

TOURISM TRAILBLAZERS

DELGATTIE ESTATE



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About Delgattie Estate

Purchased by the Kosch Family in 2016, Delgattie Estate is a grand country manor, situated in the heart of Mount Gambier. Renovated into luxury, boutique accommodation, Delgattie Estate was open to visitors in August 2020, offering three luxury suites catering to the growing celebration, experience and luxury market. Delgattie Estate is also a wedding destination and guests can be accommodated at the adjacent The Commodore, which is also owned and operated by the Kosch Family. The Kosch family has been running hotels on the Limestone Coast for over 30 years. They have five properties in their portfolio, offering 3-5 star accommodation across the group, employing 61 staff.

Challenges faced

- All accommodation bookings across the Kosch Family portfolio were cancelled from March 2020, and the stop-start nature of border closures caused visitor uncertainty until a strong return in 2022.
- The border closure to Victoria for most of 2020 and 2021 hit the group hard, given Victoria makes up over 50 per cent of its market.
- Retaining staff in a regional area during the pandemic and finding it challenging to recruit casual employees.

Overcoming challenges

- Lockdown provided an opportunity to complete the renovation at Delgattie Estate which began in 2018 and the property opened its doors in 2020, allowing the group to tap into the luxury market.
- Took a proactive approach to HR over the past two years including training staff to give them opportunities at management level. This has helped the group retain its trained hospitality workers at a time when the industry was feeling the pinch of a skills shortage.
- Employed more permanent workers, creating stability for the business and providing staff with greater security.

Lessons learnt

- Taking calculated risks pay off. By persevering with the Delgattie Estate renovation and opening in 2020 meant the Kosch Family could further diversify its offering into the luxury accommodation and wedding market. This helped keep things ticking over during 2020 and 2021, but now means that the offering is up and running to cater to the pent-up demand from travellers now that border closures and restrictions are over.
- Invest in your people and your local community. By training staff to give them new opportunities, the Kosch Family has been able to retain its employees. Now that restrictions are lifted and bookings are growing, they have the team behind them to be able to meet consumer demand.
- Diversification of offering is key. The Kosch Family has a strong advantage in that they can offer accommodation for a wide-ranging market (3-5 star) as well as weddings, providing more revenue streams.



We all need to change how we do things, look at the opportunities around you and put yourself out there to grow your business and region.

Michael Kosch, Delgattie Estate

The Delgattie Estate approach

- Be ambitious. By looking at trends and what was lacking in the local market, the Kosch Family was able to fill the gap with a luxury offering, Delgattie Estate.
- Go local. The Kosch Family use local suppliers wherever possible across their portfolio. These good working relationships have for example, helped keep renovation projects on track.
- Upskill your staff. The financial and time investments are worth the experience and satisfaction it generates for guests and other staff members.

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