an hour to ensure batteries recharge and critical data memory is retained in the machine logic.

AHA NSW

		<p>Prior to resumption of normal trading, gaming machines should be powered up for at least 24 hours to ensure they are fully operational.</p> <p>At all times, should any error messages persists on gaming machine, please contact your Service Provider or SG Customer Support on 1800 837 668.</p> <p>We look forward to your club being back to full capacity and trading successfully, until then, SG Gaming is here for you and we'll get through this together!</p>
DFK Crosbie	<p>Our thoughts are with all of our clients and those in the industry who have been impacted by this situation, we are here to support you and work with you and your business through this challenging time.</p> <p>We understand this is an extremely difficult time for both your business and your people, we can assist by providing business and tax accounting advice, as well as help to navigate you and your business through the recent government stimulus updates including JobKeeper payments.</p> <p>We have a dedicated COVID 19 Resources page on our website and have updated our DFK Crosbie app to include updates, which you can download here.</p>	<p>If you have any questions in regards to your business the please call us on 02 4923 4000 or email theteam@dfkcrosbie.com.au</p>
ILG: Super Cellars/Little Bottler	<p>All three ILG depots are still in full distribution force ensuring no disruptions to the coming Easter short weeks; with most of the office staff set up for work from home arrangements in adhering with Government's regulatory measures.</p>	<p>In the meantime, the most we can do is stay safe and remind our members to adhere to all regulatory measures imposed upon us that will see us through the bright side of things; we are all in this together.</p>

AHA NSW

	<p>Our sales force has been actively helping members transform spaces for packaged liquor sales and other food essentials including take away and home delivery service. There's been inspiring stories and outcomes from this crisis worth sharing. Please do not hesitate to reach out to us for any assistance you may need.</p> <p>We are in continued exchange with all Supplier-members, trade partners and regulatory bodies to allow us to keep members abreast with the most relevant and timely information as well as processes in place to help business affected by the current lock down.</p> <p>We remain one family at ILG in full support of each other and working closely together to get through this adversity.</p>	<p>Please contact NSW Sales Manager, Pat Kenny, if you have any queries.</p> <p>PH: 0409 308 341 or email p.kenny@ilg.com.au</p>
One Music	<p>OneMusic Australia's client base is both varied and large and we are doing all we can to address the range of differing circumstances that are currently affecting most of our licence holders.</p> <p>We are suspending any debt collection on any outstanding fees. Once the venues reopen we will adjust their past licence fees to reflect the period of closure. Several important changes have been made to assist you and your business during this time:</p> <ul style="list-style-type: none"> • If you have suspended trade, your account will be placed on hold until you resume trade • Licence adjustments will also be made retrospectively to reflect any period our music was not used. <p>If you continue to trade but there have been changes to your music use we can amend your licence to reflect this now.</p> <p>We are open to discussing flexible credit arrangements. We can issue a licence for online events that use our music.</p>	<p>Live Streaming Music Licensing under lockdown</p> <p>If you are a live music venue (and have an OneMusic Australia licence) and you want to stream live performances online you might fall under a special, short term COVID-19 policy where we treat that online live music event as if it was covered under your existing OneMusic Australia licence.</p> <p>Click HERE to learn more.</p> <p>NSW Hoteliers are encouraged to check with us by email at hello@onemusic.com.au</p> <p>Boost 'table turn' with music</p> <p>Click HERE to view a tip from OneMusic to all the pub bistros opening up under the 10 pax limit.</p>

AHA NSW

	<p>Despite our offices being closed, our staff are on hand to assist you. You can contact us on email hello@onemusic.com.au or jump on live chat (between 9am-7pm).</p>	<p>Wishing all our music lovers in NSW a good start on the road to recovery.</p>
<p>Steadfast IRS</p>	<p>Loss of income cover The underwriters who provide insurance to the Hospitality Industry that we work with do not cover loss of income due to quarantinable disease, pandemic & epidemic, a the policy holder you are always welcomed to lodge a claim and your broker will be able to manage this for you.</p> <p>It is important we note the Industrial Special Risks Insurance is to cover the building, damage caused to the building and loss of income as a result of property damage.</p> <p>What's next and what do I do with my insurance? We have had multiple enquiries requesting to cancel policies or reduce sums insureds. We want to stress the importance of not reducing your sums insureds, or cancelling your policy. Cover remains in place for damage to the property caused by Storm, Fire, Malicious Damage and Theft under your ISR insurance. Network Steadfast are working with multiple insurers and gathering options on what premium relief may be available. As we become aware of viable options we will contact our clients to provide these details.</p> <p>If you have any queries we recommend the best course of action is to contact your broker.</p> <p>John Kay m 0455 400 224 e jkay@steadfast-irs.com.au</p>	<p>Premium relief, instalments and policy queries Can I get premium relief? Contact your broker to discuss options available to you and your business, some insurers are offering mid-term refunds on certain policies. If your insurer is not offering a mid-term refund contact your broker and see if you are entitled to an end of policy adjustment. This means insurers will re-rate your policy based on actual turnover and/or gross profit taking COVID-19 into account.</p> <p>The result should be a refund premium.</p> <p>My policy is falling due, what do I do? You will need insurance, contact your broker and have a discussion around what policies are required and what estimates you should put in for the coming 12 month period. It is imperative you continue to insure your business.</p> <p>I can't afford my premium instalment Again have a discussion with your broker, if you currently have premium funding in place they may be able to offer a deferred instalment to assist during this tough time. All insurance policies have different terms and conditions and your placing broker will be best situated to discuss your policy with you.</p> <p>If you need assistance please feel free to contact one of the team at Network I Steadfast below:</p>

AHA NSW

		<p>John Kay 0455 400 224 Nic Bova 0439 804 587 Nick Markovski 0409 457 792</p>
<p>William Angliss Institute</p>	<p>Training Opportunities As the leader in hospitality training across Australia and New South Wales, William Angliss Institute is committed to supporting AHA members in this critical time</p> <p>Licensee Training Until the end of May 2020, AHA members and their staff can enjoy a 15% discount off the following licensee courses. The new price is \$285 per person, per day (reduced from \$330 per person, per day.)</p> <p>Licensee Training (LT) (one day): This Licensee training course is compulsory for new licensees or when your existing RSA card expires. Advanced Licensee Training (ALT) (two days): This course applies to venues authorized to trade after midnight.</p> <p>Business Operations Make the most of the downtime by upskilling your staff. Commencing soon William Angliss Institute offers free online bite sized training courses up to 45 minutes in duration that are designed to support your business operations in the areas of.</p> <ul style="list-style-type: none"> • Using Zoom to engaged online • Rethink your menu design • Virtual wine tasting class • Develop and update your business plan <p>Hygienic Practices for food safety online course William Angliss Institute continues to carefully monitor the COVID-19 situation to ensure the safety of our community as we deliver training both online and on campus.</p>	<p>NSW Licensee and Advanced Licensee Courses</p> <p>William Angliss Institute will be running the first virtual courses on 14th and 15th May, 2020. They are offering a special price for AHA NSW Members of \$285 per course (listed as \$400 to anyone else).</p> <p>To book: click HERE and enter code AHA285 to receive the discount.</p> <p>Contact Jill Hingston at Jillian.Hingston@angliss.edu.au or call 9125 5111 for further details and dates.</p>

AHA NSW

A new and exciting, online (with trainer support where required), self-paced course is now available for front and back of house hospitality staff. The course will allow staff to instil confidence in your customers when it comes time to reopen that your staff are up to date with hygiene practices

Using hygienic practices for food safety, students will learn to:

- Follow hygiene procedures and identify food hazards
- Report and personal health issues
- Prevent food contamination
- Prevent cross-contamination by washing hands
- At an affordable price point of \$30 the successful completion of the course comes with an issue of certification.

Please [click here](#) to book the course

NSW Licensee and Advanced Licensee Courses

Special price for AHA NSW Members of \$285 per course (listed as \$400 to anyone else).

To book: click [HERE](#) and enter code AHA285 to receive the discount

Free Short Courses

Our trainers have also developed some free short courses some via zoom and live whilst others are pre-recorded.

Live free short courses - click [HERE](#)

Pre-recorded free short courses - click [HERE](#)

To book: Email [Jill Hingston](#)

AHA NSW

Engie – Simply Energy	<p>The Coronavirus (COVID-19) is affecting businesses across the country and around the world. We understand that these are difficult times for everyone, causing widespread disruptions to industry, employment and our daily routines.</p> <p>As the situation progresses, we are working closely with the AHA to co-ordinate assistance and support for AHA members participating in the PPA. We are committed to our partnership with the AHA and you, the member, to get through this challenging period for the hotel industry, together.</p> <p>How we can help? We recognise that the current situation is significantly affecting the operations of hotels and pubs. We're here to discuss how we can work with you in more flexible ways in order to best support you through these times.</p> <ul style="list-style-type: none"> • If you experience payment difficulties at any time, support is available to you via your dedicated Account Manager. • We understand that recent restrictions put in place by the government may affect your business, leading to your power consumption increasing or decreasing during this period. If you expect your consumption to significantly change, please discuss this with your Account Manager. • If your power supply is disrupted, or in the event of an electrical or natural gas emergency, fault or failure, keep your local electricity or gas distributor details on hand. Their details are at the top right-hand corner of your invoice. 	<p>Please contact your dedicated Account Manager should you need additional support or have any questions.</p> <p>Stuart Smith P 0439 595 311 E stuart.smith@simplyenergy.com.au</p> <p>Lucas McAuliffe P 0488 700 819 E lucas.mcauliffe@simplyenergy.com.au</p> <p>Lidia Misev P 0417 519 712 E lidia.misev@simplyenergy.com.au</p>
ALM	<p>ALM On-Premise & ALM Agora are devastated about the effects covid-19 has had on our industry and the challenges everyone is facing in these unprecedented times. We hope for a future where our beloved hospitality industry will come back as strong and vibrant as ever.</p>	<p>Our ALM On-Premise team have been working with suppliers to make available some fantastic re-opening deals to help you build back your stock. Some of these deals are so exclusive, you need to contact your BDM for access.</p>

AHA NSW

	<p>With the Government's announcement to close hospitality venues, the community remains important to us. Whether venues are ALM customers or not, keeping the industry connected is one of our top priorities.</p> <p>To enhance connectivity within the community, we have now opened ALM Agora to all on-premise venues nationally. ALM Agora is the industry's first virtual rep, providing venues with access to supplier contact details, marketing content, covid-19 news updates and more.</p> <p>Login and stay connected to your suppliers during these times where social distancing is imperative.</p> <p>See below login details:</p> <p>URL: https://alm.pontoonx.io Username Case Sensitive: ALM Password Case Sensitive: Agora</p>	<p>ALM On-Premise want to partner with you and have a variety of benefits available to you to build back your business. This includes our recently developed online marketplace, Agora that connects you to suppliers in your own time, 24/7 web portal ordering, one invoice, the largest range of products, flexible delivery options and a local support team.</p> <p>WHAT WE OFFER:</p> <ul style="list-style-type: none"> • Credit terms to meet your business needs • Competitive pricing • Flexible delivery options • Ongoing lucrative offers & promotions • Exclusive access to ALM AGORA <p>Please contact us on almonpremise@almliquor.com.au to find out more.</p>
<p>AusComply</p>	<p>Are you REOPEN READY? Now's the time.</p> <p>While we're not quite there yet, like you we're chomping at the bit to get back to business. Unfortunately when we do, it's unlikely to be business as usual, with a raft of strict new conditions for licensed venues and security firms to follow.</p> <p>That's why now's the time to get your compliance systems in order. Compliance leaders since 2015, AusComply is offering free no-obligation consultations to help you get ready.</p> <ul style="list-style-type: none"> • What are your current compliance regulations? • What new restrictions are expected? • What preparations can you make today to be "REOPEN READY" tomorrow? • How can digital solutions help you? 	<p>While it's been tough, with positive action and cooperation the industry will bounce back. Get REOPEN READY now.</p> <p>Call us today on 1300 22 66 75 or email info@auscomply.com.au to arrange a consultation. For more about our compliance platform head to www.auscomply.com.au</p>

AHA NSW

Back Schwartz Vaughan	<p>At BSV we specialise in all facets of liquor licensing and gaming matters.</p> <p>We remain up to date and across all developments as they occur in the liquor and gaming space and are happy to assist with advice as to how you can best utilise your liquor licence during these difficult times, including in relation to Liquor & Gaming NSW's Statement of Regulatory Intent in regards to COVID-19 and how this may affect those especially if they hold hotel (general bar) licences.</p>	<p>For more information or to get in touch, please see our website https://www.bsv.com.au or contact Tony Schwartz by email at tschwartz@bsv.com.au or phone on (02) 8383 3777.</p>
BEPOZ	<p>Online Ordering & Waiver of Fees</p> <p>Our thoughts are with all of our friends in the hospitality industry that have been impacted by the shutdown. The unknown duration of this crisis makes the financial impact on our industry unpredictable.</p> <p>We would like to reassure our valued customers that we are here to help you keep trading through this difficult time and to offer relief and support to help you come out stronger on the other side.</p> <p>What can we do to help?</p> <p>CLICK & COLLECT - YourOrder</p> <p>We can set you up with your own Online Ordering Platform enabling you to offer a takeaway and delivery service of food and beverages direct to your customers. It's fast to set up, easy to use, fully integrated with Bepoz Point of Sale and we're also waiving most of the setup costs to get you up and running without delay.</p> <p>Bepoz Software Hibernation</p> <p>We are giving you the ability to eliminate all non-essential software licensing and waive all reactivation fees.</p> <p>https://bepoz.com.au/yourorder-online-ordering</p>	<p>Technology solutions to help you trade now and to assist when you reopen.</p> <p>We can help your business adapt to the new normal by providing the technology solutions you need to comply with social distancing regulations and to create a safe environment and positive guest experience for visitors returning to your venue.</p> <p>Online Ordering Platform</p> <p>Get Online. Trade Now & into the Future. Instantly enable Pickup & Delivery options for your business. Fully integrated with Bepoz Point of Sale. Standalone product available for non Bepoz users. Simple pricing structure.</p> <p>www.bepoz.com.au/yourorder-online-ordering</p> <p>Contact our team today to request a demo: 1300 023 769 sales@bepoz.com.au</p>

AHA NSW

Bergstrom Architects	<p>Is your venue ready to reopen?</p> <p>Bergstrom Architects would like to offer our best wishes to all in these trying times.</p> <p>Over nearly 20 years of working with hotels we know how much support hotels have given to local community groups and sports clubs. We would like to do our part to help hoteliers get back up and running.</p> <p>Is your venue ready to re-open with the likely COVID-19 social distancing restrictions still in place? If you would like talk about layout options, design solutions or just bounce some ideas around; the team at Bergstrom Architects are here to help. We are happy to take phone calls from any AHA members that would like to discuss ideas for getting their venue ready to re-open.</p> <p>We want to see you back doing what you do best!</p>	<p>Please feel free to contact us on 02 8920 1499 during business hours. We can arrange a discussion on the phone, a zoom meeting or possibly have a meeting at your venue.</p>
Beyond Merchant Capital	<p>Beyond Merchant Capital may be able to help you with a Merchant Cash Advance – a tailored lending product especially designed for businesses in the Hospitality sector. Our Unsecured Loans are repaid via an agreed percentage of your merchant turnover (not a fixed amount).</p> <p>We offer a simple application process and a fast response! Let us tailor a loan for you today and help you to get back on your feet. We can offer loans from \$10,000 - \$100,000 for businesses that are still trading (even if you're just offering takeaway for now) with minimal paperwork.</p> <p>Terms & Conditions apply and subject to approval.</p>	<p>For more information or to apply, please visit www.beyondmerchantcapital.com.au or call 1300 955 428 and one of our friendly Loan Specialists will contact you.</p>

AHA NSW

Beyond Payment Systems	<p>Make merchant service fees a thing of the past!</p> <p>Beyond Payment Systems is Australia's only provider that offers a fully compliant solution that ensures you recover ALL costs associated with accepting card payments, including terminal rental and stationery!</p> <p>Our terminal is user friendly and easy to set up with no disruption to your business. You can even settle funds to your current bank account!</p>	<p>If you would like to start saving thousands of dollars a year on card processing fees, contact Beyond Payment Systems on <u>1300 192 600</u> to discuss the most suitable option for your business. www.beyondinc.com.au</p>
BUNNINGS TRADE	<p>On a beginning note, on behalf of Bunnings we sincerely hope that both your team, your families and members are safe and well through what is a difficult time.</p> <p>We understand that a reliable supply of product is important to our customers who are supporting their local communities, particularly with emergency repairs and maintenance to keep households and businesses operating.</p> <p>We are continuing to follow government advice and our stores remain open to serve you unless otherwise advised – you can check your local stores trading hours here.</p> <p>Providing a safe environment for our customers and the communities that we operate in will always be our number one priority. We have been taking extra steps to keep our customers and team safe, in line with direction from the government, so our stores might look a little different as we take some additional precautions, including implementing social distancing measures in store.</p>	<p>If you would like to know more about the steps we are taking to protect our customers and team, or if you have an inquiry about an order, you can contact us at organisations@bunnings.com.au</p>
Challenger Services Group	<p>Challenger Hospitality are leading strategic outsourcing specialists, delivering commercial cleaning, housekeeping, staffing and facility solutions nationally. Challenger have a large presence within the Australian hotel market across three key service provisions: housekeeping, public area cleaning and food and beverage services.</p>	<p>For further information, we can provide technical datasheets, SDS and official announcements of its effectiveness against COVID-19.</p>

AHA NSW

	<p>We have operated in the Australian hotel and hospitality market for over 25 years.</p> <p>Anti-Microbial Treatment– 7 Day Surface Protection In response to the COVID-19 pandemic, Challenger has invested in an advanced antimicrobial treatment which protects surfaces from bacteria and viruses for 7 days or 200 touchpoints. Australia has conducted laboratory testing and this chemical has been proven effective against COVID-19.</p> <p>How it works: The treatment provides long-term microbial control with its patented invisible protective film, providing a barrier for 7 days/200 touches that COVID-19 cannot survive on.</p> <p>We are providing this service at many hotels across their common area facilities and all major touch points are treated such as: tables, chairs, desks, light switches, doorknobs, wall fixtures, phones, toilets and basins.</p>	<p>Members can book via:</p> <p>24/7 Phone Line P: 1300 248 249</p> <p>Email Enquiry E: operations@csgroup.com.au</p> <p>Website Enquiry https://csgroup.com.au/contact/</p>
COOPERS	<p>Customer Support</p> <p>Coopers is extraordinarily saddened by the devastating impact that COVID-19 is having on our country and in particular our essential and vibrant hospitality industry. As an Australian family business we are committed to supporting our customers to ensure we all get through this difficult period together.</p> <p>As part of our support, we have accepted back unused and capped kegs via the wholesale network, and will continue to work with venues over this time to assist.</p> <p>Our sales team remains fully operational and is available to help and support you, including a range of “We’re Open” and socially-distancing signage.</p>	<p>www.cooperslocal.com.au</p>

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	<p>We can also help you with the safe shutdown of your beer system and look forward to helping you get ready for re-opening when this is allowed.</p> <p>For those missing their pub experience, we have launched our Coopers Live Loud & Local initiative run through Facebook Live, using our strong brand connections around music, comedy, food and entertainment to bring the pub to the lounge room. This program will expand over time as we give back to venues, support the affected arts & entertainment industry and help put a smile back on the faces of punters.</p>	
Commonwealth Bank Australia	<p>The Commonwealth Bank has produced a financial support guide to help customers understand the support options available to help them through this unprecedented current public health crisis. You can find the guide on our dedicated support page HERE.</p> <p>As new measures are introduced, we are updating the guide to make it easy for all Australians to find out what options are available.</p> <p>The Commonwealth Bank is committed to helping impacted individuals and businesses through this difficult time.</p>	
Dentons	<p>As one of the world's largest law firms, Dentons has established a dedicated COVID-19 hub as a source of information.</p> <p>We have assembled subject matter specialists and resources from around the world to be able to provide advice across a wide range of issues, including:</p> <ul style="list-style-type: none"> Dentons Employment Tracker looking at employment considerations globally: Including employer protection responsibilities, data privacy, flexible working policies, remuneration, response to diagnosis, shutdowns, employment term 	

AHA NSW

	<p>adjustments, employment claims, immigration and related matters</p> <ul style="list-style-type: none"> • Supply chain interruption and delivery delays • Government and local regulations and their implications • Commercial contracts and insurance-related questions, including force majeure, material adverse change, cancellation and related inquiries • Restructuring and insolvency including distressed acquisitions of assets or an entire business line • Securities regulation and disclosure requirements • Development and/or refinement of business continuity plans. 	
Edupi Migration	<p>It is apparent that there is little support offered for Temporary Visa Holders in the Job Keeper package.</p> <p>There is now clarity as to how the Department will treat existing 457/482 visa holders moving forward and we have prepared a COVID 19 Migration Guide for sponsors to help understand your obligations in managing your overseas workers.</p>	<p>If you have any queries please contact Justin Browne, CEO, Edupi Migration via justin@edupi.com.au</p> <p>We are happy to take any calls from sponsors whether you are a client or not.</p>
Empire Hospitality	<p>Empire Hospitality are a national provider of cleaning services where we are actively providing Bio-clean services for disinfecting.</p> <p>We have established Infection Control Procedures and have a dedicated WHS manager that oversees the communication and training, and importantly the safety of our team. This allows Empire Hospitality to be ready at short notice to respond to specialist cleaning services.</p>	<p>Should you require any Bio-cleans please do not hesitate to contact Kevin Lucas</p> <p>M 0450 251 624 E Kevin@empirehospitality.com.au</p>

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	<p>Our teams will carry out the cleaning by using a Fogger; a machine that used a fine spray to apply a chemical solution for sanitizing and disinfecting.</p> <p>The chemicals used are as per the TGA and approved for use in the Bio-Cleaning processes. All chemicals have a current Safety Data Sheet. Our teams have been trained in accordance with Bio-clean requirements.</p>	
Gallagher	<p>Gallagher is an international insurance brokerage, risk management and consulting firm.</p> <p>All our brokers and advisors are available to assist Pub owners navigate through this very difficult period; whether this be advice on Premium Funding payment deferment, ensuring the right covers remain in place, or just that ear to listen to.</p>	<p>Call or email your local broker directly or call the office on 4979 3333 or email newcastle@ajg.com.au</p>
Grub Lab	<p>If you are looking for innovative content to keep engaged with your customers during this period of business disruption, then we may have an answer.</p> <p>We have a full set of kids colouring in, featuring 24 characters, which is provided FREE of charge that you can push out through your social media channels over the coming months.</p> <p>The characters would be downloaded from your site, coloured in and brought to life in the Grub Lab App, which will have the kids entertained for hours.</p> <p>We would love to take you through how you can leverage this program during lock down, engaging with families to come back into venue through our AR Heroes program and other Grub Lab tools.</p>	<p>Follow this link https://grublab.io/ to register your details or call 0407 723 686 and we'll get you started on this program.</p> <p>The Village Co. partnering with PFD Foods.</p>

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H & L Australia	<p>To help you stay afloat and minimise the impact of Covid-19 on your businesses, H&L has developed a new feature called "Order for Pickup & Delivery".</p> <p>You can now offer menus for takeaway and delivery directly from your website via an online order system connected to your H&L POS system, kitchen printer, or order display monitor. This feature is available for food services and/or Takeaway Liquor (where permitted). Set up is easy and the fees are low.</p> <p>For more information about this new feature, please email us at sales@hlpos.com</p>	
Henry William Lawyers	<p>For the next 30 days we are here for a complimentary 30 minute consultation for all AHA members.</p> <p>If a legal issue is worrying you, or you would like preliminary legal guidance, we have experts who can help in the following areas: Insolvency, Property, Employment, IR & HR Contracts, Commercial Real Estate, Commercial and Retail Leasing, Work Health and Safety, Superannuation, Litigation, Dispute Resolution.</p>	<p>Please email Kate Rowland with your name, number and area of concern and we will arrange a time to discuss with you. kate.Rowland@henrywilliam.com.au</p>
Hotel Accountants	<p>Dial a Fighter – We are there for you when it counts! (APRIL update)</p> <ol style="list-style-type: none"> 1. We will take your call from 7.00am to 7.00pm – 7-days a week to answer any questions you need in order to survive the COVID-19 Crisis – A client or Non-Client. 2. You need to have updated 2019 financial statements, 2019 taxation returns, and March & June BAS Returns in order to receive the Federal Government Stimulus payments; 3. Have you registered for JobKeeper for you and your staff? Did you know it also is available for Sole Traders, Partners of a Partnership, and even Beneficiaries of a Trust (provided you meet the criteria). Do you know if you qualify? 	<p>Dial a Fighter – We are there for you when it counts! (MAY update)</p> <ol style="list-style-type: none"> 1. To help City and Country Hotels we will offer non-clients a free 30-minute consultation. You simply need to call 02) 9279 4884 and book your appointment with Principal John Morrison (B.Comm CPA CTP). 2. We will take your call from 7.00am to 7.00pm – 7-days a week to answer any questions you need in

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	<p>Has your Accountant registered all of your eligible entities? Having Lessee or Lessor issues?</p> <p>4. As a proven performer from the economic crisis 1982 recession, pre poker machines, Dot Com bubble burst, Asian financial crisis, 2008 Great Recession, and the current COVID-19 crisis. Specialist Accounting Advice is essential in order for you to survive. You need practical advice in order to 'think outside the square', re-think your Hotel business model, and have sound advice in order to have the ability to adapt to change;</p> <p>5. To help City and Country Hotels we will offer non-clients a free 30-minute consultation. You simply need to call (02) 9279 4884 and book your appointment with John Morrison.</p>	<p>3. As a proven performer from the economic crisis 1982 recession, pre poker machines, Dot Com bubble burst, Asian financial crisis, 2008 Great Recession, and the current COVID-19 crisis. Specialist Accounting Advice is essential in order for you to survive. You need practical advice in order to 'think outside the square' (as there is no square!), re-think your Hotel business model, and have sound advice in order to have the ability to adapt to change</p> <p>4. You need to have updated 2019 financial statements, 2019 taxation returns, and March & June BAS Returns in order to receive the Federal Government Stimulus payments;</p> <p>5. Having Lessee or Lessor issues?</p> <p>Additional Support/Further Contact Details: Phone: 02 9279 4884 Email: john@hotelaccountants.com.au Website: www.hotelaccountants.com.au</p>
<p>Hygiene Australia</p>	<p>Working together, HY.GIENE Australia are here to assist with your hygiene program post Covid-19</p> <p>As a manufacturer and supplier of premium hand sanitising solution and with a track history and record of providing premium cleaning products into the market for over twenty years, HYGIENE Australia has been listed with relevant government and Tier 1 essential services and agencies as a major supply source.</p> <p>HY.GIENE Australia provides the ultimate rationalised range of cleaning products and equipment to cater for hotels housekeeping, kitchens, laundries and public areas whilst exceeding all OH&S requirements to give your staff a safer work environment – easier to use with less induction/training required.</p>	<p>For further information, including all compliance of product information, SDS and application, please get in contact:</p> <p>Call Centre: 1800 616 930 Email Enquiry: sales@hygieneaustralia.com.au Web: www.hygieneaustralia.com.au</p> <p>We're here and ready to help you</p>

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	<p>We work with our clients to rationalise their range of chemical products, meaning you can order less product for more applications than before with new freight savings as well as staff efficiency gains. You can reduce your cleaning overheads whilst giving a higher standard of cleanliness and hygiene to your guests with our products!</p>	
Hygiene Machine	<p><u>Keep Your People Safe with Hygiene Machine</u></p> <p>Hygiene Machine is a proudly owned Australian business keeping the community safe and reducing viral transmission with high-quality, Australian-made Scott's Hand Sanitiser. With our manufacturing and distribution centres based in Sydney, we can easily provide for all businesses right across the whole of NSW.</p> <p>We have a variety of quantities available (500ml, 1L and 5L) to meet every one of your business' requirements.</p>	<p>Please contact Ronnie Lewis (Mobile: 0412 444 211) Email: ronnie@hygienemachine.com.au</p> <p>or</p> <p>Susanna Fredericks-Lee (Mobile: 0449 961 708) Email: susanna@hygienemachine.com.au to discuss your needs or for any enquiries you may have.</p>
ICU Security Cameras	<p>PROTECT YOUR ASSETS TODAY!</p> <p>ICU is still working without any government restrictions at this present moment - protecting the assets of our customers, as we have done for almost 20 years.</p> <p>ICU can service ANY existing equipment and we have payment plans available.</p> <p>David Baker: 0404 021 551</p>	<p>Be ready to reopen with ICU</p> <p>ICU Security Cameras is in full operation offering the following services across NSW:</p> <ul style="list-style-type: none"> • PEOPLE COUNTING - to control numbers in venues. • THERMAL TEMPREATURE READING upon entry to venue known as 'FEVER SCREAMING' • SALES, INSTALLATION & SERVICE TO ALL CCTV MATERIALS.

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		<p>ICU can now bundle all the above into one software package without any ongoing annual licence fees.</p> <p>See the difference with ICU! Call 1300 135 253 or email info@icucameras.com.au</p>
JLL Hotels & Hospitality	<p>To all of our past, present and future clients, we would like to give our best wishes and more importantly good health in these unprecedented times.</p> <p>We understand that difficult decisions have been made by all and we are in constant dialogue nationally with industry stakeholders digesting the way forward.</p> <p>If you have any questions, would like to draw upon the national operator feedback received or wish to discuss options and strategies for the next 12 month period, we are available to assist. Planning has commenced with clients at all levels to remain ahead of the curve.</p> <p>Through the market paralysis of the GFC, introduction of smoking bans and the Wilkie legislation era, JLL continued to generate solutions for clients discreetly, with singular experience trading in difficult environments.</p> <p>Whilst the full extent of the COVID-19 impact is unknown, we can take some comfort in knowing that the market has recovered strongly after previous global shocks. This is something we face together as an industry and we are here to support you.</p> <p>From all of the National Pubs Team, take care and stay healthy</p>	<p>We look forward to speaking with you in whatever capacity may be of most value to you and are available at any time to do so.</p> <p>Contact National Director, John Musca on 0424 257 004 or john.musca@ap.jll.com</p>
Key Workplace Solutions	<p>Key Workplace Solutions are Workers Compensation and Work Health and Safety specialists.</p>	<p>Contact Simone Moran for more information simone@keyws.com.au or call 0413 033 238</p>

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	<p>They can guide you through your obligations as an employer with active workers compensation claims and advocate your circumstances with relevant parties ensuring the best possible outcomes for you as an organisation through potential premium stabilisation or if at all possible, reduction.</p> <p>In the workplace, risk reduction is important to imbed as a 'best practice'. We believe that this can be achieved via the following WH&S offerings:</p> <ul style="list-style-type: none">• Mapping the current state of your workplace or individual area of risk• Gap analysis• Workplace inspections and walkthroughs• Guidance on obligations as an employer• Review of policies and procedures inclusive of operating guidelines for machinery.	
Metro Solutions	<p>We understand this is an extremely difficult time for both your business and your people, and we are here to help with HR and Payroll needs relating to COVID-19.</p> <p>We can assist with general leave provisions, letters to employees, communication plans, stand downs, redundancy, terminations, supporting staff and workforce planning.</p> <p>Metro Solutions can also support you with identifying any business HR risks and gaps, implementation of Work, Health and Safety systems including Contractor Statements and Safe Work Procedures.</p> <p>We can review and ensure your Employee Handbooks, Policies and Procedures, Employee Contracts and Job Descriptions are up to date to reflect current and relevant legislations.</p>	<p>If you need any support from Metro Solutions, please contact us on 9648 5868 or hr@metrosolutions.com.au</p>

Next Payments

Next Payments Suspending and Fees: Next Payments is committed to assisting our customers during the COVID-19 pandemic, especially the Pub, Club and Hotel sector. We understand that it's far from 'business as usual' so we have moved quickly and proactively to offer relief to our clients. This includes immediate suspension and/or deferral of any fees or payments for the duration of the forced government closures. Our Help Desk team is also working to assist with any queries clients may have.

Moreover, we are happy to work with individual clients and try to develop a custom solution that provides relief or support during this unprecedented time.

If you would like to discuss a solution for your business, please call your sales representative or 1300 659 918 today.

Many have had questions about cash and COVID-19. To this end, we have prepared a **Frequently Asked Questions** document (click [HERE](#) to download) to answer your questions. But rest assured, The World Health Organisation has confirmed that cash including coins is safe to use – there is no evidence that either coins or cash spread COVID-19.

We look forward to resuming business as usual when it is safe to do so. In the meantime, our thoughts are with our Pub, Club and Hotel friends during this tough time. We are all in this together.

Email: info@nextpayments.com.au

Cash in venue?

As we all know, cash is integral on the gaming floor so it's important to ensure that when your venue reopens your staff and patrons are comfortable handling notes and coins, and don't have reservations about the spread of COVID-19 via cash.

The Royal Australian Mint, The World Health Organisation and medical experts and scientists have confirmed that cash is safe and does not spread COVID-19.

To support and reassure your staff and patrons that it is safe to use cash at your venue:

- Give your staff, members and patrons the facts and ensure that they are confident that you are taking precautions to ensure their wellbeing. Read our Frequently Asked Questions [here](#).
- Clean your ATM and gaming machines regularly along with any other high touch surfaces. [Click here](#) to watch a short video on how to clean your Next Payments units.
- Display a sign on your ATMs letting patrons know it is being cleaned – [click here](#) for a printer friendly sign.
- Display a form on or next to your ATM so patrons are informed that your ATM is being cleaned regularly – [click here](#) for a printer friendly sign.

If there is anything else we can do to help, please contact us: info@nextpayments.com.au.

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Nightlife	<p>We're almost there!</p> <p>As Australia plans to re-open for business, Nightlife wants to make music and vision one less thing for you to worry about.</p> <p>Stay tuned as we reach out to all of our loyal clients with updates on how to get your music going, your messages updated and your customers entertained.</p> <p>Rest assured, we will work with you to help you get back on your feet. We went into this together and we will come out the same way.</p> <p>For those of you who are new to Nightlife and would like to learn more, our lines are open 24/7 on 1800 679 748.</p>	<p>More: nightlife.com.au</p>
NSW Colour TV CO	<p>Venue screen support</p> <p>On behalf of NSW Colour TV Co we understand how tough things are from the impact of COVID-19. Our company is committed to supporting the AHA members and if we can be of assistance in any way we would like to invite you to contact us for any visual problems that may occur as the screens have not been in use for some time.</p> <p>We would only charge a discounted rate due to the current circumstances. We wish everyone to stay safe and be back in operation sooner rather than later.</p>	<p>Danny Grant – 0417 023 335 Australian Colour TV Co – 02 4957 8355 Email: danny@australiancolourtv.com.au Website: www.australiancolourtv.com.au</p>
PKF Sydney and Newcastle	<p>Are you financing the payment of payroll and employee entitlements to survive this current cash crisis? With the JobKeeper payment received in arrears, business owners can be under pressure to find the funds for employee wages.</p>	<p>Contact Details covid19@pkf.com.au</p> <p>Web https://pkf.com.au/blog/2020/jobkeeper-payments-financing-the-gap-between-now-and-the-cash-splash/</p>

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	<p>The statutory priority under section 560 of the Corporations Act is a useful tool for both lenders and borrowers, especially right now. Using section 560 is a quick, easy and relatively cheap way of getting priority for advances to pay employees.</p> <p>At PKF, our business recovery experts are experienced and licenced to advise and help businesses in distress to give them the best chance of survival and an eventual revival.</p>	<p>PKF HELPS OUT HOSPO</p> <p>HelpOutHospo, a new financial emergency relief program has been created to support struggling hospitality workers. Local accounting and business advisory firm PKF, is one of its key sponsors and supporters.</p> <p>HelpOutHospo and PKF are giving you the opportunity to support hospitality workers and be in with a chance of winning a virtual masterclass with famous chef, Matt Moran by downloading one of HelpOutHospo's online cooking classes for as little as \$10.</p> <p>To take part:</p> <ol style="list-style-type: none"> 1. Visit www.helpouthospo.com.au/swanky 2. Purchase any cooking video course 3. Prepare one of the dishes at home 4. Take a picture of your creation (good or bad) and share it on either Facebook or Instagram using both hashtags #cookwithmatt #helpouthopso <p>The winner will be announced on Friday, 5th June.</p> <p>For more information contact Sarah Scott – PKF Head of Business Development and Marketing on 02 4935 6176 or at sscott@pkf.com.au.</p>
<p>Progress Services Group</p>	<p>Progress Services Group are on hand to assist your organisation by effectively offering additional sanitizing, housekeeping and cleaning services outside of your regular contract cleaning services.</p> <p>We would like to offer the opportunity to assist your organisation by being prepared prior to re-opening.</p>	<p>Please do not hesitate to reach where we are happy to provide a free quotation and advice.</p> <p>T (02) 8026 0420 E george@progressfm.com.au W www.progressfm.com.au</p>

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	<p>Our services will reflect that your organisation is creating a proactive health and safety measure to ensure the best and safest possible environment for your employees and the general public when the green light is given to re-open.</p> <p>Our services include:</p> <ul style="list-style-type: none"> • Ensuring the thorough cleanliness of all facilities where staff, residents and public are gathered. • Be proactive and efficient ensuring all facilities are cleaned thoroughly. • Utilize cleaning and hygiene products and the appropriate equipment to minimise exposure to COVID-19 • Dispose of all rubbish efficiently and effectively • If requested, implement sensitisation equipment into any or all of your facilities, common areas, guest rooms etc. • Follow and comply with all your Departmental policies and procedures. 	
Reward Hospitality	<p>Your Pandemic & Post Pandemic Partner. Reward Hospitality is your one-stop cleaning and sanitisation supplier. We understand the duty-of-care you have to your customers & staff and have the capability to help you fulfil your obligations and ensure everyone feels safe returning to your business post-pandemic. We are your trusted advisors within the cleaning and hygiene sector and have the following key strengths to ensure all your requirements are met:</p> <ul style="list-style-type: none"> • Dedicated Safety Experts • Extensive Product Range • Large Inventory Depth • Seamless Online Ordering • Global Sourcing Network • National Coverage at a local level. 	<p>Specialising in cleaning chemicals, janitorial, washroom & hand hygiene, sanitisation and personal protective equipment, we have the best price, service and capability to ensure you are prepared and ready for business post-pandemic</p> <p>Contact us today on 1800 473 927 or visit www.rewardhospitality.com.au to arrange a post-pandemic advisory consultation</p>

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Star Compliance	<p>Compliance Management. Simple. Star Compliance delivers intuitive mobile compliance solutions to meet your business needs. Incident management and reporting, task checklists and online training at your fingertips, anywhere anytime.</p> <p>Built by industry leaders for industry leaders. We want to support your through the COVID-19 crisis with free subscription for 6 months. #helpouthospo.</p>	<p>Reach out to info@starcomply.com.au for more info</p>
Sun Security & Cleaning Corp	<p>Sun Security & Cleaning Corp remain fully operational with a surplus of experienced security guards and cleaners ready to assist in whatever capacity required.</p> <p>Discounted rates to assist all members during this difficult time.</p>	<p>Contact Andrew Freeman directly on 0406 424 389 http://www.sunsecurity.com.au or email info@sunsecurity.com.au</p>
TAFE NSW	<p>In response to the COVID-19 pandemic, TAFE NSW, in conjunction with the NSW Government, is offering a number of fully subsidised short courses that can be completed in just days or weeks, offering practical skills and experiences across a range of industries. Programs include business, computer and digital marketing and can be accessed here.</p>	<p>Safe study in Term 2</p> <p>From 27 April, TAFE NSW will progressively recommence delivery to students through a combination of connected, blended, remote, distance, or modified face-to-face learning.</p> <p>Connected learning is now more widely available to support the current need for social distancing. This is where students learn with a teacher and other students at the same time via web conferencing technology as part of a virtual classroom. Practical and interactive activities are part of connected learning.</p> <p>However, modified face-to-face training will continue when it is needed, with practical exercises adjusted for social distancing and hygiene practices. All modified face-to-face delivery is subject to an approved plan that ensures all health and safety impacts have been identified, assessed, and mitigated.</p>

AHA NSW

No matter how training is delivered, TAFE NSW has state-wide guidelines, and risk management practices in place to ensure the safety and wellbeing of all staff and students.

These guidelines allow teaching teams to respond directly to their students, taking into consideration a range of factors including the size, space and availability of learning facilities, student numbers and needs of students. As a result you may receive advice about how classes will run in Term 2 which may differ from campus to campus.

TAFE NSW remains open, and services will continue

TAFE NSW remains open, and we will continue to provide counselling and disability services, Aboriginal and International student support, childcare centres and student associations, alongside training and education.

Keeping you informed

We are committed to keeping you updated, and we'll share information about what these changes, including details about Semester 2 programs, as it is available.

If you would like to discuss these changes, please reach out using the contact details in my signature below. In the meantime, please look after yourself and stay safe.

Regards,

Janet Hanlan

Industry Relationship Lead – Tourism and Experience Services

M +61 448 314 562

E janet.hanlan1@tafensw.edu.au

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Taylors Wines	<p>Measures to control the spread of COVID-19 have seen many loved restaurants pubs and venues close their doors. The impact on these local businesses and their staff has been massive.</p> <p>That's why Taylors Wines is partnering with Support Local to create a national online listing and social campaign to promote all the venues, nationally, that are still providing takeaway and delivery options to their customers.</p> <p>The #localnightin campaign will encourage everyone to dine indoors and continue to support their local on premise industry.</p> <p>While the campaign will be on-going, on a specific set of days to be confirmed, we'll be inviting and inspiring people to visit their local venues to purchase a meal and share their experience on social in support of their favourite establishments.</p> <p>If you would like to register that your venue is still open for takeaway or/and delivery please visit www.localnightin.com.au to complete the form</p>	<p>#LocalNightIn</p> <p>Former Hotelier family Taylors Wines have partnered with Support Local to create the event #LocalNightIn</p> <p>The #localnightin campaign encourages everyone to order in their favourite food from their favourite local and support Australia's Hotel industry over a series of nights. Taylors invites venues all over Australia to partner with them to bring these nights to life.</p> <p>Register your venue here and enjoy some great food at home from your favourite local.</p>
Trinity Management Services	<p>Trinity Management Services provide you with solutions for full or partial management services that are tailor made to your organization:</p> <ul style="list-style-type: none"> • Payroll , Rostering and HR Solutions • Project Management • Leasing & Joint Ventures <p>During the challenging COVID-19 environment, we would be happy to offer discounted payroll services for staff still employed and engaged within the hospitality sector.</p>	<p>Please feel free to reach out to George Kijurina on 0413 903 682 or gkijurina@trinityms.com.au</p>

AHA NSW

Yardy Legal

Yardy Legal are here to help AHA members 24 Hours a day during this time of crisis on 02 9318 2288.

Your successful future requires strong, timely decisions based on the best knowledge available. Our legal advice will give you peace of mind of what you can do whether it be your Landlord /Tenant Issues, Liquor Licensing matters, Bank Negotiation, or Disputes with Partners, Employees & Suppliers.

Get on the front foot now and call us or email us at admin@yardy.com.au for an **obligation free** discussion about your current options.