

OPERATIONAL UPDATE

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Don't forget...

Please forward any contributions for this newsletter, including photo's or illustrations to :

- Operations Suggestions & Feedback mailbox (feedback@outbackstores.com.au)
- OR to Kate McIntyre, Operations Development Manager, 0439 188 594

Any feedback or suggestions on content, format, distribution etc would also be appreciated and of benefit!

OUTBACK STORES MISSION

Outback Stores mission is to make a positive difference in the health, employment and economy of remote indigenous communities by providing quality, sustainable retail stores

Amongst the daily hustle and bustle of managing a community retail store, it is often easy to forget exactly why we are doing what we are doing... So let's just take a quick moment to re-focus!

Outback stores mission has always remained forefront in everything we do as a business—granted, there have been some learnings along the Outback stores journey - but when push comes to shove, the aim is always



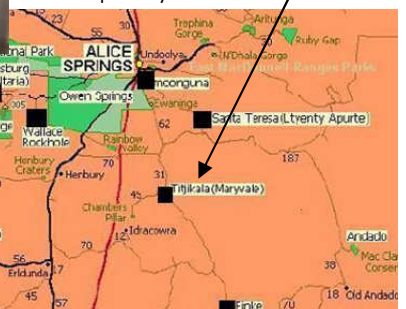
the same, working towards better health and employment in communities through our capacity as retailers in local stores, and ensuring that the community has a quality store that is there for the long haul.

So on those days where things don't seem to be going right, or you are struggling to see the reason or point in a process or request, try to remember the bigger picture—and aim for the red centre of the target!

AROUND THE STORES....

FEBRUARY FEATURE STORE—TITJIKALA

Titjikala is situated 120km South of Alice Springs on the edge of the Simpson Desert. The population is around 250 people and has been home to indigenous locals for more than 40,000 years. Recently cut off by flooding due to a 40min downpour onto a previously dry sand bed - as the photo shows, Titjikala management team Todd Brown and Sandra Darr were temporarily locked in!



NEW PAINT JOB FOR NYIRRIPI STORE



The new mural on the wall of the Nyirripi Store was painted by some young boys on the Walpiri Youth Development Course, assisted by a Graffiti artist from Yuendumu.

The mural took around 4 hours to complete and was all completely done with spray cans.

The mural tells a story of the surrounding country—and doesn't it just look amazing!?!



STORE MOVES & APPOINTMENTS

CONGRATULATIONS AND GOOD LUCK TO...

Who	From	To	Effective
Ryan Buckley	Inductee	Assistant Store Manager, Tennant	Jan 2010
Glen Lindupp	Inductee	Store Manager, Leonora	Jan 2010

FAREWELLS....

07/02/10 Brian Whitchurch (last position as relief assistance at Tennant Foodbarn), commenced employment with Outback Stores in September 2009, after a brief period relieving at Pigeon Hole and then Tennant Foodbarn Brian was offered an alternative career opportunity that he decided to pursue—we wish Brian the best of luck with his new career!

13/03/10 Jenny & Nabeel Rasheed (Long term and current Store Manager of Jilkminggan Store), commenced employment with Outback Stores in July 2008. Jenny and Nabeel have worked passionately to help Outback Stores achieve it's mission, and will be missed by many of the contacts and friends that they have made in Outback Stores and the Jilkminggan Community.

Date to be confirmed Ruth Dare (Currently Area Manager for Area 4 "Desert Storm"), commenced employment with Outback Stores in February 2008, being the first Outback Stores Trainee to complete Certificate III in Retail Supervision, due to her extensive retail background at IGA prior to her time with OBS. Ruth quickly fit into the nomadic life as a Relief Store Manager, before being appointed to the role of Store Support Manager, and then Area Manager in 2009. Ruth has been a great asset to the business, very thorough in her work and well liked by the Store Managers in her Area. Unfortunately, for personal reasons, Ruth has decided that it is time to return to her home base in Byron Bay—but rest assured, we will miss you Ruthie!

Message from Rachel Turvey, Human Resources

Hi Everyone

As part of the new focus on Recruitment, you may have noticed I am visiting stores with potential applicants. The reason behind this is two-fold. One, it gives me this opportunity to see you lovely people and learn more about the stores. Two, it ensures a better understanding/expectations of what a remote community, community store, and a store manager position looks like to potential applicants - bearing in mind that all stores are very different. When I visit the stores with potential applicants please feel free to tell them the realities of operating a remote store - we want to ensure a realistic understanding of what it would be like for them as a Store Manager. If time permits I will invite you to the interview as a panel member.

During my recent recruitment experiences I have found it very rewarding and at times funny. On my trip to Titjikala, Ruth and I were left on the side of the road for Barry to see whether there was men's business up further as the men were travelling to Imanpa. It happened to be a film crew....which was a bit of a laugh. I also saw Barry change a tyre in 5 minutes and learnt quickly not to pay him out after I swallowed a fly laughing at him. So far, the communities that I have been too are St Teresa, Engawala, Imanpa, Wallace Rockhole, Titjikala, Jilkminggan, Barunga, Beswick and Manyallaluk. I hope to get around to all the com-

munities so that I have a clear understanding of each and everyone- but all takes time.

An induction started on the 22nd of February - with 7 people attending. Another induction is planned for March. Hopefully this will alleviate some of the resource pressures currently being felt by operations and give everyone the opportunity for a well deserve break.

Thanks to those Store Managers that have referred applicants onto myself. The type of people that we are looking for are those that will fit with our values and culture, have existing strong retail skills preferable food experience, excellent people management skills, Intermediate computer skills, and a strong passion for becoming one with the community and assisting with our objective 'To make a positive difference in the health, employment and economy of remote Indigenous communities by providing quality, sustainable retail stores'. If you know of any potential applicants that would make great Store Managers please refer them onto myself.

On another note, uniforms have now been received by our supplier so if you have not already received your uniform please let me know. Uniform orders now sit under Human Resources for any future inquiries.

Thanks

Rachel Turvey, Human Resources Manager



Store Managers at the Yarralin Store, Rebecka Early and Johannes Anthonis have supported the community with a school attendance based incentive....

On Friday, school in Yarralin finishes at 12 noon, so in the afternoon, the children who have achieved full attendance for the week at school come to the store to help out.



The children are loving the opportunity to be involved in the running of the Store—so much so that the Store Managers have realised that if the popularity continues, they may have to start a roster!

The children stack shelves, fill drinks, pick up rubbish etc, which gives them a great insight into working life—these may be our Store Managers of the future!



The children's reward for their efforts in the store

FLOODING AT KUNDAT DJARU



"Rocky Creek, 20km out of Ringer Soak was flooded. I went to have a look after work on the Saturday and it was amazing to see as 3 days before there was no sign of water anywhere It was dry as a bone. I have been told by the locals it doesn't happen all the time.

I went back on the Sunday with the ladies from the clinic and art centre and we walked at least one and a half km through the water, knee deep in most places—it went for at least 3.5km. The truck was due with in the next 3 days and I rang and told them but they said "no worries we can get through". What would I know? So I waited for my truck. They rang me and said the truck was sitting on the other side of the flood and was going to turn back and leave my stock at Flora Valley and we could pick up from there. Ricky Tchooga and Alan Lewis went back to see the driver and said "no way is our manager driving back and forth to Flora Valley for stock" so they made him wait, came back to the community to get the art centre and store cars plus Ricky's car and 8 guys and off they went.

As they came back with a load, I would close the shop to clean and stack stock and then open again and wait for the next load and so on (kept my customers happy). The first load was at 6.30 in the morning and last load was at 4.30 that afternoon. The driver wasn't happy but they made him wait for the last box to come off. It was a long and hot day and I was so proud of them. The CEO and his wife were also great they helped unload and helped me stock the shelves

By the time I got home after doing the cash up it was nearly 7.30 and it was when I finally stopped and looked at myself I looked like I hadn't washed my clothes or hair for a month I was so dirty from the boxes"—LESLEY FRASER (Store Manager, Kundat Djaru)



TRAINING UPDATES....

Hi everyone! Please see below a brief update on three of the major operational training initiatives that are happening right now... should you have any questions or concerns, please feel welcome to give me a call. All the best! Andy (ph. 8982 1949 or 0458128870, email andrew.alford@outbackstores.com.au)

Certificate II in Retail for Store Support Staff

Each time I visit one of our stores, I am really pleased to see the great efforts made by Store Managers to regularly train and develop their staff. Seeing the staff engaged in what they are doing and so enthusiastic to demonstrate the things they have learned is very exciting! Training and development empowers participants and benefits store managers by:

Participant:	Manager:
Increased self confidence	Better skilled and more flexible staff
Increased skills	Flexibility to delegate and save time
Formal recognition for achievements	Structured but flexible training program
Sense of personal pride & ownership of tasks	Focus on the store's current needs
Empowerment through independence	Stronger relationships with your staff
Focus on the individual's training needs	Increased loyalty from your staff
Overcoming individual's learning difficulties	Staff feel a sense of ownership of tasks
Recognition of current strengths	

Thanks everyone for sending through expressions of interest. All NT expressions of interest have been forwarded to the Australian Apprenticeships NT. If you have sent through expressions of interest but have not yet heard from the field officer to arrange a visit, please let me know so I can follow it up!

If you haven't sent through an expression of interest and you have a staff member who is keen to enrol, get in touch with me to find out how!

All store managers are most welcome to give me a call to chat about what is involved in mentoring your staff member through their Certificate II in Retail.

Make a Difference for Store Managers

Make a Difference was launched in August last year with a bit of fanfare and excitement. I know that some participants feel the program has lost a bit of steam as there are a few ways in which it isn't quite working as it should and I acknowledge that some things need to be addressed to get this right!

Some additional support for participants is coming soon to reinvigorate your interest.

There are about to be some changes implemented to the monitoring of this program to provide:

- more regular contact and assistance
- fast, constructive feedback on the work you have submitted
- monitoring of participants contributions to discussion boards
- availability of resources in alternative formats

I will notify you when this is about to occur but it will be soon! For all of those participants who are working so hard, please keep up the great effort you have put in so far and give me a call if you would like to discuss your program.

Make a Difference for Area Managers

The answer to the big question is "Yes!" - Diploma in Retail Management for Area Managers **will** be happening! More information will be provided at the Area Manager workshop on 3rd and 4th March. I look forward to seeing you all then but please feel welcome to give me a call beforehand.