

# Terang & District Co-operative Limited

Established in 1908



conveniently yours



## INTRODUCING 360 DAIRY SOLUTIONS

**The Co-op's dairy services business has a new name and a new outlet.**

Now known as 360 Dairy Solutions, the business has expanded with the purchase of the former DTS West business in Warrnambool and will now have bases in both Terang and Warrnambool.

This is the first time the Terang Co-op has expanded into Warrnambool; the only previous Co-op businesses outside Terang have been the Camperdown HOME Hardware store and the former Noorat retail outlet.

Co-op CEO Kevin Ford said the 360 Dairy Solutions name was adopted after extensive internal discussion and investigation. "It was an extensive review process and a real team effort," he said.

"We felt it needed a name of its own," Kevin said. "Dairy Services was the only business operated by the Co-op that had the Terang Co-operative name; all other business arms, HOME Timber and Hardware, CRT and Supa IGA, have stand-alone names."

Kevin said there were a lot of dairy businesses around the world but not many focused on finding solutions to problems for farmers. "We decided we wanted to emphasise the solutions we offer," he said.

Kevin explained that the new name had far-reaching appeal. "The 360 could be used in a number of ways; it can show we provide a complete solution to dairy farmers in what we do, or it could be that we cover the whole region."

"With the acquisition of DTS West there was a need for a new name. We felt there were farmers west of



Warrnambool who might not jump at the Terang Co-op Dairy Services name."

360 Dairy Solutions manager Scott Phillips said DTS (Dairy Technology Services) West was the only other GEA dealer in the region.

"It opens more opportunities for us and gives us a broader base across the region," Scott said.

Graeme Gallagher is based at the 1074A Raglan Parade store and it will be serviced by the existing dairy technicians.

The Terang store, in the town industrial estate, will remain the headquarters and the main site for all fabrication work.

Kevin added that an opportunity to purchase came up when GEA decided to divest its DTS West business.

"It gave us the ability to grow beyond Terang, which is something we will be focussing on for the next few years," he said.

There will be a good range of parts available in the Warrnambool store which is open five days a week.

For support, call Scott and the team on 1300 444 360.

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# NOORAT SHOWS OFF

This year's Noorat Show had everything from snakes and chickens to a 'dirtiest' vehicle competition and wood chopping.

The Co-op's site featured the Terang & Camperdown Hardware offerings and displays from 360 Dairy Solutions. The site had a bit of everything to interest onlookers. A variety of giveaways and promotions were offered on the day, and younger visitors were given free fruit.

The major Hardware prize winner was Shael Downs who took home a three-piece esky set. The outdoor furniture on display looked great on the sunny Show day with plenty of colour. A new range of mini statues, including a cute range of pets, were very popular and are now available from both our HOME Hardware stores.

The 360 Dairy Solutions team also offered up four free shed tests as prizes. Such shed tests help identify issues in dairies that need to be addressed to maintain milking operations at an optimum standard. Will Rundle, Tom Riches, Allison Cook and Con Glennen won the shed tests. There was a lot of interest in the newly launched 360 Dairy Solutions banner of the Co-op's dairy services business.

The Terang Co-op is a proud major sponsor for the Noorat Show.



## Customising Christmas

The Co-op has all your Christmas gift ideas ready to wrap...and you won't have to worry about a thing.

Customised grocery hampers or individualised male and female pamper packs are now available from the IGA Supermarket.

Janine Grinter is in charge of putting together the gift packs.

"You can decide how much you want to spend and we can put together the gift hampers," Janine said.

Each of the grocery gift hampers will have a Christmas theme, including items such as puddings and cakes, small gifts, and special tinsel wrapping.

Janine can also compile pamper packs with hair products, deodorants and other feel-good items for both men and women.

"Christmas is a time to enjoy but it's also a busy time, so if you want some help in creating a gift then we're able to ease your burden," Janine said.

Talk to the IGA staff today about creating your perfect Christmas gift hamper



# CO-OPERATIVES HAVE A BIG ROLE TO PLAY

**The downfall of the Murray Goulburn dairy co-operative over the past few years has put the spotlight on the role of co-operatives.**

One of the interesting aspects of the coverage has been how much farmers appreciated the presence of the co-operative, and their disappointment with what has transpired.

Despite this hiccup, co-operatives continue to play a big role in our society.

Co-operative and mutual enterprises are among the largest and oldest businesses in Australia. There are about 1,700 co-operatives in Australia, mostly small, regionally-based operations.

Internationally, the co-operative movement is estimated to provide employment for more than 100 million people and the history of co-operatives can be traced back to at least the 15th century.

The difference between a co-operative and a private business is that the co-operative is created for the sole benefit of members and the members are its shareholders and owners. Co-ops are also designed around democratic principles.

Terang Co-op CEO Kevin Ford says co-ops are only as good as the approach of the board and

management to run an efficient and relevant business, and they're only effective when the members support them.

"From my perspective, our offer to members and customers needs to be current and relevant across all arms of the business," Kevin said.

"If our offer is current and relevant then we would like to think our members would support us."

That support has been strong around Terang for more than a century and Kevin is confident it will continue into the future.

"We've done it in the past and hopefully we can continue to achieve that," he said.

Kevin added that co-ops are particularly important in regional communities.

"A co-operative structure is almost essential for some regional communities," he said. "Unlike corporations, co-ops feed back into the community and are part of their local community."

"The relevant message for us is to ensure the business is as profitable as we can make it so that those profits can be put back into the community.

Each year the Co-op contributes strongly to the local community and to its members.

During the 2016/17 financial year the Terang Co-op gave back \$311,085 to the community through sponsorships, donations, members rewards points and staff and senior discounts.

"We have to do our bit properly in the first place and make sure we're a profitable business that can give back to the community," Kevin added.

"We're coming out of a tough year but the past few weeks of sunshine have brought a much more positive outlook to the organisation and we hope we can finish the financial year on a strong note."

Kevin said communication and connection with members was vital to the success of a co-op.

"That was one of the prominent themes at the recent Co-ops and Mutual Society national conference in Brisbane," he said.

Bernard Salt was keynote speaker at the conference, touching on his early life growing up around the Terang Co-op where his father Bill was manager.

Being a member of the Terang Co-op leads to a wide range of benefits, including the member's reward points program. See our website at [terangcoop.com.au/members/](http://terangcoop.com.au/members/) for more details.

## 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 2018. All our stores will be closed Christmas Day, Boxing Day and New Years Day. Regular trading hours apply across all other days in the Christmas/New Year period



## YOUFOODZ PROVIDES A FRESH OPTION



Youfoodz promises that you'll never eat frozen food again and the Co-op now has a range of the company's fresh food packs to tempt your taste buds.

Youfoodz offers fresh and ready-to-microwave packs with stacks of varieties.

The Co-op initially stocked 12 different varieties and they proved to be so popular that we ordered in 12 more options.

Melissa Hoey from the Supa IGA Supermarket says the response to the new ready-to-microwave meals has been very positive.

Youfoodz claims it can save people 15 hours a week by making shopping easy and saving on cooking and cleaning times.

They also focus on providing a menu that's designed to make you feel amazing, with wholesome food that's good for the mind, body and soul with flavoursome healthy alternatives.

Youfoodz products are now available in 280 IGA supermarkets around Victoria and usually retail at \$9.95.

Some of the tasty options include teriyaki chicken, sticky teriyaki beef, Hawaiian chicken parma and charcoal pork and rice. In total there are about 40 different varieties and the Co-op will be trialling more lines over summer.

## Denis' Iron Jack Success

Australians have always come together to share stories over a beer and now Denis Lourey has a grill to whip up some food to go with a cool ale.

Denis was our local winning entry in the Iron Jack Velocity Grill competition.

Iron Jack Crisp Australian Lager is a beer inspired by the tales of legendary Australian outdoorsmen, known for their conquests in the wild and spinning a good yarn over a cold beer.

It is produced by the Legendary Brewing Company, a proud part of Lion Brewing. Its beers are a tribute to the stories, myths and legends that are part of our national spirit. Australians have always come together to share stories over a beer; it's what we do and is part of who we are.

Denis is not the only winner through our liquor store. Dianne Meade was the lucky winner of the Southern Comfort Bar Fridge competition and Steve Lamb won the Glenlivet Select Cask competition.



## DAILY DELI MENU

There will be something different in the deli every day with a new range of deli-cooked meals on the menu.

From roast beef to roast chickens, every day will have a different hot meal on display to take home.

Deli Manager, Lauren Benallack, is putting the finishing touches on a weekly menu which will be posted in-store and on our social media. This will help you to plan ahead for your special meal.

The deli-cooked meals are popular with many members of our community appreciating their ease and convenience... and their taste.



## NEW SEASON FRUIT

Summer is here and so are the new season stone fruits. The Supa IGA's fruit and vegie section has a wide selection of tasty stone fruits, including cherries, peaches, nectarines and apricots.



## AT HOME WITH HARDWARE

Lynn Kedwell has had an affinity with hardware since she was a youngster.

Her uncle owned a hardware store and she followed in her father's footsteps in being handy around the house and making or repairing things.

"Dad was pretty handy and people used to say I was just like him," Lynn said.

This skill and her enjoyment of dabbling in fix-it jobs naturally led her to a job in the home hardware industry.

"I do up furniture and do as much as I can do on the maintenance at home," she said. "Doing it yourself is a great way to save money."

For the past 16 years Lynn has worked at her uncle's HOME Hardware store in Nhill, but with its sale to new owners and with her daughters now living at Allansford and Geelong, she's decided to make a new start in Terang.

Lynn took up a role in customer service at the Terang HOME Hardware store in October and is enjoying the new environment.

"The staff are very friendly and it's a nice place to work," she said.

Being owned by a co-operative and having connections with a sister store in Camperdown sets the Co-op's operation on a different field to Nhill, but Lynn says it's basically the same set-up and job.

"It's all about helping people with good customer service," she said.

While helping customers with all their hardware and home needs, Lynn has special responsibility for stocking the department's painting supplies.



### PAINT ON DISPLAY

Painters who prefer Haymes Paints can find all they need in one convenient location at the Camperdown HOME Hardware store

A new Haymes Paint display has been erected in the store, showcasing the new colour range. Come in store and check out the inspiring colours today.

### GAS BOTTLE CHANGE

Swap and go gas bottles have been relocated to the Noorat Road frontage of the HOME Hardware shop in Terang. Previously found in the timber department, the bottles are now in a more prominent and easier to access location. Just ask the staff for help.

### GARDENING GEAR

Everyone enjoys getting out in the summer sun and gardening conditions are looking good with recent rain mixed with a nice burst of warm weather garden growing conditions.

The HOME Hardware store in Terang has a new display of plants and seedlings, packed full of options suitable for local gardens.

There are herbs, veggie, easy colour and flower punnets on show.

As a special bonus, buy six easy colour packs and receive one for free!





## SECOND TIME LUCKY?



For the second year running the Co-op's CRT Rural Store has been selected as one of five finalists – and the only one from Victoria – for the CRT National Community Member of the Year award.

CRT manager Trevor Dowd said three CRT stores from Queensland and one from NSW were also competing for the national title.

"To be named as a finalist two years in a row is pretty impressive," Trevor said.

The other national finalists are new to the award.

A CRT crew spent a day filming around Terang to highlight the contribution made by the CRT and the Co-op in general to the local community. A local dairy farm, the Terang Fitness and Wellbeing Centre, Noorat Primary School and the Country Music Festival were some of the filming locations.

"We put our name in as good community contributors and they obviously thought we were worthy of another tilt at the title," Trevor said.

"The Co-op as a whole is very good to the community, supporting events with sponsorship money or in-kind contributions, not to mention staff who are involved in voluntary roles."

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

The winner will be announced at the CRT rural annual conference in Perth in February 2018.

## Shut The Gate

The CRT Rural store has a new display of Norton Australian-made gates.

There are several options on display, ranging from standard gates to econo and n-stay options.

Norton Gates are available in a wide range of types, lengths and heights to suit a variety of applications. There are also accessories available.

Norton Livestock Handling Solutions is Australia's leading manufacturer and supplier of farm gates, gate hardware, livestock handling equipment and associated rural products into the animal farming sector since 1989.

## NOORAT SAYS THANKS



Noorat Primary School has held a special appreciation day to thank the Co-op and other sponsors for contributing to the school's calf raising project.

The Co-op's CRT Rural Store has provided feed and supplies to help with the project and also connected the students with other rural suppliers.

CRT manager Trevor Dowd said the calf raising initiative was a great project for a small rural school to teach students about the importance of farming.

The calf rearing follows the introduction of chickens last year. Four chickens are now kept in a coop that was based on design ideas submitted by students.

Teacher Andrea McCade said the program was very beneficial. "It's a farming community but many of the children haven't had access to this sort of responsibility in keeping an animal alive."

"Students have been keeping dairies and it has given them a lot of responsibility."

Andrea added support from the community had been "awesome".





# NEW MACHINES MEAN NEW SOLUTIONS

A new lathe and new milling machine have added to the expertise and variety of functions at 360 Dairy Solutions.

Manager Scott Phillips said the new machines allowed the business to supply a range of customised pulleys, shafts and v belts to suit whatever you need.



## Country Living

Paul Cragg might have been a "city boy" but he's enjoying the adjustment to country life.

The most recent addition to the 360 Dairy Solutions team, Paul is now living in Cudgee and building his expertise in the dairy trade and servicing industry.

Paul previously worked for Total Dairy Services for two years before taking up his position in Terang about two months ago.

Before that he was working in Melbourne. "I'm a city boy but I'm a very hands-on type of person," Paul said. "I like to get my hands dirty and have always liked the mechanical side of things."

He enjoys working as a dairy technician and always appreciates a new challenge.

"I enjoy doing this type of work; it stretches your mind and makes you think outside of the square," Paul said.

His work so far has been mostly helping to fix breakdowns and repairs and doing shed tests.

Out of work time, Paul spends a lot of time honing his practical skills at home.

"We've built a house in Cudgee on an acre block," he said. "Most of my spare time goes back into the house, especially getting things ready for Christmas."



1074a Raglan Parade, Warrnambool  
Open Monday to Friday from 9.30am to 3.30pm  
147 Peterborough Road, Terang  
Open Monday to Friday from 8am to 4.30pm

360 Dairy Solutions is the new name in dairy services in Western Victoria. 360 Dairy Solutions, formerly known as Terang Co-op Dairy Services, has taken over the DTS West outlet at 1074A Raglan Parade. The 360 Dairy Solutions team can help reduce the downtime in your dairy and can customise dairy plant to meet your needs.

*With a team of six hands-on staff, call the 360 Dairy Solutions team to get help when you want help:*

- After hours breakdown service • Dairy upgrades • Preventative maintenance programs
- Feed systems • Shed tests • Pumps
- Hydraulic hose repairs • Sheet metal fabrication • Steel fabrication

**360 Dairy Solutions is your local dealer for:**

- GEA Farm Technologies • Northern Feed Systems • Grundfos Pumps



"A wholly owned business of the Terang & District Co-operative Limited, established in 1906"

1300 444 360 | | | | |



# Community Billboard



## Keeping it Country

The Co-op has been a strong supporter of the Terang Country Music Festival since its beginning in more ways than one.

The Co-op has been a regular financial sponsor of the event but current chairman Geoff Barby says the help goes beyond funding.

"The Co-op has been with the music festival since its inception," Geoff said. "It's really good to have such an important business in the town as an important contributor to the country music festival," he said.

Geoff said support from businesses like the Co-op had allowed the festival to grow and attract artists with a national profile, such as former local Adam Harvey and Becca Cole.

In 2018 Troy Kemp, Bennett, Bowtell and Urquhart, Danny Stain and Ted Egan head the line-up.

The Co-op's support hasn't been restricted to providing financial sponsorship.



Geoff recalls one festival where the support of the CRT Rural store was vital.

"About five years ago we were setting up at the racecourse and noticed a big hole in the back fence, which would be no good if people could sneak in," he said.

"We had an emergency trip into the CRT and they had all the gear we needed and plenty of advice so we could fix the hole and sort out the problem."

Geoff got to thank the Co-op during a video prepared for the CRT Rural Store's nomination as CRT National Community Member of the Year.

The next country festival is from 16th to 18th March, 2018.

## POINTS FOR BARGAINS

Co-op members get to grab some Christmas bargains with the use of their membership points.

Now is the ideal time to be spending your accumulated points to make sure you get full value for your membership.

Any points older than 12 months will expire from the end of February, coinciding with the end of the Co-op's financial year. The 12-month expiry system was introduced after more than 200,000 points had been amassed by members, including some that had on hold since the start of the points system.

Members' points are compiled at 1c for every dollar spent in any of the Co-op's stores.

## EASY GIFTS

**Gift vouchers are often the most convenient and best appreciated gifts at Christmas.**

The Co-op has vouchers that will suit anyone! There are specific vouchers available for the Supa IGA plus Liquor and HOME Timber & Hardware stores. You can also purchase Terang Co-op vouchers that entitle the recipient to buy from any of our retail stores. Terang Co-op vouchers are available to purchase from our administration office and HOME stores.



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