



MAY 2010

Congratulations to the Winners and Thank You to Sponsors

The winners of the 2009 Muswellbrook Business Awards were announced at the Muswellbrook RSL on Saturday 17 April.

Community/Not-for-Profit Organisations

Upper Hunter Community Services

Health & Beauty

Total Health and Education Centre

Tourism

Two Rivers Wines

Hospitality

Muswellbrook RSL

Trades & Industry

Small—Bell's Kitchen World

Medium—Mining Skills Centre, TAFE

Large—G & S

Engineering Services

New Business

Aaron Henry

Optometrist

Professional Services

John Flood Estate Agents

Retail

Small—Seven Sins

Large—Muswellbrook Steel Supplies

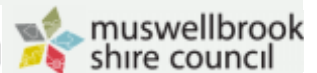
Employee of the Year

Val Snow—Robert Hall Constructions

Bell's Kitchen World and Top to Toes Boutique were given *highly commended* awards for

Best Presented CBD Business

with the winning trophy going to Glossy Locks.



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Dept of Environment, Climate Change & Water

Dept of Environment, Climate Change and Water (DECCW) held community meetings concerning the Upper Hunter Air Quality Monitoring Network in November 2009. As an outcome of the meetings, DECCW has prepared a response to comments and questions raised. A copy of the document is available from DECCW's website

www.environment.nsw.gov.au/aqms/index.htm.

Should you wish to discuss the Upper Hunter Air Quality Monitoring Network you can contact Grahame Clarke, Manager, Hunter Region, Environment Protection and Regulation

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Rudd Government passes tougher consumer protection laws

The Senate has passed tough new protections for Australian consumers. In the biggest reform of consumer protection laws since the passage of the Trade Practices Act by the Whitlam Government in 1974, the new Australian Consumer Law provides fines of up to \$1.1 million for companies that engage in unconscionable conduct or make false or misleading representations.

The new law will also ban unfair contracts between businesses and consumers - ensuring the end of unfair small print "nasties" which can trap unwary consumers. Consumer Affairs Minister Craig Emerson welcomed the passage of the bill, hailing it as a landmark reform for Australian consumers. "This new law, combined with a second bill I introduced into parliament, provides a new deal for consumers," Dr Emerson said. "It offers protections for consumers never before available to all Australians. "The unfair contracts provisions will prevent businesses from imposing, through standard-form contracts, onerous terms on consumers - terms often tucked away in the fine print. "This means businesses will no longer be able to get away with unfair terms and conditions and will have to be upfront with their customers." Dr Emerson said businesses found guilty of unconscionable conduct - that is, behaviour so odious that any reasonable person would find it deplorable - could be hit with massive fines. "And businesses that dupe customers with false or misleading information about their product or service can be named and shamed by the Australian Competition and Consumer Commission," Dr Emerson said.

The Australian Consumer Law (ACL) is a single law which replaces 17 Commonwealth, State and Territory acts in one go. The Productivity Commission estimates this streamlining will save up to \$4.5 billion a year, making it one of the most important of the 27 COAG reforms designed to take Australia towards a seamless national economy. Importantly, for the first time, there will also be a national system of product safety, ensuring the same level of protection across the nation. "At the moment, the protections against dangerous or suspect products are fragmented," Dr Emerson said. "This brings it all together so the same rules apply regardless of where you live." Australia's consumer regulators will have a single set of powers to enforce the ACL, letting them take effective action against those who break the law. "Dodgy operators and shonks who flout the law will face the same tough sanctions wherever they go in Australia," Dr Emerson said. "These powers strengthen our hand in tackling bad business practices and problem businesses." The States and Territories will each adopt the ACL as their own law. It will be implemented by the end of this year.



10 Big Ideas to grow NSW

Twelve months ago the NSW /business Chamber set out to identify the ideas and solutions that could help NSW reclaim its place as the economic engine room of Australia.

The 10 Big Ideas to Grow NSW is directing the debate away from a culture of negativity and complaint to one that focuses on opportunities and solutions.

- ❶ Ensure taxpayers get better value for money by auditing government services and performance
- ❷ Create jobs by cutting employment taxes and red tape
- ❸ Protect the NSW Budget by fighting for a fairer share of the GST
- ❹ End the blame game in hospitals by handing funding to the Federal Government
- ❺ Move economic growth to the centre of the State Government decision making by establishing the Department of Business Growth
- ❻ Encourage growth in regional NSW through funding government and business relocations to regional areas
- ❼ Get the politics out of infrastructure by establishing Infrastructure NSW
- ❽ take charge of Sydney traffic by appointing a Transport Tsar
- ❾ Help Sydney prepare for the future by creating 10 super councils
- ❿ Better prepare young people for the workforce by improving the HSC for students not attending university



Visit 10bigideas.com.au to find out more

Extra recyclable waste collections in the CBD

Recently the Muswellbrook Chamber of Commerce wrote to Muswellbrook Shire Council asking whether weekly collections of recyclable waste could be considered for the CBD.

Under current waste management contract conditions it is not possible to have a weekly collection, but the solution offered was for those businesses in need of this service, to contact the Muswellbrook Shire Council to purchase additional services. A yellow lidded 240 litre bin and a fortnightly kerbside pickup costs \$53.50 per year.

This seems to be a very simple solution to the problem.

Council is also investigating opportunities for the recycling of commercial quantities of cardboard and other recyclable packaging materials. A solution to this issue would assist business and the community as a whole, to increase recycling rates and reduce the amount of organic material going to landfill.

Any enquiries regarding this matter can be directed to Alan Chick, Waste Environment and Operations Manager, Muswellbrook Shire Council on 6549 3700.



YOUR BOARD OF DIRECTORS

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AN INVITATION TO A SPECIAL DAY
AT

HIGHBROOK PARK

Home of the Healers
Rutherford Road Muswellbrook
Saturday 1 May 2010

MUSWELLBROOK RUGBY FOOTBALL CLUB

MEMORIAL DAY A Tribute to our Mates

On behalf of our Committee, Players, Members, Supporters and Sponsors, we invite you to join us for a great afternoon of Rugby at Highbrook Park.

This day is a very special day in the Club's Football calendar. It is on this day each year when all teams are playing at home that we take time to remember our deceased players and members. Muswellbrook Rugby club dates back into the late 1800s and we make a special afternoon at Highbrook to celebrate the work and dedication of our forebears in developing and strengthening Rugby Football in Muswellbrook and the Upper Hunter

and

We celebrate the memory of our mates who have left us to ensure
Our Game is Played in Heaven

Many retired after a long stint on the Paddock but sadly, some left the Field in tragic circumstance and well before their time

Third Grade (12.30pm) – Second Grade (1.45pm) – First Grade (3.00pm)
at HOME at Highbrook

Featuring

The Mat Kane Cup

Muswellbrook Healers 1st Grade **V** Cooks Hill 1st Grade

Come along to Highbrook on Saturday, stay a while after the games are over and join us for more celebrations at our "watering hole" – Eatons Hotel in the evening

Bar – Refreshments – Kiosk – After Game Meals Served

We look forward to seeing you at Highbrook Park on Saturday 1 May.
Regards -David Rose (President)

Important breakfast Meeting

Please RSVP by
Wednesday 5 May
2010



BUDGET: 2010-2011

The Muswellbrook Chamber of Commerce and the Muswellbrook Shire Council invites you to a breakfast briefing on the Council's Budget 2010-2011.

When: 7.00am Tuesday 11th May 2010

Where: Muswellbrook Regional Arts Centre, cnr Bridge and Market Streets.

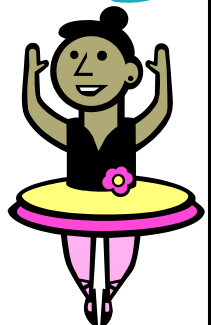
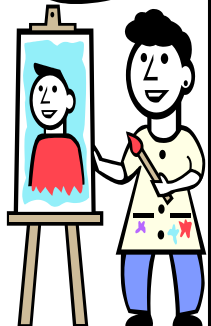
Cost: \$25 for members, \$30 for non members

RSVP: Call the chamber secretary, Lorraine Skinner, on 6541 1265 or email secretary@muswellbrookchamber.com.au by Wednesday 5th May 2010.

Muswellbrook Chamber of Commerce and Industry

Muswellbrook Shire Council

Muswellbrook Chamber of Commerce and Industry, Locked Mail Bag 97, 233 387 200
PO Box 651, 41 JAMES STREET, 2311 • Phone/Fax: 6541 1265 • www.muswellbrook.org.au/chamber



**Calling all
Poets, Artists, Artisans,
Dancers, Writers, Musicians**
If you are **CREATIVE** in any way, we would love to hear
from you

Welcome to the **2010 Muswellbrook**

CREATIVE ARTS FAIR

Saturday 2 October 2010

Muswellbrook Pothouse
Lions Park, Scott Street Muswellbrook

The Committee and Members of Muswellbrook Pothouse invite all our fellow Artists Performers and Artisans from throughout the Hunter and beyond to join us for a day of celebration of

**Artistic Splendour, Colour, Sound,
Creativity and Innovation**

The Muswellbrook Pothouse will be hosting our annual
Pottery Day featuring our famous **Raku**

And

The Artists Shootout
(Art in an hour at High Noon)

Help us celebrate at the
CREATIVE ARTS FAIR
We would love to include you in our programme

If you would like to join in, please contact
Scott Cooper (Mobile) 0427 101 697
Or

Kevin Doherty (Programme Co-ordinator)
Muswellbrook Visitor Information Centre
87 Hill Street Muswellbrook NSW 2333
Phone: 6541 4050

Email: visitorcentre@muswellbrook.org.au

Most IMPORTANT

Please confirm if you would like to participate by
15 June 2010

We must have the programme finalised prior to 30 June 2010



Upper Hunter
Conservatorium
of Music

The Convent

8 Sowerby Street
Muswellbrook NSW 2333

Ph: 02 6541 4888

Fax: 02 6541 4999

Email: uhcm@hunterlink.net.au

ABN 74 576 747 023

UPPER HUNTER CONSERVATORIUM VISITING 2010 ARTIST SERIES

Sunday 2nd May will see the beginning of the 2010 Visiting Artist Series at the Upper Hunter Conservatorium of Music. Made possible by a grant from Arts NSW the Conservatorium will this year present concerts and workshops by a varied selection of artists from across NSW and Australia.

Acclaimed pianist Andrew Chubb returns to the Conservatorium for a special concert showcasing the beauty and power of the piano. Andrew is interested in a variety of repertoire although he has taken a keen interest in performing minimalist piano works, especially those of Philip Glass. By 2006, he was the first and only Australian pianist who had publicly performed the main cycle of published solo piano works by Glass, composer of music such as that used in the film *The Truman Show*. In 2007 he gave the Australian premiere of the beautiful largescale 75min solo piano work, *The Book of Sounds*, by the late German composer, Hans Otte. For the concert on the 2nd May Andrew will perform the music of Beethoven, Erik Satie and his own compositions.

In 2010 the Conservatorium received additional funding under the Arts NSW Regional Conservatorium Fund. The purpose of this fund is to enrich the lives of Upper Hunter residents through the presentation of professional concerts and activities throughout our region.

Concerts planned for 2010 include Jazz Quintet The Dilworths, who will present a workshop and concert, percussionist Nick Parnell will return for a concert and workshop, and award winning percussion group Synergy will join us for their workshop entitled Hit:Stick:Flp which will include a concert performance of the new Steve Reich Mallet Quartet.

Andrew Chubb will open the series on Sunday 2nd May at 3pm, at the Conservatorium Hall, 8 Sowerby Street Muswellbrook. Tickets are \$15 Adults, \$10 concession and include a light afternoon tea. Tickets can be purchased from the Conservatorium office on Ph: 6541 4888.

ENDS

Further information is available from Adam Wills, Director of the Conservatorium, PH: 6541 4888.

THE UPPER HUNTER
CONSERVATORIUM
OF MUSIC IS
FUNDED BY



WE GRATEFULLY
ACKNOWLEDGE
OUR CORPORATE
SPONSORS



Food for thought

With the library closed for renovations for up to 12 months, there is no public internet service in the CBD.

The Visitor Centre is approached almost daily requesting this service.

Perhaps this could be considered as a valuable add-on to a business in the CBD?

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Dates for the Diary

29 April	RSVP May Breakfast to Lorraine Skinner—6541 1285
1 May	Denman Wine & Food Affair from 11.00 am
1 May	Muswellbrook Rugby Football Club Memorial Day at Highbrook Park
2 May	Recovery at the Rivers—Two Rivers Wines, from 11.00 am
2 May	First concert in the Visiting Artists Series at Upper Hunter Conservatorium of Music at 3.00 pm
4 May	Chamber Breakfast—Muswellbrook RSL, 7.00 am Presenter Dianne Hollyoak, Special Counsel, Sparke Helmore, Newcastle—Changes under the Fair Work Legislation and its Implications for small to medium-sized businesses. RSVP to 6541 1285 by 29 April
5 May	RSVP for Special Budget Breakfast 11 May 2009—to Lorraine Skinner 6541 1285.
8 May	Upper Hunter Horse Festival Parade, Scone—11.00 am followed by Scone Grammar School Fete
11 May	Special Muswellbrook Shire Council Budget Breakfast— at Muswellbrook Regional Arts Centre at 7.00 am; Budget will be open for public comment for the next month
11 May	<p>Muswellbrook Women's Network Tuesday 11 May 2010, 6.30 for 7.00 pm at Muswellbrook Race Course Guest speaker—Reiner Stalker, Professional freelance make-up artist Reina has been described as talented in the art of makeup, helping women discover their own personal style, building self confidence and bringing out the true beauty of all 2 course dinner, \$40 pp Please advise of any special dietary requirements with RSVP RSVP: Friday 7 May 2010 to Lorraine Skinner, 6541 1285 or 0429 329 353 or by email to secretary@muswellbrookchamber.com.au Please note: we cannot accept late cancellations</p>
14 May	Chamber Board Meeting

New Survey Launched to Improve Workplace Safety in NSW

Minister for Finance Michael Daley has announced the launch of a new resource for employers to identify attitudes to safety in NSW workplaces. The WorkCover NSW **Safety Culture Survey** will allow businesses to identify and measure the work health and safety culture within their own organisations. 'The survey is a 'health check' for employers that allows them to gain an insight into the safety behaviour within their workplaces and identify any gaps' Mr Daley said. Safety culture within a workplace impacts on all areas of business, from productivity to work health and safety performance, absenteeism and staff morale.

The **Safety Culture Survey** includes a questionnaire covering training and supervision, work procedures, OHS consultation, management commitment to safety, injury management and return to work issues and also includes a spreadsheet for businesses to review the results of their questionnaires and to prioritise areas that need improvement.

The **Safety Culture Survey**—is for all industries to help raise awareness of safety issues, lower injury rates and lower workers compensation costs across the State's workplaces and can be used in conjunction with Workcover's existing **Serious about Safe Business Pack**.

The **Safety Culture Survey** and the **Serious about Safe Business Pack** is available from www.workcover.nsw.gov.au or by calling 13 10 50.

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Financial Services

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National Australia Bank Limited
Newcastle Permanent
St George Bank

Bus Service

Reg Osborn Pty Ltd

Business Advisory Service

Hunter Region Business Enterprise Centre

Car Sales, Repairs, Maintenance

Cross Country Ford
Muswellbrook City Motor Group
Muswellbrook Holden Pty Ltd

Cheese Factory

Hunter Belle Cheese

Clubs

Muswellbrook & District Workers' Club
Muswellbrook Golf Club
Muswellbrook Race Club Ltd
Muswellbrook RSL

Community Services

Challenge Disability Services
Hunter Valley Youth Express
Muswellbrook PCYC
Upper Hunter Community Services
Upper Hunter Show Inc
Westpac Rescue Helicopter Service

Construction

Abigroup

Dance School

Giant Leap Dance School

Education /Training

Careers Australia Institute of Training
Hunter TAFE
Muswellbrook South Public School
Protector Alsafe

Electrical Services

Ambiance Electrical

Electricity Generation

Macquarie Generation

Employment Services

Alliance People Solutions
Hopkins Recruitment Solutions
Joblink Plus
Mission Employment Solutions
Workpac

Engineering

G & S Engineering
RHM Consulting Engineers Pty Ltd
Thomas & Coffey

Fitness Centre

Anytime Fitness

Government Services

Attorney Generals Department

Hairdressers

The Colonial Classic Salon

Hospitality/Tourism

Baybrook Motor Inn
Benson's Hospital Shop
Centabrook Motor Inn
Comfort Inn Noah's in the Valley
Doherty, Kevin
Hermitage Motel
Lucky Inn
McDonalds, Muswellbrook
Prince of Wales Tavern
Sandy Hollow Tourist Park
Segenhoe Inn Luxury B & B
The Miners' Hut Bistro
The Upper Hunter Wine Centre

Industrial Supplies

Hitachi Construction Machinery (Aust) P/L Muswellbrook Branch
Power & Mining Industrial Supplies
Wear Parts Services

Internet Service Provider

Maxnet
Reset Internet Services

IT Sales & Support

Muswellbrook Computers Pty Ltd
NCCS Pty Ltd
NHH Consulting
Reset Computers

Kitchen Manufacturers

Edmonds Joinery

Laundry

Muswellbrook Laundrette

Local Government

Muswellbrook Shire Council

Massage/Beauty Therapy

Healthy Touch Natural Beauty & Body Therapies

Media

Muswellbrook Chronicle/Hunter Valley News Radio Hunter Valley

Medical

Brook Medical Centre
Muswellbrook Diagnostic Imaging

Mining, Industrial, Agriculture

Anglo Coal (Drayton Management) P/L

Bengalla Mining Company
Coal & Allied

Darryl's Bobcat Pty Ltd

Mt Arthur Coal

Muswellbrook Coal Co
Muswellbrook Crane Services

Thomas & Coffey
Xstrata-Mangoola Coal
Yore Contractors Pty Ltd

Olive Grove

Pukara Estate

Optical

Aaron Henry Optometrist
Muswellbrook Eyecare

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Berry & French
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Printing

Comprint Solutions
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Lexisu Pty Ltd

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National Real Estate
JTS Realty
John Flood Real Estate
LJ Hooker Muswellbrook
Premium Real Estate Services

Refrigeration/Air Conditioning Sales & Service

RMS Services

Relocation Consultant

Priority Relocations

Retail

Abundance of Colour & Inspiration
Freechoice Tobacconist
Harvey Norman Muswellbrook
Head Over Heels
Matthews Jewellers
Ryans Newsagency
Telstra Shop—Muswellbrook
Top to Toes Boutiques

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Elks Security Locksmiths
Muswellbrook Security
P & L Protection & Security Solutions Pty Ltd

Shopping Centres

Central Arcade Pty Ltd
Muswellbrook Marketplace

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Halletts Solicitors
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Coolmore Australia

Wagering

Muswellbrook TAB

Water Carriers

K Milwain & Son

Web & Graphic Design Service

Total e Solutions

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Two Rivers Wines