



GLASSER AUSTRALIA

IGNITE THE POWER OF CHOICE

ANNUAL REPORT

2018-2019

TABLE OF CONTENTS

MISSION STATEMENT _____	3
BELIEFS _____	3
BOARD MEMBERS 2018-2019 _____	4
REGIONAL COORDINATORS _____	4
INSTRUCTORS WHO ARE CURRENT MEMBERS WITH GLASSER AUSTRALIA _____	4
Report from the President _____	5
report from fifth director _____	7
report from the treasurer _____	8
report from honorary secretary _____	9
report from training officer _____	10
report from the international board representative _____	11
regional coordinators reports _____	14
DARLING DOWNS _____	14
SOUTH EAST QUEENSLAND _____	15
SYDNEY, NSW _____	17
Accredited Training Activity: _____	17
VICTORIA _____	19
SOUTH AUSTRALIA _____	22
NORTHERN TERRITORY _____	24
Glasser Australia _____	25
Strategic Plan 2017-2020 _____	25

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 Glasser Australia 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.



BOARD MEMBERS 2018-2019

President	Susan Fleming
Fifth Director	John Cooper
Treasurer	Sheryl Matwijkiw
Honorary Secretary	Maureen Sansom
Training Officer	Sue Berry
Newsletter Editor	Denise Landers
Public Relations Officer	Vacant
Administration Officer	Paula Baxter

REGIONAL COORDINATORS

Northern Territory	John Cooper
Country, NSW	Vacant
Hunter, NSW	Nancy Snow
Sydney, NSW	Vacant
Darling Downs, Qld	John Archibald
Northern, Qld	Vacant
South East, Qld	Colleen Hope
Rockhampton, Qld	Vacant
South Australia	Christine Duffield
Tasmania	Vacant
Victoria	Cathy Dillon
Western Australia	Vacant

INSTRUCTORS WHO ARE CURRENT MEMBERS WITH GLASSER AUSTRALIA

Senior Instructors

Maggie Bolton	Garry Garnaut
Mary Farrell-Jones	Ivan Honey
Judy Hatswell	Ali Sahebi
Rob Stones	Liz Tham

Instructors

Mary Ellen Davis	Christine Duffield
Glenys Gardam	Louise Fentoullis
Susan Fleming	Sylvia Habel
Peter Lacey	Nancy Snow
Jeff Steedman	Kalikamurti Suich

REPORT FROM THE PRESIDENT

As we celebrate 40 years of Choice Theory in Australia, it is with great sadness that we report the passing of Allison Wiseman, one of the founding women of our Australian organization. In 1985, Allison a psychiatric nurse living in Sydney, travelled to the USA to train in Reality Therapy. In 1987, she negotiated with the U.S. Institute for a trainer to come to Australia, as there were many people here eager to explore the ideas. Through her actions the Sydney community became the creative heart of the establishment of a Glasser Institute.

In March 1988, Barbara Garner, a US Senior Instructor appointed by Dr Glasser as his official representative in Australia presented the first Basic Week in Australia in Allison Wiseman's home and later that year Barbara returned and held an Advanced Intensive Training in Allison's home.

During Dr Glasser's second visit to Australia in April/May 1989, he conducted the first Australian Certification for five people in Sydney. Allison was one of these five people. He met with the Australian Certification group to discuss on-going processes that could be implemented in Australia. Allison was part of the original steering committee of four people who were instrumental in developing the Australian Institute of Reality Therapy which held its' inaugural meeting 27th August 1989 at North Sydney Demonstration School.

Under Allison Wiseman's energetic Presidency in 1991, the idea was hatched that the Board have members from all regions where training was occurring, not just from Sydney. As a result, 6 more branches were established, and the Board had members from across Australia.

Allison Wiseman was formally recognised for her contributions to the WGI-A at the 2007 Gold Coast Conference and given lifetime membership.

A quote from the history of the Australian Institute best sums up Allison's legacy.

'Allison Wiseman really became the conduit to pulling people across the States together, given that she attended all of Bill's talks and sold books at all of the BIW's. Her powerful networking skills proved to be the catalyst for bringing a large country together in a common pursuit of knowledge, skills, and the desire to help others.'

International Journal of Choice Theory Vol XXXVI Spring 2017 p.152

As we celebrate 40 years of Choice Theory in Australia, we are invited to reflect on what legacy do we as individuals and an organization want to leave for the world. Is it something of Quality? How do we embody and reflect the principles of Choice Theory, the legacy William Glasser left us, in the way we live our lives and behave? Are there aspects of external control that we still using in our relationships with ourselves and others? Are we using more internal control psychology and how are we taking responsibility for the choices we are making to live more effective lives? How do we empower and ignite the power of choice in others? At a systems level and as members of this organization how are we taking an active part in promoting and teaching Choice Theory to the Public?

Mental Health

In line with Dr Glasser's focus on teaching the world Choice Theory® as a public health model to promote better mental health, the Board has focused in the strategic plan on developing the digital face of Glasser

Australia in order to reach a wider audience. The new website is up and running. We have had 18368 hits so far. We continue to improve it and welcome contributions from members to keep it current and interesting. Members have the opportunity to promote their materials to get accreditation from our accreditation committee for the various programs that are based on Choice Theory, which is then published on the website. The next stage of our plan is to develop an effective platform to maintain our database. We are also running a very active Facebook page. We have also been liaising with PACFA (Psychotherapy and Counselling Federation of Australia) to develop stronger recognition for our courses and work in the counselling field. We plan to continue to build on this work.

Quality Training

We continue to provide Faculty Training and have a number of new Basic Week Instructors and Practicum Supervisors which is important for the future of the organizations. Congratulations to our new Faculty for the hard work and commitment shown to achieve this. Thanks also to our dedicated Senior Faculty and FPC's who continue to mentor new and aspiring Faculty members. It is something that has been identified as important at our last Faculty Day to maintain and to continue to develop high Quality training. Thanks also to the industrious work of our Training Officer who has been liaising and providing opportunities for growth and development in the area of training. It can be quite a complex task to coordinate and balance the requirements with the needs of participants with Quality always in mind.

Conference

Our conference at Coolangatta this year has been organised predominately by the Board as we did not have people in a region who were willing or able to undertake the task. As we are all volunteers who work, it means that our energy is focused on running a successful conference at the expense of focused work on the board. If you feel that you would like to be involved in running and organizing the next conference in 2021, take a risk and put your hand up. We would love to hear from you and would be happy to support you.

Quality Schooling

In Australia most of our training happens in school and the education field. Many schools are doing fantastic work teaching Choice Theory to their students, staff and parents in a variety of way. We have developed our draft model for co-verification of Quality Schools in Australia. We will be implementing it with a school shortly. There are several schools who are working with us to take that journey. So, watch this space. It is an exciting time.

'I am only one, but still I am one. I cannot do everything, but I can do something. And because I cannot do everything, I will not refuse to do the something I can do.' Edward E Hale

Let's keep igniting and inspiring the power of choice in our own lives and the lives of those around us.

Susan Fleming

REPORT FROM FIFTH DIRECTOR

Two important tasks for the Fifth Director continue;

- engaging faculty members in planning and contributing ideas to faculty day
- working with those in South East Queensland to accredit new Glasser Quality School (GQS)

Whenever faculty members gather, the conversations never cease. Once back in their unique real worlds, seemingly a great number of events, interests and “booked” time takes away the space to converse and engage.

Preparing a school to continue the GQS journey is demanding of all staff in energy and time.

I wrote a letter today, by hand in response to a birthday letter from my second youngest granddaughter. My handwriting was atrocious (worse than I remember) and it took me so long - I couldn't believe that was the way of our world until this century. Wherever did we find the time?

Robert D Putnam answers this question in his book, “Bowling Alone”. It's an in-depth examination of data about the deterioration and disappearance of thousands of clubs and volunteer organisations as the “Life Members” die and committee responsibilities are not picked up by the younger “users” of clubs.

“The Charity League of Dallas had met every Friday morning for fifty-seven years to sew, knit and visit, but on April 30 1999, they held their last meeting; the average of the group had risen to eighty, the last new member has joined two years earlier, and president Pat Dilbeck said ruefully, “I feel like this is a sinking ship.”” P6, Simon and Schuster 2000

±

Putnam examines what led to so many clubs starting, later competition with TV, people electing to go to their home for safety and the speed of the world's economy, marketing supported by technology and people being disconnected. Understanding is one thing, living through this era is challenging. In his final chapter he recommends that we re-connect with our friends and neighbours. (Then follow 127 pages of appendices, notes and the index.)

As you read the following reports consider the references to the current cliché “Money rich, time poor”.

This century data and completion seem more important for an economic outcome than learning and remembering.

What's next?

John Cooper

REPORT FROM THE TREASURER

During this last financial year the organization name was changed from the William Glasser Institute - Australia to Glasser Australia. A new website was developed to coincide with this.

New bank accounts were opened and all statutory bodies were advised of the name change. The ABN remains the same.

The GLASSER AUSTRALIA 2018-2019 unaudited financial year report shows a loss of -\$13661.34 and increase in loss of \$9348.53 from the 2017-2018 financial year.

The Biennial 2019 National Conference will be held in Coolangatta from Thursday 3rd October to Saturday 5th October 2019. Income for the Conference is shown on the Balance Sheet as Income in Advance of \$26,840.01 and is not shown as Income on the Profit and Loss as this income relates to the 2019-2020 financial year. It is our aim that this Conference will produce a healthy profit with more than 80 registrations.

Income for 2018-2019

Basic Intensive Training	\$51,600.00
Advanced Intensive Training	\$ 900.00
Membership	\$10,530.70

The cashflow for the year has remained consistent. Balances for all Bank accounts as at 30/6/19 are as follows:

WGIA General Cheque Account	\$34,657.48
WGIA Conference Account	\$26592.75
WGIA Investment account	\$20,000.00
Glasser Australia General account	\$ 991.00
Glasser Australia Conference account	\$ 1.10
Glasser Australia Scholarship Account	\$ 9,830.46
Investment account	\$20,000.00
Glasser Australia Debit card	\$ 165.64

Detailed Financial reports are included at the end of the Annual Report (Balance Sheet as at 30/6/19 and Profit & Loss from 1/7/18 to 30/6/19).

Continued thanks to the Board members. Board membership is a voluntary position. Board members pay for their own travel/flights to and from face to face Board meetings in order to keep costs at a minimum.

To the Board, Glasser Australia members and those up and coming trainers I say this:

"People who are crazy enough to think they can change the world, are the ones who do" Rob Siltanen
Together let's change the world and by teaching the world Choice Theory.

Sheryl Matwijkiw

REPORT FROM HONORARY SECRETARY

As Honorary Secretary, I continue my learning about this wonderful organisation that supports all those who teach Dr Glasser's ideas.

2018 - 2019 has been an exciting and interesting year for Glasser Australia. This year we have continued with the format of having an annual face-to-face meeting in March followed by periodic on-line meetings throughout the year.

It was decided at the March face-to-face meeting that the priorities for the 2019 Strategic Plan would include the creative content for the Glasser Australia WEBSITE, the ongoing FINANCIAL VIABILITY of the organisation and the policy and accreditation process for aspiring QUALITY SCHOOLS.

Steady progress is being made to increase the creative content of the website to include updated forms, blogs, policies, processes, promotional material, accredited programs and training opportunities. This work is ongoing.

The financial viability of the organisation remains a challenge. The committee voted to schedule BIT's throughout the year in several states. The rationale behind this decision had 2 aims, the 1st being to raise funds for the organization & the 2nd was to offer training to those who contacted Glasser Australia directly and where training was not available in their state. BIT's were offered in NT 15-18 April 2019, WA 15-18 April 2019, VIC 8-11 July 2019, SA July 15-18 July 2019 and QLD/NSW 30 Sept.-3 Oct. 2019.

The 2019 conference 'Ignite the Power of Choice' is set for 3-5 October at Twin Towns Mantra, Gold Coast and we are excited to be offering a program that offers a wide range of informative workshops from knowledgeable presenters. Participants are sure to extend their knowledge at both personal and professional levels.

During our conference, Glasser Australia will be celebrating 40 years of CT/RT & LM and we look forward to connecting with past and present members while sharing wonderful memories.

The conference will also include another added attraction this year. We will be having an auction to hopefully raise funds to help sustain the financial viability of Glasser Australia. We are sincerely grateful to all people who have donated goods for auction.

Efforts on the Accreditation Process/Policy for QUALITY SCHOOLS is continuing. It will include the process and policy for aspiring schools and another for schools on the journey to becoming a Quality School using Choice Theory. A trial process will be implemented this year.

I sincerely thank the hardworking Board members who continue to work effortlessly on important matters that contribute to the ongoing success of Glasser Australia.

Thank you also to all members of Glasser Australia who contribute in many ways to ensure the ongoing success of Dr Glasser's legacy.

Maureen Sansom

REPORT FROM TRAINING OFFICER

Our new Glasser Australia logo with the by-line “Ignite the Power of Choice” reminds us of our personal freedom to make choices. The existence of Glasser Australia as an organisation offers people the choice of accredited training in Choice Theory, Reality Therapy and Lead Management: a choice that can bring immense value to their lives.

I would like to again acknowledge and recognize the skill and commitment of those Instructors and Supervisors active in offering training in the past year. Although some of the Training numbers are lower than last year, the increase in the number of people registered for Faculty Training this year is encouraging:

- three for Practicum Supervisor Training and two for Basic Instructor Training
- two for Practicum Supervisor Endorsement and four for Basic Intensive Instructor Endorsement

This increases the potential for further Basic Intensive and Practicum training, particularly in NSW, but also in Queensland and South Australia.

It is also noteworthy that 16 people have registered to attend Certification in October.

Quality Schools Training

Training continues strongly in the two schools in Queensland currently pursuing Quality School status, with high numbers now working on Advanced Practicums and applying for Certification. This sets the stage for quality environments in those schools.

Training Forms for Faculty are on the Website.

These have all been reviewed this year and updated where appropriate. As a Board, we are still learning how to make best use of the website and need to find a more successful way to link those people wishing to do a Basic Practicum with an Instructor. Thanks to Rob Stones for offering suggestions related to this issue. His proposal is being considered by the Board.

Training Data last 6 years

Our figures for Training for the financial year 18/19 are as follows:

Table 1: Comparative Table of training completed in Australia and number of Participants (2013-2019)

Program	Number of participants July 13 - June14	Number of participants July 14 - June15	Number of participants July 15 - June16	Number of participants July 16 - June17	Number of participants July 17 - June 18	Number of participants July 18 -June 19
Basic Intensive Training	451 (40 events)	359 (29 events)	409 (33 events)	499 (36 events)	423 (33 events)	354 (24 events)
Basic Practicum	31	40	32	18	94	55
Advanced Intensive Training	16 (2 events)	0	54 (4 events)	19 (1 event)	65 (6 events)	6(1 event)
Advanced Practicum	0	5	1	0	11	34
Certification	11 (2 events)	15 (2 events)	4 (1 event)	0	9(1 event)	0
Practicum Supervisor Training	2	0	2	7	7	0
Practicum Supervisor Endorsement	2	0	2	0	6	0
Basic Week Instructor Training	1	0	1	0	0	0
Basic Week Instructor Endorsement	1	0	1	0	1	0

REPORT FROM THE INTERNATIONAL BOARD REPRESENTATIVE

Well it is a year on and this year again the main job of the board has been the restructure.

It is such a huge job and to put it in context, the executive meets once a month with people from about five different locations in the world. The board itself also meets monthly and this is from about 12 different places in the world. A minimum of four of those reps do not have English as a first language so the chance of communication being slow, misunderstood, or just not understood is high. Plus, we have different cultural perspectives on how we view things and when this is not clarified (which can happen often as we do not know we have a clash until there is a misunderstanding) things take even longer. However, on the positive side the diversity of experience and thinking is wonderful.

A major concern for WGI as for Glasser Australia is that revenue is low. Both Glasser Australia and WGI run at about \$1000 loss per month on average. With WGI this is particularly challenging as lots of MO's pay in November so finances can look scary for most of the year. Most WGI reps report the challenges of staying afloat as training dries up.

Listed below is the index for the Consultation Document of all the things WGI board is considering, reviewing, writing recommendations for, thinking through and inventing;

Index/Content

Introduction

Background to restructure

Purpose of Restructure

What is hoped for in terms of the restructure?

What has underpinned our thinking?

Expectations, processes and timelines for consultation including feedback

Proposed restructure divided into subsections

- Proposed new structure including diagram
- Proposed working committees
- Authority of the restructured Board
- Staffing the restructured Board
- Funding of the new Board and financial viability
- Membership Benefits, Criteria, Responsibilities
- MO Stages and Approval Process
- MO fees
- Voting/Consensus
- Finance and budget
- Marketing
- Training Standards
- Curriculum standards
- Conflict Resolution
- Faculty Support
- International Conference

Concerns /Important things to consider

Rollout of new Board

Attachments

- Current List of policies and procedures
- Current Strategic Plan
- Templates including business Plan, Strategic Plan, Annual General Report, Cash flow Projection, Action Plan

As you can see this is a huge job. However, the board has decided that the document needs to be really thought through as potentially all of the board could change quickly and so it will be a living document of how to go forward once it is agreed to.

Major considerations for Glasser Australia are the proposals that

- The fees change to a percentage of income of the MO
- Changes to the proposed membership in that MO's would be tiered so as to ensure all MO's are able to sustain themselves, grow themselves as organisations and ultimately mentor and support other MO's to grow.

As an example this would mean a new MO would need to demonstrate they can comply with all the regulations in their region in forming a new organisation, plus a criteria set by WGI for how many is in a starter organisation with what level of CTRTLM training, they would have a non-voting seat on the board so they can learn how the board functions.

At the other end a tier three MO would be one such as Australia which has its own faculty, can run its own training and is capable of hosting an international conference and mentoring a new MO and has a voting seat on the board.

- Currently in our draft the board is looking at MO's paying for their representative to attend an annual meeting of the board. The current status is that the WGI board pays one year which is about an average of \$20000 investment by WGI.

The following year the rep is expected to attend and pay their own way as they would be attending the international conference. The WGI pays for their accommodation and meals while they are attending board meetings.

This is not a small commitment currently on behalf of the rep, or the WGI board nor would it be for the MO's if these recommendations go through. I understand given the finances of Glasser Australia are strained it could also be a big undertaking as costs would include the airfare, accommodation for the four-day meeting.

As the current board member, I have attended meetings in Zagreb, Korea where I paid for my airfare and accommodation apart from the days of the board meeting, Colombia where I paid my own fare and Cape Town. I understand it is costly to have face to face meetings, however the relationship building is so valuable as it helps cut through all the language and cultural challenges. We are after all an organisation about relationships. The ongoing challenge of the meetings are as busy people how do we meet in our sub groups to do all the work as well as have a regular board meeting.

- Another major issue is how we staff the WGI board. Currently we have two part time staff and a "working board", and I can honestly say I do not think this is working. As volunteers on the board we are expected to allow for 10 hours per month for volunteer time and this is far from adequate to deal with an organisation that wants to be highly successful. However how we finance more staff is a major issue and one of the reasons why it is proposed the MO's pay for their reps to attend a face to face meeting once a year. Currently we are hamstrung by this situation and everything goes slowly.

- Modernising and marketing Glasser information in today's world.
This is proving very challenging for all MO's and Glasser Australia far as I understand Glasser himself did not believe in marketing, however he agreed to an international board and he wanted his theories and strategies to continue.
As Australia knows, we are caught as we don't have the money to pay for marketing and we are caught because we don't do marketing, and our old ways of working which are relying on the BIT's etc are not working.
The aim of improving the cash flow of WGI is to be able to afford someone or some company who can look at Glasser information and think worldwide how can that be improved and done and then this information would be shared with all the MO's.
- There is still an ongoing problem with the WGI website. My understanding (and I don't know the reason why) is that Brian Lennon who was the original Chair and has lifelong membership of the board, is still working on the data base and therefore WGI does not have access to it. I know for Glasser Australia Board Members this may be like the twilight zone as there is a similar issue with the Glasser Australia website. What it does mean is that the past (i.e. the old data base) is controlling the present and somewhere we need to change this.
- Currently we are hoping to have the consultation document finished within the next three months, however I am not sure if that will happen. This completed document will go out to all MO's for feedback with a view to this new way of operating beginning at the WGI conference in Croatia next year. One thing that could hold this back is the actual legal structure of WGI. Currently we have an organisation that is anchored in Texas and the structure is incredibly different to how a similar structure would be in Australia or Canada for example. Changing the current structure is not viable as it doesn't suit the needs of the organisation now due to the way the bylaws work. It will definitely not suit the new structure. Where to legally anchor the organisation going forward will take good thinking and advice.

It has been an honour to be on the WGI board and my thanks to the Glasser Australia Board for putting the represented position on the Glasser Australia Board as it is much easier to communicate my role.

At this stage as per the WGI decision I stay on the board until the new board is elected.
If any members have specific questions for me, I am happy to answer them as well.

In peace

Kalikamurti Saraswati Suich

REGIONAL COORDINATORS REPORTS

DARLING DOWNS

In the Darling Downs Region, unfortunately our small focus group hasn't met this year - we would normally meet on the third Saturday of every month from 9am to 12pm at a variety of venues. If you are in our area and would like to join us for a catch up, please contact me by mobile or email (address below). Unfortunately, everyone seems to have become busier and not everyone can attend meetings, and although we have not met yet this year, we have another meeting is planned for August.

Those who can make the meetings always enjoy catching up to encourage, support, listen and learn from each other. We share what we have been doing to apply Choice Theory ideas and practices in our lives and work as well as exploring and extending our understanding and application of various aspects of Choice Theory as well as practicing our skills in Reality Therapy with various role plays.

Over the last year I have continued to offer the Peaceful Parenting course and associated coaching as well as a Take Charge of Your Life Workshop in a secondary school where I am working. These are always well received and continue to make a difference in the lives of those who have completed the course.

I have also been asked to deliver a workshop to the Mental Health Professional Network in our area. I plan to give some additional information about the Take Charge of Your Life course and to gauge the possible interest for this in the Toowoomba area.

If you are interested in refreshing your knowledge and use of Choice Theory in your life and would just like to be part of or local network, you are welcome to join us. To be kept informed and receive notification of meetings, just phone me or send me an email (see my contact details listed below).

If you would like any assistance with organising any of the following, we have members who could provide:

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

Although at the moment we only have a small number of financial members in our region, if any of you have a passion for promoting Choice Theory in our region and would like to be the Regional Rep for our area, please let me know.

John Archibald

SOUTH EAST QUEENSLAND

Choice Theory is alive and well in Queensland. A number of schools are embedding Choice Theory as the framework for providing Quality Education. These schools in the South East end of the State are Everton Park Primary, Mudgeeraba Special School, Nundah Primary, Peregrine Springs Primary and Sunshine Beach. Mudgeeraba, Nundah and Peregrine Springs staff will be presenting at our conference at Coolangatta this year and sharing our stories.

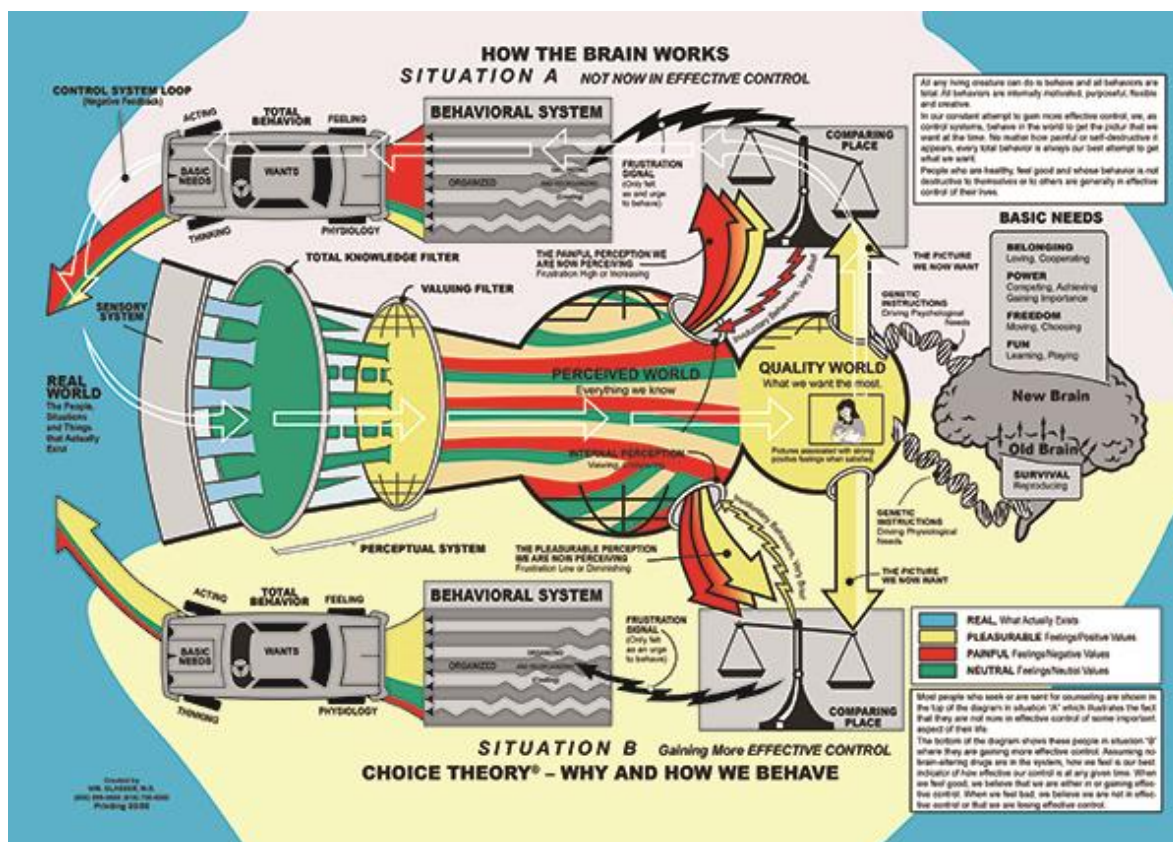
With regards to training in SE Qld for this financial year

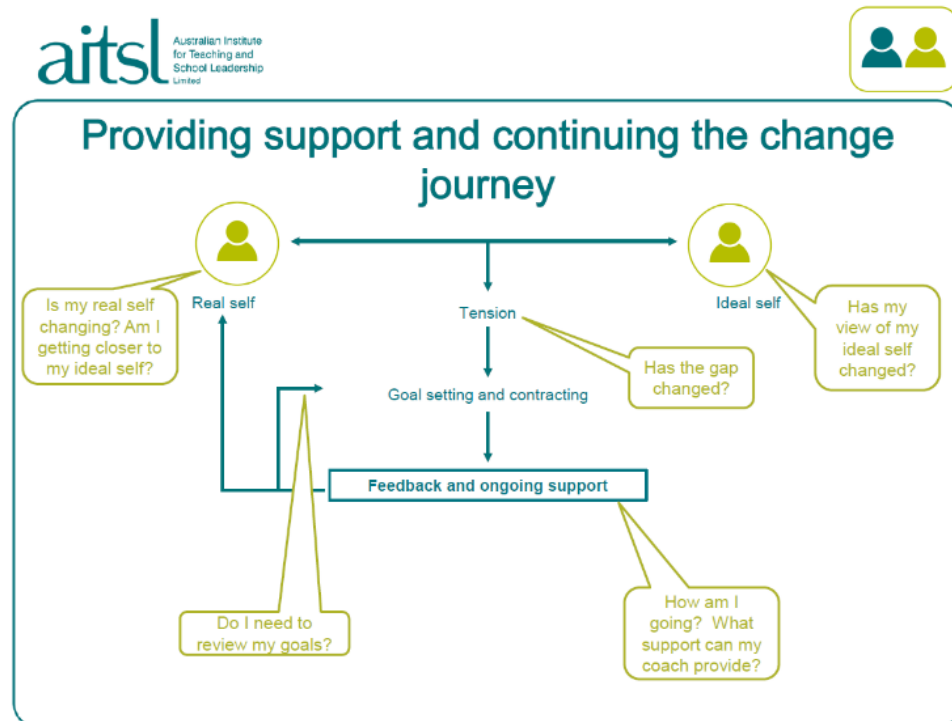
- 2 BIT's were conducted by Sylvia Habel at Nundah State School and Susan Fleming at Bayview State School.
- 2 Basic Practicums were conducted by Gerard O'Brien at Peregrine Springs State School and Sylvia Habel at Nundah State School
- 3 Advanced Practicums were conducted by Gwen Sands at Peregrine Springs State School and Maggie Bolton at Nundah State School.

As the Principal of Mudgeeraba Special School we have been imbedding Choice Theory in our school over many years. We believe that Choice Theory used in our Case Management + Coaching = Clarity at Mudgeeraba Special school.

The What

- Mudgeeraba Special School (MMS) Professional Learning Model is built on Coachees empowered by Choice and Control of tools to build their capacity. That choice and control is based in the framework of Choice Theory.





The Impact at our school of 43 teachers and 35 teacher aides includes:

- Ensuring that we are building capacity of our staff
- Developing an expert teaching team for Students with Complex Needs
- 100% of Teachers engaged in coaching and feedback to improve practice
- Development of MSS Playbooks unpacking High Impact Strategies
- Improved personalized student learning outcomes

Impact beyond our school:

- Cluster presentation 12 Heads of Curriculum
- South East Special School Alliance Sharing day
- Assistant Regional Director School visit Term 1, 2019 "Collegial Engagement Framework" - whole school observation and feedback model. School presenting current work at IPS conference. (Helen Timperley). School model based on work of Jim Knight - playlist/checklist concepts.

Creating a culture that we are all learners together:

- Students
- Families
- Staff
- Executive Leaders

If you would like to learn more. Please join us at the conference.

Colleen Hope

SYDNEY, NSW

The year has been a very busy one for active faculty and faculty-in-training in NSW.

It has been noteworthy not only because of the number of formal training events completed, but also because of the volume of other presentations and training activities which have been grounded in Choice Theory and its applications. These other events are critical in sparking interest in Glasser's ideas and in recruiting participants for our accredited training processes.

There have been 11 faculty contributing to the work completed in NSW this year: Judy Hatswell, Maggie Bolton and Rob Stones (senior instructors); Mark Burnard, Jodie Paterson, Jenny Boyall, Cath Whalan and Rebecca Cupitt (Practicum Supervisors who are Instructors-in-training); Sarah Rudling, Durgesh White and Murray Kitteringham (Practicum Supervisors-in-training).

Once again, Judy Hatswell has been at the forefront of teaching, and inspiring interest in, the ideas and practices of Dr. William Glasser. Not only does she continue to work with amazing energy, but also, she willingly shares her knowledge and repertoire of practice with colleagues and aspiring faculty - a collaborative model for our organisation to adopt if we are to regenerate and thrive in coming years.

Accredited Training Activity:

Basic Intensive Training - 21 completed programs (Judy Hatswell 14, Maggie Bolton three, Rob Stones five).

Advanced Intensive training - one completed program (Rob Stones)

Basic Practicum Groups - five completed or in progress (Mark Burnard, Jodie Paterson, Jenny Boyall, Cath Whalan, Rebecca Cupitt) with recruiting for other groups well under way.

Advanced Practicum Groups - three completed (Mark Burnard, Cath Whalan, Rebecca Cupitt).

As noted above, there are eight faculty-in-training at various levels who will present themselves for endorsement, or for a training stage, during the 2019 conference week. This group has been working collaboratively as a community of practice with the support of Rob Stones. All the participants are committed to learning and sharing both ideas and resources: a practice that we commend as a model for others.

Other Choice Theory Training or Publicity

As mentioned in the introduction, Choice Theory, Lead Management and Reality Therapy have been the basis of many other training events conducted during the year. People need to know enough about Choice Theory and the related practices to become interested enough to register for formal training. The NSW faculty group believe that these are vital as 'feeder events' to spark the interest of participants in attending accredited training with GA. These training events included:

- seven x 6-day 'Art of Leadership' programs designed and presented by Rob Stones and Judy Hatswell for the NSWPPA. This program, with its basis in Choice Theory, is in its 7th successful year and plays a big part in recruiting school leaders to the adoption of Glasser's ideas.
- twenty-four other one or two-day programs, presented by either Judy or Rob, which are grounded in Choice Theory. The themes of these programs were quite diverse and included: 'Introduction to Choice Theory', 'Coaching with Choice Theory', Resilience workshops, 'Window of Certainty' development days, Leadership development (lead management) and team building.

- Mark Burnard, Murray Kitteringham and Jodie Paterson have all been active in introducing Choice Theory to the staff of other schools, with Principal colleagues, and through a variety of collegial forums. All of them, as well as Durgesh White who is a DP, actively recruit their own staff, and those in other schools, to attend BIT's, form network groups, and use the practices they have learned.
- While all of the current school Principals in the group (Mark, Jodie, Cath, Jenny and Murray) have embedded CT in their own schools and use Reality Therapy in coaching staff and students, Murray has been able to access a range of influential forums in which to publicise the pivotal role that CT has played in the transformation of his school. These include: Leadership Network Meetings, 3-day Showcases with 150 school leaders, Keynote Speeches for the Gonski Institute and the Sydney Morning Herald Education Summit to an audience of 500 (live streamed across the internet).
- Sarah Rudling has used Glasser's theoretical model, and many Lead management practices, to help schools, and school leadership teams, understand coaching, 'mindset', giving and receiving feedback, teaching students with a trauma background and teamwork.
- Jenny Boyall has conducted 4 very successful parenting workshop series based on Choice Theory, while both Rebecca Cupitt and Cath Whalen are preparing similar parenting programs for their communities.

Opinion and proposals for the Glasser Australia Board and Faculty

The NSW faculty, working together, believe they have developed a number of models that will create a sustainable future for Glasser Australia. It is not possible for a voluntary Board and one part-time administrator to grow the institute: that is the responsibility of all members and faculty. Some practices that may lead to increasing interest in and involvement with the extraordinary ideas and skills taught by Bill Glasser include:

- Working even more collaboratively together to grow and refine our knowledge instead of protecting our own ideas and training packages;
- Actively identifying and recruiting talented participants from BIT's and encouraging them to go on to further training;
- Adopting a more flexible approach to training timelines and processes so that progress towards Certification, and into Practicum Supervisor and Instructor Roles, is based on ability. This may mean some stages being truncated or waived for individuals with deep knowledge and extraordinary teaching ability.
- Creating an expectation that Instructors will take responsibility for immediately passing on information to all practicum supervisors about participants who complete a BIT or AIT and express an interest to progress. Experience shows that if they are not immediately engaged by a Practicum Supervisor many of those with potential to continue to Certification and become faculty are lost to Glasser Australia - they are usually very busy people. The Glasser Australia Board and Administrator can't possibly take responsibility for this coordination. It's not reasonable to expect that they should. Instructors and Practicum supervisors are in the best position to do this.

Rob Stones

VICTORIA

Consistent with our interstate counterparts, 2018 - 2019 has seen the continuation of many great programs, training, new initiatives, therapy and counselling sessions involving Choice Theory Reality Therapy and Lead Management. These programs of work are having a great impact on individuals, communities and in organisations particularly in regional areas of Victoria.

Reflecting on these contributions, it's apparent there are consistently strong individual contributors, and this fact presents further opportunity and a challenge for the rest of us. No matter where we are at in our learning journey, there is an opportunity to share and teach others and to increase the contribution we are making to the sustainability and growth of Dr Glasser's work in Australia. As members we come from all walks of life and we relate daily with people and industry, whether it be at home, in our local communities, education, health, retailing, manufacturing or business - loads of opportunity for training and connecting with others. Think of how, using our connections, we can make even more of a difference!

As I spoke with various members to gather information for this report, it really hit me just how much effort is being put in by some wonderful people. Through experiential learning, caring for others, hard work and humour our talented members are out there building relationships and teaching others how they too can have quality lives. By taking a proactive approach of combined, collective connectivity, I believe we can make the investment in each other and with others to bring more of Glasser's work alive within our communities.

Prior to launching into the detail of some of the great work happening in the VIC region, I call out this quote for further reflection: *"What we get, and all we ever get, from the outside is information; how we choose to act on this information is up to us" - Dr William Glasser.*

Programs of work and achievements - VIC 2018/2019

- Ivan Honey has continued to provide Basic Intensive Training weeks, four day Certification in Choice Theory, Reality Therapy and Lead Management, Four schools Professional Development/Learning Day's; Doug the Dragster and Get Happier Schools Project training. This training and development has not been limited to Victoria or even Australia as Ivan has delivered this to Moama Grammar, Victoria (Aug 2018); Heatley, Bolyvale Oonoomba & Mundingburra State Schools, Townsville, QLD (Oct 2018); Singapore (Nov 2018), Bendigo Netschool and the FLO school (Dec 2018); working with Nancy Herrick for Paarl Girls High school, Sth Africa (Feb 2019); and in Singapore (June 2019).
- After launching the Get Happier School Project at the William Glasser International Conference in Bogota Colombia last year, Ivan Honey has been busy working with associates and other faculty at home and abroad; and providing training and the result is that Get Happier School Projects have been implemented within Australia, New Zealand, China, Singapore and the USA. The Get Happier School Project that also teaches Choice Theory, provides not only a social and emotional learning program, but a fun, practical and visual framework to build mental health and happiness while creating a positive and relational school culture. Resources for ongoing support have also been made available to staff and parents of children at Get Happier Schools. Ivan is always interested in talking to people or schools who may be interested or willing to implement any of the Get Happier School programs. More information is available at <https://gethappier.net/>.
- In April 2019, The Get Happier Project was formally recognised with the Australian Pacific Insider Australian Enterprise Award (APAC) April 2019 - Most comprehensive Parent & Child Mental Health & Wellbeing Initiative - Victoria: The Get Happier Project - April 2019. Ivan's contribution to the Bendigo community is often recognised by individuals, school and community groups and achievements are often reported on by the local media.

Congratulations to Ivan and the team - this outcome is a testament to your ongoing commitment, research, hard work and the effective combination of Glasser's Choice Theory, Reality Therapy and Lead Management in practice!

- Mary Ellen Davis continues to advocate and teach the work of Glasser through her involvement in several schools across Victoria. Her valuable work with Doxa, where the focal belief of the training program was that if the relationships are working well it (a flexible settings school in Bendigo), would help role model relationships to the students, has now come to an end but she has not stopped there and she continues to work closely with schools in the South East on whole school approach to Choice Theory to achieve cultural change and this is expected to continue into the year ahead. Training has included other staff members such as teachers and learning support officers. As part of this program of work Mary Ellen continues to provide follow up support.
- Basic Intensive Training weeks have occurred where Mary Ellen had the opportunity to work with a diverse community of participants from 3 different schools. Additionally, training was provided to 5 school counsellors who were also from different schools in the Gippsland Region and Outer East of Melbourne. Having this combination of these participants provided different dynamics during the training and enhanced the learning experience. It also gave everyone a chance to make new professional connections and a support network.
- Over the last year Mary Ellen has been able to utilise Choice Theory, Reality Therapy and Lead Management with individuals and in various organisations whilst consulting with not for profit organisations in the area of child abuse and trauma; as an interim Director with Carelink and through the work she has been doing with the Archdiocese of Melbourne, the Diocese of Sale and the Diocese of Sandringham. If you are interested in talking with Mary Ellen, further information is available on her website <http://www.maryellendavis.com.au/>.
- Jeff Steedman has continued to run Basic Intensive training, practicums, parent training sessions and is continuing to provide training and support in schools. At St Joseph's Warragul and at Eagle Point Primary school, Jeff continues to provide support and runs staff development and Lead Management sessions. Both schools are taking a whole school approach with teachers, counsellors, support and administrative staff being trained as they maintain their interest in next steps towards being a quality school.
- Within the Gippsland indigenous community, Jeff has the following programs in place:
 - Professional development programs using Choice Theory at Moogji Aboriginal Corporation and Lakes Entrance Health Association (LEHA).
 - Men's behaviour change program at Yoowinga Wurnalung. Using Choice Theory and Reality Therapy to help individuals. Participation in the program is either voluntary or may be court referred as a result of domestic violence.
- Meet Up's are still occurring on the 3rd Thursday of each month where Akari Komori and Jeff Steedman have been running Take Charge of your Life, Your happiness is your choice sessions in Melbourne. Jeff travels several hours into Melbourne from Gippsland to support these evenings which has a mix of regular and new faces. These sessions are providing a diverse range of people with a taster of Choice Theory and there are approximately 541 Meet Up members on the mailing list that receive information and updates.

- Through active involvement with BNI Bairnsdale (a Business Networking and Referral Organisation that helps others to grow their business), Jeff was able to impact and connect with business leaders in the Gippsland community. He conducted a presentation of Choice Theory and received positive feedback from participants regarding Needs Profiling and Self Evaluation. He has been recognised by BNI for his contribution to helping others grow their business' using connecting habits.
- Better Parenting programs are on offer by Jeff's Riviera Counselling business. The program focus' on needs discovery for parents, managing behaviour, making better choices; and understanding connecting & disconnecting habits in order to achieve happier, more resilient relationships with their children. Jeff's new website <http://rivieracounselling.com.au/> promotes how you can "Take Charge of Your Life" and offers services that use Choice Theory, Reality Therapy and Lead Management.

Focus on year ahead

The year ahead presents new challenges and work is already underway for continued programs and new initiatives.

At this stage we are aware of work that will be commencing in a school in the South East to put in place a positive framework using Choice Theory with an ongoing whole school approach, of a planned program of work which will be run in an Environmental Centre in November 2019. It is anticipated that Instructors and Facilitators will continue to offer training and that the great work everyone has been doing will continue.

Ivan is always interested in talking to people or schools who may be interested or willing to implement any of the Get Happier School programs. More information available from <https://gethappier.net/> In Victoria we have several representatives that are out there having fun, working hard and doing great things in our communities; and I'm sure there are just as many quiet achievers that we don't always hear about. The choice is ours as to how we want to reconnect and learn from each other, so I'd love to hear of any thoughts or ideas that you may have on what you'd like to see for the year ahead. I can be contacted at cathy_dillon@bigpond.com or on 0437 366 817.

Cathy Dillon

SOUTH AUSTRALIA

What's been happening in South Australia?

In South Australia we have been busy telling everyone who will listen about Dr Glasser's concepts.

Christine Duffield facilitated another Basic Intensive training in February and March in Poonindie. A new way of delivering the Basic Intensive training was trialed which proved to be very successful. Participants came along to the training for two days in February and then a month later in March they came along for their final 2 days. Christine believes this is how she will offer Basic Intensive training from now on for several reasons. The first is that many people cannot commit to four (continuous) days of training. Another is that as an instructor who works full time, the only times Christine can commit to four continuous days is in the school holidays and this is not always a convenient option. A final reason is that giving participants time in between to 'mull over' Dr Glasser's ideas allowed them to have time to 'digest' what they had been taught, to trial some of the concepts and to raise any questions they thought of over the intervening month.

Christine has also been teaching Choice Theory concepts to the Year 9s and 10s at her school. While she has been teaching Choice Theory to her students for many years, in 2019 the students were able to choose Positive Psychology as an elective subject. As this subject was a choice for the students it seemed to change their willingness to embrace Choice Theory concepts. Christine was able to integrate Choice Theory into the Positive Psychology curriculum using the excellent books of Jon Erwin - *The Classroom of Choice* and *Inspiring the Best in Students* (and of course all of the 'gems' she has picked up from other proponents of Choice Theory along the way). Christine is going to present her Positive Psychology course in a workshop at the 2019 conference.

In July of 2019 Christine was invited to do a Podcast with David Olney and Tim Whiffen. David's podcasts are called Blind Insights and on May 17th he discussed Dr Glasser's ideas in his podcast called *How to pull yourself away from the brink of destruction with William Glasser's Choice Theory*. David and Tim were interested in discussing Dr Glasser's ideas further, so Christine volunteered to help them. They all had a great discussion and the podcast should be edited and added to David's playlist in the next few weeks. David's podcasts can be found at:

<https://omny.fm/shows/blind-insights/playlists/podcast/embed?style=cover>

Christine has also been facilitating an Advanced Practicum using Skype. Michelle, who lives in Gosford, and Christine, who lives in Whyalla, have been working through the Advanced Practicum requirements over the past 8 months in order for Michelle to be ready for Certification at the October conference on the Gold Coast. Christine is also helping another person, Emma who lives on the Eyre Peninsula, complete all her requirements for the Advanced Practicum for Certification at the conference too. Emma's commitment to Choice Theory is evident in her desire to become a Take Charge of Your Life (TCOYL) instructor so she can facilitate workshops in and around her hometown.

Sue Berry continues to be instrumental in facilitating TCOYL courses on the Eyre Peninsula, having completed 38 courses with about 300 participants, between 2015 and 2019. The participants in TCOYL are recruited mainly through the Mentally Fit EP organisation. As its name suggests, Mentally Fit EP works with people in remote and rural communities to enhance their mental health. It is a community driven project, depending on community fundraising and grant funding from Bendigo Community Bank. It

is auspiced by an independent NGO in Port Lincoln. Some of the participants in TCOYL courses have also gone on to do further training with Glasser Australia. Sue is completing Endorsement as a Basic Intensive instructor in October. This is great news for the people on the Eyre Peninsula (and of course Sue!). Sue will present the story of the Mentally Fit EP/TCOYL project as part of her workshop *Mental Health Education: 'Take Charge of Your Life' and Beyond* at the 2019 conference.

Towards the end of 2018 Christine was contacted by Nazareth College-a co-educational, Reception to Year 12 Catholic school in Adelaide. They were interested in teaching Dr Glasser's concepts (and Christine believes they eventually want to become a Glasser Quality School). Sylvia Habel has facilitated some of the Basic Intensive training for staff at this school.

Christine Duffield



Ignite the Power of Choice

Mantra Twin Towns,
Gold Coast - Australia
3 - 5 October 2019

Information phone: 0427 667 385
Email: gaadmin@glasseraustralia.com.au

GLASSER
AUSTRALIA
IGNITE THE POWER OF CHOICE

NORTHERN TERRITORY

Work continues in Alice Springs, albeit without CTRTLM training beyond Take Charge of Your Life (TCOYL). In the education stream;

- staff of the Juvenile Detention Centre
- staff at Alice Outcomes, an off-campus centre of the Centralian Senior College, are meeting at 2pm Friday fortnights until the 6 hours are complete for TCOYL workshops

Students from the middle school (year 9) complete three sessions about needs, quality world and connecting behaviours in an age appropriate manner completing our local course, "Growing Responsibility".

The staff (6) of the Polly (Graham) Farmer Foundation, located throughout three primary schools, the middle school and college also completed TCOYL.

It bemuses that Kalikamurti and I, living just blocks apart, are both on the William Glasser International Board. Australia's long association with Dr Glasser is deserving of such strong representation.

Kalikamurti and I look forward to an opportunity flagged, to work with staff of a new secondary school in 2019 / 2020.

John Cooper

Glasser Australia

Strategic Plan 2017-2020

Focus	Goal	Actions	By whom	Timeline	Outcome	
Developing digital face of Glasser Australia	Operationalise new website	<ul style="list-style-type: none"> Liaise with developer about brief and budget 	Website Committee	2017/2018	Decide on plan of action	Completed
		<ul style="list-style-type: none"> Progression of website blog Blog development * 	Website Committee	Continuing	Website is current	Priority
		<ul style="list-style-type: none"> Investigate and change format for Glasser Australia newsletter 	Newsletter Editor	2018	New template operating	Future
		<ul style="list-style-type: none"> Investigate linking to WGI and upgrade data base 	Administrator	2017	Efficient linking	Future
		<ul style="list-style-type: none"> Investigate web based forms and data entry by Faculty to send in information 	Administrator	2018	Members enter data	Priority
		<ul style="list-style-type: none"> Promote increased use of social media to inform & promote CTRTLM 	Board and members	2018	People that have completed trainings e.g. BIT Pracs will have access to digital networks	Underway

Focus	Goal	Actions	By whom	Timeline	Outcome	
	Increasing skills including online training (upskilling board and staff)	<ul style="list-style-type: none"> • Active Facebook pages • Audit and train Glasser Australia Administrator and Board members in web tools and database • Investigate using the skills of current members to assist with keeping website current and interesting • Develop website activities - role plays, video clips, • TCoYL take home package - Resource for Faculty 	Public Relations Officer Administrator Secretary Public Relations Officer Training Officer	2017 2018 Annually Conference /Faculty Day/ Members 2018 > Ongoing	Regular fortnight posts to the Facebook page. Data indicates 20% increase in activity Audit complete administrators and board members using database and website tools List of people who can assist with content for website	Current Ongoing Current Ongoing

Focus	Goal	Actions	By whom	Timeline	Outcome	
Quality Assurance of current programs and Diversification of new programs duly accredited according to a specific criteria	Establish procedures to ensure the quality of current trainings	<ul style="list-style-type: none"> Review current Addendum and link it to current guidelines with the WGI and publish on new website 	Treasurer, President and Admin	2018/2019	Current Addendum reviewed and linked to current guidelines and publish on the website	Current
		<ul style="list-style-type: none"> Investigate, review and set up procedure and criteria to ensure the quality of current trainings and mentoring opportunities where necessary 	Quality Assurance Committee		Committee to review and make recommendations about quality assurance procedures and processes	
			Faculty Committee	2018 > Ongoing		Future Priority
		<ul style="list-style-type: none"> Develop guidelines for Senior Faculty Status in Glasser Australia 	President and Senior Faculty	2017	Published on website	Completed
	Explore online platforms for faculty to deliver training	<ul style="list-style-type: none"> Publish policy, procedures and guidelines on website for all members 	Training Officer	Ongoing	People are aware of where to find policy, Procedures and Guidelines	Priority
		<ul style="list-style-type: none"> Network with focus group of faculty with capacity to train online practicum training 	President & Public Relations Officer	2018	Investigation into running a Practicum online	Future
		<ul style="list-style-type: none"> Provide online training platforms 		2018	Run online meetings using different platform	Future
		<ul style="list-style-type: none"> Investigate opportunities for Glasser Australia Faculty to present online BIT courses 	Board	2018	Facilitate training to present online BIT's	Future
			Training Officer			

Focus	Goal	Actions	By whom	Timeline	Outcome	
		<ul style="list-style-type: none"> • Advertise and support approved online BIT 	Administrator	2017	Completed	Completed
	Explore and promote development of short courses and workshops responding to needs and interests	<ul style="list-style-type: none"> • Evaluate programs for quality assurance and accreditation • To list the current available courses in Australia and WGI 	Accreditation Committee Accreditation Committee	2018 2018	Current courses listed on website and promotion of the accreditation process	Current Current
Increase connectedness within CT Community	Establish member and faculty networks	<ul style="list-style-type: none"> • Create a faculty network and faculty days • Survey our members and specializations (and world) for network opportunities 	Fifth Director Administrator	2017 > Ongoing Ongoing > 2018	Participation of faculty in network Interest groups publish on website	Priority Current
	Grow and connect Glasser Quality School's and aspiring and emerging Glasser Quality School's	<ul style="list-style-type: none"> • Increase interaction with Glasser Quality Schools and encourage them to contribute articles for newsletter and or website • Connect with Faculty who work in Aspiring Glasser Quality School's re 	President and Quality Schools Committee Fifth Director	2020 2018	Contributions from schools on website List of aspiring schools	Future Priority Future Current

Focus	Goal	Actions	By whom	Timeline	Outcome	
		feedback and promotion of Glasser Australia and its programs	Board member	2020	Schools networking	
		• Develop a network of schools using internal psychology	Administrator & Quality Assurance Committee	2019	Policies on website	
		• Link GQS policy statement to website				
		• Re-engage with Regional Coordinators hold regular Go Meetings and pass on participants of trainings in their area	Treasurer and Secretary	2018	Yearly Online Meeting will be held with Regional Coordinators	Priority
		• Create Professional Recognition Committee to conduct an audit of current CTRT courses and continue to develop submissions for recognition of CTRT courses in a range of professional bodies e.g. Education, counselling, business and social welfare	Training Officer and Professional Recognition Committee	2020	List of courses in the Australian Qualifications Framework that are relevant to the key skills/knowledge/ level of competence commensurate with CTRT training to Certification	Future
		• Check the status of the already accredited CTRT units	Administrator	2019	List of Accredited CTRT units on website	Completed
		• Develop a model for promoting TCoYL for preventative mental health, including exploring	Training Officer	2020	A suggested model for promoting TCoYL as a preventative mental health program	Future
		1. ways of engaging with NGO's already working in mental health space				
		2. funding options, including Primary Health Network for			List of ways of engaging with	

Focus	Goal	Actions	By whom	Timeline	Outcome	
		funding TCoYL as preventative mental health program			NGO's and funding options	
Finances	Maintain financial viability	<ul style="list-style-type: none"> Develop and monitor the Annual Budget Present financial reports to Board meetings Annually complete Annual Report 	Treasurer	Ongoing		Ongoing Priority
			Treasurer	Ongoing	Kept within the budget	Ongoing Priority
			Treasurer	Ongoing		Ongoing Priority
Marketing	Increase income	<ul style="list-style-type: none"> Trial income options for TCoYL and Glasser Australia sponsoring trainings and paying Faculty to run them Explore other options for revenue raising Investigate mini travelling conferences 	Board	2017 > Ongoing	Income increased	Priority
			Board	2019	Increased income	Priority
			Board	2017 > Ongoing	Pilot conference completed	Future