

# Terang & District Co-operative Limited

Established in 1908



## EXCEEDING EXPECTATIONS

**Irrewillipe farmers Norman and Kym De La Rue are singing the praises of the 360 Dairy Solutions team after they completed a major new job.**

The job, which also included installation of a calf crush for holding cows for medical treatment and a shed over the top, was well received by the farm owners and far exceeded their expectations.

Kym De La Rue said the updated facilities included full new cattle yards and a calf crush.

"The old facilities were built in 1989 so they had well and truly done their time," she said.



The 360 Dairy Solutions team visited the site and provided a competitive quote for the work.

It was a good working relationship from the start.



"They far exceeded anything we thought was possible," Kym said. "It's incredible. We went in not knowing exactly what we wanted and how we wanted it. When dairy technician Wayne Geddes started drawing it out on the concrete it felt like it would flow and that's exactly what it achieved."

The crush was purchased from another company but was installed by the 360 Dairy Solutions team, led by Wayne and including Will Brumley and Ken White. "They had the hard task of drawing up plans without even seeing what I'd

bought," Kym added.

The new yards are easy to use for the farmers and the cows. "It's so easy and cow friendly as well as owner friendly," Kym said. My cows hate everything, but they love that yard," she joked.

Kym is happy to thoroughly recommend the 360 Dairy Solutions team.

"As soon as we've paid off this and we have some money behind us we're going back to get them to do more renovations," she said.



# CEO INSIGHT CHANGES BRING NEW FOCUS

In a business like the Co-op, change is inevitable.

This time last year I was stepping into the job as CEO, replacing Charlie Duynhoven who had admirably forged a strong reputation in the role for the previous 17 years.

Just as technology develops, trends change and new products come on the market, our workforce is constantly evolving.

In recent times we've seen staff members leave our rural divisions to take up new opportunities. We wish them well and at the same time we look to the future with a new team and a new focus on improving teamwork.

The Co-op has always been about the community and the services we provide as a team to the community. That will not change, irrespective of changes in our workforce.

There has been a lot of discussion in the community about these staff changes but not always with full knowledge of the facts.

If you hear rumours in the community, we'd like to be able to set the record straight. If you have questions, feel free to call me or our finance and business manager

Damien Ryan and we will happily talk through any issues.

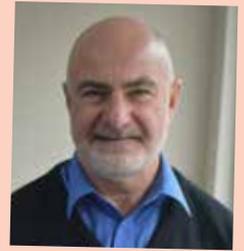
In these latest changes, the staff left of their own accord and we're in the process of replacing them. We're confident existing staff will continue to provide quality services and that our new recruits will admirably fill the vacancies.

The Co-op will be measured by what we do and the service we provide to the community, not by what is said on the rumour mill.

Since the recent fires the Co-op has been helping people in cooperation with community agencies and also behind the scenes.

As I reach my first anniversary as CEO, I continue to be impressed by the Co-op's commitment to the local community and the community's support for their co-operative.

Kevin Ford  
CEO



## All For Members

It's nearly time for Co-op members to enjoy their special week.

Being a member of the Co-op is a good idea all year, but for one week each year membership means even more.

This year our special Members' Week promotion will be held on Monday to Friday June 4-8 leading up to Queen's Birthday weekend and will include specials across all departments, daily and weekly prizes, and double points on all purchases.

It will culminate with a major prize draw on June 8.

Members' Week was introduced in 2013 and it has become a popular annual event as a special way for the Co-op to say thank you for your support and loyalty.

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 - just ask in store for a membership form or sign up on our website [www.terangcoop.com.au](http://www.terangcoop.com.au).

Once you're a member the points start accruing every time you shop at one of the Co-op's stores. For each dollar spent you accrue one point valued at one cent. The points can be redeemed at any of the Co-op's stores.

## TERANG AND DISTRICT FIRE RELIEF APPEAL

Anybody that would like to give money to assist fire victims in the Terang and District area can donate to the Terang Community Fund which is overseen by Terang Resources Inc.

Terang Resources Inc is:

- a registered Deductible Gift Recipient with ABN 46 225 473 241
- a Public Benevolent Institution with charity tax concession status
- a charity registered with the Australian Charities and Not-for-profits Commission.

Donations directly to the fund are tax deductible.

The bank account details to make donations are:

Account name: Terang Community Fund  
Account branch: NAB 083 884  
Account number: 409 011 872

The Terang Co-op is supporting this Appeal and can accept donations by cash or eftpos at any checkout in the Co-op's IGA Supermarket.

# A BUMPY START TO RETIREMENT

**Peter Clark is gradually getting back on his feet after a bumpy start to retirement.**

Peter, 60, left the Co-op after 21 years of service on February 1 but found himself stuck in hospital on the first day of his new life.

"I dislocated my right knee so they had to put in a new joint," Peter said. "I had intended to keep busy and hit the ground running but ended up in hospital instead. I was actually in hospital the day I retired. It wasn't what I had planned."

Peter and his wife Pam's plans to spend a lot of time on golf courses, riding on rail trails along with travelling around Australia have had to temporarily go on hold, but he's on track to recover and set his plans into action.

"We've done a bit of overseas travel, now we've got a caravan and want to see more of Australia as soon as my knee comes good. I also want to play more golf and my aim is to tick off as many rail trails as I can."

Peter also has volunteer work lined up and may also help his son in his fencing business.

Peter started in the Co-op's Home Hardware and Timber in 1997 after moving from Warrnambool where he worked in the hardware field.

"I started when the hardware was in the basement under the main building," he said. "The only daylight you could see was when you looked up the stairs."

Peter thought there was potential to move out of the basement and establish a stand-alone store.

The concept proved to be a huge success. "It was basically my idea to move out of the basement and build a new site," he said.



"We looked at building something where the CRT building is but then got the land across the road. Along with the others involved, that was one of the big things in my time with the Co-op."

"I thought we were potentially missing opportunities being in the basement and now I think it's one of the best hardware stores in a small country town anywhere in Victoria. It's gone ahead in leaps and bounds."

In 2012 Peter moved to manage the new Dairy Services department.

"The move to dairy services was another interesting time," he said. "I'd been in timber and hardware for close to 40 years so it was a great new challenge and an interesting period. It was also a good learning curve when we moved out to the Cobden Road

premises and introduced sheet metal work."

For the first 17 years Peter travelled from his farm at Panmure, but for the past five years he made the daily commute from Warrnambool.

"The travel's not too bad; I could listen to Red Symons on the radio on the way up or take phone calls on blue tooth and for the past few years I've travelled with Scott". Scott Phillips is the current manager of 360 Dairy Solutions.

Peter has left the Co-op with good memories, especially for the people. "The best part was the people you work with and the social interaction with customers. I got to meet a whole new area of people and I always enjoyed helping to solve people's problems."



# COMMUNITY CHEST SUPPORT

## JIM RECONNECTS WITH TERANG



Jim Burns has reconnected with Terang after an absence of more than 30 years.

Jim grew up on a dairy farm at The Sisters and went to school in Terang. He last worked in the town for Billy Goodall, back in the early 1980s, but has returned to take on a full-time position as fruit and vegie assistant in the IGA store.

"Some people still recognise me from the old days and come up and say hello," he added.

"It's good to be back in town; Terang is like a home town so it's nice to come back. I've pretty much come back full circle.

"The Co is well established and a good business to work for," he added.

Jim had moved nearly 20 years ago to Timboon to work as a cheese maker. He met his wife Leonie in Timboon and settled in the town.

He has worked in a variety of engineering and maintenance roles and for the past 10 years worked in warehousing with a gas plant at Port Campbell. "This is similar work, but at the same time different," Jim said.

"I've done different things; we're all capable of learning new skills with good teachers."

After taking a pre-booked holiday to Tasmania, Jim is now settling in to his new position.

"The job at the Co is reasonably local and similar to what I was doing so I can bring a lot of skills to this job," he said. "It's early days but it's good. I've got a great crew to look after me and take me under their wings."

The IGA Community Chest is again helping and supporting the local community.

The chest has donated thousands of dollars to local community groups and services over many years, and is continuing this year with support for Mount View Hostel and Noorat Primary School.

Supa IGA store manager Paul Bailey said the chest was a way for Co-op customers to support local charities and community causes.

The Terang Mortlake Health Service's Mt View residence will receive \$1000 and Noorat Primary School just over \$400.

"When people purchase Community Co products, a proportion is donated to the chest and we donate it to the community," Paul said.

"It's a great system that supports a good local cause. We can split it up and give to whichever community group requires support at the time, and it's always very much appreciated."



## CARPARK SALES

You've heard of garage sales. Well, the Home Timber and Hardware and CRT Rural stores had a carpark clearance sale in early February. The combined sales were a smash success leading up to the end of the Co-op's financial year on February 28, and cleared some room for the introduction of new season stock. Stay tuned for our next carpark sale.

## LOOKING TO THE FUTURE

The Independent Hardware Group's 2018 Expo has provided an opportunity to look into the future.

More than 600 members and 200 suppliers gathered at the exhibition in Adelaide for the hardware, home improvement, building supplies and timber industry. It marked the first true coming together of the Mitre 10 and Home Timber & Hardware businesses since their merger in 2016.

Mitre 10's owner Metcash purchased the Home chain from Woolworths for \$165 million, creating a new 1800-store business.

Store managers Gary Blain and Mick Savory attended the conference, along with CEO Kevin Ford.

Kevin said the focus over the next two years would be on building relationships between the two groups. The Home and Mitre 10 will operate under a dual brand strategy for the next two years, with plans to update more than 40 stores to Mitre 10 Sapphire standards.

Terang and Camperdown have Home branded stores but it is unclear at this stage what changes might happen.

"We hope that the merger results in investment and improvements for our stores and we will be continuing discussions with the group," Kevin said.

Regardless of name changes, Kevin said the local service would remain strong. "No matter what brand name is above the door, the local team makes the difference and will continue to offer the same exceptional service".

## COMBINING ROLES

Joella Hill might be new to the Home Hardware store, but her connection to the Co-op stems back a decade. And if you add her family connections there's more than half a century of experience! For about 10 years Joella has worked doing night fill in the IGA supermarket.

Joella's father Geoff was with the Co-op for nearly 40 years and her uncle Lindsay had a 43-year association.

Joella, 35, started in her new Home Hardware role in February and has been going through a rigorous training program to make sure she's fully equipped to help all customers.

Joella is doing a permanent Saturday shift with Home Hardware, while continuing her role filling the supermarket shelves at night and also pursuing her own business in making travel accessories.

Joella combines her love of art and travel with her accessory business, making and retailing items like travel wallets, eye masks and tote bags.

She has a background in art and design and has a Diploma in Textiles and Design.

"I'm a keen traveller and I mix the two together," she said.

Joella is working mostly in customer service on Saturdays and is happy to be following in the footsteps of her family.

"I saw the position advertised and thought I could do that so why not give it a go," she said.

"I'd don't know if I'll do as many years as Dad and Uncle Lindsay but I like the steady flow of the workplace and the crew is really nice."





## NATIONAL FINALIST



The Co-op's CRT Rural Store is proudly displaying a new plaque after being named as one of five national finalists in the CRT National Community Member of the Year award.

Terang was the only store from Victoria to qualify for the final, along with three stores from Queensland and one from New South Wales.

The national title was won by Farmcraft from Kalbar in Queensland.

CRT manager Trevor Dowd said the national exposure had been great for Terang.

"Our story was shown on the big screen at the national CRT conference in Perth, which is great exposure for our little community," Trevor said.

It was the second year in succession that the store had been named as a national finalist.

"Other stores from around the country came up to congratulate us on making the finals," Trevor added.

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

## PHILMAC PIPE RISERS IN STORE

The CRT Rural Store has a new and expanded range of Philmac Pipe Risers to suit every situation.

Philmac offers an extensive range of male thread/female thread and male thread/male thread pipe risers that are manufactured from high quality, UV resistant material that prevents moisture absorption and ensures consistent dimensions over the product's lifetime.

## A TASTE OF HONEY



People who enjoy the taste of honey will be rejoicing the return of Blain's Glenormiston Honey to the CRT rural Store shelves.

The product in one litre and half litre jars has been in strong demand.

Blain's Glenormiston Honey is produced locally by Michael Blain and sold at markets and local shops in the south-west.

"People come in just to buy this honey," CRT manager Trevor Dowd said. "It's very popular."

## Shaping The Future

The 2018 CRT annual conference has shown the way for the future.

Following the theme 'shaping the future', the conference highlighted a \$65 million capital raising program for Ruralco.

Ruralco's Rural Supplies includes a number of iconic brands including CRT, Australia's largest group of independent rural retailers, including Terang.

The new capital is designed to invest in new and improved stores and new technology and to better coordinate purchasing of stock to meet increasing

demand.

There was a confident outlook, particularly with an influx of younger farmers who are adapting new technologies to their farming.

The conference featured workshop[s] and trade displays and there was strong emphasis on improving in-store merchandising and providing a stronger offer to the general public.

Co-op CEO Kevin Ford and CRT manager Trevor Dowd attended the conference in Perth.



# RESUMES WANTED

The Co-op is always on the lookout for hard-working and self-motivated people to fill casual positions across our five stores. If the Co-op is a place you would like to work, please drop off your

resume in store with a cover letter stating your availability or email [hr@terangcoop.com.au](mailto:hr@terangcoop.com.au).

Resumes are a starting point to seek potential candidates as vacancies arise.

## NEW LOOK FOR DEMO

**360 Dairy Solutions is playing a role in reviving one of the Terang district's most notable farms.**

The former DemoDAIRY property was sold at auction late last year and is being redeveloped by its new owner.

The revamp is in progress and the Co-op is undertaking a significant part of the work.

DemoDAIRY was established more than 20 years ago as an applied research and demonstration farm but its role in the dairy industry changed substantially in recent years as on-farm research projects were phased down, and demonstration activities were largely replaced by focus farms. This led the DemoDAIRY board to sell the property.

Dairy technician Ken White said the project included a revamp of the old dairy shed and yards.

## ACROSS THE REGION

**The 360 Dairy Solutions team doesn't just work in the Terang area - the team covers the whole of south-west Victoria, and can do work wherever farmers need.**

The expansion into Warrnambool with the purchase of the DTS West business has given 360 Dairy Solutions the opportunity to trade out of both Terang and Warrnambool. The new outlet

on the Princes Highway has opened the door for new jobs coming up in the Port Fairy and Koroit areas.



## INVESTING IN YOUTH

**The Co-op is investing in local youth with four new VCAL students joining our stores this term.**

The students are doing placements across three stores as part of the Victorian Certificate of Applied Learning (VCAL), a 'hands-on' option for students in Years 11 and 12.

Ashley Gee is undertaking his placement in the Supa IGA in Terang, Izabelle Bernaldo in the Camperdown Home Timber & Hardware Store and Connor Cardwell and Dylan Frith in the 360 Dairy Solutions business, the specialist dairy services division. The students have highlighted interests in the building and construction industry, the metal fabrication industry, the dairy industry and the retail environment.

Positions are still available at the Terang HOME Timber & Hardware and the CRT Rural Store.

The placements continue the Co-op's strong commitment to providing jobs for local young people.

Currently 44 per cent of the Co-op's staff are under 21.

Finance and Business Manager Damien Ryan said hosting

VCAL students was a great way for the Co-op to continue its commitment to supporting local young people and for students to get a taste of the work environment.

"It is a wonderful way for students to gain hands-on experience and meet prospective employers in an industry that is of interest to them," he said.

In addition to providing opportunities to students at Terang and Camperdown schools, a student from Timboon P-12 is doing a placement this term.

Six students were offered placements throughout 2017. Two of these students have continued working on a casual basis at the Co-op. Tyson Williams is at the Camperdown HOME Timber & Hardware Store and Will Richardson is at the Terang Supa IGA, great results for both the students and the Co-op.

"The Co-op is very supportive of the youth in the community and giving them a chance in a workplace," Mr Ryan said.

The Co-op also offers work experience opportunities for local students.

# CO-OP BACKS 2018 PACING CUP

**The Co-op's long-standing connection to the region's major harness racing event has continued in 2018 with another exciting race seen by nearly 1300 people.**

Terang Harness Racing Club treasurer Michael O'Keeffe said the continued support by the Terang Co-op of the local \$30,000 Pacing Cup highlighted a very successful night for the Club. Messini, the winner of 26 races and \$697,000 in stakes, proved too strong for his rivals, holding out a late challenge from the Kerry Manning driven Motu Meteor with the locally owned, trained and driven Looks Like Heaven filling third placing. Members of the Wilkinson family, part owners of Messini, are former Colac residents and were trackside to accept the Cup. There was plenty of entertainment both on and off the track for the 1,299 people attending, highlighted by a double seater sulky race involving local radio and sporting personalities. Co-op CEO Kevin Ford, board chairman Brendan Kenna and fellow board members were in attendance to witness the 10-race program.

"The Terang Co-op and the Harness Racing Club have developed a long and strong association over many years with the Co-op featuring as the sponsor of the most important race on the Club's annual calendar," Michael added.



## A LITTLE BIT COUNTRY

**The Co-op has been part of the Terang Country Music Festival since the first notes were sung.**

This year, in addition to being a proud major sponsor of the event, we took it one step further by adopting a country theme in our stores.

Staff were invited to wear suitable country gear and we added a contemporary mix of country music to our daily recorded music programming.

Support from the Co-op and other sponsors and the local community has allowed the festival to grow and attract artists with a national profile, such as former local Adam Harvey and Beccy Cole.

This year for the March 16-18 festival Troy Kemp, Bennett, Bowtell and Urquhart, Danny Stain and Ted Egan headed the line-up.



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