



BOARD Talk



We Represent YOU

Hello Members and Welcome to the first issue of EQ Board Talk.

It is the intention of the new Board to regularly provide to you, the members of EQ, the latest on many of the issues and actions the Board is working on.

We hope over time you will get to know who we are and understand our roles. Together, we are here to help you and to achieve our common goal to move Equestrian Sports forward to a bright and sustainable future.

Victor Nichols

Chair, Equestrian Queensland

BOARD RECOGNISES BOYD'S EXCELLENCE

The first item we are happy to inform you of is the recommendation by the EQ Board to offer Boyd Exell Honorary Life Membership of Equestrian Queensland.

Boyd's achievements are second to none, both as a Queensland, and as a sportsman on the National stage and we are delighted to offer this recognition of his achievements.

Caboolture Equestrian Centre

Work continues at Caboolture with the centre slowly, but surely, taking shape.

Shortly, the Moreton Shire will call for tenders for the next stage of works, which will include the completion of the indoor arena, stabling and the first stage of the camping facilities around the stable area.



In 2010 the board will be producing criteria around a soon-to-be established **Equestrian Queensland Hall of Fame** of which Boyd will definitely be included.



Premium Events Calendar

The first of our Premium events, the EQ CIC3* was recently conducted at Warwick with the next event again at Warwick due in May. Shortly, you will find a new page on our website that will provide details relating to the upcoming events throughout the year. Also on this page we will acknowledge and promote the supporters and sponsors of these events. Please ensure you consider the sponsors of our sport when making your purchasing decisions in the future.

COMMUNICATION PROCESS

The new board has acknowledged that as an organisation we need to improve the communication between all levels of our sport. As part of this process, we are currently reviewing the E-News and associated discipline publications, Salute, On Course and Jump Off, to see what improvements can be made.

Further to this, the board has initiated a new feedback/complaints facility where members can click on a new icon on the web site and

Equestrian Queensland Customer Service and Feedback

Equestrian Queensland is seeking ways to improve our service to members and we seek your input.



If you have a complaint about Equestrian Queensland, please email us at complaints@efaq.com.au. This email goes to the Chair of Equestrian Qld or his nominated representative on the Board.



If you wish to tell us an experience you've had with Equestrian Queensland or provide any feedback at all, please email us at efaq@efaq.com.au.

send an email to either complaints@efaq.com.au or for feedback efaq@efaq.com.au. The complaints email goes directly to the board via the Chair, Victor Nichols. All complaints require a valid email and phone number included so we can provide feedback to the complainant. This can be found on the web site under the **ABOUT US** section. If you have any suggestions about the communication within the sport please do not hesitate to contact us via efaq@efaq.com.au