

OPERATIONAL UPDATE

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Don't forget...

This Newsletter is about you, the stores, and the community, and is FOR you, so please feel free to forward any contributions you would like to be included.

This may include personal, store or community milestones, photos or story's, or anything else you think others may be interested in.

Please forward all contributions to :

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

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

2009 IN REVIEW, BY BARRY ORR

Happy New Year to you and your loved ones, and welcome to the beginning of another exciting year at Outback Stores.

As an organisation, and as a team, we have come a long way over the past 12 months –and still have a long way to go, but our achievements in the Operations field have been outstanding, and I would like to take this opportunity to thank you all for that!

In the stores we are starting to see well stocked, clean and tidy stores with a range of fresh foods now available.

We are also seeing significant changes in our merchandising (stock controls and supplier agreements), store operating procedures (electronic invoicing and food safety program) and our financial reporting (transitioning MoneyStory in-house), and that is due to the patience and hard work of our committed team—it cannot



Santa Claus visits the Bulman Community (120km SE of Katherine, NT) for the first time in 10 years. Children had their photo taken with Santa, and received gifts from him—we hear some children were a little wary at first, but warmed to him on his return on Xmas eve when he toured the community on the back of a ute. Thanks to the managers Pete & Gayleen Aitken, who reported “the smiles of the children warmed their hearts!”

be achieved by an individual alone.

As both an organisation and specifically as a part of the Operations team, you have a fantastic opportunity to make life changing differences to peoples lives over an extended period of time, so I

thank you and encourage you to retain and renew your focus and help us continue to build Outback Stores throughout 2010.

Thank you and best wishes,
Barry Orr
Operations Manager

AROUND THE STORES....

JANUARY FEATURE STORE—BESWICK/WUGULARR

Beswick is situated 120km S/E of Katherine, on the Central Arnhem Rd. Temperatures range from 10 degrees over-



night in the Dry (May-Sept), through to daytime temperatures of 40 degrees during the build up (Oct-Dec) to the wet season (Jan-Apr). The annual rainfall is approx. 1000-1200mm. Beswick Store is currently managed by Relief Managers Kerri & Brett Bakker



STORE MOVES & APPOINTMENTS CONGRATULATIONS AND GOOD LUCK TO...

Who	From	To	Effective
Nolene Petterson	Manyallaluk (Inductee)	Manyallaluk (Manager)	01/01/10
Ian & Winsome McDonnell	Angurugu (Inductee's)	Imanpa	15/12/09
Warwick & Julie Bailie	Relief Managers	Santa Teresa	10/03/10
Brenda Huxley & Richard Sparks	Canteen Creek	Wirliyajarrayi	29/01/10
Geoff Daly	Tennant Foodbarn (Inductee)	Engawala	16/01/10
Rob & Raquel Monkley	Ngukurr	Nguru Walalja	30/01/10
Sue & Dallas Phipps	Nguru Walalja	Hopevale	03/03/10
Ross & Sandra McDermott	Hopevale	Ngukurr	11/03/10
Andrew Johanson	Relief Area Manager	Area Manager	15/01/10

DSO VISITS NGUKURR FOR STOCKTAKE....



FAREWELLS....

23/01/10 David Noble & Christine Charlton—(currently managing the Santa Teresa store), commenced employment with Outback Stores in July 2008 and have been managing the Santa Teresa store for an extended period of time. Dave and Christine operate very well at a community level, and I'm sure Christine's energy and David's cheeky sense of humour will be missed by the locals.

30/01/10 Alan Klein & Priscilla Rust— (currently managing the Balgo store), have been working for Outback Stores since January 2008, taking on many and varied roles, including Store Support Manager (Alan) and extended Store Management at Bulman and Barunga. Priscilla is renowned for running an operationally tight ship and an attention to detail and Alan's story-telling antics will be missed by all.

02/02/10 Steve Cocks & Odette Smith—(currently managing the Wirliyajarrayi Store), commenced employment with Outback Stores in April 2008. Steve and Odette began their OBS journey as the second couple at the large Angurugu store to learn the ropes and have managed several sites since then. Steve and Odette were recently the Area 3 winners of the Annual "Community Engagement Award"

26/02/10 Leo Hemara —(currently managing the Wallace Rockhole Store), commenced with Outback Stores as a part of the very first training group at the Abbey in September 2007. Leo and his wife Carol spent the majority of their time with OBS managing the Wallace Rockhole store, where they were loved and adored by the community, and where Leo has invested considerable time building capacity with the local store staff.

On behalf of the Operations team and Outback Stores, we would like to thank you for your passion and dedication to the Outback Stores business, as you will be missed.

Wishing you all the best for your future endeavours!

Outback Stores supports International Emergency Humanitarian Deployment

Oxfam International PNG launched an emergency response during a cholera outbreak in Papua New Guinea in late 2009. Outback Stores' supported my deployment as a Public Health Promoter within the Oxfam Australia team. This opportunity brought new learning and served as a good reminder of the basic principles of working with communities.

A cholera outbreak was reported in November in the Angoram District of the East Sepik Province. This follows an outbreak in the highlands in September, the first in over 50 years. Cholera is a water-borne disease which spreads rapidly and has the potential to kill if symptoms are not rapidly treated. At the 19 December, there were 364 reported cases of cholera and eight people had died from the disease in the Angoram District.

Oxfam's role was to work in partnership with

government departments, Medecins Sans Frontieres and the World Health Organisation in the villages where there were the greatest number of cases. Assessment showed that unsafe drinking water coupled with poor hygiene practises were the key modes of disease transmission. The emergency response strategy implemented by Oxfam included:

- resources, personnel and community volunteer training to construct water catchment facilities,
- the distribution of family hygiene kits, including a bucket, jerry cans, a cup, soap and oral rehydration solution, and training and mobilisation of Hygiene Promotion Volunteers who conducted community awareness sessions and household visits in their villages.

Over 9000 people benefited from Oxfam's emergency response intervention. The good news was

that there was an immediate and significant reduction in the number of new cases of cholera in the villages where Oxfam was working.

Oxfam hope to be able to extend their work in this area. The organisation want to be positioned to respond to further outbreaks if required and continue the work on hygiene promotion to support sustainable behaviour change. Oxfam will maintain a watching brief on the impact of this emergency on livelihoods. Currently consumer confidence in the fish market is low and if continues, is likely to have a significant impact on the capacity of fisherman to meet their family's basic needs.

A change in work context is always refreshing. Working as a part of the Oxfam team in PNG provided another good example of the necessity of community engagement at every step. The community had many solutions for the problems they faced and were actively engaged in all aspects of the process, all resulting in an effective response with satisfied beneficiaries.

To learn more about the work of Oxfam, visit the website:

<http://www.oxfam.org.au/>.

Megan Ferguson
Nutritionist,
Policy & Development



Village life on the water



Basic kitchen resources



Preparing sago, the staple food

The Darwin Support Office will dedicate the next casual dress day to Oxfam's International Crisis Fund, the fund which supported this emergency response in PNG.

<http://www.oxfam.org.au/explore/conflict-and-natural-disasters/how-we-help-in-times-of-crisis>



Oxfam Australia is part of a global movement of dedicated people working hard to fight poverty and injustice



CAN YOU IDENTIFY THE STORE?

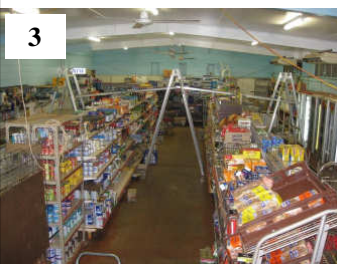
(ANSWERS ARE UPSIDE DOWN AT THE BOTTOM OF THE PAGE)



1



2



3



4



5



6

1 = Canteen Creek, 2 = Nitjipurr, 3 = Hopevale, 4 = Mimiili, 5 = Wirrimanu, 6 = Kundat Djaru

OPERATIONAL UPDATES....

Outback Stores Food Safety Program

The Outback Stores Food Safety Program (FSP) is now in the final stages of completion, for roll out to all stores throughout this half of the year, with a planned pilot at Tennant Foodbar in February. This is an exciting and groundbreaking achievement for Outback Stores, as this is an area never before focussed on in remote indigenous communities, as was observed in the recent government Inquiry into Indigenous Community Stores.

The FSP is intended to identify and analyse hazards in food handling operations, and provides a system for monitoring and correcting these hazards. It is designed to provide team members with the appropriate knowledge and skills in food safety and hygiene.

Please see an excerpt from the program below, detailing Outback Stores treatment of date labelling and the associated guidelines. If you have any questions or queries regarding the below, please do not hesitate to discuss them with your Area Manager

Date Coding

All food products arriving at the store must be labeled with either a "Use by" or "Best before" date. If you identify stock that is not date coded, it may not be sold. A credit may be lodged with the supplier of this stock, and the actual stock must be either returned to the supplier (if requested) or destroyed (ie the packaging and contents must be torn, soiled, etc—completely destroyed) and then disposed of.

All food products produced and packaged at the store must be labeled with a "Use by" date (of the same day) at the time of production

Date labels must always be clear and legible for the customer.

Labelling of any food product must not be obscured with any other promotional material.

Date codes on ANY product (in store produced or supplier delivered) may **never** be altered or extended under any circumstances.

Use by/Best before

It is against both the law and Outback Stores policy to sell or use products past their Use by date

It is against Outback Stores Policy to sell or use products past their "Best Before" date, as the quality of the product can no longer be guaranteed past this date.

Products may be sold up to and including the day of the date marked on them, or up to and including the last day of the month marked on them, if no day is specified.

Products past their "Use by" or "Best Before" date must be stock adjusted to the "Out of code" reason code, destroyed (ie the packaging and contents must be torn, soiled, etc—completely destroyed) and then disposed of.

Under no circumstances may products past their "Use by" or "Best before" dates be sold, used, cooked, consumed by or donated to any persons, including OBS & store staff, and community members.

Takeaway

All heated and/or prepared food must be sold/destroyed and disposed of, at the end of trade on the day that it is initially heated/prepared

Any heated/prepared food remaining one hour prior to takeaway close, may be reduced by 50% of the original sell price to clear the stock. Store staff may be offered the opportunity to purchase any remaining food after close, at the same reduced price of 50%, only if this offer was already extended to the customers at least 1 hour prior to close. Similarly, OBS employees may then purchase any remaining food (at the same price of 50% reduction from the original sell price). No further reduction shall be made and any food remaining must be destroyed and disposed of.

No food that has been heated/prepared can be sold after this time, nor may it be re-heated, held over to the following day, or donated to any persons, including OBS and store staff and community members.

Purchase of reduced goods by OBS Employees

Where food products have been reduced in price for a quick sale (limited shelf life remaining etc), OBS Employees are entitled to purchase these goods from the shop floor—ie the offer must have been made available to the customer first.

Any General Merchandise reductions, or any other reduction which is greater than \$10, must first be approved by the applicable Area Manager. This covers the employee from any potential accusation of misconduct or fraudulent activity.