



Welcome to the *e*-Newsletter
of the
Miniature Horse Association of Australia Inc

ABN 22 921 298 546
ARBN 096 500 346

2 October, 2014

Issue: 94

MHAA® Strong and getting stronger

... .. now leading the way as the FIRST and ONLY exclusive Miniature /Small Horse Registry, proudly celebrating 25 years servicing the needs of Members around Australia and beyond !

Dear Members,

Voting Papers: It's that time of year again and Resolutions for voting have been mailed by our Returning Officer and Members eligible to vote, should have all received these by now. ***If you think you are eligible to vote and have not received your voting papers , please contact the National Secretary, Barb Voysey asap; so that arrangements can be made to have a set sent to you.***

Members are urged to vote, as by not voting, you could be voting against something you may believe would be good for the Association, or vice-versa. When you do vote, please consider the Membership as a whole, the Stud Book and the Association and not just what would suit you. If you do not understand any of the Resolutions, or would like more explanation, please contact the National Secretary; we cannot tell you how to vote, but we can explain to you the reasons why the Resolutions are put forward.

Queensland Members would have received their voting papers for their Queensland State Representative and State Committee also and again we ask you to take time to vote for the Committee you believe will manage your State for the Members. There are also some vacant positions, so instead of sitting on the side-lines, how about putting up your hand to be involved in the Committee as extra assistance is always required and appreciated.

National 2014 AGM: The AGM will be held on Saturday 11 October, 2014 at 11am at the Coopers Colonial Motel, Acacia Ridge, Qld. As always, all Members are encouraged to attend and as is customary, we will have a short informal Meeting following the AGM.

Queensland Promotional Group 2014 AGM: Is being held after the National AGM at the same venue, scheduled to start at 12-30pm and will be the opportunity for Queensland Members to be involved in their Promotional Group and having their say about the coming Show Season or any other relevant matters.

By having the two AGM on the same day at the same venue, will mean that Members can attend the National AGM and stay on for the Queensland AGM, a double opportunity to have your say about your Association and in particular about your State Promotional Group. For catering purposes, please advise the National Secretary if you will be attending.

Equitana: We will have a Stand at the 2014 Equitana, which is being held in Melbourne this year and invite Members to take part in this fantastic promotional event. We will be handing out brochures about the Association and the wonderful world of Miniature Horses and Members can be represented and have their Stud handouts, business cards, sales lists, Stallions at Stud information or advertising their business for the reasonable fee of \$25-00. Members who want to be involved need to contact Barb Voysey asap and confirm their involvement and make arrangements to have their advertising material ready for Equitana which runs from Thursday 20 November to Sunday 23 November, 2014 inclusive. Members will need to provide however many flyers etc they want handed out and there is no limit on the number.

Studs / Members can also be represented by way of having posters or Stud photos put up in our advertising office and for this there is also the same reasonable fee of \$25-00. All visitors to Equitana are equine enthusiasts, so the opportunity to reach a huge number of people who visit our site in the Breed Village, is too good an opportunity to miss out on. If you have any queries with regards this, please don't hesitate to contact Barb Voysey to discuss.

We are also requesting any Member/s who would like to attend and assist on the stand to contact us asap and/or if any Member would like to bring a Miniature Horse for display in our site in the Breeder Village, we would welcome this too and as we understand the work involved in bringing Horses to these promotional events, there will be no charge for this.

This is also a fantastic opportunity for anyone who wants to be involved and take part, so if you would like to discuss the excellent opportunities available at Equitana in the Breeder Village, please contact Barb asap. Thankyou to the Members who have already been in contact regarding this event.

If anyone would like to be put on the email list for updates and information on events at Equitana, please also let Barb know.

If you are visiting Equitana, come along and see our display in the Breeder's Village. Twice daily we will also be taking part in Breed displays, which give us the opportunity to showcase our breed and also take part in a parade with all different breeds of Horses and the commentator will discuss each breed, its qualities etc and give details of the history of the particular breed.

A few reminders and clarifications:

Membership Applications / Renewals and/or Registration Applications: Members are reminded that Membership Applications / Renewals and / or Registration Applications, CANNOT be accepted via email. To comply with our Rules, original signed Forms must be posted to the Office and we recommend that these are sent via Express Post (so that they can be tracked if necessary) and also that Members keep a copy of all paperwork submitted to the Office. If you have any queries in this regard, please contact the National Secretary or email admin@mhaa.com.au.

Member queries: Members are reminded that if they have any queries regarding Membership or Registration enquiries, these should be directed to the National Committee not your State Representative or State Committee. Please refer your enquiries to the National Secretary or email to admin@mhaa.com.au. This email is checked several times a day and all emails replied to. If you do not receive a reply within a couple of days please resend your email, just in case it has gone astray. We are now aware that some emails from iphones or ipads sometimes go into the junk file, so this is also checked regularly. Also if you are sending an email enquiry, please put your email address in the body of the email as sometimes the email address sent from, will not allow you to reply to it.

Declined Credit Cards: When you have notification from the office by way of a Tax Invoice that your transactions have not been able to be processed due to your Credit Card being declined, this does not necessarily mean that there are no funds in the account; it can mean a variety of things. For example, the incorrect expiry date could have been quoted, an out of date Credit Card could have been inadvertently quoted, or there could be an error in the way you have written the Credit Card number, just to name a few. When a transaction is processed and it has been declined by the bank, the transaction is repeated in case there was an error in the transmission and if it is declined for a second time, the Member is then advised of this. The problem is that the Bank does not advise why the Credit Card is declined, just that it is declined.

Therefore it is suggested that you keep a copy of ALL paperwork you send in to the office, so that if you do get a notification that your Credit Card is declined, you can check the information that was given to the office. If you have sent the correct details then you should contact your credit card provider.

Many times Members say that they have plenty of money in their account and that the bank should not have declined the Credit Card transaction and why didn't the office ring the Member as if it is a simple correction, i.e. like an incorrect expiry date, the transaction could have been processed again and it could have been corrected and not have to return all the paperwork to the Member. Unfortunately, it is not as easy as that. Our Contractor is not authorized to do verbal transactions on Credit Cards and must have correct documents for every transaction, with an original copy duly signed by the Credit Card Holder themselves.

So, unfortunately we have no alternative but to continue the process we follow now.

Credit Card transactions must be processed in a very strict format manner and in line with the licensing agreement that exists between our Contractor and the Credit Card provider and cannot be varied at will. Therefore we trust that you will understand that the process we follow, is one that is enforced on us under the guidelines set down, not by us, but by the Credit Card provider.

Facebook Postings: It is timely to remind Members that when they are posting on Facebook they are reaching a wide audience and that even if they think twice about a posting and remove it a minute later, there is always the possibility that someone, somewhere in the world has seen that posting and copied it! Whilst the Association has no jurisdiction over your own personal Facebook pages or postings, please be aware that should you bring MHAA® into your conversation and make any derogatory remarks or inferences about the Association, then you could be held liable for defamation or worse. National Committee believes that Facebook can be used as an excellent tool to advise Members and keep in touch, but it can also be a very dangerous tool and we request that Members consider the feelings of others when posting and use Facebook to your advantage, rather than disadvantage.

If you have any queries about any of the above, please do not hesitate to contact the National Secretary or email admin@mhaa.com.au

National Committee of Management

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