

Terang & District Co-operative Limited

Established in 1908



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TERANG CO-OP
DAIRY SERVICES

CHARLIE DUYNHOVEN SET TO RETIRE

After nearly 43 years, including the last 17 as general manager, Charlie Duynhoven will retire from the Co-op in February next year.

Charlie, 60, says it will be an emotional departure but, with a new caravan, he's ready to move into the next phase of his life. He says the time is right to make the move. "I turned 60 in May and I'd always planned to retire around 60," he said. "I feel good about it; I know it's time."

Charlie will leave with a lot of positive memories, mostly about the team he works with and what they've been able to achieve since 1999 when he became general manager. "To see it grow so much has been very rewarding," he said.

Some of the highlights included relocating hardware from the basement of the main building to a new HOME Hardware store; upgrading and expanding the supermarket; extending the CRT Rural Store; establishing the dairy services team; and, venturing out of Terang/Noorat for the first time with the purchase of the Camperdown Hardware Store. "I look back and I'm amazed at what we've achieved as a team," he said. "To see where it is now compared to where it was when I started leaves me with a lot of pride but it needed to grow to survive."

Charlie is leaving with things in good shape. "We've achieved pretty much everything we set out to achieve and we're in a strong position," he said.

Charlie will miss a lot about the Co-op after dedicating most of his working life to it. "I'll mostly miss working with the team," he said. "I've built up a lot of good working relationships with everyone: the managers, the staff, the Board and the community."

Charlie sees a positive future for the Co-op and he remains a staunch supporter of the philosophy behind the co-operative system. "There is a strategy plan being put into place to guide the future. It will be up to the Board to consider whether to expand or consolidate what we've got," he said.

"We're always looking for services that Terang doesn't have and to make sure we meet the needs of members. The Co-op is owned and supported by the local community. We work together well and I see a bright future."

Charlie is taking long service leave until mid-October, and is planning to road-test his new caravan. With his partner in Melbourne and three children scattered around Australia, Charlie's long-term plan is to relocate to Melbourne after his final day on February 28, 2017.

In the interim, finance and business manager, Damien Ryan, will be acting general manager during Charlie's long service leave. The Co-op Board is advertising for a new general manager.



BUSY WITH WORK AND STUDY

Steve McGillivray is in for a busy six months as he settles into his new job as accountant for the Co-op. Not only is Steve working full-time, he's still studying full time as he completes his university course. Steve, 27, is in the third and final year of his Bachelor of Accounting degree through Open University.

The former Brauer College student in Warrnambool said he always enjoyed accounting at school and had always held ambitions to work in the field. "I'd like to make a career out of it," he said. "It was always something I wanted to do but I didn't want to rush into it and so worked a few other jobs first."

When Steve saw the Co-op position advertised, he decided to apply despite continuing to study. "I got lucky enough and happened to get the job," he said. "It's full-time work and full-time study so it's busy. Sometimes it's a bit hard and I don't have much spare time on the weekends when I have to study, but it's only for a few more months."

His schedule is made even busier with the daily trip from Warrnambool to work in Terang but the self-confessed "mad

Richmond supporter" says it's all working out well. "I'm doing what I enjoy; working with numbers and working out problems."



RECORD SALES

The Co-op has continued to succeed despite tough economic conditions with a solid profit and record sales during 2015-16. The annual meeting on 28th June was told that revenue went beyond \$23 million for the first time and the before tax profit amounted to \$137,224.

The Co-op's connection to the community continued to grow with 132 new members bringing the total to 2,394. Membership growth was strong in Camperdown where the Co-op now operates a hardware store.

More than \$335,000 was distributed to the community in the form of member rewards, discounts for seniors, hostels, hospitals and staff, and sponsorships and donations to local sporting clubs and community organisations.

The Supa IGA supermarket continues to account for more than 50 per cent of the Co-op's revenue with \$11.9 million, and nearly 75 per cent of customer visits with 350,514. Total revenue across all businesses was \$23,353,639, more than \$500,000 ahead of 2014-15.

Chairman Nigel Bruckner said the Board was proud of the Co-op's commitment to the local community. "We are made up of members of the local community and our members remain at the centre of our thinking," Nigel said. The Co-op Board approved a 2015-16 bonus points allocation to members of 10 per cent of their shareholdings.

TIME FOR NUMBERS AND GRANDCHILDREN

Radha Ganeshalingam is getting to enjoy her grandchildren and her love of numbers in a new part-time role with the Co-op. Radha is the Co-op's new part time senior accountant to assist finance and business manager Damien Ryan and help new accountant Steve McGillivray to settle into the position as he finishes his studies.

Radha was previously the financial controller at Ryans in Warrnambool for the past seven years and had worked in similar roles in New Zealand for more than 20 years. However, at age 60, Radha decided it was time to give up full-time work. "I have four grandchildren and decided it was time to slow down and spend more time with them," she said. "But I still enjoy working with numbers so didn't want to completely retire. Working with numbers is relaxation for me," she said.

Radha works two days per week at the Co-op, usually on Wednesday and Thursday but with flexibility around babysitting duties. "There's a lot to do and everyone is very friendly and helpful," she said. "The time goes fast when I'm here."

Radha's grandchildren are in Melbourne and New Zealand so she has plenty of travel time ahead.





PROUD TEAM

The customer service team in the IGA supermarket did themselves proud at the national retail excellence awards in July. After winning the Victorian award for outstanding customer service, the team went to Queensland where the national winners were announced on 18th July.

Wonthella SUPA IGA, WA was named the service department of the year but Terang manager Charlie Duynhoven said this didn't detract from the efforts of the team to win the Victorian title. "We were voted ahead of 114 Supa IGA supermarkets in Victoria for the state title, which was a great achievement for our friendly team," he said. "The Co-op has been built on a tradition of good local customer service and that is something that continues to this day."

The award is based on biannual store appraisals by IGA business managers, visits by mystery shoppers and customer feedback.



MAKING IT EASY

With four children, including a two-year old and a four-month old baby, Ebony Duffield needs to find ways to make supermarket shopping easier. The Co-op's new online supermarket shopping service has been just that...easier.

Ebony has been a regular Co-op customer since moving to Terang about 14 years ago. "It's a lot easier for me to sit down at night and go through all the specials and not have to worry about carrying two little kids into the supermarket," she said. "It's a lot easier for it to be delivered straight to home. Previously I had to struggle with all the children and it became difficult because I wouldn't have enough room in the trolley with the baby in the capsule and the two year old in the toddler's seat."

Ebony gets a delivery at least once a week. "It's so much easier for me to order online, pay online and then have it delivered."

Ebony initially accessed the service via the Co-op website but she has also downloaded the App to her phone. "It's easy as. I can use the computer or my phone."

LET TECHNOLOGY WORK FOR YOU

The Co-op's new supermarket online shopping service is putting shopping into your homes at the touch of your fingers. The new online and App service is proving to be a convenient and popular service. Supermarket manager, Paul Bailey, said the online shopping started on 1st July and was continuing to grow. "It's been solid and meeting expectations," Paul said.

While providing a new service for existing Co-op members and customers, it is also reaching a new audience. "We've had some great feedback from members about how convenient the service is for them, but we're also very happy that it has attracted new customers to the Co-op," Paul said.

Paul also noted that the service is also appealing to regular repeat customers. "We've started the service because people want convenience, especially those who are time-poor with family and work commitments," he said.

Terang residents can now order their groceries before 11am and receive same-day delivery without even leaving the house. Shoppers can also "click and collect" in two hours. According to Paul, this is ideal for people driving through Terang on the way to or from work or to help out if you're stuck for time.

The new system is perfect for those not wanting to spend valuable time walking the aisles. Co-op staff will do all the collection work and put together the order for customers so they don't have to worry about finding things.

The IGA Price Match promise applies to the online format. Online shoppers also enjoy access to specials and the wide range of goods will be updated every week.

The online shopping can be found at www.terangcoop.com.au. A new mobile phone App is also available for android and Apple devices and people without internet access can still place phone orders.



KEVIN NOONAN'S FAREWELL AFTER 33 YEARS

Kevin Noonan is looking forward to a rest but after 33 years he's a bit apprehensive about retiring from the Co-op. "I'm a bit funny about leaving," Kevin said, admitting he felt emotional at his farewell on September 16, even though he probably didn't show it.

"I'm going to miss the people, particularly the girls up front," Kevin said. "You can't work with people for so long without getting attached to them." He's also worked closely with Danny Rollo on the nightshifts cleaning the supermarket floors. "We do the early morning shift twice a week and we've got a well-oiled system and work so well together," he said. "At least we'll have more time to go fishing."

Kevin's retirement comes two days after turning 65, but if it wasn't for arthritis he'd be happy to keep working. "This winter knocked me around a bit," he admitted. "I've got pretty bad arthritis in my back and hip and sometimes when I get home my back's just too sore. I'm walking on concrete every day and there's a lot of lifting and physical work." A cortisone injection helped Kevin to dodge the surgeon's knife but it wasn't enough to totally stave off the pain.

Kevin has been a committed worker, putting in long hours at all times of the day and night. Twice a week it is a midnight start to clean the floors. Around 4am he goes home for breakfast and he's back on deck to work all day.

On the other days he has a 6.30am start to get the store ready and prepare orders, among other duties. "I've got to have the shop ready to open by 8 o'clock and I've never been late," he says with deserved pride.

During the day he's responsible for deliveries, orders and carting groceries to cars and generally helping where needed.

His work started with a casual conversation. "Dick Lewis (grocery department manager) saw me at the Bottom (Bowmans) Hotel and asked if I wanted a week's work. I had my own little gardening business at the time but I said I'd do it. After a month, manager Bill Salt offered me a permanent job and that was it. "It was a long week...it turned into 33 years but I don't find it a chore coming to work. I love doing it and wouldn't have done it for so long if I didn't enjoy it. I love dealing with the customers. I've known them all my life and you do what you can to help. If you go to some elderly lady's house and they want the light globe changed; it takes two seconds and they really appreciate it."

Kevin leaves with no regrets and on a high note with his work in the team being recognised with a state award. His proudest moment came just this year when the supermarket team won the Victorian Supa IGA country service award. "That meant a lot," he said.

"The Co's a fantastic place to work and I'll miss it, but I'll be back in as a customer," he said. "It's got everything I want here and you come in here and you're treated like a person; everyone knows you. The Co doesn't owe me anything but I owe it a lot," he said. "The staff are absolutely fantastic."

Apart from returning to his old work haunt for shopping duties, and saying hello to old mates, Kevin plans to keep busy with three grandchildren living locally...and spend more time fishing.

HOME TIMBER & HARDWARE



POPPING UP AGAIN

The Co-op's pop-up shop is returning to give shoppers fresh ideas and a new location for their local leisure and Christmas shopping. Outdoor Living and Giftware first opened in October last year and proved to be popular with shoppers. Established in the former fish and chip shop in the Johnstone Court complex, the shop added some spice to the High Street streetscape.

Demand was strong enough for the Co-op to return again this year to display a new range of outdoor furniture and Christmas gift ideas from 15th September.

Gary Blain from HOME Hardware says the store is a good way to better display outdoor furniture, leisure goods, and Christmas gift ideas. "We have a lot of outdoor furniture on display in the HOME Hardware store but some is on the mezzanine area and isn't easily accessible."

The store also features giftware from the IGA supermarket. It is expected to remain open until mid-January. Members shopping in the pop up shop during September will get double members' rewards points.

GAS REBATES AVAILABLE

Not only can the Co-op help you with your natural gas appliances, it can also help you to access rebates available to get some cash back on your appliance purchases.

With Terang's long-awaited natural gas connection deferred to November, now is the right time to see the friendly staff at the HOME Hardware store for new water heating, gas heating and cooking appliances.

While the gas will be great, the rebates will make it even better. Discuss with our staff how much you can save simply by bringing the forms to us. The Co-op staff can complete all the paperwork and arrange for the rebates to be placed straight into your bank account.

The rebates apply to most appliances that will need to be upgraded.

There are a lot of popular products on the market as we move into this new era. These include gas log fire heating and instantaneous hot water heating. Some of the popular products include Cannon, Archer and Rinnai log fires, while Rheem and Rinnai are favourites among hot water brands.

HOME Hardware has available a full range of cooking appliances, including stoves, cooktops and range hoods, in all the well-known brands including Westinghouse, Chef, Euro and Emilia.



FILLING THE SUMMER FEED GAP

It is time to plan for the summer feed gap and the Co-op's CRT store has available a new range of spring sowing options. Stephen Pasture Seeds has some new offers that will provide quality feed through summer and into winter.

Winfred Forage Brassica is suited to climates prone to dry periods and can be sown from spring through to autumn. They are early maturing and have a high leaf to stem ratio for excellent utilisation rates.

Hunter Forage Brassica is good for when a feed supply is required quickly. Grazing can be expected 6-8 weeks from sowing and it is ideal for a summer break crop in a pasture renovation program.

The SPS Winfred 'n' Millet summer forage blend offers high quality summer and autumn feed with multiple grazings and excellent regrowth capabilities.

Cropmark Marco turnips are also ideal for filling the summer feed gap, with high dry matter yields, early maturation and they are highly palatable.

To find out about our competitive prices, talk to Trevor, Jon or Paddy in our CRT team or call them on 5592 1555.

NPE FREE

The CRT Rural Store now has NPE free teat dips available. Nonylphenol Ethoxylates (NPEs) are industrial grade surfactants commonly used in teat dip formulations. However, NPEs are linked to issues such as biodegradation and aquatic toxicity. They are also rough on skin.

China has placed a ban on NPEs in imported milk so any processor that exports, or plans to do so, must go NPE free to be able to continue exporting to China. The United States Environmental Protection Agency is also reviewing NPEs and may restrict their use.

Therefore, Australian dairy farmers supplying processors in the export market will need to ensure they are using NPE-free teats. The Co-op now has in store Dasco NPE-free teats at very competitive prices.

FOR HUNGRY DOGS

Dogs with big appetites – and don't they all? – will woof down the latest CRT Rural Store special. A box of 12 Stuzzy Dog Feed cans is now available for \$15.95. The 700 gram dog tucker comes in lamb, chicken and other varieties to keep your pooch happy.

FOR STRONG CALVES

The Co-op's CRT Rural Store is now stocking the MaxCare range of milk replacement products. MaxCare calf milk replacer products have been developed specifically for the Australian dairy industry, using the highest quality ingredients. By value-adding and nurturing growth, MaxCare CMR products foster a healthy Australian dairy industry.

Good calf nutrition builds a strong foundation for healthy growth and development for your individual animals, your herd and our industry. Scientifically formulated using quality ingredients, the MaxCare range ensures optimum health and nutrition for calves. All MaxCare products provide high nutritional specifications and consistent quality in an easy to mix powdered formula.

There are three levels of MaxCare CMR to suit various needs and budgets – Ultimate, Premium and Essential.



TERANG CO-OP DAIRY SERVICES

OPENING UP FOR DAIRY FARMERS

Times are tough for local dairy farmers, but on 12th October they can enjoy a free feed, win prizes and find a few bargains when the Co-op's Dairy Services holds its first open day.

The Dairy Services branch manager Peter Clark said the open day was designed to create more awareness about what the Dairy Services team does and to give farmers a chance to check out the services and enjoy a social day out.

Peter says the open day isn't just for dairy farmers. "People visiting will be surprised by how much we do; it's a lot more than just milking machines," he said. "It's not only dairies; the team also does sheet metal work, augers, feed systems and steel fabrication."

The day is being strongly supported by suppliers. Exhibits will include GEA, WestfaliaSurge, Milfos, Houle, Grundfos, Reid Stock Feeds, Northern Feed Systems, Stephen Pasture Seeds,

Zoetis and Philmac. Some of the displays are coming directly from the Elmore Field Days.

There will also be good prizes for all those attending. Some of the prizes include a pellet feeder; skirted hay ring; electric can cooler; and, shed tests. There will also be a silent auction for a household pump and pellet feeder, along with giveaways and specials.

Peter said that while dairy farmers were struggling with the milk price cut, it was important that they continue to maintain their systems in good working order. And while things are tight, there's hope on the horizon.

Remember to put dairy in your diary for 12th October and come to 147 Peterborough Road to enjoy a day out. The open day starts at 10am and there will be a free sausage sizzle.

TERANG CO-OP DAIRY SERVICES

Exhibitions Include:

- GEA, Milfos, WestfaliaSurge, Houle
- Gallagher
- Grundfos
- Reid Stock Feeds
- Northern Feed Systems
- Stephen Pasture Seeds
- Zoetis
- Philmac



**OPEN
DAY**

SAVE THE DATE
Wednesday 12th October, 2016 at 10am

DISPLAYS

**GREAT
SPECIALS**

**SILENT
AUCTIONS**

**FREE BBQ
LUNCH**

DOOR PRIZES

147 Peterborough Rd, Terang **5592 2322**

tC TERANG
CO-OP
conveniently yours

Charlie's Corner

As you will have read in this edition of the Co-op's Members Newsletter, I am planning to retire early next year, at the end of February.

It's nice to go out on a high note with the Co-op in good shape, though I have to admit the trading conditions are probably the toughest I've seen in more than four decades. The impact of the dairy price drop has been felt across our region. Of course our dairy farmers are the worst affected and the whole community is doing its best to rally behind them. If the farmers are hurting and have to curtail their spending, there is an obvious flow-on effect across all regions that rely on dairy.

It is pleasing to see that IGA supermarkets have donated \$80,000 to the Rural Financial Counselling Service, which provides valuable support to farmers during these difficult times. Being in the heart of dairy farming country, the Terang

Co-op appreciates this gesture. The money was raised through the IGA Community Chest,

Like our farmers, the Co-op is adopting a conservative approach to ride through this crisis. This is going to be a year of consolidation with no plans for major developments. We will continue to focus on delivering service and value to all our members.

I am away on leave at the moment and will be back later in October. In the meantime, do not hesitate to contact Damien Ryan, the Co-op's Finance & Business Manager, who is standing in as General Manager in my absence.



STEPPING UP TO DAILY CHALLENGES

Anna Zambito likes a challenge, whether it be stepping into the Co-op's administration, including assisting with human resources and marketing, or maintaining a personal blog every day of the year.

At the start of 2016, Anna decided to write a daily blog on free word press and with less than three months to go she's on target to achieve her goal. "I like to challenge myself to do things," she said. "I started on 1st January and haven't missed a day."

Anna's blog is on "a little bit of everything", including her former work in administration for a domestic violence and sexual assault crisis centre in Mildura. Anna has always had a passion for writing and has dabbled in writing poetry, short stories and books. The blockbuster is coming. After the 366 blogs project Anna has committed to, she hopes to focus on that blockbuster.

Anna moved to Mortlake for a change of scenery and for the benefit of her mother's health. Anna was pleased to find a challenging new role at the Co-op. Her work includes generally assisting in administration; preparing flyers, brochures and advertisements; helping with accounts and marketing; and, maintaining employee records. "I love the work because it has a little bit of everything," she said. "It's a good work environment and everyone gets along."

Being in Mortlake allows Anna to enjoy another passion – trips to the beach. "I love the beach and often go to Childers Cove or the Warrnambool breakwater. We had the river in Mildura but it's not the same as the beach. From Mildura to the beach was a long way."



TOP 10 REASONS TO PROVIDE THE CO-OP WITH YOUR EMAIL ADDRESS

1. You'll find out about stuff earlier.
2. It's free.
3. If you move, change jobs or go on holidays we can stay in touch easier.
4. It will help you keep track of invoices, statements and other correspondence.
5. We will not sell your details or email.
6. We won't spam you - you can unsubscribe at any time.
7. It's easy.
8. All your friends are doing it.
9. We will save on postage, paper and time.
10. You would be helping the Co-op that helps the community.

Seriously, call Gayle, Anna or any of the Admin team at the Co-op to provide your email address details and you could be in the running to win 5,000 bonus member reward points.

All members that provide, or have already provided, an email address for Co-op mail, will be eligible for the weekly prize of 5,000 points every week starting next month through to Christmas. Weekly winners will be advised by... email.



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