



**ANNUAL REPORT**  
**2010 -2011**

## MISSION STATEMENT

The Mission of the William Glasser Institute is to teach all people **Choice Theory** and to use it as the basis for training in **Reality Therapy, Quality School Education** and **Lead Management**.

## BELIEFS

The members of the William Glasser Institute believe that Choice Theory, Reality Therapy and Lead Management are to be taught with:  
integrity, adherence to fundamental concepts, and the incorporation of currently available knowledge.

These concepts guide our relationships and are reflected in the way the Institute does business.

The beliefs comprise a living document that can be adjusted over the course of time as the Reality Therapy community grows and changes.



**WGIA**



*Building a better world through quality relationships*

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### BOARD MEMBERS 2010 - 2011

President	Sylvia Habel
5th Director	Peter Lacey
Treasurer	Sheryl Matwijkiw
Honorary Secretary	John Cooper
Training Officer	Michael Bell
Immediate Past Training Officer	Susan Fleming
Newsletter Editor	Bette Blance
Administration Officer	Paula Baxter

### REGIONAL COORDINATORS\*

Rockhampton QLD	Bruce Lloyd
Northern QLD	Annabelle Symes
South East QLD	Alison Turner
Darling Downs QLD	John Archibald
Country NSW	Penny Hammond
Northern NSW	Vacant
Victoria	Jeff Steedman
South Australia	Tineke Brunton-Searle
Northern Territory	John Cooper
Western Australia	James Pollock
Hunter	Nancy Snow
Sydney NSW	Position Vacant

*\*as they appear on the website*

## AUSTRALIAN INSTRUCTORS

### SENIOR INSTRUCTORS:

Maggie Bolton	Dorothy Devine
Garry Garnaut	Judy Hatswell
Ivan Honey	Joan Hoogstad
Ali Sahebi	Liz Tham

### INSTRUCTORS:

Lois Anderson	Mary-Ellen Davis
Mary Farrell-Jones	Glenys Gardham
Sylvia Habel	Peter Lacey
Helen Parker	Rob Stones
Narelle Vazquez	

## REPORT FROM THE PRESIDENT

Since the last report, much has changed on the international scene for The William Glasser Institute. Firstly, Linda Harshman, who was Executive Director for over 30 years, has moved into a part-time consultative role. We sincerely thank her for all the support provided to the Australian Institute since its inception as well as acknowledge her significant contribution to the world of Choice Theory. Others have taken up a variety of roles to continue the work of the William Glasser Institute. More information can be found at [wglasser.com](http://wglasser.com).

Another significant event is the formation of an international board, named the William Glasser Association International (WGAI). At the time of writing, voting is underway to elect the inaugural board. The WGAI Board, with 13 members, will endeavour to represent all of the countries of the globe where Choice Theory is being taught. Their role will be to preserve and promote the teaching, ideas and applications of Dr Glasser. In 2010/2011, I served on the Interim International Board and appreciate the critical role that the WGAI will serve in the future. I trust that all of you who are CT/RT Certified took the opportunity to participate in the elections and have your say in the future of Choice Theory. Go to <http://www.wgii.ie/> to keep up-to-date with the latest news.

You'll recall the Faculty Retreat in May of 2010. Significant work has been carried out by the Board to operationalise the plans made at that time. One of the important areas that we have focussed on has been marketing for the WGIA. A major event was the Marketing Training provided to Faculty members in November 2010 who were able to attend. Dr Cullen Habel facilitated the training and has since provided the Institute with very important research data that he has collated. In the coming months, the Board will take advantage of the data to improve resources and adopt useful strategies to grow our Institute in Australia. You may find it interesting to familiarise yourself with the different options for staying in touch with the Institute:

- <http://winwithchoice.blogspot.com>
- <http://www.facebook.com/group.php?gid=15956624805>
- <http://twitter.com/#!/winwithchoice>

Another strategy introduced in 2010 was an updated membership form and the offering of free membership to all Basic Intensive Training participants. This strategy has allowed us to learn more about our membership as well as increase our number of members. Both results were important outcomes for the Board this financial year and now it will be important to look after our members and continue to offer them value for their affiliation.

Further in the report, you will find a summary of the Board's Business and Operational Plans. Following successful retreats with Faculty in 2010 and 2011, as well as continued work by Board members, we are carefully progressing our plans and strategies for **POSSIBLE FUTURES SUSTAINABLE PROSPECTS**. We encourage you to engage with the plans feel free to ask questions of the Board about our strategic thinking for the future.

For 4 years Bette Blance has expertly edited our Newsletter, 'Voice of Choice.' She has developed it into a dynamic, informative, fully online newsletter. Bette has resigned her position on the Australian Board as Newsletter Editor to take up more responsibilities in her other home – New Zealand. On behalf of the Board, I offer my greatest thanks for her wonderful contribution to the connection, information and learning of the choice theory community in Australia and wish her well in her new adventures.

2011 has been a year where globally we have experienced devastating natural disasters, touching colleagues in our choice theory community in Australia, New Zealand and Japan. I trust that they are all receiving the support and assistance they need. Special thanks to Paula and Jay Baxter, whose quick response prevented the office from significant damage and who, more recently managed to move the office from downtown Ipswich to uptown Ipswich!

Finally, exciting plans are afoot for the biennial conference in Alice Springs. We hope to see you there!

**SYLVIA HABEL**

## REPORT FROM THE TREASURER

The Auditor's report shows that the financial position of the institute for the year amounted to a loss from operating activities of \$9084 compared to a loss from operating activities in 2010 of \$36,396.

Revenue from membership has decreased in dollar value to \$8855 in 2010-2011 from \$10195 in 2009-2010. Our actual membership has increased thanks to an innovative idea from our Marketing Day - to offer one year FREE membership to all Basic Intensive Training attendees. Revenue from Training increased (see Training Officer's report) to \$96,768 in 2010-2011 from \$70,112 in 2009-2010. This is an increase of \$26,656. Remuneration for staff remains steady at \$42,952 (a slight decrease from the previous year - \$43,209.) The audit for this report was, once again, carried out at the Ipswich office over a period of two days. Our thanks go to Paula Baxter for her excellent record keeping. I would also like to take this opportunity to welcome Megan McCormick who has joined our office team on a part time basis.

Increases to Board costs have been kept to a minimum with up to 5 Board members travelling from interstate to attend Board meetings. Most of the past year's meetings were held at Tennyson School. Thank you, Susan Fleming, as Principal, for your generosity and hospitality. One meeting was held at the old office in Ipswich, prior to the floods. It is pleasing to note that the office has moved to a much improved position in West Ipswich. We have access to a Board room (at no extra cost) at the new premises.

Preparations for the 2011 Conference "Centred in Choice" in Alice Springs in October are proceeding well with registrations continuing to rise. I am very much looking forward to attending, then catching up with family and holidaying in the Red Centre. What a great combination – friends, family, learning, sunshine and holiday!! I hope to see many of you there.

The William Glasser Institute-Australia is a not for profit organisation and as such has a legal requirement to ensure it meets its financial responsibilities.

It is a joy to work with the current Board members. Marketing our product to increase training weeks and memberships remain our key objectives. Our website is continuously being refined and updated. The Newsletter is full of interesting articles and links.

It is with some sadness that we farewell Bette Blance from the Board and as Newsletter Editor. Bette, you are an inspiration. We wish you well in your new role as President of WGI-NZ. I perceive exciting times ahead for the Glasser Institutes in Australia and NZ. We welcome Inés Pintos Lopez as our new Newsletter Editor.

As always, I continue to encourage you all to remain members of the Institute, to support regional activities and to invite friends, family and colleagues to undertake training so that we will continue to "build a better world through quality relationships".

**SHERYL MATWIJKIW**

## REPORT FROM THE FIFTH DIRECTOR

The past year has seen the WGI-A continue with its plan to broaden the knowledge of and access to the organisation within Australia and internationally. With the energy and dedication shown by fellow Board members and committed Faculty members significant progress has been made in constructing marketing strategies and a viable business plan embracing available technology to broaden our potential community impact.

With the continued inclusive leadership of President, Sylvia Habel a further Faculty weekend was held in Adelaide in May. This resulted in an elaboration of planned actions for pursuing the objective of broadening the appeal and knowledge of Choice Theory and Reality Therapy across more sectors of the community. The enthusiasm and commitment shown by participants at the workshop suggests that the objective has every chance of succeeding and we look forward to a growth in knowledge of Glasser's work in the business world as well as the more traditional areas of counselling and education.

With no Conference in 2010/11 we have been excited by the planning and prospect of the Conference to be

held in Alice Springs in September/October. The planning committee has been very busy and has pursued some ambitious targets resulting in the anticipated attendance of a number of international participants including a contingent from South Africa. We look forward to welcoming our visitors. We also congratulate the planning committee for their huge efforts and creativity in bringing the conference to fruition against some, at times, significant impediments and setbacks. We thank you for energy and commitment.

The stability created by the re-election of Sylvia as President for a further term meant that the commitment and drive of the Faculty and members of the Board generated under her leadership has been able to continue uninterrupted. This has allowed the vision and work of the previous two years to maintain its momentum and clarity in direction and growth. The WGI-A is now becoming well placed to survive the difficult times and emerge as a new force in delivering a quality product to an expanding market.

**PETER LACEY**

## REPORT FROM THE HONORARY SECRETARY

Past Board Members may understand; following the May 2011 Board Meeting, there were 32 “actions” to be completed - some simple, some time consuming.

Here’s what’s been growing.

The image of WGIA; new office base, new stationery and business cards, conference website, marketing through facebook, twitter, blog, savings of time and money by using electronic media. Much planned work behind the scenes by Paula Baxter, Dr Michael Bell, Bette Blance, Sheryl Matwijkiw with input from Bek Russell, Cathy O’Toole, Faculty Meetings, Regional Coordinator meeting. Sylvia’s leadership has certainly inspired an active board

Our Action Plan underpins other developments; the Australian Addendum is current; Sheryl reports on growing membership; Michael reports an improvement in ongoing training; Curriculum delivery is more flexible; Bette is assisting to develop a self-evaluation and co- verification template which she will use to prepare a report on Australian Glasser Quality Schools.

So with an exciting Australian Agenda and the International Board growing its role for the future continuation of Dr William Glasser’s work I find the two years as secretary to have been a valuable learning journey. I have enjoyed working with the hard working, fun loving, energised group – The Board. Thanks to everyone who assisted my learning, especially Lois and Peter.

Regional Coordinators report highs and lows. Their role (revised last AGM) is wide and varied but as data continues to be more available it could be profitable to share knowledge throughout the year. When vacancies occur as [Sydney, Hunter [NSW], Tasmania] those interested just need to put their name forward to the other members in their area (see Paula) for endorsement.

Now I have to deliver with Kalika and the Alice Springs team, the 2011 Biennial William Glasser Institute Australia Conference, “Centred in Choice”. I hope our work will include;

- Develop / capture (a) template(s) for school planning – from interest to evaluation
- Collect / share our intellectual property – there are very many valuable and useful Quality Pieces unseen after certification and more
- Ensure we capture the history of WGI-A
- Work on plans to gain grants that enable us to progress our work

Now it is election time. I am keen to continue as Secretary.

**JOHN COOPER**

## REPORT FROM THE NEWSLETTER EDITOR

The year has gone and we have published four more issues of the Voice of Choice. It has been a joyful endeavour to highlight the writers amongst us. We have had people recording their experiences with Choice Theory and the training we have supported. Articles have ranged from those about becoming a brilliant trainer to applications in the workplace. We have had articles from people who are completing the Diploma of reality Therapy with Joan Hoogstad. We have highlighted links about education, about health, about parenting and other applications of Choice Theory.

The move to online newsletters has proved to be a good move for me personally as it takes less time to put together a newsletter, yet the content can be larger because of the internet links. A survey will be used to gather data about the current format to enable feedback for future newsletters.

The following have appeared in the four issues since June 2011.

### June 2010

Book Review: Managing to Inspire by Bob Sullo

Articles: Psychosynthesis and Reality Therapy by Sue Berry  
On Becoming a Brilliant Trainer by Dorothy Devine  
A Nation on Mind Altering Drugs by Marl Olfson  
Role playing.  
Challenging Distances Online by Lois Anderson

### September 2010

Book Review: Choice Parenting by Richard Primason

Articles: Certification and a Choice Theory Song By Tanya Campbell (Fathers)

Choice Theory Quality Work Supported by  
Cell Biology and Heart -Brain Research by  
Willie-Ann Prosser

Elevator pitch by Chris Raco and Glenys Woolcock

An e-letter sent during October contained two extra articles from Bob Sullo and Dorothy Devine.

### December 2010

Book review: In the Driving Seat – Responsible Behaviour. The Key to Happy Relationships by Sr Basil Gaffney, Ann Martin Sr Claire Sweeney and Mercedes Taafe

Articles: Forming and Facilitating a Choice Theory Focus by Fred Beach  
Choice Theory and Me by Josephine Lebbing

### March 2011

Book review: Inspiring the Best in Students by Jon Erwin

Articles: On Becoming a Brilliant Trainer 2 by Dorothy Devine  
The Stress of Inequality and its Powerful Effect on Health by Mitchel Jay Rabin

In June an e-letter was sent with an article by Inés Pintos-López who has just completed the Diploma of Reality Therapy. Inés has just relocated to the Gold Coast and is setting up a counselling clinic. She has assisted with the June issue of the Voice of Choice as she makes the transition to the position of the Newsletter Editor for the WGI-A.

**BETTE BLANCE**



## REPORT FROM THE TRAINING OFFICER

The drive to explore ways to make training packages in Choice Theory, Reality Therapy and Lead Management relevant and accessible to a wider audience whilst retaining quality has occupied much of the focus for the Training Officer this year.

Congratulations to Dr Ali Sahebi who was granted Senior Instructor status earlier this year and many thanks to Judy Hatswell and Ivan Honey who took many hours reviewing his application. Faculty Training has continued this last year with many of our senior faculty acting as Instructors or/ and Faculty Program Consultants to the next generation of high quality Instructors and Supervisors.

Congratulations to Jacintha Lai, an international endorsement for Singapore who was endorsed at the Basic Instructor Training in Sydney early this year. Thanks to Liz Tham who has brought two Instructor Level participants to our shores this last year.

This gives the WGI-A 8 Senior Faculty, 9 BIT Instructors, 35 Practicum Supervisors giving us a total of 52 Faculty across Australia.

### Training Overview

**Table 1: Comparative Number of Participants in Training (2008 – 2011)**

Program	Number of participants July 08 – June 09	Number of participants July 09 – June 10	Number of participants July 10 – June 11
Basic Intensive Week (BIT)	544 (43 events)	379 (30 events)	432 (45 Events)
Basic Practicum's Started	87	54	66
Advanced Intensive Week	44 (4 events)	32 (4 events)	21 (3 Event)
Advanced Practicum's Started	17	26	24
Certification	22 (2 events)	19 (3 events)	12 (2 events)
<b>Faculty Training</b>			
Practicum Supervisor Training	4	8	2
Practicum Supervisor Endorsement	5	4	3
Basic Week Instructor Training	2	0	6
Basic Week Instructor Endorsement	2	0	1

We've seen a reversal of the decline experienced over the 09/10 financial year at most levels of training though the average number of BIT participants dropped from 13 in 09/10 to 10 this year.

As outlined in Table 2, conversion rates (number of participants continuing to subsequent stages of training) in the last 4 years were up on 07/08 year. It should be noted that the numbers continuing training as represented here may not have undertaken their BIW in the same financial year. With Certification this is certainly the case.

**Table 2: Comparative Conversion rates from BIT to follow up trainings**

Percentage of Basic Week participants continuing to:				
Financial Year	Basic Practicum	Advanced Intensive Training	Advanced Practicum	Certification
07/08	10%	6%	3%	5%
08/09	16%	8%	3%	4%
09/10	14%	8%	7%	5%
10/11	15%	5%	6%	3%

The Faculty retreat in May 2010 and 2011 generated some decisive action from Faculty and the board. The operational plans that arose from this meeting have been enacted over this last year with the benefits to Faculty to be realised later this year. With a view that an engaged lively conversation carried out between professionals from diverse backgrounds generates interest, we have enlisted the help of the various social media to raise our profile. The resulting international engagement and contacts that have come through our Facebook page (particularly) has indicated we have made the right move. There is more to be done. Continuing in this line we are moving toward an active promotion of endorsed programs run by our Faculty that support the promotion of CT and its practice. Paula Baxter has been an asset to the WGI-A over this last year. Her systems management within the office has allowed for the smooth operation of an increasingly complex array of tasks. My thanks to her as a vital link in the success of any training that is carried out on our behalf.

**MICHAEL BELL**



## COUNTRY NSW REGION

Welcome to another quick rap from country NSW. For those involved in school education it has been an exciting year where we have seen construction, resourcing and targeted programs at unprecedented and exciting levels. Yes, there have been some hiccups and your political leanings may influence whether you are looking for the good and successful or the incompetent and wasteful. (Boy do our filters have a lot to answer for!!)

In my case, my school has been included in the National Partnerships Program funded by the Federal Government. As part of our planning and implementation team we decided to focus on Professional Learning for all our staff to improve quality teaching. Our aim was to increase student learning outcomes, attendance levels, engagement in learning and retention at school till Year 12. We are further focussing on developing stronger links with parents and the community.

These plans and opportunities display so much of the fundamental teaching and philosophies that I have been committed to since first coming under the inspiration of the William Glasser Institute and CT/RT.

I have also had the opportunity to attend a range of conferences over the past 12 months including the Equity Conference in Sydney and The Secondary Teachers Conference in Dubbo and have come to realise how often so much of our CT RT training is evident in new, innovative, successful programs around the state – but we know where we heard it first!!

Whilst in an ideal world promoting the work of Dr Glasser should be easy in this current climate the reality is, that through a bit of tweaking, we see programs attributing inspiration elsewhere. As members of WGI-Australia, we have to choose the best way to balance our training and commitment with the accepted programs of our employers. Sometimes through subtlety and a 'softly, softly' approach we 'catchy monkey' and see all the benefits but lose the opportunity for promoting CT/RT programs. - It's a hard one.

Best wishes for the coming year.

**PENNY HAMMOND**

## SOUTH EAST QUEENSLAND REGION

One of the highlights this year was a Bob Sullo Conference at Loganholme State School on 26th February 2011 and an afternoon session for administrators on Lead Management held at the Sirromet Winery. These events were sponsored and funded by Bayside Learning and Development Network.

Bob also presented an afternoon/evening session at Nerang RSL which was sponsored by WGI-A and underwritten by WGI-A endorsed ET - Excellence in Teaching program. Our appreciation goes to both of those organisations for supporting our efforts to promote internal psychology and Choice Theory.

Bob Sullo is a senior faculty member of The William Glasser Institute in the US. He has written numerous books about internal control and motivation. Each person who attended Bob's sessions either received a copy of 'The Inspiring Teacher' which offers educators specific strategies to create the schools our children deserve or 'Activating the Desire to Learn' which uses a case-study format to show how to apply the principles of internal control psychology across grade levels.

Basic Intensive Trainings were offered this year both in the Sunshine Coast and the Gold Coast as well as Basic practicums.

Further work is being done around Quality Schools. Mary Farrell-Jones has been involved in a coaching model with Sunshine Beach State School. Bette Blance has been working with Gerard O'Brien and WGI-A to develop a process by which schools can self-evaluate their journey to Quality School status using a co-verification model. More news will be available on this next year.

Dorothy Devine and Bette Blance have started facilitating a practitioners/ faculty forum on a regular basis in Toowoomba and Ipswich. These have been well attended and successful in exploring a deeper understanding and exploration of Choice Theory and Reality Therapy.

This is my last year as Regional Co coordinator. Ines Pintos-Lopez and Sonja Bailey will be standing as co-coordinators for our region. Ines is also our new editor of the Voice of Choice and Sonja has a long standing interest in Choice Theory and its applications in schools.

**ALISON TURNER**

## DARLING DOWNS REGION

This year, in the Darling Downs Region, we have started a small focus group which are interested in refreshing our knowledge and experience of using Choice Theory in our lives. We have been meeting on the third Saturday of every month from 9am to 12pm at a local Toowoomba school. We have called our group "Threads" and with the guidance and support of Dorothy Devine, we explore various aspects of Choice Theory, Reality Therapy and Lead Management for personal growth.

Dorothy Devine is still working at offering a Basic Intensive Training, if we can get sufficient numbers in our area. Unfortunately many schools, seem to be no longer interested in training staff in the approaches of Choice Theory, Reality Therapy and Lead management.

This year in my new role as a Regional Coordinator of SWPBS with Education Queensland working throughout the DDSW Region, I continue to deliver professional

development workshops to introduce and promote ideas and practices of Internal Control Psychology to school staff and coach various support staff, in ways to effectively help to build more positive relationships and create need-satisfying classrooms and school environments.

If you live in the area and would like to be part of or local network, to keep informed and receive notification of meetings, please contact me by phone or email to let me know what support or assistance I may be able to provide.

### JOHN ARCHIBALD

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## WESTERN AUSTRALIA REGION

The last 12 months has seen us begin an annual cycle of training to try and always be placed to best advantage of schools who fund most of the training. By running the training in March, the PD bucket is full and schools have had a plenty of time to plan who will be involved. Maggie Bolton visited us and ran a Basic Training (10 participants) and Practicum (6). Maggie was good enough to do the Basic Training over two 2-day sessions, Friday/Saturday one week and repeated the next. The Basic Practicum was then fitted in around that.

The main schools involved were in the government sector - Ellenbrook Secondary College, Kelmscott SHS and Manjimup SHS. At Ellenbrook, where I work, we have trained 4 out of 6 Year Coordinators who have the main role in behaviour management beyond the classroom (Heads of Learning Areas do not do this - they work with teachers, YC's with students). The YC's work out of a "Year Centre" which is manned all day and they tend to spend most time working with the at-risk students from their year group. It is non-punitive and directs these students away from escalation and into positive relationships building with the YC. All find the training invaluable and it has certainly given them a confidence to develop a needs-satisfying approach with challenging students. They have a 0.6 teaching load. The school psychologist and two youth workers also attended training.

Kelmscott, a large school with over 1200 students, has also been building the numbers up of staff trained and will soon

have a critical mass in the student services team to develop a coherent, needs-satisfying approach with structures and processes that reflect that.

We have also been developing the concept of a Study Group to keep those interested reading and discussing formally each term. Last term we looked at the work of Daniel Siegel who is the author of the book and concept he calls "Mindsight". Those of us who attended all have an interest in meditation and we looked at 3 questions relating to the CT chart as focus questions for comparing Mindsight with CT. The questions (suggested to me by Sylvia) were around how does meditation affect your Quality World, how does it affect the perceptual system. Everyone had their own take on each of the questions and it was a testament to the depth of CT that this was the case. In term 3 we are going to focus on Depression (Choosing to depress) and again have some focusing questions especially relating to working with clients who choose behaviours that keep them locked into "depression".

I have called for expressions of interest for 2012, and hope to start a new group on Basic Training while moving others into the Advanced Week. I myself have begun Practicum Supervisor Training.

### JAMES POLLOCK

## CENTRAL QUEENSLAND REGION

One of the things I like about annual reports is that it gives time to reflect how the year has gone. Peta's art work requirements have utilised much more of her time this year and so she has resigned from being a regional rep.

### Training

This year in April Sylvia came to Rockhampton and ran a Basic Intensive four day training. The interest was overwhelming, we had 21 people apply and 18 attended. Sylvia organised for Jeff Steedman to help facilitate along with myself. What a buzz working with two other facilitators. We did a lead management interview that people enjoyed so much they are still talking about it. How it worked was, I played the client and Jeff was the counsellor. He helped me based on what I brought to the session and then I spoke to Sylvia my supervisor. We used

the same scenario for both interviews. The participants commented on how different the interviews went based on the information that was shared.

I am currently running a Basic Practicum for five of the participants. Two have expressed their interest in attending a basic week. The conference in Alice should be very exciting. I have never been to Alice and look forward to spending time seeing the sights before the conference. I will also be presenting at the conference my ideas on self-evaluation.

I look forward to catching up with people.

Yours in Choice,

**BRUCE LLOYD**

## NORTH QUEENSLAND REGION

No report received from Annabelle Symes due illness in her family. We wish Annabelle and her family well.

Cathy O'Toole, Louise Wilkinson and Marney Walker from Townsville all have been working hard promoting Choice Theory in their area.

Certification was recently completed with a group of eight people.

## VICTORIA REGION

It has been an interesting year with huge changes coming in through the advent of the international board. This will lead to some challenges and changes in the future.

We have continued providing basic and advanced in Victoria. The focus will need to be in translating basic training participants into further stages of training and in increasing the numbers of instructors and coordinating our data bases so that as many potential participants as possible are aware of what training is on offer.

FOG [Friends of Glasser] meetings have continued throughout the year with attendances in the main being healthy and some great discussions and learning occurring.

A FOG data base and financial members data base has been set up to keep in contact through emails.

**JEFF STEEDMAN**

## SOUTH AUSTRALIA REGION

I began my report last year by saying, "we live in ever changing times..." Little did I realise how much of an impact that statement would have on me during the year to come. It has been a challenging year for many and I am ever mindful of acknowledging the immense gratitude I feel in having the tools of Choice theory, Reality Therapy and Lead Management to help me deal with the diversity of life.

South Australia has the Institute of Reality Therapy IRTSA at the core of its work for the WGIA and it is this group of people I feel so indebted to in my role as regional co-ordinator. We work closely and all the Institute information and work is shared in a wonderful and collaborative manner. It is a true representation of Choice Theory, Reality Therapy and Lead Management in action. We hold regular meetings and the discussion is always robust but always needs satisfying and focused on ways we can grow Glasser's work. We are fortunate this year our core group has expanded with the inclusion of some new members, which is always encouraging. It is always wonderful to welcome new ideas and perceptions.

Each year IRTSA hold a day workshop around September and open it to all. Last year we had the theme "Raise your effectiveness – Not your voice". The day was a wonderful day and those who attended were very engaged in a number of presentations:

**"The Silence of Zen"** – presented by Sr Elizabeth Tham, Senior Faculty WGI.

The workshop brought together the major beliefs of Zen Buddhism and highlighted the correlation on many levels of how the principles of Zen and "Choice Theory" reinforce inner control from within the resources of the individual. Sr Tham aptly demonstrated through parables and pictures the spiritual journey in Buddhism and the reinforcement of

how we can achieve mastery in the process of integrating Choice Theory with life.

**"I am Always Right and You are Always Wrong"** - presented by Garry Garnaut, Senior Faculty WGI, school principal. Garry gave an energetic and stimulating workshop that enabled the participants to gain insight and strategies for negotiating differences with adolescents 12 – 15 years old. The key message and a core principle maintaining connection with adolescents particularly when negotiating difference, utilising the tools of Choice Theory.

**"From Whinging to Winning"** –

Sylvia Habel, Instructor WGI

This workshop helped participants to understand the strategies and principles required when managing others i.e. utilising questioning and feedback so that team members get more of what they need and managers get more of what they want. This year we are planning our workshop for the weekend of the 3rd September and it promises to be just as needs satisfying as last year. The theme is **"Being Mindful..... Being Present"**.

This year has brought many new ideas and focuses in our work with the WGIA, from new marketing approaches to the faculty retreat and in October, I'm sure the conference in Alice Springs will provide us a great opportunity to expand and build new understanding and connections. With all of this comes challenge but at the heart of it, gratitude to be involved with people who understand they are responsible for their own happiness and have a passion and drive to teach the world more effective ways of building positive and long lasting relationships. I look forward to the continued growth and ever evolving plans for teaching the world Choice Theory.

**TINEKE BRUNTON-SEARLE**

## NORTHERN TERRITORY REGION

For more than 18 months a band of 'Territorians' have been working consistently to draw together the biennial conference. This has seen continued dialogue and friendships continue / develop as the 10 people join in to assist whenever they can. "Time poor" applies to everyone and the conference committee members are no different. Kalika has been a key worker and a great and positive co-conspirator. By the end of September we'll be ready. We are very pleased that Ali has paved the way for conference attendance to be counted as 20 hours of professional development for members of the Australian Psychology Society.

Yirara College of the Finke River Mission continues to develop CT / RT / LM knowledge, with 5 staff attending the upcoming BIT and supporting 10 to conference. I hope for something similar from other colleges and schools here in Alice Springs.

It's so good to see Judy has resumed work and I look forward to welcoming her back to Alice Springs before the AGM. Kalika and Judy will run a BIT and Kalika needs some luck to get those ready for advanced practicum to be in the one place long enough to complete their training.

Mercedes has completed her Master Studies in Clinical Psychology, whilst working in Darwin. Congratulations Mercedes.

While spending some time with the NTDET Behaviour Support person, I've learned that there is much support for Positive Behaviour Support (PBS) in schools in Qld and now NT. My early learning is that the practice isn't a long way from Dr William Glasser's practices and philosophy. However two things struck me. She said, "Teachers just go on line and there is all the information and their support materials and we rely on very good data." In noting above how time poor all workers seems to be, and how everyone seeks evidence, maybe that's an element many classroom practitioners and systems are seeking – convenient, instantly useful and backed up by quantitative evidence.

And just for nostalgia's sake – "We are pleased to report just two student suspensions for the whole of 2008. This is an outcome of continuous application of the principles of Dr William Glasser's Choice Theory. All staff members are trained to understand why people behave and they solve problems with solutions in mind, not punishments or rewards. There may still be a wide range of disruptive behaviours, but Choice Theory allows people to make "mis" takes and to learn." Annual Report, Anzac Hill High School 2008.

**JOHN H. COOPER**

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**

**ABN: 12 070 059 586**

**Financial Report For The Year Ended  
30 June 2011**

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**  
**ABN: 12 070 059 586**  
**DIRECTORS' REPORT**

Your directors present this report on the company for the financial year ended 30 June 2011.

**Directors**

The names of each person who has been a director during the year and to the date of this report are:

Sylvia Habel  
 Sheryl Matwijkiw  
 Susan Fleming  
 Peter Lacey  
 Lois Clare Anderson resigned (31/10/2010)  
 John Cooper  
 Michael Bell

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

**Principal Activities**

The principal activity of the entity during the financial year was:

An educational institution.

**Information on Directors**

Sylvia Habel	—	President
Qualifications	—	Dip T ECE; BEd ECE; Grad Dip Sch Couns
Experience	—	Appointed Chairperson 2008 2002 - Current ) Director, Board of Directors, St Mary's College. 2005 - Current) Board member, St Joseph's Memorial School.
Special Responsibilities	—	N/A
Sheryl Matwijkiw	—	Treasurer
Qualifications	—	Experienced Bookkeeper
Experience	—	Appointed Secretary 2005
Special Responsibilities	—	N/a
Susan Fleming	—	Immediate Past Training Officer
Qualifications	—	B Arts (Double Major Psych); Dip Teach; Primary / Special BCAE; M Social Sciences (counselling); Grad Dip Rehabilitation Counselling.
Experience	—	Regional Rep for SE Qld since 2004; appointed Training Officer 2004
Special Responsibilities	—	N/a
Peter Lacey	—	5th Director
Qualifications	—	M Spec Ed; B Ed; Dip Spec Ed; Cert Teaching; Justice of the Peace (NSW)
Experience	—	2001 -2007 Honorary Secretary WGIA 1994 -
Special Responsibilities	—	N/a
Lois Clare Anderson	—	Immediate Past President
Qualifications	—	Cert Teaching; BA; Dip Ed; B Ed; M Lit Stud
Experience	—	Appointed Chairman 2004
Special Responsibilities	—	N/a
John Cooper	—	Secretary (appointed 3 October 2009)
Qualifications	—	B Ed; M Ed, MACE
Experience	—	Appointed Secretary in 2009
Special Responsibilities	—	N/a
Michael Bell	—	Training Officer (appointed 3 October 2009)
Qualifications	—	B Ed (Sec); M Ed (Man); Ed D
Experience	—	Appointed Training Officer 2009
Special Responsibilities	—	N/a

**Meetings of Directors**

During the financial year, 5 meetings of directors were held. Attendances by each director were as follows:

	Directors' Meetings	
	No. eligible to attend	No. attended
Sylvia Habel	5	5
Sheryl Matwijkiw	5	5
Susan Fleming	5	5
Peter Lacey	5	4



**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**  
**ABN: 12 070 059 586**  
**DIRECTORS' REPORT**

John Cooper	5	5
Michael Bell	5	5

**Auditor's Independence Declaration**

The lead auditor's independence declaration for the year ended 30 June 2011 has been received and can be found on page 3 of the financial report.

Signed in accordance with a resolution of the Board of Directors.

Director



---

**Sheryl Matwijkiw**

Dated this      28th      day of      July      2011

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**  
**ABN: 12 070 059 586**  
**AUDITOR'S INDEPENDENCE DECLARATION UNDER S 307C OF**  
**THE CORPORATIONS ACT 2001 TO THE DIRECTORS OF THE WILLIAM GLASSER**  
**INSTITUTE - AUSTRALIA**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2011 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the *Corporations Act 2001* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Name of Firm AH Jackson & Co.

Name of Partner Mark Page

Date 28/07/2011

Address 318 St Paul's Terrace

FORTITUDE VALLEY QLD 4006

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**  
**ABN: 12 070 059 586**  
**STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2011**

	Note	2011 \$	2010 \$
Revenue	2	129,942	133,695
Other income	2	5,751	17,219
Employee benefits expense		(42,952)	(43,209)
Depreciation and amortisation expense		(3,511)	(1,364)
Rental expense	3	(8,127)	(6,874)
Instructor's fees and accommodation		(22,106)	(29,176)
Audit, legal and consultancy expense		(6,540)	(5,263)
Affiliation fees		(9,561)	(6,321)
Board related expenses		(16,780)	(19,264)
Books for resale		(3,490)	1,842
Conference expenses		(4,967)	(35,014)
Faculty retreat expenses		(370)	(2,966)
Insurance		(3,380)	(2,699)
Newsletter and annual report		(2,789)	(6,232)
Regional representation cost		(1,469)	(1,638)
Web page and website		(1,519)	(1,798)
Doug Walker expenses		-	(10,696)
Other expenses		(17,216)	(16,638)
<b>Profit before income tax</b>		(9,084)	(36,396)
Income tax expense			
<b>Profit for the year</b>		<u>(9,084)</u>	<u>(36,396)</u>
<b>Total comprehensive income for the year</b>		<u>(9,084)</u>	<u>(36,396)</u>

The accompanying notes form part of these financial statements.

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**  
**ABN: 12 070 059 586**  
**STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2011**

	Note	2011 \$	2010 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	103,279	116,129
Trade and other receivables	5	22,072	10,806
Inventories	6	10,442	12,146
Other assets	7	2,285	1,999
<b>TOTAL CURRENT ASSETS</b>		<u>138,078</u>	<u>141,080</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	8	6,191	8,542
<b>TOTAL NON-CURRENT ASSETS</b>		<u>6,191</u>	<u>8,542</u>
<b>TOTAL ASSETS</b>		<u>144,269</u>	<u>149,622</u>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	9	12,579	8,847
<b>TOTAL CURRENT LIABILITIES</b>		<u>12,579</u>	<u>8,847</u>
<b>TOTAL LIABILITIES</b>		<u>12,579</u>	<u>8,847</u>
<b>NET ASSETS</b>		<u>131,690</u>	<u>140,775</u>
<b>EQUITY</b>			
Retained earnings		131,690	140,775
<b>TOTAL EQUITY</b>		<u>131,690</u>	<u>140,775</u>

The accompanying notes form part of these financial statements.

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**  
**ABN: 12 070 059 586**  
**STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2011**

	<b>Retained Earnings</b>	<b>Total</b>
	<b>\$</b>	<b>\$</b>
<b>Balance at 1 July 2009</b>	177,171	177,171
<b>Comprehensive income</b>		
Profit for the year	(36,397)	(36,397)
<b>Balance at 30 June 2010</b>	140,774	140,774
Profit attributable to the entity	(9,084)	(9,084)
<b>Balance at 30 June 2011</b>	131,690	131,690

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**  
**ABN: 12 070 059 586**  
**STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2011**

	Note	2011 \$	2010 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Receipt of training fees		122,881	162,687
Payments to suppliers and employees		(135,832)	(203,137)
Interest received		1,546	522
Net cash generated from operating activities		<u>(11,405)</u>	<u>(39,928)</u>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Payment for property, plant and equipment		<u>(1,445)</u>	<u>(8,088)</u>
Net cash used in investing activities		<u>(1,445)</u>	<u>(8,088)</u>
Net increase/(decrease) in cash held		(12,850)	(48,016)
Cash and cash equivalents at the beginning of the financial year		116,129	164,145
Cash and cash equivalents at the end of the financial year	4	<u><u>103,279</u></u>	<u><u>116,129</u></u>

The accompanying notes form part of these financial statements.

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**  
**ABN: 12 070 059 586**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011**

**Note 1            Summary of Significant Accounting Policies**

The directors have prepared the financial statements on the basis that the company is a non-reporting entity because there are no users who are dependent on its general purpose financial reports. This financial report is therefore a special purpose financial report that has been prepared in order to meet the requirements of the *Corporations Act 2001*.

The financial report has been prepared in accordance with the mandatory Australian Accounting Standards applicable to entities reporting under the *Corporations Act 2001* and the significant accounting policies disclosed below, which the directors have determined are appropriate to meet the needs of members. Such accounting policies are consistent with those of the previous period unless stated otherwise.

The financial statements have been prepared on an accruals basis and are based on historical costs unless otherwise stated in the notes. The accounting policies that have been adopted in the preparation of this report are as follows:

**Accounting Policies**

**(a) Revenue**

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

All revenue is stated net of the amount of goods and services tax (GST).

**(b) Inventories**

Inventories are measured at the lower of cost and current replacement cost.

Inventories acquired at no cost or for nominal consideration are valued at the current replacement cost as at the date of acquisition.

**(c) Property, Plant and Equipment**

Each class of property, plant and equipment is carried at cost or fair value as indicated, less, where applicable, accumulated depreciation and impairment losses.

**Plant and Equipment**

Plant and equipment is measured on the cost basis and is therefore carried at cost less accumulated depreciation and any accumulated impairment. In the event the carrying amount of plant and equipment is greater than its estimated recoverable amount, the carrying amount is written down immediately to its estimated recoverable amount. A formal assessment of recoverable amount is made when impairment indicators are present (refer to Note 1(f) for details of impairment).

Plant and equipment that have been contributed at no cost, or for nominal cost are valued and recognised at the fair value of the asset at the date it is acquired.

**(d) Leases**

Leases of property, plant and equipment, where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the entity are classified as finance leases.

Finance leases are capitalised, recognising an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual values.

Leased assets are depreciated on a straight-line basis over their estimated useful lives where it is likely that the entity will obtain ownership of the asset. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are recognised as expenses on a straight-line basis over the lease term.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

**(e) Employee Benefits**

Provision is made for the company's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may not satisfy vesting requirements. Those cash outflows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cash flows.

Contributions are made by the entity to an employee superannuation fund and are charged as expenses when incurred.

**(f) Cash and Cash Equivalents**

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within short-term borrowings in current liabilities on the statement of financial position.

**(g) Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financial activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

**(h) Income Tax**

No provision for income tax has been raised as the entity is exempt from income tax under Div 50 of the *Income Tax Assessment Act 1997*.

**(i) Trade and Other Payables**

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the company during the reporting period which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.



**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**  
**ABN: 12 070 059 586**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011**

**Note 2 Revenue and Other Income**

	Note	2011 \$	2010 \$
<b>Revenue from government grants and other grants</b>			
— A.I.W fees		3,065	9,670
— B.I.W fees		66,453	38,293
— Faculty training fees		27,250	22,149
— Membership fees		8,855	10,195
— Conference fees		12,954	28,818
— Certification fees		10,318	14,206
— Doug Walker		1,047	10,364
<b>Total Revenue</b>		<u>129,942</u>	<u>133,695</u>
<b>Other Income</b>			
— Other		551	7,278
— Sale of books		3,654	9,419
— Interest received		1,546	522
<b>Total Other Income</b>		<u>5,751</u>	<u>17,219</u>
<b>Total Revenue and Other Income</b>		<u>135,693</u>	<u>150,914</u>

**Note 3 Profit for the Year**

	2011 \$	2010 \$
<b>(a) Expenses</b>		
Loss on disposal of non-current assets	285	818
Rental expense on operating leases		
— minimum lease payments	8,127	6,874
<b>Total Rental Expense</b>	<u>8,127</u>	<u>6,874</u>
Audit Remuneration		
— audit services	5,000	4,500
<b>Total Audit Remuneration</b>	<u>5,000</u>	<u>4,500</u>

**Note 4 Cash and Cash Equivalents**

	2011 \$	2010 \$
<b>CURRENT</b>		
Cash at bank	76,454	90,710
Cash on Deposit	26,825	25,419
<b>Total cash and cash equivalents as stated in the statement of financial position</b>	<u>103,279</u>	<u>116,129</u>
<b>Total cash and cash equivalents as stated in the cash flows statement</b>	<u>103,279</u>	<u>116,129</u>

**Note 5 Trade and Other Receivables**

	Note	2011 \$	2010 \$
<b>CURRENT</b>			
Trade receivables		21,872	10,606
		<u>21,872</u>	<u>10,606</u>
Deposits		200	200
<b>Total current trade and other receivables</b>		<u>22,072</u>	<u>10,806</u>

**Note 6 Inventories**

	2011 \$	2010 \$
<b>CURRENT</b>		
At cost		
Inventory	10,442	12,146
	<u>10,442</u>	<u>12,146</u>

**Note 7 Other Assets**

	2011 \$	2010 \$
<b>CURRENT</b>		
Prepayments	2,285	1,999
	<u>2,285</u>	<u>1,999</u>

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**  
**ABN: 12 070 059 586**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011**

**Note 8 Property, Plant and Equipment**

	2011 \$	2010 \$
<b>PLANT AND EQUIPMENT</b>		
Plant and equipment		
At cost	11,410	13,648
Less accumulated depreciation	(5,219)	(5,106)
Total plant and equipment	<u>6,191</u>	<u>8,542</u>
Total property, plant and equipment	<u>6,191</u>	<u>8,542</u>

**Note 9 Trade and Other Payables**

	2011 \$	2010 \$
<b>CURRENT</b>		
Trade payables	2,921	2,571
Employee benefits	2,504	-
GST Liability	4,899	1,767
Training fees in advance	2,255	4,509
9(a)	<u>12,579</u>	<u>8,847</u>

**Note 10 Cash Flow Information****Reconciliation of Cashflow from Operations with Profit after Income Tax**

	2011 \$	2010 \$
Profit after income tax	(9,084)	(36,396)
Non cash flows		
Depreciation and amortisation	3,511	1,364
Profit on sale of property, plant and equipment	285	818
Changes in assets and liabilities		
(Increase)/decrease in trade and other receivables	(11,266)	12,295
Increase/(decrease) in trade and other payables	3,732	(16,188)
Decrease in inventories	1,703	(1,494)
Decrease in prepayments	(286)	(327)
	<u>(11,405)</u>	<u>(39,928)</u>

**Note 11 Entity Details**

The registered office of the entity is:

The William Glasser Institute - Australia  
 Shop 3  
 266 Brisbane Street  
 West Ipswich, QLD 4305

The principal places of business is:

The William Glasser Institute - Australia  
 Shop 3  
 266 Brisbane Street  
 West Ipswich, QLD 4305

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**  
**ABN: 12 070 059 586**  
**DIRECTORS' DECLARATION**

The directors of the entity declare that:

1. The financial statements and notes, as set out on pages 3 to 10, are in accordance with the Corporations Act 2001 and:
  - (a) comply with Australian Accounting Standards; and
  - (b) give a true and fair view of the financial position as at 30 June 2011 and of the performance for the year ended on that date of the entity.
2. In the directors' opinion there are reasonable grounds to believe that the entity will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.

Director



**Sheryl Matwijkiw**

Dated this 28th day of July 2011

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**  
**ABN: 12 070 059 586**  
**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF**  
**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**

**Report on the Financial Report**

We have audited the accompanying financial report of The William Glasser Institute - Australia, which comprises the statement of financial position as at 30 June 2011, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information and the directors' declaration.

*Directors' Responsibility for the Financial Report*

The directors of the company are responsible for the preparation and fair presentation of the financial report that gives a true and fair value in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Corporations Act 2001 and for such internal control as the directors determine is necessary to enable the preparation of the financial report is free from material misstatement, whether due to fraud or error.

*Auditor's Responsibility*

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

*Independence*

In conducting our audit, we have complied with the independence requirements of the Corporations Act 2001. We confirm that the independence declaration required by the Corporations Act 2001, provided to the directors of The William Glasser Institute - Australia on 28 July 2011, would be in the same terms if provided to the directors as at the date of this auditor's report.

*Opinion*

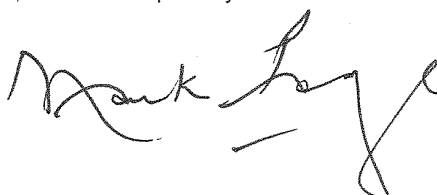
In our opinion, the financial report of The William Glasser Institute - Australia is in accordance with Corporations Act 2001,  
(i) giving a true and fair view of the company's and consolidated entity's financial position as at 30 June 2011 and of its performance for the year ended on that date; and  
(ii) complying with Australian Accounting Standards and the Corporations Regulations 2001.

*Basis of Accounting*

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the Corporations Act 2001. As a result, the financial report may not be suitable for another purpose.

AH Jackson & Co

Auditor's signature:



Address: 318 St Paul's Terrace  
FORTITUDE VALLEY QLD 4006

Dated this 28th day of July 2011

# William Glasser Institute-Australia

## Building a better world through quality relationships

### Strategic Plan

The following strategic plan highlights the areas of focus for the Board's activities, the goals and more specific targets. \* Each of these areas has its own operational plan that has been contributed to by Faculty at recent Faculty Retreat Days in 2010 and 2011. (Full documentation will be available online in the near future).

Area	Goals	Targets	When
Business Plan*	<ul style="list-style-type: none"> <li>A Business Plan that is operationalises the WGI-A Strategic Plan</li> </ul>	<ul style="list-style-type: none"> <li>Complete operational document</li> </ul>	Oct 2011
Marketing*	<ul style="list-style-type: none"> <li>To sell CT RT LM to a wider range of people</li> </ul>	<ul style="list-style-type: none"> <li>Daily uploads to blog/Twitter/Facebook with 1000 members</li> </ul>	Dec 2011
Knowledge Management*	<ul style="list-style-type: none"> <li>Improve array of 'products' promoted by WGIA</li> <li>Accreditation of WGIA programs</li> <li>WGIA Intellectual Property Agreement</li> </ul>	<ul style="list-style-type: none"> <li>Publish Accredited Allied Organisations Product List</li> <li>RT CT LM Credit in 20 Member and Tertiary Institutions</li> <li>Intellectual Property Agreement operationalised</li> </ul>	Dec 2011  Dec 2012  June 2012
Faculty & Allied Organisations Membership*	<ul style="list-style-type: none"> <li>Effective Innovative &amp; Current Faculty who feel engaged and supported</li> </ul>	<ul style="list-style-type: none"> <li>3 Policies written to support Faculty engagement</li> </ul>	Dec 2012
Membership*	<ul style="list-style-type: none"> <li>Increased membership</li> </ul>	<ul style="list-style-type: none"> <li>500 Members by 2012</li> </ul>	Dec 2012



*A conference like no other...*

**Alice Springs, Northern Territory  
30<sup>th</sup> September to 2<sup>nd</sup> October 2011**

Take the opportunity to attend the 2011 WGI-A Conference and holiday in our ancient lands. Alice Springs, in the centre of Australia, is surrounded by beautiful country and the MacDonnell Ranges and is accessible to all major cities by air. Join us at Yirara, a residential college for Indigenous students, as we explore Choice Theory; research, impacts in education, mental health and business.

Training is also being offered at the Conference.

- Basic Intensive Training
- Advanced Intensive Training
- Certification
- Faculty Training

At this stage we are offering the following training opportunities on these dates.

The venues for training will be similar to those of the conference. Please register your interest now. Register your training now by emailing the office [wgia@wiga.org.au](mailto:wgia@wiga.org.au).

Pre-Conference Training	Conference	Post-Conference Training
September 27 - 30	September 30 - October 2	October 3 - 6
Basic Intensive Training  <b>Instructor:</b>  <i>Sylvia Habel</i>	CONFERENCE	Practicum Supervisor Training/Endorsement  <b>Instructors:</b>  <i>Garry Garnaut</i> <i>Ivan Honey</i>
Advanced Intensive Training  <b>Instructor:</b> TBA		
Choice Theory & Reality Therapy Certification  <b>Instructor:</b> TBA		Basic Intensive Instructor Endorsement  <b>Instructors:</b>  <i>Maggie Bolton</i> <i>Judy Hatswell</i>

**All with a 10% discount when booked with the conference.**

**WGLA**



(Affiliated with the W M Glasser Institute, U.S.A.)

ABN 12 070 059 586

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