



Giving back to the community since 1908...

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SAFETY FIRST

THE CO-OP IS DETERMINED TO PROVIDE A SAFE WORKPLACE FOR STAFF AND CUSTOMERS AS THEY CONSTANTLY LOOK FOR WAYS TO IMPROVE THEIR ALREADY IMPRESSIVE RECORD.

Over the next few months, the Co-op will undertake a total review of their Occupational Health and Safety policies, systems and practices to ensure that everyone is safe on site and further afield.

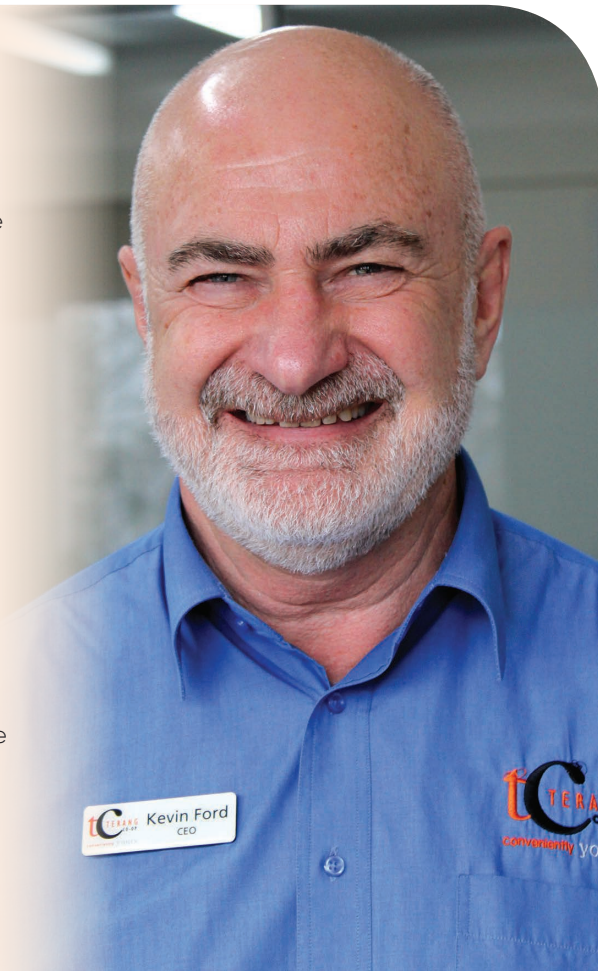
CEO, Kevin Ford, said the review is part of the Co-op's commitment to achieving a 100 per cent safety record, not only for staff and customers but also the broader community.

The chain of responsibility will be a key focus of the review.

"We need to realise that everyone is part of that chain of

responsibility and that it can move out into the community," Kevin said. "For example, if we load a customer vehicle at the Co-op and it leaves the premises and is involved in an accident, then the investigators can trace it back to where it was loaded. We need to ensure that all precautions are taken and that vehicles are loaded so that they are safe and compliant with transportation laws."

Kevin said, "Staff and customers should be prepared for changes as a result of the review. We are reviewing everything in regards to how we work to ensure that we are working safely. We recognise that there could be some changes but they will be positive changes to ensure that everything is safe."



MORE FOR MEMBERS

THE ANNUAL MEMBERS' WEEK PROMOTION IN JUNE WAS ANOTHER GREAT SUCCESS, BUT THERE IS ALWAYS ROOM FOR IMPROVEMENT.

Members' Week has been an annual event since 2013. The event is the Co-op's way of showing their appreciation to their loyal members.

The Co-op surveyed customers and members about the popular promotion and will instigate some positive changes as a result of the feedback.

CEO Kevin Ford said the response from members to the promotion was overwhelmingly positive, but some members have made some constructive suggestions for improvements.

"We received some very valuable feedback," Kevin said. "We've taken notice of what people have said and we will review that for next year."

One suggestion was that the promotion should run for seven days, rather than the traditional five. It is Members' Week, after all.

"Everything will be reviewed and we hope to make it an even greater promotion for members" Kevin said.

The Co-op used online surveys to elicit views and will use that format for other surveys designed to keep members informed and contributing to their co-operative.

If you have not supplied the Co-op with your email address but would like to do so, to participate in member activities, please call the Administration office on 03 5592 1555, or email info@terangcoop.com.au.

SUPPORTING the Community

THE CO-OP HAS CONTINUED TO GIVE SUPPORT TO ITS MEMBERS AND THE LOCAL COMMUNITY OVER THE PAST YEAR.

The Co-op's annual report for the year ending February 28, 2018 showed a small net profit of \$9,900. This was after \$302,133 in benefits were distributed.

During the year, the Co-op distributed \$57,062 in donations and sponsorships to all areas of the community. Schools, emergency services, sporting clubs and local events benefited from this support.

Membership also continued to grow with 110 new members for the year bringing the total to 2,610. Members were rewarded with benefits amounting to \$180,856.

A further \$64,215 in discounts were provided to seniors, hospitals and staff.

110
new
members

Footy Fever

The Terang Co-op employees will be showing their true colours by sporting their footy colours on Thursday 27th of September to raise money for the Fight Cancer Foundation. Each employee wishing to wear their favourite team's colours will be required to donate a gold coin to the foundation.



GREAT Customer Service

GREAT CUSTOMER SERVICE IS ONE OF THE HALLMARKS OF THE CO-OP'S SUCCESS AND THEY WANT TO MAKE SURE IT GETS EVEN BETTER.

During September, each of the Co-op's stores will undertake customer service training to ensure we're all striving to make a visit to the Co-op a pleasurable and productive experience for all customers.

The training is part of the Co-op's ongoing commitment to the personal development of its workforce.



Conference TIPS

Attending the annual Metcash IGA conference has been a positive learning experience that will lead to benefits and improvements for the Co-op supermarket. The Co-op attendees are planning to introduce what they have learned to the supermarket, starting with the deli, which now has hot lunch items available on weekdays. Over the next few months, the Co-op will introduce several new rewards and features throughout the supermarket.

The conference emphasised the importance of fresh food departments in the future of supermarkets.





IT'S A *Great Idea*

LONG-TERM TERANG RESIDENT AND CO-OP MEMBER PAM SARGEANT HAS FOUND IT EASY TO MOVE TO SINGLE-USE BAG-FREE SHOPPING.

Before the change happened on July 1, Pam was already regularly bringing a bag from home.

The state government's announcements and resulting publicity made it easier for her to remember.

"I think it's a great idea," Pam said. "I've got a little bag if I only need a couple of things and bigger bags for a big shop," she said. "I've got them in the car all the time so it's easy to remember."

While Pam likes to do her bit to help the environment, there's only one negative to having no single use plastic bags. "I miss using them as bin liners" she said.

Supa IGA manager, Paul Bailey, noted that the supermarket has a range of bin liners to choose from to meet customers' needs.

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BAG Incentive

CO-OP MEMBERS REMEMBERING TO BRING THEIR REUSABLE BAGS TO THE SUPA IGA STORE ARE ENJOYING AN EXTRA INCENTIVE FOR HELPING TO PROTECT THE ENVIRONMENT.

For every reuseable bag brought back and used, members have been earning five bonus points at the IGA store. The reward is available for a limited time.

The removal of single-use plastic bags from July 1 has been one of the big talking points in retail over the last couple of months. The reward has been extra motivation to make the transition to single use bag-free shopping.

While some customers across the state have struggled to come to grips with the new system and some supermarket chains have struggled to find a consistent policy on the issue, the Co-op's Supa IGA has experienced a relatively smooth transition.

The removal of single-use plastic bags in the IGA was instigated on July 1 following Victorian Government policy to be implemented next year.

For the first two weeks, the Co-op provided free re-usable bags to customers to make the transition a little bit easier.

There are plenty of options for shoppers, with a variety of environmentally-friendly reusable shopping bags on display and available for purchase from 15 cents.

A new range of smaller compliant and reusable bags are now available at 5 cents each.

Supa IGA manager Paul Bailey said customers had largely accepted the change. "The majority have been really good about it," Paul said.

"There are still a few who forget to bring their re-usable bags, but most are getting into the habit of keeping a bag in their car."

The bonus points offer has helped bring it to the attention of members and customers and has made it easier to change habits.

Supa IGA Holiday Trading Hours

**Grand Final Eve 28th September: 8AM – 6 PM
Melbourne Cup Day 6th November: 8AM – 6PM**



DAIRY UPGRADE – SHAW CAN!

REFITTING THE DAIRY AT SHAW RIVER BUFFALO CHEESE HAS BEEN A UNIQUE CHALLENGE FOR THE 360 DAIRY SOLUTIONS TEAM.

As the only milking buffalo herd in Australia, the Shaw River Buffalo Cheese company got its start in the 1990s when Roger and Sue Haldane imported buffalo from Italy and Bulgaria and started making buffalo cheese under the Purumbete label. When they outgrew the factory in Camperdown, they relocated to Yambuk and then in 2000, they shifted the family, herd and processing to the banks of the Shaw River.

Ewan, son of Roger and Sue, manages the livestock and export aspects of the business. He also oversees the farm management and says the work done by 360 Dairy Solutions was essential.

"The system we had was obsolete and we couldn't get parts or get it reliably serviced. We wanted to have the latest computerised technology," he said.

"It is very beneficial to have parts on hand and previously, we just had manual milk recording; now it's all automated. We get a yield from each animal every milking, which is governed by a radio frequency chip in their ear tag. This gives us a more accurate yield for each animal for each milking and we can computerise all our data and record keeping for the herd."

While the existing dairy remains, 360 Dairy Solutions completed a refit with a new Westfalia system.

"We were looking at upgrading and 360 Dairy Solutions had taken over the Westfalia sales and servicing so we went with them," Ewan said.

There were a few challenges specific to the buffaloes. The Westfalia system is made for dairy cows and some parts had to be modified to fit the buffalo operation.

"The system needed to be tweaked for the way the buffaloes are milked and how the dairy is set up," Ewan said.

"It took a few weeks to make sure it suited our routine and was programmed properly but we're now to the point where we're milking without any problems."

The buffalo have a different let-down timeframe to cows. "The way their udder milks out can be a lot more variable than a dairy cow," Ewan said. "We had to make sure the cup removers and sensing for the milk flows were set so the machine didn't think the animal had finished when they still had milk in their udder."

Ewan said the 360 Dairy Solutions team had gone the extra mile to make sure the system suited the 500-strong herd. "The guys have been really good," he said. "They even called the Westfalia experts in Italy who have a lot of experience with water buffalo dairying to make sure they had the right information."

Another attraction of the system is that it could be extended in the future. "We haven't got everything in there at the moment but it has the ability to add auto-drafting so you can select animals and draft them out if you need to put them into another management group," Ewan said.

It also gives Shaw River Buffalo Cheese capacity to expand the dairy without having to retro-fit everything.

The dairy is a 12-unit double-up but Ewan has plans to extend that to 20. "We're considering making the dairy longer to have more animals milked at the same time in order to shorten milking times," he said.

360 Dairy Solutions manager, Scott Phillips, said the project involved installation of new pulsators and cup removers. "The buffalo milk-out differently so we had to make some adjustments to the settings in the cup removers to accommodate for the difference in milk flow compared to cows," he said. "The biggest challenge was making sure the buffalo horns didn't get hooked up in anything. They're very big horns."

The Pipes Are Calling

IF YOUR PIPES ARE RUSTING, 360 DAIRY SOLUTIONS HAS A SOLUTION FOR YOU.

The 360 Dairy Solutions team has recently completed a pipe replacement project at a dairy farm near Port Campbell.

The project went very well and 360 Dairy Solutions manager, Scott Phillips, claims that replacing pipes could give a fresh look and feel to a dairy.

"Pipe replacement is something we do that a lot of people might not realise," Scott said.

The project involved replacing posts that hold pipes around the yard. "They were rusted out in the concrete so we cut the concrete away and welded new pieces at the bottom and then filled in the concrete to hold the new pieces of posts," Scott said.

The farmers have praised the 360 team's work and are happy with their yard's new and safer look.



Manufacturing On Display

THE 360 DAIRY SOLUTIONS TEAM IS IMPROVING ITS PROFILE BY SHARING ITS MANUFACTURING PROWESS WITH PASSING TRAFFIC.

The 360 Dairy Solutions base at 147 Peterborough Road in Terang now displays a range of feeders and other locally manufactured items.

After some recent training sessions with a dairy technician from Tasmania, the team has adopted new techniques for constructing feed bins. The new style has been well received by farmers.

Along with dairy plant installation and repairs, the qualified team is experienced in a variety of sheet metal and steel fabrication for custom products including rainheads, flashing, fence caps, barge capping, bullnose flashing, customised feed systems, roller mills, silo systems, pellet feeders, feed troughs, sheds and more.

The yard display is already paying off as just after the feeders were placed outside the main building, a passing motorist stopped by and made a purchase!

Shopping at the Click of a Button

SHOPPING HAS NEVER BEEN EASIER AT THE CAMPERDOWN AND TERANG HOME TIMBER AND HARDWARE STORES, WITH PRODUCTS NOW AVAILABLE AT THE CLICK OF A BUTTON.

Customers can now use the new Click'n'Collect service which allows them to choose what they want online and then pick up the items in store when convenient.

It takes just five easy steps to complete your purchase and receive an email confirming that the item is ready to collect.

Go to www.homehardware.com.au/customer-care/collect-in-store/ to follow the easy step-by-step guide to use the service.

The HOME Click'n'Collect service accepts Visa and MasterCard. Customers also need to remember to bring photo identification and their order number when collecting their order.



Spring Fever

SPRING IS IN THE AIR, WHICH MEANS MOST OF US WILL BE HEADING TO THE GARDEN OR THE GREAT OUTDOORS. THE CAMPERDOWN AND TERANG HOME HARDWARE STORES HAVE A NEW RANGE OF OUTDOOR LIVING FURNITURE.

These include a variety of Weber barbecues and accessories, wicker lounges and chairs, Braxton metal stools, Chloe three-piece café settings and Natasha five-piece steel settings along with bird feeders, coffee tables and table sets.

There's something to suit every backyard need.

For those with a green thumb, there's also a range of plants and vegetables ideal for spring planting.



Camperdown Revamp

THE CAMPERDOWN HOME TIMBER AND HARDWARE STORE WILL SOON HAVE A NEW LOOK, AND CUSTOMERS ARE HAVING A SAY IN THE LAYOUT.

The Co-op is connecting with customers through various survey options, giving the people who count the most a say in how they would like things to change.

CEO Kevin Ford said the main priority was to reorganise the shop to make it more customer-friendly. "We're planning a makeover to create a more logical shopping flow for customers," Kevin said.

The revamp could also include an altered product range. "We want to ensure we have the right products that local people need," Kevin said.

Shoppers are being asked for their ideas and feedback to assist the planning process.

The reorganisation is expected to start later this year and the planning is well underway.

Opportunity For Ben

FROM PUTTING TOGETHER ITEMS FOR DISPLAY TO ENSURING THE SHELVES ARE PROPERLY STOCKED, BEN ANDREWS IS ENJOYING EVERY MINUTE OF HIS WORK PLACEMENT IN THE TERANG HOME TIMBER & HARDWARE STORE.

Ben works in the store two days a week, after having previous experience in Supa IGA. Ben's placement is through WDEA, his National Disability Insurance Scheme service provider.

Ben, 19, has adjusted nicely in the shift from groceries to hardware. "I enjoy it," he said. "I think I've found a good spot here. I help to put together garden furniture displays and sometimes help out in the timber yard."

Ben works Wednesdays and Thursdays under the placement.



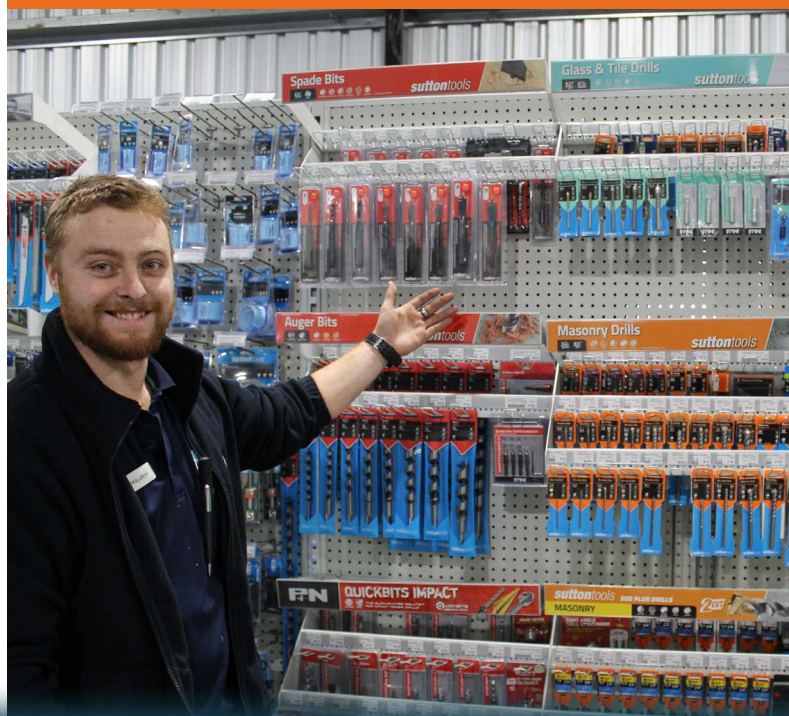
New Tool Display

A DISPLAY OF SUTTON TOOLS WILL GIVE TRADIES AND DO-IT-YOURSELF EXPERTS NEW OPTIONS IN THE TERANG HOME HARDWARE STORE.

Sutton Tools is an Australian family business renowned for its high-quality power tool accessories and cutting tools for the hardware market and a wide range of specialised industrial applications.

Sutton Tools manufactures cutting tools at two sites across Victoria, both for the domestic market and for export.

All tools are manufactured from high-quality materials, regardless of whether they are destined for the hardware market or for a specialised industrial application. Sutton Tools is able to use its specialised industrial experience to deliver optimised tools for the hardware market.



VISITING THE TERANG CO-OP CRT RURAL STORE BEFORE OCTOBER 15 WILL GIVE YOU THE CHANCE TO WIN A JOHN DEERE XUV 560 GATOR VALUED AT \$15,000.

To enter, simply spend \$25 on any equine products and receive a stamp to enter the draw. You need to collect 10 stamps for entry into the draw.

The Gator is now on display in the store. For full terms and conditions, visit: www.crt.com.au/equine2018



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