

Queensland Government

Submission No

6

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**Response to Questions on Notice
from the
Standing Committee on Aboriginal and Torres Strait Islander
Affairs
26 May 2009**

Includes Confidential Appendix

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Financial position of stores

1. **Could you please advise the Committee with information on the profits and losses of each remote DATSIP Department of Communities' store? Which stores are independently viable and which are not viable?**

Currently the Department of Communities operates its retail stores as a group. The group's central office undertakes a number of significant functions, including corporate governance, human resource management, payroll, purchasing, logistics and asset management. Independent stores would need to put into place alternative arrangements for these functions, which is likely to be at an increased cost over the existing shared service arrangement.

Additionally, an independent store would not have the benefits of buying power that a group arrangement confers.

In the absence of a particular management model, it is not possible to accurately assess viability. An independent store may have to adjust margins to ensure long-term viability.

The performance of individual retail stores is provided in the Appendix.

2. **Are financial reports on the DATSIP Department of Communities' stores available publicly, such as through annual reports?**

Consolidated financial statements for the department's retail stores operation are prepared annually and independently audited by the Queensland Audit Office. The audited financial statements are published in the Department of Communities' Annual Report. The 2007-08 annual report is available online at <http://www.communities.qld.gov.au/department/publications/annualreport/2007-08/>

Costs of living in remote Queensland

3. The Committee heard across the Torres Strait and Cape York about the costs of living in these remote areas.

- **Would you please provide information on the costs of rent and utilities of people living in remote Queensland?** (see Badu Island transcript, pp.434)

Under the current Housing Improvement program, which expires on 30 June 2009, Aboriginal shire councils and Indigenous regional councils are required to collect a minimum average of \$60 per week in rent across their social housing properties.

The introduction of the Community Housing Rent policy for Indigenous councils from 1 July 2009 will align rent charges for all social housing dwellings throughout Queensland.

Rent will be assessed at rates up to 25% of total assessable household income, but not exceeding the maximum rent that has been set for each property. Some types of income will be assessed at a lower rate and some will not be assessed at all. In cases of severe financial difficulty, the minimum rent of 10% may apply. The maximum rent will be based on similar dwellings in Coen, taking into account the number of bedrooms and proximity to services.

The Queensland Government is introducing these changes in remote Indigenous communities to create a fair, affordable and consistent housing system for all tenants and social housing providers across the state.

Tenants may be eligible for Centrelink Rent Assistance, which will be included in the rents received by councils. The new rent charges are intended to benefit communities, as councils will be better able to provide housing and related maintenance and services as a result of increased income.

The rent policy is part of the One Social Housing System, implemented for all other social housing over 2004-06. It will ensure that remote Indigenous communities can access the same standard of social housing as other Queensland communities.

The Queensland Government ensures that all Queensland customers of a comparable type, no matter where they live, pay a similar price for their electricity. It does this by subsidising the additional costs involved in supplying electricity to regional Queenslanders through payments to Ergon Energy. This subsidy is called the Community Service Obligation payment.

Electricity supplied to domestic premises primarily for the personal use of the resident/s of those premises (Tariff 11) costs 14.81 cents/kWh plus a Service Fee per metering point per month of \$5.69. For power card users in remote communities, Tariff 11 is 14.81 cents/kWh, plus a Service Fee of \$1.31 per week. Annualised, these rates are the same.

In contrast, the price of gas in Queensland is deregulated. A survey of gas prices undertaken on 2 – 3 June 2009, found that the Torres Strait Island Regional Council charged between \$145 and \$180 in the outer Torres Strait islands to exchange a 45 kg LPG gas bottle (the type used in remote communities to fuel domestic stoves). A similar bottle costs \$150 in Thursday Island (from a commercial business), \$170 in Kowanyama (from the department's retail store) \$255 in Lockhart River (from the shire council) and \$110 (+ bottle hire of \$30 per year) from a commercial provider in Brisbane.

▪ **Does the Queensland Government implement zone allowances or subsidies?**

The Queensland Government provides additional remuneration and benefits to Queensland Government employees working in the Torres Strait and Cape York areas as follows:

Remote Area Incentive Schemes (RAIS) – a number of departments have RAIS schemes in place to attract and retain staff at specific centres. The Department of Communities has a RAIS scheme in place, which includes annual bonus payments up to \$2500 per year for a maximum of three years, and accommodation assistance.

Leave and Travel Concessions – Isolated Centres, as per Ministerial Directive 14/08, which provides for some centres one additional weeks' leave each year for Public Service Officers, and for centres considered more remote in addition to the extra leave, return airfares for the officer and their family twice a year, one to the nearest major provincial coastal centre and one to Brisbane.

Locality allowances as per Ministerial Directive 19/99, which applies different allowances to Public Service Officers based on the centre of appointment. These allowances recognise a range of factors including different costs of living across the state and distances to major provincial centres and Brisbane.

Community consultation

4. What community consultation arrangements are in place with communities where Queensland Government retail stores exist?

There are multiple pathways in place to channel feedback and facilitate community consultations. These include:

- via Store Manager – customer feedback, interactions with other state and local agencies
- via the Director, Retail Stores – Store Manager feedback, meetings with local Aboriginal shire council, interactions with other state and local agencies
- via the Government Co-ordinators – feedback from community to store group management
- via Government Champions (senior officers, usually Directors-General, appointed by Cabinet to advocate directly on behalf of individual communities) – executive feedback.

Centralised ordering

5. In your submission you describe the centralised ordering system which is linked to stock control and point of sale systems. Also, if community demand is evident for specific products, the supply system will respond to these requests (p. 3). The Committee heard comments about whether the store managers on the ground should have a greater influence over the types and amounts of products ordered in (eg. Kowanyama transcript, p. 19, Aurukun transcript, p. 14.).

- **What feedback from store managers have you had about how effective the centralised ordering system works?**

At the recent managers conference (Saturday 16 – Sunday 17 May 2009) there was support from all Store Managers for the introduction of a Group Procurement Process which seeks to maximise the purchasing and rebate capacity and standardise business practices. This would have a positive impact on shelf prices for community members.

- **Within the centralised ordering system, how much input can store managers have on what produce is ordered into their store?**

Store Managers have system access and are required to review, confirm or change any order generated. Store Managers may add to or reduce quantities and request additional items not on the order, prior to the order being sent to the supplier. This review is undertaken in accordance with a business process that specifies the timeframe for which the review must be undertaken by the Store Manager.

Healthy choices

6. In your submission you refer to the current review of the nutrition policy in retail stores (p. 5).

- **Would you please provide the Committee with a copy of the nutrition policy?**

The Nutrition Policy for the Department of Communities' retail stores is attached.

- **The Committee saw first-hand the benefit of having nutritionists working with the stores in Cape York. Is the Queensland Government considering continuing the funding of the nutritionists?**

The Queensland Government funds nutritionists working in Cape York through Queensland Health and through funding provided under the Queensland Chronic Disease strategy. Other nutritionists working in Cape York are funded by the Commonwealth Government through the Improved Primary Health Care initiative (IPHCI). Roles for these positions involve working with the stores.

- Queensland Health employs Community Nutritionists at Cooktown and Weipa. Funding for these positions is ongoing.
- A Community Nutritionist and Advanced Health Worker (Nutrition Promotion) are employed by Apunipima Cape York Health Council through the Queensland Chronic Disease Strategy funding. These positions are funded until 2012.
- The Royal Flying Doctor Service and the Far North Queensland Rural Division of GPs employs Community Dietitians through IPHCI funding.

- **On Badu Island the Committee heard evidence about the Queensland Government funded Eat Well, Be Active project (Badu Island transcript, pp. 12-17). Could the evaluation of the project be provided to the Committee please?**

The evaluation of the project is provided in the Appendix.

Locally sourced produce

7. Do your retail stores sell or make available local fresh produce, for example, foods produced by market gardens?

The Department of Communities' Kowanyama retail store sells locally-grown bananas when available.

- **What is Queensland government policy on stocking locally grown produce?**

There is no formal Queensland Government policy on stocking locally grown produce, however the department's retail stores will consider buying local produce to supplement orders placed with preferred suppliers provided the produce is of sufficient quality and competitively priced.

- **Are there any impediments to retail stores providing local produce through its stores?**

Ideally, suppliers should be able to offer a guaranteed supply of quality produce at a competitive price. Factors which can impact on supply and quality of produce include management, disease, inclement weather and availability of labour.

It is unlikely that wholesaling to a retail store is the best business model for fruit and vegetable growers in remote communities. The small physical size of the communities suggests it would be more profitable for growers to retail produce at the 'farm gate'.

8. The Committee received evidence about the possibilities of small farming and market gardens being developed in the Torres Strait which could supply fresh produce around the islands (Thursday Island transcript, p. 12)

- **Besides the Australian government quarantine restrictions, are there any Queensland government legislative restrictions on the movement and supply of plants and food sources around Torres Strait and the state?**

The movement of plants and plant products is a key pathway for the spread of serious plant pests and diseases. State based legislation regulates the movement of plants, plant products and other potential vectors of serious plant pests and diseases, such as soil, machinery, equipment, into and within state borders.

Queensland's Plant Protection Act 1989 (the Act) and its subordinate legislation, the *Plant Protection Regulation 2002* (the Regulation), provide a framework for the prevention, control and removal of serious pests and diseases of plants in Queensland. Administration of the Act and Regulation is the responsibility of Biosecurity Queensland, Queensland Primary Industries and Fisheries, within the Department of Employment, Economic Development and Innovation.

Movement restrictions are applied to plants, plant products and other items, based on their risk of spreading serious pests and diseases. One key consideration includes the risk posed through proximity to known infestations.

Papua New Guinea hosts a number of serious plant pests and diseases that are exotic to Australia. Due to Papua New Guinea's close proximity to the Torres Strait Islands and the potential for movement of plants, plant products and other risk items between Papua New Guinea, the Torres Strait and Cape York Peninsula, a pest quarantine area is in force to prevent the introduction and spread of pests and diseases in the far north of the state.

The Cape York Peninsula Targeted Pests Pest Quarantine Area (the CYPPQA) extends north of latitude 13°45' south (just north of Coen) and includes the Torres Strait Islands.

Movement restrictions are imposed on the movement of plants and plant parts within and out of the CYPPQA, where the plant or plant part (including fruit) is infested with a targeted pest. A list of targeted pests is included as Schedule 12 to the Regulation.

An inspector may only approve the movement of a plant or plant part that is infested with a targeted pest if the inspector is satisfied the movement will not spread the targeted pest in Queensland.

In addition to the CYPPQA, pest quarantine areas have been declared for two known serious plant pests, red-banded mango caterpillar and mango leafhopper. These pest quarantine areas apply over the same area as the CYPPQA. Under the Regulation, the movement of mango plants and mango fruit is prohibited within and out of these pest quarantine areas, without an inspector's approval. Approvals may be granted with or without restrictions and are assessed on a case by case basis.

Other movement restrictions are in place under the Act which affect the Torres Strait and Cape York Peninsula. However, these restrictions would not directly impact food supply chains as they relate to plants and plant parts other than fruit, such as banana plants, or commodities not sold in the fresh food markets, such as sugarcane.

Should the presence of an emergency plant pest be detected in the Torres Strait or Cape York Peninsula, further restrictions may be imposed to contain, control or eradicate the pest of concern. This may include the destruction of infested plants and fruit.

9. The Committee also heard from Torres Strait communities about restrictions on keeping pigs and poultry on the islands (eg. Thursday Island transcript, pp. 1-2, 13).
 - **Would you please clarify what the regulatory requirements are on keeping pigs and poultry in the state of Queensland?**

The keeping of small numbers of pigs and poultry by householders in Queensland is regulated by local governments which generally exercise control

by local law. Consequently, the restrictions on keeping animals vary across the state.

Many Indigenous local governments have adopted a local law which gives them power to prohibit, by resolution, the keeping of particular animals or to regulate keeping by reference to such things as breed, sex, number and where particular animals may be kept. These local governments include Cherbourg, Doomadgee, Lockhart River, Napranum, Palm Island, Woorabinda and Yarrabah. A similar local law also applies to the Bamaga and Seisia divisions of the Northern Peninsula Regional Council and the Badu, Boigu, Hammond, Kubin and Iama divisions of the Torres Strait Island Regional Council. The local laws of the Aurukun Shire Council and Mornington Shire Council confer broadly similar powers to prohibit or otherwise regulate the keeping of animals, including pigs and poultry.

The local laws of the Pormpuraaw Aboriginal Shire Council and the Injinoo division of the Northern Peninsula Regional Council were developed independently to those of other Indigenous councils and contain provisions unlike those adopted by other Indigenous councils. The Pormpuraaw local law prohibits the keeping of pigs in the 'town', while the local law applying to the Injinoo division prohibits the keeping of pigs within the 'town' unless they are kept in a secure pen which is "more than 100 metres from any building regularly used by persons".

The Pormpuraaw local law also restricts the keeping of poultry to land occupied by the owner of the poultry and the local law further requires that a poultry run is not situated within 12 metres of road, dwelling or place where food is kept processed or stored. The Injinoo local law prohibits the keeping of poultry on land without the landholder's consent (the landholder for the Injinoo town now being the Northern Peninsula Area Regional Council as trustee of the Deed of Grant in Trust land).

The Hope Vale, Mapoon, and Wujal Wujal Aboriginal Shire Councils do not have any applicable local law. Neither do the New Mapoon and Umagico divisions of the Northern Peninsula Regional Council nor the Dauan, Erub, Mabuig, Mer, Poruma, St Pauls, Saibai, Ugar and Yorke divisions of the Torres Strait Island Regional Council.

The local laws of the Torres Shire Council prohibit the keeping of pigs except in an approved piggery.

Japanese Encephalitis (JE) can be transmitted from infected pigs to humans by mosquitos. As a consequence of the death of two Badu Island residents from JE in 1995, Queensland Health advised Torres Strait and Northern Peninsula Area (NPA) Councils to prohibit the keeping of pigs in the vicinity of residential areas. Subsequent studies have shown that JE carrying mosquitos can travel for kilometres under favourable conditions and Queensland Health now recommends that pigs should not be kept by residents of Torres Strait and NPA communities.

Banking transactions and ATMs

10. Are banking facilities available at the retail stores?

This response relates to departmentally run retail stores only.

- **Is it expensive to provide banking and electronic funds transfer services at retail stores?**

No. Automatic Teller Machines (ATMs) are supplied to the department's retail stores by the Bank of Queensland free of charge. The only additional costs are electricity and staff time spent restocking the machines.

- **What are the fees to the consumer if they use ATMs or EFTPOS facilities in stores?**

Fees are charged by the ATM supplier and are currently \$2.00 per withdrawal and \$0.75 per enquiry. Bank of Queensland customers do not get charged. The department's retail stores do not charge customers any fees. A customer's bank may also charge a 'disloyalty' fee for using a 'foreign' ATM. These fees are consistent with ATM charges levied elsewhere in Queensland.

Store infrastructure

11. In your submission, you refer to the surplus generated by retail stores being reinvested to fund infrastructure.

▪ **How is the spending of profits decided?**

Accumulated earnings are reserved for capital replacement and expenditure is prioritised on a needs assessment basis.

▪ **What consultative arrangements do you have with communities about how profits are spent?**

Profits are reserved for the capital replacement program planned on needs assessment basis.

▪ **Are profits returned to communities in the form of reduced costs of products on shelves?**

Profits are effectively returned via the adjustment of margins. However, under the group model currently operated by the department, modest trading surpluses are accumulated to minimise government subsidy of the capital replacement program.

▪ **Are profits from a store returned to that particular community?**

Profits made by an individual store are not returned to that particular community. Currently the department operates a group model that accumulates the trading surplus and offsets any loss that may be made by an individual store.

▪ **Would you like to comment on the evidence the Committee received in Kowanyama regarding better store infrastructure in remote communities to reduce freight costs? (Kowanyama transcript, p. 16)**

For those communities that are subject to an annual wet season which cuts road access for extended periods up to six months, the cost of freight can be significantly reduced if sufficient, appropriate bulk storage capacity to store enough stock to cover the period of isolation. However, there will always be some requirement for air freight during the wet season to transport perishables.

12. We have received evidence about the inadequate quality of fuel and the lack of fuel storage in the Torres Strait (eg. Masig Island transcript, pp. 31-36).

▪ **Would you please comment on the fuel storage infrastructure in the Torres Strait?**

The Islanders Board of Industry and Service (IBIS) operates a service station on Thursday Island and five fuel outlets in outer Torres Strait communities (Kubin, St Pauls, Warraber, Yam and Masig). The IBIS fuel outlets in the outer Torres Strait were fully upgraded between 2001 and 2004 and comply with applicable environmental standards. The cost of the upgrades was met by the Department of Communities.

▪ **Who is responsible for the maintenance and upgrade of this infrastructure?**

IBIS is responsible for the maintenance and upgrades of the fuel facilities that it operates.

Freight costs

13. The Committee has received much evidence regarding the high costs of freight across Cape York.

- **Would you please provide a breakdown of the specific freight costs as a percentage of retail costs?**

On average, the combined freight costs for both the dry and wet season across the department's six retail stores equate to approximately 9.5% of the GST exclusive sales value or 12.5% of cost of goods sold. Freight transportation modes used by the department's retail stores comprises rail, road, air, sea and post. All freight suppliers are engaged via preferred supplier arrangements.

NUTRITION POLICY FOR ATSIP COMMUNITY STORES AND TAKE-AWAYS (2007)

The *Nutrition Policy for Remote Retail Stores and Take-Aways (2007)* has been a collaborative effort between Queensland Health and the OATSIP Retail Stores Unit. The project began in May 1998, and the initial policy was launched in March 2001. This revised policy build on the initial policy and provides a greater breadth and precision of the educative, supply and merchandising and pricing tools used to improve nutritional habits of customers. .

Nutrition has a vital role to play in the health of a community. The burden of chronic disease like heart disease, diabetes and kidney disease can be reduced through good nutrition and healthy lifestyle choices. People in remote communities purchase much of their food from the community stores and take-aways. When community stores and take-aways stock and promote good quality and affordable food and drinks, they contribute to good health of the community. By a combination of good business practices and policy support for selling healthy food and drinks, the community store and take-away can operate as a sustainable enterprise and make a sustainable contribution to improved health.

Aim:

That people living in the communities serviced by these stores and take-aways have affordable access throughout the year to healthy foods and drinks.

Objectives:

1. To improve the capacity of the stores to provide a wide range of affordable healthy foods, of good quality and reliable supply, including fresh fruit, vegetables, breads, cereals, lean meats and dairy.
2. To improve store capacity to provide a wide range of healthy take-away food and drink options.
3. To increase the opportunity for nutrition promotion.
4. To provide increased nutrition education and training opportunities to store staff.
5. To provide a framework for ongoing evaluation and monitoring processes.

Strategies:

1. The store will consistently stock adequate supplies of good quality fresh fruit and vegetables at prices comparable to the nearest regional centre.
2. The store will ensure that people, who wish to purchase healthy food choices, are able to do so. The store will do this by selling:

fresh, frozen, canned and dried vegetables (including vegetable juices and tomato paste)

fresh, frozen, canned, dried fruit and fruit juices (ONLY canned fruit in natural juice with no added sugar and 100% fruit juice with no added sugar)

'better choice' white bread, such as high fibre white bread or low GI white bread

whole grain, multigrain, wholemeal bread (in addition to the 'better choice' white bread)

all loaves of bread at the same affordable price

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low fat dry biscuits preferably whole grain, multigrain and seeded varieties

pasta and rice including low glycaemic index varieties of rice i.e. basmati

two minute noodle varieties all of which will be $\geq 97\%$ fat free

wholegrain breakfast cereals (such as rolled oats, Weet-Bix or Vita Brits)

only monounsaturated or polyunsaturated oils (such as Polyunsaturated Vegetable Oil, Canola Oil or Sunflower oil)

no 'hardened' or solidified oils and fats

only monounsaturated or polyunsaturated margarines and table spreads

reduced fat dairy choices such as reduced fat, low fat, or fat free yoghurt, cheese and milk (including fresh, UHT, evaporated and powdered varieties)

'lite' coconut milk, coconut cream, lower fat varieties or lower fat alternatives (such as evaporated milk with added coconut flavour)

fresh and/or frozen meat including lean meat options, meat contracts will use specific Aus-Meat language

only reduced fat sausages ($\leq 10\%$ fat)

chicken or turkey including lean options such as breast and drumsticks (but not wings)

reduced fat tinned meat (eg bully beef) and reduced fat processed meats (including reduced fat and/or reduced salt tinned stews and casseroles) (preferably ring pull cans)

fish or seafood (such as tuna or oysters) tinned (ring pull cans preferred) or frozen

baked beans and other canned bean choices such as red kidney beans and four bean mix (preferably ring pull cans)

foods for young babies including (but not limited to) iron enriched rice cereal, jars or tins of puree meat and vegetables

child size cups, bowls, spoons

small head soft bristle toothbrushes, dental floss, ribbon or tape, toothpaste with fluoride and children's low fluoride toothpaste

bottled water, soda water and diet / sugar free soft drink

a choice of generic and brand name food products

3. The store will support and collaborate in programs initiated by other agencies such as the school, the Aboriginal shire council, Queensland Health and Centrelink to improve health, nutrition and education.

During 2008-10 an Eat Well Be Active (Store Nutritionist) program will be conducted to:

- Work to improve the availability and reduce the cost of healthy foods

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- Address 'demand' issues through promotion of healthy foods
- Increase the capacity of Indigenous and non-Indigenous staff of the store group to address nutrition
- Establish monitoring and evaluation systems including routine reporting

Other programs may include:

- by participating in food voucher / food card systems
- by restricting sales to children before 3:00pm of lollies, sweets, chocolates, crisps, soft drinks, or sports drinks
- by not selling 1.25L soft drink bottles to children
- by not selling lollies that are accompanied with a toy (eg gumball machine, lolly necklace)

4. The store / take-away (where applicable) will:

Endeavour to limit the sale of deep fried foods by promoting and selling prepared foods using alternative cooking methods such as BBQ, grilling, baking, roasting, stir-fry, steaming. Alternative products may include oven baked wedges, steamed dim sims, BBQ chickens etc.

cook using monounsaturated or polyunsaturated oils and or fats for all take-away foods sold

offer more healthy meal choices such as lean meat hamburgers, sandwiches, pasta, rice and noodle dishes etc and these will be displayed more prominently than less healthy choices

sell snack foods which include more healthy options such as boiled eggs, cheese sticks, baked beans, tuna and crackers, cheese and crackers, dried fruit, fresh fruit etc and these will be displayed more prominently than less healthy choices being given equal or more shelf space than less healthy alternatives

ensure impulse buying displays at point of sale provide a balance of healthy food lines with less healthy choices traditionally displayed

not offer 'meal deals' which include less healthy food or drink items

seek advice on menu development, product selection and pricing policy from nutritionists working for Queensland Health, the Royal Flying Doctor Service, the Far North Queensland Division of General Practice or the North and West Queensland Primary Health Care

include 'better choice' drinks such as water, 100% fruit juice, reduced fat plain milk, reduced fat flavoured milk, diet soft drinks and sugar free drinks

allocate equal or more fridge space to 'better choice' drinks than other drink choices

5. The store will participate in regular in store (minimum 2 per year) nutrition promotions (such as Go for 2&5 or Green Label promotion activities).

7. All products will be transported, handled, stored and displayed according to best practice guidelines (see attached document - *Freight improvement tool kit: getting quality healthy food to remote indigenous communities* (2006) The National Rural Health Alliance)

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8. The store will regularly assess and review supply contracts and strategies to ensure foods supplied are good value and affordable (see attached document - *Freight improvement tool kit: getting quality healthy food to remote indigenous communities* (2006) The National Rural Health Alliance)

9. The store will stock specialised products specific to the needs of the communities serviced (such as enriched and fortified flour), on a trial basis, if and when these products are recommended and promoted by community nutritionists and dietitians.

10. Healthy choice products coming towards their "use by" date will be discounted by 50% or more, and foods at their "best before" dates will be given away to community agencies.

11. The store / take-away will have and maintain the equipment and facilities necessary to store, prepare and sell healthy food such as:

- In the store: fresh produce temperature and humidity controlled display cabinet(s), storage cool room(s)
- In the take-away: equipment required for barbequing, roasting, stir-frying and steaming including grill plates, ovens, microwave and/or steamer, food preparation area, adequate refrigeration space

12. Policy variations

Should customers demand products excluded under this policy the Director – Retail Stores may approve their sale if a reasonable education and trial program has been conducted.

The Retail Stores Unit is under no obligation to continue to stock products required under this policy should sales be insufficient to justify carrying the product.

13. If the store sells food and drinks at local sporting or cultural events these food and drinks will be consistent with the take-away foods and drinks described within this document.

14. Nutrition education and training programs will be regularly undertaken including accredited training programs:

- Accredited training which includes nutrition modules
- Informal training with nutritionists and community health workers, on an opportunistic basis

15. Stores will ensure that store staff have the opportunity to undertake / participate in accredited retail industry skills training.

16. Community agreement

The Retail Stores Unit will seek agreement for this policy from the local Aboriginal shire council and consult with the council on any significant issues raised from the customers.

17. The implementation of this nutrition policy will be monitored, evaluated, reviewed and reported annually on an ongoing basis by Queensland Health Population Health Services. Stores and take-away will support the monitoring and evaluation of this policy by providing Queensland Health staff with access to the stores and take-away, and to all the necessary information (such as sales data etc).