



# Terang & District Co-operative Limited

Established in 1908



**TERANG CO-OP  
DAIRY SERVICES**



conveniently yours

## NEW CEO APPOINTED

Kevin Ford, who has a wealth of experience with co-operatives, has been appointed as the Co-op's new CEO. He comes with extensive retail knowledge and a proven track record with Co-op's and an understanding of their importance to local communities. He is currently the CEO of the Mt Barker Co-op in WA and will make the move across the country with his wife Glenice to commence his position on 27th March 2017.

Terang Co-op Board Chairman Brendan Kenna said it had been a big challenge to find a replacement for such an iconic leader as Charlie Duynhoven.

"The Board undertook a rigorous process, with considerable interest from a large field of quality candidates. We are delighted to appoint someone with extensive retail knowledge and proven track record with Co-ops and an understanding of their importance to local communities," he added.

Kevin was previously general manager of a building, development and property investment company in Australia and group manager of a national retail chain, divisional manager of a national co-operative retail chain and general manager of tourist attraction in New Zealand.

Kevin has had experience in different co-operative structures, including eight years with an owner-operated co-op in New Zealand and more recently the retail co-op at Mt Barker.

He said he was looking forward to a new challenge in Terang while enjoying the similarities.

"The Co-operatives are very similar; the only significant difference is Mt Barker's fuel business," he said.

"After five years in Mt Barker it's time for a new challenge and moving to the east coast will also bring us closer to family in New Zealand."

He sees a bright future and a lot of opportunities for the Terang Co-op.



## Christmas Wishes

*The board, management and staff of the Co-op would like to wish  
all our members a Merry Christmas and a happy and safe New Year.*

*We hope everyone has a great festive season and we look forward to a great 2017.*

30-38 High Street, Terang VIC 3264

T: (03) 5592 1555 F: (03) 5592 1456 E: [info@terangcoop.com.au](mailto:info@terangcoop.com.au) W: [www.terangcoop.com.au](http://www.terangcoop.com.au)



# STEADY PLANS IN TOUGH TIMES

The Co-op's new chairman Brendan 'Titch' Kenna is looking to show a steady hand during the tough economic climate.

"Trading is, as everyone knows, very challenging at the moment so we're looking to take a steady-as-it-goes approach," he said.

"We need to wait until things are a bit brighter on the rural scene."

Like many analysts, Brendan sees a light at the end of the tunnel after the milk price crash earlier this year.

"Things are looking a bit brighter and the turn-around doesn't seem that far away," he said.

"In New Zealand they're looking at \$5.70 kg/MS and if we could get that here it would be a fantastic cash injection into our economy."

Brendan realises the local community's reliance on the farming community.

"In our area, if dairying isn't doing so well the town is going to suffer," he said.

"What happened to dairy farmers this year is very far-reaching but we all know what the challenges are and so we will take a steady approach while the industry recovers and while the new CEO settles in."

Brendan joined the Co-op board in 2012, following in the footsteps of his father Laurie Kenna who was one of the Co-op's longest serving Board members, serving for about 40 years, including 1973 to 1981 as chairman.

The family connection goes back to Brendan's great uncle Martin Brennan who was one of the main movers in establishing the Co-op and was the inaugural chairman, a position he held from 1908 to 1948.

Brendan replaces Nigel Bruckner as chairman.



## THE WINNERS OF 5,000 POINTS ARE....

In our September newsletter we offered all members the chance to win 5,000 bonus member reward points. All members that provide, or have already provided, an email address for Co-op mail, are eligible for a weekly prize of 5,000 points.

Winners of the 5,000 points so far include, St. Thomas primary School in Terang, Michael & Lorraine Meade, Glen

Craven & Erin Taylor and Luke Fitzpatrick of Aquila Farms. Other winners declined to be published.

This promotion is extended until the end of the Co-ops financial year in February 2017. So, if you have not already done so, please advise your email details to Gayle Haworth in our administration office.

## YOU CAN JOIN THE TERANG CO-OP CHRISTMAS CLUB TOO!

Members of the Terang Co-op Christmas Club are cashed up and have their Christmas spending covered. Members use the Christmas Club for a variety of reasons. Apart from the obvious finances needed for gift giving, members use the Christmas Club to save money for catering and party expenses over the Christmas and New Year period.

Whether you are a Co-op member, employee, customer or none of the above, you are eligible to join our Christmas Club. The only requirement is that you adhere to a few simple terms and conditions. Please contact Gayle Haworth in the Co-op administration for more details.





# PART OF THE CORNERSTONE

The Co-op's newest Board member Geoff Barby is enjoying being part of the "cornerstone" of Terang.

A Terang resident since 1987 and a member of the Co-op for the same period, Geoff has just completed 37 years of working for the SEC and Powercor, including the past nine years in corporate risk management.

"I've always been interested in the Co-op as a business but until now I've never had the time to dedicate to being a Board member," he said.

"With my recent departure from Powercor, the opportunity came up for me to throw my hat in the ring."

Geoff also undertakes volunteer work with the Terang and Mortlake Health Service (TMHS) and the L2P learner driver program. He has been on the TMHS Board of Management for around seven years and was on the Terang College School Council for 21 years, along with various other roles around the town.

"My work took me away from Terang quite a bit, so it's great to reintegrate myself back into the town," he said.

He describes the Co-op as "a cornerstone of Terang" and says it is a privilege to be involved at a Board level.

"The meetings are really engaging and we have a very action-oriented Board," he said.

Apart from finding a suitable replacement for outgoing CEO Charlie Duynhoven, Geoff says the Board will focus on strategy and where it hopes the Co-op will be in the next 10 years and how it's going to get there.

"We have members and customers; not just customers, and realising the benefits of membership from both the business and member perspective is critical," he said.

Geoff is particularly impressed by the Co-op's role in the local community.

"I like how the Co always gives a kid a go," he said. "Three of our four children have worked at the Co."

"Everything the Co-op does supports the town, whether it is through direct sponsorship or goods in kind."

"It's all about supporting Terang and working with the people of Terang to make their lives better."

Geoff replaces Wayne Johnstone on the Board.



## AN AMERICAN PERSPECTIVE

Americans are known for doing things big...and General Manager Charlie Duynhoven has seen first-hand how big can be better in some U.S. hardware stores.

Charlie recently took part in a 10-day study tour of hardware and timber (or lumber as they call it) stores in the USA and Canada.

The tour was organised by the HOME Timber and Hardware group.

This was the first time the Co-op qualified to be part of the study tour, which follows a surge in sales with the addition of the Camperdown HOME Hardware business.

Charlie has returned with several ideas, particularly about how the Co-op's HOME stores can mount innovative and eye-catching displays.

"We visited a variety of stores, some were big in lumber, some just concentrated on tools," Charlie said.

"The displays in some of the stores were magnificent, particularly with how they presented doors and windows,

where people can roll out different options to inspect."

Some of the outlets impressed with their sheer scale, with timber as far as the eye can see and even full house facades inside the stores.

Charlie added that some stores had innovative ordering systems. "One place had a board with samples and an order form; you just had to fill in the form and drive around the back and pick up your item."

About 70 people took part in the tour which happens every second year. The study tour visited San Francisco, Chicago and Toronto.





## CHRISTMAS SHOPPING MADE EASY

Christmas might be the busiest time of year for many people, but there are ways to ease your burden.

This year Terang Co-op customers can avoid the mad Christmas rush by using the Co-op's online grocery shopping service.

The new online and app services were introduced this year and have already proven to be a convenient and popular service.

Shoppers can 'click and collect' their order within in two hours, or have their items home delivered.

Co-op staff will put together your orders, a perfect time-saver for those not wanting to search the aisles to find items.

The pre-booked orders can have another side-benefit with staff sometimes choosing different brands to those customers normally take, adding a bit of variety to your shopping cart (although specific brands can, of course, be requested).

The IGA Price Match promise applies to online purchases and shoppers also enjoy access to weekly specials.

Making it even better, until December 31 it won't cost a thing for the Co-op 'picking' service and even home deliveries within the town boundaries are free.

There will be a small surcharge for deliveries out of town.

There is a minimum \$30 order for home deliveries.

The online shopping can be found at [www.terangcoop.com.au](http://www.terangcoop.com.au).

## IGA Christmas & New Year Trading Hours

Sat 24th Dec open 8.30am – 6pm  
Sun 25th & Mon 26th Dec CLOSED  
Tues 27th Dec open 8.30am – 6pm  
Wed 28th – Fri 30th Dec open 8am – 7pm  
Sat 31st Dec open 8.30am – 6pm  
Sun 1st Jan CLOSED  
Mon 2nd Jan open 8.30am – 6pm  
Tues 3rd Jan open 8am – 7pm

## BEHIND THE WHEEL

The Co-op has a new – albeit familiar – face behind the wheel of the home delivery service.

Paul Hay has taken on the delivery role, replacing Kevin Noonan who had been doing the driving duties for several years before his recent retirement.

While new to this role, Paul is a 27-year veteran at the Co-op and a familiar face in the Supa IGA store. Most recently Paul has been managing the freezer section.

The home delivery service is available to all customers, including those who order online or over the phone



## KIM JOINS THE FAMILY

Family means a lot to Kim Sheen and since joining the Co-op's Super IGA team Kim feels like she's inherited a new family.

Kim started her new role on October 31, moving from Warrnambool to be closer to her mother in Camperdown.

"I'm 27 but I'm still mum's girl," Kim said. "I saw the job advertised and I thought I'd apply and was lucky enough to be selected."

Kim plans to relocate to live in Camperdown but says the closer connection to her mother is only one of the benefits of working in Terang.

"I've worked in a supermarket in Warrnambool for the past five years and the first thing I noticed when I moved here was how much friendlier everyone is in Terang; both the staff and the customers," she said.

"It's a much easier pace and very enjoyable."

Kim is mainly working on the cash registers and is enjoying getting to know more of the locals.

"I'd just like to thank everyone for this opportunity," she said. "I feel like I've been included into the Co-op family."





## EXTRA HOURS

Summer is the time for getting out in the garden and fixing all those odd jobs you've set aside over winter. To help, the Terang HOME Hardware and Timber store has extended hours on Saturdays - 8.30am to 2.30pm for the duration of daylight savings.

## POP IN FOR A CHRISTMAS BARGAIN

With the Co-op's pop up shop, there's no need to go out of town for your Christmas shopping this year with a wide range of gifts available for the whole family.

The store has expanded this year. The main business is again in the former fish and chip shop in the Johnstone's Court complex, but displays have also been included in two nearby vacant shops.

This is the second year that the Co-op has hosted the Outdoor Living and Giftware business to the main street.

The store is open from 10-4 weekdays and 9-12 Saturdays, but longer hours are expected in the weeks leading up to Christmas.

There is a wide variety of items on display, from little knick-knacks and novelties to outdoor furniture settings and BBQs.



## CHANGES IN CAMPERDOWN

Over the summer the timber yard at Camperdown HOME Hardware will benefit from an overhaul in terms of storage of inventory. New facilities are to be installed to store timber and cement sheeting.

Store manager, Mick Savory, is looking forward to extensive new racking being installed. He said, "We expect the full installation to be completed by the end of February 2017. There will be racking installed to house timber lines and cement sheet lines."

In particular, Mick is keen to have the new racking to improve customer service to a new level. "The new racks will allow us to fulfill order collections and deliveries in a more efficient manner compared to what we do now," Mick said. "Not only will we be able to assist customers more efficiently, we will be able to stock greater quantities and a wider range of lines in our timber yard."

The Camperdown HOME Hardware store also has a new face. Mal Mackay recently started in the store after moving from Warrnambool to Camperdown. Mal has spent most of 2016 in the Terang HOME Hardware store after many years at Pontings in Warrnambool. The move between stores made sense for Mal with his family now making Camperdown their new home. Mick said, "Mal is an experienced operator and I am sure he will fit in to the team well and help us serve our Camperdown customers better and better".

## BUSINESS AS USUAL

It's business as usual at the Terang and Camperdown HOME Timber and Hardware stores, despite impending changes in chain ownership.

Mitre 10's owner Metcash has announced it will buy the HOME chain from Woolworths for \$165 million, creating a new 1800-store business.

There are 43 company-owned HOME stores and 363 independent stores that carry its brand.

Most of Metcash's 400 Mitre 10 stores are independently owned.

It is expected that HOME and Mitre 10 will be retained as separate brands.

The Australian Competition and Consumer Commission has approved the merger.

Co-op manager Charlie Duynhoven said at this stage there would be no changes to the name or services.

"Customers can be assured that the same quality services and products will continue to be provided from our HOME stores," he said.

## CHRISTMAS & NEW YEAR TRADING HOURS TERANG

Sat 24th Dec open 8.30am – 2.30pm

Sun 25th – Tues 27th Dec CLOSED

Wed 28th – Fri 30th Dec open 7.30am – 5.30pm

Sat 31st Dec open 8.30am – 2.30pm

Sun 1st Jan CLOSED

Mon 2nd Jan CLOSED

Tues 3rd Jan open 7.30am – 5.30pm

## CAMPERDOWN

Sat 24th Dec open 9am – 1pm

Sun 25th – Tues 27th Dec CLOSED

Wed 28th – Fri 30th Dec open 8.30am – 5pm

Sat 31st Dec open 9am – 1pm

Sun 1st Jan CLOSED

Mon 2nd Jan CLOSED

Tues 3rd – Fri 6th Jan open 8.30am – 5pm

Sat 7th Jan open 9am – 1pm

Sun 8th Jan CLOSED

Mon 9th Jan open 7.30am – 5pm





## RURAL STORE CHRISTMAS & NEW YEAR TRADING HOURS

Sat 24th Dec open 9am – 12pm

Sun 25th – Tues 27th Dec CLOSED

Wed 28th – Fri 30th Dec open 8am – 5pm

Sat 31st Dec open 9am – 12pm

Sun 1st & Mon 2nd Jan CLOSED

Tues 3rd Jan open 8am – 5pm

## AWARD CHANCES

The Co-op's CRT Rural Store is in the running for two major awards. The store is one of six finalists – and the only one from Victoria – for the CRT National Community Member of the Year award.

It is also one of six finalists for the prestigious Store of the Year title for the Victoria-Tasmania region.

The award is based on produce and range, innovation, interaction with suppliers and customers, and the general operation of the business.

Co-op manager Charlie Duynhoven said that to reach the finalist stage was impressive.

"We're a relatively small store and to be chosen as a finalist from the hundreds of stores is a credit to our staff and the high quality service and products that they provide to the local rural community," Charlie said.

CRT is Australia's largest group of independent rural retailers with more than 300 stores servicing all major sectors of the rural industry.

The winners will be announced at the CRT rural annual conference in Melbourne on February 8, 2017.



## Charlie's Corner

After 43 years it's going to be tough to say goodbye to the Co-op.

Not many people get to work in a place they enjoy for so long and get to retire on good terms. It has been a privilege working at the Co-op, and at the end of February when I leave for the last time, I can look back with a lot of pride and many fond memories.

I'd always planned to retire at 60 and even though it will be a bit emotional, I know the time is right. I feel good about it and know things will be left in good hands with our excellent board, management team and staff to keep the Co-op moving ahead.

Looking back I can still remember my start at the Co-op.

My first job had been at the former transistor factory in Terang. I had also worked on a dairy farm for a year and with my father as an apiarist before the Co-op.

Les Fagan was leaving as a salesman in the furniture department and laying floor coverings and awnings. I applied and got the job. That was when Harry Brum was manager and Russell Reeves was furniture department manager.

When things got quiet in the furniture department I did relief work in the timber yard and produce section where I had to go in the truck to Timboon to pick up timber and do deliveries.

I was storeman for the supermarket for three years and managed the hardware department for 10 years before being promoted to supermarket manager. I held that job for

three years before becoming the general manager in 1999.

As you can see I've been through a few different work areas and I enjoyed them all.

Becoming manager was not necessarily something I aspired to, but I'm very pleased the Board put its trust in me.

I'd like to think that decision has turned out all right. To see the Co-op grow has been very rewarding. The growth since 1999 has been massive and we've achieved a lot as a team and I think we work well together and with the community.

I still like the philosophy of the Co-op. It's well supported and owned by the local community.

The Co-op is still the most important business in town, just like it was when I started.

We employ 128 staff, including full-time, part-time and casuals. How many kids have had their first jobs at the Co-op and learnt from being here? We're the major sponsors for nearly every club in the area.

Without the Co-op Terang wouldn't be the same.

I plan to move to Melbourne after retiring but Terang and the Co-op will always have a special place in my heart.

In my last Charlie's Corner, I'd like to sign out by saying thanks to the managers and staff, board and the community for your support over the years.





# TERANG CO-OP DAIRY SERVICES

## INTEREST IN DAIRY

On October 12 the Co-op's Dairy Services team held its first open day, giving local farmers an insight to what the team can offer.

Dairy Services Manager Peter Clark said the day was a success, despite the inclement weather.

"We had a lot of interest in all exhibitors' lines," he said.

Suppliers - GEA, Milfos, Houle, WestfaliaSurge, Grundfos, Zoetis, Philmac, Reid Stock Feeds, Stephen Pasture Seeds and Northern Feed Systems mounted exhibitions on the day.

There was also a lot of interest in the Co-op's own line of

fabricated products, ranging from hay rings to feed systems.

Peter said the open day had created more awareness about what the team does, and while dairy farmers were the main target audience there was interest from others in the community.

The team does much more than milking machines and dairies, and can also handle general sheet metal work, augers, feed systems and steel fabrication.



## JEREMY REVIVES FARM CONNECTION

The Co-op's new dairy technician Jeremy Chard is enjoying being back in a farming environment.

Jeremy has joined the Dairy Services Team at the Peterborough Road site and will be working on milking machines, stall gates and anything that's needed around the dairy.

Originally from New Zealand, Jeremy has been working on windows and doors for the past six months but has a significant connection to dairy farming.

In New Zealand he managed dairy farms until he was about 23 before moving to Australia and working on the Gold Coast.

He resumed his connection with the industry by working on milking machines for about 18 months before moving to his latest job in Warrnambool, where he lives with his partner and two children.

"It's good to get back to fitting and the milk machine side of things," Jeremy said.

"My father started working on a dairy farm when he was 14 and went on to own a farm. I grew up on the home farm and loved it, especially the open air," he said.

"Most farmers are down-to-earth people and it's good to have a chat to them."



## DAIRY GRANTS AVAILABLE

It has been a tough year for our dairy farmers but recent price rises and an improvement in the global market has seen some confidence returning to the industry.

Farmers can also access the Victorian Government's Dairy Development Grants program as part of the Government's assistance package aimed at supporting the industry.

Rural Finance is the delivery agent for the program in Victoria on behalf of the state government.

From \$1,000 up to \$5,000 per dairy farm applicant, is available for on-farm infrastructure improvements that assist business rebuilding, restructure and production efficiencies.

The grants are available on a dollar for dollar basis to match relevant spending by eligible applicants.

The Co-op's Dairy Services team can help you to access the grants which can lead to on-farm efficiencies and improvements.

## CHRISTMAS & NEW YEAR TRADING HOURS

Sat 24th – Tues 27th Dec CLOSED

Wed 28th – Fri 30th Dec open 8am – 4.30pm

Sat 31st - Mon 2nd Jan CLOSED

Tues 3rd Jan open 8am – 4.30pm

Technicians on call 24/7, phone 5592 2322







## STUDENTS MAKE TIMBER FUNCTIONAL

Recycled pellets from the HOME Timber and Hardware store are giving inspiration to woodwork students at Terang College.

The students have been converting the pellets into all sorts of different artistic woodcraft pieces, including this wine rack.

Some of the items were on display at the Co-op's stand at the annual Noorat Show.



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T: (03) 5592 1555  
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info@terangcoop.com.au

## IN THE COMMUNITY

The Co-op is a big supporter of community events in Terang and continues to get involved.

As has been the norm for many years, the Co-op had an exhibit at the Noorat Show and with perfect weather it turned out to be one of the best shows yet.

We also contributed to the Terang 'Christmas Under the Stars' promotion in November and are one of the major sponsors of the annual Terang Traders Gala night, held on Thursday 22nd December.

## HOW THE CO-OP SLASHED ITS ELECTRICITY BILL

Christmas has come early at the Terang Co-op with recent savings on its electricity bills. Members are also set to benefit in 2017 from a new partnership with experienced energy consultant, Stephen Ferguson of Energy Genie consultants, who has already slashed the electricity costs of the Terang Co-op's IGA Supermarket.

The Co-op approached Energy Genie who did an obligation free appraisal of the SUPA IGA electricity bill to identify any potential avenues for saving money, followed by a network tariff analysis to measure and implement the savings.

The result was an extraordinary saving of around \$25,000 over the last year and now the Co-op wants to share this wealth of knowledge with its members.

"We have been so impressed with Stephen's level of service and his knowledge of the industry that we have partnered with his company to provide a members-only Terang Co-op / Energy Genie electricity web portal, coming in the New Year," says General Manager of Terang Co-Op, Charlie Duynhoven. "Members can access specially negotiated electricity offers and special service rates for energy consulting."

Energy Genie was originally recommended to Charlie by south west Victoria business operator Mark Gervis of Southern Ocean Mariculture whilst Charlie was attending a regional executive forum. Southern Ocean Mariculture has been a customer of Energy Genie since 2008, and has been very happy with the benefits of their comprehensive energy consulting services. Energy Genie has consistently procured suitable contracts for Southern Ocean Mariculture while providing ongoing monitoring services, keeping their electricity costs low in the face of industry changes that affect the price of energy.

Energy Genie did an obligation free appraisal of the Co-op's supermarket electricity bill. "Stephen found that our rates were a touch on the high side but it was not worth breaking our existing contract for," said Charlie. "However, we were paying

a premium fee to our existing energy consultant for their energy services, yet they had failed to identify that we could make huge savings on our electricity bill through a network tariff analysis."

The Co-op engaged Energy Genie to do this network tariff analysis, and as a result, identified a tariff that was more suitable and cost-effective for the Co-op's energy needs. This resulted in immediate savings of around \$25,000 over 12 months. Energy Genie implemented this network tariff change on the Co-op's behalf, creating an end to end solution by saving the Co-op board the stress of trying to make the change themselves.

As part of Energy Genie's service, Stephen also identified that the bill could be further reduced if electricity prices dipped, so he kept track of prices on behalf of the Co-op as part of his ongoing energy management and monitoring services. After several months, he helped the Co-op secure a contract with lower rates that would automatically begin as soon as the current contract expired. This provided the Co-op with long term stability for the cost of electricity bills.

The Co-op continues to use Energy Genie as a consulting service. Energy Genie's most recent involvement was to assist the Co-op during the assessment process of investigating the viability of installing energy saving light globes.

Now the Co-op board wants all members to benefit from Energy Genie's consultation services. Plans are being implemented to establish a Terang Co-op / Energy Genie electricity web portal during 2017. Such a portal will allow Co-op members to log in and review specially negotiated electricity offers and special service rates for energy consulting. Offers will range from single residence electricity offers to offers for heavy users of electricity in the business sector. There will be an update in the next newsletter. The Co-op will make an announcement when the portal is released!