



Country Energy – Indigenous Employment and Development Strategy

June 2007

countryenergy

Managing Director's Message

I am delighted to introduce Country Energy's Indigenous Employment and Development Strategy 2007.

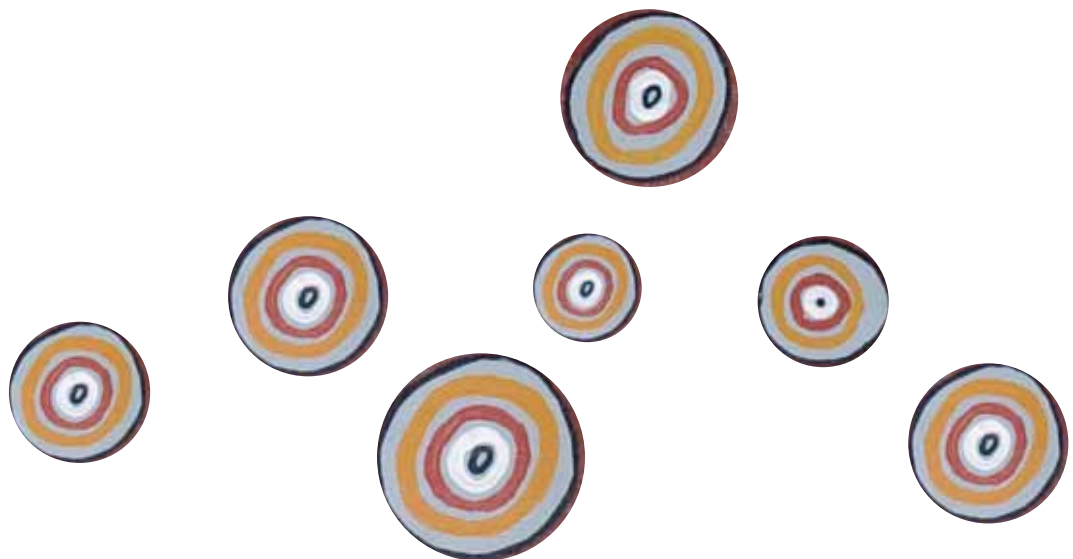
Country Energy is committed to achieving workforce diversity by providing an equal employment environment where people from all backgrounds can work together in reaching their fullest potential. In embracing this strategy, we aim to foster a working environment that provides opportunities for all employees to be enriched by an understanding and respect of Indigenous cultures and values.

The strategy identifies initiatives that will ensure Country Energy attracts, develops and retains skilled, flexible and motivated Indigenous employees. It builds on our successes and sets a future direction that will promote our organisation as culturally inclusive and provide recruitment and career development for all Aboriginal and Torres Strait employees of Country Energy.

I encourage all of us to actively support this strategy.



Craig Murray





Strategic Goals

1

- 1 Country Energy will become an employer of choice for Indigenous Australians.
- 2 Country Energy will offer employment and training opportunities for Indigenous Australians to reflect the cultural diversity of the communities we serve.
- 3 Country Energy will actively encourage and support Indigenous employees to reach their fullest employment potential.
- 4 Country Energy will continuously evaluate the ongoing effectiveness of the Indigenous Employment and Development Strategy.

Goal 1: Country Energy will become an employer of choice for Indigenous Australians by:

1.1 Promoting Country Energy as an employer of choice to Indigenous Australians

Identified positions will be offered in Country Energy's recruitment programmes to Indigenous people.

Links will be established with Indigenous Australians through community groups, schools and training organisations to promote Country Energy's position as a valued and culturally aware regional employer.

1.2 Culture awareness

Country Energy will provide cultural awareness training for all employees to encourage recognition and respect of Indigenous values and cultures.

Managers and supervisors of Indigenous employees will be provided with additional education to raise their awareness of issues faced by Indigenous employees.

1.3 Strategic management of cultural diversity

Managing diversity within our workforce will be aligned strategically with Country Energy's commitment to Equal Employment Opportunities.

1.4 Supporting a celebration of Indigenous culture and identity

Indigenous employees will be actively supported in maintaining their identity and celebrating their cultures.

Country Energy will also promote and recognise value of self identification by Indigenous employees.



2

Goal 2: Country Energy will offer employment and training opportunities for Indigenous Australians to reflect the cultural diversity of our employees and the communities we serve by:

2.1 Targeting vacancies

A number of vacancies that may be exclusively filled by Indigenous Australians will be identified and made available each year.

2.2 Application & selection process

The Country Energy employment application and selection process will be designed to reflect the full potential of Indigenous Australians.

2.3 Employee induction

Country Energy will provide an employment induction process that is compatible with Indigenous values. Facilitators will be aware of Indigenous values and address any barriers that may be faced by Indigenous recruits.

2.4 Develop support mechanisms

An ongoing support mechanism will be developed by Country Energy utilising mentors and tutors who have an understanding of Indigenous learning and development requirements.

2.5 Training of Indigenous employees

Country Energy will conduct an analysis of the needs of Indigenous employees to be considered when designing and conducting training programs.

**COUNTRY ENERGY WILL
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3

Goal 3: Country Energy will actively encourage and support Indigenous employees to reach their fullest employment potential by:

3.1 Establishing a networking support system

Country Energy will actively encourage Indigenous employees to establish an Indigenous Employee Network Support System within the organisation, allowing Indigenous employees to share their workplace experiences and provide support and encouragement to existing employees as well as new Indigenous recruits.

3.2 Career planning sessions

Individual career planning sessions will be actively promoted to Indigenous employees to assist them in developing their vision for their future professional potential and to inform them of possible career paths within the organisation.

3.3 Developing higher level opportunities for Indigenous employees in our organisation

Indigenous employees displaying the potential to undertake leadership roles in Country Energy will be identified, developed and supported. This will include the use of programs such as mentoring and coaching.

4

Goal 4: Country Energy will continuously evaluate the effectiveness of the Indigenous Employment and Development Strategy by:

4.1 Evaluation of strategy effectiveness

A Steering Committee consisting of senior management and Indigenous employees will be established to conduct regular reviews of the success of this strategy.

A database will be developed to provide statistical information on our success in meeting the goals of the strategy. It will also be used to support networking, consultation and record feedback from Indigenous employees.

4.2 Regional review

The review established in 4.1 will be conducted in all regional areas of Country Energy and will include Regional General Managers and Area Managers.

4.3 Indigenous employee satisfaction surveys

Country Energy will conduct an annual satisfaction survey of Indigenous employees. The results will be recorded and reported to the Steering Committee.

4.4 Revising actions identified in the Indigenous Employment and Development Strategy

Initiatives identified in this strategy will be reviewed and assessed by the Steering Committee annually. The Steering Committee may then revise and implement improvement opportunities to better meet the goals of the strategy.

4.5 Reporting of strategy goals

A comprehensive report addressing the goals of the Indigenous Employment and Development Strategy will be prepared by the Steering Committee for presentation to the Country Energy Executive, and inclusion in Country Energy's annual report.

COUNTRY ENERGY WILL OFFER EMPLOYMENT AND TRAINING OPPORTUNITIES FOR INDIGENOUS AUSTRALIANS TO REFLECT THE CULTURAL DIVERSITY OF THE COMMUNITIES WE SERVE.

Country Energy values safety, excellence, accountability, teamwork, fun and enthusiasm.

We are an organisation with a high performance culture which values our employees, and we are committed to becoming Australia's leading utility business.

We will achieve this by becoming:

- **A leader in safety**
- **The best network manager**
- **A successful national retailer**
- **A valued part of the community**
- **An employer of choice**
- **A reputable water supplier**
- **A responsible environmental manager**

Country Energy's Indigenous Employment and Development Strategy has been developed to identify recruitment, development and retention strategies to create a stable and productive Indigenous workforce with strong ties to the communities we serve.

This strategy will enhance and contribute to two of the objectives in Country Energy's Strategy Statement by becoming a valued part of the Indigenous communities we serve and being an Indigenous employer of choice. We will build on this by positively influencing our safety performance, customer service, network management, business performance and employee development.

The strategy provides opportunities to form partnerships between Country Energy and Indigenous communities across our footprint area, which spans 95 per cent of New South Wales. It is designed to benefit both Country Energy and Indigenous Australians.

The strategy identifies the goals we aim to achieve and the initiatives we will implement.





“The Journey” By Kellie Lane

This story is about our company, Country Energy.

The footprints represent the journeys, or walkabout, of each company: North Power, Advance Energy, Great Southern Energy and Australian Inland, on their way to merging to form Country Energy.

The white lines represent our services – electricity, gas, water and internet – and the land we cover.

The circles represent regional field service centres, customer service centres and offices across our footprint area, as well as our employees, customers and communities.

The black and white ‘U’ shapes represent the diverse employee base within the 4,000 strong workforce located throughout New South Wales.

I am proud to be a part of the journey that is reflected in my painting.

For more information call Brian McLean on (02) 6589 8870
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