

At Shine at Business, we love what we do so, when we receive amazing feedback from our clients, we feel very humbled and grateful.

After twenty-five years of building a horseback riding adventure tourism business from the ground up, it was time to hand over the reins and let our two sons saddle up taking guests on horseback adventures through the mountains.

They had, after all grown up with the business and Steve and I sadly had developed physical issues that led to assessing what we were able to do in the future. We had already established a home, stables and garden suited to running a horse riding business, and running a business from home and having the opportunity to be very close to our boys as they grew up but accommodation was always the missing link for the business.

They both returned from University studies and traveling the world to set their roots; back in the Kiewa valley and mountains they enjoyed during their childhood. Both accomplished horseman and qualified at university in multi-media and film making and developing unique skills travelling the world, it was the natural progression to expand the business model to support a growing family business. So, teaming up with Steve and I we designed and built Spring Spur Stay, a commercial kitchen, riders lounge and a 12-bed luxury accommodation building using collected recycled materials. This took 4 years from conception to completion.

That's when things got complicated.

Having developed the infrastructure and working so hard for so long, things started to fragment. New relationships were developed grandchild was born, the stresses of living so close working so hard, being public property for hours without a break, the whole concept and family relations was at risk of imploding.

That's when we found Dianna Jacobsen and Shine at Business.

After recognising we needed help, and our very first meeting, committing to using her consultancy, the healing began.

Diana's professionalism, her ability to grasp and understand a complicated family structure and then tease out the knots, encouraging us to tell own individual truths and be open and honest about our fears, was a relief. To have an independent professional to guide us, and gently steer us through a dark tunnel towards the light, was almost seamless.

She has been privy to details, both individually and within the business, she has never compromised relationships, moreover she has improved them. We have developed skills that Diana has taught us how to grow and work closely together without conflict, recognising our individual strengths and weaknesses, giving us structure and importantly permission to take time out and reward our achievement of 30 years in Tourism. She has a vast network of professionals in many areas, and has generously made them available to us solving issues that were seemed to us, almost impossible to achieve.

Thank you, Diana and team!

Kath Baird
Spring Spur Stay
Bogong Horseback Adventures.