



From the General Manager

Welcome to NGR news for July. Once again there have been significant changes at NGR during the last quarter. This newsletter outlines our new grower website service, the results of our recent customer survey and NGR's strategy for making the NGR system truly national and encouraging Western Australian Growers to join.

Although there are many new initiatives commencing at NGR, on a personal note, I will also be taking a new direction. I have resigned as the General Manager of NGR and along with my family will be relocating to pursue other opportunities.

I am extremely proud of the achievements we have made at NGR in the last few years and hope that in the future NGR will be given the opportunity to realise its full potential as a grower service entity.

I'd like to take this opportunity to acknowledge and thank the staff at NGR for their hard work and support during my appointment here, and have every confidence that the NGR team will continue to provide you with excellent service well into the future.

Wishing you a prosperous season,

Peter Cash
General Manager

GROWERS CAN NOW VIEW AND EDIT DETAILS ONLINE

Growers Access New Online Services

In June, NGR released major updates to our website, enabling growers to login to our secure site, access and change contact and payment details.

This new service will offer growers less paperwork and more convenience, resulting in more up-to-date records for Registered Parties.



Beryl and Leo Liebelt

Our first grower to access this new service was Leo Liebelt, whose wheat and barley property is in Monarto SA., successfully logged on and changed his grower record on 24 June.

Leo and Beryl have been in the grain industry for 23 years and enjoy the lifestyle, flexibility and opportunities.

**CALL CENTRE
OPENING HOURS**

Non-Harvest
Monday – Friday
8.00am to 5.00pm EST

Recent Survey Results

Many thanks to all Registered Parties who participated in the second NGR customer survey during April and May.

Overall, Registered Parties indicated that they were satisfied with the level of service being provided by NGR, rating our services good, very good or excellent.

Key issues identified for improvement were speed of access to our website, and a lack email communication options for RP's. NGR will be in contact with Registered Parties in coming months to discuss the NGR website performance and ascertain if NGR can make any further improvements in this area.

In response to the overwhelming preference for email correspondence this issue of NGR news will also be distributed via email. If any members of your organisation would like to receive a copy of future newsletters via email, please email admin@ngr.com.au.

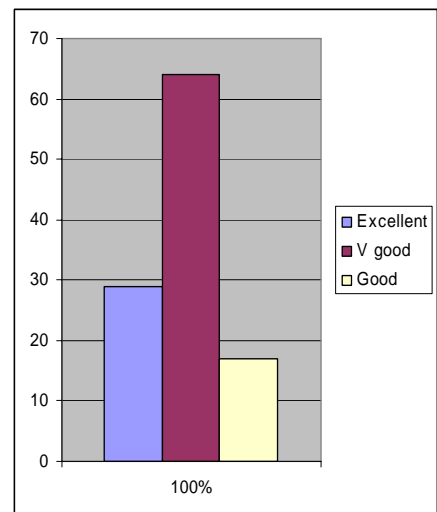


Table 1: RP satisfaction with NGR services

Grower Verification

The NGR annual verification mail out is taking place in July and August. During this period every registered grower will receive a verification form to ensure their NGR details are up-to-date. Expect a higher number of changes in your data download as NGR staff process these changes between July and September.

WA growers to join NGR

The National Grower Register (NGR) has formulated a solution for Registered Parties who want to buy from growers in WA with the same ease you buy from growers in other states.

NGR now offers a data matching service so that Registered Parties can access NGR details for growers who hold both CBH registrations and NGR registrations. Through accessing this service Registered Parties can do away with their internal separate registration processes and ongoing records maintenance of WA growers, instead accessing these growers through the NGR website.

This service will be available in August and is free for growers and Registered Parties. For more information visit www.ngr.com.au and download a RP fact sheet.

NGR is also facilitating a marketing campaign in July, August and September to encourage Western Australian growers to join the NGR. If your organisation would like to be involved in this campaign, please contact the NGR call centre on freecall 1800 556 630.

GrainSmart file changes

For clients using GrainSmart software and the GrainSmart data file, new advanced preferences will be introduced in coming months. Users will be able to choose to receive the Victorian Farmers Federation Levy and Legal Entity Name fields as well as trader communication preference options. Consultation with the GrainSmart software developers and RP users is currently taking place. Contact NGR if you are using GrainSmart and would like to discuss these developments.

CALL CENTRE REPORT

Recent rain in many states has sparked some grower activity, however calls and mail to the call centre remains low during this quarter. The NGR call centre staff are nearing completion of many data cleansing activities prior to the verification mail out taking place this month.

New look verification and registration forms were launched on 1 July, receiving a positive response from growers so far.

There have been a number of changes to the NGR call centre team in the last few months. In May, Tina Stirling left the Call Centre team to pursue another opportunity. Kathy Ballie and Vanessa Taylor have since joined the team and will join Cindy Reardon and Sue Tilburey in assisting you this harvest.

Table 2: Call origins April – June 2007

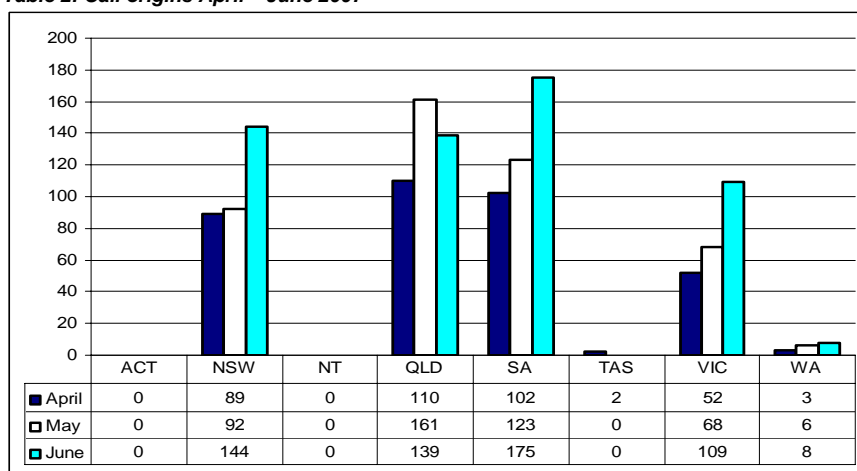
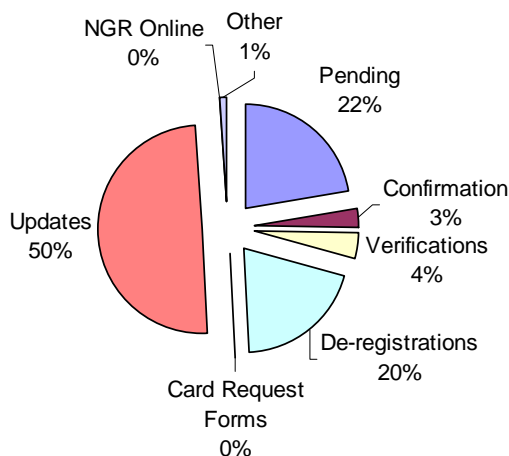


Table 3: Correspondence type April- June 2007



FAQ

How can I confirm an ABN or other grower details?

Grower records are available for viewing on the NGR website without having to download a data file. Simply login to www.ngr.com.au (you will need to be an NGR user to do this), go to quick search and type in the NGR number. All information for this grower will be displayed on screen with a handy print function available.

If you experience any problems or still can't see the information you need contact NGR.