

# Member Services Manager Report

Muswellbrook Chamber of Commerce and Industry Inc

AGM

Monday 2<sup>nd</sup> August 2021

Despite the challenges of Covid-19, the Chamber has seen solid growth and continued to represent and support members and the Muswellbrook community.

## **Membership**

The last FY has seen a 32% growth in new members with membership now at over 200.

## **Member Support Programs**

### Inter-business Connect Forums:

To assist members manage the impacts of the Covid-19 pandemic, MCCI ran a series of Inter-Business Connect Forums that then continued as One On One support coaching in collaboration with Sincerus Mindset Coaching.

### Mental Health Training for Managers:

In collaboration with the Black Dog Institute, MCCI was able to provide members with a series of Mental Health Workshops.

### Digital Workshops:

In collaboration with the Hunter Region Business Hub, MCCI was able to provide a free digital workshop for members. Those attending were shown the 9 keys to unlock online opportunities in 2021.

### Small Business Month – ‘Go Local First’:

As part of celebrating Small Business Month the MCCI produced a Go Local First video campaign promoting buying and supporting local.

## **Muswellbrook Business Awards**

After being cancelled in 2020 due to Covid-19 Restrictions, the MCCI Muswellbrook Business Awards were back in 2021. The awards saw 23 finalists and 13 Award winners be recognised and celebrate at a Gala Dinner Presentation held in April.

## **Making Muswellbrook**

Since MCCI introduced the community program, a mix of over 20 individuals, businesses, groups, and organisations have been recognised for playing their part in making Muswellbrook a great place to live.

## **Events**

### Mining Industry Economic Update and Procurement Networking Event:

Held in collaboration with the Upper Hunter Mining Dialogue, this event provided over 200 attendees the opportunity to meet the buyers and connect with procurement representatives from various mining companies.

### 2021 Inspirations Conference:

Themed 'Bouncing Back—Bouncing Forward' this event staged by the MCCI was a great success. Those attending heard from a range of speakers who shared their stories on what it takes to bounce back.

### The Great Cattle Dog Muster:

After being forced to postpone the 2020 event due to Covid-19 restrictions, the Chamber has been busily preparing over the last twelve months to deliver this signature event for Muswellbrook and the region in September this year.

## **Chamber Breakfasts**

The Chamber continues to stage Breakfasts that deliver local content and themes relevant to the membership. Attendance remains high at an average of 80 per Breakfast.

July 2020 - Cancelled to Covid-19 Restrictions

August 2020 - Theme: Chamber Update

September 2020 - Theme: MSC 20/21 Budget Overview

October 2020 - Theme: Small Business Month

November 2020 - Theme: Local Real Estate Update

December 2020 - Theme: Local Community Organisations

February 2021 - Theme: The Year Ahead—MCCI Update

March 2021 - Theme: Innovative and Diverse Businesses

April 2021 - Theme: Major Mining Projects Update

May 2021- Theme: New Member Introductions

June 2021 - Theme: AGL Update

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Member Services Manager

Muswellbrook Chamber of Commerce and Industry Inc

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