

***The William Glasser Institute -
Australia***



***Annual Report
2008 - 2009***

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.



The vision of The William Glasser Institute - Australia
is to build a better world through quality relationships.

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BOARD MEMBERS 2008 - 2009

| | |
|--------------------------|------------------|
| President | Sylvia Habel |
| Immediate Past President | Lois Anderson |
| 5th Director | Peter Lacey |
| Treasurer | Sheryl Matwijkiw |
| Honorary Secretary | Jeff Steedman |
| Training Officer | Susan Fleming |
| Newsletter Editor | Bette Blance |

Administration Officer:

Yolande MacDonald

Administration Office Assistants:

Paula Baxter and Danielle Van Der Zee

REGIONAL REPRESENTATIVES*

| | |
|-------------------|--------------------|
| Rockhampton QLD | Bruce & Peta Lloyd |
| Northern QLD | Annabelle Symes |
| South East QLD | Alison Turner |
| Darling Downs QLD | John Archibald |
| Country NSW | Penny Hammond |
| Hunter | Position Vacant |
| Sydney NSW | Position Vacant |
| Northern NSW | Owen Byrnes |
| Victoria | Frances Browne |
| Tasmania | Position Vacant |
| SA | Connie Carter |
| NT | John Cooper |
| Western Australia | James Pollock |

**as they appear on the website*

AUSTRALIAN INSTRUCTORS

SENIOR INSTRUCTORS:

| | |
|----------------|---------------|
| Maggie Bolton | Judy Hatswell |
| Ivan Honey | Joan Hoogstad |
| Dorothy Devine | |

SENIOR INSTRUCTORS:

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

REPORT FROM THE PRESIDENT

It is with some excitement that I report some of the activities of the preceding year. It is helpful to review our **Strategic Plan** as we can measure just how much has been accomplished since the Annual General Meeting in October last year.

The Board has maintained its focus on the intentions of the strategic plan through a variety of strategies. It has been important to consider the needs of our membership and how to best serve their needs. With that in mind, significant projects were developed throughout 08/09.

We were most pleased to see launch the WGI-A's new website earlier this year. The intention is for the new website to be easier to navigate, with access to useful information and to be regularly updated. Congratulations to all those involved in its development, particularly, Yolande, Paula, Danielle and Bette.

The newsletter, with thanks to Bette (Newsletter Editor) and to everyone who has contributed articles, continues to address broader topics in a variety of ways as our membership expands into more diverse fields. This year saw the inaugural Ezine sent to our members promoting even further the relevance of Choice Theory in our lives. I wish to acknowledge and thank Rebekah Russell for initiating this project on behalf of the WGI-A Board and members.

I am pleased to report on several significant projects for 08/09. Following the successful recognition of Choice Theory training through Griffiths University, the Board is exploring the awarding of scholarships for university students wishing to complete research using Choice Theory and its applications. We hope to allocate our first scholarship in the not too distant future.

A great task was achieved by the regional group in South Australia, lead by Joan Hoogstad, Senior Instructor. Through significant work and effort, the group has taken a course written by Joan Hoogstad and developed it into a Graduate Diploma of Reality Therapy which was recently accredited by PACFA (Psychotherapy and Counselling Federation of Australia). Congratulations go to Joan and her team for their achievement of a significant milestone in Choice Theory training.

Two considerable opportunities have been provided in 2009 namely, the Bi-annual National Conference in Melbourne and the Doug Walker Tour. Significant resources have been dedicated to both events to ensure that timely and relevant professional development is offered, Choice Theory continues to expand into more diverse fields of industry and planning for the future can occur. These are tremendous opportunities to build and strengthen one's

network, integrate Choice Theory into one's life and to maintain the commitment to our vision.

Many other important tasks have been undertaken and you will read about those activities in the reports that follow. As with any organisation that is managed and supported predominantly voluntarily there are many people to acknowledge and thank. I wish to thank Lois Anderson, for her commitment to the Board as our President over the past four years. Lois shared her significant talents and energy with the Board to ensure its future and enhance its progress. Thankfully, Lois remains a member of our Board as Immediate Past President so we will continue to benefit from her wisdom.

Frances Browne served on the Board as the Treasurer for 2007/2008. As Treasurer, the Board could rely on her effective communication and management. Frances has continued to share her skills by coordinating the planning and execution of the National Conference.

I would also like to express my appreciation to all levels of Faculty, Regional Representative and members of the WGI-A; it is with the continued support of the prior mentioned that the institute is able to move forward, grow and teach Choice Theory, Reality Therapy and Lead Management to a wide audience.

The significant work of the Administration Team, Yolande MacDonald, Paula Baxter and Danielle Van Der Zee, is recognised. Together they have ensured that the information flow, response time and general professionalism of our organisation have been maintained. I would like to thank them for their energy, the initiative taken and commitment to the task.

Finally, much time, energy and commitment has been given by your Board. To them I extend my gratitude and acknowledge the value that their talents contribute to our organisation. Thank you to Lois Anderson, Immediate Past President, Jeff Steedman, Secretary, Susan Fleming, Training Officer, Sheryl Matwijkiw, Treasurer, Bette Blance, Newsletter Editor and Peter Lacey, Fifth Director.

Choice Theory is a psychology of personal freedom and a psychology of responsibility. I extend an invitation to our membership to imagine a world where an understanding of internal control psychology operates. There is an absence of coercion and manipulation; high levels of satisfaction and the diversity of human needs-meeting blossoms. If that's the world we want for ourselves and our children what are we willing to do to get it? Whatever that is, I invite you to join us in doing it.

SYLVIA HABEL

REPORT FROM THE IMMEDIATE PAST PRESIDENT

Arising from the great impetus for review and renewal in 2007 and 2008, the then Board consulted widely and from the responses and other data developed a Strategic Plan with eight strategic intentions to guide the work of the Board over the next seven years.

Significantly, Institutes in both North America and the European Union share a number of these concerns. This was evident at the **Fourth European International Convention of Reality Therapy** held in Edinburgh in June 2009, as well in The William Glasser Institute newsletters.

In Australia, considerable progress is evident on some of our intentions including [2] redeveloping the WGI-A website and [3] redeveloping the WGI-A newsletter, which is in electronic and hard copy.

Others are more complex and require wider contributions and greater lead time. One example is the intention to

[6] *increase the knowledge of CTRTLM across the community by promoting its broader applications with an immediate emphasis on the business community.* Planning for this began in 2007 with negotiations with Doug Walker author of A-Ha Performance with a view to his visit in October this year.

We have faced two particular challenges this year as a Board. Firstly, reduced face-to-face meeting time for Board Meetings and secondly the substantial changes in Board personnel and/or the roles performed by Board Members. Only two members, the Training Officer and the Newsletter Editor, are in the same roles as in 2008. We have a new President and Secretary as well as changes in role for those undertaking the position of Immediate Past President and Treasurer. This has had some impact on our capacity to operate optimally.

LOIS ANDERSON

REPORT FROM THE TREASURER

The Auditor's report shows that the financial position of the institute for the year amounted to a small profit from operating activities of \$405 compared to a loss of operating activities in 2008 of \$4250.

Revenue from membership has increased from last year (there was a moratorium on fees in 2007-2008 and there has not been a significant increase in membership in 2008-2009. Our membership revenue of \$9661 in 2008-2009 is comparable to revenue of \$9531 in 2006-2007). Revenue from Training continues to fall (see Training Officer's report). Over the past year expenditure associated with WGI-A office staffing levels has increased (the office is now manned daily from 8.30 am to 3:00 pm, with the exception of school holidays). Other increases in expenditure include the launching of the new website (there will be ongoing costs associated with maintaining the site), the newsletter (now available in electronic and hardcopy) and affiliation fees.

Board Costs

Increases to Board costs have been kept to a minimum. There are currently up to four Board members travelling from interstate to attend Board meetings in Brisbane. Other alternatives were investigated but were found to be more costly in terms of travel and accommodation expenses.

2009 Conference and Doug Walker Tour

At the time of writing the 2009 Conference to be held in my home town of Melbourne is being enthusiastically promoted and organized by Frances Browne. In these difficult financial times, I choose to remain optimistic that the Conference will be a success.

In order to promote Choice Theory to a wider audience the decision was made by the Board to go ahead with the Doug Walker tour. Events are planned for Bendigo (Victoria), Sydney and Brisbane.

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. Hopefully, predicted improvements to the current economic climate will take place over this financial year. However, as Treasurer, I will continue to closely monitor and inform the Board of the Institute's financial position.

I encourage you all to attend the Conference and Doug Walker's event in your area, to remain members of the Institute, to support regional activities and to invite friends, family and colleagues to undertake training so that we can continue to "build a better world through quality relationships".

SHERYL MATWIJKIW

REPORT FROM THE HONORARY SECRETARY

This has been a very interesting year in many ways. Personally, as this has been my first year as secretary, there has been a steep learning curve. WGIA has very competent and professional office staff who have been very helpful in assisting both myself and the board in our duties and I am grateful for their help.

One of the challenges facing the board has been to look at broadening the areas we work in. Over the years there has been a consistent focus on education, as there should be, however this last twelve months has seen an interest in developing our links in industry. This is an area which has great possibilities and which would benefit greatly from the use of Lead Management to improve relationships and outcomes. Members of the current board see the possibilities of developing these links into industries outside of education as exciting.

The invitation to Doug Walker to attend our conference and speak elsewhere is seen as one means of developing our links to industry, it will be exciting to see where this goes from here.

Communication with members and importantly with those outside of our membership base is seen as essential to the health of WGIA. We have a small membership base and it is of concern that this has been the case for some time. We have looked at value adding to membership through

access to information through our magazine and website and intend to improve this over time. We now have an ezine which has a much broader subscription base and is sent free-of-charge to anyone who is interested in CT/RT/LM, not just members. This will lead to a broadening of our contact and interest base and if used well should help us develop a larger and more active membership base.

Another challenge for the future is to keep developing quality training to faculty level. We have excellent faculty who conduct training regularly both in Australia and overseas. We need to plan carefully so that as they wind down their training commitments and/or retire we can ensure an adequate number of active faculty, supporting them in their endeavours to deliver quality training is essential to the future of WGIA.

Finally I would like to mention our Regional Representatives. In any organisation you are only as good as the people you have representing you and our reps are at the forefront of our organisation. As a volunteer organisation we are dependent on the efforts of our reps and board members to take the mission of WGIA and make it happen. I would like to thank our current reps and encourage members to consider becoming involved at this level.

JEFF STEEDMAN

Training Officer's Report Continued from Page 6

Training Data

Our figures for Training for the financial year 08/09 are as follows:

Comparative table of training undertaken in Australia during the financial year

| Program | Number of participants | Number of participants | Number of participants |
|-----------------------------------|------------------------|--|--|
| | June 06 – June 07 | June 07 – June 08 | June 08 – June 09 |
| Basic Intensive Week | 655 (55 events) | 703 (53 events) | 544 (43 events) |
| Basic Practicum's Started | 92 | 71 | 87 |
| Advanced Intensive Week | 40 (3 events) | 40 (3 events) | 44 (4 events) |
| Advanced Practicum's Started | 45 | 20 | 17 |
| Certification | 32 (3 events) | 32 (3 events) | 22 (2 events) |
| Faculty Training | | | |
| Basic Practicum Training | 0 | Replaced with practicum supervisor training | Replaced with practicum supervisor training |
| Basic Practicum Endorsement | 0 | | |
| Practicum Supervisor Training | 0 | 6 | 4 |
| Advanced Practicum Training | 0 | Replaced with practicum supervisor endorsement | Replaced with practicum supervisor endorsement |
| Advanced Practicum Endorsement | 0 | | |
| Practicum Supervisor Endorsement | 0 | 4 | 5 |
| Basic Week Instructor Training | 0 | 3 | 2 |
| Basic Week Instructor Endorsement | 2 | 0 | 2 |

REPORT FROM THE NEWSLETTER EDITOR

Preparing and editing the newsletters this past year has given me a lot of pleasure. It has not been without its challenges due to family illness and I am appreciative of the articles contributed by members to help fill each issue.

The new WGIA website has the first electronic issue of the Voice of Choice for this year. It has been important that this is situated so that members can access it on a continuing basis through a login system. From the survey...

It has been a bit difficult for people who for the first time have had to login to the website to access the online newsletter.

Teething problems exist that can easily be ironed out.

A number of people have sent emails asking for their details to login, something which will be ongoing. There may be a way that this can be sent from the website where members request their password to be sent automatically without needing to go through the office. One respondent spoke for a number of us.

...I'm getting old and dodderly and sometimes have to pester people to remind me of the password!

The following comments were made about the electronic newsletter:

It's great - much better than the old technology paper copy

***Please continue to bring the Choice Theory ideas to the audience in this way as it feels relevant and meaningful in the current style.
It gives high credibility to current thinking.***

There were some legitimate concerns

Keep it short and sweet - you could take a leaf out of Rebekah Russell's ezine.

I always forget how to access the newsletter online. This makes it less user friendly and available.

And some ideas for future

I think it would be good to have the board minutes in the newsletter, and reports from various board members. The annual report is only once a year...

The online newsletter documents are generally shorter as they feature more reading offered through web links. This response supported this notion.

Good articles, colourful and reader friendly. Online version gives quick access to some interesting websites that support what we teach.

One hard copy issue has been sent out so far this year. This format is longer than the online issues as it has more articles. This makes for a challenge for the editor. It is the diversity of voices what people want and the way to get that is through people contributing. I am really excited about the fact that I will have a couple of New Zealand articles for future newsletters. Creating the links across the Tasman will mean a wider range of applications of Choice Theory can be shared. A pertinent comment was...

Any newsletter is only as good as its contributions and the challenge is to extract them out of busy people! Good luck! Have no idea how but it would be good to try to reach a "younger" audience...

It appears that people are generally satisfied with the newsletters as a way of keeping up the date with current thinking about Choice Theory and its applications. In general people responded positively to questions about the format with its colours, print style, photographs as well as the content.

I wish to thank the office staff for their role in bringing the newsletter to members whether it is the online version or the hard copies that are posted out. They are unendingly patient in getting this task completed for me.

BETTE BLANCE

REPORT FROM THE TRAINING OFFICER

The William Glasser Institute Australia has a lot to be grateful for; our institute relies heavily on the people behind the scenes, so I would like to take this opportunity to recognise these people and their efforts.

Thank you to all of our Faculty members who work hard at promoting and teaching the principles of Choice Theory at all training levels. We would also like to acknowledge the work of all our regional representatives and members around Australia who assist in running conferences, meetings, and trainings and take the opportunity to promote Choice Theory, Reality Theory and Lead Management. The growth of our organization depends on each member's contribution whether it be in time, our interaction with others that serves as a model or by actively promoting the activities of the organization.

Congratulations to Mary Farrell-Jones who has just completed her 250th Basic week this year. Judy Hatswell is also well on her way to achieving this special milestone with having completed her 206th Basic Week. Well done to both of you. We appreciate all the hard work our faculty put into providing quality learning experiences for all our participants. We look forward to other instructors reaching these milestones as our organization continues to grow.

Our thanks goes to Joan Hoogstad and her team in Adelaide for their persistence in promoting training to certification level and developing the additional Graduate Diploma in Choice Theory, which allows Counsellors to be accredited under PACFA (Psychotherapy and Counselling Federation of Australia). This is a great achievement and we are sure that many will benefit from the hard work that has been put into getting the course accredited.

We are pleased to add Mary Ellen Davis from Melbourne, Sylvia Habel from Adelaide and Ali Sahebi from Sydney (whom has also set up a choice theory institute in Iran) to our list of Basic Week Instructors. Garry Garnaut is currently in the process of attaining Senior Faculty status and Bruce Lloyd is in the final phase of his Basic Week instructor training. We look forward to both Garry and Bruce completing their training and taking on their new roles within our institute. I would also like to express a warm welcome to Liz Tham (Senior Faculty member), who has recently moved from Singapore to Australia (Adelaide).

We are proud to welcome and introduce five new faculty members to our institute; Aminta Miller, John Honey, Jeff Broughton, Marian Ruyter, and Christine Duffield who have

all completed their Practicum Supervisor Endorsement Training, congratulations to all. We now have more practicum supervisors in far flung areas of our country and this will help easier access to training. However, there are still challenges presented in trying to offer practicum's to people. Some instructors have been experimenting with offering this on line, and we hope to explore this avenue more closely in the future.

New guidelines have been set by WGI to offer Basic weeks over a longer period of time. A few of our instructors are experimenting with this and we look forward to their feedback about this model and its implications for Australia.

Our goal is to offer Faculty training around October every year and attach training to conferences so that people can plan their training more effectively. Training up to Certification will also be offered at this time depending on numbers and instructor availability. Trainings up to Certification can still be organized at other times in various places if there are enough participants.

Training Data Continued on Page 4

Scholarships

This financial year we received a total of 8 scholarship applications. All scholarship applications were approved by the scholarship committee and endorsed by the WGI-A Board.

Basic intensive Week: 2

Advanced Week: 5

Faculty Training PSP-E: 1

An element of our visioning process in 2008 focused on how we can encourage the growth of our organization and be creative in the delivery of programs to a wider audience. Some of these included:

- The promotion of the Doug Walker tour designed to target a more diverse audience (e.g: private and government business/organisations) with a focus on Lead managing with Choice theory.
- A new scholarship offered to members doing a post graduate degree course with a research component related to Choice Theory / Reality Therapy and Lead Management. Details of this will hopefully be advertised on the website in the near future.
- The endorsement of The Excellence in Teaching program as an accredited program.

SUSAN FLEMING

COUNTRY NSW REGION

It is always a funny thing when annual reports become due. Firstly, they seem to crop up at the same time each year then they never seem to be done in time! On the other hand they do require you to take some time to reflect on the year gone by and to create some form of mental balance sheet on the achievements, opportunities and relationships that have contributed to the shape of the year.

For many years I often felt, that my contribution, as a WGI-A Faculty member did little to extend and promote the philosophies, teachings and raison d'être of Dr Glasser and the supporters and believers of CT/RT. What I have come to realise is that by living "what I believe" and being "true to myself" I have promoted, guided, influenced and encouraged more than I could have hoped.

In my position as an STLA (Support Teacher Learning Assistant) in a secondary school my team and I have been developing and building on, a program commenced last year. This program was heavily influenced by the wonderful work being achieved in this area at Rooty Hill High School in Sydney. This year we have been able to create a "quality space" that is somewhere our "below benchmark" students want to be. This "space" develops

quality relationships, allows students to succeed and puts "learning" into the students' quality world – even if only for part of their day! Whilst the focus is on literacy and numeracy it's clear there is a lot more "learning" going on! It's a great place and every day I have the opportunity to explain and demonstrate my CT/RT- driven choices.

Without the wonderful work and teaching of Dr Glasser and the wonderful trainers and facilitators of the WGI and the friends and contacts gained over the last 14 years this would not be possible.

So, this reflection gives me the opportunity to once again thank the CT/RT community for giving me the skills to "make a difference" and for creating the climate for a "paradigm shift" all those years ago.

Thanks particularly to Judith McFayden for planting the seed, the inspirational Judy Hatswell for all her teaching, friendship and belief, to Gwenda Brownell for her continued friendship and sharing and to all the members of the WGI-A for their dedication and commitment.

PENNY HAMMOND

VICTORIA REGION

Creativity and activity are the overriding themes of Choice Theory in Victoria in the last 12 months. Planning and organisation for the WGIA Conference to be held in Melbourne in October has proceeded without too many hitches. This is mainly due to the fabulous support of the Board and the admin team at the WGIA Office in Ipswich. The Conference will see a gathering of like minded people from around Australia and overseas. Scheduled at the end of the Victorian school holidays, the beginning of the Victorian Race Carnival and a month into spring we are hoping that all those who choose to come will enjoy the time together.

Learning continues, with intensive weeks, practicums, practicum supervisor training & mentoring all continuing to occur. Ivan Honey has been particularly busy in the Bendigo region as well as spending considerable time travelling to deliver training throughout Australia and abroad. Mary Ellen Davis has been working with groups in the Gippsland region and in Melbourne.

Creativity has flourished in Bendigo where following the very successful Cars'R Us cards, produced in a collaboration

between Ivan Honey and St Luke's Innovative Resources and expertly taught and modelled by Ivan Honey, others have been inspired to create their own sets of cards. Gena McLean has developed a set of cards called 'Note to Self' and Karen Danes' cards help us make the link between Choice Theory and Christianity. Both women are using their cards as the focus of workshop presentations at the WGIA 2009 Conference in October.

Interest groups continue to meet in Bendigo and Gippsland on a semi-regular basis with the purpose of talking Choice Theory, Reality Therapy and Lead Management sharing successes, clarifying understandings and exploring new ideas.

Choice Theory continues to thrive in Victoria. In 2009 this has been assisted by the launch of the WGIA's new website which has provided easy access to information and materials, as well as our newsletters both the e format and **Voice of Choice** edited by Bette Blance which provide a great prompt for keeping Choice Theory in the landscape of our daily lives. Well done Victoria and WGIA.

FRANCES BROWNE

DARLING DOWNS REGION

At present we have only a small group of people in the Darling Downs Region who are still members of the WGIA. Contact has been limited over the last 12 months and we need to find ways to keep in touch and support each other in using Choice Theory in our personal and professional lives. I look forward to hearing from or catching up informally with members over the next few months. It is always encouraging to hear and share what each of us is doing.

While the Southern Queensland Institute of TAFE continues to financially support staff interested in completing a Basic Practicum following their Basic Week with Dorothy Devine, a significant number are still in the process of completing their basic practicum with me.

In my role as a Behaviour Support Teacher with Education Queensland working in the Downs District, I have presented a short workshop on Peaceful Parenting at one school I visit. This workshop is a great way to introduce parents to an approach to parenting based on Choice Theory and the participants found using and applying the ideas helped create happier and more satisfying relationships with their children (and partners) as well. I have also delivered professional development workshops to introduce and

promote Choice Theory ideas and practices to teachers, helping staff to build more positive relationships and create need-satisfying classrooms and school environments. My current job also provides me with many opportunities to rekindle the interest of various teachers throughout the region who have completed various levels of training with the Institute over many years.

If you are in the Darling Downs Region and would like to be part of our local network, receive notification of meetings or gatherings and keep informed of relevant events, topics of interest etc, please contact me by phone or email. I would like to know what support or assistance the Institute may be able to provide. Please email me or phone me to keep in contact by sending me your email address so I can keep in touch and send information about any planned gatherings.

JOHN ARCHIBALD

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NORTHERN TERRITORY REGION

The Alice Springs mob has relied on Judy Hatswell for training over the past eight years, while Judy has been taking a well earned break Sylvia Habel will conclude the training for nine people from a great variety of occupations, who began their Basic Practicum with Judy Hatswell last October. The group has been the mainstay of programs we run at Anzac Hill High School with four being on staff in differing roles; the school counsellor, the school "cop" - our community police officer, our school nurse and Home Liaison Officer, our Aboriginal and Islander Education Worker.

The four plus a guidance officer from the group have assisted as year levels 7,8 & 9 completed three levels - we have "L"s for Year seven - after a 10-hour course we believe they are able to Learn about the behavioural car, while year 8's get "P"s and Year 9 a licence to independently take charge of decision making driving their behavioural car.

After each session the team considered what worked and what to do the following week. It's been great to have

volunteers help out when someone has been on other duties or away.

A new group of sixteen will complete their Basic Week training late in July. The group is made up of people from schools, the Alice Springs education office, Katherine Group Schools office, our school staff and football academy coaches.

There is growing support as those who have completed training share the concepts through their work practices. We are hoping the Anzac Hill High School work is taking root through small enterprises in our area.

JOHN COOPER (Coops)

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NORTH QUEENSLAND REGION

During the last six months the only formal training in the Cairns and Hinterland area has been a two-day training at Atherton with the local regional council staff. The training was given by Judy Hatswell and was very well-received.

The difficulty that we are experiencing at present is that we have a number of people interested in training but they are at different stages of training so we don't have the numbers at present to make the training viable.

The plan is to offer a Basic Practicum later this year and hopefully an Advanced Week in 2010.

Whilst the amount of training in the Cairns District has been limited the actual implementation in programs and schools and counseling continues to be very much at the forefront.

The parenting program "Encouraging Appropriate Student Interactions (EASI) which is based on Choice Theory continues to grow in popularity and is now based at three centers. It is staffed by personnel from both Education and Health.

The protective behaviour program for indigenous students years one to three has now been implemented across

the Cape and Torres Straits schools and includes Choice Theory foundations.

The next focus for some of our members is the conference in Melbourne. Some of our group will be at the conference and one person from Cairns will complete certification prior to the conference. A group in Cairns meet once a fortnight to practice counseling skills and discuss Choice Theory as a support group for the person preparing for certification.

Once again I am not aware of any news from other parts of the region, especially Townsville. I know there are some very qualified people in that part of the region who may also be able to contribute to the newsletter. I suggest that they contact me with their news or be given a space in the newsletter to write their own contribution.

I am looking forward to the conference in Melbourne and catching up with many people and great ideas.

ANNABELLE SYMES

CENTRAL QUEENSLAND REGION

It seems only yesterday that I did the last report. Our year [Peta and I] has been full of training, running workshops and Art exhibitions for Peta.

My current work load has meant that I have not had the same time to run or organise a Basic Week or even run a practicum this year.

I attended a Basic Week training phase in January of this year in Melbourne with some very talented and enthusiastic people. I am now working on putting my basic week program together for endorsement.

Practice Palace

Our Practice Palace has suffered from the business of the year also which has meant we have not met face-to-face again.

The blog address is: <http://thepracticepalace.blogspot.com/>

We invite you all to take a peek and leave us a comment or put up a blog.

Training

I was given the opportunity to run two sessions both in Rockhampton and Mackay for the Central Queensland Catholic Diocese Bishops in-service day again. This is a yearly event which is allowing me the chance to spread the word of Dr Glasser's Choice Theory, Reality Therapy and Lead Management.

I again ran a session for Lifeline telephone counsellors.

Peta has facilitated several sessions at the Cathedral College residential, for staff and students.

Yours in Choice,

PETA AND BRUCE LLOYD

SOUTHEAST QUEENSLAND REGION

A Basic week was held in Brisbane in March. Nine people attended. Another Basic week was offered in August at the South Coast but postponed due to lack of numbers. This will be rescheduled to be held in January 2010.

An Advanced week will be conducted in Brisbane during January 2010 by Liz Tham.

Please contact Alison Turner on 0402 916 861 or email aturn52@eq.edu.au or Susan Fleming on 0417 711 164 or email sif96a@bigpond.com

In the Logan Albert Beaudesert area, we have conducted a number of teacher aide workshops linking Choice Theory/ Reality Therapy/Lead Management to the Essential Skills program.

A number of Principals in the Region were keen to meet as a group to enhance their skills in Lead Management. However at this point in time given the changes and demands on schools, we have not had a formal meeting. We hope to get this underway in 2010.

ALISON TURNER

SOUTH AUSTRALIA REGION

Here we are again looking at our achievements for the year 2008 –2009. Sylvia Habel has become the President of the WGIA committee and a basic week instructor. We congratulate her on her achievements.

Last year it was reported that our Faculty Support group was putting together an application to PACFA to have Reality Therapy training Part A and Part B recognised as an acceptable training mode. This course is referred to as the Graduate Diploma of Reality Therapy. Well, that application has been acknowledged and granted. This is a gigantic move forward and it was announced at the International Conference in Scotland. There was a great deal of interest in this achievement.

Reality Therapy is becoming better known in counseling circles and our Senior faculty member Joan Hoogstaad has been appointed by CASA as an official supervisor of counsellors, not just WGIA members. Congratulations to Joan on this wonderful achievement.

In September 2009 some Faculty members of the Institute for Reality Therapy S.A. are conducting a workshop entitled 'What makes families work.' The workshop will

address: How we relate and it's effect on us and those around us .The various stages of life span development and the hazards to mental health that each stage faces. Also the participants will be involved in becoming conscious of their inner motivation and basic needs at each life stage.

The South Australian Regional Group of the William Glasser Institute has also continued to meet regularly and offer four open forums throughout the year to discuss Choice Theory Reality Therapy .This change in format was decided upon as it had been successful in the past.

Furthermore, there have been quite a few basic weeks, an advanced week and a certification week.

Members of the Faculty Support Group have made some great moves forward in the last year in some significant areas and should be commended on their belief in Choice Theory Reality Therapy. Their persistence and hard work also needs to be acknowledged.

CONNIE CARTER

WESTERN AUSTRALIA REGION

Hi folks – I am new to this role so a brief word of introduction from me. I have a wonderful wife, also a teacher, and two sons who have recently left school. I have a fantastic job as Student Services Manager at Ellenbrook Secondary College, a government high school currently with Years 7 – 10. CT is not currently part of the landscape in education circles in WA, though we expect to give that a nudge over the next 12 months.

Maggie Bolton ran two BIW's in 2008 and one practicum and so there are around 30 educators, psychs and chaplains who have been exposed to Dr Glassers' ideas. There are also two events which may add to that over the next couple of months. I am hoping to present a CT workshop at a Middle School Teachers conference in early September, and Maggie has planned an all day workshop with psychologists from the Catholic Education department at around the same time. From there we hope to feed into a CT Network meeting on Sunday, September 13th in Guildford. My hope is to set up a regular network meeting beyond that.

I have recently discovered the wonderful world of Skype and this week had an extended conversation with an amazing and inspiring teacher called Charlotte Wellen from Murray HS in Virginia. As a result of this conversation I have discovered a treasure trove of ideas about teaching CT and working towards a Quality School. I hope to use this to keep in touch with interested educators through WA. Having quality discussions about CT with others will be essential in keeping momentum going, especially in isolated areas.

JAMES POLLOCK

Contact details:

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Skype identity: jimandelaine2

Mobile: 0409 295 311

THE WILLIAM GLASSER INSTITUTE - AUSTRALIA

ABN: 12 070 059 586

**Annual Financial Report For The Year Ended
30 June 2009**

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

Your directors present this report on the entity for the financial year ended 30 June 2009.

Directors

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

Silvia Habel (appointed 18/10/08)
 Sheryl Matwijkiw
 Jeff Steedman (appointed 18/10/08)
 Susan Fleming
 Peter Lacey
 Lois Clare Anderson
 Frances Browne (retired 18/10/08)

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

Company Secretary

The following person held the position of entity secretary at the end of the financial year:

Jeff Steedman

Principal Activities

The principal activity of the entity during the financial year was that of an educational institution.

No significant changes in the nature of the entity's activity occurred during the financial year.

Operating Results

The profit of the entity amounted to \$405.

Dividends Paid or Recommended

No dividends were paid or declared since the start of the financial year. No recommendation for payment of dividends has been made.

Review of Operations

A review of operations of the entity during the financial year indicated that revenue declined by approximately 6%, due to no conference being held during the year. This resulted in a corresponding decrease in expenditure during the year that resulted in an overall increase in the entity's profit and a recovery from the loss of the previous year.

Significant Changes in State of Affairs

No significant changes in the entity's state of affairs occurred during the financial year.

After Balance Date Events

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the entity, the results of those operations, or the state of affairs of the entity in future financial years.

Future Developments

The entity expects to maintain the present status and level of operations and hence there are no likely developments in the entity's operations.

Environmental Issues

The entity's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of state or territory.

Options

No options over issued shares or interests in the entity were granted during or since the end of the financial year and there were no options outstanding at the date of this report.

Information on Directors

| | | |
|--------------------------|---|--|
| Silvia 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 |

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

| | | |
|--------------------------|---|---|
| Sheryl Matwijkiw | — | Treasurer |
| Qualifications | — | Experienced Bookkeeper |
| Experience | — | Appointed Secretary 2005 |
| Special Responsibilities | — | N/a |
| Jeff Steedman | — | Secretary |
| Qualifications | — | Dip Teaching; Grad Dip Welfare; Cert Mediator |
| Experience | — | WGIA Secretary 2008-09 |
| Special Responsibilities | — | N/a |
| Susan Fleming | — | 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 - 1995 Board Member Australian Institute of Control Theory, Therapy and Lead Management. |
| 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 |
| Frances Browne | — | Treasurer (Retired) |
| Qualifications | — | Dip Teaching; Grad Diploma Theology |
| Experience | — | Treasurer WGIA |
| Special Responsibilities | — | N/a |

Meetings of Directors

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

| | Directors Meetings | |
|---------------------|---------------------------|-----------------|
| | Number eligible to attend | Number attended |
| Silvia Habel | 4 | 4 |
| Sheryl Matwijkiw | 5 | 5 |
| Jeff Steedman | 4 | 4 |
| Susan Fleming | 5 | 5 |
| Peter Lacey | 5 | 3 |
| Lois Clare Anderson | 5 | 3 |
| Frances Browne | 2 | 2 |

Indemnifying Officers or Auditor

No indemnities have been given or insurance premiums paid, during or since the end of the financial year, for any person who is or has been an officer or auditor of the entity.

Proceedings on Behalf of the Entity

No person has applied for leave of Court to bring proceedings on behalf of the entity or intervene in any proceedings to which the entity is a party for the purpose of taking responsibility on behalf of the entity for all or any part of those proceedings.


The entity was not a party to any such proceedings during the year.

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2009 has been received and can be found on page 4 of the directors' report.

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

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

Director 
Sheryl Matwijkiw

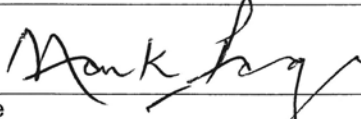
Dated this day of August 2009

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

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2009 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 13 August, 2009.

Address 318 St Paul's Terrace
Fortitude Valley, QLD, 4006

THE WILLIAM GLASSER INSTITUTE - AUSTRALIA ABN: 12 070 059 586
INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2009

| | Note | 2009 \$ | 2008 \$ |
|--------------------------------------|------|------------|----------------|
| Revenue | 2 | 144,587 | 164,951 |
| Other income | 2 | 13,092 | 17,629 |
| Employee benefits expense | 3 | (43,480) | (35,177) |
| Depreciation and amortisation | 3 | (1,819) | (2,108) |
| Rental expense | 3 | (6,297) | (6,500) |
| Audit, legal and consultancy expense | | (5,181) | (4,868) |
| Affiliation fees | | (20,898) | (15,001) |
| Board related expenses | | (13,457) | (12,635) |
| Books for resale | | (3,492) | (6,247) |
| Conference expenses | | - | (33,489) |
| Instructors and training | | (35,681) | (51,299) |
| Insurance | | (1,605) | (1,679) |
| Newsletter | | (4,428) | (2,570) |
| Regional representation cost | | (1,379) | (114) |
| Web page and website | | (5,859) | (3,093) |
| Other expenses | | (13,698) | (12,050) |
| Profit before income tax | 2 | 405 | (4,250) |
| Income tax expense | | - | - |
| Profit after income tax | | <u>405</u> | <u>(4,250)</u> |

THE WILLIAM GLASSER INSTITUTE - AUSTRALIA ABN: 12 070 059 586
BALANCE SHEET AS AT 30 JUNE 2009

| | Note | 2009 \$ | 2008 \$ |
|----------------------------------|------|----------------|----------------|
| ASSETS | | | |
| CURRENT ASSETS | | | |
| Cash and cash equivalents | 4 | 164,145 | 167,546 |
| Trade and other receivables | 5 | 23,101 | 348 |
| Inventories | 6 | 10,652 | 10,603 |
| Other assets | 7 | 1,672 | 1,292 |
| TOTAL CURRENT ASSETS | | <u>199,570</u> | <u>179,789</u> |
| NON-CURRENT ASSETS | | | |
| Property, plant and equipment | 8 | 2,636 | 4,455 |
| TOTAL NON-CURRENT ASSETS | | <u>2,636</u> | <u>4,455</u> |
| TOTAL ASSETS | | <u>202,206</u> | <u>184,244</u> |
| CURRENT LIABILITIES | | | |
| Trade and other payables | 9 | 25,035 | 7,478 |
| TOTAL CURRENT LIABILITIES | | <u>25,035</u> | <u>7,478</u> |
| TOTAL LIABILITIES | | <u>25,035</u> | <u>7,478</u> |
| NET ASSETS | | <u>177,171</u> | <u>176,766</u> |
| EQUITY | | | |
| Retained earnings | | 177,171 | 176,766 |
| TOTAL EQUITY | | <u>177,171</u> | <u>176,766</u> |

THE WILLIAM GLASSER INSTITUTE - AUSTRALIA ABN: 12 070 059 586
STATEMENT OF RECOGNISED INCOME AND EXPENDITURE
FOR THE YEAR ENDED 30 JUNE 2009

| | Retained Earnings | Asset Revaluation Reserve | Financial Assets Reserve | Total |
|-----------------------------------|----------------------|---------------------------------|-----------------------------|---------|
| | \$ | \$ | \$ | \$ |
| Balance at 1 July 2007 | 181,016 | | | 181,016 |
| Profit attributable to the entity | (4,250) | | | (4,250) |
| Balance at 30 June 2008 | 176,766 | - | - | 176,766 |
| Profit attributable to the entity | 405 | | | 405 |
| Balance at 30 June 2009 | 177,171 | - | - | 177,171 |

THE WILLIAM GLASSER INSTITUTE - AUSTRALIA ABN: 12 070 059 586
CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2009

| | Note | 2009 \$ | 2008 \$ |
|---|-------|------------|------------|
| CASH FLOW FROM OPERATING ACTIVITIES | | | |
| Receipts from members and customers | | 134,539 | 182,343 |
| Payments to suppliers and employees | | (138,179) | (186,152) |
| Interest received | | 239 | 238 |
| Net cash provided from operating activities | 10(b) | (3,401) | (3,571) |
| CASH FLOW FROM INVESTING ACTIVITIES | | | |
| Payment for property, plant and equipment | | - | (1,675) |
| Net cash provided in investing activities | | - | (1,675) |
| Net increase in cash held | | (3,401) | (5,246) |
| Cash at the beginning of the financial year | | 167,546 | 172,792 |
| Cash at the end of the financial year | 10(a) | 164,145 | 167,546 |

THE WILLIAM GLASSER INSTITUTE - AUSTRALIA ABN: 12 070 059 586
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

Note 1 Statement of Significant Accounting Policies

Basis of Preparation

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 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

Revenue from the sale of goods is recognised upon the delivery of goods to customers.

Grant revenue is recognised in the income statement when the entity obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the balance sheet as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

Donations and bequests are recognised as revenue when received.

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 values as indicated, less, where applicable, accumulated depreciation and impairment losses.

Property

Freehold land and buildings are shown at their fair value based on periodic, but at least triennial, valuations by external independent valuers, less subsequent depreciation for buildings.

Increases in the carrying amount arising on revaluation of land and buildings are credited to a revaluation reserve in equity. Decreases that offset previous increases of the same classes of assets are charged against fair value reserves directly in equity; all other decreases are charged to the income statement. Each year the difference between depreciation based on the revalued carrying amount of the asset charged to the income statement and depreciation based on the asset's original cost is transferred from the revaluation reserve to retained earnings.

Any accumulated depreciation at the date of revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

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

Plant and equipment

Plant and equipment are measured on the cost basis less depreciation and impairment losses.

The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

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.

Depreciation

The depreciable amount of all fixed assets including buildings and capitalised lease assets, but excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the entity commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable assets are:

| Class of Fixed Asset | Depreciation Rate |
|-----------------------------|--------------------------|
| Plant and equipment | 10-50% |

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each balance sheet date.

Asset classes carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the income statement. When revalued assets are sold, amounts included in the revaluation reserve relating to that asset are transferred to retained earnings.

(d) Leases

Leases of fixed assets, 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.

THE WILLIAM GLASSER INSTITUTE - AUSTRALIA ABN: 12 070 059 586
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

Finance leases are capitalised, recording 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 charged 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) Financial Instruments

Initial Recognition and Measurement

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions to the instrument. For financial assets, this is equivalent to the date that the Company commits itself to either purchase or sell the asset (ie trade date accounting is adopted).

Financial instruments are initially measured at fair value plus transactions costs except where the instrument is classified 'at fair value through profit or loss' in which case transaction costs are expensed to profit or loss immediately.

Classification and Subsequent Measurement

Finance instruments are subsequently measured at either fair value, amortised cost using the effective interest rate method or cost. Fair value represents the amount for which an asset could be exchanged or a liability settled, between knowledgeable, willing parties. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

Amortised cost is calculated as (i) the amount at which the financial asset or financial liability is measured at initial recognition (ii) less principal repayments (iii) plus or minus the cumulative amortisation of the difference, if any, between the amount initially recognised and the maturity amount calculated using the effective interest method; and (iv) less any reduction for impairment.

The effective interest method is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying value with a consequential recognition of an income or expense in profit or loss.

(i) Financial assets at fair value through profit or loss

Financial assets are classified at 'fair value through profit or loss' when they are either held for trading for the purpose of short term profit taking, derivatives not held for hedging purposes, or when they are designated as such to avoid an accounting mismatch or to enable performance evaluation where a group of financial assets is managed by key management personnel on a fair value basis in accordance with a documented risk management or investment strategy. Such assets are subsequently measured at fair value with changes in carrying value being included in profit or loss.

(ii) Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost.

(iii) Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the entity's intention to hold these investments to maturity. They are subsequently measured at amortised cost.

(iv) Available-for-sale financial assets

Available-for-sale financial assets are non-derivative financial assets that are either not capable of being classified into other categories of financial assets due to their nature, or they are designated as such by management. They comprise investments in the equity of other entities where there is neither a fixed maturity nor fixed or determinable payments.

(v) Financial liabilities

Non-derivative financial liabilities (excluding financial guarantees) are subsequently measured at amortised cost.

Fair value

Fair value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.

Impairment

At each reporting date, the entity assesses whether there is objective evidence that a financial instrument has been impaired. In the case of available-for-sale financial instruments, a prolonged decline in the value of the instrument is considered to determine whether an impairment has arisen. Impairment losses are recognised in the Income Statement.

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expired. The difference between the carrying value of the financial liability, which is extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

(f) Impairment of Assets

At each reporting date, the entity reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the Income Statement.

Where the future economic benefits of the asset are not primarily dependent upon on the asset's ability to generate net cash inflows and when the entity would, if deprived of the asset, replace its remaining future economic benefits, value in use is determined as the depreciated replacement cost of an asset.

Where it is not possible to estimate the recoverable amount of an assets class, the entity estimates the recoverable amount of the cash-generating unit to which the class of assets belong.

Where an impairment loss on a revalued asset is identified, this is debited against the revaluation reserve in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation reserve for that same class of asset.

(g) Employee Benefits

THE WILLIAM GLASSER INSTITUTE - AUSTRALIA ABN: 12 070 059 586
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

Provision is made for the entity's liability for employee benefits arising from services rendered by employees to Balance Sheet date. Employee benefits expected to be settled within one year together with benefits arising from wages, salaries and annual leave which may be settled after one year, have been measured at the amounts expected to be paid when the liability is settled. Other employee benefits payable later than one year have been measured at the net present value.

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

(h) 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.

(i) 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. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense. Receivables and payables in the Balance Sheet are shown inclusive of GST.

Cash flows are presented in the Cash Flow Statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

(j) 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*.

(k) Intangibles

Software

Software is recorded at cost. Software has a finite life and is carried at cost less any accumulated amortisation and impairment losses. It has an estimated useful life of between one and two years. It is assessed annually for impairment.

(l) Provisions

Provisions are recognised when the entity has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at reporting date.

(m) Comparative Figures

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

Note 2 Revenue and Other Income

| Note | 2009 \$ | 2008 \$ |
|--|----------------|----------------|
| Revenue from Government Grants and Other Grants | | |
| — A.I.W fees | 5,025 | 8,597 |
| — B.I.W fees | 86,658 | 74,750 |
| — Faculty training fees | 29,152 | 22,447 |
| — Membership fees | 9,661 | 1,249 |
| — Conference fees | 1,091 | 38,681 |
| — Certification fees | 13,000 | 19,227 |
| Total Revenue | 144,587 | 164,951 |
| Other Income | | |
| Other Income | 5,250 | 7,916 |
| Sale of books | 7,603 | 9,475 |
| Interest received | 239 | 238 |
| Total Other Income | 13,092 | 17,629 |
| Total Revenue and Other Income | 157,679 | 182,580 |

Note 3 Profit for the Year

| (a) Expenses | 2009 \$ | 2008 \$ |
|--|---------------|---------------|
| Depreciation and Amortisation | | |
| — furniture and equipment | 1,819 | 2,108 |
| Total Depreciation and Amortisation | 1,819 | 2,108 |
| Total Employee Benefits Expense | 43,480 | 35,177 |
| Rental expense on operating leases | | |
| — minimum lease payments | 6,297 | 6,500 |
| Total rental expense | 6,297 | 6,500 |
| Auditor Remuneration | | |
| — audit services | 4,500 | 4,000 |
| — other services | - | - |
| Total Audit Remuneration | 4,500 | 4,000 |

Note 4 Cash and Cash Equivalents

| | 2009 \$ | 2008 \$ |
|----------------|----------------|----------------|
| CURRENT | | |
| Cash at bank | 164,145 | 167,546 |
| | 164,145 | 167,546 |

THE WILLIAM GLASSER INSTITUTE - AUSTRALIA ABN: 12 070 059 586
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

Note 5 Trade and Other Receivables

| | Note | 2009 \$ | 2008 \$ |
|--|------|---------------|------------|
| CURRENT | | | |
| Trade receivables | | 22,901 | - |
| | | 22,901 | - |
| Other receivables | | - | 148 |
| Deposits | | 200 | 200 |
| Total current trade and other receivables | | 23,101 | 348 |

(i) Provision for Impairment of Receivables

Current trade receivables are generally on 30 day terms. These receivables are assessed for recoverability and a provision for impairment is recognised when there is objective evidence that an individual trade receivable is impaired. These amounts have been included in other expense items.

Movement in the provision for impairment of receivables is as follows:

| | \$ |
|---|----|
| Provision for impairment as at 30 June 2007 | - |
| - Charge for year | - |
| - Written off | - |
| Provision for impairment as at 30 June 2008 | - |
| - Charge for year | - |
| - Written off | - |
| Provision for impairment as at 30 June 2009 | - |

Credit risk - Trade and Other Receivables

The company does not have any material credit risk exposure to any single receivable or group of receivables.

The following table details the company's trade and other receivables exposed to credit risk (prior to collateral and other credit enhancements) with ageing analysis and impairment provided for thereon. Amounts are considered as 'past due' when the debt has not been settled with the terms and conditions agreed between the company and the customer or counter party to the transaction. Receivables that are past due are assessed for impairment by ascertaining solvency of the debtors and are provided for where there are specific circumstances indicating that the debt may not be fully repaid to the company.

The balances of receivables that remain within initial trade terms (as detailed in the table) are considered to be of high credit quality.

| | Gross Amount \$ | Past due and impaired \$ | Past due but not impaired (days overdue) | | | | Within initial trade terms \$ |
|----------------------------|--------------------|--------------------------------|--|---------------|---------------|--------------|-------------------------------------|
| | | | <30 \$ | 31 - 60 \$ | 61 - 90 \$ | >90 \$ | |
| 2009 | | | | | | | |
| Trade and term receivables | 22,901 | | 2,492 | 8,209 | 7,287 | 4,913 | 10,701 |
| Other receivables | - | | | | | | |
| Total | 22,901 | - | 2,492 | 8,209 | 7,287 | 4,913 | 10,701 |
| 2008 | | | | | | | |
| Trade and term receivables | - | | | | | | |
| Other receivables | 148 | - | 148 | | | | |
| Total | 148 | - | 148 | - | - | - | - |

The company does not hold any financial assets whose terms have been renegotiated, but which would otherwise be past due or impaired.

There are no balances within trade receivables that contain assets that are not impaired and are past due. It is expected that these balances will be received when due.

Note 6 Inventories

| | 2009 \$ | 2008 \$ |
|----------------|------------|------------|
| CURRENT | | |
| At cost | | |
| Stock | 10,652 | 10,603 |
| | 10,652 | 10,603 |
| | - | - |
| | 10,652 | 10,603 |

Note 7 Other Assets

| | 2009 \$ | 2008 \$ |
|----------------|------------|------------|
| CURRENT | | |
| Accrued Income | - | - |
| Prepayments | 1,672 | 1,292 |
| | 1,672 | 1,292 |

Note 8 Property, Plant and Equipment

| | 2009 \$ | 2008 \$ |
|------------------------------------|------------|------------|
| PLANT AND EQUIPMENT | | |
| Plant and equipment | | |
| At cost | 14,891 | 14,891 |
| Less accumulated depreciation | (12,255) | (10,436) |
| Less accumulated impairment losses | - | - |

THE WILLIAM GLASSER INSTITUTE - AUSTRALIA ABN: 12 070 059 586
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

| | | |
|-------------------------------------|-------|-------|
| | 2,636 | 4,455 |
| Total property, plant and equipment | 2,636 | 4,455 |

Movements in Carrying Amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

| | Land and Buildings \$ | Leased Motor Vehicles \$ | Furniture and Equipment \$ | Total \$ |
|--------------------------------------|-----------------------------|--------------------------------|----------------------------------|-------------|
| 2008 | | | | |
| Balance at the beginning of the year | | | 4,888 | 4,888 |
| Additions at cost | | | 1,675 | 1,675 |
| Depreciation expense | | | (2,108) | (2,108) |
| Carrying amount at end of year | - | - | 4,455 | 4,455 |
| 2009 | | | | |
| Balance at the beginning of the year | | | 4,455 | 4,455 |
| Additions at cost | | | - | - |
| Depreciation expense | | | (1,819) | (1,819) |
| Carrying amount at end of year | - | - | 2,636 | 2,636 |

The entity's land and buildings were revalued at 30 June 2009 by independent valuers. Valuations were made on the basis of open market value. The revaluation surplus was credited to an asset revaluation reserve in shareholders' equity.

Note 9 Trade and Other Payables

| | 2009 \$ | 2008 \$ |
|--------------------------|------------|------------|
| CURRENT | | |
| Trade payables | 6,748 | 5,556 |
| GST Liability | 4,338 | 1,922 |
| Training fees in advance | 13,949 | - |
| 9(a) | 25,035 | 7,478 |

| | 2009 \$ | 2008 \$ |
|---|------------|------------|
| (a) Financial liabilities at amortised cost classified as trade and other payables | | |
| Trade and other payables | | |
| — Total Current | 25,035 | 7,478 |
| — Total Non-Current | - | - |
| | 25,035 | 7,478 |

Note 10 Cash Flow Information

| | 2009 \$ | 2008 \$ |
|---|------------|------------|
| (a) Reconciliation of cash | | |
| Cash at bank | 164,145 | 167,546 |
| Other cash | - | - |
| 4 | 164,145 | 167,546 |
| (b) Reconciliation of cash flow from operations with profit after income tax | | |
| Profit after income tax | 405 | (4,250) |
| Non cash flows | | |
| Depreciation and amortisation | 1,819 | 2,108 |
| Impairment of receivables | | |
| Change in assets and liabilities | | |
| (Increase)/decrease in trade and other receivables | (22,901) | |
| Increase/(decrease) in trade and other payables | 17,557 | (797) |
| (Increase)/decrease in inventories | (49) | (1,072) |
| (Increase)/decrease in prepayments | (232) | 440 |
| | (3,401) | (3,571) |

Note 11 Entity Details

The registered office of the entity is:

The William Glasser Institute - Australia
Room 13, Robson Chambers
81 Brisbane Street
Ipswich, QLD 4305

The principal place of business is:

The William Glasser Institute - Australia
Room 13, Robson Chambers
81 Brisbane Street
Ipswich, QLD 4305

Note 12 Members' Guarantee

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA ABN: 12 070 059 586
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009**

The entity is incorporated under the Corporations Act 2001 and is an entity limited by guarantee. If the entity is wound up, the constitution states that each member is required to contribute a maximum of \$ 10 each towards meeting any outstandings and obligations of the entity. At 30 June 2009 the number of members was 207.

**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 14, are in accordance with the Corporations Act 2001:
 - (a) comply with Australian Accounting Standards; and
 - (b) give a true and fair view of the financial position as at 30 June 2009 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 12 day of August 2009

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

We have audited the accompanying financial report of The William Glasser Institute - Australia, which comprises the balance sheet as at 30 June 2009 and the income statement, statement of recognised income and expenditure and cash flow statement for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the directors' declaration.

The responsibility of the Directors for the Financial Report

The directors of the company are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Corporations Act 2001. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

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. These Auditing 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 report is 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 judgement, 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 and fair presentation of the financial report 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 [insert date], would be in the same terms if provided to the directors as at the date of this auditor's report.

Auditor's Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of The William Glasser Institute - Australia as of 30 June 2009, and of its financial performance and its cash flows for the year then ended in accordance with the Corporations Act 2001 and the Australian Accounting Standards (including Australian Accounting Interpretations).

Name of Firm: *A. H. JACKSON & CO.*

Name of Partner: *Mark Page*

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

Dated this *13th* day of August 2009

STRATEGIC PLAN 2008 - 2015

| VISION: Building a better world through quality relationships - Draft | | | |
|---|---|---|---|
| GOAL 1: To market the WGI-A its services, products, events and achievements | | | |
| Strategic Intentions | Strategies | Responsibility | Success Measures |
| <p>1.1 To build the membership of the WGI-A.</p> | <ul style="list-style-type: none"> • Contact all 2007 National Conference attendees. • Develop and build an electronic mailing list and link to membership opportunities • Build mailing list to enhance conversion from mailing list to membership conversions • Contact regional representatives to engage them in the process of building membership numbers. • Connect with local interest groups to promote membership benefits • Make regular electronic contact with non-members who have undertaken accredited training, promoting the benefits of engagement with the WGI-A • Encourage Intensive Week and Certification Week participants to contribute to the newsletter or website. • Identify and advertise the benefits of membership on the website and in the newsletter. • Encourage Faculty to promote membership and /or joining the mailing list | <p>WGI-A Board</p> <p>Faculty</p> <p>Regional Representatives</p> | <ul style="list-style-type: none"> • Membership will increase. • Mailing list numbers will increase. • Mailing list to Membership conversions will increase. • Participants in training will sign up for membership or mailing list |
| | | | <p>Timeline</p> <p>2008 onwards</p> |

| Strategic Intentions | Strategies | Responsibility | Success Measures | Timeline |
|---|--|--------------------------------------|---|--------------|
| 1.2 To re-develop the WGI-A website. | <ul style="list-style-type: none"> • To develop a list of criteria for the webpage. • To investigate webpage designers and costing to redevelop the website according to the criteria given. • To tender the webpage redevelopment to a designer. • Develop list of organisations using CT/RT/LM • Continually update web policy • Develop a central online registration process to ensure ease of access to numbers, contacts and funding | Bette Blance Yolande MacDonald | <p>Redeveloped website is up and running by end of 2008</p> <ul style="list-style-type: none"> • Website is reported as being user friendly, easy to navigate, quick and simple to access • Website is updated regularly • Faculty report the use of online forms as useful and easy to access • Participants will have used the website and newsletter to register , seek information and pay | 2008-onwards |
| 1.3 To re-develop the WGI-A newsletter. | <ul style="list-style-type: none"> • To survey the membership seeking input on newsletter format, frequency and content • To make the newsletter available in hard and electronic format • To publish a quality newsletter at predictable, known timeframes. • To publish a newsletter in a known format. • To strengthen the corporate identity of WGI-A through the newsletter. • To ensure the newsletter builds community and strengthens the sense of belonging to the WGI-A. • To ensure readers know through their experience of the newsletter its purpose to inform, celebrate and teach | Bette Blance | <p>Re-developed newsletter is relaunched in 2008</p> <ul style="list-style-type: none"> • Readers of the newsletter provide positive feedback to the WGI-A and publisher regarding its frequency, format and content. • Newsletter is known as a quality CT/RT/LM publication. • The visual image of the product is known and regarded highly and therefore linked positively with the quality of the content and the training of WGI-A. • Members contribute articles & information to the newsletter. • Subscriptions to the | 2008 |

| Strategic Intentions | Strategies | Responsibility | Success Measures | Timeline |
|---|--|--------------------------------------|---|--------------|
| | CTRT/LM. <ul style="list-style-type: none"> • To construct systems of newsletter publication which are easy to use and transferable to successive editors. • To use technology to deliver information in a timely manner. | | newsletter increase. <ul style="list-style-type: none"> • Training and learning opportunities are advertised and reported on in the newsletter. • Members report feeling more informed and in touch | |
| 1.4 To develop and present a financial plan for the WGI-A for each financial year | <ul style="list-style-type: none"> • To review previous year's budget and develop a budget to meet the present year's strategic plan. • To ensure the WGI-A remains financially viable and meets its statutory requirements. • To review and develop budgets which current goals. • Provide appropriate reports to Board and Statutory Authorities | Treasurer Office Administrator | <ul style="list-style-type: none"> • The budget will be planned and tabled in a timely manner. • WGI-A remains a financially viable organization • Treasurer presents reports at each Board meeting • Budget is aligned to current goals and plans | 2008-onwards |
| 1.5 To employ a journalist to write articles, which inform and celebrate CR/RT/LM | <ul style="list-style-type: none"> • Investigate the possibility of employing a journalist to write some articles. • Article possibilities include: <ul style="list-style-type: none"> ▪ Educational setting ▪ Business ▪ Therapy/counselling ▪ Not for profit organisation | Frances Browne | <ul style="list-style-type: none"> • Quality articles available in electronic print media • Invigorated use of the website • Increased interest in WGI-A as evidenced by hits on website and downloads of materials • Increased opportunities for people to access quality information on CTRT/LM from the website • Increased reporting of and volunteering of topics and materials suitable for publication on the website | 2008-onwards |

| Strategic Intentions | Strategies | Responsibility | Success Measures | Timeline |
|---|--|--|---|-------------|
| <p>1.6 To increase the knowledge of CT/RT/LM across the community by promoting its broader applications with immediate emphasis on the business community</p> | <ul style="list-style-type: none"> • Board members identify possible promotion opportunities • The events will be advertised and reported on the website and in the newsletter • Develop a central online registration process to ensure ease of access to numbers, contacts and funding for tour. • Provide information post event opportunities for participants to link with WGI-A programs and people • To approach Doug Walker, author of AHA Performance Management to tour Australia to teach and promote his book. • Investigate the possibility of adding Doug Walker's AHA Performance management to the WGI-A booklist. | <p>Peter Lacey Bette Blance Office Administrator</p> | <ul style="list-style-type: none"> • The events will be well attended • Events will be described as well organized and run. • Board planned events will be cost neutral or profitable • Events will be recognised as WGI-A events by their look, content and feel. • Organisers will report back to the Board • Participants will have used the website and newsletter to register, seek information and pay for the event. • Post event information provided • Post event opportunities taken up | <p>2008</p> |

| Strategic Intentions | Strategies | Responsibility | Success Measures | Timeline |
|---|---|---|--|---|
| 1.7 To explore and support the provision of a variety of pathways in CT/RT/LM learning and its applications | <ul style="list-style-type: none"> To look at endorsing the provision of alternative learning experience in CT/RT/LM. Exploring opportunities for people wanting to continue their CT/RT/LM To discuss with faculty possible alternative provisions, to trial and seek feedback on such pathways. Review and amend guidelines of current accreditation processes Update processes to accommodate emerging issues | Board Members and Faculty Accreditation Committee | <ul style="list-style-type: none"> It will be reported that alternate provision did not distract or detract from the formal stream of training as presently provided. It will be reported that alternate provisions of CT/RT/LM were useful in allowing people to further explore and apply their understanding of CT/RT/LM to their personal and professional lives. Alternate provisions will be recognised and supported by the membership of the WGI-A and/or other organisations | 2008 onwards |
| 1.8 To update and distribute the Faculty Handbook and Australian Addendum. | <ul style="list-style-type: none"> To review the existing handbook and update as appropriate. Consult with Faculty re draft Faculty handbook and Australian Addendum To regularly update forms To convert forms into templates and have selected forms accessed electronically Password protected forms downloadable from website To provide sample only forms /CDs to those who need them. Roll out the Handbook and Australian Addendum to faculty. Review Addendum in relation to US PP &PM and current WGI-A Faculty Handbook | Yolande MacDonald Susan Fleming Frances Browne Sheryl Matwijkiw Lois Anderson | <ul style="list-style-type: none"> Development of a 2008 Handbook and Addendum by the WGI-A Board. Faculty consulted Implementation of the document by Faculty Publication of the Handbook and Addendum Forms updated Templates converted Samples provided Handbook and Addendum distributed Drafts circulated Documents reviewed | Research and planning 2007 - May 2008 Publication 2008-09 Formation 2008-2009 |



William Glasser Institute - Australia

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

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