

Connected

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Staff dinner excitement

The red carpet is being rolled out and the stars are set to arrive – the 2007 staff dinner is nearly here. For the first time ever, not only will a surprise guest perform, staff will be gracing the stage with their own entertaining acts in *We've got talent*.

The Hollywood theme will dazzle Exhibition Park in Canberra on 13 July with employees from throughout the organisation ready for an enjoyable evening with partners and colleagues.

What do you think about the staff dinner...?



"Last year Marcia Hines was great, however, seeing a group of Ecovise staff perform this year in We've got talent should be fantastic." – Ecovise Environmental's Vicki Ellison.



"The staff dinner is a wonderful opportunity for staff members and their partners to come together socially, celebrate the year's achievements, acknowledge the fantastic support of our families and enjoy an entertainment-filled evening." – TransACT's Mark Blake.



"Last year's dinner was a top night. It was a great opportunity to relax with workmates, enjoy the fantastic entertainment and have a bit fun on the dance floor – I'm looking forward to this year's dinner." – ACTEW Corporation's Steve Hall.



"This will be my third Staff dinner and, as usual, I can't wait to see the surprise entertainment. I like being able to talk to workmates about anything but work – it's a great night out" – Networks division's Xavier Copeland.



"I went with my Dad last year and had a blast. I have made many more friends in the organisation since then so it will be fun relaxing with them." – TransACT's Sabine Wagemaker.



"I like that all staff, from all areas of the organisation and at all levels, can come together and enjoy an evening out. It's a good chance to reflect on how we all work together to make the business work." – Water division's Michael Vella.



"Last year's staff dinner was brilliantly organised, with great food and entertainment. We thoroughly enjoyed the evening and expect to do the same this year." – Retail's Craig Richardson and Julie Morley.



"I didn't get to go last year as I had to work so it will be great to go this year. I'm especially looking forward to seeing the field guys in We've got talent." – Water division's Joy Schneider.

TransACT

Ecovise

ActewAGL

In brief

- From 1 July 2007 ActewAGL and TransACT will be recovering the ACT Government's new Utilities Network Facilities Tax (UNFT) from all natural gas, electricity, telecommunications, and water and sewerage customers. The UNFT, introduced by the ACT Government and effective from 1 January 2007, is a charge on owners of utility network facilities.
- ActewAGL is proud to welcome Canberra Raiders Captain Alan Tongue to the organisation. Alan will be assisting the Marketing and Communications branch with events and promotions.



- A special mention to staff at Water division who have received a number of compliments over the last month from people throughout the community. These comments were made about staff's attitude, promptness and professionalism. Sewer blockage complaints are also down by 70 per cent compared to last year.
- Next month apprentices from Networks division, as well as other workers from a range of industries, will feature in two new television commercials created by ACT Workcover. The advertisements will run from 1 to 15 July on WIN TV – the first to promote ACT Workcover's Health and Safety Month, and the second seeking nominations for the 17th Annual Occupational Health and Safety Awards.
- At the end of May ActewAGL bought the Sydney Swans to Manuka Oval to take on the Western Bulldogs. The Swans defeated the Bulldogs with a score of 100 to 57 in front of a crowd of 14,500. A team of 12 volunteers from ActewAGL sold thundersticks raising around \$1,800 for the National Breast Cancer Foundation.
- With the May issue of *Connected Work Safe. Home Safe.* Always Safe air fresheners were distributed. Please ensure you put these in a location that does not obstruct your vision.
- Congratulations to TransACT's Tamika Marshall who won tickets in the May issue of *Connected* to go to the Canberra Knights ice hockey game.

If you would like to contribute to *Connected* please contact Kate Jenkins, Marketing and Communications branch on 6248 3077 or via email at kate.jenkins@actewagl.com.au

Pumping iron

"The trophies are just a bonus, it's the ability to be mentally and physically disciplined enough to achieve your goals – that's the real reward of this sport," said OCCA Call Centre Team Leader Al Josue on his passion for the sport of bodybuilding.

There is a particular science behind bodybuilding that Al has been perfecting since he first started lifting weights over 10 years ago. "I train five days a week in the off season, then 10 to 12 weeks before a competition I change my exercise and eating regimes to reduce my body fat – in my last competition it was at 5.7 per cent," said Al.

In his last two competitions Al was placed in first and second positions and has qualified to compete at the Natural Bodybuilding and Fitness Federation (WNBF) National Championships in October. "I like competing with this federation because it's a natural competition and the extensive testing ensures that no competitors have taken performance-enhancing drugs, which traditionally plagues this sport," he said.

"I am looking forward to the national championships. I will continue extensive training until October so I can compete in either the under 74-kilogram or under 68-kilogram category"



In the flex: Al competing at the Battle of the gladiators competition in Sydney.

ActewAGL staff knock for a good cause

"I think it says a lot for your organisation and the type of staff you have working for you," said Lisa Ridgley off MIX106.3's Breakfast Show.

"Well we've got wonderful people working for us and they've got a very strong community attitude," replied Chief Executive Officer John Mackay who had just challenged both Telstra and the Department of Family and Community Services and Indigenous Affairs to gather more volunteers than ActewAGL for The Salvation Army's annual fundraiser, the Red Shield Appeal, as part of the Corporate Challenge program.

Much to John's delight not only did ActewAGL achieve its target of 30 volunteers, we beat

Telstra's 35 volunteers with an impressive 49 staff committing their time to help the cause. These staff were rewarded for their efforts with a luncheon held at the Waldorf, where they received a certificate of appreciation and a small thank you gift.

Also at the luncheon The Salvation Army was presented with a cheque for \$25,407.83, which was raised by staff donating cash, recreation leave and making payroll deductions.

"I'm very proud of the contribution our staff make to the community," said John. "This culture is a really important aspect of our organisation – I thank everyone who volunteered or donated to this very worthwhile charity."



Knock, knock, knock: The Salvation Army's Major Graeme Craig with ActewAGL volunteer doorknockers.

Branch profile

Human Resources branch

Human Resources branch, better known as HR, is responsible for the “people side of things” within ActewAGL, Ecowise Environmental and TransACT. HR has many responsibilities within the organisation including remuneration, health and well-being, inductions, in-house and external training, team building, recruitment and much more. The Canberra team also offers support to Ecowise HR in Victoria.

The branch consists of 21 staff divided into five teams as described below.

- Remuneration and Benefits – ensuring staff get paid on pay day, as well as looking after leave entitlements, superannuation and salary sacrifice.
- Employee Relations – overseeing

recruitment, Enterprise Bargaining Agreement negotiations with the unions and job evaluations.

- Health Safety and Environment – responsible for Life Guard, Health Safety and Environment training, the ACTive program and the Work Safe. Home Safe. Always Safe. campaign.
- HR Strategy and Development – planning for our future staffing needs using tools such as workforce planning and the employee survey. This team also conducts an in-house leadership course and team-building sessions.
- Injury Management and Equity and Diversity – assisting in staff rehabilitation and the process of returning to work if an employee is injured on the job.



The “people” people: (Left to right) Kirsty Spence, Yvette Rugala, Angela Seivers, Lee-Anne Sinclair, Eve Cullen, Rachael Turner, Anita Kerves, Tania Hutchison, Murray Campbell, Glenda Waters, Dot Georgiades, Steven Briggs and Tim Hutchison.

Absent: Liz Giles, Noelene Scarman, Herbert Jokisch, Phil Howard, Jocelyn Preston, Maz Petterson, Anusha Cooray and Melissa Siljak.

Legal compliance

Ring fencing

Ring fencing refers to a legal obligation placed upon monopoly operations, such as electricity or gas networks, to prevent them from giving an unfair advantage to any affiliated retail business.

The ring fencing rules state that no information or benefit can go from the distribution business to the retail business, unless the same information or benefit is also available to competitors.

What does this mean in practice?

Our organisation must be careful about what information or benefits get passed from ActewAGL Distribution to ActewAGL Retail. For example:

- Networks division staff cannot suggest that customers contact ActewAGL Retail to get their electricity connected – they can only mention, or give a list of, electricity retailers in general

- ActewAGL Retail cannot use lists of ActewAGL Distribution staff to ask for help in marketing its services
- network prices cannot be given to Retail until they can be made available to all suppliers
- ActewAGL Distribution cannot give special prices to Retail that are not available to other suppliers.

If a material breach of ring fencing rules occurs, ActewAGL must report it to the Independent Competition and Regulatory Commission (ICRC). If you believe that a breach has occurred you should immediately advise your general manager. They will then inform the Chief Executive Officer and Legal Counsel, who will provide details to the ICRC if required.

For more information, or to arrange an awareness session for your branch or division, please contact Legal and Secretariat division’s Tina Webster on 6248 3273.

At issue

By Chief Executive Officer
John Mackay



Staff survey

Thank you to everyone who completed the 2007 staff survey – *What Makes You Tick?*

The ActewAGL and TransACT results have been collated and have provided us with a valuable insight into what you consider to be the main issues across the organisation.

Generally speaking, we have made progress on a couple of core topics, however the 2007 results indicate that we do have some areas for improvement in most of the core topics.

I’m happy to report that a number of initiatives are already underway by Human Resources to ensure that the organisation is on the track to making these improvements. Please refer to the related article on page 4 for more information.

Safety 2007

Last month I issued a personal video message on safety that I hope all employees have had the chance to view.

In addition to divisional safety meetings, over the coming months you will see more and more messages around the organisation reminding you of how vitally important safety is.

Reiterating one of the main points from the message, I’m not interested in you doing your job faster, better or cheaper unless you can do it safer.

Handling the media

ActewAGL and TransACT continue to feature in local and national media, particularly with issues relating to water, network outages and new product offerings.

I would like to remind staff that unless they have specific authority from their general manager they are not to speak to the media about organisational business operations or services. Without formulating a suitable corporate response with myself, the Marketing and Communications branch or Legal and Secretariat division, a simple comment may lead to serious legal and corporate image issues.

All media enquiries should go to the ActewAGL and TransACT Communications Manager Tudy Tetu on 0414 515 359. The media phone is manned 24 hours a day, 7 days a week. If for some reason you are unable to make contact via this number call the Manager Marketing and Communications Paul Walshe on 0414 515 663.

Safety in cold environments

Winter is here and it's important that employees dress and act appropriately to avoid injury or illness. Beside the obvious threat of a chill or muscle strain there are more serious conditions associated with the plummeting temperature that you should be aware of. Hypothermia is a condition that occurs when the body's temperature falls below 35°C. This may be caused by prolonged exposure to cold



conditions, for example, being in water or wet clothes.

If the body's temperature falls below 28°C very serious medical complications or even death can occur. At this serious stage a person suffering hypothermia will be very cold to touch, unresponsive and rigid. When suffering severe hypothermia a person may only take one breath per minute, and a heart rate of less than 20 beats per minute. In this situation it would be easy to assume they are not alive.

"Exposure to cold temperatures, even for a short time, can be hazardous if you are not prepared," said Manager Safety Phil Howard. "Shivering, feeling cold or numbness are warning signs that the body is losing too much heat. It is important that all employees keep warm this winter, especially when working outdoors."

Workers warming up: Network division's Alex Pawlicki and Bob Winchester get moving and rug up for winter work.

What makes you tick – what happens now?

The annual staff survey is now complete and the results are in. The following includes a number of Human Resources-related projects and initiatives that have been implemented, or are recommended, to address some of the themes identified by the survey as requiring improvement.

Human Resources and the Marketing and Communications branch are working together to ensure the effective communication of the survey results, including a poster series outlining the initiatives being undertaken.

Performance management

A half-day performance management workshop will continue to be offered, providing participants with practical tools and techniques to effectively manage the performance management process.

As part of the 2007-08 ActewAGL Incentive Scheme, greater than 90 per cent of employees must have a Personal Performance and Development Plan (PPDP) by 30 September 2007 with bi-annual reviews in November 2007 and May 2008

Workforce planning

A corporate workforce planning framework and associated toolkit have been created, with a Human Resources consultant designated to work with line managers and key stakeholders to

develop divisional workforce plans.

Rewards and recognition

The organisation's internal recognition program Winning Ways will be revamped and relaunched this July. The aim of the revamp is to increase the number and quality of nominations and to seek out those employees who deserve recognition.

Immediate supervisors

Communication and conflict strategies have been incorporated into the Foundations of Leadership program and into the HR Masterclass, which will again be made available to all managers, team leaders and supervisors during 2007-08 financial year.

Our top talent will also be identified and invited to participate in a strategic leadership and professional development programs.

Additionally, the 2007-08 ActewAGL Incentive Scheme will require greater than 90 per cent of managers, supervisors, team leaders to attend the HR Masterclass program by 30 June 2008.

Consideration is also being given to the development of a set of leadership capabilities that all leaders, managers and supervisors are to be measured against as part of the PPDP process.

Product of the month

TransACT blitzes its broadband speeds

TransACT has recently upgraded its ADSL network to be ADSL2+ compatible and is now able to deliver faster broadband speeds of up to 20Mbps*. Work is underway to improve TransACT's cable network to also provide faster speeds of up to 8Mbps, which will be available over the next few months. In the interim, customers in cable areas can take advantage of our current broadband packages at more competitive prices, which were implemented on 28 May.

Telephony and Data Product Manager Karen Britton said, "In a competitive market it's very important for TransACT to keep up with the ever-changing market. Being able to provide our customers with increased broadband speeds is very exciting."

Existing customers can take advantage of the increased speeds by calling 13 30 61 to upgrade their current package.

More information about TransACT's range of broadband packages is available at www.transact.com.au or by calling 13 30 61.

*Broadband speeds are maximum speeds achievable, actual speed received at any given time may be less. Speed is affected by a number of factors. For full details on these factors and testing information including average speeds achievable visit www.transact.com.au

Focus groups

Divisional focus groups will be undertaken with the assistance of Human Resources representatives to obtain qualitative data on divisional survey results to assist in the development of specific actions plans.

Participation in focus groups will be sought in the coming month – stay tuned to find out how you can be involved.