

# Terang & District Co-operative Limited

Established in 1908



conveniently yours



TERANG CO-OP  
DAIRY SERVICES

## SETTLING IN WITH AN EYE ON THE FUTURE

New Co-op chief executive officer, Kevin Ford, is settling into his role with an eye firmly fixed on a bright future for the co-operative. "I'm really impressed with what the Co-op achieves and how it contributes to the community," he said. "It's an integral part of the glue that binds the community together."

Kevin said the generous welcome from staff, board of management and the community had made his transition a smooth one. "It's like starting again," he said. "Everything is new which opens up new challenges that are exciting and even just a bit frightening."

Kevin started on 27th March and sees a lot of similarities with his former position as CEO of the Mt Barker Co-op in Western Australia. "It's a similar job on a different side of Australia. It's in a similar rural area but with a grain and grape growing background rather than dairy," he said. 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 roles include being a: general manager of a building, development and property investment company in Australia; a group manager of a national retail chain; a divisional manager of a national co-operative retail chain; and, general manager of tourist attraction in New Zealand.

He replaces Charlie Duynhoven who retired after 43 years with the Co-op, including 18 as General Manager.

Kevin has moved to Terang with his wife Glenice. "It's a lovely town with a lot going for it," he said. "The town has heaps of potential; just like the Co-op."



He says the Co-op is clearly a well-established and well-run business, but like all success stories it has opportunities for growth and improvement. "We do a good job, but of course we could always do better," he said. "Our main priorities will be looking at the retail offer and how we can present ourselves better to customers and members."

## STATUS QUO ON THE BOARD



The Co-op Board approaches the upcoming 2017 Annual General Meeting with no changes flagged in its composition. No nominations have been received for the available director positions.

Brendan Kenna, Nigel Bruckner and Vicki Whiting have all completed three-year terms and have made themselves available for re-election.

Geoff Barby filled the casual vacancy created by the retirement of Wayne Johnstone last year. He also makes himself available to fill the unexpired two years of the three-year term he has casually filled to date.

Other directors, currently in mid-term, are David Rae, Linda Kenna and Matt Henderson.

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# MEMBERS' Week

**Co-op members continue to reap the benefits of their membership and loyalty. The Terang Co-op is one of the oldest co-operatives still functioning in Australia. The Co-op's commitment to its members is, no doubt, part of the reason for that.**

The 2017 Members Week promotion commenced on 5th June and rewarded members and shareholders for their loyal support with events and specials across all departments, daily and weekly prizes, and double points on all purchases made during the week.

The Members' Week promotion started in 2013 and has become a popular annual event.

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 at any of the stores at any time until they expire.

The expiry date of members' points is at the end of the Co-op's financial year during which you earned the points plus one year's grace. The Co-op's financial year is at the end of February each year. So, for example, points earned on 17th March 2017 will expire on 28th February 2019. Another example, points earned on 25th February 2018 will expire on 28th February 2019.

To become a member simply ask in store for a membership form or contact our administration team on 5592 1555. Alternatively, you could also download a membership application form from the Members tab of our website [www.terangcoop.com.au](http://www.terangcoop.com.au).

Benefits of being a member and shareholder include the following:

- Membership points redeemable at any of our stores
- Being able to acquire shares by accruing 5,000 points instead of paying \$50 cash
- Becoming a voting shareholder once shares are fully paid
- Voting rights at the Annual General Meeting for shareholders
- Shareholders are eligible to nominate persons as members of the Board
- Shareholders are eligible to stand on the Board of Directors
- WFI insurance policy holder premium rebates in the form of points
- Shareholder bonus loyalty points at Board discretion
- Terang Fitness membership discount of 10%
- Quarterly newsletter
- Exclusive member sales, prizes and events
- Members' Week promotion
- Discounts on board room hire
- EmploySure Assist providing free workplace advice on 1300 798 990, quoting "ERA0336" when you call

In addition, and as per the article in this newsletter, the Co-op is currently involved in developing a facility for members to access competitive electricity pricing and energy consulting services.

The Board recently approved a bonus points issue to eligible shareholders equivalent to 10% of shareholding value. These points are to be allocated to members soon.

## THE WINNERS ARE...

**The winners of our major prizes for Members' Week were drawn at the IGA Supermarket on Tuesday 13th June.**

They were as follows:

- Helen Meade - Winner of the a Waeco portable fridge, courtesy of the CRT rural store
- Allan Driscoll - Winner of the outdoor dining setting, courtesy of Terang Home Hardware
- Angela Gee - Winner of the BBQ pack, courtesy of the SUPA IGA supermarket
- Deborah Rock - Winner of the Knack tool box, courtesy of Camperdown Home Hardware
- Jason Black - Winner of the Shed Test/Maintenance Voucher, courtesy of the Co-op's Dairy Services

The above winners also received a gym membership, courtesy of the Terang Co-op and Terang Fitness Centre.

The new member prize, of a gym membership at Terang Fitness Centre, was won by Tess Lamont.



# A SOLID FINANCIAL YEAR

The Co-op has overcome difficult conditions in the region's rural economy, driven significantly by the slump in returns in the dairy farming sector, to post a \$153,786 profit for 2016-17. This is an improvement on the 2015-16 profit result of \$137,224. Revenue was again above the \$23m mark, repeating the feat first achieved last year.

The Co-op's place in the community was strengthened with a further 106 new members joining the Co-op during the 2016-17 financial year.

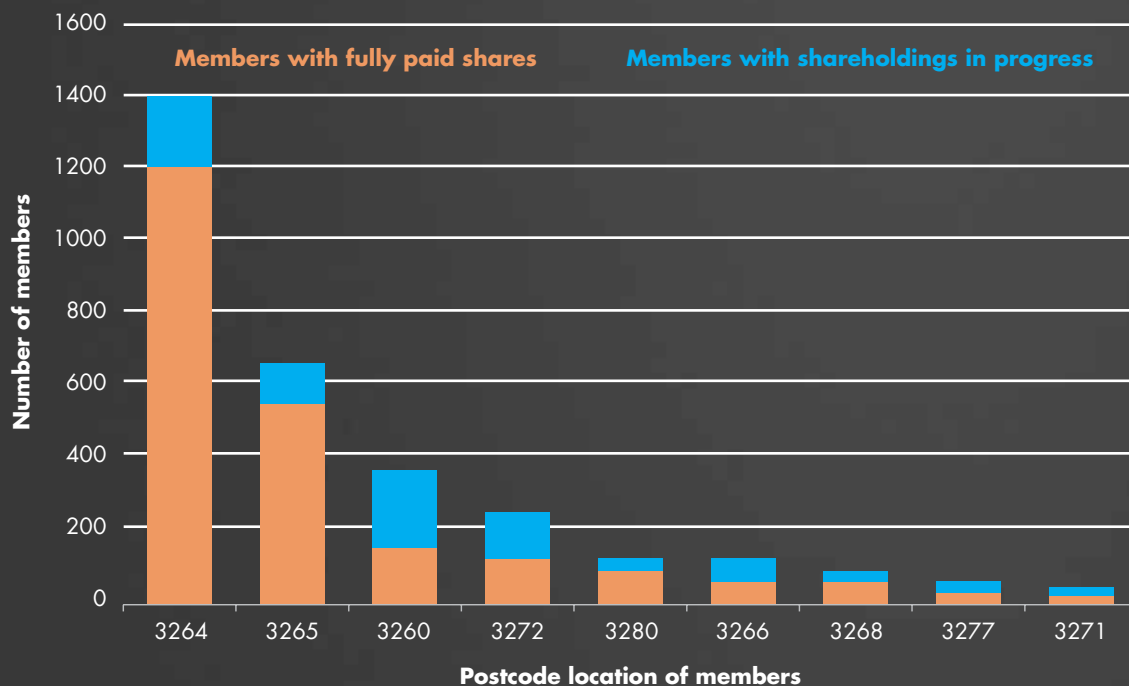
The Co-op had 2,500 members, with fully paid shares, at the end of the year. The membership base is well spread geographically, as illustrated below. Recent membership growth has been relatively strong in Camperdown.

The Co-op's commitment to its members and the local community continues as a key plank of the Co-op's existence.

For the 2016-17 financial year the Co-op contributed \$311,085 back to members and into the local community via rewards, sponsorships, discount benefits and donations.

Over the past decade, the Co-op has pumped \$3m back into its membership and the community.

## MEMBERS & SHAREHOLDERS BY POSTCODE



## *Learn From The Portal*

**The Co-op is giving the next generation of Terang and Camperdown VCAL students a chance to experience life in the workforce.**

The Co-op is now part of the new Structured Workplace Learning (SWL) portal which opens opportunities for local students to undertake work experience across all facets of the business.

South West Local Learning and Employment Network has liaised with the Co-op to centralise all the SWL offerings through the portal. HR coordinator Anthea Blackford said a more coordinated approach was proving to be beneficial. Previously students directly approached store managers but the new system involving the Co-op's HR team enables formal liaison with the school and induction process. This is a great outcome for the Co-op and local students.

VCAL Students are encouraged to discuss the Structured Workplace Learning portal with their careers advisor. The Co-op will list opportunities via this portal as they become available.





# FIDGET FUN

Did you know fidget spinners were invented in the 1990s?

Originally they were marketed as a type of stress-relieving toy, especially for those prone to "fidgeting". Their revival in 2017 has had the emphasis purely on fun.

The IGA Supermarket has been stocking fidget spinners and they've been selling like hot cakes. New stocks are arriving regularly but are selling out almost as quickly as they hit the shelves.

Although the fad is likely to come and go, ask in store about our latest arrivals.



## NEW LOOK WEBSITE

The Co-op has launched its new-look website. While the look is new, the location is still at [www.terangcoop.com.au](http://www.terangcoop.com.au).

The site will be updated regularly and features content regarding the Co-op's stores and its history. The website also contains publications and links to other relevant sites.

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

## COSY UP WITH A WINE

Keep yourself warm this winter with a Shiraz by the fire, courtesy of the liquor department in our IGA store.

Koonara Wines, located at Penola in the renowned Coonawarra wine region, is running a promotion until 10th August 2017. Buy any Koonara wine variety - Shiraz, Cabernet Sauvignon, Moscato or Sauvignon Blanc - from our liquor department and be eligible to win a fire pit. Just fill in an entry form and leave it with our friendly staff.



## CO-OP BOARD ROOM HIRE

Did you know that the board room at the Terang & District Co-op is available for hire?

Charge for hire of the room is \$50.00 for the first hour and \$25.00 per hour thereafter. Community groups receive 100% discount while Terang Co-op members receive 20% discount.

The hire includes use of hot water in the kitchen and toilet facilities. Any other requirements are to be provided by the user or by arrangement. All users will be subject to a cleaning charge if the board room is not left in a satisfactory clean and tidy condition.

To make a booking, please contact Co-op Administration on phone 55921555.

The board room is available for hire at the following times:

- Monday from 8.30am to 8.00pm
- Tuesday from 8.30am to 7.00pm
- Wednesday from 8.30am to 7.00pm
- Thursday from 8.30am to 8.00pm
- Friday from 8.30am to 7.00pm
- Saturday from 8.30am to 6.00pm
- Sunday from 8.30am to 6.00pm
- Public holidays: Not available



# NEW RACKS IN TIMBER YARD

The Camperdown HOME Timber and Hardware store now has an easier way for people to select their timber and cement sheets.

The new display racks put the items in clear view and make it easier to load and unload items. The racks replace a pigeon hole racking system that was in poor condition and not as convenient for customers.

The new system allows the store to carry more stock and keep it in better condition. Both racks have now been completed and are in use.



# The Heat is On

Winter has arrived but the heat is on at the Terang and Camperdown HOME Timber and Hardware stores.

The stores have a wide range of traditional wood heaters, both freestanding and inbuilt and ranging in price from \$1,760 to \$3,250. The stores stock the Jindara range, manufactured at Ararat by AF Gason, a company that also manufacture Eureka heaters and agricultural equipment. Heater models available in the Jindara range include Hamersley, Homestead, Sturt, Tilga and Kimberley.



# HOME FOR EVERYONE

HOME Timber and Hardware might be where the tradies go, but that doesn't mean everyone else can't enjoy the benefits of shopping locally.

The Co-op's stores in Terang and Camperdown have everything needed by the hardcore tradie and the casual home handyman and gardener. Not only do the stores boast a wide range of tools, timber and other building materials, they have a large choice of gifts, heaters, cooking utensils, garden supplies, winter workwear, paint and just about everything else you can think of that could be needed around the home.

For example, the stores stock an impressive range of items that can cook, bake, grill and heat just about anything you can think of.

The in-store displays include frypans, pie warmers, toasters, bread makers, deep fryers, grills, food steamers, food processors, blenders and microwaves.







## EOFY BARGAINS

The end of the financial year is looming and if you need to make some last minute special purchases for your farming enterprise, then the CRT Rural Store will have something that suits your needs.

It is not too late to be thinking about your winter crops and to start planning for your spring plantings. The CRT Rural Store has all the crop varieties you will need for now and into the spring.

The tax concessions currently available mean that normal depreciation rates have been replaced by immediate write offs for eligible taxpayers. This can help your tax bill sooner rather than later.

Check out the rural store for farm equipment that you need now but have been putting off. Ask in store for the special price offer for the range of stock feeders, suitable for both pellets and grain.

## WIN AN APPLE IPAD.....

You can enter the Terang Co-op's Members' iPad competition for July 2017 by using the reverse side of the cover sheet used to address your copy of the Annual Report.

Please complete the details on the entry form and lodge at a Terang Co-op store to be in the draw to win an Apple iPad WiFi 32GB.

Entries may include email addresses already provided to us and will be accepted at any sales register at a Terang Co-op store until the close of business on Monday 31st July 2017.

The winner will be notified by email on Friday 4th August 2017.

## FENCED IN

The Co-op's CRT Rural Store has given farmers an insight into the latest fencing technology, equipment and techniques as part of the 2017 Members' Week promotion.

Waratah Fencing territory sales manager Dale Haywood was a guest during Members' Week and showed interested local farmers and contractors some of the latest items from the company and demonstrated effective fencing techniques.

Waratah is a proud Australian brand that has been around for more than 130 years. Waratah stocks premium quality fencing products from posts and wire to accessories and tools and the range of products is available at the CRT Rural Store.

Those participating in the CRT Members' Week events also got to enjoy a free barbecue.



## RESUMES WANTED

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

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

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

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

# TERANG CO-OP DAIRY SERVICES

## The Co-op's Dairy Services team can do just about everything inside the dairy and out.

The team's trade experts can design and fit-out new dairies from scratch; upgrade existing dairies to improve productivity; carry out repairs to most makes and models of dairy equipment; install and fix feed systems; and, assist with on-farm welding projects. They can also install and repair household, bore and effluent pumps.

While dairy equipment makes up the core of the team's work, they are able to spread their wings into a variety of fabrication projects.

The metal fabrication team makes everything from augers to custom-made gates, yards, races, troughs, feeders and flashings for both sheds and houses. Samples of these light manufacturing options can be seen at the Dairy Services site on Peterborough Road in the Terang Industrial Estate. The Dairy Services showroom in the Terang Industrial Estate also has a range of retail spare parts and dairy consumables for sale.

The team offers 24 hour breakdown support to the dairy farming community on 5592 2322.

## TERANG CO-OP DAIRY SERVICES

- Dairy construction, upgrades, maintenance & repair.
- Supply of dairy consumables including liners, rubberware & filter sleeve/socks.
- Supply, installation & maintenance of vacuum & milk pumps.
- Fixed price shed testing with full report by AMMTA qualified technicians.
- Feed system design, installation & maintenance.
- Augers stocked & also manufactured to your requirements in our workshop.
- Disc & roller mills, silos supply & installation.
- On-site welding repairs & fabrication of yards, backing gates, custom gates, calf sheds etc.
- General fabrication - dairy feed troughs, pellet feeders, feed troughs, silo boots etc.
- Sheetmetal - rainheads, flashing, fence caps, barge capping & bullnose flashing & much more.
- Water pump supply, installation & repair.
- Hydraulic hose repair.

**WestfaliaSurge** |  **MILFOS** | **Houle**

VR4070350

**For all call outs across Western Victoria**

147 Peterborough Rd, Terang  
**5592 2322 (24/7)**



# ENERGY EXPERTS TO HELP CO-OP MEMBERS

**Energy prices are expected to rise steeply in Victoria in 2017, but Terang Co-op members will have access to expert backing to manage the cost pressures.**

As part of a new partnership with Energy Genie, Co-op members will soon be able to access specially negotiated electricity offers.

Many people have heard about the Hazelwood power station's shutdown. But did you know that even several retail suppliers, such as Go Energy and Urth Energy, have also closed down or ceased operations? The terminations could be a result of the wholesale electricity's increased cost being higher than the retail companies can sustain for on-selling.

As a result, residential households and businesses are highly likely to experience significant price hikes. Extremely volatile energy prices are not making the situation any easier. Generation prices can move up or down quickly in a real-time basis. Furthermore, we face the reduction in coal-fired power plants, a rocky path towards the adoption of sustainable clean energy and uncertainty around the cost effectiveness of battery storage. All this, in addition to the mandated transition of small customers in Victoria to "Time Of Use" and "Seasonal Demand" tariffs by December 2020, means that the energy market is becoming much more complex for the average customer.

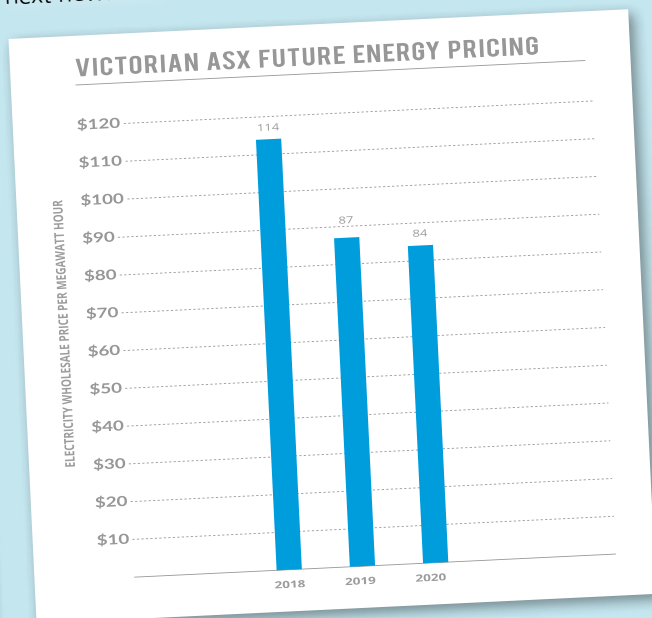
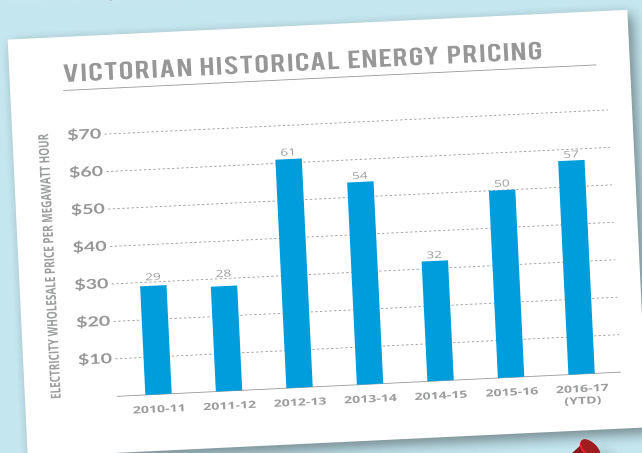
Due to the recent rises in wholesale costs, many larger businesses seeking new contract agreements in the last six months will have already seen massively higher rates; higher than most people have ever seen. Whilst no-one has a crystal ball to accurately predict the market, the forecasts on the ASX predict prices will hit a peak that is more than double that of 2016-17 year to date (as seen from comparing the two charts shown).

Residential properties might not see the big changes as quickly as larger commercial and industrial energy buyers. The latter will see a market movement almost immediately within days or weeks in a contract offer, whereas the smaller users will see the rises, or decreases, delayed by several months.

Energy market volatility might have pushed up the wholesale energy prices; however, there's practical help available for managing the cost pressures. Co-op members will have industry leading expertise on their side through the Terang Co-op / Energy Genie partnership.

Many energy industry consultants attract attention through headlines of immediate savings. At Energy Genie, we prefer to assist you in long-term cost management. We help our clients reduce costs when the prices are down and minimize the increases when the prices have gone up again.

The Terang Co-op / Energy Genie electricity web portal is under construction and the Co-op's new CEO, Kevin Ford, is delighted with the pre-release preview pages so far. Once complete, the portal allows Co-op members to log in and review specially negotiated electricity offers while getting special service rates for energy consulting. Offers will range from single residence electricity deals to agreements for heavy electricity users in the business sector. The Co-op will make an announcement when the portal is released and there will be a new update in the next newsletter.



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## Victorian Historical Energy Pricing

Data sourced from Australian Energy Regulator [www.aer.gov.au](http://www.aer.gov.au)  
Note the increased cost in 2012 and 2013 was the period of the Carbon Scheme which was subsequently repeated July 2014.

## Victorian ASX Future Energy Pricing

Calendar Base Future Prices Mon 22 May 2017.  
Sourced Australian Stock Exchange [www.asxenergy.com.au](http://www.asxenergy.com.au)