

Terang & District Co-operative Limited

Established in 1908



**TERANG CO-OP
DAIRY SERVICES**

Charlie's Last Corner

In the last newsletter I wrote what was going to be my last Charlie's Corner.

At the risk of having more comebacks than John Farnham, a one-month extension to allow for a smooth changeover of management has meant I'm still here for the production of our autumn newsletter.

So I'd like to take this final opportunity to thank everyone for their support over the years.

The Co-op has been part of my life for 43 years and I'm not going to forget the friendships and the good times and tough challenges that were part of this journey.

From the board to the departmental managers through to my hundreds (or probably thousands) of workmates over the decades, I say thank you for making this such a great place to work.

To our customers, shareholders and friends, the Co-op wouldn't be the same without you and Terang wouldn't have such a great community spirit. It's the people that make this town special.

There have been fun times, moments of great pride and also some tough and challenging times, but I look back with a lot of satisfaction at the journey we've taken together.

I'm sure the Co-op is in good hands to continue providing a terrific service to the region.

The Co-op is the cornerstone of Terang and it will remain that way for many decades to come.

Good luck to everyone.



HELP FOR COOINDA ENTERPRISE

A new Terang enterprise has received backing from the Co-op's IGA Community Chest.

The Little Acorn Cafe opened in January in the former child health building at 137 High Street and is proving to be a popular attraction. Cooinda staff and participants are working together in a comfortable contemporary setting at the café and in a new kitchen in Dow Street. Locals are enjoying the great food and coffee and seeing some local produce on offer. The IGA Community Chest and associated programs have raised more than \$80 million for local community groups, not-for-profit organisations, charities and other worthy causes.

Co-op manager Charlie Duynhoven said the new Cooinda enterprise was a fitting community venture for the Co-op to support.

The Co-op recently donated a cheque for \$1,253.27 from the IGA Community Chest to Cooinda CEO Janice Harris.

The money was raised through sales of IGA products. One cent from the sale of every IGA branded product goes into the community chest.



30-38 High Street, Terang VIC 3264

T: (03) 5592 1555 F: (03) 5592 1456 E: info@terangcoop.com.au W: www.terangcoop.com.au

CHANGES AT THE TOP

The handover of SENIOR management of the Co-op will take place at the end of March.

Kevin Ford will take up the role of General Manager on March 27, replacing Charlie Duynhoven who is retiring on March 24 after 43 years, including the past 17 years as General Manager.

Charlie was originally planning to retire at the end of February but has agreed to stay on for another month to allow for a smooth transition.

Since 2012 Kevin has been CEO of the Mt Barker Co-op in Western Australia. Like Terang, the Mt Barker Co-op is in a small town about 50km from a regional centre and includes an IGA supermarket, hardware and rural merchandise, along with a fuel operation.

Kevin's previous experience includes being a general manager of a building, development and property investment company. He has also been a group manager of a national retail chain and the general manager of a tourist attraction in New Zealand.

A START

The Co-op continues to be the Terang region's major employer and, for many, the first chance to become part of the workforce.

As we move into 2017, a new cohort of casual staff members has joined the Co-op, enjoying the experience that local training gives them.

New staff members in the IGA supermarket are Claudia Lee, Grace Moloney, Tess Harris, Dimity Moloney, Brett McMaster, Thomas Henderson, Adam Williams, Dylan Rowe and Connor Barbary. The new casual employees are working a mixture of after-school and weekend shifts.

The CRT Rural Store has also welcomed Katrina Smith and Isaac Fowler as new casual employees.

& A FAREWELL

Recently, Co-op staff had a night out in the Rose Room at the Terang Civic to farewell Charlie Duynhoven just before his retirement.

A few drinks and nibbles were had as staff, present and past, caught up for a yarn and to wish Charlie all the best for the future. A good night was had by all and Charlie was presented with a gift on the night on behalf of Co-op staff.

Earlier in the day, an afternoon tea was conducted in the Rose Room and was open to members, customers and the general public.

The Board, together with past general managers and current store managers, also held a farewell dinner in Charlie's honour.



BACK IN THE WORKFORCE

A part-time job in a local business environment has presented the perfect opportunity for Anthea Blackford to re-join the workforce.

The mother of two young children, Annabelle, 3, and Georgina, 1, lives at Boorcan where her husband Tom manages a beef and sheep farm.

Anthea has recently joined the Co-op where she works two days per week in HR, risk management and other projects to support Manager Charlie Duynhoven and Finance and Business Manager Damien Ryan.

The family moved from Dunkeld to Boorcan two years ago. Anthea originally hails from Hamilton and completed a Bachelor of Commerce from the University of Melbourne before becoming a chartered accountant with a Melbourne-based firm.

She later moved into local government and was manager of finance for the Hepburn Shire.

However, she was keen to resume her career in a business setting.

"The Co-op is perfect for me. It is part-time work which



suits our family, it's a job close to home, and I was keen to stay in a business environment rather than an accounting firm," Anthea said.

The Co-op's environment is also appealing. "It's such a diverse business and that makes it very interesting, and then everyone is so friendly."

FOOTBALL CHAMP NOW PART OF THE COMMUNITY

Regular Co-op customer and former VFL footballer John 'Mopsy' Rantall has found a lot to like about living in south-west Victoria since his return to the area three years ago.

Now based in Noorat, John has reconnected with local football and is keeping active as part of a country community.

Now 73 and still cutting a fit figure, John grew up in Scott's Creek and started his football with Cobden before debuting with South Melbourne (now Sydney Swans) in 1963. After 260 games with the Swans he moved to North Melbourne and was a member of the 1975 premiership team and the 1974 club best and fairest winner. He finished his 18-year, 336-game career with six games at Fitzroy in 1980. At the time he was the Victorian Football League games record holder.

The defender was named in both the Swans and North teams of the century and in 1996 he was inducted into the Australian Football Hall of Fame.

After retiring from football, John moved in 1984 to Queensland and worked as a recreational officer in the alcohol and drug rehabilitation field for 25 years.

He and his wife Deb later moved back to Northern Rivers in New South Wales where John had a small farming business.

However, three years ago life turned full circle when Deb took on the role of CEO at Abbeyfield based in Mortlake, prompting John to finally retire and return to his home area.



After buying some seed for his guinea fowl from Trevor Dowd at the CRT Rural Store, John said he was glad he had returned the area.

"It could be difficult to fit into a new community but everyone has been wonderful in accepting new people," he said.

John is also impressed with the Co-op, where he is a regular customer of the CRT Rural Store, HOME Hardware and the Supa IGA supermarket.

"It's great to have everything so close and everyone is very friendly and they work together to provide what customers need," John said.

"I'm amazed a small town like Terang has banded together like that. You don't see that in too many towns. Having the Co-op is great for the community."

After living interstate where AFL has a lower profile, John has relished being back in an area where football reigns supreme.

Now an AFL commissioner for Western Victoria where he has been on the board for the past year, John says the state of football seems rosy.

"Originally coming from the Hampden League, I thought I'd give something back by becoming a commissioner," he said. "It's been very interesting to see how country football operates."

John is putting his retirement time to good use in the local community and in maintaining his own good health.

MEMBERS' SPECIAL WEEK

Being a member of the Co-op has benefits across the year, but for one week every year your membership is worth even more.

This year our special Members Week promotion will be held on Monday 5th June to Friday 9th June

The annual Members Week promotion rewards members and shareholders for their loyal support and includes specials across all departments, daily and weekly prizes and double points on all purchases made during the week.

The Members Week promotion was introduced in 2013 and it has become a popular annual event.

More details of prizes and discount specials will be available on our Facebook page and in store.

Becoming a member of the Co-op is easy and worth the effort. Every time you shop at one of the Co-op's stores, you will receive member points. For each dollar spent you accrue one point valued at one cent. The points can be redeemed annually at any of the stores.

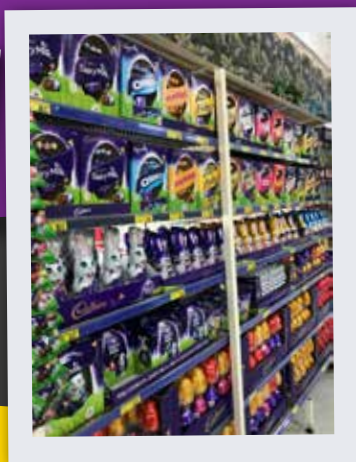
To become a member simply ask in store for a membership form or check out our website www.terangcoop.com.au.

The Terang Co-op is one of the oldest co-operatives still functioning in Australia but is part of the latest social media trends. You can follow us on Facebook and Twitter.



EASTER GOODIES NOW AVAILABLE!

Our IGA store stocks a range of Easter treats from leading brands such as Cadbury and Red Tulip, buy them in store today before they sell out!



Our deli has a range of seafood available for Easter including prawns, salmon, blue grenadier and flake. Come see Lauren to find out more about ordering your Easter feast!

IN THE CELLAR

Terry's Top Tipple

Veras 1866 premium European lager is an imported French beer brewed by one of France's leading breweries. At 4% alcohol it is a delightful, easy drinking beer.

This premium style, full flavoured lager, is now locked down at just \$25 a slab. Hurry in because this deal is only while stocks last!



Wine of the month

Upside Down Sauvignon Blanc

A tasty & refreshing Sauv Blanc from Marlborough

2 for \$20



while stocks last

MENTAL HEALTH SUPPORT

Co-op staff are now better placed to help people in need of mental health support after undertaking a two-day training program.

The Mental Health First Aid program was designed to help senior Co-op staff and managers to recognise the signs that people may be suffering from a mental health problem and to know how to support them to find the help they need.

This could apply to fellow workers, customers or others in the community.

Jill said the program gave staff members the skills to recognise if a person is developing a mental health problem.

The program covered the types of mental health issues that may emerge, including anxiety, depression, psychosis and substance abuse, and potential pathways to support.

Jill said it was pleasing that businesses like the Co-op recognised the importance of doing something at a local level to help people with mental health problems.

"Staff can now apply this knowledge in their local community," she said.





BMX ATTRACTION

Chris Philp's passion for BMX has taken him a long way. It's also given him a few broken bones, but he doesn't mind.

Chris (above right) moved from Queensland to Warrnambool to be close to a good BMX track and to give his children the best chance to succeed in the sport.

Now his move has led him to the Co-op where he has started as a store assistant in the HOME Hardware store.

Chris' children are already doing well in their chosen sport, with daughter Elissa the Victorian champion and sons Jaxon and Ollie among the state's best in their age groups.

At the moment he's travelling every day from Warrnambool, but ultimately Chris would like to live on a sizeable property around Terang and establish his own BMX track.

"Our world revolves around BMX," he said. "I had to learn so I could train them and it was something I enjoyed too."

Chris previously owned a café in Queensland but is enjoying his change of pace in Terang and his people-oriented work with HOME Timber and Hardware.



COUNTRY COMFORT

Ten years ago Dale O'Connor (above left) decided it was time to pack up the family and move to the country for a better life. It's a decision he hasn't regretted.

"We were originally from Melbourne but we didn't want to bring up our children in the city," he said.

His children Kaitlin and Miles are now teenagers and enjoying the country life, just like Dale. "I like fishing and boating and the outdoor life, so it's ideal for me," he said.

Dale has moved to his new role as a HOME Hardware storeman in Terang after previously working as a Windmill Ag motor mechanic and as a driver and in sales with Camperdown Compost.

He has also been doing casual work with the Co-op's dairy services team and in the CRT rural Store.

"It's nice to get a permanent position and I really enjoying working here," he said. "It's a good team to work with."

RACK 'EM UP

New timber and cement sheeting racks at the Camperdown HOME Hardware and Timber store are making products easier to see and buy.

The popular timber yard needed a major revamp.

HOME Timber and Hardware store manager Mick Savory said the new racks were designed to benefit customers.

"It will be easier for customers to see what we have for sale and it will be quicker for them to load and unload," Mick said.

"It's all about the best service for customers."

Mick said the previous pigeon hole racking system was quite dilapidated and not as convenient for customers.

"This new system allows us to carry more stock and keep it in better condition," he said.





FARMERS DAY OUT

30 keen-calf-rearers attended the Calf Rearing Solutions expo on the 2nd March, with the annual event held at the Terang Racecourse this year.

Attendees were treated with goodie bags (valued up to \$80) and a free lunch, while listening to experts provide all the latest innovations in automatic calf feeders. The event was part of a series of calf rearing roadshows run in conjunction with Daviesway/Dasco.

To find out more about your calf rearing needs, speak to Trevor and the team, today.



ONE OF THE BEST

The Co-op's CRT Rural Store has been recognised as one of the top stores in Australia.

The store was one of six finalists for the CRT National Community Member of the Year award and was also in the last six for the Victoria-Tasmania Store of the Year.

The State award recognises the store's produce and range, innovation, interaction with suppliers and customers, and the general operation of the business. The National award recognises community support.

Although the store didn't win either title, Co-op manager Charlie Duynhoven said being named as a finalist twice was a great recognition for a small store.

"It's a credit to our staff and the high quality service and products they provide," 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.



For all your calf rearing needs come see Trevor and the team today

ANIMAL HOUSING

Calf-Tel are the most cost effective housing systems for raising healthy calves.

- Superior airflow & ventilation
- Ultimate sun & UV protection
- Maximum strength & durability
- Unbeatable economy & efficiency



Calf-Tel Deluxe II
• 220cm(L) x 122cm(W) x 136cm(H)



Calf-Tel Multi-Maxi Group House
• 220cm(L) x 273cm(W) x 183cm(H)



Calf-Tel Pen System
• 122cm(L) x 183cm(W) x 114cm(H) or
122cm(L) x 214cm(W) x 114cm(H)

TERANG CO-OP DAIRY SERVICES



GOOD FOR WORKERS AND COWS

Ballangeich dairy farmer Leon Lenssen has seen first-hand in The Netherlands how automatic cup removers can help in a dairy.

Now farming in Australia, Leon is again getting to experience the advantage of automatic cup removers thanks to a new project undertaken by the Co-op Dairy Services team.

Leon is farm manager and share farmer at Riverside One in Ballangeich. The farm milks 550 cows and has a peak of 575 on a second farm which has its own separate dairy.

"We've got the cup removers in the first dairy and we're doing the second at the moment," Leon said.

"They have been very helpful. Previous to that we had nothing; it was just manual removing."

Leon says the farm workers and the cows appreciate the new system.

"It saves time and the cows like it better, too," he said. "The cups come off when the cow has finished so they don't get over-milked. That way it reduces mastitis."

The farm has a mixed herd, about 5 percent Jersey, 35 percent cross breeds and about 60 percent Holstein. The cows have adjusted easily to the new system.

The cup removers have been installed since late last year so the farm has had a good chance to assess how they're going.

"I worked with them in Holland and already knew about them," Leon said. "They are more labour efficient. You can start milking and you don't have to worry about the time to take the cups off."

The milkers don't have to wait and it's better for the cows."

A structural renovation was needed before the cup removers could be installed but Leon said it was worth the effort and the investment. Now he's looking forward to having a similar feature on the second farm.

"We're very happy with the service from the Co-op. They were very good," he said.

TERANG CO-OP DAIRY SERVICES AND SO MUCH MORE

The crew in the Terang Co-op's Dairy Services team are men of many talents. Dealing with dairy equipment is the focus of their work but the team is able to provide a more universal service for needs related to your dairy.

The Co-op's Dairy Services is a GEA dealer and services the GEA range of WestfaliaSurge, Milfos and Houle products across Western Victoria. The team have broad experience in the installation, service and maintenance of most makes and models of dairy equipment. The team can do any job from minor maintenance to major upgrades of existing facilities and are across the technology and programming aspects of modern dairy equipment. There's also an extensive range of spare parts and dairy consumables in-store and on-road in the dairy technicians' service vehicles.

As well as traditional dairy services, the team undertakes a variety of sheet metal fabrication, including flashings, and produce a range of steel fabrication products covering feeding systems, augers, yards, pellet feeders, hay feeders, troughs and backing gates. The team can install roller mills or disc mills depending on the farmer's grain handling

requirements and to help feed the dairy herd in a more effective way. The Co-op's Dairy Services is a dealer for Northern Feed Systems including their Feedmaster range.

The Co-op's Dairy Services team also do welding and hydraulic hose repairs. They can also install and repair farm, household, bore and effluent pumps. The Co-op is a dealer for Grundfos pumps and have a range including submersible and solar pump products.

The Co-op's Dairy Services team is an experienced one managed by Peter Clark and includes Darryl Giblett, Gerard Farley, Jeremy Chard, Scott Phillips and Wayne Geddes. The team offers a 24 hour breakdown service to the dairy farming community. This service is accessed by calling 5592 2322 with service vehicles based in various locations.



COUNTRY FLAVOUR



The Terang Co-op has been a proud supporter of the Terang Country Music Festival since its inception.

The festival's well planned growth has been fantastic to follow and the 2017 event promises to be another ripper. With Becky Cole heading the bill, the festival is tipped to attract a big crowd to match the success of 2016 when Adam Harvey was the featured star.

Also on the program are Greg Champion, Annie Wall, Luke Austen, Fanny Lumsden, Georgia State Line, Tim Farren, Kiara Rodrigues and many more.

The Co-op has again offered support as one of the major sponsors and is encouraging local people to get behind this great event.

The festival will be at the Terang Racecourse on March 17-19.

FITNESS ADVANTAGE *for members*

The Terang Fitness and Wellbeing Centre is the ideal place to get fit and stay fit and Co-op members can catch the fitness bug at a discounted rate.

As the Co-op was the major local sponsor in establishing the centre, members can continue to enjoy a 10 per cent discount on all memberships.

Featuring the best gym in the region and a full program of exercises classes, Terang Fitness and Wellbeing Centre has memberships available from just \$13.50 per week, with no join up fee or contract, and 10 per cent discount for Co-op members.

The gym is now available 5am-10pm seven days a week with member swipe card.

SPORTING BENEFITS

Local people love local football and netball and that's why the Co-op continues to get behind our local teams.

The Co-op has again signed on as major sponsors of the Terang-Mortlake and Kolora-Noorat Football Netball Clubs. Since adding the Camperdown HOME Timber and Hardware store to the stable of businesses, the Co-op has also become a sponsor of the Camperdown Football Netball Club.

Good luck to all teams for 2017!



PACING SUCCESS

The Terang Pacing Cup is one of the region's major sporting successes and the Co-op was again a significant contributor to its success.

Since 2007, the Co-op has been the major sponsor of the race which is one of the biggest races on the harness racing calendar in Victoria.

This year Bannockburn-based Flaming Flutter won the \$30,000 Terang Co-op Pacing Cup from a strong field.

Flaming Flutter is owned by Ron Anderson and Neil Richmond in partnership with Margaret Allen.

Harness Racing Club Racing Manager Diane O'Keeffe said the Co-op's long-running support was an integral part of the race's success.

"It was a tremendous night of racing with an excellent crowd and plenty of activities to keep the children entertained," Diane said.

Photo credit: Stewart Esh, WD News.

