



**GLASSER
AUSTRALIA**
IGNITE THE POWER OF CHOICE

Annual Report

2021 – 2022

www.glasseraustralia.com.au

We acknowledge the traditional owners of the lands and seas where Glasser Australia (GA) members live, work and play. We pay our respects to Elders past, present and emerging.

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Glasser Australia Annual Report 2021 – 2022

Reporting Period.

This report is for the period 1 July 2021 – 30 June 2022.

Board Attendance.

Total Regular Meetings

Cathy O'Toole	10
Susan Fleming	10
Sheryl Matwijkiw	10
Maureen Sansom	10
Sue Berry	10
Cathy Dillon	9
Roxanne Grey	7
Louise Baxter	5 (commenced October 2021)
Kalikamurti Suich	4 (1 partial)
John Cooper	1 (retired from Board October 2021)

Annual General Meeting.

Full Board Attendance

Note.

Every effort has been made to issue this report with accurate information.

Questions and Comments.

Please direct all questions and comments to the Glasser Australia's office in the first instance:

Tel: 0427 667 385

Email: gaadmin@glasseraustralia.com.au

Positions

Board Directors 2021 – 2022.

President	Cathy O'Toole
Fifth Director	Susan Fleming
Treasurer	Sheryl Matwijkiw
Honorary Secretary	Maureen Sansom
Training Officer	Sue Berry
Board Director	Louise Baxter
Board Director	Cathy Dillon
Board Director	Roxanne Grey
International Board Representative	Kalikamurti Suich

Employed Staff.

Administration Officer	Paula Baxter
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Regional Coordinators.

Northern Territory	John Cooper
Hunter, New South Wales	Nancy Snow
Sydney, New South Wales	Michelle Sandri
Darling Downs, Queensland	John Archibald
South East Queensland	Colleen Hope
South Australia	Christine Duffield
Victoria	Cathy Dillon
Western Australia	Alison Turner

Faculty

Senior Faculty.

Maggie Bolton
Mary Farrell-Jones
Garry Garnaut
Judy Hatswell
Ivan Honey
Rob Stones

Basic Intensive Instructors.

John Archibald	Jane Newman
Sue Berry	Gerard O'Brien
Jenny Boyall	Jodie Paterson
Mark Burnard	Sarah Rudling
Debbie Buscall	Gwen Sands
Mary Ellen Davis	Jeff Steedman
Christine Duffield	Nancy Snow
Susan Fleming	Kalikamurti Suich
Max Greive	Cath Whalan
Sylvia Habel	
Rebecca Lane	
Aminta Miller	

Practicum Supervisors.

Kylie Becker	Meagan McLauchlan
Di Childs	Marinela Mendes
Deb Cox	Suzy O'Connor-Mclean
Duncan Davison	Cathy O'Toole
Jamie Edwards	Bev Powell
Laura Halliday	Narelle Vazquez
Kerri Hodgson	Durgesh White
Colleen Hope	
David Hyatt	
Jamie Kay	

Statement of Strategic Intent 2021 – 2023

Reviewed 25 May 2022.

Purpose.

To build a better world through quality relationships.

Guiding Principles.

Accepting, Negotiating, Listening, Encouraging, Respecting, Supporting & Trusting

Strategic Pillars	Collaborate, Lead & Influence	Governance	Support Training and Faculty Growth
Aspiration	Glasser Australia will utilise our strategic pillars to promote quality training and enhance relationships with members, strategic partners, and wider communities.		
Strategic Activities	<ul style="list-style-type: none"> • Grow quality relationships with members. • Clarify Glasser Australia's place. • Demonstrate credibility through a content marketing strategy. • Grow revenue. 	<ul style="list-style-type: none"> • Develop a lead management aligned governance structure to meet organisational, legal and ACNC requirements. • Ensure compliance with ACNC. • Produce an Annual Report. 	<ul style="list-style-type: none"> • Develop flexible learning options. • Engage faculty in professional development opportunities. • Promote Glasser Quality Schools accreditation program. • Manage access to training programs in collaboration with trainers.

President's Report

Cathy O'Toole



Introduction.

I acknowledge the traditional owners of the lands and seas where Glasser Australia (GA) members live, work, play and connect, I pay my respects to elders' past, present and future. I am proud to share these amazing lands and seas with the oldest living culture on earth.

We are currently living in unprecedented times from a personal, professional, broader community and global perspective. I acknowledge the challenges and distress that many of our members, families and broader communities have endured as a result of the recent devastating natural disasters, the ongoing impact of COVID-19 and the growing pressures related to rising costs of living. Living in unprecedented times poses many challenges for GA and communities around the country. GA continues to use our learnings from the past year to successfully negotiate new challenges and opportunities.

It is with great sadness that GA acknowledges the passing of Mr Murray Kitteringham, who passed away on 13th June 2022. GA sends our deepest sympathy to his wife Erin, daughter Lily, and son Baxter. Murray was the Principal at Sir Joseph Banks State High School in Sydney, where he successfully implemented Choice Theory, Reality Therapy and Lead Management practices into the school positively impacting the lives of many young people over the past ten (10) years. In April 2022 Murray was endorsed as a Basic Instructor. We will sorely miss his passion, leadership skills and his vision for a positive and caring future.

On behalf of the Board, I acknowledge and sincerely thank Sue Berry and Roxanne Grey for their significant, valued, and generous contribution to the Glasser Australia Board.

Sue Berry for her dedication to the role of Training Officer, she has worked tirelessly for six (6) years to meet the needs of training participants and Faculty trainers. Sue's capacity to work respectfully and collaboratively ensured that the transformative work of Dr. William Glasser continued to be shared via quality training opportunities; this passion will be sorely missed by the Board. Sue's passion for quality training has also enabled GA to remain financially stable during the impact of Covid. Sue will remain in contact with the GA Board via her contribution to the discussions linked to the Statement of Strategic Intent.

Roxanne Grey for her generous contribution GA's marketing and public relations activities; this has had a huge impact on GA's ability to promote the transformative work of Dr. William Glasser. She has brought her twenty (20) plus years of extensive experience in strategic marketing and business development to GA. Roxanne's passion, skills and experience will be sorely missed by the Board. We wish Roxanne every success as she embarks on her Master's in Business Psychology, at the University of Queensland.

The GA Board welcomed Louise Baxter, who brings a new and youthful perspective. She is a proud queer woman who is passionate about inclusion, human rights, equality, fairness, and mental wellbeing especially in relation to employment opportunities and access to services. Louise is a Diversity and Inclusion Advisor at Queensland Health where she has worked for seven (7) years. She achieved Certification at the age of nineteen (19) years when she was working in the youth mental health sector.

I sincerely thank and congratulate the members of the GA Board and the GA Administration Officer for their commitment to the work carried out in 2021-2022 financial year. The GA Board Members do an outstanding voluntary job ensuring the transformative work of Dr. William Glasser continues to be shared as the Board has continued to embrace both the opportunities and challenges that we face as we move into the future.

I have also enjoyed and benefited enormously from the wisdom and learnings that I have experienced as a participant in the WGI Member Organisation (MO) meetings. Thank you to Kalikamurti Suich (GA representative and Treasurer on WGI Board). GA has contributed to the work of WGI during this year. It has been wonderful to learn from other nations about how they are coping with a rapidly changing world, interestingly we all face very similar challenges and opportunities.

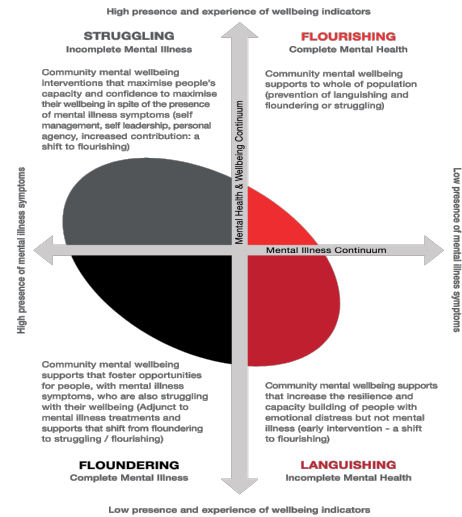
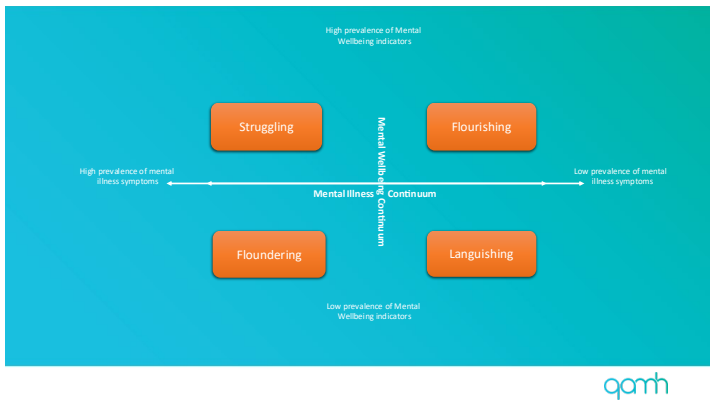
Research: Informing a Progressive Future.

Reflecting on recent research will assist in our thinking, planning and action as we move into the future with hope and optimism.

The Qld Alliance for Mental Health (QAMH), the State Peak Body for the Mental Wellbeing Community Sector, has delivered an innovative approach to mental wellbeing supports. The Wellbeing First Report was launched in July 2021 (Wellbeing-First-Report-DIGITAL.pdf (qamh.org.au)).

Wellbeing First imagines a future state where everyone has access to locally designed wellbeing supports and where the nation's growth is measured not just in economic terms but also in its mental wellbeing. I mention this because the focus on wellbeing fits perfectly with the underpinning philosophy of Dr William Glasser' Choice Theory.

The diagrams below present two continuums; traditionally the focus has been on the Mental Illness Continuum. The addition of a Mental Health and Wellbeing Continuum offers a normalising conversation about mental wellbeing and offers support that is not a permanent fixture in a person's life, but a guest that promotes and builds capacity inclusion, and growth. Mental Health is not the absence of mental illness. Consider: not all mental distress requires a medical response; a diagnosis of mental illness does not preclude aspirations for opportunities to flourish/personal transformation. Choice Theory offers the opportunity for flourishing.



Further research undertaken by the QAMH identified the following impacts of Covid -19 in Queensland, (no doubt other states have experienced similar outcomes):

- Amplified the problems in the system.
- 40% Increase in calls to support lines.
- 78% Australians report mental health worsened.
- 80% moderate to extreme loneliness.
- 55% Australians drinking alcohol at levels hazardous to health.
- Impact on young people.
- Impact on older people and socially disadvantaged.
- Geography of QLD.

The Findings Australian Productivity Commission Inquiry Mental Health – June 2020 Inquiry report - Mental Health Productivity Commission (pc.gov.au) highlighted the cost of mental ill-health & suicide to Australia

- Direct economic cost is estimated at \$43 billion-\$70 billion in 2018-19.
- \$16 billion: Direct expenditure on healthcare & other support services.
- \$12-39 billion: lower economic participation & lost productivity (presenteeism).
- \$15 billion: informal care provided by family & friends.

Exciting new research by Professor Joanna Moncrieff Professor of Critical and Social Psychiatry Division of Psychiatry Faculty of Brain Sciences has the potential to turn the illness model on its head!

Dr Joanna Moncrieff's research centred on the serotonin hypothesis of depression that is still influential. The study aimed to synthesise and evaluate evidence on whether depression is associated with lowered serotonin concentration or activity in a systematic umbrella review of the principal relevant areas of research. The main areas of serotonin research provide no consistent evidence of there being an association between serotonin and depression, and no support for the hypothesis that depression is caused by lowered serotonin activity or concentrations. Some evidence was consistent with the possibility that long-term antidepressant use reduces serotonin concentration. Use the link below to access further information regarding this important research.

[The serotonin theory of depression: a systematic umbrella review of the evidence \(nature.com\)](#)

The research above provides compelling evidence that change is warranted and needed. It offers a focus on wellbeing and not mental ill health; this does not suggest that some people become very mentally unwell. But it does offer an alternative way forward where the person seeking support is the team leader and the service provider is accountable to that team leader. This research also normalises the fact that we may all experience period of poor mental wellbeing that addressed early will not progress to mental ill health.

Going Forward.

In closing, I offer this challenge – Is GA, as an organisation up for the challenge to have the tough conversation about identity/brand in a contemporary world? Given the absolute importance of language in sharing information it could be argued that the brand “Glasser Australia” does not tell the population much at all about who we are or what we do.

What is more important promoting Dr Glasser's name or ensuring that his legacy, his powerful and transformative body of work lives on? Dr. Glasser has taught us, fundamentally as human beings we behave, give, and share information; therefore, the GA brand or identity is very important.

Treasurer's Report

Sheryl Matijkiw



The Glasser Australia unaudited report shows a Profit of \$14,925.00

This amount includes a \$10,000 Business Support grant received from the Queensland Government in September 2021.

The operating profit/loss for the organisation for the year was \$5,913.41

The 2021 Conference was cancelled due to COVID restrictions and lockdowns. With successful negotiations with Mantra Twin Towns, the Conference is now being held in October 2022.

Registrations for the Conference continue to be received with a total of 85 as of the date of writing this report (2/8/22) with a goal of 100 registrations.

Covid lockdowns, restrictions and border closures caused interruptions to training sessions in the first half of the financial year, with some increase in training in November and December then finally able to proceed in full from March 2022.

Training and Membership Income for 2021-2022

Basic Intensive Training	\$77,540.00
Advanced Intensive Training	\$5,100.00
Faculty Training	\$24,131.81
Basic Practicum	\$1,818.19
Advanced Practicum	\$431.82

The Cash flow for the year has remained consistent. Balances for the bank accounts as at 30/6/22 are:

General Account	\$118,428.40
Conference Account	\$42,060.28
Scholarship Account	\$10,007.46
Credit Card Account	\$349.56
Term Deposit	\$20,000.00

Detailed financial reports are included at the end of this report. Balance Sheet as at 30/6/22 and Profit and Loss from 1/7/21 to 30/6/22.

Glasser Australia consists of many components: Board volunteers, staff, members, senior faculty, and trainers. All hard working, passionate people with the one purpose in mind - To build a better world through quality relationships.

I would like to take this opportunity to thank Paula Baxter, our one and only staff member, the happy voice at the end of the phone, the glue that holds us together.

Profit and Loss Statement

Glasser Australia
1 Merritt Street
FLINDERS VIEW QLD 4305

Profit & Loss Statement

July 2021 To June 2022

INCOME				
TRAINING				
AIT Fees	\$5,100.00			
BIT Fees	\$77,540.00			
Take Charge of Your Life	\$25.45			
Basic Practicum	\$1,818.19			
Advanced Practicum	\$431.82			
Faculty Fees International	\$3,452.52			
Faculty Program Admin. Fee	\$22.73			
Total TRAINING		\$88,390.71		
FACULTY TRAINING FEES				
PSPT	\$2,031.82			
PSPE	\$4,018.18			
BIT	\$8,036.36			
BIIE	\$10,045.45			
Total FACULTY TRAINING FEES		\$24,131.81		
MEMBERSHIP FEES				
Concession membership	\$27.27			
Faculty Membership	\$8,464.15			
Business Membership	\$261.37			
Regular Membership	\$2,245.47			
Total MEMBERSHIP FEES		\$10,998.26		
Bank Interest		\$63.11		
Account Rebate		\$42.00		
Books		\$1,786.00		
Finance Charges		\$1,002.53		
Total INCOME			\$126,414.42	
COST OF SALES				
Purchases - Books		\$1,429.44		
Total COST OF SALES			\$1,429.44	
Gross Profit			\$124,984.98	
EXPENSES				
GENERAL EXPENSES				
Bank Fees	(\$45.17)			
Tyro fees	\$312.60			
Credit Card Fee	(\$98.45)			
stripe fee	\$1,016.02			
Total GENERAL EXPENSES		\$1,185.00		
FACULTY TRAINING				
Instructors Accommodation	\$909.09			
Instructors Fees	\$16,090.91			
Catering/Participants Training	\$1,153.01			
Print of Certificate Training	\$577.27			
Total FACULTY TRAINING		\$18,730.28		
BOARD COSTS				
Training for Board	\$270.00			
Total BOARD COSTS		\$270.00		
INSURANCES				
Workers Comp.	\$374.67			
Community volunteer accident	\$1,754.25			
Business Insurance	\$350.00			
Total INSURANCES		\$2,478.92		
OFFICE EXPENSES				
Computing	\$602.43			
Electricity	\$1,456.00			
Postage - Office	\$423.69			
Internet	\$18.14			
Web Page	\$68.92			
Website maintenance	\$7,882.61			
Printing & Photocopying	\$1,623.87			
Stationery	\$21.82			
Telephone / Fax	\$1,097.69			
Myob Subscription	\$1,232.87			
Bookkeeping	\$355.33			
Total OFFICE EXPENSES		\$14,783.37		
WGI AFFILIATION				
Training Fees WGI	\$18,373.49			
WGI membership fees	\$3,512.52			
Total WGI AFFILIATION		\$21,886.01		
FACULTY DAY EXPENSES				
Venue Hire	\$590.91			
Total FACULTY DAY EXPENSES		\$590.91		
PAYROLL EXPENSES				
Wages	\$53,829.25			
Superannuation	\$5,317.83			
Total PAYROLL EXPENSES		\$59,147.08		
Total EXPENSES			\$119,071.57	
Operating Profit			\$5,913.41	
Other Income				
Business Support Grant		\$10,000.00		
Total Other Income			\$10,000.00	
Other Expenses				
Other Expenses				
Flowers	\$154.55			
Gifts	\$90.91			
Total Other Expenses		\$245.46		
Refunds				
Membership Refund	\$742.95			
Total Refunds		\$742.95		
Total Other Expenses			\$988.41	
Net Profit/(Loss)			\$14,925.00	

Balance Sheet

Glasser Australia
1 Merritt Street
FLINDERS VIEW QLD 4305

Balance Sheet As of June 2022

Assets				
GA General Account			\$118,428.40	
GA Conference account			\$42,060.28	
GA Scholarship account			\$10,007.46	
GA Term Deposit			\$20,000.00	
Trade Debtors			(\$1,131.00)	
Office Equipment At Cost			\$15,621.52	
Equipment Accumulated Dep			(\$15,021.66)	
Sale of office equipment			(\$318.18)	
Stock on Hand			\$4,337.92	
Total Assets				\$193,984.74
Liabilities				
Current Liabilities				
GA Mastercard account		(\$349.56)		
Trade Creditors		\$8,360.00		
Superannuation Payable		\$1,162.68		
PAYG Withholding Payable		\$6,728.00		
Provision for Annual Leave		\$10,903.60		
Provision for Long Service Leave		\$7,951.96		
Total Current Liabilities			\$34,756.68	
Income in Advance				
Conference Prepayments		\$39,552.51		
GST Liabilities				
GST Collected		\$13,933.04		
GST Paid		(\$2,506.96)		
ATO Running Balance Account		(\$6,857.00)		
Total GST Liabilities			\$4,569.08	
Total Liabilities				\$78,878.27
Net Assets				\$115,106.47
Equity				
Retained Earnings			\$99,615.57	
Current Earnings			\$14,925.00	
Historical Balancing Account			\$565.90	
Total Equity				\$115,106.47

Strategic Pillar Reports

Pillar: Collaborate, Lead and Influence

Committee: Maureen Sansom, Roxanne Grey and Cathy O'Toole

For Glasser Australia to move forward to meet the demands of a contemporary society struggling to manage mental wellbeing it is essential that the Board focusses on collaboration, leadership and influencing. To this end, the Board has paid particular attention to Board composition to ensure a strong and diverse skill mix.

The information below highlights the work related to this Pillar that has been undertaken over the 2021 – 2022 financial year.

Strategic Activity: Grow quality relationships with members.

Throughout the 2021 – 2022 financial year, to grow quality relationships with Members, the Board of Glasser Australia has reviewed the Glasser Australia Statement of Strategic Intent 2021-23. The review paid attention to the original ambitious agenda, with a focus on chunking down the original intent to achievable outcomes. The reviewed Board approved Statement of Strategic Intent 2021 – 2023 now includes the following Pillars: Collaborate, Lead and Influence, Governance and Support Faculty Growth. One of the key items included in the revision was a focus on this strategic activity: Grow quality relationships with members.

In addition to ensuring this activity is documented, the organisation also engaged in activities including:

- Zoom video conference meetings were held with Senior Faculty, Faculty and Members to discuss the Statement of Strategic Intent 2021 – 2023.
- A written report was developed and submitted to WGI including feedback on the WGI vision and mission statements, the challenges for Glasser Australia and feedback on the WGI priorities.
- Educational Zoom session: Cost Effective Business Development delivered by Roxanne Grey (marketing consultant) and Glasser Australia Board member.
- Several Zoom meetings have been hosted aligned to the Training and Faculty Growth Pillar.

In addition, plans are under way re-establish a quarterly Glasser Australia e-Newsletter to enhance membership engagement.

Strategic Activity: Clarify Glasser Australia's space.

During this financial year the Glasser Australia Board has respectfully undertaken robust discussion regarding future directions to meet the demands of a rapidly changing contemporary world. Key to this discussion have been addressing current branding. The following three points outline the key topics of discussion and consideration:

1. Language matters: "Glasser Australia" as a brand does not in general get traction outside of those who are familiar with Dr Glasser's work. What does this brand tell the observer about what information they have access too? Re-branding does not mean that recognition of Dr Glasser's name or content changes. But it does beg the question "What is more important; holding on to Dr Glasser's name or the power of the body of his work?"
2. Training program names e.g., Basic Intensive Week etc. does not tell the potential learner or industry sector anything about what they will learn. Program names give people an indication of what they can expect to learn about. However, where this work is known it obviously is not a problem, but this is arguably a very small cohort of people. Again, this does not infer that content or acknowledging Dr Glasser changes.
3. The opportunity to move outside of the Education sector. There are huge opportunities in the mental wellbeing sector, workplace wellbeing (very high incidence of presenteeism), mental health community managed sector, First Nations, and CALD Peoples, etc.

Through regular attendance and active participation at WGI Member Organisation meetings throughout the 2021 – 2022 financial year have shown that we are so differently culturally, however we all share similar challenges and opportunities. Some of the big questions posed by the Board of Glasser Australia were also shared with other WGI Members Organisations.

Strategic Activity: Demonstrate credibility through a content marketing strategy.

During the 2021 – 2022 financial year, Paula Baxter the Glasser Australia staff member has acquired new skills in the digital aspects of content marketing. These skills have been learned from Board member Roxanne Grey (a marketing consultant with skills in this area) in addition to her own online learning journey. The key activities include:

- Adding additional content to the Glasser Australia website such as conference information and blog articles.
- Creating posts on the Glasser Australia public Facebook page that link to the website.
- Advertising Glasser Australia and the conference digitally by boosting posts on the Glasser Australia public Facebook page, which links to the website.

To carry out the above activities and to understand how these activities work in with each other, Roxanne also shared with Paula additional knowledge and skills in:

- Search engine optimisation (SEO)
- Using Canva as an image cropping tool
- Scheduling posts ahead of time
- Managing an approved advertising budget

This digital activity is designed to continue to build, positioning Glasser Australia as a reputable organisation.

Strategic Activity: Grow revenue.

At Glasser Australia, our 2 key revenue streams are conference ticket sales and membership fees. As a Board, we elected to initially focus on the maximising the conference registration to aide in growing the organisation's revenue.

Glasser Australia was significantly impacted by COVID 19, which created many challenges for the Board regarding the 2021 Conference. The decision was made in the best health interests of the delegates and to also meet COVID requirements to postpone the 2021 Conference, which had a negative impact on revenue.

The conference was re-scheduled to 29th September – 1st October 2022 on the beautiful Queensland Gold Coast. All delegate and venue prepayments were transferred to the 2022 Conference and will contribute to the 2022-23 financial year. The conference committee has worked tirelessly to appeal to a wide more diverse audience to increase conference participation. The theme for the 2022 Glasser Australia Conference is:

Exploring the Freedom of Choice - a mental health and wellbeing conference like no other!

Glasser Australia is excited to have secured the following exceptional Keynote Speakers, including two Glasser Australia Senior Faculty Members.

- Dr Cathy Kezelman
- Dr Helen Street
- Ivan Honey
- Judy Hatswell

To encourage connection, networking and feedback during the conference additional rooms will be available for conversations and interviews throughout Days 2 & Day 3. An experienced photographer/filmmaker will be recording aspects of the conference to assist future conference marketing and promotion. A technician will also be on hand to assist with any technical issues that may arise.

To date, registrations for the 2022 conference have been strong which will result in a positive impact on revenue. Future plans will include the next conference and increasing membership of Glasser Australia.

Pillar: Governance

Committee: Cathy Dillon, Sheryl Matwijkiw and Paula Baxter

The GA Board has worked collaboratively to achieve a strong governance structure; this has been led by the Governance Committee and in collaboration with senior faculty, faculty and members.

Strategic Activity: Develop a lead management aligned governance structure to meet organisational, legal and ACNC requirements.

The GA Statement of Strategic Intent 2021 – 2023 has been reviewed in this financial year; this resulted in the development of a revised Operational Plan. The review also included discussion regarding the GA Purpose and Guiding Principles, which are Dr. Glasser's connecting habits. The implementation of the Statement of Strategic Intent and Operational Plan is centred around the principles of Lead Management.

GA has suite of Policies and Procedures that are reviewed biannually or as appropriate. Policies developed and/or reviewed during 2021 – 2022 include: GA Refund Policy, Board Director Induction Policy, Governance Policy, Board Confidentiality Policy; Code of Ethics, Transparency and Accountability Policy, Risk Management Policy. Policies and Procedures are located on the GA Website.

The President and Board Directors have a sound understanding of government principles and Board meetings are conducted regularly with a keen focus on Conflict of Interest and best governance practice. GA holds the AGM in October each year.

Strategic Activity: Ensure Compliance with ACNC.

GA is a for purpose membership-based organisation that provides access to Annual Reports, Policies and Procedures, training schedules and other relevant information via the GA. The GA office is located in Ipswich.

GA Board Directors have provided evidence that they are not disqualified to sit on a Board and each Director has signed a Responsible Person Form declaring that they are not disqualified. GA has Policy in place to remove a Responsible Person who does not meet these requirements.

Board Directors have provided their Director ID or are in the process of completing the documentation.

GA has a Board Director Induction Policy, and the newly appointed Board Director was provided a copy of Board Roles and Responsibilities and other relevant Policies to ensure that the ACNC Standards are understood.

GA has undertaken a policy review to ensure that the organisation is protected from fraud or any breaches of relevant laws.

Strategic Activity: Produce an Annual Report.

The GA Annual Report showcases the exciting work that has been undertaken by the Glasser Australia (GA) Board during 2021 – 2022. The GA Annual Report has been produced and lodged with the ANCN to meet specified standards. The GA Annual Report contains reports from the President, Treasurer, Conference Convener, and work undertaken by the GA Statement of Strategic Intent Pillar Committees during the year. The GA Annual Report is available on the website.

GA thanks the President, Committee members of the Statement of Strategic Intent Pillars for their hard work and informative Reports. Thanks also go to the GA Treasurer, Sheryl Matwijkiw for her outstanding commitment to ensuring that GA meets ACNC and legal standards in terms of financial reporting. Thanks also to the Regional Coordinators for their informative activity updates.

Pillar: Support Training and Faculty Growth

Committee: Sue Berry, Susan Fleming and Louise Baxter

Introduction.

“Success in any endeavour is directly proportional to how well the people who are involved in it get along with each other.”

- Dr William Glasser

These words reflect Dr Glasser’s observation, and the progress Glasser Australia (GA) has made in growing the teaching of choice theory in Australia in 2021-22 through our training process, most significantly “getting along together” online.

Strategic Activity: Manage access to training programs in collaboration with trainers.

The use of online platforms has led to greater connection within the Glasser Australia membership, and with WGI. The William Glasser International has offered professional development to Faculty through online presentations and here in Australia Faculty have taken the initiative to create online groups for a variety of purposes. Training events have been increasingly offered online, connecting geographically distant participants and groups.

The first step in “getting along together” is to connect with each other, to share our ideas and perspectives. Some of the ways this has happened through online gatherings in the past year are described later in the report.

A more demanding step in “getting along together” is working together. This year has seen Senior Instructors from different countries working together for online Faculty training in Australia, and instructors from different states working together to create our first completely online Basic Intensive Training.

“Getting along together” through creating more flexible training options; GA is a Level 3 Member Organisation; hence GA has the autonomy and to create new flexibility training options. This has resulted in the flow of training workshops that has resulted in a significant increase in Basic Practicum Supervisors and Basic Intensive Instructors this year. GA appreciates the willingness of Senior Instructors to work collaboratively to create opportunities to sustain growth in training.

During 2021/22 GA’s flexible approach to training delivery has resulted in more BIT training events and significant Faculty growth, which increases training capacity. Further detail can be found in Table 1 below.

Training Data.

Table 1: Comparative Table of training completed in Australia and number of Participants (2016-2022).

Program	Number of Participants July 16 – June 17	Number of Participants July 17 – June 18	Number of Participants July 18 – June 19	Number of Participants July 19 – June 20	Number of Participants July 20 – June 21	Number of Participants July 21 – June 22
Basic Intensive Training	499 (36 events)	423 (33 events)	354 (24 events)	270 (24 events)	507	543 (43 events*)
*Basic Practicum	18	94	55	50	86	63
Advanced Intensive Training	19 (1 event)	65 (6 events)	6 (1 event)	0	25	17 (2 events)
Advanced Practicum	0	11	34	5	0	38
Certification	0	9 (1 event)	0	16 (2 events)	0	0
Practicum Supervisor Training	7	7	0	2	9	1
Practicum Supervisor Endorsement	0	6	0	2	10	2
Basic Week Instructor Training	0	0	0	2	5	9
Basic Week Instructor Endorsement	0	1	0	4	4	7

* 11 BITs were postponed and 3 cancelled July – December 2021 due to COVID-19 restrictions

Strategic Direction: Develop Flexible Learning Options.

Basic Intensive Training.

In addition to more instructors choosing the “two days and two days” approach as distinct from traditional 4 consecutive days, examples of new approaches instructors have used are:

- Face-to-face in 3-hour blocks across a prolonged period.
- A combination of shorter blocks and full days.

Flexibility at other training levels.

- Practicums have continued to be offered online in addition to face-to-face meetings.
- Faculty programs have been tailored to meet participant preferences and meet COVID-19 restrictions.
- Work has commenced to develop Basic and Advanced Intensive levels online training.

Work has commenced on creating new options for CTRTLM training in response to community interest in personal growth, workplace mental wellbeing and positive relationships. GA welcomes collaboration with Faculty members who may have an interest in this area.

As we adopt a more flexible approach, it is imperative that GA has the Policy, Guidelines for Training and Quality Assurance documents in place that reflect quality work.

Strategic Activity: Engage faculty in professional development opportunities.

GA has been working to progress growth in professional learning opportunities to encourage and support ongoing Faculty Training. Building on the work of Judy Hatswell and Rob Stones, Susan Fleming and Rob Stones are initiating a similar group of instructors in Brisbane. In a similar vein, groups of five Basic Intensive Instructors have formed a group to support each other in their journey to Senior Instructor. This will be a combination of online and face-to-face meetings.

Investigations are being made to develop a resource platform on the website to promote a community of practice to share quality resources and materials between faculty to facilitate, growth, and continued professional learning.

Member Professional Development Online: In March 2022, Board Director Roxanne Grey, who is a marketing consultant with twenty years plus experience, presented a 2-hour online session ‘Cost Effective Business Development’ for members. Roxanne shared her experience and advice for creating a strong digital presence that supports a traditional word of mouth business. Attendees appreciated her practical examples, presented in a down-to-earth, no-nonsense way.

Online Groups: Upskilling in use of technology, A group of Faculty met monthly on Zoom July – December 2021 to learn ways of presenting workshops online. Members shared their experience and expertise to gain skills and confidence in the use of Zoom.

GA recognises the Online groups organised and hosted by Maggie Bolton: Choice Theory Chat and Garry Garnnaut: Chitty Chat SA. These groups foster deep discussion in a safe environment.

Strategic Activity: Promote Glasser Quality Schools Accreditation Program.

There has been a strong focus on the Glasser Quality Schools Accreditation Program delivering the following outcomes:

- Interest in Quality Schooling is increasing. GA is supporting working in fourteen schools in NSW, with four considering co-verification in 2023. In Queensland, four schools are currently working towards co-verification.
- GA has established a Quality Schooling program in Australia; this work will be in collaboration with the WGI Quality Schooling Committee. WGI and GA are reviewing relevant process and policy. GA is represented on the WGI Committee. The GA Policy will be ready for promotion at the Gold Coast conference as there is interest in the school communities.

WGI has requested that they have a representative involved with co-verification process in schools. GA believes that it is achievable via focus groups using online platforms such as Zoom.

Conference Convenor's Report

Maureen Sansom



Although the last couple of years have been interesting for all of us, it has enabled Glasser Australia to meet the challenges and move forward in a strong cohesive manner. We have focused on flexibility, a strong focus on our common humanity and most of all quality relationships. Congratulations to the Board, Faculty and Members – without you, Glasser Australia would not be able to continue teaching Choice Theory, Reality Therapy and Lead Management to our communities.

As a nation, we are still dealing with COVID outbreaks. The conference committee, together with the staff at Mantra Twin Towns are doing everything possible to eliminate risk to the health and wellbeing of delegates, as well as the overall success of the 2022 The Glasser Australia National Conference, which will be held from 29th Sept. - 1st Oct. 2022. Faculty Day will be on 2nd Oct. 2022.

Glasser Australia 2022 National Conference.

Exploring the Freedom of Choice - A mental health and well-being conference like no other!

The 2022 conference is a 3-day event on the beautiful Gold Coast, Queensland Australia and will explore the theme Exploring the Freedom of choice - a Mental Health and Well Being conference like no other from a range of perspectives.

The conference committee will be delighted to welcome our keynote speakers Dr Cathy Kezelman (Executive Director of Blue Knot Foundation – National Centre of Excellence for Complex Trauma) and Dr Helen Street (Chair of the Positive Schools Foundation), and to two Glasser Australia Senior Faculty members – Ms Judy Hatswell and Mr Ivan Honey.

Glasser Australia 2022 National Conference Key-Note Speakers.



Dr Cathy Kezelman.

A trauma-informed world: the role of healthy relationships in recovery from complex trauma.



Dr Helen Street.

Contextual Wellbeing: the experience of belonging and engagement that arises from connection to a healthy social context.



Judy Hatswell.

Leader is not just a word on a business card.



Ivan Honey.

The Get Happier School Journey: A story of challenges and opportunities in the application of Choice Theory.

Thank you.

Glasser Australia Board members and the conference committee would also like to acknowledge the continued support and willingness of presenters who volunteer their time and expertise in presenting informative and interactive workshops for the benefit of all who attend – Thank you! Without you, we would not be able to conduct such a meaningful and significant event.

The conference committee has been working to attract Mental Health Professionals, Community Mental Health Practitioners, Educators, CEO's and Managers, Employees / Employers, Students, People with lived experience, Parents / Carers, and broader community members to attend this conference.

There will be a focus on discussions and learning around mental health and wellbeing, trauma informed and general counselling, quality relationships, quality education and lead management practices.

I sincerely thank the conference committee Paula Baxter (Glasser Australia Office Administration), Susan Fleming and Sheryl Matwijkiw, (Glasser Australia Board members), for their ongoing support, encouragement to bring this conference to reality.

The Glasser Australia biennial conference offers a space for connection and reconnection. It is a time to network with like-minded people, establish and maintain quality relationships listen to and appreciate differing and/or alternative perspectives and mostly it is a time for fun!




**GLASSER
AUSTRALIA**
IGNITE THE POWER OF CHOICE

**EXPLORING THE
FREEDOM OF CHOICE**

A mental health and well-being
conference like no other!

29th September - 1st October 2022
Mantra Twin Towns Gold Coast
Queensland Australia

www.glasseraustralia.com.au

International Board Representative's Report

Kalikamurti Suich



Hello Glasser Australia members,

This is my last term of being the international rep for Glasser Australia and it has been a wonderful experience to represent the organisation over an extended period.

I think it is important to reflect on what is the inherent value of being part of the international organisation as the further we get away from those who actually worked with Dr Glasser, the more this is likely to occur. People can lose sight of the fact that the Board is there to protect the integrity of his work and that international board was set up at Dr Glasser's request. We also know his work can be taught in ways that are coercive, losing the message along the way.

As an international rep, I have had the honour to see a rich tapestry of achievements in many different ways as choice theory is applied, in business, leadership, education, wellbeing, and so on.

Using the example of quality schools what is coming through is that the WGI GQS Team are producing some really rich stories about schools which have declared to be quality schools This committee hopes to draw on those stories to inform some ways in which a school can become a GQS and that we offer these as guidelines to MO's.

Procedures like re co-verification are a way of asking for accountability. Research as part of the process is vital if we are to prove the worth of the time, energy, money and effort to become a GQS. Succession planning is crucial. Australia is lucky that we have not lost a GQS. Think of how many schools internationally have dropped off the list when a new principal has come along. Check out Steve Hammond's school website St Patrick Catholic School in Virginia. He is our guiding light of succession planning.

The website has GQS up front and centre. <https://www.stpcs.org/our-story/glasser-quality-school>

From the late Murray Kitteringham: **"Culture is what you want to get to. Trying to make a cultural change, you need to have a generation of students going through a school."**

This sort of knowledge and understanding would not be readily available to schools if it were not for WGI and the GQS team.

International conference.

In Japan at the recent conference we saw in action what the effect of being introduced to Choice Theory has had on one person who now heads up a company called Achievement Corp with over 200 employees, 52 chapters as they are described which are small groups spread out over Japan and with the single intent of teaching choice theory to leaders, business owners and CEO's in recognition of the importance of the role of the leader in setting culture. The main staff and key managers are all WGI members and have received CT training. Over 50% of all the staff have completed the Basic training and some are. Now moving on to becoming faculty.

On behalf of Japan WGI Achievement Corp ran the conference and this is the first time that the international conference has been outsourced so to speak., however it was run with a foundation in CT and the knowledge that employees of Achievement Corp are also members of WGI Japan.

Japan also has an association called Japan association of Choice Theory Psychology, which focuses on all academic areas, such as university courses, research, liaising with other psychological organisations.

We also had a keynote from the Mayor of a ward who having trained with Achievement Corp, is now using choice theory to roll out training for all staff starting with human services so as to improve the quality of services for people using the services, what we would call welfare recipients.

Secondly as the mayor he is responsible for public schools and in response to new laws in Japan banning bullying is implementing Choice Theory training for teachers. He has instigated a new school for non-school attendees and this school is run on CT principles leading to approximately 76% attendance and good academic results. He is now looking to how he can work with other schools in his ward and neighbouring schools beyond his ward.

A third story came from Rochester school in Bogota Colombia. This Quality School was the first school to go back to school during the pandemic, 3 months ahead of any school. As a school, they identified that fear was inside the body, and that safety and caution was a practice and so they instigated protocols to be able to return very successful. A handful of people/students still got covid however were able to attend online. They worked with staff and students to overcome personal fear and make good choices about self-care, personal freedom and responsibility.

As many of you know the board has been undergoing a strategic planning process which has focused on ensuring the new vision and mission goals and values reflect the wants and needs of all MO's.

A team of board members led the process of consultation with MO's and board participants over the last 12 -18 months with bimonthly meetings. This process was also assisted by the board having an expert advisor in strategic planning and business management assist the process.

Following is the new vision and mission, underpinning values and key objectives for WGI:



Vision Statement

Inspiring emotional wellbeing and mental health for all humanity.

Mission Statement

The WORLD needs “a new model for living”

- ***to create individual wellbeing, fulfilling relationships & satisfying work and learning environments.***
- ***We provide knowledge and skills, uniquely underpinned by Choice Theory®, an internal model of empowerment for “how people can get along better”.***

We operate through Member Organizations around the world offering culturally respectful training & innovative initiatives.

Key Objectives:

- Protecting the modalities of Choice Theory and Reality Therapy
- Increasing support for MOs
- Unifying our brand
- Expanding footprint inward (through MO's) and outward (through reaching out to the general public)
- Building capacity of WGI
- Restructuring organization to meet new vision & mission
- Increasing revenue

Values:

- Integrity
- Connect
- Sustainability
- Choices
- Relevancy
- Leadership
- Fun

Understanding the value of being a WGI member and participant. I know for some members it may be hard to personally understand the value of being a part of WGI. Here are some of the reasons why it is of value to Glasser Australia and individual members.

- New knowledge about GQS, Business, Leadership, Research, Mental Health and Wellbeing programs coming from the international perspective.
- Networking opportunities with other countries.
- In terms of Glasser Quality Schools, direct connection/partnering with other schools to learn from their experiences and an award and international recognition on the WGI website for being a GQS.
- Knowledge about current procedures for re co-verification to renew focus and to be accountable.
- Invitations to attend specific conferences, summits and other forums that will develop through WGI
- Access to a wealth of different uses and methods of imparting knowledge CTRLM to members and the general community
- Accredited training through WGI, e.g. the BIT etc, but also opportunities to create new courses which can be accredited by WGI

-
- Increased support for faculty in terms of professional development.
 - Opportunity to work strategically with other MO's
 - As board moves forward with rolling out the strategic plan, there will also be access to consistent brand and marketing materials, governance and business management packs, centralised collection of research and knowledge base accessible to members. WGI plans to extend the footprint of CTRTLM in the world in general by increased general visibility. This will all be achieved in consultation with MO's to ensure MO's needs and wants are met effectively.

Moving forward.

By December, Australia will hold elections for the next WGI board rep. All MO's hold their own democratic elections and then this representative is voted onto the board. As the current board rep, I am keen to mentor someone into the role, as there is a lot to learn. This could mean attending board meetings along side of me.

The board will also be looking to change their model and open up the board and committee work to seeking advisors in particular areas. These advisors would not need to be part of the board and would work with specific committees, such as marketing and branding.

As always, it has been my honour to represent Australia.

If you would like any more information about the work of the board etc., please feel free to contact me.

Regional Coordinators' Reports Darling Downs, Queensland

John Archibald



In the last year here on the Darling Downs Region, two Basic Intensive Trainings have been run. One was run by Senior Faculty Garry Garnaut via Zoom. Garry ran it from Adelaide while we had two groups of three participants in two locations – one here in Toowoomba and the other in Newcastle.

This proved particularly successful as a mode of deliver and participants are now completing a Basic Practicum. One member of our small Glasser Network here in Toowoomba is also assisting with the Practicums as part of her work towards becoming a Basic Practicum Supervisor.

Rob Stones also delivered a Basic Intensive Training for 14 Staff from Harristown SHS and 3 from Stanthorpe SHS early in Term 1. The HSHS group consisted of the school's administration and student support teams. At present, small groups of 5 from Harristown SHS are now working on completing their Basic Practicum and there are some other staff from HSHS who are also keen to complete the Basic Intensive Training in the near future.

This year, Zoom meetings and catch-ups have become a great way of keeping in touch and a Peaceful Parenting program has also been delivered via this mode recently.

If you are interested in learning more or just refreshing your knowledge of Choice Theory, Reality Therapy and Lead Management in your life and work, you are welcome to join our Glasser Support Network. If you are interested or and would like to receive notification of meetings, just phone or email me. (Contact details are listed below).

Those who can make our support meetings always enjoy catching up as we listen and learn from each other. We share what we have been doing using Choice Theory ideas and practices in our lives and work, exploring and extending our understanding of various aspects of Choice Theory as well as practising our skills in Reality Therapy and Lead Management.

If you are interested in any of the following, we have members who may be able to provide:

- Basic Intensive Training
- Basic and Advanced Practicum Supervision
- Peaceful Parenting Course (based on the work of Nancy Buck)
- Introductory talks about Choice Theory, Reality Therapy & Lead Management
- "Take Charge of Your Life" workshops

South East Queensland

Colleen Hope



Choice Theory continues to grow in SE Qld. We continue to train instructors. During the 2021 2022-year 4 new BIT instructors completed their endorsements and are working training in a number of schools. They are John Archibald, Colleen Hope, Aminta Miller and Jane Newman. Congratulations on their achievements. They have worked hard to achieve this. We have a number of other members of Glasser Australia on the journey to become either BIT instructors or Practicum supervisors in our region.

Training has been a key focus for the southeast undertaking 11 BIT's have been conducted across key schools in Nundah SS, Everton Park SS and Mudgeeraba Special School; 2 AIT's and 9 practicums. These opportunities have enhanced newly appointed BIT Instructors to be mentored by their Facility Program Coordinators and to strengthen Faculty Instructors exposure from across Australia to keen participants entering their Glasser journey.

In our region, instructors and participant members have presented a range of parenting programs to our communities with a focus on Parenting, Take Charge of Your Life and the Get Happier Project.

Rob Stones as Faculty Instructor facilitated a newly appointed instructors' group in our region in April as a means of us working together to promote Choice Theory. The key focus the day is learning was to support each other by sharing resources, promoting each other's work and developing plans to support the Growth of Choice Theory/Reality Therapy and Lead Management in our region and state.

The region is looking forward to the annual conference resuming in October to generate a continued interest in Choice Theory to encourage life longing and adaption to daily lives.

Sydney, New South Wales

Michelle Sandri



News from the East Coast, where the Yoda's and the Grogru's, old and new in NSW are supporting each other!

Deborah Buscall has now retired from full-time work in education. She has taken this opportunity to focus on re-connecting with Choice Theory / Reality Therapy / Lead Management. Deborah has a couple of schools that were keen to run some training in Choice Theory so she ran her first Basic Intensive Week this year for 6 well-being leaders in a secondary school in the outer west of Sydney. She is currently preparing 9 other leaders for a Basic Intensive Week scheduled for late August.

The aim is for these 15 leaders to develop an approach to staff and student well-being based on Choice theory and there is a plan to implement Choice Theory with all staff and students.

In 2022, Deb utilised zoom to work with a significant leader in a secondary school to further depth his understanding and implementation of Choice and Lead Management and leadership. He is doing his Basic Practicum fortnightly by zoom and they will meet personally over the next 6 months Theory, Reality Therapy.

There continues to be healthy interest from schools in learning about internal psychology, and I look forward to supporting Glasser colleagues who are working with schools in their respective communities during 2022-23.

NSW has been very active in preparing participants to become Faculty of Glasser Australia. Sarah Rudling is now an Instructor and during the past 12 months has been extremely busy providing Basic Intensive Trainings, participating in executive meetings, mentoring teachers in schools and presenting workshops on Trauma Informed Practices. Sarah delivered 13 Basic Intensive Training weeks in NSW schools between November 2021 and June 2022. Many of these participants are from schools wanting to pursue Glasser Quality School status, and she is working with Susan Fleming (in Australia) and Bette Blance (on International Committee) to ensure that NSW becomes the Lead Manager State in GQS Australia!

Durgesh White and Murray Kitteringham also became Instructors. Durgesh is currently busy implementing Choice Theory ideas into her school and Murray Kitteringham transformed a large multi-cultural High School in the western suburbs of Sydney using Choice Theory concepts and ideas. It was with great sadness that Murray passed away in June 2022.

Kylie Becker, Duncan Davison, Laura Halliday and Meagan McLachlan all became Practicum Supervisors.

The Art of Leadership continues to be an extremely popular course with school executive. This program introduces many people to the ideas of Dr Glasser and is an excellent entree for participants to also engage in attending Basic Intensive Trainings.

In NSW we have many schools that are sending many staff to Basic Intensive Training, Barellan Central School, Young High Schools, Erskine Park High School, Strathfield South Primary School, North Kellyville Primary School, Beaumont Hills Primary School, Castle Hill High School, Westfield High 'school, Patrician Brothers Fairfield, Wee Waa High School, Rooty Hill High School, Bidwill High 'school Katoomba High School, Sundry boys High School, Sir Joseph Banks High School, Epping West Primary School and Gorokan Primary School, Wahroonga Primary School and North Rocks Primary School. Alison Filipic, the Principal of Wahroonga PS is doing certification at the Conference. As you can see, there is great interest in CT/T/LM in NSW schools and the interest is rapidly growing.

Sadly, it has not been all good news. Please continue reading.

Remembering Murray “Happy kids learn!”



As a Deputy Principal, Murray was the same bloke he was anywhere else - energetic, passionate, confident and brave. Murray enjoyed getting stuff done, looking for ways to do things better and getting involved in everything he possibly could. Murray simply revelled in forming connections with people that were characterised by genuine warmth and care. He knew that every student had a story, and it was usually a long and complicated one. He knew every family had its hardships and he would pull out every resource or connection to help, but without compromising on the expectation of fair dinkum effort at school.

We all saw this vivacious and colourful side of his character and we all enjoyed being with him but there were a couple of qualities we admired even more. Murray knew he could come across as being a bit strong-minded so he would often say, “If you need me to pull my head in, just tell me.”

Many of us may say that we are open to constructive criticism, but we are not. It pains us and we feel uncomfortable. Murray really appreciated it - took it on board, happily being comfortable with himself and his character and the learning journey he was continually on.

Although Murray was strong minded, he was open to new learning and new thinking. When he got to Chifley College Bidwill, he discovered Choice Theory and the William Glasser Institute Australia and embarked on learning that he genuinely found life changing. He internalized it so deeply, which gave his practice greater depth, purpose and conviction.

When Murray began his principalship at Sir Joseph Banks High School, he wanted to change attitudes in education so, he changed his behaviour. He developed a strengthened advocacy for all kids and families that he put into action through his genuine understanding of lead management.

His vision for school culture based on the values of advocacy, connection and quality relationships was well appreciated and respected by many. This inspired and influenced the learning and behaviour of others, both his colleagues in the NSW Department of Education and in Glasser Australia. He spoke with passion in formal and informal conversations about the need for education to reform in working to support the diverse and complex needs of students before test scores, rankings, curriculum agendas and data harvests. “Happy kids learn” was the simple but powerful mantra he lived and worked by each and every day.

It was obvious that Murray met many of his basic needs by demonstrating the connecting habits of supporting, encouraging, listening and respecting others. When he wanted your attention, he could negotiate (at length!) his difference of opinion. However, there was no animosity, no maneuverings, no game playing, no hidden agenda - just genuine focus and attention to making good things happen for schools and people. When you wanted his attention, he would give it to you. Murray always had time, patience, care and concern for others.

An uncomplicated man but broad in his thoughts; able to hold William Glasser and Paul Gallen in equal regard. A great colleague and a great friend, who we will all miss greatly.

VALE Murray Kitteringham

1971 – 2022

Victoria

Cathy Dillon



Over the last year, we have seen the ongoing effects COVID, regular lockdowns and restrictions has had on mental health, training and connecting opportunities within our region.

Some of our members have embraced the opportunity to get involved with online training and others who have a preference for in person sessions have managed to fit some training in between lockdowns.

There have been 2 BIT weeks run this year and there is ongoing teaching of Choice Theory and Lead Management with school leadership teams where it has been identified that systems in place are not meeting the needs of individuals.

We have also seen the embedding of CT principles in training at schools where a whole staff approach being taken so staff understand the importance of internal and external control. This is to help them to work on what they can do internally as adults to build their own resilience; and then how they ensure the messaging covers what is external to the child that they can't control and about what they can control. Fundamentally it's about the grit of helping so they can do things better. The training and embedding of CT, RT and LM in schools is being led by both May Ellen Davis and Ivan Honey.

Outside of schools, CT principles are being taught to front line people who are answering phones and then dealing with frustrated and angry clients. The focus has been on providing training so they learn about holding internal control – something we sometimes forget and don't always remember to do.

With regards to Glasser's vision of teaching CT to the world, Ivan Honey has been actively working and collaborating with other members across states and international borders. He has been doing training in Singapore via zoom and is supporting primary and secondary faculty work. There has been collaboration with Judy Hatswell in NSW to facilitate the work and set up the program; writing of books and an Advanced week. He is also actively engaging and working with other members in SA. His work continues with Nancy Buck and during COVID, free resources have been made available in the parent section of the Get Happier Project website for anyone all over the world to help children and parents. There are multiple resources and 50 activities available in his Open Thoughts program which using Cars, are based on an affirmation and problem-solving method that is linked to connecting habits. He has also been working on a 5th revision of the teacher's handbook, which contains multiple resources for teaching. Ivan is also involved with Bette Blanche and the group she is running to review Quality Schools.

Our thoughts are also with Jeff Steedman who has had to focus on managing his health this year. Jeff makes a valuable contribution to the Gippsland region and has a strong focus on providing training to schools, the indigenous and business community. We wish him well on his road back to full health.

There is a lot of opportunity to have an impact within Victoria so perhaps consider how you might get involved with further training or perhaps you may like to get involved in running programs such as the Get Happier School project in schools within your local area.

South Australia

Christine Duffield



2021-2022 has given some of us here in SA the chance to connect via zoom meetings and thus giving us wonderful opportunities to share Dr Glasser's ideas with like-minded people.

Garry Garnaut has facilitated many Chitty Chat sessions over the past few months. In one session, we explored the basic needs in more depth. We had a great discussion about the needs, and I was reminded of how the needs are connected when the 'chair' analogy was raised. That is, the legs of the chair (representing fun, freedom, love and belonging, power) all need to be there, and the legs all need to be the same length, or the chair will fall over! There must also be a seat (representing survival) or the chair will not be easy to sit on!

In another session, Garry sent a quote by Dr Glasser "The strength of each need is fixed at birth and does not change". (Page 91 CT-a new psychology of personal freedom). In Garry's supportive, yet thought-provoking teaching style he challenged us to think about what this meant for relationships.

Garry has also been very generous with his time and helped some of us practise our role-play techniques. We have also discussed how we could introduce role-plays in training sessions we facilitate.

Sue Berry and I have had several zoom meetings with Wellbeing SA. This group aims to create a balanced health and wellbeing system that supports improved physical, mental and social wellbeing for all South Australians. They are particularly interested in how the Take Charge of Your Life (TCOYL) course can be "rolled out" to those working/volunteering with Suicide Prevention networks in SA (particularly in the mid-North, Upper Eyre Peninsula and Barossa Valley). We see this as a great opportunity to duplicate the success of TCOYL in towns over the lower Eyre Peninsula (thanks to the hard work of Sue and those she has trained to teach TCOYL)

Someone I used to work with is now a behaviour consultant with Department for Education in regional SA. She recently contacted because she thought "that car thingy" I used to do with students in my classes might help some of the students she works with. We are currently in discussions about how best to introduce Choice Theory/Reality Therapy/Lead Management to schools in regional SA (so they might get a clearer understanding of "that car thingy")

Ivan Honey may be visiting the Eyre Peninsula in November. Sue Berry has some people who are nearly ready for Certification and Ivan will facilitate that and I want to introduce him to some schools who are interested in Dr Glasser's ideas of Choice Theory/Reality Therapy/Lead Management in The Get Happier Project.

Sylvia Habel has been working in Queensland offering BITs to staff of schools who want to implement Dr Glasser's ideas.

It's great to see that once again SA has been doing its bit to "teach the world Choice Theory".

Western Australia

Alison Turner



I have taken up the position as Regional Rep in Western Australia in July 2022 after relocating late in 2021.

WA is a state that only has one member. I have met with an individual who trained to certification in Singapore. I am encouraging her to join Glasser Australia.

Currently working towards facilitating potential training in Choice Theory WA in 2023 in the latter part of the year.

There is significant work to be done in WA just to build a profile and contacts of individuals who may join the organisation or consider training.

Current involvement:

- Developing an online community for people in rural and remote communities. This might include counsellors, social workers, psychologists and parents.
- Currently being investigated the potential to host this via zoom.
- Developing Mental Fitness resources, which would be available to counsellors. Currently working with Susan Fleming within the framework of the Board's Strategic Plan. The hope is that this may lead to a Counselling Resource page through Glasser Australia.