

From: Rebecca Grant [mailto:Rebecca.Grant@Ablawyers.com.au]
Sent: Friday, 31 March 2017 4:53 PM
To: AMOD
Cc: Luis Izzo; 'christopher.nowland@harmers.com.au'; 'michael.harmer@harmers.com.au'
Subject: AM2016/30 Alpine Resorts Award 2010 - Email 1 of 3 [ABLAW-ImangeDocs.FID145528]

Dear Sir/Madam

AM2016/30 Alpine Resorts Award 2010

We act for Australian Business Industrial, the NSW Business Chamber Ltd, and the Thredbo Chamber of Commerce in the above mentioned matter.

Please find **attached** for filing, photographic bundle along with witness statements from the following:

1. Nick Cook
2. Jason Moon
3. Brett Anthony Williams

We note due to size restrictions we will be sending through further witness statements in emails to follow.

We also note that:

1. 2-3 witness statements are still being finalised and should be filed on Monday 3 April 2017; and
2. it is proposed that a further witness statement of Ms Emily Slaytor (of ABLA) and written submissions will be filed in due course in accordance with the consent position provided to the Fair Work Commission by the parties.

Kind regards

Rebecca Grant
Administration Assistant
Australian Business Lawyers & Advisors

WITNESS STATEMENT OF NICK COOK

Background

1. I am a Director of Mount Beauty Supermarket Pty Ltd (**MBS**).
2. MBS operates three FoodWorks supermarkets in Victoria, located at:
 - (a) Falls Creek;
 - (b) Mount Beauty; and
 - (c) Yackandandah.
3. I am also a Director of Nareco Pty Ltd, which operates a FoodWorks supermarket at Myrtleford, Victoria.

Industrial regulation

4. MBS is covered by the *Master Grocers Australia Limited and Shop, Distributive and Allied Employees' Association Enterprise Agreement 2014 (2014 Agreement)*.
5. The 2014 Agreement applies to the vast majority of MBS's employees.

FoodWorks Falls Creek

6. The Falls Creek Foodworks outlet (**Falls Creek FoodWorks**) is a grocery store located in the centre of Falls Creek, at the entrance to the Falls Creek Resort, near the resort ticket office.
7. The Falls Creek Foodworks outlet is located approximately 75 metres, as the crow flies, from the nearest ski lift or ski run.
8. Attached and marked "**NC-1**" is a print out from Google Maps showing the location of Falls Creek FoodWorks.
9. Also attached and marked "**NC-2**" is a village map taken from the Falls Creek resort website, along with the village directory that shows the location of the businesses in the village. Falls Creek FoodWorks is located at grid F5 on that map.
10. Also attached and marked "**NC-3**" is a printout of a map of the ski runs at Falls Creek, which is published by the Falls Creek resort.

Seasonality of business

11. The Falls Creek Foodworks store is highly seasonal. As an example, the month of January, which is the busiest summer month, accounts for just 3% of the store's annual turnover. Total sales for the entire month of January are equivalent to approximately 40% of the total sales for our peak week in winter.
12. During the peak winter season, weekends are busiest time in terms of customers, and we typically have all checkouts manned on weekends, plus a few additional staff working to replenish shelves.

Workforce

13. During the summer period, Falls Creek Foodworks typically has one full time equivalent staff member working in the store. During the summer period, the trading hours are 10am - 5pm on Monday to Saturday and 10.00am – 3.00pm Sunday.
14. However, during the peak winter months, staff numbers increase to approximately 10 full time equivalent employees (this might be made up of a head count of 12-13 employees). During the winter period, the store's opening hours extend to 8am - 7pm, seven days per week.
15. In order to obtain the required number of employees during the peak season, we place a listing on the Falls Creek resort website seeking casual employees for the winter season. In my experience, there has never been any shortage of applicants and we have no problem obtaining the desired number of employees. We typically employ these seasonal staff on a casual basis, given the seasonal nature of our labour needs.
16. The seasonal or casual workers who are employed by Falls Creek FoodWorks during the peak winter period are typically all 'itinerant' workers, who come to Falls Creek during the ski season to work and ski and/or snowboard. Most of the employees are aged between 18 and 35. In my experience, these itinerant workers are all snow sports enthusiasts who are looking for a source of income to cover their living costs while they enjoy the ski season.
17. The pool of workers that we employ from is essentially the same as that which the Falls Creek Alpine Resort procures its staffing needs from each season. In the past we have had employees working in our Falls Creek store while also working for the resort as well.
18. We do not subsidise our staff lift tickets, however we do provide heavily subsidised accommodation in properties located within the village that we own. Given that Mount

Beauty is located 28km away from Falls Creek, the vast majority of people working in the village during the ski season will live in the village.

Employee preferences with working hours

19. It is not uncommon for our seasonal employees at Falls Creek FoodWorks to request days off mid-week so that they can take advantage of fewer crowds on the slopes. However, it is even more common for employees to ask for days off based on weather conditions. For example, when it's a 'blue bird' day employees often ask to have the day off.
20. In my experience, seasonal employees employed at Falls Creek FoodWorks rarely ask for a specific day or days off. They are more concerned with the weather and snow conditions and seek to have time off when the weather is good for skiing and snowboarding.

Competition

21. Falls Creek FoodWorks is the only grocery store in the village of Falls Creek, and so in that sense does not have any direct competitors. However, some of the establishments in the village also sell food and drink items.
22. For example, the Falls Creek Alpine Resort sells takeaway food and other items such as chocolate bars, soft drinks and other snack foods.



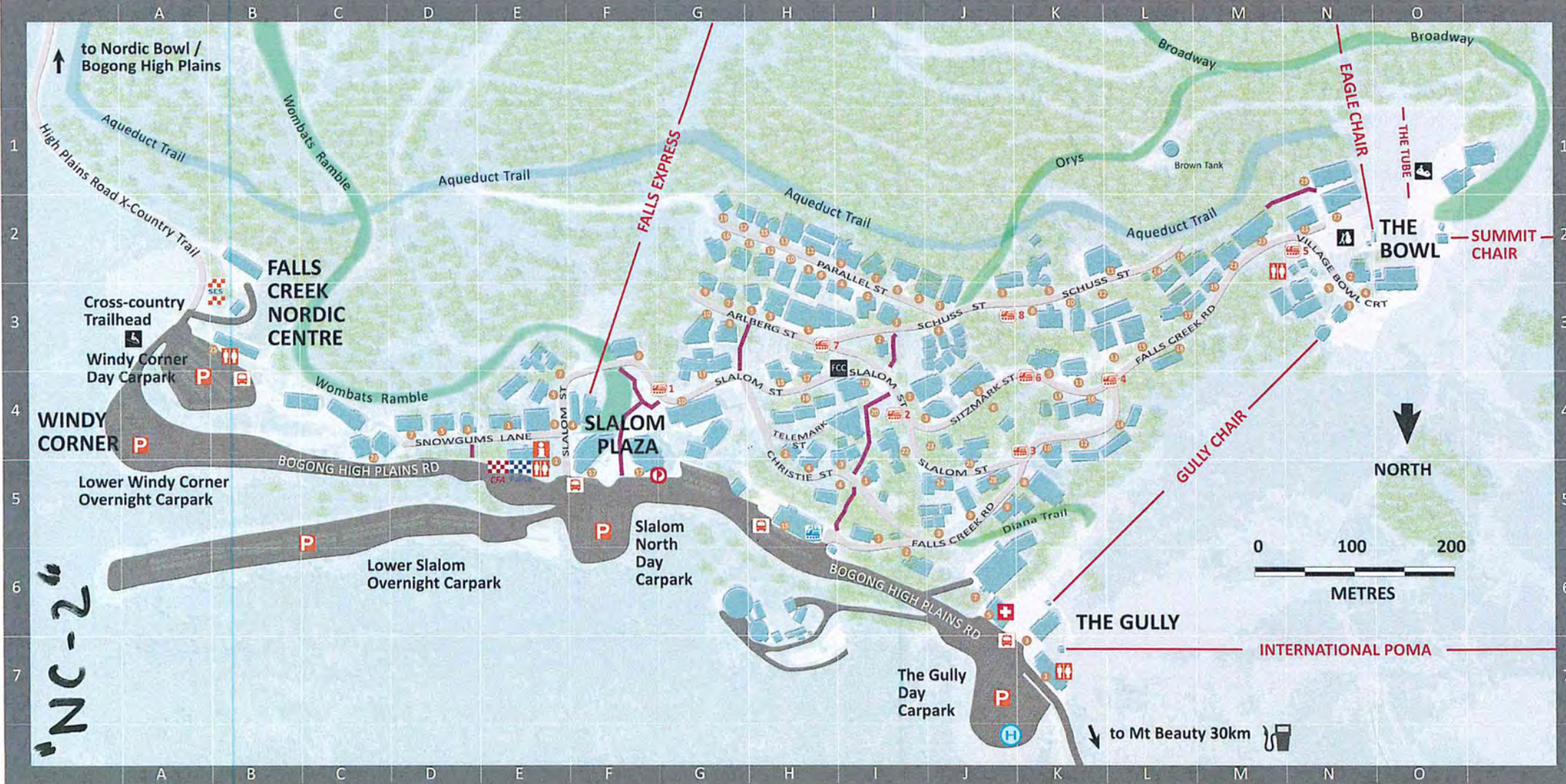
Nick Cook

21/03/2017
Date

"NC-1"



Village Map



- | | | | | | | | |
|--|-----------------------|--|------------------------------------|--|--------------------------|--|---------------------|
| | Snow-cleared road | | Village bus stop | | Information centre | | Snowplay locations |
| | Ski-in / ski out road | | Shuttle stop | | Parking | | Falls Creek Central |
| | Stairs | | ATS Accommodation Transfer Service | | Post office | | Police / CFA / SES |
| | Street number | | Toilets | | Medical centre/ambulance | | |

BUSINESS/SERVICE NAME	ADDRESS	TELEPHONE	REF.
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BARS, DINING & EATERIES

Allie's Fast Food	ATS Terminal		H5
Astra Bar and Restaurant	5 Sitzmark St	5758 3496	J4
Bazaar - QT Falls Creek	Slalom Plaza	5732 8020	F5
Big Red's BBQ	Wombats Ramble		
Cloud 9 Restaurant	Top Falls Express	5758 3451	
Cock'n'Bull	Cnr Slalom/Christie St	5758 3225	G4
Country Club Restaurant	7 B.H.P. Rd	5758 3391	J6
Diana Lodge Restaurant	6 Falls Creek Rd	5758 3214	J5
Dicky Knees	Ruined Castle	5758 3390	
Elk at Falls Bar	18 Slalom St	5758 3673	I4
Falls Creek Hotel	23 Falls Creek Rd	5758 3282	M2
Falls Creek YMCA	25 Bogong High	5758 3408	B3
Nordic Centre Cafe	Plains Rd		
Feathertop Restaurant	14 Parallel St	5758 3232	G2
Frying Pan Inn	4 Village Bowl Crt	5758 3390	O2
Gateway Café/Bar	1 B.H.P. Rd	5758 3646	K7
Huski Cafe	3 Sitzmark St	5758 3863	J4
J.B.'s Bar & Restaurant	9 Parallel St	5758 3278	I2
Jerry's Stall	Slalom Plaza	0409 202 177X	F4
Kransky Cart	Slalom Plaza		F4
Lakeside Lodge	14 Schuss St	5758 3302	L2
LEEs' Restaurant	10 Arlberg St	5758 3255	G3
Maggie's Snacks	Towers Chair Bottom		
Milch Café > Bar	4 Schuss St	5758 3407	J3
Nelse Lodge	17 Slalom St	5758 3263	H3
Oishii Go	1 Sitzmark St	5758 3375	I4
Snonuts Donuts & Pronto Kiosk	Village Bowl	0417 572 228	N3
Snonuts Donuts & Crepes	Slalom Plaza	0417 572 228	F4
Snowdrift Restaurant & Bar	15 Falls Creek Rd	5758 3303	L3
Stingray - QT Falls Creek	Slalom Plaza	5732 8018	F5
Summit Ridge Restaurant	8 Schuss St	5758 3800	K3
The Last Hoot Pizzeria & Bar	9 Slalom St	5758 3088	F3
The Man Hotel	20 Slalom St	5758 3362	I4
The Pass Coffee & Snacks	Slalom Plaza	0419 596 569	F5
Winterhaven Restaurant	28 Slalom St	5758 3888	J5

ACTIVITIES

Activities Desk	27 Falls Creek Rd	1800 20 44 24	N2
Altitude Physiotherapy	4 Schuss St	5758 3766	J3
& Massage			
Astra Massage Therapy	5 Sitzmark St	0412 926 372	J4
Back Country Tours	27 Falls Creek Rd	1800 20 44 24	N2
Community Gym	4 Slalom St	5758 1200	F4
Spa Q - QT Falls Creek	17 B.H.P. Rd	5732 8016	F5
Snowmobile Tours	27 Falls Creek Rd	1800 20 44 24	N2
Snowplay Park	Village Bowl	0418 564 338	N3
Snowshoe Hire	Windy Corner	5758 3408	B3
Snow Tube Park	Village Bowl	1800 20 44 24	O2
Tennis Courts	5 Village Bowl Crt	5758 1000	N3
Toboggan Run	Windy Corner	5758 3408	A3
Top Shots Photographers	Cloud 9		

BUSINESS/SERVICE NAME	ADDRESS	TELEPHONE	REF.
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FACILITIES & SERVICES

JSITE Australia		0427 411 415	
Accommodation Transfer Service	15 Bogong High Plains Rd	5758 1203	H5
ATM - Foodworks, The Man Hotel, Frying Pan Inn, Cloud 9			
Falls Creek Child Care	17 B.H.P. Rd	5758 1244	F4
Falls Creek Coach Service		5754 4024	
Falls Creek Plumbing & Gasfitting		0409 002 940	
Falls Creek Race Club	1 B.H.P. Rd	5758 3667	K7
FallsBus		1300 781 221	
Foodworks Supermarket, Liquor & Newsagent	17 Bogong High Plains Rd	5758 3009	F5
Internet Access	Attunga, Milch, The Man & Frying Pan		
Post Office	17 B.H.P. Rd	5758 3009	H5
Primary School	15 Slalom St	5758 3311	H3
Ski Valet	Snowlands	5758 1016	F3
Snowsports School	Cloud 9	5758 1070	
Snowlimo Private Transfers		1300 223 546	
Zirky Real Estate		03 5777 6373	

COMMERCIAL ACCOMMODATION

Alpha Lodge	5 Parallel St	5758 3488	I2
Alpine View Apartments	29 Falls Creek Rd	5758 3461	N1
Alpine Apartments		5758 3499	
Alpine Woodsmoke	23 B.H.P. Rd	5758 3182	C4
Altezza 1570	9 Sitzmark St	0419 028 170	K3
Altitude Apartments	27 Falls Creek Rd	5758 3811	N2
Astra Lodge	5 Sitzmark St	5758 3496	J4
Attunga Lodge & Apartments	10 Arlberg St	5758 3255	G3
Cedarwood Apartments	11 Schuss St	5758 3393	L2
Coorona Lodge	24 Slalom St	5758 3244	J5
Crows Nest Apartments	15 Parallel St	0419 028 170	H2
Diana Alpine Lodge	6 Falls Creek Rd	5758 3214	J5
Elk at Falls	18 Slalom St	5758 3211	I4
Falls Creek Accom		0419 317 013	
Falls Creek Country Club	7 B.H.P. Rd	5758 3391	J6
Falls Creek Hotel	23 Falls Creek Rd	5758 3282	M2
Feathertop Alpine Lodge	14 Parallel St	5758 3232	G2
Fjäll	7 Snowgum Lane	0433 650 784	D4
Four Seasons Chalet	1 Falls Creek Rd	5758 3254	J5
Frueaui Village	4 Schuss St	1300 300 709	I3
Gebi's Apartments	3 B.H.P. Rd	1800 45 35 25	K6
Halley's Apartments	11 Slalom St	5758 3363	G3
Halley's Lodge	11 Slalom St	5758 3475	G3
Huski Apartments	3 Sitzmark St	1300 652 260	J4
Karelia Alpine Lodge	9 Parallel St	5758 3278	I2
Kilimanjaro Flats	3 Arlberg St	5758 3242	H3
Koki Alpine Resort	1 Arlberg St	5758 3272	H3
Lakeside Lodge	14 Schuss St	5758 3302	L2
Les Chalet Apartments	5 Slalom St	0488 041 145	E4
Mountain Multi Service	3 Schuss St	5758 3499	K2
Nelse Lodge	17 Slalom St	5758 3263	H3
Pretty Valley Lodge	10 Slalom St	5758 3210	G4
QT Falls Creek	17 B.H.P. Rd	5732 8000	F5
Red Onion Ski Chalet	7 Arlberg St	0412 640 300	G3
Ripparoo Ski Lodge	22 Slalom St	5758 3251	I4
Ropers Apartments	10 Slalom St	5758 3210	G4
Schuss Lodge	10 Parallel St	5758 3372	H2

BUSINESS/SERVICE NAME	ADDRESS	TELEPHONE	REF.
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Silverski Hotel & Apartments	1 Sitzmark St	1800 181 770	I4
Snowdrift Lodge	15 Falls Creek Rd	5758 3681	L3
Snowlands Apartments	9 Slalom St	0419 321 031	F3
Snow Ski Apartments	1 Village Bowl Crt	5758 3356	N3
Southern Cross Flats	1 Christie St	5758 3254	I5
Summit Ridge Alpine Lodge	8 Schuss St	5758 3800	K3
Trackers Mountain Lodge	16 Schuss St	5758 3346	M2
Viking Alpine Lodge	13 Parallel St	5758 3247	H2
Woodsmoke Apartments	via Windy Corner	5758 3182	C4

CLUB LODGES & OTHER ACCOMMODATION

Alana	4 Christie St		H5
Albury Ski Club	16 Sitzmark St	5758 3334	K4
Alyeska Flats	19 Falls Creek Rd		M3
Ascom Club	9 Arlberg St		G3
Aurora (CSIR) Ski Club	1 Schuss St	5758 3321	I3
Australian Alpine Club	21 Falls Creek Rd	5758 3209	M2
Banool Lodge	12 Parallel St	5758 3240	H2
Bogong Ski Club	25 Falls Creek Rd	5758 3223	N2
Bruktal Flats	17 Parallel St		G2
BSM Ski Club	19 Parallel St	5758 3351	G2
Camber Ski Club	2 Telemark St		H4
Carey Alpine Club	16 Parallel St	5758 3373	G2
Chorki Ski Club	3 Snowgum Lane	0439 001 531	D4
Cosela Club	5 Snowgum Lane	5758 3281	D4
Currawong Flats	16 Slalom St		H4
Edelweiss Flats	3 Christie St		I4
Falls Creek Home Units	16 Slalom St		H4
Geelong Ski Club	6 Parallel St		H2
Giloi Flats	4 Telemark St		H4
High Plains Flats	7 Slalom St		E3
Horseshoe Creek	2 Falls Creek Rd	5758 1200	I6
Iceles Ski Club	8 Arlberg St	5758 3418	G3
Imaj Flats	17 Falls Creek Rd		L3
Karinqal Home Units	4 Parallel St		I3
Kathmandu Flats	16 Falls Creek Rd		L3
Kiewa Valley Ski Club	5 Falls Creek Rd	5758 3417	J5
Koomerang Ski Club	17 Falls Creek Rd		L3
Kunama Flats	12 Falls Creek Rd		K4
Langrenn Ski Club	17 Falls Creek Rd		L3
Limlimbu Flats	1 Parallel St		J3
Maisonettes	12 Falls Creek Rd	5758 3124	L4
Mini Flats	11 Parallel St		H2
Mogul Ski Club	10 Schuss St	5758 3551	K3
Myrtleford Ski Club	10 Falls Creek Rd	5758 3283	K4
Naarilla Flats	3 Parallel St		J3
Nissen	32 Falls Creek Rd		O1
Oldina Ski Club	5 Arlberg St	5758 3233	H3
Pontressina Flats	12 Schuss St		L3
Powerhouse Flats	2 Village Bowl Crt		N2
Rainbow Lodge	7 Parallel St		I2
Riverina Alpine Club	25 Slalom St	5758 3468	J4
Rocky Valley	3 Slalom St		E4
Sapporo Flats	17 Falls Creek Rd		L3
Sassalis	17 Falls Creek Rd		M3
Schuski Flats	3 Schuss St		J3
Spion Kopje Flats	13 Sitzmark St		L3

BUSINESS/SERVICE NAME	ADDRESS	TELEPHONE	REF.
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St Trinians Flats	3 Falls Creek Rd		J5
Sun Valley Flats	5 Schuss St		K2
Tivoli Ski Club	2 Parallel St	5758 3235	I3
University Ski Club	8 Parallel St		H2
Wagga Alpine Ski Club	11 Sitzmark St	5758 3454	K4
Wat Thai Ski Club	23 Slalom St		J4

SKI & SNOWBOARD RENTAL AND RETAIL

Après Vous	17 Bogong High Plains Rd	5758 1041	F4
Central Snowsports Outlets			
Cedarwood	11 Schuss St	5758 3500	L2
Winterhaven	28 Slalom St	5758 3500	J5
Falls Creek Sports Outlets			
QT Falls Creek	17 B.H.P. Rd	5758 1036	F5
Silverski	1 Sitzmark St	5758 3539	I4
Snowlands	9 Slalom St	5758 1016	F3
Village Bowl	27 Falls Creek Rd	5758 1030	N2
Cloud 9	Cloud 9	5758 1033	
Falls Creek YMCA	25 Bogong High	5758 3408	B3
Nordic Centre	Plains Rd		
Halley's Ski Hire	11 Slalom St	5758 3363	G3
Koki Snowsports Hire	1 Arlberg St	5758 3272	H3
Snowrider Rentals	23 Falls Creek Rd	5758 3282	M2
The Board Lounge	17 Bogong High Plains Rd	5758 1043	F5
Yogi's Ski Mart	8 Falls Creek Rd	5758 3377	K5

RESERVATION CENTRES

Falls Creek Central	1 Bogong High	1800 033 079	K7
Reservations	Plains Rd		
Falls Creek		1800 45 35 25	N3
Reservation Centre			

RESORT INFORMATION

Falls Creek Visitor Information Centre	1 Slalom St	5758 1200	F5
Falls Creek Resort Management	1 Slalom St	5758 1200	E4
Falls Creek	1 Bogong High	5758 3733	K7
Chamber of Commerce	Plains Rd		
Falls Creek Ski Lifts	3 Village Bowl Crt	5758 1000	N3

EMERGENCY CALLS 000

ENQUIRIES ONLY

Falls Creek	5 Bogong High	5758 3238	J6
Medical Centre	Plains Rd		
CFA	1 Slalom St	5758 3642	E5
Police Station	1 Slalom St	5758 3424	E5
Ski Patrol		5758 1288	

FAIR WORK COMMISSION

AM2014/198: 4 YEARLY REVIEW OF THE ALPINE RESORTS AWARD 2010

WITNESS STATEMENT OF JASON MOON

I, Jason Moon, of 27 Falls Creek Road Falls Creek say as follows:

1. I own White Winter Investments Pty Ltd.
2. White Winter Investments Pty Ltd runs two businesses in Falls Creek:
 - (a) an accommodation business that has been operating for about 17 years - Altitude Apartments; and
 - (b) a restaurant, which has just opened in the last 12 months - Be Food Store.
3. The two businesses are located within the same building complex.
4. I have lived in Falls Creek for about 17 years, having moved up here to start Altitude Apartments.

LOCATION

5. Our businesses are located in the Falls Creek Village, near the Eagle Chair. Annexed and marked "A" is a Village map and I have marked the approximate location of our business with an X on the map.
6. The Village is surrounded by 3 lifts and is the start and finish point of the day for all the skiers and boarders who come through the resort. This means that we have a lot of foot traffic at the beginning and end of each day.
7. I have also annexed a photo (marked "B") of the Village taken from the vantage point of one of the ski runs. You can see that the bottom of the runs feed into the Village and then the car park (where day visitors park their cars).

TRADE PATTERNS

8. Both businesses operate all year around, however, the vast majority of our revenue is made in the Winter months. I would estimate that the split between summer/winter revenue made by each businesses is as follows:
 - (a) For Altitude Apartments:
 - (i) 90% of the revenue is made in the months between June and September (Winter Season); and
 - (ii) 10% of the revenue is made in the months between October and May (Summer Season).
 - (b) For Be Food Store:
 - (i) 70% of the revenue is made in the Winter Season; and

(ii) 30% of the revenue is made in the Summer Season,

9. Our Winter Season trade also varies depending on the month, with June being our quietest month, July and August being our equally busiest months and the September trade sitting somewhere between June trade and the July/August peak.
10. Whilst the resort does provide mountain biking facilities in the Summer Season, there is nowhere near the foot traffic coming through the resort in the Summer Season compared to the Winter Season.

STAFFING REQUIREMENTS

11. During the Summer Season, we have minimal staffing requirements. We have 2 full time staff working across both businesses plus an additional 4 casual staff who mainly work at Be Food Store.
12. In the Winter Season, our staffing increases dramatically, with:
 - (a) a total of 16 staff in the restaurant; and
 - (b) 6 staff working in Altitude Apartments.
13. Other than the 2 full time staff who I have previously mentioned, everyone else who works in the Winter Season is engaged on a casual basis.
14. We recruit our staff mainly through social media such as Facebook and the Falls Creek Resort job recruitment website. Whilst a very small number of our staff are locals (only 2), most are young people travelling from elsewhere in Australia who want to spend a season skiing/boarding at the resort. A number of our staff come from:
 - (a) South Australia;
 - (b) the Mornington Peninsular;
 - (c) overseas;
 - (d) elsewhere in Victoria; and
 - (e) a limited number from New South Wales
15. Pretty much all of our staff are skiers and boarders who are at Falls Creek on 'working holidays'. I know this because:
 - (a) I see staff leaving for the lifts to go skiing/boarding;
 - (b) I have had discussions with the staff about their skiing/boarding or about the snow conditions; and
 - (c) when a number of the staff leave my businesses, they tell me that they are travelling overseas to work in other ski resorts, so they can have back-to-back Winters.

IMPACT OF WEATHER ON TRADING PATTERNS

16. The impact of the weather on our businesses varies slightly between the two businesses:
 - (a) In Be Food Store, if there is a late start to the season (ie. not much snow early on), we get substantially less trade and so we put our casuals on later. On the other hand, if we have a big snow falls before the season commences, we are likely to get increased trade early on and would bring our casual staff on board earlier. This

pattern can also apply in July/August. If the snow conditions are good, more people attend the resort, increasing trade and our staffing requirements.

- (b) In Altitude Apartments, the impact of the weather can be lessened because a lot of people book our apartments well in advance. There is some level of trade reaction to the weather conditions but it is much less pronounced when compared to Be Food Store.

- 17. By way of example, last July, we had a number of good days forecast with blue skies and the snow cover was good. We got hammered in both businesses and had to put a lot of staff on over July.

WEEKDAY vs WEEKEND TRADE

- 18. Our trade patterns across the week also differ between the two businesses:

- (a) At Be Food Store, we find that we are much busier on weekends. This is because there are more day visitors attending the resort on the weekends compared to during the week. By way of example, during July/August:

- (i) our weekday takings would average around \$5,000 per day; and
- (ii) our weekend takings would average between \$7,500 and \$10,000 a day.

This pattern is also replicated in June and September. If anything, the weekend proportion of takings in June/September would be higher than that in July/August.

- (b) At Altitude Apartments, the difference between weekend and weekday trade in July/August is not as great, because we have a lot of 7 night stays. As we get to the fringe months (June/September), we find that weekends are busier (although not absurdly so).

STAFFING PREFERENCES RE WORKING DAYS

- 19. Our staff resourcing is run on an 'open-book' policy where staff request shifts and then I allocate the shifts. The highest days requested are always weekend days.

- 20. Based on my discussions with staff, I know the reason that weekend days are particularly popular to work is because staff want to avoid the lift queues that are significantly greater on weekend days. They would prefer to go skiing and boarding when the resort is quieter.

- 21. In fact, if staff are not rostered on a weekend, I often still see them coming into the restaurant/apartments. They will come in and chat to the staff that are working, saying things like:

"I don't want to deal with what's going on out there"

- 22. The other main motivation that affects staff preferences for working is when we have great snow days. A great snow day is generally a day after a big dump of snow. The best of these days would be when there has been a big dump and the weather has cleared so that we are left with blue skies and fresh snow.

- 23. If there's a great snow day coming up, that's when I will have a number of requests from staff to take the day off.

24. I accept that one of the reasons staff might also prefer working weekends relates to the higher rates of pay on weekend days. However, based on my discussions with the staff, I think the bigger motivation is avoiding the sizeable lift queues that occur on weekend days.
25. From my own perspective, my working preferences align with the staff preferences I have described above. I would prefer to work the weekends and ski/board when there are less people on the mountain. I would also prefer to have days off when the snow is fresh and the weather clear. As a business owner, I have less choice about when I can leave the business.

RATES OF PAY

26. I generally pay all my casuals the award rates. However, our full timers receive slightly above award payments.
27. In addition to their pay, staff receive a variety of other benefits, including:
- (a) 20% off all food and drinks in Be Food Store;
 - (b) Discounted accommodation for the winter. The reality is that if we charged the full cost of the accommodation to staff, we wouldn't have staff working for us. They wouldn't be able to afford it. So I strike a balance between recovering the cost of the accommodation whilst also making it possible for the staff to stay in the resort. Last Winter, in aggregate, I was out of pocket 20% on staff accommodation. So staff paid for 80% of the cost of the accommodation, but I didn't feel I could charge them any more.
 - (c) Discounted Season passes. Staff can buy discounted season passes through the resort if they are working in the resort. The discounted pass is about 50% of the cost of the retail season pass value.

Jason Moon

Date

20/3/2017

"A"



"B"



FAIR WORK COMMISSION

AM2014/198: 4 YEARLY REVIEW OF THE ALPINE RESORTS AWARD 2010

WITNESS STATEMENT OF BRETT ANTHONY WILLIAMS

I, Brett Anthony Williams, of [REDACTED] in the state of Victoria, manager of Frueauf Village (FV), state as follows:

BACKGROUND

1. I am employed by FSCM Pty Ltd (FSCM) in the role of General Manager of FV (Frueauf is pronounced as "Free-Off").
2. FV is a large apartment complex consisting of 9 buildings with 25 apartments and 122 beds in total. It is one of the biggest apartment complexes in Falls Creek located at 4 Schuss Street in the centre of the Falls Creek Village. Annexed and marked "A" is a map of Falls Creek Village and I have indicated the location of FV on the map.
3. FV has a range of apartments from studios, 1, 2, 3 and 4 bedroom apartments through to combined 5 or 6 bedroom chalets.
4. Each apartment in FV is independently owned by private individuals.
5. FSCM is the management company which was set up by individual apartment owners to manage FV.
6. The apartment owners set up FSCM to have greater control over the management of their apartment.
7. I work for FSCM managing FV on a full time basis all year round.
8. I have been in this role for just over 5 years.
9. Prior to this, I worked for Falls Creek Ski Lifts Pty Ltd (FCSL) managing the Viking Lodge for the preceding 3 years. The Viking Lodge is an accommodation facility owned by FCSL and operates as budget lodge accommodation in the summer months, and staff accommodation for FCSL employees during the busy winter snow season.
10. In my role, I am responsible for the day to day operations of running a large apartment complex such as this one. This includes:
 - (a) managing and directing employees;
 - (b) ensuring that the necessary maintenance and repair work to be carried out;
 - (c) overseeing bookings and reservations; and
 - (d) oversee all general operations of the company.
11. There is a restaurant facility within FV, however this is owned and operated separately to the accommodation apartments.

12. The owner of operator of the restaurant employs her own staff and runs the venue as a separate business.

INDUSTRIAL REGULATION

13. All employees engaged by FSCM to work at FV are engaged under the *Hospitality Industry (General) Award 2010 (Hospitality Award)*.

SEASONAL FACTORS AFFECTING THE BUSINESS

14. As FV is based in at Falls Creek, the apartment complex's busy season is the winter snow season.

15. FV's occupancy rates throughout the year are as follows:

- (a) Winter snow season
 - (i) July and August occupancy rates are around 95 per cent to 100 per cent
 - (ii) June and September occupancy rates are from approximately 40 per cent up to 80 per cent depending on snow cover - bad weather in June can bring more snow which will in turn drive more bookings from people wanting to visit Falls Creek.
- (b) Summer months
 - (i) October occupancy rates are very low - most people disappear and FV is a ghost town for that month - the occupancy is usually around 5 per cent
 - (ii) November occupancy rates are better as the Collingwood Football Club comes up to stay at FV and do altitude training - the occupancy rate is approximately 30 per cent
 - (iii) December is very quiet until Boxing Day - from Boxing Day through to the second week of January we get many members of Australia's athletic community come up and stay at FV for their altitude training
 - (iv) Early December occupancy is around 10 per cent
 - (v) Late December occupancy rises to 80 per cent
 - (vi) Early January occupancy is usually very strong and can be up to 100 per cent
 - (vii) By late January the occupancy rates decline to around 30 per cent
 - (viii) In February we get some weekend holiday makers come up to do mountain bike riding and bush walking - our occupancy for this month is approximately 20 per cent
 - (ix) In March we are quiet, however for the weekend of the 3 Peaks Cycling event during this month, we have 100 per cent occupancy
 - (x) In April we are also quiet except for Easter where the occupancy will be at around 90 per cent
 - (xi) In May we are back to a very low occupancy rate of around 5 per cent and we use this time to get ready for the winter season commencing in June

WORKFORCE

16. FV needs permanent ongoing employees (in addition to myself) to assist run the facility year round.
17. Throughout the year, we have:
 - (a) 1 x full time bookings/reservations manager; and
 - (b) 1 x casual housekeeper.
18. However, in the winter time we increase our staff as follows:
 - (a) 6 x casual housekeepers; and
 - (b) 2 x maintenance employees to assist with spa maintenance on the outside decks of the apartments.
19. Accordingly, in the summer, we get by with three employees including myself.
20. In the winter time we engage approximately 11 employees including myself.
21. Each year I advertise for employees on the Falls Creek website, but I also get inundated with email request for employment during the winter months.
22. Most of the employees I hire for the winter season are international workers. Most of my housekeepers come from Taiwan. I find these employees are very reliable, they don't drink too much and they work very hard.
23. When I interview employees for the winter vacancies, I always ask them why they want to work for me. I only hire the employees who say that they are coming to Falls Creek to ski or board and have fun over the winter.
24. In my experience, employees who are there simply to work and earn as much money as they can, sometimes don't fit in with the rest of the crew who are there to enjoy the snow.
25. I only hire the potential employees who tell me that they are coming to Falls Creek to take advantage of the snow season to ski, board and have a good time.
26. I rent an apartment off site for \$30,000.00 for the winter season. My seasonal employees stay there and pay me for their accommodation at a subsidised rate of \$183.00 per week which is the maximum allowed under the Hospitality Award per bed per week.

WORKING ARRANGEMENTS (ROSTERING)

27. I roster and manage employees to ensure that they also have time off during the week to enjoy the snow.
28. I make it clear to everyone that on Friday, Saturdays and Sundays they are all locked into work. This is not negotiable given these are major changeover days (particularly Sundays). All of my employees must work those days.
29. My roster reflects this with the employees having time off during the week.
30. Saturdays and Sundays are not "weekends" for anyone in the ski/snow industry - everyone has to be working those days.
31. By working on weekends, my employees have some time off to ski during the week when it's quieter.

32. My workload is always busier on weekends and my days off are Tuesday and Wednesday.

EMPLOYEES ARE AT FALLS CREEK TO PARTICIPATE IN SNOWSPORTS

33. Due to the fact that I ask my employees about this during the job interview, I am aware that all of my employees are at Falls Creek to ski/snow board and enjoy themselves.

34. I provide all of my employees with a letter confirming their employment at FV so that they can obtain a discounted ski lift pass.

35. FV is also affiliated with a ski shop that provides my employees with discounted second hand or ex-rental ski gear.

36. My employees work very hard but are also at Falls Creek to enjoy the snow sports and I strongly encourage this aspect of working a snow season there.

COMPETITOR BUSINESSES OWNED BY FCSL

37. My personal view is that the alpine industry is not a level playing field.

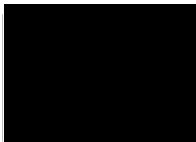
38. The lift operators have the benefit of the Alpine Resorts Award 2010 (**Alpine Award**) which they hire all of their staff under, not just those working on the ski lift.

39. For example, there are apartments across the road from FV that are owned by FCSL where the employees do the exact same work as my employees do but under the Alpine Award, not the Hospitality Award.

40. FCSL also own the Falls Creek Reservation Centre (**FCRC**).

41. While I worked for FCSL I would sometimes help out at the FCRC. At that time, there was a direction from FCSL that the FCRC direct all customers to FCSL-owned apartment facilities first. They would purposely fill their own apartments first.

42. In response to this situation, the community set up a rival reservation service called Falls Creek Central Reservations (<http://www.fallscreekreservations.com.au/>). This is operated by the Falls Creek Chamber of Commerce to enable local owners to compete with the FCRC.



Brett Anthony Williams

Date - 21st March 2017



- Snow-cleared road
- Ski-in / ski out road
- Stairs
- Street number
- Village bus stop
- Shuttle stop
- ATS Accommodation Transfer Service
- Toilets
- Information centre
- Parking
- Post office
- Medical centre/ambulance
- Snowplay locations
- Falls Creek Central
- Police / CFA / SES

"A"

FAIR WORK COMMISSION

AM2014/198: 4 YEARLY REVIEW OF THE ALPINE RESORTS AWARD 2010

WITNESS STATEMENT OF IAN FOSTER

I, Ian Foster, of Banjo Drive, Thredbo Village, in the state of New South Wales, Owner of Valley Management, state as follows:

BACKGROUND

1. I am the owner of Valley Management Pty Ltd (**VM**).
2. VM was formed in around 1992 and operates The Lantern Apartments, Thredbo (**Lantern**).
3. I have been in Thredbo operating this business for 27 years.
4. VM is a property management business. We manage holiday letting for the apartment owners in the Lantern complex at Thredbo.
5. Generally, investors purchase the individual apartments and engage VM to manage the property on their behalf. VM does not own any of the properties - the individual apartments are owned by private investors.
6. There are no ongoing permanent tenants at Lantern. The apartment complex consists wholly of holiday letting with approximately 60 apartments that VM manages on behalf of owners.
7. VM looks after the maintenance, cleaning work, marketing and other hospitality services for guests of the complex. We clean the apartments in between guests' departure and arrival.
8. VM also manages trust monies on behalf of the owners.
9. Lantern is located on Banjo Drive in Thredbo Village, just off Kosciuszko Alpine Way. Attached and marked "A" is a map of Thredbo Village with the location of Lantern marked with a red cross.

INDUSTRIAL REGULATION

10. Lantern and its employees have been employed pursuant to the *Hospitality Industry (General) Award 2010* since 1 January 2010.

SEASONAL FACTORS AFFECTING THE BUSINESS

11. We are open and operate 365 days per year.
12. There are two distinct seasons during which we have our busiest times:
 - (a) the winter snow season (which is by far the busiest time); and
 - (b) the summer season (which comprises the Christmas school holiday period but is not as busy as the snow season).

13. Given our location in Thredbo, the volume of business is weighted towards the winter months and the vast majority of VM's revenue is derived during the 4-month long snow season, from the beginning of June until late September.
14. To a lesser extent, the April school holiday period can also be quite busy, with a couple of other busy weekends where specific events are held.
15. In July and August each year we will often reach maximum capacity. The average occupancy is around 91 per cent to 98 per cent at this time.
16. In June, the occupancy will vary depending on snow cover. This is also affected by whether or not there was good snowfall in June of the preceding year. A good snowfall in June tends to have a flow on effect on bookings for the June of the following year.
17. September is also similar to June. We have recently had quite good spring snow cover so September has been doing better in the last couple of years. It all depends on the amount of snow cover that Thredbo received.
18. VM's business revenue depends on:
 - (a) the season (winter vs summer); and
 - (b) snow cover (particularly June and September).
19. We open 365 days per year. In the quieter periods over summer our office hours are 8:30am to 6:00pm. In the busy winter months we open from 8:00am to 8:00pm.
20. In the winter we have many more people staying in the properties we manage and this means that there are more accommodation issues that need to be addressed and more guests relying on our services.
21. Generally, the weekends have a much higher occupancy rate than weekdays, particularly in off-peak season times, where you have many short term stays over the weekend.
22. Annexed and marked "B" are two charts and a table demonstrating weekend versus mid week occupancy. The first chart demonstrates a comparison of monthly occupancy throughout the year between 2015 and 2016. The second chart demonstrates the differences between mid-week and weekend occupancy rates. The table contains the occupancy percentages for the period from 1 February 2016 to 23 January 2017.

WORKFORCE

23. During the quieter off-season (i.e. summer) periods, Lantern employs around 7 people, namely:
 - (a) two people working in the office (one full-time and one part-time);
 - (b) one person employed full-time performing maintenance work;
 - (c) one person employed as a full-time housekeeper/supervisor;
 - (d) 2-3 seasonal employees working as cleaners/housekeepers (usually backpackers spending some time at Thredbo).
24. In peak summer periods (i.e. the Christmas school holidays), Lantern employs around 10 people by increasing the number of seasonal workers.

25. In the peak winter season, the number of employees increases to 21 people and of these 21 employees, 17 are seasonal employees here to work and spend the snow season at Thredbo.
26. The seasonal employees generally start the Tuesday following the June long weekend. They undergo some training before the season gets well underway.
27. Most of the seasonal workers are engaged in cleaning and housekeeping roles and work 2 to 4 days per week. They also tend to work for other employers operating businesses on the mountain so that they effectively work a full time week, albeit for different employers.
28. Depending on snow conditions, seasonal workers typically remain employed at Lantern until September. Mostly I am able to keep them working until the end of September, but sometimes I will need to let them go earlier if there is not enough work.

RECRUITMENT

29. Approximately half of the seasonal employees are young backpackers who are travelling.
30. The other half are Aussie kids who want to spend the season in the snow fields, working and skiing in their down time.
31. The main ways I recruit employees is through:
 - (a) Gumtree advertising;
 - (b) word of mouth; or
 - (c) returning workers who have worked for me previously.

EMPLOYEES ARE SNOW SPORTS ENTHUSIASTS

32. All of the seasonal workers I employ to work at Lantern are people who want to spend the winter snow season skiing or snowboarding.
33. I know this for four reasons:
 - (a) Firstly, through conversations I have had with my employees.
 - (b) Secondly, because I see them on the ski fields skiing or boarding from time to time. I have also observed them heading up to the mountain in their skiing clothes and carrying ski or snowboard equipment on their days off.
 - (c) Thirdly, at the start of each snow season, I assist my seasonal workers to find second hand local skiing equipment that they can purchase and that gets them up on the fields.
 - (d) Fourthly, I help get employees discounted season passes to the ski lifts. All business owners at Thredbo are able to arrange for their employees to purchase a discounted ski lift pass for their employees. The price of the discounted pass is approximately \$800.00 versus \$1400.00 regular price. This special price pass is only available to Thredbo business operators for their employees. All of my seasonal employees request a discounted ski lift pass each year. We provide them with a letter from Lantern, and they then take that to the ticket office and they are able to purchase the discounted pass.
34. Quite a few of my employees also live in Thredbo in apartment accommodation which we provide to employees at a subsidised rent. This makes it cheaper for the employees to stay

and work here rather than either staying privately at a Thredbo resort or having to drive up from Jindabyne.

WORKING ARRANGEMENTS (ROSTERING)

35. Most of my employees will work on weekends, as these are the busiest days, particularly Fridays and Sundays.
36. Many customers will check-in on Friday and check-out on Sunday. Hence Fridays and Sundays are considered “changeover” days and the main focus of staff is getting the apartments cleaned and ready for new guests to arrive.
37. All employees will typically work Fridays and Sundays, and then on other days the employees will be rostered across those days fairly evenly.
38. The office staff are rostered with more stability.

DESIRE TO WORK ON WEEKENDS AND SKI DURING WEEK

39. It is a lot busier on the mountain on weekends rather than mid-week.
40. On the busiest days they can get 7,000 active lift passes up the hill.
41. I understand that midweek its closer to 3,000 active lift passes on the hill (outside of school holidays).
42. Generally, if you are on the mountain on a weekend in July or August, you will be standing in a queue for 15-20 minutes to get on a lift, then on the way down the ski runs are very crowded. On the weekdays it is a much more pleasant (less-crowded) skiing experience.
43. For this reason, my seasonal employees always prefer working weekends rather than getting up on the hill for skiing and snowboarding on a Saturday or Sunday.
44. On a Saturday, we normally don’t have as many shifts as on a Friday or a Sunday. Therefore, my employees will often pick up shifts elsewhere rather than be up on the mountain on a Saturday.

MULTIPLE EMPLOYERS

45. Most of my employees working for me are also working for another employer and have more than one job.
46. Some will work a restaurant shift on Friday and Saturday night, or they might do an all-day shift on the mountain on Saturday.
47. Last winter I had 2 guys who also got work with the ski lift company while working for Lantern. During the summer, I had one person doing shifts for me and also for the lift company.
48. In fact, only 3-4 of the 20 or so employees of Lantern don’t work a full week during the winter snow season, and less than half of them would be doing most of their work for Lantern.

COMPETITOR BUSINESSES OWNED BY KOSCIUSKO THREDBO PTY LTD

49. It is common knowledge that Kosciusko Thredbo Pty Ltd (**KT**) owns and operates other business within the village, many of which operate in competition with the other private business owners in Thredbo
50. Thredbo Alpine Hotel is a Rydges Hotels property. The parent company of Rydges Hotels, Event Hospitality and Entertainment Ltd, is also the parent company of KT.
51. KT has several other properties which they own in the village.
52. They also run a property management service under the Thredbo Alpine Hotel business known as Thredbo Apartment Management (**TAM**). The Thredbo Alpine Hotel, manages holiday letting apartments. They provide the same services to property owners as my business does, including managing the properties, taking bookings, cleaning and maintenance work, and housekeeping services.
53. The TAM service operated by the Thredbo Alpine Hotel is a direct competitor of VM.
54. I would estimate that TAM manages in excess of 60 apartments.
55. I believe TAM employs its employees under the *Alpine Resorts Award 2010*.
56. KT also own some of the on-mountain restaurants including:
 - (a) Merritts Mountain House;
 - (b) Kareela Hutte; and
 - (c) Friday Flat Bistro.
57. KT owns three restaurants in the Thredbo Alpine Hotel precinct, namely:
 - (a) Cascades at Thredbo;
 - (b) The Bistro; and
 - (c) Segretto (inside the Thredbo Alpine Hotel);
58. Additionally, within the Thredbo Alpine Hotel precinct, I understand that the Lounge Bar, the Schuss Bar and the Kellar Bar are all owned by KT.
59. I also understand that KT own and operate a number of retail outlets including:
 - (a) the Thredbo Bakery;
 - (b) the Thredbo Newsagency;
 - (c) the Thredbo Bottle Shop; and
 - (d) Thredbo Sports.

RESORT IS THE LANDLORD OF MANY BUSINESSES

60. A unique feature of Thredbo Village is that the apartment properties we manage and rent out as holiday lettings are all on sub-leases from KT who holds the head lease.
61. My understanding is that KT has the title on property as the Lessor until 2047.
62. Properties are “purchased” via a sub-lease arrangement. The sub-lease document sets out the terms and conditions of that arrangement.

63. Property and accommodation operator subleases have a rent based on bed capacity that is indexed to CPI. For retail operators rent is based on what they are able to negotiate with KT.
64. At Thredbo, it is a unique (and I would say inequitable) situation as the private businesses are in commercial competition with their own landlord, who has the benefit of engaging its employees under a more favourable modern award.

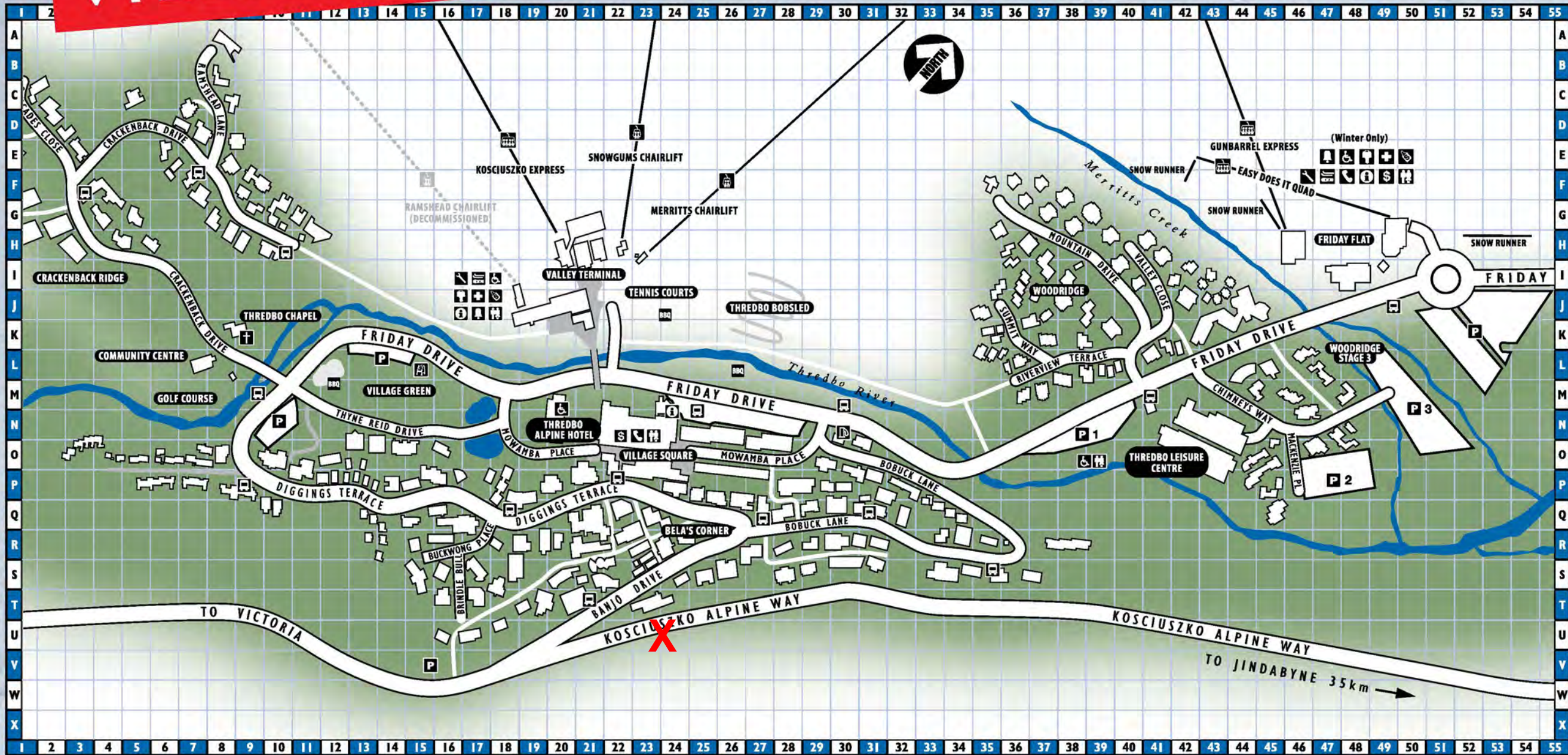


Ian Foster

28 / 3 / 2017

Date

VILLAGE MAP



- Services**
- Fire Station (02) 6457 6144 N:30
 - Police Station (02) 6457 6284 I:20
 - Post Office (02) 6457 6888 O:26
 - Service Station (02) 6457 6234 N:30

- Restaurants, Cafes, Bars**
- Alfresco Pizzeria (02) 6457 6327 M:22
 - Alpenhorn (02) 6457 6223 S:15
 - Altitude 1380 (02) 6457 6190 N:21
 - Avalanche Café (02) 6457 6333 J:20
 - Bavarian Beer Hall & Bistro (02) 6457 6505 J:44
 - Bean & Grain Bakery (02) 6457 7008 O:24
 - Berni's (02) 6457 6332 P:28
 - Bistro & Pub (02) 6459 4200 N:22
 - Black Bear Inn (02) 6457 6216 P:25
 - Black Sallies (On Min)
 - Candlelight (02) 6457 6318 P:26
 - Cascades Cafe & Bar (02) 6459 4200 N:22
 - Eagles Nest (02) 6457 6019 (On Min)
 - Friday's (02) 6459 4200 H:49
 - Frost Bite (On Min)
 - Gourmet 42 (02) 6457 7500 O:26
 - Kareela Hütte (02) 6457 6099 (On Min)
 - Kebabz & Alpine Chinese (02) 6457 7080 M:22
 - Keller Bar (02) 6459 4200 N:22
 - Lounge Bar (02) 6459 4200 M:20
 - Merritts Mountain House (02) 6457 6084 (On Min)
 - Sante (02) 6457 6083 O:22
 - Schuss Bar (02) 6459 4200 N:22
 - Segreto (02) 6459 4200 N:22
 - T-Bar Restaurant (02) 6457 6355 O:25
 - Terrace Restaurant (02) 6457 6222 Q:21
 - The Cantina Bar (02) 6459 4200 N:22
 - The Denman Après Bar (02) 6457 6222 Q:21
 - The Knickerbocker (02) 6457 6844 O:8
 - Ullr Bar & Grill (02) 6457 6210 O:29

- Shops**
- Bottle Shop N:21
 - Hot Shots Photography N:22
 - Jindabyne Sports Thredbo O:21
 - Jindabyne Sports Thredbo Demo Ski Centre J:20
 - JK Gallery & Mountain Shop O:24
 - Michelle's Boutique N:22
 - Mountain High Realty O:25
 - Rip Curl Concept Store N:22
 - Rossignol Pro Shop J:20
 - South East Mountain Bike Co. K:21
 - Snowsport Mountain Essentials N:23
 - Supermarket O:26
 - Thredbo Accommodation Services O:22
 - Thredbo Leisure Centre N:43
 - Thredbo Newsagency O:23
 - Thredbo Sports Friday Flat I:48
 - Thredbo Sports Heads Up J:20
 - Thredbo Sports Valley Terminal J:20
 - Village Pharmacy O:23
 - Zero Degrees O:22
- Ski Hire & Repair**
- Duncan's Ski Repair J:19
 - Thredbo Sports Ski & Snowboard J:20, I:48
- Information**
- General Info (02) 6459 4100
 - Thredbo Alpine Hotel (02) 6459 4200
 - Thredbo Medical Centre (02) 6457 6254
 - Thredbo Resort Centre (02) 6459 4294
 - Thredbo Snow Sports School (02) 6459 4044
 - Thredboland (02) 6459 4170

- Commercial Lodges**
- Alpenhorn S:15
 - Berni's Mountain Inn P:28
 - Black Bear Inn P:25
 - Candlelight Lodge P:26
 - House of Ullr O:29
 - The Denman Q:21
 - The River Inn J:44
 - Thredbo YHA S:18
 - Winterhaus R:27
- Club Lodges**
- Albury Ski Club H:37
 - Aneeki Ski Lodge R:31
 - Atunga U:17
 - Astoria U:15
 - Avior Lodge S:35
 - Berghutte Ski Club T:19
 - Boali Lodge P:18
 - Briars Ski Club R:35
 - Brindabella Q:45
 - Christiana Q:30
 - Coolibah Ski Club S:20
 - Crackenback Ski Club P:21
 - Currawong Ski Club S:22
 - Dulmison Ski Club O:11
 - Geebung Ski Club Q:27
 - Golden Eagle R:24
 - Gore Hill Ski Club S:24
 - Gunyang M:45
 - Hahnenkamm Q:22
 - Happy Jack's P:29
 - Happy Wanderers U:18
 - High Noon Ski Club R:25

- Kiama Ski Club S:18
 - Kooringang Ski Club T:19
 - Kosciuszko Alpine Club S:25
 - Lanyon Ski Club L:36
 - Leatherbarrel Lodge R:32
 - Mittabah Ski Club R:28
 - Moonbah Ski Club P:17
 - Munjarra Ski Club S:33
 - Neevalla Ski Club R:20
 - Pindari Ski Club S:26
 - Ramshead Ski Club Q:16
 - RAN Ski Club O:30
 - Redbank Lodge U:17
 - Roslyn Lodge Q:28
 - Sastrugi Lodge P:16
 - Schlupfwinkel Lodge R:18
 - Schuss Ski Club S:31
 - Sevens Club R:29
 - Silver Brumby T:23
 - Ski Club of Australia Q:16
 - Ski Patrol Lodge K:41
 - Snowgums T:16
 - Sydney Ski Club P:19
 - Talara Ski Club P:31
 - Thredbo Alpine Club R:24
- Village Apartments**
- Aspect Chalets O:10
 - Athol Q:15
 - Banjo's Apts S:23
 - Ben Halls Q:10
 - Billy Buttons O:13
 - Billies Q:13
 - Bobuck Apts Q:34

- Bogong R:30
- Byadbo S:36
- Celestia Apts S:34
- Chimney's Ridge S:17
- Cookatamba R:23
- Crackenback Castle S:21
- De Dacha O:16
- Dookies R:13
- Driffhill R:14
- Elevation Q:32
- Frankheinzstein's R:37
- Geehi R:16
- Gone Fishing Q:13
- Inala R:34
- Isere R:19
- Karas Apts R:30
- Karoonda S:25
- Kasees Lodge S:22
- lantern Apts T:20
- Lhotskys Apts P:16
- Little Warrina Q:10
- Maggie's Nest P:15
- Melaleuca L:46
- Mountain View N:14
- Mowamba Apts O:25
- Obergurgl Lodge S:16
- Omaru O:12
- Piccolo P:13
- Pulpo P:32
- Pure Chalet S:28
- Rainbow P:18
- Riverside Cabins P:8
- Sasha's Apts P:25
- Seidler Lodge P:14

- Woodridge Apartments**
- Akuna L:45
 - Angala L:46
 - Aspen Creek L:47
 - Blues Air Lodge N:47
 - Bretayne L:35
 - Bundaleer H:36
 - Cabin 7 J:39
 - Cascade Chalet L:35
 - Coininda I:40
 - Dser Lodge J:39
 - Duck Inn F:36
 - Eira H:41

- Sequoia R:18
- Silvergums R:14
- Silverwood P:13
- Sitzmark Apts S:17
- Snowman Apts Q:23
- Snow Angel R:13
- Snowgoose R:22
- Sonnblick Q:31
- Squatters Run P:23
- Steamboat Apts P:20
- The Peak Q:30
- The Ponds N:13
- Thredbo Alpine Apts N:25
- Tombarra P:32
- Twynam Q:29
- Tyrola Apts S:30
- Village Green Apts O:14
- Warrina Apts P:31
- Wombiana R:15
- Yamagoya Q:10

- Feathers H:36
- Fire Dreaming J:35
- Granite Peaks I:36
- High Plains I:42
- Ice N:46
- Indi I:44
- Ironmangle L:38
- Jagungal K:38
- Kirkwood J:42
- Lexus Lodge J:38
- Littleton K:35
- Logan's Run I:42
- Merritts Alpine Lodge I:37
- Merritts K:35
- Milkwood J:37
- Mitta Mitta I:43
- Mosswood H:36
- Mountain Rivers Chalets I:43
- Mountain Vista K:41
- Mullawerrin M:37
- Mundarru K:39
- Muzzlewood K:37
- Oberdere J:35
- Onyx M:48
- Pilot Chalets L:44
- Plum Pine Lodge I:42
- Powder M:46
- Redgums G:35
- Rockpool Lodge F:35
- Seldom Seen I:42
- Snow Princess Lodge I:40
- Snowcloud L:36
- Snowdrift L:38
- Snowstream O:45

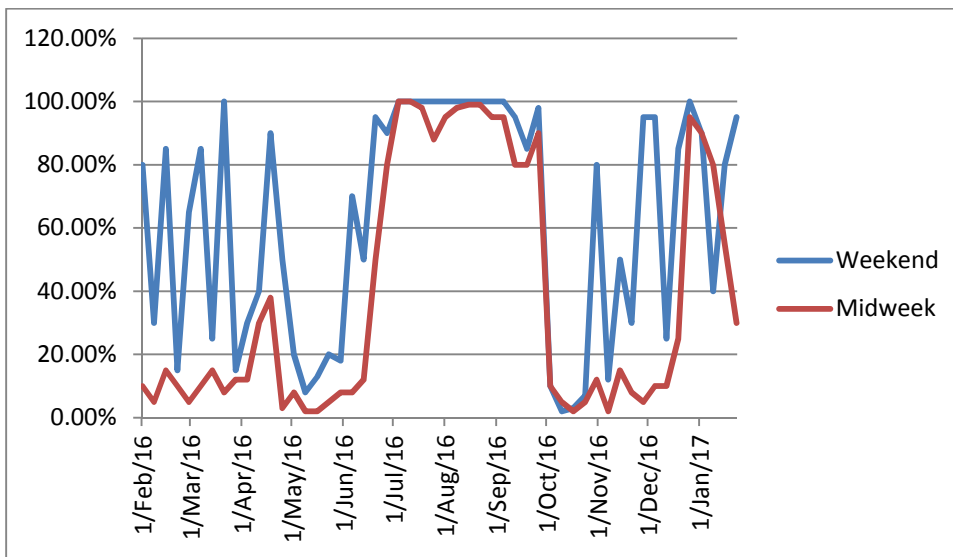
- Snowy J:43
 - South Point 88 I:37
 - Talgara L:39
 - The Three Bears M:36
 - Tamarin Views O:47
 - Tongaroo K:35
 - Trapdoor G:35
- Crackenback Ridge Apartments**
- Aztec F:10
 - Black Diamond H:6
 - Cascadia C:1
 - Cayoash G:10
 - Cedar Creek Chalets G:4
 - Creekside F:1
 - Eagles View F:7
 - Escape G:2
 - First Tracks D:1
 - Holmwood D:7
 - Kamila B:8
 - Knickerbocker D:1
 - Lighting G:1
 - Minyaka F:10
 - Mountain Ash C:1
 - Neebarran G:8
 - On-the-Run E:8
 - On-the-Snow F:9
 - Pagano C:5
 - Parallel Apartments D:2
 - Paringa Chalets E:6
 - Pinnibar E:3
 - Ramshead Creek Chalets D:2
 - Ridge Creek Chalets D:7
 - Ski In Ski Out H:10
- Snow Bound Apartments H:3
 - Snow Creek Apartments C:2
 - Tanglefoot C:8
 - Tanglewood F:6
 - Tar-Gan-Gil F:10
 - The Kennel F:7
 - The Lodge C:7
 - Thunder Apartments H:1
 - Tussock A:8
 - Wintergreen Chalets H:5
- Hotel**
- Thredbo Alpine Hotel N:20
- Resort Facilities**
- Chapel K:9
 - Children's Playground L:15
 - Community Centre L:8
 - Friday Flat H:47
 - Golf Course M:7
 - Information M:24, J:20, I:49
 - Resort Information Centre M:24
 - Tennis Courts I:23
 - Thredbo Bobsled J:27
 - Thredbo Conference Centre N:24
 - Thredbo Early Childhood Centre L:7
 - Thredbo Leisure Centre N:43
 - Thredbo Medical Centre J:20
 - Thredbo Resort Centre M:24
 - Thredbo Winter Child Care N:41
 - Thredboland I:47
 - Valley Terminal J:20
 - Village Square O:23

CHARTS AND TABLES

Number of Unit Nights per Month - Lantern Thredbo Apartments



Weekend Versus Mid Week Occupancy



Lantern Thredbo Weekend V Midweek					
Date	Weekend	Midweek	Date	Weekend	Midweek
1/Feb/16	80.00%	10.00%	1/Aug/16	100.00%	95.00%
8/Feb/16	30.00%	5.00%	8/Aug/16	100.00%	98.00%
15/Feb/16	85.00%	15.00%	15/Aug/16	100.00%	99.00%
22/Feb/16	15.00%	10.00%	22/Aug/16	100.00%	99.00%
29/Feb/16	65.00%	5.00%	29/Aug/16	100.00%	95.00%
7/Mar/16	85.00%	10.00%	5/Sep/16	100.00%	95.00%
14/Mar/16	25.00%	15.00%	12/Sep/16	95.00%	80.00%
21/Mar/16	100.00%	8.00%	19/Sep/16	85.00%	80.00%
28/Mar/16	15.00%	12.00%	26/Sep/16	98.00%	90.00%
4/Apr/16	30.00%	12.00%	3/Oct/16	10.00%	10.00%
11/Apr/16	40.00%	30.00%	10/Oct/16	2.00%	5.00%
18/Apr/16	90.00%	38.00%	17/Oct/16	3.00%	2.00%
25/Apr/16	50.00%	3.00%	24/Oct/16	7.00%	5.00%
2/May/16	20.00%	8.00%	31/Oct/16	80.00%	12.00%
9/May/16	8.00%	2.00%	7/Nov/16	12.00%	2.00%
16/May/16	13.00%	2.00%	14/Nov/16	50.00%	15.00%
23/May/16	20.00%	5.00%	21/Nov/16	30.00%	8.00%
30/May/16	18.00%	8.00%	28/Nov/16	95.00%	5.00%
6/Jun/16	70.00%	8.00%	5/Dec/16	95.00%	10.00%
13/Jun/16	50.00%	12.00%	12/Dec/16	25.00%	10.00%
20/Jun/16	95.00%	50.00%	19/Dec/16	85.00%	25.00%
27/Jun/16	90.00%	80.00%	26/Dec/16	100.00%	95.00%
4/Jul/16	100.00%	100.00%	2/Jan/17	90.00%	90.00%
11/Jul/16	100.00%	100.00%	9/Jan/17	40.00%	80.00%
18/Jul/16	100.00%	98.00%	16/Jan/17	80.00%	55.00%
25/Jul/16	100.00%	88.00%	23/Jan/17	95.00%	30.00%

FAIR WORK COMMISSION

AM2014/198: 4 YEARLY REVIEW OF THE ALPINE RESORTS AWARD 2010

WITNESS STATEMENT OF NARELLE THERESE CLARK

I, Narelle Therese Clark, of [REDACTED] in the state of Victoria, manager of Cedarwood Apartments (CWA), Falls Creek, state as follows:

BACKGROUND

1. I am the owner of the management rights to CWA.
2. CWA is an on-mountain apartment complex located at the top of the Falls Creek Village. CWA has ski in ski out access in winter. This means that guests can ski right up to the front entrance.
3. In summer there is car access via Schuss Street and mountain bike access via the aqueduct.
4. The aqueduct is part of the Bogong Hydro Scheme. There are 70kms of aqueduct channels that run horizontally across the hills to direct water runoff into the hydro dam. People ski along the channels in the winter and ride along them in summer.
5. The apartments are privately owned and I run the management business, having the contract with apartment owners to manage their apartments and the building.
6. There are 27 apartments in the building including studio and self-contained accommodation. The apartments are owned by 23 different individual investor owners, including myself (I own two of the 27 apartments).
7. One of the apartments in the complex does not participate in the holiday letting, and has permanent tenants instead.
8. As the apartment manager, my duties include taking bookings, cleaning work, marketing, maintenance and general hospitality services for guests.

INDUSTRIAL AND EMPLOYMENT MATTERS

9. My employees are all engaged under the *Hospitality Industry (General) Award 2010* on a casual seasonal basis.

SEASONAL FACTORS AFFECTING THE BUSINESS

10. Given the location of CWA in the Falls Creek resort village, seasonal factors are of paramount importance to the business.
11. Visitors to CWA revolve around the winter snow season and, to a lesser extent, between Boxing Day and the end of January. We also have minor peak times in the summer season on long weekends including the Labour Day long weekend and the Easter long weekend.
12. CWA's cash flow fluctuates due to the seasonal influences on the business and is much higher during the peak winter season when bookings are very strong.

13. There are two main seasons, namely summer and winter, that run at the following times:
 - (a) the winter season (also my peak season) runs from June to September; and
 - (b) the summer season comprises the other 8 months of the year.
14. CWA occupancy rates are generally as follows:
 - (a) Winter
 - (i) 80 to 100 per cent in July and August
 - (ii) 50 to 80 per cent in June and September
 - (b) Summer
 - (i) 50 to 75 per cent around Christmas and New Year
 - (ii) 50 per cent around the Easter long weekend
 - (iii) at other times during the summer months the occupancy rate is low
15. The months of May and October are so quiet here that Falls Creek becomes a ghost town. Generally I try to get a lot of maintenance done during those two months and then close the CWA from 1 November to 15 December each year, only opening for specific events.
16. In addition to mountain biking and hiking, we also get athletes who come to the Victorian alpine region specifically to do altitude training.
17. There is a road cycling event called the Peaks Challenge which occurs on the March long weekend each year. A new major trail-running event, the Alpine Challenge, also started in late November last year and was very popular.

WORKFORCE

18. The number of employees I need to run CWA changes depending on the time of year.
19. During the quieter summer period, I usually have one casual employee and I am the main person here doing all the work.
20. During winter I will have 6 to 10 employees.
21. At the moment it is quiet but in January I employed someone to help me for 2 days per week. My new employee is a local person and prefers to work weekends so that she can go hang-gliding during the week. However the penalty rates I need to pay are cost-prohibitive and so she only works one to two days per week on a weekday.
22. When it gets to June and the start of the winter snow season, I employ:
 - (a) 5 to 9 x housekeeping and maintenance employees; and
 - (b) 1 x administrative assistant.
23. The main changeover days are Fridays and Sundays. However, we can have changeovers every day throughout the week.
24. Depending on how bookings go on a Sunday, I will try to leave as much housekeeping and cleaning work as possible for the following Monday so that I don't have to pay too many staff on the Sunday when penalty rates also apply.



25. If I get a last minute booking for a room that I was saving to clean until the Monday, I then need to do the changeover cleaning myself to be able to accommodate the last minute bookings and save wages.
26. Given I do so much of the housekeeping work myself, it is a challenge to find time to spend on marketing and growing CWA.
27. I find it very difficult to grow the business and employ more staff because of the cost of having staff work on weekends. I would prefer to employ more staff on a Saturday, and particularly on a Sunday given all the changeovers, but I cannot afford the wages.

ROSTERING AND RECRUITMENT

28. Employees work a roster starting between 8:00am-9:00am until 4:00pm (or 5:00pm depending on need).
29. During the snow season I can offer my employees between 25 to 35 hours per week depending on the bookings received. Sometimes my employees can work more hours when it is very busy.
30. On weekends, my employees can make up to \$33.00 per hour. Due to these high rates of pay I try to postpone Sunday hours to be worked on the Monday as much as possible.
31. I recruit seasonal employees through:
 - (a) Falls creek.com;
 - (b) Gumtree.com.au;
 - (c) word of mouth; and
 - (d) backpackers/travellers contacting me directly looking for work for the snow season.
32. I advertise the winter positions as 3-4 month seasonal roles from June to mid-September.
33. Travellers and backpackers are already starting to email me in advance to let me know that they want to work a season in the snow and enquire about work opportunities here during that season.

STAFF ACCOMMODATION

34. My staff need somewhere to stay during the winter season so I arrange staff accommodation for them.
35. I usually hire an apartment somewhere in the resort jointly with another business owner to share costs and we both use the accommodation for our staff.
36. Generally accommodation costs \$4,000 per bed per season. I pay this amount upfront and the employees pay me back during the season. Normally they pay half of the cost upfront, and then the rest is paid off during the season.
37. The cost of the accommodation generally works out to be around \$250 per week per person.
38. The snow season officially starts on the long weekend in June. The seasonal employees arrive just before that time for training and to get settled into the staff accommodation.
39. As the snow season gets underway, I notice more employees arriving to work in other establishments.



40. I have previously lost staff to the lift company, Falls Creek Ski Lifts (FCSL) because of the staff accommodation issue and the lift passes which are included in their staff package.
41. Because my staff accommodation is in private apartments, my employees pay around \$250 per week without the free ski lift pass.
42. For example, the Viking Lodge at Falls Creek is backpacker accommodation in summer, but in winter, FCSL uses the entire facility for its staff accommodation.
43. Even though FCSL pays lower rates of pay via the *Alpine Resorts Award 2010*, they can provide their seasonal employees with much better perks such as the free lift pass and cheaper staff accommodation.
44. There have been occasions previously where I have arranged employees to commence in June, and when I touch base with them in May, they have told me they have another job with FCSL and won't be coming to work for me. These people have previously said to me words to the effect of, "I am going to work for Falls Creek Ski Lifts because I get accommodation in the village and a free ski lift pass."
45. This then means that I am trying to replace staff at the last minute.

EMPLOYEES COME TO FALLS CREEK TO SKI/SNOWBOARD

46. The majority of the employees that come to work at CWA also want to ski and snowboard on the days they are not working. Essentially they are in Falls Creek because of the snow season and work to supplement their holiday here.
47. I know this because:
 - (a) Staff regularly come to me requesting roster changes so they can work when the weather forecast is poorer (i.e. windy, rainy, low visibility) to allow skiing and snowboarding when the weather is clear.
 - (b) Each year I help my employees' source second hand ski gear in the various pop-up sales that are often held at the start of the season. Some ski hire businesses have ex-rental equipment that is too good to throw out so they sell that equipment at a discount price. The CWA is not part of the partner program to enable me to assist my employees obtain cheaper ski lift passes, so I always tell them as soon as I can that they should purchase their lift pass early so that they can get the early-bird cheaper rate.
 - (c) I have seen my employees go skiing in their down time and I have also skied with them.
 - (d) Also, as I am like their "Mum" away from home, I often give my employees a lift down to Albury when I go there for supplies so that they can do their grocery shopping in a less expensive location (groceries are more expensive on the mountain). During these car journeys to Albury, my employees often talk to me about what they are getting up to in Falls Creek and we talk about them skiing and snowboarding.

OWNERSHIP ARRANGEMENTS

48. At Falls Creek, the Falls Creek Resort Management (FCRM) is the landholder for all sites in the resort.

49. I understand the ownership structure in Victoria is different to that in NSW.
50. FCRM is a local government body that has the head lease over all of the land in the resort. FCRM manage the land and lease it to the site holders (or head lessees). All private owners and business operators have individual leases of different sizes and duration including FCSL.
51. For example, FCSL is a huge business and leases the ski area for its operations.
52. As the land is leasehold Crown land, owners and operators own the buildings but never the land.
53. In my opinion, FCRM does a reasonable job of managing the Falls Creek area. All business owners contribute money for marketing and the FCRM has really promoted the summer season events to try to build continuity of business year round.
54. All the private accommodation operators are in a similar situation to me, in that we are competing with FCSL for staff and are having a difficult time trying to build our businesses against a very large corporate entity that has a more favourable Modern Award.
55. When I first started at CWA as an employee, I remember the business used to pay its employees a flat wage and could more easily compete, however since modern awards came into play all that has changed.
56. Flexibility with staffing has been removed because of the high penalty rates. The high rates of pay for weekend work is the biggest issue for me as a business owner.
57. I am aware that all operators at Falls Creek struggle as a result of our dependence on the weather and how much snow we get each winter. If we have a few poor winter seasons in a row (like there were just prior to the last winter season) many operators face hardship. I know this because of the various conversations I have had with other operators within Falls Creek, both in general discussions and at combined Chamber meetings.

[Redacted Signature]

Narelle Therese Clark

30 03 2017

Date

FAIR WORK COMMISSION

AM2014/198: 4 YEARLY REVIEW OF THE ALPINE RESORTS AWARD 2010

WITNESS STATEMENT OF ROB AIVATOGLOU

I, Rob Aivatoglou, of [REDACTED], Mt Buller 3723, in the state of Victoria, business owner of George's Ski Hire, state as follows:

BACKGROUND

1. I am the owner of the business, George's Ski Hire (**GSH**), located at the Mt Buller Ski Resort.
2. I run this business with my wife after we took over from my parents approximately 18 months ago.
3. GSH has always been a family owned and operated business and has been based at Mt Buller for approximately 50 years. Prior to 1994, GSH operated as Molony's Ski Hire.
4. My parents moved to Mt Buller in 1961 and my family has operated this business since that time.
5. I grew up in Mt Buller and went to school there. I also worked in this business when I was younger before moving down to Melbourne. Even when I lived in Melbourne, I would spend a lot of time in Mt Buller during the winter season and coming up often to help my parents in the business.
6. Now that I run the GSH business, I am also the exclusive distributor of skiing and snowboarding movies representing US-based company, Warren Miller Entertainment. This allows me the freedom to work flexibly and operate the family business from June to September each year.
7. I also arrange heli-skiing tours to Canada and ski trips to Japan during their winter season. During these tours we ski in remote locations where there is no ski lift available. The helicopter is effectively our "ski lift" taking us back up the mountain after we have skied down.

THE GSH BUSINESS

8. GSH is located at 4 Athletes Walk in the central Mt Buller Village. We are very close to the Blue Bullet Chairlift in the centre of Mt Buller. Annexed and marked "A" is a map of the Mt Buller Village with the location of GSH marked with a red cross.
9. GSH is primarily a ski/snowboard equipment and accessories rental business. There is a retail arm to the business where we sell skiing and snowboarding equipment, as well as accessories.
10. We also have a large workshop space onsite within the store to do repairs and servicing of skis and snowboards. There is quite a lot of equipment needed to repair skis and



- snowboards, which often need to have the base replaced and their edges repaired and sharpened.
11. We also have locker facilities which we rent to snow sports enthusiasts skiing and snowboarding on the mountain.
 12. As we are located so close to the first chair lift (the Blue Bullet Chairlift), we are in a good position for people to use our locker facilities to store their ski and snowboard equipment as they come on and off the mountain.
 13. I am based in Melbourne, but my family and I live in Mt Buller in the winter months to run the GSH business during the winter season.
 14. GSH opens on the Saturday of the Queen's Birthday long weekend in June (which is the official start of the local ski season) and close up at the end of September. The business only operates for 4 months of the year.
 15. We have attempted to open longer and at other times of the year, but it is not commercially viable to do so.
 16. GSH operates in a very competitive market. Over the years, my parents have found that the ability to provide a very professional and specialised service is the only way we can compete with the larger rental and retail outlets that are owned and operated by Buller Ski Lifts Pty Ltd (**BSL**).
 17. Our staff play a crucial role in our ability to provide a great level of service to our customers and compete with other similar businesses.
 18. During the winter, our opening hours are:
 - (a) Monday to Thursday 8.00am to 5.30pm;
 - (b) Friday 8.00am to 11:00pm; and
 - (c) Saturday and Sunday 8.00am to 6.00pm.
 19. The months of June and September are primarily considered shoulder season, and July and August are considered high season. This also reflects our business activity over the season. However, with school holidays falling in late June and late September, these periods can also be busy depending on snow conditions at the time. I would estimate that July and August account for 80 to 85 per cent of the season's revenue across all resort operators.
 20. On a Friday we will get people coming in who want to hire ski equipment for the weekend, e.g. from the Friday to the Sunday. We open until 11:00pm on a Friday to cater to all the families and visitors coming up from Melbourne after work on a Friday night. Often they want to hire their equipment as soon as they arrive so that they can get out on the slopes as early as they can on Saturday morning.
 21. Saturdays are very busy on the mountain and we get a lot of people purchasing souvenirs and accessories, hiring additional equipment or having equipment serviced and/or repaired.
 22. Sundays are the major changeover day for visitors to the ski fields with many people arriving for a seven day stay and leaving after a three or seven day stay.
 23. This means on a Sunday we get:
 - (a) the weekend visitors hiring and returning their ski equipment;

- (b) the departing seven-day visitors returning their equipment; and
 - (c) the incoming three day, five day and seven-day visitors wanting to hire equipment.
24. Of course we get equipment hires and returns on other days of the week too, but it is nowhere near as busy as Friday night, Saturday and Sunday.
25. Mornings and afternoons are our busiest time during any particular day, with people coming into the store before hitting the slopes and returning after a day of skiing and snowboarding.

INDUSTRIAL REGULATION

26. I employ staff at GSH under the *General Retail Industry Award 2010 (Retail Award)*.

EMPLOYEES

27. Given we are only open 4 months of the year, all our employees are seasonal casual staff that come in to work at GSH for that winter season.
28. We employ between 12 - 14 casual employees per season.
29. Often I will have employees who have worked for me before contact me again to return for a second or third snow season. This is usually around 50 per cent of my workforce each season.
30. Otherwise, we advertise on the George's Ski Hire website, Mt Buller website, Gumtree.com.au and sometimes Seek.com.au.
31. All of my employees are required to work Fridays, Saturdays and Sundays given how busy these days are during the season.

EMPLOYEES ARE AT MT BULLER TO PARTICIPATE IN SNOWSPORTS

32. The vast majority of my employees are in Mt Buller so that they can also enjoy the winter snow season.
33. Just about everyone is there to go skiing and/or snowboarding on their days off.
34. I know this because:

- (a) When I interview employees for the vacant positions, I ask them directly why they want to come up to Mt Buller to work at GSH. I ask them questions to the following effect:
 - (i) *Have you ever been to the snow before and are you an experienced skier/snowboarder?*
 - (ii) *Have you skied and snowboarded before?*
 - (iii) *What is your skiing and snowboarding ability?*
 - (iv) *Is one of your goals here to improve your ability over the winter?*

Their answer won't impact either way on my decision whether or not to hire them if I think they will be a good employee, but it does help me to know because I do want my employees to be enthusiastic skiers and snowboarders as they comes across in their knowledge of snow sports equipment.

- (b) I often have conversations with my employees about the snow conditions on a particular day and they mention to me whether or not they will head up the mountain;
- (c) I witness my employees getting changed into their skiing and snowboarding gear, particularly if they're heading out during an extended lunch break to do some skiing or snowboarding;
- (d) I also see my employees heading off to the ski lift line in their ski gear;
- (e) I often go skiing with my employees - I am a very experienced skier and we all occasionally ski together; and
- (f) My employees tell me that they prefer to work weekends as this frees them up to ski more during the week when the ski lift lines, and the slopes themselves, are not as crowded. Weekends are never a good time to ski in the winter if you don't like crowds and you want a clear run down the mountain.

STAFF ACCOMMODATION

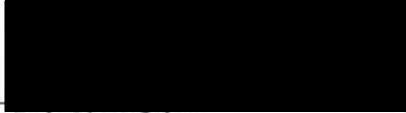
- 35. Each winter season I lease two apartments in the village and make the beds available to any staff that wish to stay there while they work for me at GSH.
- 36. I subsidise the accommodation and the employees pay me a contribution, but they don't pay the full amount.

BULLER SKI LIFTS IS MY BIGGEST COMPETITOR

- 37. As I stated above at paragraph 16, the ski hire/rental business is very competitive.
- 38. My biggest competitor is Buller Ski Lifts Pty Ltd (**BSL**), which, in addition to owning and operating the ski lifts, also runs many other businesses in the village, including 5 additional rental outlets in Mt Buller called Buller Sports Central, Buller Sports Ski School, Chalet Boutique and Altitude Specialist Ski Store and Freeride Snowboard Store, one in Horsehill (which is on-mountain) called Buller Sports Horse Hill and in Mansfield (which is off-mountain approximately 45km away) called Buller Sports Mansfield.
- 39. One of BSL's rental outlets is 10 metres away from me directly across the road (Buller Sports Central).
- 40. BSL has a high volume rental set up and the only way I can compete to keep my business running is by hiring more staff and providing a specialised level of service.
- 41. Given I have all of my employees working on a Sunday, this significantly impacts on the level of penalty rates I need to pay under the Retail Award for each employee to work that day.
- 42. In addition, BSL can (and does) package their services up when someone purchases a ski lift pass. With that pass, they receive discounts to BSL ski hire outlets so that, while the person is paying a lot more because the cost includes their ski lift pass, overall for ski equipment hire, they are paying less because of the bundled discounting that BSL is able to offer visitors.



43. BSL also is the exclusive owner/operator of the Mt Buller Ski School and food and beverage outlets including The Abom and Spurs Restaurant. Accommodation they own and operate are Buller Backpackers , Chalet Hotel and Abom Apartments.



Rob Aivatzoglou

31/3/17

Date

KEY TO MAP

- | | | | |
|--------------------------|------------------------------|-------------------------|---------------------------------|
| i Information | V Village Bus Station | A Alpine Central | S Ski & Snowboard School |
| ti Ticket Office | Day Car Park Shuttles | Information | Lesson Meeting Point |
| P Parking | Village Shuttles | Public Toilets | Crèche / Kids' Centre |
| h Toboggan Area | Day Car Park Station | Post Office | Lift Passes |
| ti Public Toilets | Day Car Park Shuttles | Resort Management | Public Toilets |
| h Police | Shuttle Stops | Cinema | |
| h Fire (CFA) | Ski School | Gym / Sports Hall | |
| h Medical | Shuttle Loop | | |
| | Summit Road | | |
| | Stirling Road | | |
| | Shuttle Loop | | |
| | Day Car Park | | |
| | Shuttle Loop | | |



FAIR WORK COMMISSION

AM2014/198: 4 YEARLY REVIEW OF THE ALPINE RESORTS AWARD 2010

WITNESS STATEMENT OF SANDRA CONNOR

I, Sandra Connor, of [REDACTED], in the state of New South Wales, manager and owner of the business, Black Bear Inn (**BBI**) at Thredbo state as follows:

BACKGROUND

1. I am the manager and owner of the BBI business.
2. BBI operates out of the premises at 30 Diggings Terrace in Thredbo Village. My partner, Steve Mason, and I have a private arrangement to run BBI for the lessee of the building, Hidali Pty Ltd (**Hidali**).
3. BBI is an off-mountain accommodation complex. We are located in the higher part of the residential area of Thredbo Village.
4. Hidali leases the building from Kosciuszko Thredbo Pty Ltd (**KT**), the operator of the ski lifts and the entity that owns the head lease over all of the Thredbo Village.
5. BBI is a commercial ski lodge.
6. I originally moved to Thredbo in 2003 with my then-husband. We purchased a commercial ski lodge, the House of Ullr and we ran that business until it was sold in 2011.
7. We moved to the BBI in June 2011 to manage the lodge on behalf of the owners for one winter snow season. That arrangement went well so agreed to run the business at the BBI on behalf of Hidali.
8. Steve and I have worked very hard to build the business up for Hidali.
9. The directors of Hidali give us a lot of freedom and we have spent a lot of our own money improving the premises.
10. The agreement to run the BBI finishes this November and we are not sure what is going to happen after that time.
11. BBI consists of accommodation facilities, a bar and a restaurant.
12. There are 13 guest rooms with 36 beds in total.
13. The restaurant seats approximately 60 guests.
14. The BBI is one of the oldest lodges in Thredbo. The bathrooms are fairly old and the accommodation is at a more basic level.
15. We open all year round, however we will often close our doors in May and in October each year due to lack of visitors and bad weather.

INDUSTRIAL REGULATION

16. All of the employees that we engage to assist over the busy winter snow season are engaged as seasonal casual employees under the *Hospitality Industry (General) Award 2010 (Hospitality Award)*.

SEASONAL FACTORS AFFECTING THE BUSINESS

17. As the BBI is located in the alpine village resort town of Thredbo, the BBI's operations revolve around the busy winter snow season, which commences on the June long weekend each year.
18. In June, the BBI's occupancy rate is usually around 57 per cent.
19. In July and August we have between 80 per cent and 90 per cent occupancy rate.
20. In September, the season starts to wind down and our occupancy rate will very much depend on snow cover. If we had a good winter season, we'll have a higher occupancy. Generally it will be approximately 60 per cent in September.
21. I also try to be competitive with my room rates and the cheaper they are the more likely we are to have people stay through September.
22. When the winter season finishes in September, the months of October, November and December are very quiet months. The business goes backwards financially during these three months.
23. We usually close the BBI for the month of October in an attempt to minimise losses.
24. Steve also runs a painting business in the summer months to supplement our income.
25. In November, there is one weekend that will generate business, the Snowy Ride weekend - this is a charity event that's been running for 18 years.
26. The Snowy Ride event is not organised by KT, but instead by the group that runs the charity it benefits. It is usually held in the first weekend of November, which is around the time the mountain biking season starts.
27. Unfortunately BBI has not really benefitted from the growing mountain biking scene.
28. The majority of people that come for mountain biking tend to be younger men who will congregate in larger apartments, where they can get a lot of people to fit in to the one apartment rather than everyone staying in separate rooms. Often they will say in Jindabyne or camp out.
29. In November and December (not including Christmas to New Year) the BBI occupancy is around 10 per cent to 11 per cent.
30. At Christmas time it starts to get busier as there are more people in Thredbo and more activities put on by KT during Christmas and the New Year. The BBI has approximately 50 per cent occupancy and we open the restaurant 7 nights per week at that time.
31. After New Year and during January, our occupancy rate drops back to 10 per cent to 11 per cent.
32. In February it gets even quieter. This past summer has been one of the quietest we've experienced in a long time. This year in February we had only 3.2 per cent occupancy.

33. From March to the start of May we generally hover around the 10 per cent occupancy rate.
34. After the Thredbo Jazz Festival in late April/early May we close again and reopen by 1 June.
35. At the start of June, the winter employees start to arrive in Thredbo. I run training for my new winter employees in early June and we do a lot of preparation for the official commencement of the snow season in the second weekend in June.

WORKFORCE

36. The BBI's staffing needs vary greatly between summer and winter.
37. As we are in the quiet summer period, we only have five staff on our payroll (not including Steve and myself):
 - (a) 2 x chefs (one works 4 nights per week and the other works 2 nights per week);
 - (b) 1 x housekeeper/waiter;
 - (c) 1 x waiter; and
 - (d) 1 x bar person.
38. I also do the housekeeping and restaurant work.
39. We try to keep our chef here all year round. He is a local employee and is engaged with us on a casual basis.
40. Our housekeeper/waitress is from QLD and started with us just after Christmas on a casual basis.
41. The bar person is engaged on a casual basis and lives locally. My partner Steve also works in the bar for 2 nights in summer and 4 nights in winter.
42. When the winter snow season comes around, our staffing needs go up considerably.
43. We employ an additional:
 - (a) 2 x chef;
 - (b) 4 x waiting staff;
 - (c) 4 x waiting/housekeeping employees; and
 - (d) 1 x kitchen hand.
44. In the winter season we can have up to 15 employees working at BBI. In the summer, it is only the five mentioned above at paragraph 37.
45. Even though the employees are casual during winter, most do approximately 38 up to 50 hours per week and everyone works on a Sunday as this is the major changeover day.
46. I find that people send me emails constantly looking for work. I'll often have repeat employees return from season to season. Many seasonal employees that come to work for me during the winter season, have told me that they like to work a season in the snow, then travel in summer.
47. Since I get so many emails from travellers looking for work during the snow season, I rarely need to advertise, although I did have to advertise for two staff last winter. I used Seek.com.au.

48. I get a mix of Australian workers and overseas workers each season.
49. As the major check-in and check-out days are on Fridays and Sundays and all of my employees work these days, the high penalty rates under the Hospitality Award have a very big effect on the amount of wages I need to pay to run the business.
50. In an effort to save wages, Steve and I will work 16-18 hours per day over winter.

EMPLOYEES COME TO THREDBO TO SKI AND SNOWBOARD

51. Out of the employees that come to work for me during a winter snow season, I estimate that around 75 per cent are here to ski and snowboard, while the other 25 per cent are here to work hard over the winter and earn money.
52. I assist many of my employees to get local ski and snowboard gear at cheaper rates in the ex-rental sales. There is one in Jindabyne each year which is a big sale of previous years' stock and also locals who want to sell their ski gear.
53. I have had employees ask me about these sales and also ask me if I can assist them to get a discount ski lift pass.
54. As a member of the Thredbo Chamber of Commerce, I can arrange discount ski lift pass for my employees.
55. I find that all of my employees want the lift pass and each year I provide all of my employees with a letter confirming that they are an employee of BBI to assist them to obtain the ski lift pass at the discounted rate.


STAFF ACCOMMODATION

56. The BBI only has a small amount of accommodation for staff.
57. My employees that work at BBI all year round are all local so I don't need to worry about accommodation for them.
58. However, the seasonal employees need a place to stay. The BBI has enough accommodation for 6 staff on site. I will put my seasonal employees up in the staff accommodation. They pay me a subsidised amount for board and lodging, which includes all of their meals. The cost to the employees is \$190 per week.
59. I allocate the staff accommodation according to first in. The employees that miss out on the staff accommodation will generally be able to find another place to stay, although the cost of accommodation will not be as good as what I can offer via my staff accommodation.

KT IS THE LANDLORD AND MAJOR COMPETITOR

60. KT holds the main lease on all of the Thredbo land.
61. Private operators must sub-lease their property from KT.
62. This arrangement means that KT is our landlord and biggest commercial competitor.
63. KT has the power to divert business away from our accommodation facilities, to its own accommodation businesses, such as the Thredbo Alpine Apartments, Merritts Mountain House and the Thredbo Alpine Hotel, to name just a few of the many places owned and operated by KT in the Thredbo Village.

64. KT does this through discounts offered to people who purchase the lift pass. When a visitor to Thredbo purchases a ski lift pass, it often comes with discounts to other KT-owned businesses. This provides KT with a commercial advantage over the private operators.
65. Coupled with the fact that KT engages its employees under the more favourable Alpine Resorts Award 2010, it is very difficult for private owners and operators in Thredbo to compete commercially on a level playing field.
66. I have noticed that privately owned businesses that are on the mountain have been purchased by KT in recent years. For example, Kareela Hutte (which is on-mountain) was purchased by KT a few years ago. Before then it had been a privately owned enterprise.
67. In relation to businesses in the Thredbo Village:
- (a) I remember the Thredbo Bakery was owned privately up until about 4 years ago. When the owner put the business up for sale, KT purchased it and now runs the bakery.
 - (b) Also, the Thredbo Newsagency was privately owned for a very long time (from prior to my arrival at Thredbo). A few years ago KT purchased the business and now operates the Newsagency too.



Sandra Connor

31.3.17

Date

FAIR WORK COMMISSION

4 YEARLY REVIEW OF THE ALPINE RESORTS AWARD 2010

WITNESS STATEMENT OF STEPHEN GARY PENNINGTON

I, Stephen Gary Pennington of Great Alpine Road, Mount Hotham in the State of Victoria, Company Director, state as follows:

1. I am a Director of DPSI General Pty Ltd which owns and operates the businesses known as:
 - (a) "The General Store" at Mount Hotham, Victoria; and
 - (b) "Hotel High Plains" at Dinner Plain, Victoria.
2. I live in Dinner Plain and work primarily at The General Store in Mount Hotham year round.
3. I have lived and worked in the Victorian alpine area for approximately 17 years and as a result have a good understanding of the local area, the tourism and hospitality industry in the area, and the Hotham resort.

The General Store at Mount Hotham

4. The General Store is located at 1 Great Alpine Rd, Hotham Heights VIC 3741, in the centre of the village which is generally known as Hotham or Hotham resort. Attached hereto and marked:
 - (a) "SP1" is a printout of a map showing the location of the Hotham resort area taken from Google Maps, which also shows the location of The General Store;
 - (b) "SP2" is a printout of the Hotham resort trail map showing the location of the ski runs, alpine lifts, and the location of the town; and
 - (c) "SP3" is a two-page map of the Hotham Resort showing, among other things, the location of the various businesses within the resort.
5. Mount Hotham is essentially a small alpine village which caters to visitors that come predominantly to access the Hotham alpine resort (the "**Alpine Resort**"), which is located in, or adjacent to, the village.

6. The General Store is the only food and beverage outlet, and supermarket outlet, located in Mount Hotham that is open over the non winter period. The General Store operates year round and consists of:
 - (a) a licensed food and beverage outlet;
 - (b) a post office;
 - (c) a small supermarket;
 - (d) eight accommodation apartments for letting to the general public;
 - (e) staff accommodation; and
 - (f) business conference/function facilities.
7. The General Store is operated on a day-to-day basis by myself and Darren White, who are both Directors of DPSI General Pty Ltd.
8. In addition to the two Directors, there are approximately 10 other staff employed in the business, although that number increases substantially during peak periods such as long weekends, Easter, and the Christmas holiday period. Those employees consist of kitchen staff, bar staff, waiting staff, cleaning staff, and staff that work in the post office and supermarket. As an example, staff numbers increase to approximately 38 during the peak winter period, inclusive of security staff.
9. In the overall Alpine Resort, during the winter period, the following businesses operate:
 - (a) Approximately 15 food and beverage outlets, including 'on-slope' food and beverage outlets;
 - (b) Approximately 7 ski hire venues;
 - (c) Three small supermarket outlets;
 - (d) Four retail outlets;
 - (e) One over-snow transport business;
 - (f) Approximately 6 booking agents/accommodation providers;
 - (g) A Medical Centre;
 - (h) A snow play business;
 - (i) Sundry small businesses such as massage facilities, hairdressing facilities, etc.

- (j) The lift company businesses operated by Mount Hotham Skiing Company Pty Ltd (the “Hotham Lift Company”); and.
 - (k) The Management Board enterprises.
10. Attachment “SP3” is a publication taken from the website of the Alpine Resort which sets out the range of businesses operating in the resort area.
 11. Also attached and marked “SP4” is a copy of a Business Directory published by the Alpine Resort and which lists the various businesses in the resort.

Hotel High Plains at Dinner Plain

12. DPSI General Pty Ltd also operates Hotel High Plains, a hotel at Dinner Plain on a year round basis.
13. Approximately 6 staff are employed over the non-winter period at Hotel High Plains and approximately 15 staff are employed over the winter period. That includes kitchen staff, bar staff, waiting staff, cleaning staff and security staff.
14. During the non ski season, Hotel High Plains includes 16 motel rooms.
15. Hotel High Plains does not operate the motel rooms over the winter period as they are let for the entirety of the ski season to Mount Hotham Skiing Company Pty Ltd.
16. Dinner Plain is approximately 11 kilometres south of the Alpine Resort. It is on freehold land. It acts as an accommodation and food and beverage district which, during winter, is a "feeder" to the Mount Hotham Alpine Resort, and the activities conducted within the Alpine Resort.
17. At Dinner Plain there are 3 ski hire, 3 hotels, several retail outlets, approximately 8 food and beverage outlets, several booking services, and one snow clearing business. Other small businesses are also associated with Dinner Plain including a horse riding business, guided off road motor bike business and massage and hairdressing businesses, similar to Mount Hotham.

Portability of staff between businesses and roles

18. With our businesses, there is significant portability of staff between The General Store and Hotel High Plain, and within the individual venues. For example:
 - (a) A staff member may work part of the time as a cleaner, and the remainder of the time in the food and beverage aspect of both businesses.

- (b) The same staff member could also help out in the post office/supermarket at Mount Hotham.
- (c) During the course of both summer and winter, staff members will work at both "The General Store" at Mount Hotham and "High Plains Hotel" at Dinner Plain, primarily in food and beverage and cleaning.

Employee preferences with working hours

- 19. During the ski season, there is a preference, by the staff, to work at weekends, and during the evening so that they can utilise time, during the mid week, and in particular, during daytime, to ski or snowboard.
- 20. During weekends, when there are large crowds within the Mount Hotham Alpine Resort, the crowds act as a disincentive for the staff to ski and snowboard.
- 21. Conversely, when the tourist numbers within the Resort are less, during the week, that improves the standard of skiing/snowboarding, and hence the preference of the staff to work during evenings and/or at weekends.
- 22. This works well from a staffing perspective, as more tourists on the weekend equates to more work/shifts for staff.
- 23. I have had many conversations with staff over the years about this topic, and staff almost always request to work during the evening or on weekends so they can engage in snow-sports during the mid-week days.

Seasonality of our businesses

- 24. What is commonly called the "ski season" runs from the Queen's Birthday long weekend until the end of September. See for example the attachment at "SP5" which is a print out from the website of Hotham alpine resort, which provides key facts and statistics for the Alpine Resort, including the official season period.
- 25. Based on my experience, the businesses in Mount Hotham and Dinner Plain require staff , prior to the ski season, to prepare the various business premises for the ski season, and for a brief period after the ski season, to wind up and store equipment.
- 26. Whilst accommodation and booking service businesses do operate outside the ski season, the staffing numbers are generally minimal. The approximate number of employees associated with various businesses at Mount Hotham, primarily during winter, are as follows:

- (a) Approximately 30 staff are involved in the Hotham Central Supermarket and three food and beverage outlets in Hotham Central, all of which are owned and operated by Latent Investments Pty Ltd.
 - (b) Approximately 25 staff are associated with the Snowbird business, and its associated student ski tours business, operated by Worldstrides.
 - (c) Approximately 60 to 70 staff are associated with owning and operating Zirky's Lodge, a restaurant in White Crystal, Swindlers, Big D and Snake Gully.
 - (d) Approximately 38 staff are associated with "The General Store".
 - (e) Approximately 25 staff are associated with Arlberg Hotel management and food and beverage outlet.
 - (f) Approximately 15 staff are at Jack Frost.
 - (g) Approximately 25 staff associated with Hoys Ski Hire outlets.
 - (h) Approximately 20 staff are associated Hotham Accommodation.
 - (i) Approximately 8 staff are associated with Altitude Accommodation.
 - (j) Approximately 3 staff are associated with Snow Pix.
27. In addition, there are several hundred staff working for Mount Hotham Skiing Company Pty Ltd, and in the vicinity of 100 staff working with the Mount Hotham Resort Management Board.
28. The approximate number of employees associated with various businesses at Dinner Plain, primarily during winter, are as follows:-
- (a) Approximately 100 to 150 staff associated with various food and beverage outlets.
 - (b) Approximately 40 staff associated with various accommodation/booking service businesses.
 - (c) Approximately 20 staff at the various ski hire outlets.
 - (d) Sundry trades staff, including plumbers, electricians, and building staff.
29. The nature and type of occupations are, for both Dinner Plain and Mount Hotham:-
- (a) Food and beverage - chefs, kitchen hands, cleaners, bar staff, servicing staff, security staff, and retail staff (for the supermarket/post office).
 - (b) Ski hires - boot fitters, cashiers, ski technicians and ski repairers.

- (c) Retail staff - shop assistants and boot fitters.
 - (d) Over-snow staff - drivers and labourers.
 - (e) Snow clearers - labours and plant operators.
 - (f) Reservation/accommodation businesses - cleaners, reception staff, oversnow drivers, administrative staff, accounting staff, and maintenance staff.
 - (g) Laundry businesses - cleaners, washers and ironers.
 - (h) Management Board staff including traffic control, ski patrol, water and sewerage staff, mechanics, drivers, maintenance staff and office staff.
 - (i) Day Spa staff including therapists, cleaners and reception staff.
30. Staff numbers do increase at both "The General Store" and "Hotel High Plains" during the non winter period, for specific events. They include events such as the music festival in February at Mount Hotham, a 4 wheel drive event in March, and various conferences, weddings, and functions at both Mount Hotham and Dinner Plain.

Employees with multiple jobs, including with the Mount Hotham Resort

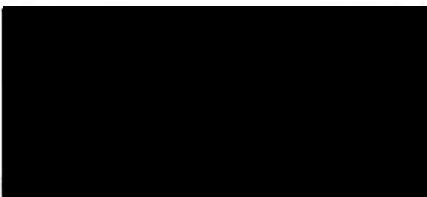
31. In my experience, a significant number of staff are employed by more than one employer during the peak ski season each year. For example, in previous seasons The General Store at Mount Hotham has employed staff during evening shifts who have, during the day, worked for the Lift Company as ski instructors or as ski lift staff.
32. I have also been aware of other staff who have worked for a ski hire business during the day, and who have then worked in a hospitality outlet, either at Mount Hotham, or Dinner Plain, during the evening when there is demand for their services. For example, it is not uncommon for an employee of the Lift Company to work as a ski instructor during the day and then work for another business in a hospitality or security role during the evening.
33. One business operator, Latent Investments Pty Ltd, operates the Hotham Central Supermarket in the Hotham Central Building, and three other food and beverage outlets within Hotham Central. These are four distinct businesses. It is not uncommon for staff to spend time working in the supermarket during one part of a day, or week and work in a food and beverage outlet for another part of the day, or week.
34. Likewise, it is not uncommon for staff to work in businesses at both Mount Hotham and Dinner Plain. For example, ski hire staff could be employed at either Mount Hotham or

Dinner Plain. Likewise, staff at The General Store often regularly work at Hotel High Plains at Dinner Plain, often, on the one day.

Initial confusion about the application of the Alpine Resorts Award 2010

35. I am aware that there was considerable confusion amongst a number of businesses located within the Hotham village about which modern award applied to its business.
36. On 16 May 2012 I received, in my capacity as a Director of DPSI General Pty Ltd, an email from Roger Detering of the Fair Work Ombudsman's office at Traralgon, advising (and confirming) that the Award that would apply to our Mount Hotham business, was the *Alpine Resorts Award*. Annexed hereto and marked "SP6" is a copy of the correspondence to me from Roger Detering dated the 16th of May 2012.
37. It was not until 3 March 2014 that we received further correspondence from Roger Detering of the Fair Work Ombudsman's Office advising that the *Alpine Resorts Award* did not apply, and the applicable Award was the HIGA. Annexed hereto and marked "SP7" is a copy of that correspondence.
38. Prior to the 2013 ski season, in accordance with what I believed to be the position, as reinforced by the letter from Roger Detering of the Fair Work Ombudsman's office at Traralgon, the staff of DPSI General Pty Ltd, at Mount Hotham, were employed under the *Alpine Resorts Award*. However, shortly prior to the 2013 ski season, as a result of the attendance of a Fair Work Ombudsman's office representative, we were instructed that the *Alpine Resorts Award* did not apply to our business.
39. The reason given to us was that the provisions of the *Alpine Resorts Award* only applied to staff of Mount Hotham Skiing Company, the lifting operator at the Mount Hotham Alpine Resort. Since that date, we have therefore applied various other Awards to staff of our businesses. Generally speaking the applicable Award is the HIGA. Not only did Roger Detering, the Fair Work Ombudsman's office representative, state to us, in writing, that the *Alpine Resorts Award* applied. It was also the Award which was applied by Mount Hotham Skiing Company Pty Ltd, and therefore the same Award applied to all staff within the Mount Hotham Alpine Resorts. We were therefore somewhat taken aback to be informed by the Fair Work Ombudsman's office that the Award did not apply and therefore we had the absurd situation where staff that we employed, doing identical work to employees of the Lift Company, were on totally separate Awards. It just seemed grossly illogical.

40. In my view, it is illogical for ski hire staff employed by Hoys to be on a different Award than ski hire staff employed by the Lift Company. This is particularly illogical given they perform identical work.
41. It also seems logical to me that not only should the Alpine Resorts Award apply to all companies within the Mount Hotham Resort, but that it should also apply to the satellite feeders such as Dinner Plain. The same comment applies to Jindabyne, which feeds Thredbo and Perisher or Bogong Village which feeds Falls Creek. Dinner Plain is located approximately 11 kilometres to the south of Mount Hotham and is, particularly during the ski season, a major accommodation and food and beverage provider to the Mount Hotham Alpine Resort. There is also a significant portability of staff between the two areas. Although Dinner Plain is not within an area administered by the Mount Hotham Alpine Resort Management Board, as it is not contained within the Mount Hotham Alpine Resort, it is a major food and beverage provider to the Resort, and is an integral part of the Mount Hotham Alpine Resort.
42. In my opinion, it is totally incongruous that the various businesses within an Alpine Resort are required to treat their staff differently, and therefore can have the unintended effect that businesses within one resort are not competing on "an even playing field" from a staffing perspective. The classic example of that is the ski hire businesses of Hoys and the Lift Company.

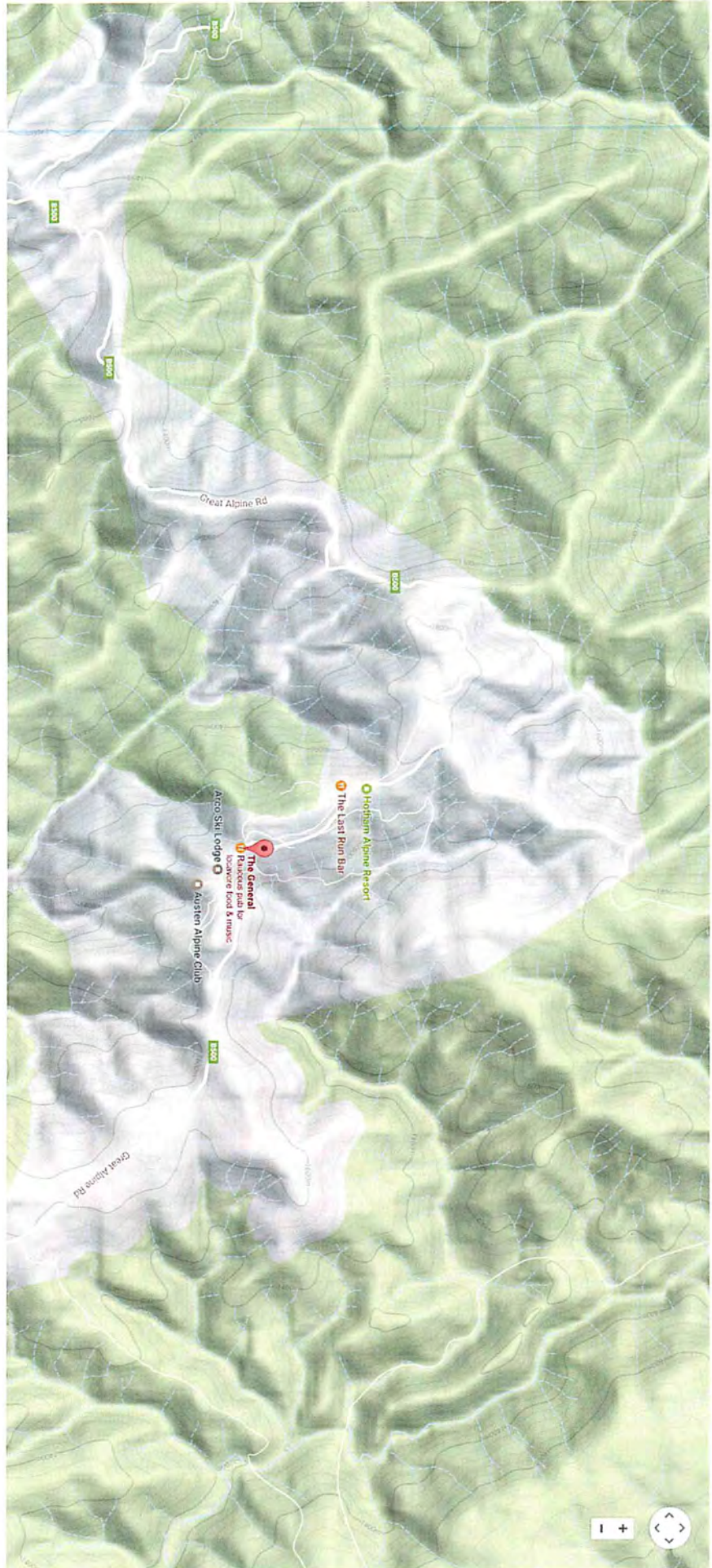


S. Pennington

30-3-17

Date

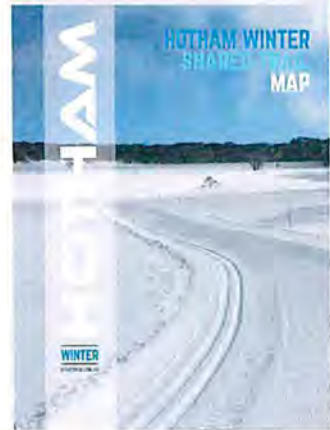
"SP-1"



"SP-3"



WINTER VILLAGE GUIDE HOTHAM



MAP LEGEND

- Information
- Village Bus Stops
- Resort Entry Kiosk
- Day Parking
- Long Term/Overnight
- Loading/Unloading
- Reserved Parking
- Staff Parking
- Cross Country Trails
- Hydrotram Track

WELCOME TO MT HOTHAM

The Mount Hotham Alpine Resort Management Board, welcomes you to Hotham. This guide provides information on car parking, accommodation locations, village transport and services.

For further enquiries please contact the Resort Management Office located adjacent to the Corral Car Park or phone (03) 5759 3550. Have an enjoyable holiday!

USEFUL CONTACTS

LODGES & ACCOMMODATION

3350	03 5759 3534	15
Aardvark	03 5759 3538	14
Alpine Heights Apts	03 5759 3538	14
Alpine Club of Victoria	03 5759 3501	13
Alpine Haven	03 5759 3527	13
Anton Huette	03 5759 3527	13
APCA	03 5759 3527	13
Arilberg	03 5759 3518	13
Araribi	03 5759 3555	15
Asgard	03 5759 3505	16
Asteria	03 5759 3561	16
Austen	03 5759 3539	15
Bermbocca	03 5759 3095	15
Blue Ribbon	03 5759 3576	16
Brush	03 5759 3596	16
Bundarra	03 5759 3565	16
Burumbweep	03 5759 3502	14
Chalet Hotham	03 5759 3559	16
C.S.I.R	03 5759 3751	13
Dargo Chalet	03 5759 3500	15
Dolomite	03 5759 3506	15
Edgewiss	03 5759 3506	15
Eger	03 5759 3506	15
Ettamogah	03 5759 3506	15

Accommodation Services

Alpine Accommodation	03 5759 3333	D3
Hotham Holidays	1800 HOTHAM	D3
Mount Hotham Accommodation	1800 657 547	D4

SKI PATROL & SNOW SAFETY

The ski slopes are patrolled daily by the Ski Patrol who are competent skiers trained in First Aid, they can be recognised in a red and black jacket with a white cross on the back. It is most important to be fully prepared for skiing and boarding. The publication 'Snowsafe' contains a wide range of information on ski safety and can be obtained from the Resort Management Office.

ALPINE EASY ACCESS

Remember all vehicles stopping in a Victorian Alpine Resort must have a valid authorized Resort Entry Permit. Day, Multi-day and Season Resort Entry Permits are available through the online system of alpineeasyaccess.com.au, allowing guests to purchase prior to or immediately upon arrival, allowing the need to queue at an entry booth to purchase an Entry Permit, giving you more time on the snow and less time in queue.

ALPINE EASY ACCESS

Alpine Easy Access is smart phone compatible allowing you to purchase your Resort Entry, as you travel to Mount Hotham giving you more time on the snow with no Resort Entry queues.

FREE ON MOUNTAIN TRANSPORT

The village bus service operates daily from 6:45am until late. Buses operate between Wine Plain Cross Country Shelter and the Corral Car Park opposite Hotham Central. Transport users are reminded to use the clearly marked bus stops designated throughout the village.

ALPINE DRIVING TIPS & WHEEL CHAINS

Remember when driving to the mountains make sure you have anti-freeze in the radiator and if you drive a diesel vehicle, Alpine Diesel Mix is essential for winter. Chains MUST be carried at all times by law. Diamond pattern chains are now mandatory for all vehicles entering the Mount Hotham Alpine Resort. Ladder chains, 'spider' chains and snow socks are not permitted to be used at any time.

DON'T FORGET TO PURCHASE YOUR RESORT ENTRY PERMIT

VILLAGE CAR PARKING

Visitors to the resort are asked to observe parking directives and signs. Resort Operations Areas and No Standing Any time zones are marked for safety and operational reasons. If you ignore these signs and park in these areas, you will incur a infringement as you would in any other town or city.

LONG TERM/OVERNIGHT PARKING

If you are staying overnight or for a number of nights in the resort please park in the Long Term/Overnight parking areas indicated in GREEN on the Village Map. If you arrive late, proceed to the Long-term/Overnight parking area as advised the Night Village Bus. Driver first that you will require transport back to your accommodation.

USEFUL CONTACTS

03 5759 3436	D1	SUPERMARKETS	03 5759 3618	F1
03 5759 3456	D1	Arilberg Supermarket	03 5759 3232	H2
03 5759 3518	D2	Hotham Central Supermarket	03 5759 3523	H6
03 5759 3518	D2	The General Store Supermarket	03 5759 3523	H6
OTHER				
03 5759 4437	D1	Big D Centre	03 5759 4444	H2
03 5759 3061	F3	Heli Pad	03 5759 4470	C2
03 5759 4424	D1	Hotham Central	03 5759 4444	H2
03 5759 3221	D3	EMERGENCY SERVICES	000	00
03 5759 3889	K6	Ambulance	000	00
03 5759 4432	D1	CFA (Fire Brigade)	03 5759 3551	J4
03 5759 4424	D1	Medical Centre	03 5759 3535	J5
03 5759 4424	D1	Mount Hotham Police	03 5759 3550	D3
0433 277 551	K6	Mount Hotham Ski Patrol	13 11 70	00
03 5759 3518	K6	R.A.C.V	13 11 70	00
03 5759 3794	K6	Vic Roads	13 11 70	00



FREE TRAIL ACCESS

Shared Trail activities and Cross Country Skiing are FREE on all trails at Mount Hotham and Dinner Plain.

TRAIL GROOMING

Regular grooming of the Mount Hotham ski trails occurs during the winter season. Grooming extends from the 'Start of the Cross Country Trails' sign at Asgard Lodge through to Dinner Plain, as snow levels allow.

EQUIPMENT HIRE

Cross Country Skis, Snowshoes and Fat Bikes are available for hire from Hotham at Mount Hotham and Dinner Plain. Snowshoes and toboggams can be hired from selected outlets throughout the village.

GUIDED TOURS

For details of Guided Tours that run on the shared trail network, please visit the Winter Activity section on our website www.mthotham.com.au

SHARED TRAIL MAP

MT HOTHAM SHARED WINTER TRAILS

SAFETY INFORMATION FOR SHARED WINTER TRAIL USERS

- Be prepared for weather changes
- Take warm protective clothing even on warm days
- Always carry a hat and a pair of gloves
- Use sunscreen & wear sunglasses or goggles
- Eat well prior to activity & carry high energy foods
- For extended trips or large groups, leaders should carry extra food and sleeping bags/tents

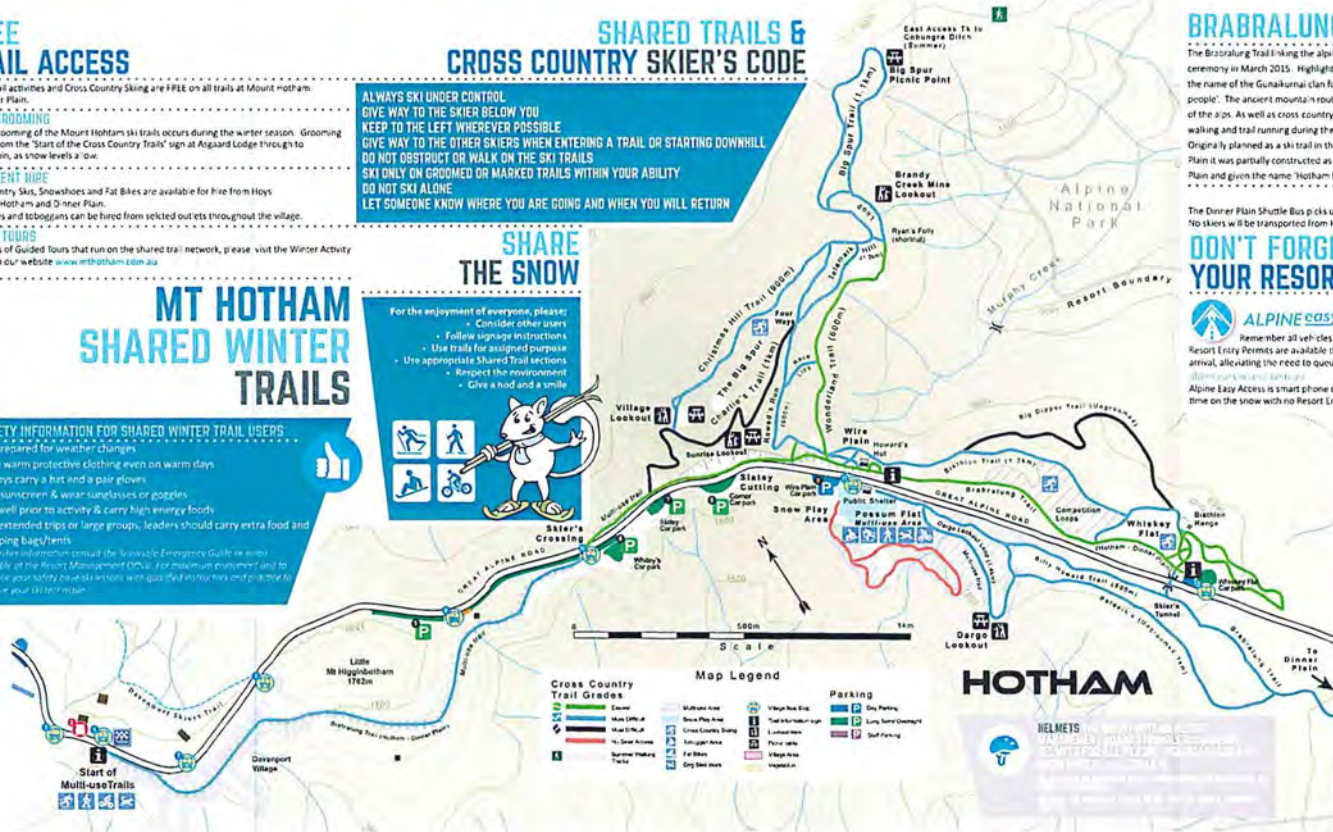
For further information consult the Sustainable Emergency Guide we have available at the Resort Management Office. For maximum enjoyment and to enhance your safety, please be as prepared as possible to improve your own experience.

SHARED TRAILS & CROSS COUNTRY SKIER'S CODE

ALWAYS SKI UNDER CONTROL
GIVE WAY TO THE SKIER BELOW YOU
GIVE WAY TO THE LEFT WHEREVER POSSIBLE
DO NOT OBSTRUCT OR WALK ON THE SKI TRAILS
SKI ONLY ON GROOMED OR MARKED TRAILS WITHIN YOUR ABILITY
DO NOT SKI ALONE
LET SOMEONE KNOW WHERE YOU ARE GOING AND WHEN YOU WILL RETURN

SHARE THE SNOW

- For the enjoyment of everyone, please:
- Consider other users
 - Follow signage instructions
 - Use trails for assigned purpose
 - Use appropriate Shared Trail sections
 - Respect the environment
 - Give a nod and a smile



Cross Country Trail Grades		Map Legend	
— Easier	Wildlife Area	Snow Play Area	Day Parking
— Medium	Ski Lifts and Cable Cars	Cross Country Skis	Long Term Carpark
— Steeper	Snow Machine	Snow Play Area	Ski School
— Very Steep	Fat Bike	Dog Bone Area	Ski Lift Area
Shared Trail	Dog Bone Area	Dog Bone Area	Dog Bone Area

BRABRALUNG TRAIL HISTORY

The Brabralung Trail linking the alpine villages of Mount Hotham and Dinner Plain was launched with a traditional smoke ceremony in March 2015. Highlighting the importance of the ongoing Aboriginal heritage of the region, Brabralung is the name of the Gunaikurnai clan for this region of Gippsland. Translates as 'Male, Berry Wurcat (female) meaning 'the people'. The ancient mountain route is interpreted along its length providing an insight into the Aboriginal first peoples of the area. As well as cross country skiing and snow-shoeing during the winter, this 12km trail is ideal for cycling, walking and trail running during the summer months.

Originally planned as a ski trail in the 1980s to follow the Great Dividing Range between Mount Hotham and Dinner Plain it was partially constructed as the 'Great Divide Trail'. In 1991 the trail was extended from Whiskey Flat to Dinner Plain and given the name 'Hotham Dinner Plain Trail'. In 2014 the trail was completed with a compacted crushed rock

along its entire length. The Brabralung Trail is a sheltered, scenic, undulating trail with some steeper sections. Even in strong wind and snowy weather the snow gums afford shelter and good visibility. Magnificent views can be had on a clear day and at all times the splendor of the winter environment is close at hand. Paw Paw Plain is a picturesque location and in foggy weather is sometimes a point where you can break out into sunshine that can stretch clear to the coast. Wildlife tracks are often apparent, especially after fresh snow. Wombats leave characteristic 'U' shaped paths and dig large holes in the snow in search for food. The ski between Hotham and Dinner Plain can easily be linked with a return bus ride.

The Dinner Plain Shuttle Bus picks up and drops off skiers at Wire Plain and Whiskey Flat when their journey begins or ends at Dinner Plain. No skiers will be transported from Hotham to Wire Plain or Whiskey Flat by the Dinner Plain Shuttle.

DON'T FORGET TO PURCHASE YOUR RESORT ENTRY PERMIT



Remember all vehicles stopping in a Victorian Alpine Resort must have a valid authorised Resort Entry Permit. Day, Multi-day and Season Resort Entry Permits are available through the online system of alpineeasyaccess.com.au, allowing guests to purchase prior to or immediately upon arrival, alleviating the need to queue at an entry booth to purchase a Entry Permit, giving you more time on the snow and less time in your car.

Alpine Easy Access is smart phone compatible allowing you to purchase your Resort Entry as you travel to Mount Hotham giving you more time on the snow with no Resort Entry queues.

DINNER PLAIN SHUTTLE



FURTHER INFORMATION AND ENQUIRIES CONTACT

Mount Hotham Alpine Resort Management Board
 PO Box 188 Hotham Vic 3743
 Phone (03) 5799 3450 Fax (03) 5799 3499
 E: info@hthotham.com.au W: www.mthotham.com.au





Home > All About Hotham > Why Hotham?

Business Directory

Need to contact a Hotham business? Check out this comprehensive listing.

- Accommodation
 - Activities
 - Building
 - Building Surveyor
 - Emergency
 - Food and Beverage
 - Medical
- Resort Management
 - Retail
 - School
 - Services
 - Trade
 - Transport

Accommodation

A.P.E.A. Ski Club The Great Alpine Road Mt Hotham 3741	Ph: (03) 5759 3557	bookingservice@apeaski.com.au www.apeaski.com.au
Aardvark Alpine Club Great Alpine Road Mt Hotham	Ph: (03) 5759 3534	info@aardvark-mthotham.org.au www.aardvark-mthotham.org.au
Accommodation at Dinner Plain Dinner Plain, 3898	Ph: (03) 5159 6556 Fax: (03) 5159 6555	info@dinnerplain.com www.dinnerplain.com.au
Accommodation Services of Dinner Plain P.O. BOX 37 Dinner Plain 3898	Ph: (03) 5159 6696 1800 444 066 Fax: (03) 5159 6690	info@accommdinnerplain.com.au www.accommdinnerplain.com.au
Alpine Club of Victoria Mt Hotham 3741	Ph: (03) 5759 3501	www.alpineclubofvictoria.org.au
Alpine Haven Mt Hotham 3741	Ph: (03) 5759 3522 1800 657 547 Fax: (03) 5759 3683	info@mthothamaccommodation.com.au www.mthothamaccommodation.com.au
Alpine Heights Chalets & Apartments Lawlers Court Mt Hotham Vic 3741	Ph: 1300 13 45 46 (03) 5759 3568 Fax: (03) 5759 3286	info@alpinechalets.com.au www.alpinechalets.com.au
Altitude Accommodation Services Great Alpine Rd Mt Hotham	Ph: (03) 5759 3333 0427 126 044 Fax: (03) 5759 3548	bookings@altitudeaccom.com.au www.altitudeacc.com.com.au
Anton Huette - Australian Alpine Club The Great Alpine Road Mt Hotham Vic 3741	Ph: (03) 5759 3527 Fax: (03) 9329 8839	mrklong@bujpond.com www.aacanton.com
Arlberg Hotham Great Alpine Rd Hotham Heights 3741	Ph: (03) 5759 3618 Bookings: (03) 5759 3618 Fax: (03) 5759 3605	bookings@arlberrgotham.com.au www.arlberrgotham.com.au
Arrabri Ski Club P.O. Box 273 Stn Yarra 3141	Ph: 1800 651 451 (03) 5759 3757 Fax: 1800 651 451	bookings@arrabriskiclub.org.au www.arrabriskiclub.org.au
Asgaard Ski Club Great Alpine Rd Mt Hotham 3741	Ph: (03) 5759 3505	bookings@asgaard.com.au www.asgaard.com.au
Asterix Ski Club Davenport Mt Hotham	Ph: 1800 657 547 (03) 5759 3522 Fax: (03) 5759 3683	info@mthothamaccommodation.com.au www.mthothamaccommodation.com.au
Austen Alpine Club Inc Dargo Court Mt Hotham 3741	Ph: (03) 5759 3539 0413 704 425 Fax: (03) 9898 7001	gapollard@optusnet.com.au www.skiusausten.com.au
Bembooka Ski Club Mt Hotham 3741	Ph: (03) 5657 3221 Mobile:0438 642 276	bookings@bembooka.com.au www.bembooka.com.au
Blowhard Lodge 32 Holplate Drive, Hotham Heights, Vic 3741	Ph: 0418 175 123	lbfactormedia@me.com www.blowhardlodge.com
Bogong View Motor Inn 35 - 41 Delany Avenue Bright 3741	Ph: (03) 5755 1422 Fax: (03) 5755 2073	info@bogongviewmotorinn.com.au www.bogongviewmotorinn.com.au
Brush Ski Lodge Gallows Court Mt Hotham	Ph: 1800 653 749 Fax: (03) 9013 9201	bookings@brushskiclub.com.au www.brushskiclub.com.au
Bundarra Ski Club Gallows Court Mt Hotham	Ph: (03) 5759 3596 (03) 9349 1880 Fax: (03) 9349 1880	heatherando@ozemail.com.au www.bundarraskiclub.com
Burrumbidgee Ski Club Mt Hotham	Ph: (03) 5759 3565	bookings@burrumbidgee.org

3741 C.F.A. RMB 1008 Hotham Heights 3741 C.S.I.R. Ski Club PO Box 15 Carnegie 3163 Chalet Hotham	Ph: (03) 5759 3089 Fax: (03) 5759 3447	www.burnumtreeop.org tcrisp58@hotmail.com www.hipfire.com
Mt Hotham 3741 Coach House Inn 100 Gavan St Bright 3741 Currawong Lodge P.O. Box 7 Dinner Plain 3898	Ph: (03) 5759 3522 1800 657 547 (03) 5759 3683 Ph: (03) 5755 1475 1800 813 992 Ph: 0407 940 914 (03) 5159 6452 (03) 5159 6613	info@nthothamaccommodation.com.au www.mthothamaccommodation.com.au contact@coachhousebright.com.au www.coachhousebright.com.au www.currawonglodge.com.au
Dinner Plain Central Reservations P.O. Box 48 Dinner Plain 3898 Dolomite Ski Club Gallows Court Mt Hotham 3741 Edelweiss Ski Club Mt Hotham 3741 Eiger Ski Club P.O.Box 56 West Brunswick VIC 3055	Ph: 1800 670 019 (03) 5159 6451 Fax: (03) 5159 6515 Ph: (03) 5759 3559 Ph: (03) 5759 3751 Ph: 0497 786 118 (for in-season bookings) 0430 710 007 (summer bookings and membership)	info@dinnerplain.com www.dinnerplain.com info@nthothamaccommodation.com.au www.nthothamaccommodation.com.au www.eigerski.com
Ettamogah Ski Club Mt Hotham 3741 Eumarellah Ski Club 38 Davenport Drive Mt Hotham Fountains - Mt Hotham Accommodation RMB 101 Mt Hotham 3741 Fountains One Higgi Drive Mt Hotham Gravbrot Ski Club Mt Hotham 3741 Hangmans Drop Ski Club Mt Hotham 3741 High Plains Lodge Studio Apartments Big Muster Drive Dinner Plain 3898 Hotham 1750 - Mt Hotham Accommodation Mt Hotham 3741	Ph: (03) 5759 3506 Ph: (03) 5759 3598 Fax: 1800 683 862 Ph: (03) 5759 3522 Toll Free: 1800 657 547 Fax: (03) 5759 3683 Ph: 0418 543 220 Ph: 1300 735 358 Fax: (03) 5823 1171 Ph: 0411 015 368 (03) 9439 7898 Ph: (03) 5159 6696 Ph: (03) 5759 3522 1800 657 547 Fax: (03) 5759 3683	ansonjenny@gmail.com www.eigerski.com bookings@eumarellah.com.au www.eumarellah.com.au info@mthothamaccommodation.com.au www.mthothamaccommodation.com.au fountainone@sulu.com.au www.sulu.com.au/fountainone bookings@gravbrot.com www.gravbrot.com bookings@hangmansdrop.com www.hangmansdrop.com info@highplainslodge.com.au www.highplainslodge.com.au info@mthothamaccommodation.com.au www.mthothamaccommodation.com.au
Hotham Heights Chalets Mt Hotham 3741 Hotham Holidays Hotham Skiing Company - Level 1, Hotham Central, Great Alpine Rd, Mt Hotham, PO Box 140 Bright VIC 3741 I.H.P. Alpine Club Dargo Court Mt Hotham Jack Frost Apartments Mt Hotham 3741 Jalanga Ski Club Mt Hotham 3741 Kalyna Ski Club Co Operative Lot 6 Ormeo Highway Mt Hotham 3741	Ph: 1800 468 426 Ph: 1800 468 426 (03) 5759 3692 Ph: (03) 5759 3522 1800 657 547 Ph: (03) 5759 3586 0427 126 044 Ph: (03) 5759 3561 0448 929 698 Ph: 1800 633 611 (03) 9437 2726 Lodge: (03) 5759 3594 Fax: (03) 9437 2726	holidays@hotham.com.au www.botham.com.au holidays@hotham.com.au www.bothamholidays.com.au info@mthothamaccommodation.com.au www.mthothamaccommodation.com.au bookings@altitudeaccom.com.au www.altitudeaccom.com.au catherine.hard@bigpond.com www.jalangaskiclub.com bookings@kalyna.com.au www.kalyna.com.au
Karnulurra Ski Club Great Alpine Rd Mt Hotham Karoondah Apartments Mt Hotham Karoondah Apartments - (1, 4, 6) Mt Hotham 3741 Kongoola Ski Club Mt Hotham VIC 3741 Koomerang Ski Club Mt Hotham	Ph: 0499 625 300 Fax: (03) 5759 2517 Ph: 1800 468 426 Ph: (03) 5759 3333 Mobile: 0427 126 044 Ph: (03) 5759 3554 Ph: (03) 5759 3517	info@karnulurra.com.au www.karnulurra.com.au holidays@hotham.com.au www.bothamholidays.com.au bookings@altitudeaccom.com.au www.altitudeaccom.com.au manager@kongoola.com www.kongoola.com bookings_koomerang@koomerang.com.au

3741			www.koomerang.com.au
Lachen Apartments			
Mt Hotham 3741	Ph: (03) 5759 3333 Mobile: 0427 126 044	bookings@altitudeaccom.com.au www.altitudeaccom.com.au	
Langi Taan Ski Club			
136 Great Alpine Rd Mt Hotham 3741	Ph: (03) 5759 3582	langitaan@gmail.com langitaan.com.au	
Lawlers Apartments			
Lawlers Crt Mt Hotham	Ph: (03) 5759 3522 1800 657 457 Fax: (03) 5759 3683	info@mthothamaccommodation.com.au www.mthothamaccommodation.com.au	
Leeton Lodge			
Dargo Court Mt Hotham 3741	Ph: (03) 5759 3583 Mob: 0400 640 612 Fax: (03) 5759 3584	bookings.leetonlodge@gmail.com www.leetonlodge.com	
Marouka Ski Club			
Great Alpine Road Hotham Heights Mt Hotham 3741	Ph: (03) 5759 3516 Bookings: 1300 666 883	inquiry@marouka.com.au www.marouka.com.au	
McMillan Ski Club			
Davenport Drive Mt Hotham 3741	Ph: Bookings: (03) 9095 2939 Lodge: (03) 5959 3513	bookings@mcmillanskiclub.com.au www.mcmillanskiclub.com.au	
Mink			
Mt Hotham	Ph: (03) 5759 3522 Toll Free: 1800 657 547 (03) 5759 3683	info@mthothamaccommodation.com.au www.mthothamaccommodation.com.au	
Mount Hotham Accommodation			
RMB 1001 Mt Hotham Vic 3741	Ph: (03) 5759 3522 Toll Free: 1800 657 547 (03) 5759 3683	info@mthothamaccommodation.com.au www.mthothamaccommodation.com.au	
Nindethana Ski Club			
Mt Hotham 3741	Ph: (03) 5759 3552	essendon@mcrabstark.com.au www.nindethana.com	
Ormond Ski Club			
Mt Hotham 3741	Ph: (03) 5759 3519	general@ormondskiclub.com.au www.ormondskiclub.com.au	
Pegasus Ski Club			
Mt Hotham 3741	Ph: (03) 5241 3441	skibook@ncable.net.au www.skipegasus.com.au	
Peninsula Ski Club			
Mt Hotham 3741	Ph: (03) 5759 3593 0488 616 530 Fax: (03) 9277 7119	bookings@peninsula.com.au www.peninsulaski.com.au	
Players Ski Lodge			
Mt Hotham 3741	Ph: 0412 323 183 (10am to 12 midday, daily)	bookings@skiplayers.com.au www.skisplayers.com.au	
Rangers Apartments - Mt Hotham Accommodation			
RMB 1001 Mt Hotham 3741	Ph: (03) 5759 3522 1800 657 547 (03) 5759 3683	info@mthothamaccommodation.com.au www.mthothamaccommodation.com.au	
Razorback Apartments			
RMB 1001 Mt Hotham 3741	Ph: (03) 5759 3522 1800 657 547 Fax: (03) 5759 3683	info@mthothamaccommodation.com.au www.mthothamaccommodation.com.au	
Rundells Alpine Lodge			
12 Big Muster Drive Dinner Plain 3898	Ph: (03) 5159 6422 Fax: (03) 5159 6500	info@rundells.com.au www.rundells.com.au	
Shamrock Ski Club			
	Ph: (03) 5759 4489 1800 468 426	holidays@hotham.com.au www.hothamholidays.com.au	
Shepparton Alpine Club Lodge			
Dargo Crt Mt Hotham 3741	Ph: 0447 998 219 or (03) 5759 3597 Fax: (03) 5759 3026	bookings@sac.asn.au www.sac.asn.au	
Ski Club of East Gippsland			
Mt Hotham 3741	Ph: (03) 5759 3520 Fax: (03) 5759 3153	bookings@sceg.com.au www.sceg.com.au	
Snowbird Inn			
PO Box 480 BRIGHT 3741	Ph: (03) 5759 3503 Fax: (03) 9370 2606	snowbird@bigpond.net.au www.snowbirdinn.com.au	
Snowman Property Management			
264 Keilor Rd Essendon Nth 3041	Ph: 1800 331 050 Ph: (03) 8325 0000 Fax: (03) 8325 0090	info@worldsrides.com.au www.worldsrides.com.au	
Snowtel			
RMB 1001 Mt Hotham 3741	Ph: (03) 5759 3522 1800 657 547 Fax: (03) 5759 3683	info@mthothamaccommodation.com.au www.mthothamaccommodation.com.au	
Sun Apartments (2. 8)			
Mt Hotham	Ph: (03) 5759 3333 Mobile: 0427 126 044	bookings@altitudeaccom.com.au www.altitudeaccom.com.au	
Swindlers Valley Ski Club			
Mt Hotham 3741	Ph: 0428 260 344	santaathorne@bigpond.com www.swindlersvalley.com.au	
Taki Ski Club			
Mt Hotham 3741	Ph: (03) 5759 3515	bookings@skiant.com.au www.skiant.com.au	
Tallawarra Ski Club			
Dargo Court Mt Hotham 3741	Ph: (03) 5759 3650	tallawarraskiclub@hotmail.com www.tallawarra.org.au	
Tanderra Ski Club			
Great Alpine Rd	Ph: (03) 5759 3532	bookings@tanderrahoam.com.au	

Mt Hotham 3741	1800 819 410 (03) 5759 3003	www.landerrahotham.com.au
The Lodge Ski Club		
Mt Hotham 3741	Ph: (03) 5759 3571 Fax: (03) 5759 3290	bookings@thelodgeinthotnam.com www.thelodgeinthotnam.com
Tinogra Ski Club		
Mt Hotham 3741	Ph:	
Trapdoor Ski Club		
Davenport Mt Hotham	Ph: (03) 5759 3521 0401 990 998 Fax: (03) 5759 3521	book@trapdoor.com.au www.trapdoor.com.au
University Ski Club		
Mt Hotham 3741	Ph: (03) 8786 7899	bookings@usc.com.au www.usc.com.au
Vagabond Ski Club		
Mt Hotham 3741	Ph: (03) 5759 3333	bookings@mtvagueabond.com.au www.vagabondski.com
Valhalla Ski Club		
Mt Hotham 3741	Ph: 0488 633 111	bookings@valhallaskiclub.com.au www.valhallaskiclub.com.au
Wangaratta Ski Club		
Mt Hotham 3741	Ph: (03) 5759 3011	admin@wangskiclub.org.au www.wangarattaskiclub.com
White Crystal Apartments		
Mt Hotham 3741	Ph: (03) 5759 4444	holiday@hotham.com.au www.botham.com.au
Wildflowers House B & B		
Halter Lane Dinner Plain 3989	Ph: (03) 5159 6400	terry01@nex.net.au
Wongungarra Ski Club		
Mt Hotham 3741	Ph: (03) 5759 3524	info@wongungarra.com.au www.wongungarra.com.au
Zirky's Apartments		
25 Great Alpine Rd, Hotham Heights VIC 3741	Ph: (03) 5759 3518	info@zirkys.com.au www.zirkys.com.au

Activities

Alpine National Park		
	Ph: 13 19 63	info@parks.vic.gov.au www.parkweb.vic.gov.au
Dinner Plain Trail Rides		
Big Muster Drive Dinner Plain 3998	Ph: 1300 855 907	www.dinnerplain.com
Feathertop Health & Wellness Personal Training		
Mt Hotham	Ph: 0408 374 492	feathertophealthwellness@gmail.com
Hotham Kids Snowsports School		
Mt Hotham 3741	Ph: (03) 5759 4444	mhsc@hotham.com.au www.botham.com.au
Hotham Snowsports School		
Mt Hotham 3741	Ph: (03) 5759 4450	mhsc@hotham.com.au www.botham.com.au
Hoys XC, Snowshoe & Fat Bike hire		
Hoys at Jack Frost & Hoys Dinner Plain Ski Shop	Ph: (03) 5759 2589	info@hoyski.com.au www.hoyski.com.au
Mount Hotham Race Squad		
Mt Hotham 3741	Ph: (03) 5759 3538	info@mhrs.org.au www.mhrs.org.au
Mount Hotham Skiing Company		
P.O. Box 140 Bright 3741	Ph: (03) 5759 4444	mhsc@hotham.com.au www.botham.com.au
Mountain Thunder Bike Tours		
C/O Post Office Mt Hotham 3741	Ph: 0418 610 038	

Building

Cas Bak		
20 Bon Accord Track Harrierville 3741	Ph: (03) 5759 2566 Fax: (03) 5759 2630	casbak@bigpond.com www.casbakbuilding.com.au
Leave It 2 The Boys		
Mt Hotham VIC 3741	Ph: 0448 448 759	info@leaveit2theboys.com.au www.leaveit2theboys.com.au
Rob Muller Constructions		
44 Hughes Lane Eurobin 3737	Ph: (03) 5756 2561 Fax: (03) 5756 2182	rmcbuild@dodo.com.au
Trevor Chick Builder		
P.O. Box 111 Porepunkah 3740	Ph: (03) 5756 2441 0418 579 425 Fax: (03) 5756 2514	trevor@tchickbuilders.com.au www.tchickbuilders.com.au
Van Heek Construction & Scaffold		
1648 Buffalo River Road Buffalo River VIC 3737	Ph: 0419 387 708	vhs@bigpond.com www.vanheekconstruction.com.au

Building Surveyor

Alpine Building Permits & Consultants		
Shop 4, 1a Camp Street, Bright PO Box 589 Bright 3741	Ph: (03) 5755 1589 Fax: (03) 5750 1389	info@alpinebuildingpermits.com.au www.alpinebuildingpermits.com.au

Emergency

Ambulance	Ph: 000	
Bright Automotive & Towing 44 Churchill Ave, Bright 3741 CFA	Ph: (03) 5750 1230 24hr Service	
Mount Hotham Medical Centre Mt Hotham 3741	Ph: 000	
Mount Hotham Ski Patrol PO Box 188 Bright Vic 3741	Ph: (03) 5759 3551	
Mt Hotham Chain Service - Glenn Fluffy Billman	Ph: (03) 5759 3550	
Police	Ph: 0429 400 060	
RACV	Ph: 000	
	Ph: 13 11 11	www.racv.com.au

Food and Beverage

Arco-Ski Lodge Jack Frost Building, The Great Alpine Road, Mount Hotham	Ph: (03) 5759 3941	www.artoskylodge.com.au
Arlberg Supermarket and Cafe Level 2, The Arlberg Great Alpine Road Mt Hotham 3741	Ph: (03) 5759 3167	www.arlberghotham.com.au
Avalanche - Bar, Bistro & Pizzeria Level 3, Arlberg Building, Hotham Heights	Ph: (03) 5759 3618	avalanche@hottham.com.au
Cafe Niche Hotham Central Building Mt Hotham Vic 3741	Ph: (03) 5759 3313 Fax: (03) 5759 3313	
Chill Bar and Cafe Hotham Central Building Great Alpine Road Mt Hotham 3741	Ph: (03) 5759 3313	simone@lalentiinvestments.com.au www.chillbarandcafe.com.au
Dinner Plain Hotel PO Box 4 Dinner Plain 3898	Ph: (03) 5159 6462 Fax: (03) 5159 6472	info@dinnerplainhotel.com.au www.dinnerplainhotel.com.au
General Store (The General) Lot 1 Great Alpine Rd Mt Hotham 3741	Ph: (03) 5759 3523 Fax: (03) 5759 3735	info@thegeneral.com.au www.thegeneral.com.au
Gourmet Walkabout Adventures Big Muster Drive Dinner Plain 3898	Ph: (03) 5159 6556	
Graze Restaurant Big Muster Drive Dinner Plain 3898	Ph: (03) 5159 6422	info@rundells.com.au www.rundells.com.au
Great Alpine Food 844 Great Alpine Rd Freeburgh 3741	Ph: (03) 5750 1600 Fax: (03) 5750 1484	catering@greatalpinefood.com
High Plains Lodge Big Muster Drive Dinner Plain 3898	Ph: (03) 5159 6665	info@highplainslodge.com.au www.dinnerplain.com
Hot Doggies White Crystal Building Great Alpine Road Mt Hotham Vic 3741	Ph: (03) 5759 3232 Fax: (03) 5759 3232	
Hotel High Plains Lot 185 Big Muster Drive Dinner Plain Vic 3898	Ph: (03) 5159 6324	
Hotham Central Supermarket Hotham Central Building Great Alpine Road Mt Hotham 3741	Ph: (03) 5759 3232 Fax: (03) 5759 3232	orders@hothamcentralsupermarket.com.au www.hothamcentralsupermarket.com.au
Isobar Upper Level Big D Building, Great Alpine Rd, Mt Hotham 3741	Ph: (03) 5759 3437	www.facebook.com/swindlersbar
Last Run Bar Lawlers Apartment Complex Mt Hotham Postal Address PO Box 123 BRIGHT VIC 3741	Ph: (03) 5759 3796 Fax: (03) 8679 0395	book@lastrunbar.com.au www.lastrunbar.com.au
Mountain Kitchen Castran Corner Dinner Plain	Ph: (03) 5159 6560	eat@mountainkitchen.com.au www.mountainkitchen.com.au
Snake Gully Hut Base of Heavenly Valley Chairlift Mt Hotham 3741	Ph: (03) 5759 3264	
Snowbird Inn PO Box 405 Essendon 3040	Ph: (03) 5759 3503 Fax: (03) 9370 2806	info@snowbirdinn.com.au www.snowbirdinn.com.au
Sola Copa Dinner Plain 3898	Ph: (03) 5159 6799	
Swindlers Restaurant & Bar PO Box 140	Ph: (03) 5759 3436	

Bright 3741

TsuboDinner Plain Central
Dinner Plain 3898

Ph: (03) 5150 8808

White RoomHotham Central
Mt Hotham 3741

Ph: (03) 5759 3456

Zirky's Cafe, Restaurant, Bar & Bistro25 Great Alpine Road,
Hotham Heights VIC 3741

Ph: (03) 5759 3518

info@zirkys.com.au
www.zirkys.com.au**Medical****Mount Hotham Medical Centre**

Mt Hotham 3741

Ph: (03) 5759 3551

Mount Hotham Physiotherapy Centre

Mt Hotham 3741

Ph: (03) 5759 3551

Resort Management**Mount Hotham Alpine Resort Management Board**Great Alpine Road
Mt Hotham 3741Ph: (03) 5759 3550
Fax: (03) 5759 3693mhar@mthotham.com.au
www.mthotham.com.au**Retail****Alpine Haven Ski & Board Rental**Higgi Drive
Mt Hotham 3741
Postal Address:
PO Box 123
BRIGHT VIC 3741Ph: (03) 5759 3633
Fax: (03) 8679 0395

larasa@magen.com.au

Alpine Property Real Estate17A Big Muster Drive
Dinner Plain VIC 3898Ph: (03) 5159 6453
0419 379 388
Fax: (03) 8668 1345pergisch@ntre.com
www.alpineproperty.com.au**Big D Retail**Big D
Mt Hotham 3741

Ph: (03) 5759 4437

mtsc@hotham.com.au
www.hotham.com.au**Billie's Ski Hire & Service Station**196 Day Ave
Ormeo
3898Ph: (03) 5159 1600
Fax: (03) 5159 1633bille@omeaskihire.com
www.omeaskihire.com.au**Board Box**Hotham Central
Mt Hotham 3741

Ph: (03) 5759 4437

Central Snowsports - ArlbergArlberg, Level 1
Great Alpine Road
Mt Hotham VIC 3741

Ph: (03) 5759 3063

contact@centralsnowsports.com.au
www.centralsnowsports.com.au**Hotham Sports - Dinner Plain**Dinner Plain
Mt Hotham 3741

Ph: (03) 5159 6450

mtsc@hotham.com.au
www.hotham.com.au/sports**Hotham Sports - Hotham Central**Hotham Central
Mt Hotham 3741

Ph: (03) 5759 4424

mtsc@hotham.com.au
www.hotham.com.au/sports**Hotham Sports - Jack Frost**Jack Frost
Mt Hotham 3741

Ph: (03) 5759 4424

mtsc@hotham.com.au
www.hotham.com.au/sports**Hotham Sports (off-mountain) - Harrierville**

Harrierville

Ph: (03) 5759 4424

mtsc@hotham.com.au
www.hotham.com.au/sports**Hoys @ Jack Frost**Hoys @ Jack Frost
Mt Hotham 3741

Ph: (03) 5759 3889

info@hoyskis.com.au
www.hoyskis.com.au**Hoys A Frame Ski Centre**Great Alpine Rd
Harrierville 3741Ph: (03) 5759 2658
1800 467 669
Fax: (03) 5759 2556info@hoyskis.com.au
www.hoyskis.com.au**Hoys Dinner Plain Ski Shop**Shop 1 Dinner Plain Hotel
Big Muster DrivePh: (03) 5159 6339
Fax: (03) 5759 2556info@hoyskis.com.au
www.hoyskis.com.au**Hoys Ski & Board Shop -The Shed**Corral Car Park
Mt Hotham 3741Ph: (03) 5759 3221
1800 467 669
Fax: (03) 5759 2556info@hoyskis.com.au
www.hoyskis.com.au**John H. Castran Pty. Ltd Real Estate**51 Claremont St
South YarraPh: (03) 9829 9911
Fax: (03) 9829 9955

www.castran.com.au

Molonys SnowsportShop 10, Big Muster Drive
Dinner Plain
VIC 3898
Australia

Ph: (03) 5159 6543

molonysdp@gmail.com
www.molonysdp.com.au**Pinnacle DP**

Dinner Plain

Ph: (03) 5159 6450

Pinnacle HothamHotham Central
Mt Hotham 3741

Ph: (03) 5759 4437

Rays Ski Shop Pty. LtdGreat Alpine Road
Myrtleford 3737Ph: (03) 5752 1306
1300 135 019
Fax: (03) 5752 2946rayski@ragnat.com.au
rayski.shop.com.au**RT Edgar Alpine Real Estate**

50 Agnes Street East Melbourne 3002	Ph: Christa Zirknitzer 0402 277 808	christa@rtalpine.com.au www.zirkysrealstate.com.au
Zirky's Ski Hire & Boot Fitting 25 Great Alpine Road, Hotham Heights VIC 3741	Ph: (03) 5759 3518	info@zirkys.com.au www.zirkys.com.au
Zirky's Sports Shop 25 Great Alpine Road, Hotham Heights VIC 3741	Ph: (03) 5759 3518	info@zirkys.com.au www.zirkye.com.au

School

Alpine School P.O. Box 53 Dinner Plain 3898	Ph: (03) 5159 6580 Fax: (03) 5159 6618	alpine.school@edimail.vic.gov.au www.alpineschool.vic.edu.au
Mount Hotham Daycare Centre Big D Mt Hotham 3741	Ph: (03) 5759 4418 Fax: (03) 5759 3020	daycare@hotham.com.au www.hotham.com.au

Services

Alpine Baby Sitting Hotham & Dinner Plain	Ph: 0408 990 828	info@alpinebabysitting.com.au www.alpinebabysitting.com.au
Hair 2 Shred-Boutique Hair Salon Level 2 Arlberg	Ph: 0477 567 057 or (03) 5759 3618	
Hoys Snow Chain Fitting Service	Ph: (03) 5759 2589	info@hoyskis.com.au www.hoyskis.com.au
Leonard & Associates – Alpine Conveyancing Specialists PO Box 722, Cowes Vic 3922	Ph: (03) 5952 1361 M: 0422 048 494 Fax: (03) 5952 6918	inquiries@leonardandassociates.com.au www.leonardandassociates.com.au
Myabi Hair Design Dinner Plain	Ph: (03) 5150 8805 Mob: 0402 769 237	myabi09@bigpond.com www.myabi.com.au
Onsen Retreat & Spa Dinner Plain	Ph: (03) 5150 8880	www.onsen.com.au

Trade

Badrock Air Conditioning & Refrigeration 29 Bakers Gully Rd Bright VIC 3741	Ph: 0408 997 738	badrock@live.com.au
Bright & District Electrical Services P.O. Box 533 Porepunkah 3740	Ph: (03) 5750 1523 Fax: (03) 5750 1524	office@bdes.com.au
Mount Hotham Electrical 1 Cindy Court Bright 3741	Ph: Brian Taggart - 0418 573 764 Fax: (03) 5750 1217	bits@mothamelectrical.com.au
Tim Maynard Electrical	Ph: 0438 762 216	timmaynardelectrical@gmail.com

Transport

Alpine Spirit Coaches PO Box 466 Myrtleford 3737	Ph: (03) 5752 1333 Fax: (03) 5752 2674	office@alpinespirit.com.au www.alpinespiritcoaches.com.au
Bright & District Leisure Tours 35 - 41 Delaney Avenue Bright 3741	Ph: (03) 5759 1649 0421 648 151 Fax: (03) 5755 2073	tours@highcountrytours.com.au www.highcountrytours.com.au
Hotham Freight 32 Churchill Ave Bright 3741	Ph: (03) 5750 1085 Fax: (03) 5750 1085	hothamfreight@bigpond.com
Hoys Snow Travel Booking Service P.O. Box 150 Hornetville 3741	Ph: 1800 467 669 or (03) 5759 2589 Fax: (03) 5759 2556	info@hoyskis.com.au www.hoyskis.com.au
Mt Hotham Airport PO Box 140 Mt Hotham 3741	Ph: (03) 5159 6777 Fax: (03) 5159 6776	rugerh@hotham.com.au www.hotham.com.au
O'Connell's Omeo Bus Services PO Box 77 Omeo 3898	Ph: 0477 991 377	omeobus@bigpond.com www.omeobus.com.au
Rays Ski Shop Pty. Ltd Great Alpine Road Myrtleford 3737	Ph: (03) 5752 1306 1300 135 019 Fax: (03) 5752 2946	rayski@draghat.com.au rayskiishop.com.au
RL Aviation 195 Merrawarp Rd Ceres 3221	Ph: 0419 310 206 Fax: (03) 5249 1371	rlaviation@bigpond.com www.pipeline.com.au
SMARTAIR - ALBURY 11-12 Avalon Street, Albury Airport, Albury NSW 2640	Ph: BH: (02) 6021 2929 AH: 0428 262 032	flying@smartair.com.au www.smartair.com.au
SMARTAIR - BATHURST 1 PJ Moodie Drive, Bathurst Airport, Bathurst NSW 2795	Ph: BH: (02) 6337 3452 AH: 0428 691 443	flying@smartair.com.au www.smartair.com.au
Sno - Tow Oversnow Transport Mt Hotham 3741	Ph: 0408 516 162	
Snowball Express P.O. BOX 466 Myrtleford 3737	Ph: 1300 656 546 Fax: (03) 5752 2674	reservations@snowballexpress.com.au www.snowballexpress.com.au
Vic Roads - Great Alpine Road		

WHY HOTHAM?

Stats & Facts

Lift Information

Area History

Guest Services

Business Directory

Amenities & Services

Environment

Revegetation / Alpine Nursery

Snowmaking

Real Estate

Employment

Strategic Partners

Corporate

LOCATION & MAPS

SNOW & WEATHER

LATEST NEWS

MOUNTAIN AMBASSADORS

VIDEO GALLERY

PHOTO GALLERY



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Develop Mount Hotham

"SP-5"

[Home](#) > [All About Hotham](#) > [Why Hotham?](#)

Stats & Facts

Season Dates	10 June to 1 October 2017
Elevation	1861m
Lifted Terrain	245ha
Beginner Terrain	20%
Intermediate Terrain	40%
Advanced Terrain	40%
Number of Lifts	13 incl. Dinner Plain
Ski Area	320ha
Highest Lifted point	1845m
Village Height	1750m
Base Height	1450m
Mt Hotham Airport	20km from resort
Vertical Drop	395m
Longest Downhill Run	2.5km
Uphill Lift Capacity	24,485 per hr
Grooming Machines	8 - 1 Terrain Park, 4 Winch Kats and 3 Free Groomers
Average Natural Snowdepth	150cm
Average Snowfalls	300cm
Snowmaking	33 hectares
Snowboard/Terrain Parks	4 (snow dependent)
X-Country Trails	35km
X-Country Trail Fee	Free
Night Skiing	Wednesdays & Saturdays
Number of Beds at Hotham	7,000 (including Dinner Plain)
Restaurants/Eateries	11+ (including Dinner Plain)

WHY HOTHAM?

Stats & Facts

Lift Information

Area History

Guest Services

Business Directory

Amenities & Services

Environment

Revegetation / Alpine Nursery

Snowmaking

Real Estate

Employment

Strategic Partners

Corporate

LOCATION & MAPS

SNOW & WEATHER

LATEST NEWS

MOUNTAIN AMBASSADORS

VIDEO GALLERY

"SP-6"

The General

From: DETERING Roger <Roger.Detering@fwo.gov.au>
Sent: Wednesday, 16 May 2012 11:13 AM
To: general store
Subject: RE: alpine resorts award mount Hotham [SEC=IN-CONFIDENCE]

Hi Steve, The seasonal rate is for the period of the snow season and is reflective of the annual leave rate plus relative penalty rates and the accrual of personal leave.

Please feel free to ring and I will explain in detail.....this award would apply to your business being in the Alpine region

Roger Detering | Southern Region Manager | Traralgon/Mount Gambier/Warrnambool

Ombudsman

T (03) 5173 6613 (x36613)
M 0403 256 264
F (02) 6204 2248
A PO Box 1269 Traralgon Vic 3844 | Level 1, 6-8 Grey St Traralgon
E roger.detering@fwo.gov.au

Fair Work Infoline: 13 13 94 www.fairwork.gov.au

10.5 Casual employment

(a) A casual employee is an employee engaged as such in any classification in this award and must be paid a casual loading of 25%. This loading is paid as compensation for annual leave, paid personal/carer's leave, paid compassionate leave, notice of termination, redundancy benefits and the other entitlements from which they are excluded by the terms of this award and the NES.

11. Seasonal employment

[Varied by PR994425]

11.1 An employer may employ seasonal employees in any classification in this award.

11.2 A seasonal employee may be engaged on either a full - time or part - time basis.

11.3 A full - time seasonal employee is a seasonal employee who is engaged to work 38 ordinary hours (or an average of 38 ordinary hours over the anticipated length of their employment) per week.

11.4 A part - time seasonal employee is a seasonal employee who is engaged to work less than 38 ordinary hours (or an average of less than 38 ordinary hours over the anticipated length of their employment) per week.

[11.5 varied by PR994425 from 01Jan10]

11.5 The hourly rate of seasonal employees will include an 8.33% loading of the applicable hourly rate instead of annual leave.

11.6 In the event of adverse climatic conditions a seasonal employee may have their anticipated period of seasonal employment reduced.

11.7 The employer will advise each seasonal employee either in writing or verbally prior to the end of the season whether that employee's employment will be terminated at the end of the season.

11.8 Seasonal employees will be paid the hourly rate applicable to their classification as set out in clause 16 - Minimum hourly rates.

16.2 Alpine Resort Workers

[16.2 varied by PR997997, PR509123 ppc 01Jul11]

Classification	Full - time hourly rate \$	Seasonal hourly rate \$
Training	15.51	16.80
Resort Worker Level 1	15.96	17.30
Resort Worker Level 2	16.58	17.96
Resort Worker Level 3	17.14	18.57
Resort Worker Level 4	18.06	19.57
Resort Worker Level 5	18.63	20.18
Resort Worker Level 6	19.20	20.80
Resort Worker Level 7	19.71	21.35

From: general store [mailto:generalstore@bigpond.com]

Sent: Saturday, 28 April 2012 4:55 PM

To: DETERING, Roger

Subject: alpine resorts award mount hotham

Hi Roger,

Could you please advise if you have moved forward with the Alpine Resorts Award being adopted for businesses at mount hotham.

Does the seasonal rate within the award incorporate all the loadings applicable to casuals or is there a further 25% loading to be applied as eluded to in section 25.

Section 11.5 relates to the seasonal rate 8.33% leave loading. Is this already built in to the award rates as published in the document?

Kind regards,

Stephen.

"SP-7"



Fair Work OMBUDSMAN

3 March 2014

Mr Ian Gross
Nevin Lenne & Gross
57 Clyde Street
MYRTLEFORD VIC 3737

Ref: Application of Alpine Resorts Award and related correspondence

Dear Mr Gross

I refer to your letter regarding the application of the Alpine Resorts Award 2010 to DPSI General Pty Ltd instead of the Hospitality Award 2010.

The Fair Work Ombudsman (FWO) is an independent, statutory authority that regulates and enforces Commonwealth workplace relations laws provided for by the *Fair Work Act 2009* (the FW Act).

The letter that you have provided to the Fair Work Ombudsman's office outlines reasons as to why the application of the Alpine Resorts Award 2010 to all businesses located in alpine areas of Australia, not just to those businesses defined in this Award.

As previously discussed and highlighted, to be covered by the Alpine Resorts Award 2010, for an employer must be an alpine resort. An alpine resort is defined as "*an establishment whose business, among other things, includes alpine lifting*".

This means that a business that is not an alpine resort is covered by an appropriate modern award. In the instance of DPSI General Pty Ltd, it was determined that the Hospitality Industry (General) Award 2010 (Hospitality Award) was the applicable modern award to cover the employees of the business. As a result of the review of documents provided as part of the Snowfields campaign conducted in 2013, it was determined that despite not following the provisions of the Hospitality Award, on an overall basis no underpayments of entitlements was detected.

Unfortunately the course of action you have proposed for amending the coverage clause of the Alpine Resorts Award 2010 is not an action that falls within the Fair Work Ombudsman's jurisdiction. I have provided your feedback regarding the coverage of the Alpine Resorts Award 2010 being extended to cover all businesses operating in alpine areas of Australia to the area within the Fair Work Ombudsman that is making submissions to the Modern Award review being undertaken by the Fair Work Commission for their consideration.

If you believe that you have grounds to seek a variation to the award to apply to all employers operating in alpine Australia, you should seek advice on how to make an application. You can contact the Fair Work Commission, www.fwc.gov.au or by phone, 1300 799 675 to discuss any application process that may be available to you or your clients.

Please feel free to contact me on (03) 5173 6613 with any questions you may have.

Yours sincerely



Roger Detering
Team Leader/Senior Fair Work Inspector
Regional Services Team

STATEMENT OF STEVE OWEN

I, Steve Owen, of [REDACTED] NSW 2625, say as follows:

Background

1. I am one of three Directors of Thredbo Burger Bar Pty Ltd.
2. I have lived in Thredbo since 2004.
3. I have 15 years' hospitality management experience.

Thredbo Burger Bar

4. Thredbo Burger Bar is a restaurant and bar located at 1 Diggings Terrace, Thredbo NSW 2625, at the south-western corner of the Thredbo village. We are located approximately 600 metres from the nearest ski lift.
5. Attached and marked "SO-1" is a copy of a printout from Google Maps showing the location of the Thredbo Burger Bar relative to the Thredbo village and the ski fields (the location of which can be determined from the location of the on-mountain hubs such as Eagles Nest Restaurant, Frostbite Kiosk, Black Sallees and Merritts Mountain House).
6. Thredbo Burger Bar has operated since May 2016.

Operating hours

7. Like most businesses in Thredbo, our business is highly seasonal, with a peak season during June to September aligning to the ski season.
8. Our trading hours vary depending on the time of year as follows:
 - (a) During the winter period, for the months of June and September, we open 6 days per week from 5.30pm - 10:00pm (we are not open on Mondays);
 - (b) During the peak winter period, for the months of July and August, we open 7 days per week from 5.30pm -10:00pm;
 - (c) During the Summer period:



- (i) In October we operate 4 days per week (Thursday - Sunday) from 5.30pm-10:00pm;
 - (ii) We are closed during November and December;
 - (iii) We re-open on 27 December until the end of January, on a 7 day/week basis between 5.30pm-10:00pm; and
 - (iv) We open 4 days per week Thursday to Sunday from 5.30pm - 10:00pm between February and April.
9. We also open during the lunchtime period on Saturdays and Sundays from 12:00 noon.

Staffing levels

10. Throughout the summer months, the business is operated by the three Directors, without any additional staff. This is also the case during the lunchtime trading hours.
11. However, during the peak winter period, staff levels increase to approximately 11 or 12 people, which consists of the three directors plus a further 8-9 casual employees.
12. These staff members are split between the kitchen and the 'floor' of the restaurant. The typical arrangement would look something like:
- (a) 2 directors with a further 3-4 casual employees on the restaurant floor, which includes one bar person, table runners and order takers, a maitre de and a floor manager); and
 - (b) another 5-6 employees working in the kitchen.
13. In addition to the hours in which the Thredbo Burger Bar is open, two staff members perform work in the 2 hours prior to opening time preparing the restaurant for opening, and another 2 staff members would typically spend around 1 hour cleaning and packing up following closing time.

Workforce demographic

14. The vast majority of casual employees engaged by us during the winter time are young, transient workers who are looking to spend a season in the ski fields.
15. The other category of workers you see working in Thredbo during the winter season are people from overseas on working holiday visas. My understanding of the working holiday visa system is that there is a requirement for some visa holders to spend part of their time




performing work in rural areas as a condition of their visa. These people tend to be unskilled workers in my experience, rather than being qualified chefs or professionals.

16. The transient employees almost universally tend to be snow sports enthusiasts.
17. We source our casual labour from two channels:
 - (a) firstly, by placing advertisements on Gumtree, our Facebook page and other websites seeking casual labour for the ski season; and
 - (b) secondly, from people contacting us directly (either through email, Facebook or via phone) and inquiring about job opportunities for the season.
18. Many applicants ask about the possibility of getting free or discounted ski passes.
19. When employees commence, we provide them with a letter of appointment stating they are employed with us for the winter season. Employees are then able to take that letter to the resort ticket office and get a discounted season pass.

Competition

20. In a small village such as Thredbo, any business which offers food or drinks is a competitor of ours, including grocery stores. This includes all of the restaurants, cafes and bars in the village, including resort-owned establishments such as:
 - (a) The Bistro in the Thredbo Alpine Hotel;
 - (b) The Cascades Restaurant in the Thredbo Alpine Hotel; and
 - (c) Segretto in the Thredbo Alpine Hotel.



Steve Owen

24/3/2017
Date

FAIR WORK COMMISSION

AM2014/198: 4 YEARLY REVIEW OF THE ALPINE RESORTS AWARD 2010

WITNESS STATEMENT OF KEITH EVANSON ARCHIBALD

I, Keith Evanson Archibald, of [REDACTED], in the state of Victoria, owner of the Summit Ridge Alpine Lodge (SRAL), Falls Creek, state as follows:

BACKGROUND

1. I am the owner of the SRAL.
2. I own the business and the leasehold for the building.
3. I bought the business in 2012 and have been operating the SRAL at Falls Creek in the winter snow season for around 5 years.
4. The SRAL consists of both accommodation facilities and a restaurant.
5. There are 45 beds in 19 rooms for accommodation.
6. The restaurant seats approximately 50-55 diners.
7. The restaurant at the SRAL is very well-known and won "Best Restaurant" in 2013 and 2014 at the Restaurant & Catering Excellence Awards.
8. I bought the SRAL business with the expectation that it would only open during the winter time. The value of the business is in the winter snow season, namely in the period from 1 June to 30 September each year.
9. The SRAL is an on-mountain accommodation complex located on Schuss Street, which is one of the highest roads in Falls Creek Village. This is an ideal location for getting around by skis and guests can easily ski in and ski out of SRAL in winter. Annexed and marked "A" is a Google map of Falls Creek with the location of SRAL marked with a red pointer icon.
10. Since I first commenced running SRAL, I have worked very hard to double the turnover in the winter period. The previous owners had it as a fine dining restaurant and a top level hotel resort, but it had lost its lustre.
11. When I came in, I dropped the rates slightly and improved the standard of service to provide better value for money. I am a very hands on business owner - although I have employees, I also do much of the work around the SRAL myself.

AUSTRALIAN ALPINE/SNOW/SKI INDUSTRY

12. Coming from outside of Australian alpine/snow/ski industry, I have keenly noticed how unique the industry is in this country. It used to operate in isolation, but that is not the reality anymore given how cheap it is to travel overseas.
13. It is certainly an industry that is getting more competitive. Businesses operators in Australia cannot rest on their laurels anymore.

14. Japan is now a massive ski destination and, notwithstanding the distance, is definitely competition for our ski resorts here in Australia.
15. In Japan, the ski lift price is half of what the lift companies charge in Australia and the facilities and service are at a much higher standard.
16. I have always been of the view that the Australian ski industry cannot continue with poor service and expensive prices, in the way that it used to operate. Businesses need to be able to be competitive and continually improve customer service and facilities.

INDUSTRIAL REGULATION

17. I engage my employees under one award, the *Restaurant Industry Award 2010 (Award)*. My housekeeping staff are also employed under that Award.

SEASONAL FACTORS AFFECTING THE BUSINESS

18. Being located in Falls Creek, the SRAL business is entirely dependent on the winter snow season.
19. I live in Melbourne during the other times of the year and only come to Falls Creek with my family for winter. My children usually go to school in Melbourne, but when we are in Falls Creek they attend the local school.
20. Until late last year, I only opened the SRAL during the winter snow season from 1 June until 30 September. At all other times of the year, the SRAL remained closed. However, last Christmas we opened from Christmas Eve through to 8 January as we had some bookings. This year we will also open at Easter.
21. When we opened at Christmas, I came up with my family and did all the work myself. We only opened the accommodation facility. The restaurant remained closed.
22. The Falls Creek Resort Board is attempting to drive Falls Creek into the green season with mountain bike trails, bushwalking and hiking.
23. This marketing work is starting to pay off. There is a big cycling weekend coming up called the Peaks Challenge and we are fully booked at 100 per cent occupancy for that event. We will also open the restaurant that weekend to do breakfasts only and my winter chef is coming up to help me manage the workload. He is bringing a friend to help out and my winter receptionist is also coming up to help over the weekend.
24. As from this year, I will start to open more in response to demand and to see how it goes.
25. Last Christmas, the occupancy rate was only 20 per cent.
26. However the winter occupancy rate is very high. We typically run at 100 per cent occupancy during the winter snow season.
27. The average length of stay is also increasing - initially we would get people staying for 2 to 3 days but that is increasing to 4 to 5 days. Sometimes we get bookings for 2 weeks at a time over winter.

WORKFORCE

28. During the busy winter season I employ:
 - (a) 4 x chefs;

- (b) 3 x front of house employees; and
 - (c) 2 x housekeepers.
29. The only time I employ staff is for the opening period over winter.
 30. All employees are employed on a casual seasonal basis.
 31. With my employees, approximately half are people who come back to work for me every year, and the other half are travellers that come to work a ski season.
 32. The housekeepers tend to be from Taiwan. I have found that Australian workers don't work hard enough.
 33. When I hire my staff for the winter period, I give preference to people who have worked for me before as that saves me the time and trouble of training new staff.
 34. If I need to advertise, I will put a notice on the Falls Creek website for the staff I need. Generally this is chefs and front of house staff only. The housekeepers from Taiwan tend to email me for work directly.

ROSTERING ARRANGEMENTS

35. During the winter, the kitchen staff work daily from 7:00am to 12:00pm. We serve breakfast from 7:30am then clean up after our guests hit the slopes from around 9:00am.
36. We do not provide lunch, but will start setting the kitchen up again at around 3:00pm to get ready for dinner.
37. My housekeeping staff will commence work from 9:00am to clean and service rooms during the day as needed.
38. I roster my employees according to need. My housekeeping staff will work on the main changeover days which are Friday and Sunday. However, we often have guests coming and going throughout the week too and the rooms will need to be cleaned for those changeovers.
39. Of course, from a business point of view, I am always trying to reduce costs, but not so that it impacts on quality of service.
40. I do get frustrated paying high penalty rates on a Sunday when it never feels like a Sunday in the Falls Creek Resort village.
41. Also, from an administrative perspective, it is far easier to pay everyone a flat rate of pay.
42. I attempt to structure my business as best as I can within the confines of the Award restrictions.
43. Often, if I am trying to save wage costs, I will work the housekeeping and front of house shifts myself rather than roster an employee.
44. It would be very valuable to be able to improve service while saving on wages costs in the same way as the lift company, Falls Creek Ski Lifts Pty Ltd (**FCSL**), can as it engages its employees under the more suitable *Alpine Resorts Award 2010*.

EMPLOYEES ARE SNOW SPORTS ENTHUSIASTS

45. Most of my employees also ski and board during the winter snow season.

46. I know this because:
- (a) My chefs ski as their mode of transport to work - then when they arrive at work they get out of the ski clothing and into their chefs uniform. It's a great lifestyle during the winter being able to ski everywhere.
 - (b) I assist all of my employees to obtain cheaper ski lift passes. I understand the normal winter ski lift pass is \$1,200.00 per season and the subsidised cost is only around \$750.00. In order to arrange a discount lift pass, I need to fill out a form verifying that the person works for me, then the employees take that letter to the ski lift operator to get the cheaper lift pass.
 - (c) My employees ask me when and where the ski gear sales are on. The ski hire outlets often have big sales at the start of each season, when they put their old ex-hire equipment on sale as it is still good quality equipment for skiing and snowboarding. My employees can pick up skiing and snowboarding equipment at much reduced prices.
 - (d) All of my employees that come to work for me want a ski lift pass, except for the Taiwanese workers.

STAFF ACCOMMODATION

- 47. There are two rooms in the SRAL for staff accommodation.
- 48. I also have an apartment off site where employees can stay.
- 49. I generally have the housekeepers stay in the staff accommodation rooms within the SRAL and the other employees live off site.
- 50. The front of house staff and the housekeepers pay me for their accommodation. They pay \$150 per week and included in that amount is their meals.
- 51. I pay for my chef's accommodation. There is strong competition for good chefs at Falls Creek during the winter so they often have their accommodation covered by the employer.



Keith Evanson Archibald

Date

27/3/17

Google Maps 8 Schuss St



Map data ©2017 Google 50 m

IN THE FAIR WORK COMMISSION

AM 2014/198

4 YEARLY REVIEW OF MODERN AWARDS – ALPINE RESORTS AWARD 2010

**PHOTOGRAPHIC BUNDLE TO PROVIDE CONTEXT TO SUBMISSIONS
AND WITNESS STATEMENTS ON BEHALF OF ABI, NSWBC AND
THREDBO CHAMBER OF COMMERCE**

31 March 2017

Australian Business Lawyers & Advisors

Level 10, 140 Arthur Street

NORTH SYDNEY NSW 2060



AUSTRALIAN BUSINESS
Lawyers & Advisors

Mt Hotham



Mt Buller



Mt Buller



Falls Creek



Mt Buller



Mt Hotham



Perisher



TheTravellingLindfi

Thredbo

