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## HAPPY CHRISTMAS AND HAVE A WONDERFUL NEW YEAR FOR 2010

Wayne and I would like to sincerely thank all of our wonderful students for the hard work and effort being put into gaining a better partnership with their horses.

It has been a huge year for us with lots of clinics, lots of horse starting and education, lots of work on the website and lots of work on the Stud in between all of the above!! Not to mention meeting lots of wonderful people through the clinics.

The latest of the improvements are the videos on the website. I promise you they will improve but gosh it is fun making them. If you wish Wayne to concentrate on something - a task - a challenge - something out of a clinic - email us and we will see what we can do.

*Due to some brainstorming at Canowindra clinic, we may be putting up a Student Log In type system on the web - not sure of any details yet...will keep you posted.*

The Australian Stock Horse Society have also put together their NCAS Level Two Stock Horse Coach program. Wayne has applied for this round of intake. Wish him luck! They were impressed with him the first time so.....here's hoping.

Anyway, guys, I will keep the newsletters going over the break - be kind to yourself and your horse and do your training well before lunch or in early evening over the hot season.



### CLINIC SCHEDULE

Exact dates to be advised

- ⇒ Orange, NSW - End Jan Early Feb - 2 Day clinic
- ⇒ Glossop, SA - early March 2010 - 4 day clinic
- ⇒ Canowindra, NSW - end of march 2010 - 2 day

**ATTENTION**

**STARTING BOOKING IN FOR YOUR 2010  
CLINIC**

**VOLUME 1 ISSUE 7  
DECEMBER 2009**

#### SPECIAL POINTS OF INTEREST:

- ◆ Rights and Responsibilities of Students/Consumer of our Services
- ◆ Have a great Xmas.....
- ◆ Quote of the Month
- ◆ Training our horses...
- ◆ Clinic Reports
- ◆ Article requests....

## ARTICLE REQUESTS

**If you would like to request any particular topics/information to be covered in the Newsletter - please do not hesitate to email Jenny.**

**OR**

**YOU CAN SUBMIT  
AN ARTICLE OF  
YOUR OWN!**

#### QUOTE OF THE MONTH

*WHAT COMES  
AROUND  
GOES AROUND*

## RIGHTS AND RESPONSIBILITIES OF STUDENTS/CONSUMERS OF OUR SERVICES

**Pretty heavy headline - but I don't mean to scare you off from reading this. Please read on.....**

Recently a situation arose regarding one of our clinics..... whether or not to go ahead due to the weather conditions. The Heat.....

Wayne and our local support person did a Risk Assessment which involved referring to specific guidelines and speaking with various authorities. Guidelines such as Hot Weather guidelines from the Equestrian Federation of Australia and then the more comprehensive guidelines from Sports Medicine Australia; RSPCA and the Australian Horse Industry Council - the horse industry's peak body.

We made the decision of going ahead with the clinic but only under *specific conditions* which were agreed upon by most of the clinic AND all the necessary authorities. One person was medically unable to go ahead with the clinic which was understandable and did not want a refund but opted for a transfer to the next clinic..

However, sadly other participants chose not to participate which is fine - they did not agree with our Risk Assessment nor the Authorities. However they did demand a full refund of which we refused because the clinic was going ahead which led to an unpleasant situation whereby advice from the Dpt Fair Trading/Consumer Affairs was sought from both parties.

The Riding Application Form does stipulate a cancellation fee of \$100:00 and due to other circumstances surrounding this situation - we chose to uphold that policy.

Below is an outline of Your Rights and Responsibilities (created Dec 2009):-

### YOUR RIGHTS AS A STUDENT/CONSUMER OF OUR SERVICES

- ◆ To quality training of you and your horse
- ◆ To be safe whilst being part of one of our clinics
- ◆ To be heard when you have concerns.
- ◆ To be respected and treated with dignity whilst involved in a clinic with other participants
- ◆ To not participate in any activities you do not feel safe or confident in carrying out.
- ◆ To enjoy the clinic and have fun.

### YOUR RESPONSIBILITIES

- ◆ To ensure you follow policies and recommendations from the coach/service provider when attending a clinic eg 'Do Not Bring Dogs or Stallions'.
- ◆ To treat your fellow participants with respect and dignity and not to abuse anyone.
- ◆ Contact Wayne or Jenny of any information/issues you have *as soon as you have them*. Please don't worry our local helpers/support people.
- ◆ Respect our local helpers/support people. They are just that '**helpers**' they assist us with phone nos and venues etc etc. They bear no responsibilities and are participants just like you.
- ◆ Please read the paperwork you sign (Clinic Forms etc) - if you need clarification — please ask Wayne or Jenny.
- ◆ To arrive on time and properly prepared for the clinic/weekend stay at designated time.
- ◆ Please fill out the paperwork correctly and honestly, this information is crucial in an emergency eg medical information - fainting spells, diabetes, epilepsy etc.
- ◆ To speak with the Coach - Wayne Caslick - regarding any concerns with anything during the clinic.

The bottom line is that if an issue does arise, remember good interpersonal skills will get everybody a lot further in communication and negotiations. As they say '***You will attract more bees with honey than vinegar?***' Everybody is there to enjoy and learn.

A lesson for Wayne and myself is that there will be a review of policies now and how they are written and will be given the okay by a solicitor to protect us and our business.

***In conclusion, this particular clinic turned out fantastic. Report and photos inside.....***

# 'feel the love'

## REPORT ON GLOSSOP S.A 4 DAY CLINIC

Yes, a comment via email about this clinic - 'the strong bond that was formed as soon as we stepped into the group, we could just feel the love.'

Although, the weather was hot, very hot - the clinic times were adjusted (plus other strategies) to cope with the heat and as clinic participants echoed - 'we live and work in this heat year after year' - everyone had a ball and came away from the clinic, with much more than when they entered the clinic.

Due to the modified clinic sessions each day, it did give Wayne and his students the opportunity to partake in 'classroom' style learning. Gill graciously allowed Wayne to use her whiteboard to engage everybody in various exercises, tasks and discussions. It certainly provided another dimension to the clinic and the learning pathway everybody was on.

*We have certainly taken notice of this experience and will now make plans to incorporate a classroom session into a clinic. We love brainstorming with students and the ideas that come up are great.*

**Our logo is 'Meeting the Needs of You and Your Horse' in more ways than one!!**

One of the students was so happy that she has put a testimonial up on the website if you care to have a look. Thankyou Wendy! With another still to go up! Thankyou Pauline.

Below is a photo of the Glossop Group.....



And Wayne with Marley



## .....AND ANOTHER FANTASTIC GROUP OF STUDENTS ARE FROM CANOWINDRA, NSW

Wayne arrived back from South Australia on the Tuesday night (left at dawn or earlier) and left again on the Friday to arrive at Canowindra on Friday night. Again, with much deliberation about the weather and heat.....the clinic went ahead with modifications.

The camaraderie of group was great. Guys, I really do get a little jealous of all you women, hogging my husband!!! But hey, he comes home with lots of stories about achievements and wins and challenges - it is wonderful to listen. Wayne really loves what he is doing and the biggest thankyou is for you to follow through with the training with your horse - it is a wonderful pathway to be on. Unfortunately, I haven't any photos to share - that is one thing we need to get better at - getting some good photos of groups etc.

**REMEMBER.....IF YOU ARE HAVING A CHALLENGE AFTER A CLINIC...RING WAYNE ASAP FOR THAT ' OVER THE PHONE SUPPORT'**

# LEARNING PATHWAYS

We like to share knowledge with you from all corners of our experiences - And Parelli has created some wonderful tools for everybody to use and we share some with you here as we have found them to be essential.

The Six Key of Success:

- ⇒ Attitude
- ⇒ Knowledge
- ⇒ Tools
- ⇒ Techniques
- ⇒ Time
- ⇒ Imagination

You need to work on ALL of the above to be successful - think about them - you can apply these to any area of your life. You need to put effort into these 6 keys - that is the bottom line!

**There is another set of principles that are handy to remember -**

The most important word out of those four words is

TRY - TRY MEANS TO HAVE THE 'HEART'

The HEART to obtain the TALENT and the SKILLS.....and what of LUCK????? Well the luck is to .....

- ♦ Talent
- ♦ Skills
- ♦ Try
- ♦ Luck

REMEMBER THERE IS NO LUCK WHEN ASPIRING TOWARD A PARTNERSHIP WITH YOUR HORSE!

## RESPONSIBILITIES OF YOU AND YOUR HORSE

### *Four for the Horse:*

- ♥ Don't act like a prey animal (become more mentally, emotionally and physically fit)
- ♥ Don't change gaits
- ♥ Don't change directions
- ♥ Look where you are going

### *Four for the Human:*

- ♥ Don't act like a predator (become more mentally, emotionally and physically fit.
- ♥ Have an independent seat
- ♥ Think like a horse - man
- ♥ Know and use the natural power of focus.

***You need to learn these and teach them to your horse! The above underpins all your training sessions with your horse.***

***HORSE BEHAVIOUR ARTICLE FROM NOVEMBER ISSUE TO BE CONTINUED IN JAN ISSUE.***