

Terang & District Co-operative Limited

Established in 1908



conveniently yours



BEST OF THE BEST

Terang has known about it for a long time – now the rest of Victoria knows about the friendly customer service at the Terang and District Co-operative IGA supermarket. The team has celebrated a much-deserved state-wide Retail Excellence Award for outstanding customer service, leading 114 Supa IGA supermarkets in Victoria for the title. The award was presented by IGA identity Shane Jacobson to general manager Charlie Duynhoven and register area manager Janine Grinter on April 30 at the Melbourne Town Hall. The team is now in the running for the national title which will be announced in July.

From helping people take groceries to their cars to personally showing customers where to find items, the Co-op team has always prided itself on providing a traditional country service and getting to know all the regulars. Janine said providing friendly and helpful service wasn't hard work. "It's just who we are," she said. "We look out for everyone; that's how we work. If we haven't seen someone for a few days we start asking to check on them."

Janine said "the little things" add up to good service. "We greet our customers by their first name," she said. "We ask how their families are going and make them feel welcome. Melbourne people wouldn't understand what it's like; you're not just a number when you come to the Co-op. If someone asks for bread we don't just say it's in aisle five, we walk and show them."

Charlie said he was proud of the team and that the Co-op would continue to build on more than a century of good customer service. "We carry groceries out to the car which not many stores do, deliver for free within the town boundary, take phone orders and we make sure we show people where to find things," Mr Duynhoven said.

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



HEART AND SOUL

Eight years on the Terang Co-op Board have proven to Wayne Johnstone the importance of the Co-op in the local community. Wayne hadn't really considered becoming a Board member but when asked he agreed to give it a shot. He's pleased he took up the offer. "You get dobbed into these jobs but you realise after getting your teeth into it that it's a worthwhile exercise," he said. "You get to realise how important the Co-op is to the community. It is the backbone of the whole community; the heart and soul of Terang."

This was Wayne's first experience as a Board member and he says it was a valuable learning curve. "It was challenging and good for my development," he said. "I think I've learned a lot and achieved a bit in my time but now it's time to move aside and let someone else put their stamp on how the Co-op is structured."

Wayne was chairman for two years during which time the Co-op set up its dairy services team and invested in the Camperdown HOME Hardware store. "Overseeing that expansion was an exciting period," he said.

The other retiring director, Linda Kenna, has offered herself for re-election. The new Board directors will be announced at the annual general meeting on June 29.



Charlie's Corner

Good customer service is a natural requirement for a truly successful co-operative. At the Co-op we pride ourselves on providing traditional friendly service. We get to know our regulars and do what we can to make them feel like they're at home. We think the little things are important, like taking groceries to cars if needed and finding things in store.

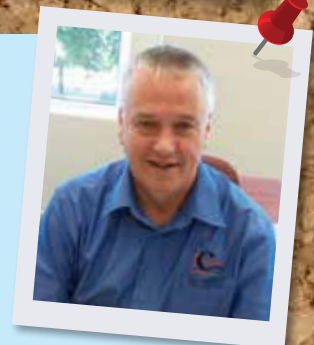
The supermarket team's win in the recent IGA awards is testimony to this success. Everyone who contributed to the result should feel very proud of their efforts. While we like to stick to traditional values when it comes to keeping customers happy, we also look to the future and how we can do more to improve the shopping experience.

In the next week or so we will be unveiling our new online grocery store. Of course, this will never replace the real thing for most people but we believe having this service available will be a big help. We live in a busy world and people are

looking for ways to ease pressure on their time. If people for whatever reason can't get in the store to do their shopping, we will be able to do it for them. We are moving with the times but not losing sight of our successful roots.

Also coming up is the Co-op's annual general meeting on Wednesday June 29. All members are encouraged to attend to find out how the Co-op and its businesses are going and to ask any questions they may have. It is a perfect time for members to interact with the Board and management.

The AGM will be held at 11am in the Co-op boardroom and morning tea will be offered. Copies of the annual report will be available.



MEMBERS ARE WINNERS!

Members were winners across the store during our special Members Week promotion on April 11-15. They were able to score specials across all departments, win daily and weekly prizes and take advantage of double points on all purchases. The Members Week promotion was introduced in 2013 and continues to be a popular annual event designed to thank members for their loyalty.

The daily winners in HOME hardware were Sue Johnson, Megan James, Mark Smith, Jock Bellman, Allan Driscoll and the major prize was won by Helen James.

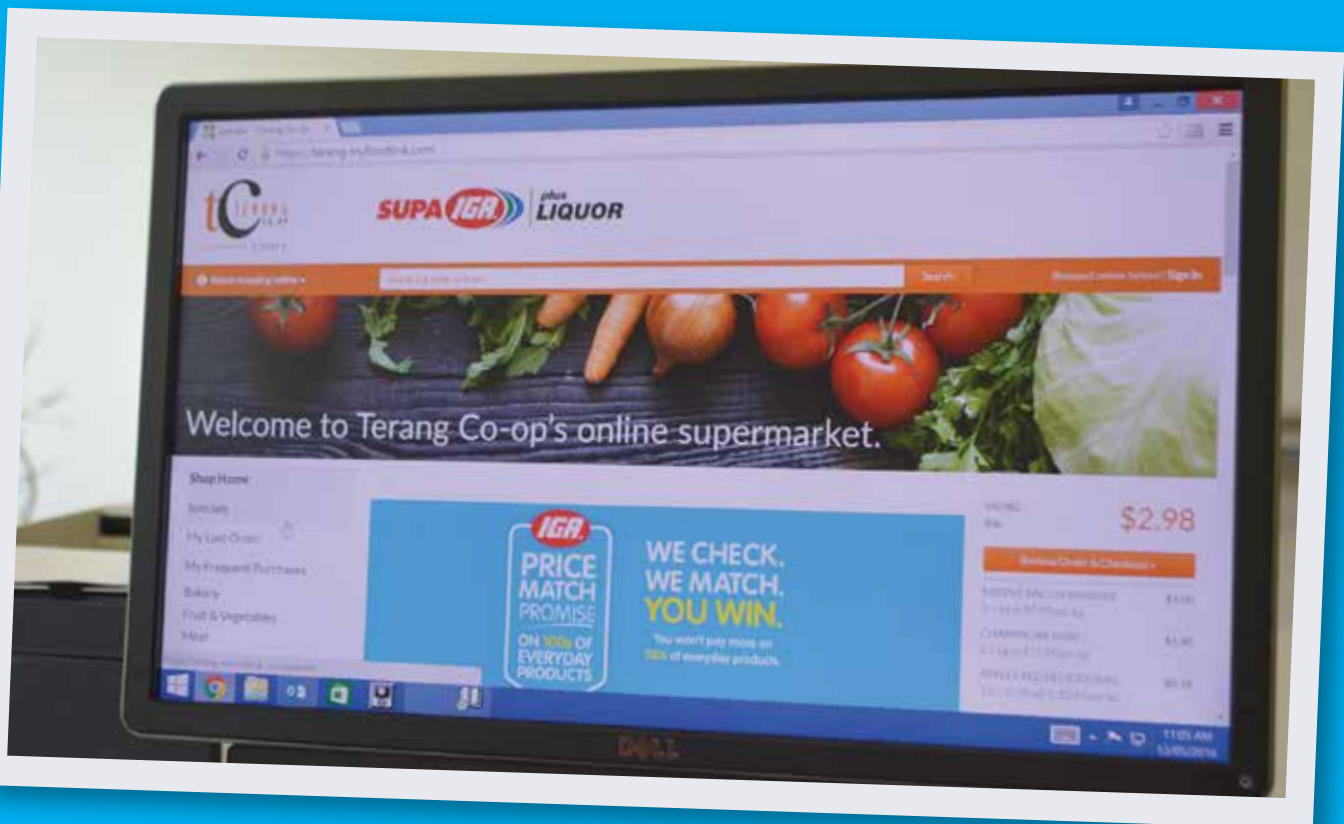
Daily winners in Supa IGA were Karen Duffus, Maureen McKenzie, Tanya McDonald, Sue Meade, Val Wilson and the major prize was won by Joanne and Eddie Arundell.

Daily winners at Camperdown HOME hardware were Irwin Lowe, Geoff Gaut, Gary Fryers, Murray Lucas, Ray Place and the major prize was won by Jamie Horan.

The prize for the lucky 'new' member was won by David Maloney who received a gold membership for one year at Terang Fitness & Wellbeing Centre.



ONLINE AND AT YOUR FINGERTIPS



Shopping is set to get even easier at the Co-op's Supa IGA supermarket. Soon customers will be able to shop with the click of a button through the new Co-op Online Supermarket. General manager Charlie Duynhoven says the new online store will be a convenient additional service for customers. "This way people can make their orders online at their convenience and then either collect their items in store or have them home delivered," he said. "We will put together the order for customers so they don't have to worry about finding things. It will be ideal for anyone who is time poor or not able to get into the store for any reason."

The online shopping service is going through an extensive testing regime to ensure it is ready for easy use. The IGA Price Match promise applies to the online format. The prices are the same as if you were in the store. Online shoppers will still enjoy access to specials and the wide range of goods will be updated every week. The grocery parcels can be collected in store and the Co-op will offer free delivery within the Terang town boundaries.

There will be a small 'picking' fee applied to the online shopping option to cover the cost of staff finding items. Picking and delivery fees will be waived by the Co-op for the rest of 2016 to encourage members to try the service.

Charlie said the new service marked a significant evolution for the Co-op. "We understand that people want convenience and many look online for the best shopping options. We have to keep up with the times and make sure we're providing the most convenient and modern shopping experience for customers," Charlie said. "At the same time we're still maintaining our traditional in-store personal service."

A new mobile phone App is also being developed for android and Apple devices and people without internet access can still place phone orders.

The online grocery store will be launched on 1st July and can be found at www.terangcoop.com.au

TOM'S FRESH CHOICE



Tom Pender is enjoying his new opportunity to work close to home in a field he enjoys.

Tom has joined the Co-op Supa IGA Supermarket team assisting in the fruit and vegetable section.

For the past four years Tom has worked in a Timboon supermarket but the opportunity to work closer to home in Terang and to specialise in fruit and vegetables prompted his recent move. "I have a passion for fresh produce so it was good to have this opportunity," Tom said. "That was the best part of the job in Timboon so it's nice to do it full-time here."

Tom has done several jobs over time, including panel beating and working for Curdies Minerals, but enjoys working in the supermarket field. It's also good to be working in Terang. "It's a nice place with friendly people," he said.

Tom believes the success of the Co-op's fruit and vegetable department is two-fold. "You need to have good, fresh produce and you need to have friendly and helpful service," he said. "I think we have both."

WIN A FRIDGE

If you like Jim Beam we're sure you'd love to keep your favourite drink cool in a Jim Beam fridge. Check the Supa IGA liquor department for your chance to win your own special Jim Beam mini fridge. All you have to do is purchase Jim Beam items worth more than \$20 and you can go directly into the competition.



TERANG FOREVER

A mix-up over names back in 2000 has had a lasting impact for Janine Grinter. At the time Janine was a customer at Terang Co-op and little did she know that when she heard her first name being called it would open the door to a successful career.

Janine said, "I was here shopping one day and I heard Karen Hay say 'Janine to the register area'. I didn't even know Karen at that stage but I told her that I thought she was talking to me." Karen was actually calling Janine Templeton but the mix-up started the ball rolling and soon led to Janine joining the Supa IGA supermarket. Janine added, "A few days later I had a phone call from Charlie Duynhoven asking if I was interested in work. Charlie had no idea I had been register area manager at Franklins in Warrnambool so it all worked out well."

Born and raised in Warrnambool, Janine started her working career at Safeway and Franklins before moving to Terang nearly 30 years ago when she married Steve Grinter. For the first two years she travelled back to Warrnambool for work before leaving her job to raise their children Benjamin and Aimee. She is now firmly entrenched in the town and in the job she loves as the Co-op's supermarket register area manager. "I'd never shift back to Warrnambool," she said. "Terang is such a cruisy, calm place to live compared to Warrnambool."

Janine started in a casual role at the Co-op, initially job sharing before taking on a full-time permanent role. With her vivacious manner, Janine quickly became a popular part of the Terang community and the Co-op family. She says it is the great team around her and the customer contact that makes the job so enjoyable.

Janine is turning 50 next year but there's no mid-life crisis on the horizon and she has no hesitation in saying "I'll be here until I retire. I still love the work," she said. "The kids that we hired 17 years ago are now parents themselves so we get to see their children grow up."

Janine's daily routine starts with making sure all the register areas are clean and operational. She also does the rosters, trains new staff and is part of the weekend management



team.

The register area team is responsible for stocking the drink fridges and lolly stands. In addition to making sure things run smoothly, her main role throughout the day is to "make sure the customers are happy".

Janine enjoys passing on skills to new staff. "The first thing they have to learn is how to communicate with customers," she said. "A lot of our customers are elderly so they have to speak louder than they would normally. It's also important that they make eye contact. I've got a great team to work with," Janine said. She added, "We've got amazing morale here. That's one of the things customers comment on; it's fun to shop at the Co."

That happy attitude was reflected in the team's recent win in the IGA customer service awards, but even when things are tough, the team plays an important role. "Things are a bit sad with the milk prices at the moment," Janine said. "We just have to lend an ear if someone wants to talk about it."

Janine has had her share of interesting incidents during her time at the Co-op, including saving a man's life in 2009. The man had collapsed with a massive heart attack. "I worked on him and got him back until the ambulance officers arrived and took over," she said. He was revived and lived for several years thanks to Janine's intervention. Janine's efforts were formally recognised by Ambulance Victoria with a Bystander Commendation and nomination for a prestigious Community Hero Award.



READY FOR GAS

NEW RANGE

A new range of houseware items is now on display in the HOME Hardware store, including quality Wiltshire and Stanley Rogers products such as chopping boards, knives, cutlery sets, glasses, stone quartz pans, meat thermometers and pizza stones.

The store also has a full range of Sunbeam products in store and all the baking essentials you could ever need.



The Co-op is ready and willing to go when Terang's gas connections come on line. The first household and business connections were expected to be made in April but have been delayed due to infrastructure issues.

The Co-op is a preferred supplier and will play a central role in helping people to easily make the conversion to natural gas products. Bruce le Cerf has been employed to run the program and says it will be of great benefit to the town when it happens.

The Co-op now has natural gas appliances in stock at the HOME Hardware department along with kits for conversions. Expression of interest forms are available so local residents and businesses can move over to natural gas as soon as the system is ready. "We can assist people who have LP gas to convert to natural gas, whether it's for hot water, heating, cook tops, ovens or other white goods and appliances," Bruce said.

GATEWAY TO SUCCESS

Norton Gates are known as one of the best brands on the market and the Co-op's CRT store has recently introduced the brand. CRT Rural Store manager Trevor Dowd said there had been a lot of local demand for Norton Gates and the Australian-made products are now in stock and available for installation.

The gates come in a range of sizes to suit a variety of stock handling and farm situations. The heavy duty gates are manufactured at Hastings in Victoria.





SORTING OUT PESTS

A dry summer and early autumn followed by a rush of rain has made it difficult for local farmers but the conditions have been a perfect breeding ground for pests. There are worrying predictions that pests such as weeds, snails, slugs and red-legged earth mites could cause havoc on local pastures over winter if conditions are wet as forecast.

The Co-op advocates that money spent on protecting pastures is money well spent, even in tough economic times. The CRT Rural Store has a full range of Metarex all-weather slug and snail bait that provides fast, consistent control even under wet and difficult conditions. The bait offers flexible application and leads to better plant establishment. We can offer supplies ranging from 10kg bags to 150kg drums and even 400kg packages. The store has a variety of products on display.

BE READY FOR THE WET

It's time to get prepared for the winter chills and to help out the Co-op's CRT Rural Store is offering 10 per cent off all Dry Flex products, including parkas, pants, vests and overalls. This discount applies until the end of July 2016. Dry Flex makes some of the most popular products in the market.

MYSTERY FIELD DAYS

CRT Rural Store manager Trevor Dowd is set to experience the Southern Hemisphere's largest agricultural event from the inside. The 2016 New Zealand National Agricultural Fieldays will be held 15 to 18 June at Mystery Creek Events Centre, Hamilton and will follow the theme Collaborate to Accelerate Innovation.

Thousands of people will descend on the 114-hectare site to see displays from the latest innovators in agriculture. Trevor has been invited to the field days as a guest of Gallagher and he hopes the trip will have positive spin-offs for local customers. "We will see what is new and what potentially we can bring into the Co-op's CRT," Trevor said. Trevor will also get to tour the Gallagher factory to see the company's latest products.

Trevor is not a first timer at the Mystery Creek field days. "I was there with Gallagher, as an employee of theirs, more than 10 years ago," he said. "It is a mammoth event and is known to be the biggest agricultural expo in the southern hemisphere. It will be interesting to see how it has grown and changed and what sort of things we could benefit from."

The Co-op is a proud stocker of Gallagher products. The product range is extensive and includes everything from electric gates and gate hardware, to portable and permanent fencing solutions, fence tools and accessories, weighing and electronic identification products, wireless water monitoring solutions, stock prods, power products, and much more.

LEPTO VACCINES AVAILABLE

Leptospirosis is an important public health and animal health issue. It is an infectious disease of cattle, other livestock and humans. The disease can infect family members, employees or anyone coming into contact with infected cattle. The productivity and reproductive performance of the herd can also be significantly reduced if infected with leptospirosis.

Leptospirosis, or Lepto as it is commonly known, is a bacterial infection that can affect both animals and humans. It colonises in the kidney and genital tract and can be shed into the urine for more than 12 months. It may affect cattle of all ages but clinical signs are usually only seen in pregnant or lactating cows. Most cattle show no obvious signs of infection but may be shedding the bacteria. Infection has been reported to cause abortion, usually from four months gestation to term, and the birth of weak or stillborn calves. Sudden milk drop and fever, infertility and mastitis are also clinical signs of infection. A flaccid udder with all four quarters affected may occur.

Humans can contract leptospirosis from specific host animals. In people, the disease causes a "flu-like" illness that ranges from mild to severe. Dairy farmers, beef producers, abattoir workers, meat inspectors, relief milkers, veterinarians, artificial inseminators, herd testers, stock agents, stock transporters and visitors to farms have all been diagnosed with leptospirosis.

Zoetis recommends the use of Ultravac 7in1 or Leptoshield. These products are registered in Australia for the prevention of renal colonisation and urinary shedding in uninfected animals. This means that following vaccination, animals which then come into natural contact with the organisms will not only resist infection but will also not excrete the organisms in their urine. Ultravac 7in1 also provides protection against the five main clostridial diseases: black disease, blackleg, pulpy kidney, malignant oedema and tetanus.

Ultravac 7in1 and Leptoshield are the only vaccines with an early calf vaccination program that is recommended from four weeks of age, although it may be more practical to begin vaccination at 6 weeks of age to avoid the use of three doses. This enables greater flexibility of calf vaccination and ensures protection against disease from the earliest possible age. It is important to have calves fully vaccinated before they are challenged. This will reduce the chance of cattle and human infection.

The Co-op's CRT Rural Store has the products available for sale.

Dairy Services

IN FOR THE LONG HAUL

The Terang district has flourished on the back of the successful local dairy industry and ebbed and flowed as farmers experience the highs and lows of an often volatile market. This year, following significant milk price cuts by major suppliers, our dairy farmers are doing it tough.

When dairy farmers do it tough, there's a flow-on impact across the whole region. There is widespread concern and anger amongst our farmers about the impact of the retrospective, late-season cuts which come on top of a difficult summer and autumn. However, dairy farmers are famous for their resilience and many are saying they are still in it for the long haul, even though the current situation is bleak.

The Co-op's Dairy Services team was established in 2008 as an additional service to members and to service the region's premier industry. Even in this difficult time, or especially in this difficult time, the team is continuing to provide a full range of services.

Dairy Services manager Peter Clark says the milk price cut is a constant talking point that has left many farmers in a difficult position. "Most are saying every dollar is going to count this year but it's not totally negative," Peter said. "People are saying they'll put off some things but others are looking at innovative ways to save money."

Peter said farmers should aim to continue essential infrastructure maintenance. "It's important that you still change your liners when they're due, still shed test to make sure everything is operating properly and make sure the herd is well cared for," he said. "If you don't do these things it can lead to mastitis and other issues."

Ensuring the dairy shed and herds remained in good shape was an investment for the future when things pick up. "Farmers will want to look after herd health and keep milk quality up to avoid dropping out of premium milk levels," he said. "It's preventative maintenance; if you don't do it now it will probably cost more in the long run."

While some are cutting back, other farmers are looking to invest in new gear that will have long-term cost savings. "We've spoken to our disc mill suppliers and they've had more enquiries since the price announcement," Peter said. "Farmers are saying they are in it for the long haul and things are bad but we've got to keep going. Instead of buying pellets they

are looking to put in mills and buying whole grain and milling it themselves and cost cuts that way."

The Co-op's Dairy Services team offers the i-Care system that allows farmers to spread their expenses for shed tests, maintenance and rubber replacements over a full 12 months in quarterly payments. "That might help some farmers' budgets and allow them to continue to do the necessary work but spread the costs over the full 12 months," Peter said. "We are happy to talk to farmers to discuss how we can help."

The Dairy Services team will "have a crack at anything", Peter said, and this isn't limited to dairy farms. The range of services includes: dairy construction; maintenance and upgrades; shed testing to ensure the dairy is operating at optimum level and to identify if different things need upgrading; sheet metal fabrication; steel fabrication; feed systems; hydraulic hose repair; water pumps sales, installation and repair; pellet feeders and troughs.

"Outside of dairy we do a lot of different jobs including sheet metal fabrication for the sides of sheep races and work on welding on cattle yards," Peter said. "We have pumps, from solar to submersibles, for every type of farm and we just built a tank stand and installed a new feed system."

The Dairy Services division staff have extensive experience in the installation, service and maintenance of most makes and models of dairy equipment. The experienced team includes Australian Milking Machine Testing Association qualified service technicians Gerard Farley, Darryl Giblett and Darren Foley.

Since July 2014 the Dairy Services team has been based at the Terang industrial estate, a move that opened the door for a significant expansion of services, including a new showroom and a broader range of light manufacturing options and an extensive range of spare parts and dairy consumables.

The team undertakes a variety of fabrication and hydraulic hose repairs led by production manager, Scott Phillips. The addition of Wayne Geddes to the team has added experience in general welding with special expertise in feeding systems, yards and backing gates.

The Dairy Services team offers a 24 hour breakdown support to the dairy farming community.



Online shopping launching 1st July

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within two hours.



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in the Terang township.

For more information visit www.terangcoop.com.au

Your weekly grocery shop
has never been simpler.

