



**OUTBACK**  
*Stores*

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# Wellbeing - an overview

**Outback Stores has a Wellbeing unit, which is responsible for overseeing the nutritional, environmental health and food safety requirements of managing a community store.**

As the role of the unit is to make sure Outback Stores meets the parts of its mission relating to the health and wellbeing of Indigenous people it also focuses on the cultural and social wellbeing of the Indigenous communities in which it operates.

The unit is positioned within the company to drive policies aimed at 'closing the gap' between Indigenous and non-Indigenous health. Outback Stores has a critical role to play in remote Indigenous communities to reduce the impact of preventable chronic diseases through managing the supply and promotion of food and tobacco products.

Among its staff are nutritionists, whose work feeds directly back into the development of Outback Stores policy.

One of the most important roles of the nutritionists is to develop the capacity of store managers and staff to focus on the health needs of the communities as part of their day-to-day work. They do this by spending time with the managers in the store and providing training.

Some important aspects of their job includes making sure the range of food sold meets the nutritional standards set by Outback Stores, checking to see that the food is displayed in ways that encourage people to try healthier choices and helping to create programs to encourage community interaction with the store.

Examples of how this translates at store level:

- The range of foods stocked meets the needs of the whole community including children, people with diabetes and heart disease and old people;
- Healthier food choices promoted through shelf placement for example, tinned meat and vegetable meals in a more prominent position than fatty, salty tinned meat;
- There will be a fruit bowl where most supermarkets would have chocolate at the register; and,

- Where possible, and requested by the community, healthy school lunches or meals for the elderly prepared in the store's takeaway.

During community visits, the nutritionists often talk to groups about the amount of fruit and vegetables people eat and get their ideas on how that amount could be increased.

They also provide feedback on what food people are buying so the community can make choices about what they think should or shouldn't be sold in the store.

The food safety and environmental health aspect of Wellbeing's responsibilities includes making sure the stores provide quality, safe food for customers in a clean and healthy environment.

The Wellbeing team ensures that:

- Stores and takeaways implement food safety practices in line with the Australian and New Zealand Food Standards Code;
- Food handlers and their supervisors are trained in food safety procedures;
- Store premises and equipment are clean and well maintained;
- Store environments are clean and well maintained;
- Dogs, dust, waste and water in the store environment are well managed; and
- Store environments enhance physical, cultural and social wellbeing.

Outback Stores knows the more a community is involved in a store, the more likely it is going to be able to make a difference to the health of its customers, so building good relationships is a priority.

The Wellbeing unit plays an important role in this process.

It aims to make the community feel part of the store by encouraging them to be involved in creating healthy store environments; designing, developing, putting in place and studying the results of strategies that enhance health outcomes; and driving changes that lead to positive health outcomes.