

Terang & District Co-operative Limited

Established in 1908



conveniently yours



**TERANG CO-OP
DAIRY SERVICES**

SCOTT'S NEW CHALLENGE IN A FAMILIAR ENVIRONMENT

Scott Phillips is like a good luck charm to the building that the Terang Co-op's Dairy Services team calls home.

Since 1996 Scott has worked from the site for three different owners. Scott, the newly appointed dairy services manager, has worked for Wallace Industries and Warrnambool Home Improvement and Plumbing (WHIP) at the same location before the Co-op team took over about three years ago.

Born in Timboon and raised in Terang, Scott is quietly amused by his ability to continue with new owners. "I started in this shop more than 20 years ago; I'm pretty much a fixture now," he said.

Scott started as an office assistant with Wallace Industries before moving into the workshop. He later managed the store for WHIP. When the Co-op arrived, Scott was offered the job of production manager.

The former Terang Primary and Terang College student had started studying accounting at Deakin University but didn't like the idea of being stuck indoors working at a desk. He was trying to find his niche and it came about through a mixture of accident and persistence. "I kept knocking on the door till they gave me a job with Wallaces," he said. "I enjoyed it so I stayed here. He soon found his niche in light manufacturing and never looked back.

When the Co-op took over Scott was asked if he'd like to stay on in a new-role. "They just asked and I thought I may as well." After three years as production manager, Scott was recently appointed dairy services manager to replace the retiring Peter Clark. "Peter has been mentoring me into the new role," Scott said.

The role of production manager involved looking after the workshop, organising the flashing, taking orders, making sure stocks are in proper supply and supervising the manufacturing. "It's good to do such variety; you've got hydraulics, pumps, flashing and people coming through the front door all the time," he said. He still gets to do hands-on manufacturing work, though that will taper off with his new role.

At the same time, Scott is enthusiastic about the new challenge. "I've been here a while so it's good to have a new challenge," he said.

As the dairy industry stabilises with slight milk price increases for farmers and a better season, the team is keen to increase its support for local farmers. "The dairy side is expanding with the purchase of DTS West in Warrnambool and we're getting lots of enquiries about upgrades," Scott said.



In the meantime, the workshop has been busy doing flashing work for plumbers, pellet feeders and other general manufacturing jobs.

Scott, 40, lives in Dennington with his wife Monica and sons Lukas and Noah and travels every day to work, but he still has close connections with Terang. "I enjoyed growing up in Terang and lived here till I was 19," he added. Out of work, Scott has been forced to retire from playing badminton after suffering a shoulder injury but still enjoys fishing, motorsport and he's restoring an old HQ Holden.

While Scott enjoys continuing his links to the building, one day he dreams of the Co-op having a purpose-built dairy services centre.

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IMPORTANT ANNOUNCEMENT

The Co-op's Board has taken the significant decision to expand the Dairy Services division and broaden its market. The Co-op has acquired Dairy Technology Services (DTS) West. DTS West was based in Warrnambool, at 1074 Raglan Parade, and serviced dairy farmers from Colac to the western border.

The Co-op's existing Dairy Services operations will be merged with the former DTS West operations and trade as 360 Dairy Solutions, wholly owned by the Terang Co-op. Both the existing dairy services site, in Terang, and the new site, in Warrnambool, will operate under the merged business.

Since the Co-op took over DTS West, the Warrnambool site has been re-opened on a limited basis, every Wednesday. This site will be fully operational and open five days a week by the end of October. Further details will be advised in future promotions and newsletters.



OUR CURRENT DIRECTORS



Brendan Kenna
Chairman



Matt Henderson
Vice-chairman



Geoff Barby



Nigel Bruckner



Linda Kenna



David Rae



Vicki Whiting

STRATEGIC PLANNING

The Co-op Board continues to keep a close eye on the future.

As part of a long-running commitment to providing the best service to the local community and the best outcomes for members, the Board is embarking on a new strategic planning process to look at where the business wants to be in the next five years and beyond.

The move is part of a periodic review to ensure the Co-op is achieving the best outcomes for members and providing the services needed by the local community.

SHOWTIME

The Co-op's long connection with the Noorat Show will continue this year. As a long-time supporter, the Co-op has maintained a presence at the Noorat show for many decades.

This year the show will be on 18th November and the Co-op is planning a display of outdoor furniture, plus dairy farm products and information. We will keep you updated regarding details and promotions in the lead up to the Show. We urge our members and the local community to continue supporting this important event.

KEEPING IN TOUCH

Don't forget to check out the Co-op's new-look website for the latest news. The site at <http://terangcoop.com.au/> features a rundown of all our departments and our history so you can get to know your Co-op.

You can also subscribe to our mailing list to get all the latest updates and special offers delivered straight to your inbox.

We recently ran a promotion to highlight the ease of using emails to communicate, whether you want to receive details of the latest offers or even to just get your invoices emailed directly to you. Thank you to all those who entered the promotion to win an iPad. The winner was David Gibbons.

David and his wife, Sue, have acquired a property in Terang as their long term home. They love Terang and, in due course, will move from Ocean Grove to live in Terang. Well done, David and Sue!



IGA LOOKS TO THE FUTURE

The annual IGA expo and conference has highlighted the need for an individual look to store layout and for supermarkets to keep an eye on the future. CEO Kevin Ford and Supermarket manager Paul Bailey attended the recent conference.

Most of the finalists in the annual awards program were recognised because of their individual approach to serving customers. "It was interesting to note that corporate designs seem to be out of favour and more individual layouts are more popular," Kevin said. "Supermarkets are looking for a more market-friendly design to retain their customers. We are very mindful of our connection with customers in Terang."

Kevin said one of the keynote speakers, futurist Chris Riddell, was particularly thought-provoking, pointing out that children under 10 may not need to learn to drive with

the development of driverless cars. "New farm tractors with GPS technology are almost driver-less now," Kevin added.

The development of smart phones is another example of how technology has advanced over the past decade. "The world continues to change, whether we like it or not," Kevin said. "We must learn to embrace change and take the opportunities that change brings us."

Kevin said that customers are constantly exposed to changing technology and have different expectations from their retailers and service providers. "We need to be up with that change and hopefully ahead of it."



WORKING AT THE CO-OP

The Co-op is one of the biggest employers in the Terang district and has been the starting point in the workforce for thousands of local people for more than a century.

With about 140 employees, including casuals, the Co-op still remains on the lookout for hard-working and self-motivated people to fill casual positions as they arise across all five stores: the IGA Supermarket; the CRT Rural Store; the Dairy Services outlet; and the HOME Hardware and Timber stores in both Terang and Camperdown.

If the Co-op is a place where you would like to work, please drop off your resume in store or at the administration, upstairs from the supermarket, together with a cover letter stating your interest and availability. Alternatively, email your cover letter and resume to hr@terangcoop.com.au. Resumes will be kept on file and as vacancies arise they will be used as a starting point to seek potential candidates.

Casual positions at the Co-op are genuine career opportunities, offering great experience in a growing business with a long and proud history in sales and service.



A SIX-PACK OF CHOICE

Want to try a different kind of beer, but don't want to risk buying a six-pack and finding you don't like it?

The Co-op's liquor department manager Terry Thomas has put together a selection of different ales for drinkers to taste. This way you get to try a bit of everything. "I've made up variety packs that give people a chance to sample six different types of beer," Terry said.

"It's a way of sampling the crafty side of beer and you might find something you like that will become a regular drink," he said.

"There are some great drinks from around the world and around Australia."

At \$20 for a six-pack, the special IGA collections also represent good value as individually the drinks would cost around \$25.



KEEPING IT FRESH

The Co-op's fresh fruit and vegetables display has taken on a new look with the addition of cane display baskets.

Fruit and vegetable manager Danny Rollo said the new display baskets were a clean and healthy way to present the daily array of fresh items.



SHOP ONLINE

The Co-op's online shopping service brings grocery shopping to your fingertips. The popular service offers shoppers all the convenience of modern technology, along with the Co-op's traditional personal touch.

Order online by 11am and your delivery will be at your door by 4pm. You can also place an order and it will be ready for you to collect later that same day.

To add to the service, the \$10 picking fee has been waived again in 2017. To see the variety and the price-match options, click the "shop online" button on our homepage at www.terangcoop.com.au

WIN GLENLIVET

Glenlivet is one of the world's leading names when it comes to producing single malt Scotch whisky.

Now shoppers at the Co-op's liquor department have the chance to win their own bottle of Glenlivet Founders Reserve single cast edition, with a recommended retail price of \$259.99.

All you have to do is purchase a bottle of Chivas Regal or any Glenlivet product and you can enter your name into the competition box in store.

Glenlivet has a huge distillery in Scotland, producing 5,900,000 proof litres each year.



seasonal PICKS

Fruits to enjoy this Spring include stone fruits such as nectarines, apricots and peaches. Delicious Australian grapes are also now in season.

GAS FINALLY ON THE WAY

It might be nearly two years later than originally expected, but Terang's natural gas connection is finally on the way and should be rolled out at the start of October. The Terang Co-op is a recognised preferred supplier and can help local people to easily make the conversion to natural gas products.

Enwave Victorian Networks, previously known as Brookfield Regional Networks and a subsidiary of Enwave Australia, has been selected by Regional Development Victoria (RDV) to supply natural gas to 11 regional Victorian towns, including Terang. They have announced that the connections will be completed during September and gas retailed to the town from the start of October.

Bruce le Cerf runs the Co-op's natural gas appliance department and says it will be of great benefit to local

residents. The Co-op has access to an extensive range of natural gas appliances at the HOME Hardware department, along with kits for conversions.

Bruce said local people were looking forward to the natural gas supply. "We can supply any new gas appliances which will be more economical for everyone," he said. "With energy prices increasing all the time, this is a great thing for local people."

Bruce will be available to talk about your natural gas needs at the community meeting on Thursday 12th October, 6pm at the Rose Room in the Terang Civic Hall.

DUAL TIMBER MANAGER

Lee McIntosh has taken over as timber manager of Camperdown and Terang timber yards.

More than 20 years' experience in the industry has given Lee a great insight and his presence will be a great asset to the Camperdown team. Lee joined the Co-op eight years ago, adding to his decade of previous experience working at a timber mill. His knowledge of timber is supported by his love of working with it, as he continues to enjoy his personal carpentry work.

Lee says the new arrangement will have advantages for customers. "It will give us more consistency in purchasing and finding rebates and lead to more control over stock levels between the two stores." While continuing to be based in Terang, Lee will cover both outlets. "I'll be going between the two places," he said.

OUTDOOR FURNITURE COMES INDOORS

The Terang HOME Timber and Hardware store has a new look and a greater range of outdoor furniture on display.

The store has had a re-fit to allow a more prominent display of outdoor furniture near the front entrance. This has necessitated the relocation of the paint aisles to create new display space. The good news is that the broad range of paint supplies and related services have been retained.

The new store layout is much better for displaying items. While we have an expanded range of outdoor living items on display, we can also access all items in the HOME Living Outdoors brochure, now available in store. The Camperdown store also has access to the complete range of items in the Living Outdoors brochure.





SUPPORT FOR NOORAT SCHOOL

PLAQUE HONOURS 30 YEARS

The Co-op's commitment to the local rural community has been commemorated with a plaque recognising 30 years of membership of CRT.

CRT is Australia's largest group of independent rural retailers with more than 300 stores and the expertise and resources to help farmers, graziers or weekend hobby farmers. CRT is short for Combined Rural Traders, which was formed in 1970 in Orange, New South Wales,

by a small group of locals determined to get a better deal for the region's independent rural retailers and their farming customers.

CRT started with six retailers but today has evolved into Australia's largest group of independent rural retailers, servicing all major sectors of the rural industry. The scope of the business has expanded from a traditional rural merchandise base to now include an extensive range of complementary services and resources to support new and emerging markets and industries.

The Co-op's CRT Rural Store manager Trevor Dowd recently accepted the plaque during the CRT half-yearly Victoria-Tasmania conference. The plaque thanks the Co-op for its ongoing contribution and loyalty.

SPRING SOWING OPTIONS

In conjunction with Stephen Pasture Seeds (SPS), the Co-op's CRT Rural Store has a new brochure that will help with all your spring and summer crop needs.

Now is the time to start planning to fill the summer feed gap and the brochure has a variety of options for local farmers, including forage sorghum, SPS's new Winfred 'N' Millet Summer Forage Blend, Winfred Forage Brassica, Mainstar Forage Rape and Cropmark Marco Turnips. Of course, producing as much home-grown feed as possible, maximises your milk returns and reduces your feed costs.

Call in and ask Trevor, Jon or Paddy for competitive prices and advice on the crops that will best suit your operation.



The Co-op is doing its bit to help Noorat Primary School students to learn about farming by assisting the students with their calf rearing project. The Co-op CRT Rural Store has provided feed and supplies to help with the project and also connected the students with other rural suppliers.

The Co-op's support came in response to a letter from grade five student Kayla McConnell, whose parents donated the Jersey calves to the school. CRT manager Trevor Dowd said he couldn't resist helping after reading Kayla's letter. "We thought it was a great project; a perfect way for a small rural school to teach students about raising calves and farming in general," Trevor said. "Small schools need to show initiative to make sure they continue to attract and retain students and what the Noorat school is doing is brilliant," he said.

The calf rearing follows the introduction of chickens last year. Four chickens are now kept in a coop that was based on design ideas submitted by students.

Kayla said the addition of calves expanded the students' animal rearing experience. "This way our students that have never had the opportunity to care and look after such animals will get to do so," Kayla said.

The students are teaching the calves, named Moo-Lisa and Eddy Betty, to lead and hope to enter them in the Noorat Show. Kayla said the animals helped to "make Noorat Primary a real country school" while giving an opportunity for students who may not generally be exposed to the farm life the experience of caring for certain animals.

Kayla was flooded with support from local businesses in response to her letter. She particularly thanked Trevor from the Co-op, not only for donating much needed equipment but for making enquiries which lead to other generous donations. The calf project will be a great learning experience for students. The project will encourage and strengthen teamwork and responsibility as students will work together with the older students teaching the young students how to care for the calves each day.

Teacher Andrea McCade said the program was very beneficial. "It's a farming community but many of the children haven't had access to this sort of responsibility in keeping an animal alive. Students have been keeping diaries and it has given them a lot of responsibility." Andrea added that the support from the community had been "awesome".

TERANG CO-OP DAIRY SERVICES

WILL MOVE NEXT DOOR



Will Brumley has taken a big step ahead in his career...well not that big, really.

Will is the latest addition to the Co-op's dairy services team, but he didn't have to go far to find his new job. For the past seven years he worked next door to the Co-op's dairy services home in the Peterborough Road industrial estate with an engineering firm.

His previous work in fitting and turning was mainly on earth-moving equipment and farm machinery, but Will was keen to make the move into a predominantly dairy operation. "I wanted to have a change; try something different," Will said.

The new work environment has been an enjoyable transition for Will. "It is different from the type of work that I had been doing and they're good guys to work with."

Will has been quick to pick up what's needed for the team, from the dairy system maintenance to the light manufacturing work. "I like the fabrication and building side of things. I like being able to make something and do hands-on work."

It's been a big 12 months for Will. He's also adjusting to life as a father with partner Rhianna as their son Spencer turns one.

Power Pumps

With more than 16 million pump units produced each year, Grundfos is one of the world's leading pump manufacturers.

No matter why an efficient and energy saving pump solution is required, Grundfos offers a high-quality solution.

The Terang Co-op Dairy Services division has a variety of high quality Grundfos pumps on display at the Peterborough road site, and can order other options if needed. The in-store range includes household pumps, submersibles and sump pumps.

HOSE OPTIONS

If you need help with hydraulic hoses, the Dairy Services team has the expertise and the resources you need. The team repairs all types of hydraulic hoses and has a wide selection of hoses and fittings in store.

The main brand in stock is Southcott, the partner of choice for hydraulic valves, pumps and motors, hydraulic hoses and adaptor fittings that keep equipment moving. With a commitment to leadership in the manufacture and supply of high quality products, Southcott keeps its customers lifting, digging, hauling and producing. And these top quality products are Australian made!

FEED SYSTEM SPECIALISTS

The Terang Co-op Dairy Services team is your local feed system specialists.

On top of feed systems, the team repairs and builds yards and all steel works, including feed troughs, bum rails, nib rails, backing gates, rollers, and gates and anything else you might need.

If you need to upgrade your feed systems, the team can supply the award winning Feedmaster attrition disc mill

from Northern Feed Systems.

Dairy Services is the authorised local dealer for Northern Feed Systems. They offer custom made galvanized grain augers, fabricated to fit your required size and length.

Specialist feed system technician Wayne Geddes can help with all your needs and can be contacted on 5592 2322.



WORK PLACEMENTS



Tyson Williams, Terang Hardware VCAL student

Terang College student Will Richardson and Camperdown College's Tyson Williams are getting their first taste of the workforce thanks to the Co-op.

Each Friday Will joins the IGA team and each Monday at the Terang HOME Timber and Hardware store, Tyson gets to enjoy his on-the-job experience. Both are doing their weekly placements as part of the VCAL work placement program.

Tyson, a Year 11 student from Camperdown, said he had been doing the placement for about two months and was appreciating the experience. "It's really fun," he said. "I like trying new things and I get to do a lot of different jobs from sweeping the floor and stocking the shelves to serving people at the counter."

Tyson is planning to finish Year 12 next year, but adds he wouldn't mind working in the hardware field in the future.

Workplace effect of Alcohol and Drugs

Co-op staff now have a better understanding of how alcohol and other drugs can impact people, the workplace and communities.

As part of the Co-op's new drug and alcohol policy, a staff information session was held in July. A representative from the Alcohol and Drug Foundation presented information on the effects of drugs and alcohol.

Many employees took part in the session where they learnt about how drugs and alcohol can have a negative impact on general health and wellbeing. The flow on effect on workplace safety was also discussed. The session also covered specifics such as how different alcoholic drinks compare to standard serving sizes for beer, and how long it takes for a person to break down the alcohol in their systems.



SHARE THE CO-OP

If you know someone who could benefit from being a member of the Terang Co-op, please encourage them to contact us. Please note that our website contains plenty of information about the Co-op, including membership information at <http://terangcoop.com.au/formembers/>. Contact our Administration team on 03 5592 1555 for assistance as required.

How to become a Member

1. Fill out the Membership Application Form that can be requested in store or found on our website.
2. You can either buy shares (\$50) or earn your shares by accruing 5,000 points from money spent across the businesses.

Member Benefits

- Earn points with every purchase at any Co-op store.
 - Earn 1 cent for every \$1 spent.
 - Points are redeemable at any of our five stores
 - Points can be used to buy vouchers and pay accounts
 - Every February 28th, points older than 12 months will expire
- Benefit from member specials, deals and double-point purchases.
- Members' Week exclusive deals and promotions
- Receive voting rights at the Annual General Meeting.
- Eligible to elect or nominate members of the Board
- Eligible to stand on the Board of Directors
- Receive a 10 per cent discount at Terang Fitness & Wellbeing Centre.
- Receive rebates on insurance premiums with WFI Insurance
- Receive a Quarterly Members newsletter.
- Annual bonus of 10% of shareholdings, paid in points but subject to Co-op earnings
- Free employment relations general advice via EmploySure Assist on 1300 798 990, quoting promo code ERA0336.