

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



***Annual Report  
2009 - 2010***

## 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 2009 - 2010

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

*Administration Officers:*

Paula Baxter and Danielle Van Der Zee

### REGIONAL COORDINATORS\*

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

*\*as they appear on the website*

## AUSTRALIAN INSTRUCTORS

### SENIOR INSTRUCTORS:

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

### INSTRUCTORS:

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

## REPORT FROM THE PRESIDENT

October 2009 saw the biennial conference present itself as a highlight for this financial year. With inspiring presentations from the 2 keynote speakers and excellent concurrent sessions we had outstanding examples of the powerful applications of Glasser's work. My thanks go to Frances Browne and her team and the WGI-A administration team for their work in bringing such a successful conference together. Thanks too to Doug Walker and Bette Blance for providing such thought provoking key addresses and to each of the presenters for creating such needs satisfying learning opportunities for the conference delegates. Plans are well underway for a wonderful conference in Alice Springs in October 2011.

The post conference faculty meeting facilitated by Dorothy Devine and Susan Fleming and the meeting held with Regional Coordinators served to lay the groundwork for plans that have been followed up over this year. In May we held a Faculty Retreat Day themed POSSIBLE FUTURES SUSTAINABLE PROSPECTS in Adelaide. The 22 strong group gave of their time, energy and personal resources not only to dream but also to make realistic and achievable plans for the future of the WGI-A.

As the Board continues to operationalise the ideas, Faculty and members will be able to contribute significantly to moving the plans forward from goals to 'achieved outcomes.' (Some of those goals can be viewed later in this report) Great attention is being given to increasing the membership and supporting Faculty in their delivery of programs. We are already able to report increased membership in the last two years and we are focussing our efforts building our exposure to a greater market through our Faculty.

An enormous vote of thanks goes to Yolande MacDonald and Susan Fleming who for the last several years have been updating our Faculty Manual. They have given much thought and energy to the task and I am sincerely grateful to them.

I'd like to take the opportunity to particularly acknowledge Yolande who, after many years supporting and working for the WGI-A has chosen to focus more on her studies

and other ventures. She has given so much voluntarily, above and beyond her paid position. She has supported, encouraged, questioned, inspired but above all been a person of integrity and giving.

Thanks also go to Danielle Van Der Zee who has taken a fulltime position elsewhere after working part-time for the WGIA for several years. Danielle's approach to her work was one of excellence and attention to detail. She too gifted us with her personality and commitment to the task.

I wish both Yolande and Danielle success for the future.

It is almost 2 years that I have served on the Board and I am honoured to be amongst such committed and passionate directors. Lois Anderson has been involved with the Board as Newsletter Editor, President and more recently Immediate Past President. Her attention to detail, thoroughness in policy development and commitment to the WGI-A have all served the WGI-A during her years of service. We wish her well as she pursues other adventures in her life. Susan Fleming has worked as the WGI-A Training Officer since 2005 and while Susan is still supporting the work of the Board it is important to acknowledge her significant contribution to training during the years in the role. Jeff Steedman served on the Board as Honorary Secretary for 2008/2009 as he continues his faculty training with the Institute; we thank him for his enthusiastic approach to the role. In October 2009 we welcomed John Cooper as Honorary Secretary and Michael Bell as Training Officer. We look forward to their continued contribution to the work of the Board.

Finally and importantly, I am pleased to be able to write that several of our Faculty who have experienced health challenges in recent times are recovering well and regaining their strength. Special considerations to Judy Hatswell, Joan Hoogstad and Mary Ellen Davis who have been in our thoughts particularly.

**SYLVIA HABEL**

## REPORT FROM THE IMMEDIATE PAST PRESIDENT

### THE FUTURE IS IN SAFE HANDS

I have been a member of the Board for about 10 years as Newsletter Editor, President, and, for the last two years, as Immediate Past President.

During that time we negotiated many difficulties and many challenges. I am particularly proud that we have encouraged and enabled more people to apply for and become Senior Faculty and have given opportunities for more members to go on to become Faculty Consultants and Basic Week Instructors.

I am also very proud of the impetus for review and renewal begun at the Gold Coast Conference in 2007 and continued under our new leaders. Thanks particularly to our president Sylvia Habel and our training officer Michael Bell. They organised a recent energising faculty retreat and have plans well in hand to implement a corporate marketing plan supported by marketing materials.

After managing the challenges of 2009, we 'hit the ground running' in 2010, our newly elected secretary and training officer slipping seamlessly in to an invigorated Board team. John Cooper [Coops] quickly made his mark on the Board with his great sense of humour as well as his diligence and efficiency as secretary. He is also organising our next Conference in Alice Springs in October 2011. Thanks John.

I would also like to thank three long serving Board Members all of whom embody Choice Theory in their ongoing practices: the generous-hearted Sheryl Matwijkiw who brought great workplace expertise and experience to our administrative and financial operations. serving three years as secretary and two more already as treasurer; Susan Fleming our former training officer for persistence and diligence in streamlining and updating the Faculty Manual and her wonderful incisive questioning; and Bette Blance our newsletter editor who wears her learning lightly, generously leads or contributes to many activities outside her portfolio, and always shows grace under pressure.

Some of the recurring challenges I believe the Board and the WGI-A will face are to

- Build in succession and ensure continuity
- Develop better mechanisms to retain corporate memory
- Be aware of burnout
- Take care of the people who are working on our behalf remembering we are a volunteer organisation and people lead very busy lives.

But above all let's celebrate our successes. The future is in safe hands.

**LOIS ANDERSON**

## REPORT FROM THE TREASURER

The Auditor's report shows that the financial position of the institute for the year amounted to a loss from operating activities of \$36,396 compared to a profit from operating activities in 2009 of \$405.

Revenue from membership has increased to \$10,195 in 2009-2010 from \$9,661 in 2008-2009. Revenue from Training continues to fall (see Training Officer's report) from \$120,835 in 2008-2009 to \$70,112 in 2009-2010. This is a decrease of \$50,723.

### Administration Costs

Remuneration for staff remains steady at \$43,209. The audit for this report was, for the first time, carried out at the Ipswich office over a period of two days. The Auditor commended our staff on the excellent systems now in place – thank you, Paula Baxter, Danielle Van Der Zee and Yolande MacDonald (resigned).

### Board Costs

Increases to Board costs have been kept to a minimum. There are currently up to 5 Board members travelling from interstate to attend Board meetings in Brisbane at either Tennyson School or the WGI-A office. To further reduce costs a decision was made to have a 2 day Board meeting following the AGM in October 2010 with a "follow up" meeting via Skype in November 2010.

### 2009 Conference and Doug Walker Tour

The 2009 Conference in Melbourne was hugely successful in terms of workshops provided, relationships formed and rekindled and initiatives regarding the future of the Institute. Doug Walker and his guitar proved to be most entertaining both as keynote speaker and guest. Lead Management was certainly high on the agenda.

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. The Board is currently investigating grants and government funding available to non profit organisations. I am personally attending a workshop on "winning grants" in August 2010.

Our current Board is enthusiastic about our future. With a mix of youth and experience this puts the Institute in a healthy position to move ahead. Marketing our product to increase training weeks and memberships remain our key objectives. Our website is continuously being refined and updated. The Newsletter is full of interesting articles and links.

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

**SHERYL MATWIJKIW**

## REPORT FROM THE HONORARY SECRETARY

I have had a rewarding year as Secretary of WGI-A. Working with a group of keen determined astute directors – both long term and new – at the same time as WGI begins the great change to an International Board is proving to be an exciting time. There are new developments constantly. Some are subtle; Basic Intensive Week is now Basic Intensive Training, others are cutting edge change e.g. Reality Therapy becoming an endorsed practice in Europe and Lead Management gaining in endorsement by companies.

Being in attendance at the Nashville Conference discussion about whether to form an International Board or not, was a highlight of my Choice Theory learning. Brian Lennon (International President designate for the first year) chaired the meeting at which Dr William Glasser and Carleen debated aspects of Choice Theory, Reality Therapy and the move to forming an International Board. There was unanimous acclaim (seconded by “the Glassers”) that an International Board be formed. The future of Choice Theory is assured and the mission to “teach Choice Theory to the World” will continue.

Keeping track of minutes is problematic when board discussions are wide ranging, interesting and dynamic. We now send minutes out within a very short time of our meetings with copies of all reports attached. The tasks of Secretary are well supported by the office base and in particular our Office Manager, Paula.

Board members have an aim to contact our faculty members following Board meetings. The intent is to

provide information and learn what’s happening and what may be needed. i.e. direct communication. Board members have reported a warm reception to their calls. (“friendly” not “warm” as in debate or hostile!)

As the office systems continue to develop (e.g. remote computer access, our website and the database) we find the records are much more easily managed.

We have reports from our current Regional Coordinators. Please take a moment to read the reports from all over – some initiatives you learn about may well work in your region or organisation. I look forward to meeting those RC’s who can manage to attend the upcoming AGM in October. There are several RC positions unoccupied in 2010 – it will be great if we can fill all of those positions.

I am fortunate to have a keen band of helpers working on the 2011 Conference to be held in Alice Springs. We need everyone to spread the word – consider how you can possibly attend and invite others. Much information will be flowing soon via emails and the website.

I look forward to the second year of my term of office having completed a one year “apprenticeship” with the Board.

It’s a great time to be engaged with WGI-A and occupying a position on the Board.

**JOHN COOPER**

## REPORT FROM THE NEWSLETTER EDITOR

Since the last report we (the contributors, the proof readers, the printers, the office staff and the support team from the desk top publisher program I use) have successfully produced four *Voice of Choice* newsletters

### Book reviews

December 2009: *A set of Directions for Putting Yourself Together* by Bob Wubbolding and John Brickell  
 March, 2010: *Teaching with Poverty in Mind* by Eric Jensen  
 June 2010: *Managing to Inspire* by Bob Sullo  
 September 2010: *Choice Parenting* by Richard Primason

### Articles

*Ready to Roll Previews for a hoped for future*, by Bette Blance  
*The importance of Professional Membership of Counselling Organisations* by Joan Hoogstad  
*The Door* by Libby Barnes  
*Aha Meditation*, by Jim Pollock  
*New Powerful Three Minute Exercise Improves Memory and Brain Health* by Paul Fassa  
*Elevator Pitch* by Christine Duffield  
*What does an understanding of the concepts and techniques*

*of Pyschosynthesis offer the Reality Therapy counselor* by Sue Berry  
*On Becoming a Brilliant Instructor* by Dorothy Devine  
*Format Options for Intensive Training* by Bette Blance  
*A Nation on Mind Altering Drugs: Antidepressants Most Commonly Prescribed Drugs in US* from Natural News  
*Role-play: Challenging Distances Online with Success*, Lois Anderson  
*Your Personal Best* by Matt Church  
*Fun Ideas in the Workplace* by David Kousakis??

The role of newsletter editor is full of joy and full of challenges. There have been times when it has been almost overwhelming and times when it has been smooth sailing. I am constantly being confronted with problems, usually technological in nature, and finding ways to solve them. Anyone who has taken on this job will most likely concur with these thoughts.

The finish line for quality is never crossed and I will continue to continuously improve what I do.

**BETTE BLANCE**

## REPORT FROM THE FIFTH DIRECTOR

Three major events were the highlights of the past year for the WGI-A. Aply and seamlessly lead managed by President, Sylvia Habel, and energetically supported by other Board members and committed Faculty members, the Melbourne Conference, the Doug Walker tour and the Faculty planning weekend in Adelaide in May were events that re-energised the organisation and laid the platform for future creative possibilities for strengthening and revitalising the WGI-A.

The Melbourne Conference coordinated by Frances Browne and delivered by her competent and enthusiastic band of helpers was an experience which appeared to stimulate the dormant energies of many of our members culminating in a highly charged and buzzing atmosphere as the conference concluded. The contributions of Doug Walker explaining his Aha! Performance application of Choice Theory in the workplace generated a great deal of enthusiasm and excitement paving the way for further exploration by the Board in progressing the concepts and applications of Lead Management to the commercial sector across the country. Work is in progress. Doug's workshops and presentations in various centres across the country gave further exposure to the business community of the

ideas and concepts of Choice Theory hopefully creating a growing market.

The dormant energy levels stirred by attendance at the conference were harnessed to some degree and channelled into positive action at the Faculty Retreat held in Adelaide. This gathering produced the basis for future directions for the WGI-A and has provided a challenge to the Board to translate the product into a dynamic blueprint for next few years. With the support of the participants and any other WGI-A member willing to contribute real growth and product expansion can be achieved.

The leadership shown by Sylvia over the past two years and the commitment and drive of the Faculty and members of the Board combined have created an organisation that is united in vision and clear on its direction for growth. If this can be maintained for at least the next two years the WGI-A will be well placed to not only survive but to emerge as a new force in delivering a quality product to an expanding market.

**PETER LACEY**

## REPORT FROM THE TRAINING OFFICER

The October conference demonstrated the energy, commitment and dedication of the Choice Theory community here in Australia. For me the range and quality of breakout sessions provided those gathered with more evidence of the scope of applications available through Choice Theory, Reality Therapy and Lead-Management. The post conference faculty meeting served to crystallise some participative action that continued throughout the year.

Congratulations to Garry Garnaut on his successful accreditation as a Senior Faculty Member this year. Congratulations to Jeff Steedman, Rebekah Russell, Kalikmurti Suich and David Hyatt who were endorsed as Practicum Supervisors. These people join our 6 Senior Faculty, 10 BIT Instructors, 32 Practicum Supervisors giving us a total of 50 faculty across Australia.

### Training Overview

Table 1 outlines the numbers of participants at each level of training over the 2009 - 2010 financial year.

Table 1: Comparative Number of Participants in Training (2007 – 2010)

Program	Number of participants July 07 – June 08	Number of participants July 08 – June 09	Number of participants July 09– June 10
Basic Intensive Week	703 (53 events)	544 (43 events)	379 (30 events)
Basic Practicum's Started	71	87	54
Advanced Intensive Week	40 (3 events)	44 (4 events)	32 (4 events)
Advanced Practicum's Started	20	17	26
Certification	32 (3 events)	22 (2 events)	19 (3 events)
<b>Faculty Training</b>			
Practicum Supervisor Training	6	4	8
Practicum Supervisor Endorsement	4	5	4
Basic Week Instructor Training	3	2	0
Basic Week Instructor Endorsement	0	2	0

What is clear is a continual decline in the number of weeks offered and the overall number of participants across the year. The average number of participants in each week remained consistent (13).

As outlined in Table 2, conversion rates (number of participants continuing to subsequent stages of training) in the last 2 years were up on 07/08 year. It should be noted

that the numbers continuing training as represented here may not have undertaken their BIW in the same financial year. With Certification this is certainly the case hence the disparity between AP figures and Certification in the 07/08 and 08/09 financial years.

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

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

The decline of numbers undertaking training has driven much of the discussion, planning and action at Board level this last year. The agenda set at the faculty meeting that followed the Conference, was continued and consolidated in the Faculty Retreat held in the May 2010. The retreat saw a broad mix of Faculty members from across Australia who engaged in high level forward planning for the years ahead. A compelling initiative with direct bearing on the number of participants relates to the building an effective, consolidated approach to marketing the WGI-A and the Basic Intensive Training. This work will have us considering market research, our market positioning, the range of offerings, our customer service as well as branding. This will then inform the Business Plan that is currently being drafted for the 2010-2013 period.

After years of careful consolidation, drafting and consultation the Faculty Manual has been finalised and placed online for Faculty reference. Particular thanks to Susan Fleming and Yolande MacDonald for their hours of work. And for feedback from faculty in its final stages (Maggie Bolton made a significant contribution at this stage).

The training officer's work has been very ably supported by the admin office support in the form of Danielle and Paula this last year. Our ongoing appreciation is due to them for their efforts to keep a smooth flow of information moving between the various parties.

My sincere thanks to Susan Fleming who has been of great support in transitioning the role this last 12 months. She has been generous with her time and energy and kept me up to date on the traps for young players.

**MICHAEL BELL**



## COUNTRY NSW REGION

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

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

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

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

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

Best wishes for the coming year.

**PENNY HAMMOND**

## SOUTH EAST QUEENSLAND REGION

Bette Blance led an inspiring presentation and discussion based on her keynote address from the Melbourne Conference in 2009 at Windaroo State school in early August. The gathering has seen the revival of interest in Choice Theory, Reality Therapy and Lead Management in the region. Approximately 20 people attended the event to hear about working effectively and compassionately with children who come from a background of poverty.

Following the presentation participants discussed their interest in continuing to have meetings, professional learning and having a range of training opportunities. There are future options to meet closer to the Gold Coast and trying some newer locations in other sub regional areas in the SE.

Rob Stone delivered a basic week to a number of participants at Woodridge State High school. He has also done an Advanced Practicum.

Susan Fleming and Dean Murphy will be doing basic practicums in September 2010.

Excitement is building at the prospect of a visit from International Speaker Bob Sullo; Bob Sullo has been an

English teacher, school psychologist, school adjustment counsellor, and school administrator. He is a senior faculty member of The William Glasser Institute and former representative to the Advisory Board of Directors. Bob has written numerous books about internal control and motivation. *Teach Them to Be Happy* and the accompanying activity book *'I'm Learning To Be Happy'* are published by New View Publications and help teachers and parents teach the concepts of internal motivation and personal responsibility to young children. *'The Inspiring Teacher'* is published by the NEA Professional Library and offers educators specific strategies to create the schools our children deserve. *'Activating the Desire to Learn'* is published by ASCD and was a member benefit book provided to more than 100,000 educator's world-wide. It uses a case-study format to show how to apply the principles of internal control psychology across grade levels. Those in management can move from bossing to leading to enhance their effectiveness.

Bob will visit Queensland in 2011 and plans are afoot to ask Bob to share his wisdom and experience.

**ALISON TURNER**

## DARLING DOWNS REGION

This year, in the Darling Downs Region, we have been developing a data base of a large number of people who have completed various levels of training with the WGI-A over many years. Many who have completed Basic Intensive Weeks may not have had the opportunity to begin a Basic Practicum or been followed up to see if they were interested in further training. We have emailed up to 150 people who we know are still working in the region to see if any are interested in a one or two day "refresher" which could be the start of a practicum for some. At this stage we have had a limited response but have identified a core of people who want to make keep in touch and have the opportunity to share ideas and practices about how we are using Choice Theory in our personal and professional lives. With a core group of people, I hope we can increase our local membership and plan to redevelop our network over the next twelve months.

Dorothy Devine is planning to offer a Basic Week in the September school holidays that may meet the needs of

a number of people who have had some contact with the ideas of Choice Theory, Reality Therapy and Lead Management and may be interested in beginning some formal training.

In my role as a Behaviour Support Teacher with Education Queensland working throughout the Region, I continue to deliver 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 environment. If you live in the area and would like to be part of or local network, to keep informed and receive notification of meetings, please contact me by phone or email to let me know what support or assistance I may be able to provide.

**JOHN ARCHIBALD**

## WESTERN AUSTRALIA REGION

This year we have established a regular meeting forum with our book club style get together. We have had 3 meetings, with about 7 regulars, all from the education profession, and most from Ellenbrook SC. Our format has evolved. Initially I planned to cover theory but at our first meeting things got moving when we talked about a real case study. From there we watched the movie "Precious" and considered several concepts – needs, quality world and the power of a teacher to change things for a kid. We then looked at the book on Martin Bryant called "Born or Bred". The discussions are wonderful, and a very enjoyable social occasion. Our next text is the Australian novel "A fraction of a whole" by Steve Toltz.

In the recent school holidays I ran an "Introduction to CT" workshop and 10 teachers from two high schools, Ellenbrook SC and Kelmscott SHS, attended. We covered a few of the basic axioms and looked at how they were reflected in best practice of teachers, especially in the body

of knowledge from the highly successful program we call "Classroom Management Strategies". Indications are that everyone would like to do another one next holidays. In both the activities above we may look at some role-playing especially for those have done some training but feel a bit rusty.

More formal training opportunities are, like everywhere, harder to put together. Maggie Bolton is coming over in August for a Basic Intensive Training which has been carried over from February and we hope for a successful event. It is an interesting point to consider how we can be more flexible in delivery modes to tap the interest that is certainly there. We are exploring this currently with Maggie and Sylvia.

**JAMES POLLOCK**

## NORTH QUEENSLAND REGION

Once again it is nice to be able to report that training in Dr Glasser's work is continuing in Cairns and Townsville.

My information from Townsville is limited but my source tells me that there are some very dedicated people in Townsville promoting Choice Theory / Reality Therapy and Lead Management.

I notice that Ivan Honey will be coming north very soon to run a workshop on Cars-R-Us, which always promotes not only new knowledge and skills but also lots of fun.

There has been a steady procession of Choice Theory / Reality Therapy activities in the Cairns region during the past six months.

A great start to the year was when Mary Farrell-Jones led a Basic Week in Yungaburra which included participants from both Cairns and the Tablelands. I know that many are now keen to continue further with their training.

Six participants completed their Basic Practicum with me this year. I really enjoyed leading this group and as usual learned heaps from working with such a motivated group.

The six participants were all guidance officers and we were able to relate the training to our specific work as well as our general lives. It was also an opportunity for some of the people who had already completed their certification to join our group and refresh their own skills

Three Cairns participants have enrolled in the graduate diploma of Reality Therapy that is being conducted by Joan Hoogstad. In April, Denise Landers, Sally Johnston and I travelled to Brisbane to join Sue Jones and Susan Fleming to complete the first four days of our course. We all really enjoyed the training and learned so much from Joan. We are looking forward to our next get together later in the year.

Whilst there are some good things happening in our region there is always a need to think about where to head in the future. I am aware that the executive team is focusing on marketing and I know that is needed in this region as well. I welcome any suggestions or proposals from WGI-A members to keep promoting Dr Glasser's ideas.

**ANNABELLE SYMES**

## CENTRAL QUEENSLAND REGION

Another year has moved past with the speed equivalent of a land speed record set by Sir Donald Campbell. Peta and I have been very busy with providing a counselling service in the schools we work in.

I attended a Faculty retreat in Adelaide in May of this year. The opportunity to share ideas and concepts with such a creative group of like minded people was nothing short of inspirational.

Training:

The year has been full of opportunities to run training within the Catholic Education system in Central Queensland. I presented a Self-evaluation model that I have been working on at the Catholic Educations Bishops' in-service day in February. I have also put together and run, on a number of occasions, a presentation on working with difficult behaviour, using Choice Theory to underpin the understanding of behaviour. The behaviour that teachers and staff have been having difficulty with is from both student and parents.

I am also supporting the implementation of Dr Marvin Marshall's Discipline without Stress program in one of our primary school.

We planned a four day intensive training earlier this year but could not get enough numbers. However Rob Stones who was to run it for me is now running a four day intensive in Mackay. We will be taking four people from Rockhampton to this training.

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**

## VICTORIA REGION

In October the 2009 Biennial Conference was held in Melbourne. Our thanks go out to Frances Browne and her crew for organising such a successful event in a very short time frame. Doug Walker and Bette Blance provided two very different and inspiring keynotes. There was a wide variety of workshops to attend and the dinner dance was great fun, with delicious food and music to dance to - we even attempted "Belly Dancing".

Doug Walker's Lead Management followed the Conference and was held in Bendigo. This workshop – the most successful – was organised by John Honey. Thanks John for taking on the role.

Bendigo continues to be the "centre" of Choice Theory in Victoria with Ivan Honey and Associates providing

training and workshops. In Melbourne, Mary Ellen Davis started the year well with Basic weeks and FOG (Friends of Glasser) meetings. Unfortunately, Mary Ellen has been unwell, with the latest news being that she is on the mend. Get well soon, Mary Ellen.

A mention needs to go out to all those teachers, parents, lead managers, spread out around Victoria, who continue to practise and teach Choice Theory in their workplaces and homes. Keep up the good work!

Cheers from Victoria!

**SHERYL MATWIJKI** on behalf of  
**FRANCES BROWNE**

## SOUTH AUSTRALIA REGION

We live in ever changing times and as such we are called to use the tools and skills we learn through Choice Theory, Reality therapy and Lead management daily. The last year has been no exception with many changes in South Australia particularly with regard to our approach in building our networks and the way in which we met the needs of an ever changing diverse community.

Connie Carter – stepped down as our regional representative this year and I wish to take this opportunity to acknowledge her wonderful contribution to South Australia over the last few years. Connie has quietly and solidly approached her position with enthusiasm and a constant willingness to provide support to our organisation. Thank you Connie. We appreciate your ongoing effort and genuine care of all those who have had the privilege of sharing time with you. We look forward to seeing you at meetings and sharing your ideas to help continue to spread the ideas of CT, RT & LM.

Joan Hoogstad – is moving to Canberra, following the death of her beloved husband Jim in 2009, it is natural Joan wishes to be closer to her children and extended family and now is her time to make that move. I want to acknowledge the work of Joan over many years with WGI-A and particularly with South Australia. Joan is a wonderful mentor and models CT/RT & LM with a passion and drive unequalled. We in South Australia have been privileged to work alongside Joan and can only watch in awe at her energy to teach and deeply care for so many so often with such focus and passion. We will miss having her close but we know Joan will remain a driving force with IRTSA as well as building new excitement in and around Canberra. We wish her the best in her move and look forward to visiting!

IRTSA – launched its first website and; I would encourage everyone to check it out ([www.irtsa.com.au](http://www.irtsa.com.au))! The Institute of Reality Therapy South Australia have also advertised their annual workshop day and if past workshops are any indication it is sure to be exciting and needs satisfying; spreading Dr William Glasser's ideas and opening new understanding for all who attend.

Finally I would like to introduce myself as the new regional representative for South Australia. My name is Tineke Brunton-Searle; I am a full time counsellor in the catholic education system and I am married with three wonderful boys. I have been involved with the WGI-A and IRTSA for a number of years. In fact I held the position of secretary on the WGI-A board in 2003 – 4. I use CT, RT and LM everyday in both my personal and professional life and find it invaluable. I have been very privileged to have wonderful mentors throughout my association with WGI-A and IRTSA and it is an honour to take up a position and help support the dedicated team who continue to spread Dr Glasser's teachings to the world. I look forward to connecting with associates and building new relationships during my term.

I began by saying we live in an ever changing times and I wanted to reiterate that in South Australia we have been through many changes, particularly in the last couple of years. However we have a strong passionate base and I am looking forward to working closely with our membership to build even stronger and broader networks of support, that will enable us to carry out the mission of WGI-A; to teach the world Choice Theory.

**TINEKE BRUNTON-SEARLE**

## NORTHERN TERRITORY REGION

The biggest surprise for me was learning that (GOOD NEWS) 350 Northern Territory people have completed a Basic Intensive Week (now Basic Intensive Training) but (BAD NEWS) only THREE are members and two of those are corporate members. This is our Achilles heel. When people do not show as members we lose touch and they miss out on information about further training, conferences and local activities. I aim to work on my NT list and centrally Membership is a continuing topic for discussion and planning for the Board.

Congratulations to Michael Jones (Top Ender) appointed as principal of Millner Primary School in Darwin. Michael is fortunate to have Mercedes Taaffe assisting in his school as she completes her Master Studies in Reality Therapy. She is running "In the Driving Seat" at Millner Primary School and working in Sanderson Middle School which has supported Choice Theory efforts during several principals.

Mary Farrell – Jones was up recently for another Basic Week at Charles Darwin University. Staff from Millner Primary, Henbury Special School & Nightcliff Primary attended.

Michael reports that he and Mercedes are seeking funding to support further training in the Top End.

Early in the year I was invited to present information about Choice Theory to an unaligned group of therapists, counsellors, well-being workers and some of their supervisors. The language of the field workers matched our Choice Theory vocabulary and it is very evident that the bureaucracy group talk from a different perspective to the welfare people. Boss management, reward, punishment and competition seem to drive the supervisors while those

working with clients know that the door to change must be opened from within. Nevertheless it was a very useful workshop as I met new people and we had fun as groups of adults played at being total behaviour cars.

Ivan Honey and Nancy Snow worked with Kalika to take Choice Theory to Yirara Lutheran College which services very remote Indigenous students who are all boarders in town. The whole school is working with Choice Theory as Rebecca and Tony Qualischefski (from Southern Queensland) and Sarah Forest continue working with students and house parents.

The greatest event in NT is probably the work coming together in planning the 2011 WGI-A Conference. The committee has representation from NT DET Students Services (3) Consultants (3) Yirara College staff (3) School Counsellors (2) a nurse and a CSIRO worker - and recently a college principal asked if he could join. The next stages of our planning will engage many more of those who completed their training with Judy Hatswell, Jean Suffield and Sylvia Habel. The conference preparation will keep us in touch and re-invigorate the application and use of CT in their workplaces (and lives of course!). Much planning has been completed and we are keenly spreading the word.

Be sure WGI-A Conference 2011 is in your diary September 30th 2011.

All the best from the Territory (Population 220 000 where .15% are CT trained! - Australia would need 33 000 to match this!)

**JOHN COOPER (COOPS)**

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**

**ABN: 12 070 059 586**

**Financial Report For The Year Ended  
30 June 2010**

**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 2010.

**Directors**

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

Sylvia Habel  
 Sheryl Matwijkiw  
 Jeff Steedman resigned (3/10/2009)  
 Susan Fleming  
 Peter Lacey  
 Lois Clare Anderson  
 John Cooper appointed (3/10/2009)  
 Michael Bell appointed (3/10/2009)

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:

John Cooper

**Principal Activities**

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

An educational institution

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

**Operating Results**

The profit/(loss) of the entity amounted to \$-36,396 (2009: \$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 the operations of the entity during the financial year indicated that lower training fees led to a 8% decrease in total revenue. The decrease in training fees was offset by conference fees and income from the Doug Walker Tour. Expenses for the year increased by 19% over the previous year due to expenditure related to hosting the conference and the Doug Walker tour.

**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**

There were no after balance date events

**Future Developments**

The entity expects to maintain the present status and level of operations.

**Environmental Issues**

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

Sylvia Habel	—	President
Qualifications	—	Dip T ECE; BEd ECE; Grad Dip Sch Couns
Experience	—	Appointed Chairperson 2008 2002 - Current ) Director, Board of Directors, St Mary's College. 2005 - Current) Board member, St Joseph's Memorial School.
Special Responsibilities	—	N/a
Sheryl Matwijkiw	—	Treasurer
Qualifications	—	Experienced Bookkeeper
Experience	—	Appointed Secretary 2005
Special Responsibilities	—	N/a
Jeff Steedman	—	Secretary (resigned 3 October 2009)
Qualifications	—	Dip Teaching; Grad Dip Welfare; Cert Mediator
Experience	—	WGIA Secretary 2008-09
Special Responsibilities	—	N/a
Susan Fleming	—	Immediate Past Training Officer

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

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
Special Responsibilities	—	N/a
Lois Clare Anderson	—	Immediate Past President
Qualifications	—	Cert Teaching; BA; Dip Ed; B Ed; M Lit Stud
Experience	—	Appointed Chairman 2004
Special Responsibilities	—	N/a
John Cooper	—	Secretary (appointed 3 October 2009)
Qualifications	—	B Ed; M Ed, MACE
Experience	—	Appointed Secretary in 2009
Special Responsibilities	—	N/a
Michael Bell	—	Training Officer (appointed 3 October 2009)
Qualifications	—	B Ed (Sec); M Ed (Man); Ed D
Experience	—	Appointed Training Officer 2009
Special Responsibilities	—	N/a

**Meetings of Directors**

During the financial year, five meetings of directors (including committees of directors) were held. Attendees by each director were as follows:

	Directors' Meetings	
	No. eligible to attend	No. attended
Sylvia Habel	5	5
Sheryl Matwijkiw	5	5
Jeff Steedman	2	2
Susan Fleming	5	5
Peter Lacey	5	4
Lois Clare Anderson	5	4
John Cooper	4	4
Michael Bell	4	4

**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 auditor's independence declaration for the year ended 30 June 2010 has been received and can be found on page 3 of the directors' report.

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

Director   
 \_\_\_\_\_  
 Sheryl Matwijkiw

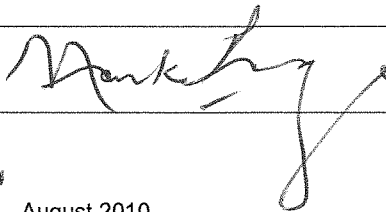
Dated this  day of August 2010



**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 2010 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.

AH Jackson & Co \_\_\_\_\_  
  
Name of Partner: Mark Page  
Date: 7<sup>th</sup> August 2010  
Address: Fortitude Valley, Brisbane

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**  
**ABN: 12 070 059 586**  
**STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2010**

	Note	2010 \$	2009 \$
Revenue	2	133,695	144,587
Other income	2	17,219	13,092
Employee benefits expense		(43,209)	(43,480)
Depreciation and amortisation expense	3	(1,364)	(1,819)
Rental expense	3	(6,874)	(6,297)
Training expense		(29,176)	(35,681)
Audit, legal and consultancy expense		(5,263)	(5,181)
Affiliation fees		(6,321)	(20,898)
Board related expenses		(19,264)	(13,457)
Books for resale		1,842	(3,492)
Conference expenses		(35,014)	-
Faculty retreat expenses		(2,966)	-
Insurance		(2,699)	(1,605)
Newsletter and annual report		(6,232)	(4,428)
Regional representation cost		(1,638)	(1,379)
Web page and website		(1,798)	(5,859)
Doug Walker expenses		(10,696)	-
Other expenses		(16,638)	(13,698)
<b>Profit before income tax</b>	3	<u>(36,396)</u>	405
Income tax expense			
<b>Profit for the year</b>		<u>(36,396)</u>	<u>405</u>
<b>Total comprehensive income for the year</b>		<u>(36,396)</u>	<u>405</u>
Total comprehensive income attributable to members of the entity		<u>(36,396)</u>	<u>405</u>

The accompanying notes form part of these financial statements.

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**  
**ABN: 12 070 059 586**  
**STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2010**

	Note	2010 \$	2009 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	116,129	164,145
Trade and other receivables	5	10,806	23,101
Inventories	6	12,146	10,652
Other assets	7	1,999	1,672
<b>TOTAL CURRENT ASSETS</b>		<u>141,080</u>	<u>199,570</u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	8	8,542	2,636
<b>TOTAL NON-CURRENT ASSETS</b>		<u>8,542</u>	<u>2,636</u>
<b>TOTAL ASSETS</b>		<u>149,622</u>	<u>202,206</u>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	9	8,847	25,035
<b>TOTAL CURRENT LIABILITIES</b>		<u>8,847</u>	<u>25,035</u>
<b>TOTAL LIABILITIES</b>		<u>8,847</u>	<u>25,035</u>
<b>NET ASSETS</b>		<u>140,775</u>	<u>177,171</u>
<b>EQUITY</b>			
Retained earnings		140,775	177,171
<b>TOTAL EQUITY</b>		<u>140,775</u>	<u>177,171</u>

The accompanying notes form part of these financial statements.

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**  
**ABN: 12 070 059 586**  
**STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2010**

	Retained Earnings	Total
	\$	\$
<b>Balance at 1 July 2008</b>	176,766	176,766
Profit attributable to the entity	405	405
Total other comprehensive income for the year	-	-
<b>Balance at 30 June 2009</b>	177,171	177,171
Profit attributable to the entity	(36,396)	(36,396)
<b>Balance at 30 June 2010</b>	<u>140,775</u>	<u>140,775</u>

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**  
**ABN: 12 070 059 586**  
**STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2010**

	Note	2010 \$	2009 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Receipts from members and customers		162,687	134,539
Payments to suppliers and employees		(203,137)	(138,179)
Interest received		522	239
Net cash provided by/(used in) operating activities	10(b)	<u>(39,928)</u>	<u>(3,401)</u>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Payment for property, plant and equipment		(8,088)	-
Net cash provided by/(used in) investing activities		<u>(8,088)</u>	-
Net increase/(decrease) in cash held		(48,016)	(3,401)
Cash and cash equivalents at the beginning of the financial year		164,145	167,546
Cash and cash equivalents at the end of the financial year	4	<u>116,129</u>	<u>164,145</u>

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**  
**ABN: 12 070 059 586**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2010**

**Note 1 Summary 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**

Grant revenue is recognised in the statement of comprehensive income 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 statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

The William Glasser Institute - Australia receives non-reciprocal contributions of assets from the government and other parties for zero or a nominal value. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in the statement of comprehensive income.

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.

In periods when the freehold land and buildings are not subject to an independent valuation, the directors conduct directors' valuations to ensure the carrying amount for the land and buildings is not materially different to the fair value.

Increases in the carrying amount arising on revaluation of land and buildings are recognised in other comprehensive income and accumulated in the revaluation surplus in equity. Revaluation decreases that offset previous increases of the same class of assets shall be recognised in other comprehensive income under the heading of revaluation surplus. All other decreases are charged to the statement of comprehensive income.

As the revalued buildings are depreciated the difference between depreciation recognised in the statement of comprehensive income, which is based on the revalued carrying amount of the asset, and the depreciation based on the asset's original cost is transferred from the revaluation surplus to retained earnings.

Any accumulated depreciation at the date of the 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:

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**  
**ABN: 12 070 059 586**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2010**

Class of Fixed Asset	Depreciation Rate
Buildings	3%
Plant and equipment	10-60%
Leased plant and equipment	10-60%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period.

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 statement of comprehensive income. 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.

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**

Financial 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 held for trading for the purpose of short-term profit taking, or where they are 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.

Loans and receivables are included in current assets, except for those which are not expected to mature within 12 months after the end of the reporting period, which will be classified as non-current assets.

**(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.

Held-to-maturity investments are included in non-current assets, except for those which are expected to mature within 12 months after the end of the reporting period.

If during the period the company sold or reclassified more than an insignificant amount of the held-to-maturity investments before maturity, the entire held-to-maturity investment would be tainted and reclassified as available-for-sale.

**(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.

Available-for-sale financial assets are included in non-current assets, except for those which are expected to be disposed of within 12 months after the end of the reporting period.

**THE WILLIAM GLASSER INSTITUTE - AUSTRALIA**  
**ABN: 12 070 059 586**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2010**

**(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 the end of each reporting period, 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 statement of comprehensive income.

**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 the end of each reporting period, 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 statement of comprehensive income.

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

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 surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that same class of asset.

**(g) Employee Benefits**

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

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

**(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. Bank overdrafts are shown within short-term borrowings in current liabilities on the statement of financial

**(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 statement of financial position are shown inclusive of GST.

Cash flows are presented in the statement of cash flows 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) 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 the end of reporting period.

**(l) Comparative Figures**

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year. When an entity applies an accounting policy retrospectively, makes a retrospective restatement or reclassifies items in its financial statements, a statement of financial position as at the beginning of the earliest comparative period must be disclosed.

**(m) Trade and Other Payables**

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

**(n) Adoption of New and Revised Accounting Standards**

During the current year the company adopted all of the new and revised Australian Accounting Standards and Interpretations applicable to its operations which became mandatory.

The adoption of these standards has impacted the recognition, measurement and disclosure of certain transactions. The following is an explanation of the impact the adoption of these standards and interpretations has had on the financial statements of The William Glasser Institute - Australia.

**AASB 101 Presentation of Financial Statements**

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In September 2007 the Australian Accounting Standards Board revised AASB 101 and as a result, there have been changes to the presentation and disclosure of certain information within the financial statements. Below is an overview of the key changes and the impact on the company's financial statements.

*Disclosure impact*

*Terminology changes* – The revised version of AASB 101 contains a number of terminology changes, including the amendment of the names of the primary financial statements.

*Reporting changes in equity* – The revised AASB 101 requires all changes in equity arising from transactions with owners in their capacity as owners to be presented separately from non-owner changes in equity. Owner changes in equity are to be presented in the statement of changes in equity, with non-owner changes in equity presented in the statement of comprehensive income. The previous version of AASB 101 required that owner changes in equity and other comprehensive income be presented in the statement of changes in equity.

*Statement of comprehensive income* – The revised AASB 101 requires all income and expenses to be presented in either one statement, the statement of comprehensive income, or two statements, a separate income statement and a statement of comprehensive income. The previous version of AASB 101 required only the presentation of a single income statement.

The company's financial statements now contain a statement of comprehensive income.

*Other comprehensive income* – The revised version of AASB 101 introduces the concept of "other comprehensive income" which comprises of income and expense that are not recognised in profit or loss as required by other Australian Accounting Standards. Items of other comprehensive income are to be disclosed in the statement of comprehensive income. The previous version of AASB 101 did not contain an equivalent concept.

**(o) New Accounting Standards for application in future periods**

The AASB has issued new and amended accounting standards and interpretations that have mandatory application dates for future reporting periods and which the company has decided not to early adopt. A discussion of those future requirements and their impact on the Company is as follows:

- AASB 9: Financial Instruments and AASB 2009-11: Amendments to Australian Accounting Standards arising from AASB 9 [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 & 1038 and Interpretations 10 & 12] (applicable for annual reporting periods commencing on or after 1 January 2013)

These standards are applicable retrospectively and amend the classification and measurement of financial assets. The company has not yet determined any potential impact on the financial statements.

The changes made to accounting requirements include:

- simplifying the classifications of financial assets into those carried at amortised cost and those carried at fair value
- simplifying the requirements for embedded derivatives
- removing the tainting rules associated with held-to-maturity assets
- removing the requirements to separate and fair value embedded derivatives for financial assets carried at amortised cost
- allowing an irrevocable election on initial recognition to present gains and losses on investments in equity instruments that are not held for trading in other comprehensive income. Dividends in respect of these investments that are a return on investment can be recognised in profit or loss and there is no impairment or recycling on disposal of the instrument
- requiring financial assets to be reclassified where there is a change in an entity's business model as they are initially classified based on (a) the objective of the entity's business model for managing the financial assets; and (b) the characteristics of the contractual cash flows.

- AASB 124: Related Party Disclosures (applicable for annual reporting periods commencing on or after 1 January 2011)

This standard removes the requirement for government related entities to disclose details of all transaction with the government and other government related entities and clarifies the definition of a related party to remove inconsistencies and simplify the structure of the standard. No changes are expected to materially affect the company.

- AASB 2009-4: Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 2 and AASB 138 and AASB Interpretations 9 & 16] (applicable for annual reporting periods commencing from 1 July 2009) and AASB 2009-5: Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 5, 8, 101, 107, 117, 118, 136 & 139] (applicable for annual reporting periods commencing from 1 January 2010).

These standards detail numerous non-urgent but necessary changes to accounting standards arising from the IASB's annual improvements project. No changes are expected to materially affect the company.

- AASB 2009-8: Amendments to Australian Accounting Standards — Group Cash-settled Share-based Payment Transactions [AASB 2] (applicable for annual reporting periods commencing on or after 1 January 2010).

These amendments clarify the accounting for group cash-settled share-based payment transactions in the separate or individual financial statements of the entity receiving the goods or services when the entity has no obligation to settle the share-based payment transaction. The amendments incorporate the requirements previously included in Interpretation 8 and Interpretation 11 and as a consequence these two Interpretations are superseded by the amendments. These amendments are not expected to impact the company.

- AASB 2009-9: Amendments to Australian Accounting Standards — Additional Exemptions for First-time Adopters [AASB 1] (applicable for annual reporting periods commencing on or after 1 January 2010).

These amendments specify requirements for entities using the full cost method in place of retrospective application of Australian Accounting Standards for oil and gas assets and exempt entities with existing leasing contracts from reassessing the classification of those contracts in accordance with Interpretation 4 when the application of their previous accounting policies would have given the same outcome. These amendments are not expected to impact the company.

- AASB 2009-10: Amendments to Australian Accounting Standards – Classification of Rights Issues [AASB 132] (applicable for annual reporting periods commencing on or after 1 February 2010)

The amendments clarify that rights, options or warrants to acquire a fixed number of an entity's own equity instruments for a fixed amount in any currency are equity instruments if the entity offers the rights, options or warrants pro-rata to all existing owners of the same class of its own non-derivative equity instruments. The amendments are not expected to impact the Company.

- AASB 2009-12: Amendments to Australian Accounting Standards [AASBs 5, 8, 108, 110, 112, 119, 133, 137, 139, 1023 & 1031 and Interpretations 2, 4, 16, 1039 & 1052] (applicable for annual reporting periods commencing on or after 1 January 2011)

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This Standard makes a number of editorial amendments to a range of Australian Accounting Standards and Interpretations, including amendments to reflect changes made to the text of IFRSs by the IASB. The Standard also amends AASB 8 to require entities to exercise judgment in assessing whether a government and entities known to be under the control of that government are considered a single customer for the purposes of certain operating segment disclosures. The amendments are not expected to impact the company.

• AASB 2009-13: Amendments to Australian Accounting Standards arising from Interpretation 19 [AASB 1] (applicable for annual reporting periods commencing on or after 1 July 2010)

This standard makes amendments to AASB 1 arising from the issue of Interpretation 19. The amendments allow a first-time adopter to apply the transitional provisions in Interpretation 19. This Interpretation is not expected to impact the company.

• AASB 2009-14: Amendments to Australian Interpretation – Prepayments of a Minimum Funding Requirement [AASB Interpretation 14] (applicable for annual reporting periods commencing on or after 1 January 2011)

This standard amends Interpretation 14 to address unintended consequences that can arise from the previous accounting requirements when an entity prepays future contributions into a defined benefit pension plan.

• AASB Interpretation 19: Extinguishing Financial Liabilities with Equity Instruments (applicable for annual reporting periods commencing from 1 July

This Interpretation deals with how a debtor would account for the extinguishment of a liability through the issue of equity instruments. The Interpretation states that the issue of equity should be treated as the consideration paid to extinguish the liability, and the equity instruments issued should be recognised at their fair value unless fair value cannot be measured reliably in which case they shall be measured at the fair value of the liability extinguished. The Interpretation deals with situations where either partial or full settlement of the liability has occurred. This Interpretation is not expected to impact the company.

The company does not anticipate early adoption of any of the above Australian Accounting Standards.

**Note 2 Revenue and Other Income**

Note	2010 \$	2009 \$
<b>Revenue from Government Grants and Other Grants</b>		
— A.I.W fees	9,670	5,025
— B.I.W fees	38,293	86,658
— Faculty training fees	22,149	29,152
— Membership fees	10,195	9,661
— Conference fees	28,818	1,091
— Certification fees	14,206	13,000
— Doug Walker	10,364	-
<b>Total Revenue</b>	<b>133,695</b>	<b>144,587</b>
<b>Other Income</b>		
Other	7,278	5,250
Sale of books	9,419	7,603
Interest received	522	239
<b>Total Other Income</b>	<b>17,219</b>	<b>13,092</b>
<b>Total Revenue and Other Income</b>	<b>150,914</b>	<b>157,679</b>

**Note 3 Profit for the Year**

(a) Expenses	2010 \$	2009 \$
Depreciation and Amortisation		
— furniture and equipment	1,364	1,819
<b>Total Depreciation and Amortisation</b>	<b>1,364</b>	<b>1,819</b>
Loss on disposal of non-current assets	818	-
Rental expense on operating leases		
— minimum lease payments	6,874	6,297
<b>Total rental expense</b>	<b>6,874</b>	<b>6,297</b>
Auditor Remuneration		
— audit services	4,500	4,500
— other services	500	-
<b>Total Audit Remuneration</b>	<b>5,000</b>	<b>4,500</b>

**Note 4 Cash and Cash Equivalents**

	2010 \$	2009 \$
<b>CURRENT</b>		
Cash at bank	90,710	164,145
Cash on Deposit	25,419	-
	<b>116,129</b>	<b>164,145</b>



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**Note 5 Trade and Other Receivables**

	Note	2010 \$	2009 \$
CURRENT			
Trade receivables		10,606	22,901
		<u>10,606</u>	<u>22,901</u>
Deposits		200	200
Total current trade and other receivables		<u>10,806</u>	<u>23,101</u>

**(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 2008		-
- Charge for year		-
- Written off		-
Provision for impairment as at 30 June 2009		-
- Charge for year		-
- Written off		-
Provision for impairment as at 30 June 2010		-

**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 within 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

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 \$	
<b>2010</b>							
Trade and term receivables	10,606		1,880			3,595	5,131
Total	<u>10,606</u>	-	<u>1,880</u>	-	-	<u>3,595</u>	<u>5,131</u>
<b>2009</b>							
Trade and term receivables	22,901		8,209	7,287		4,913	2,492
Total	<u>22,901</u>	-	<u>8,209</u>	<u>7,287</u>	-	<u>4,913</u>	<u>2,492</u>

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**

	2010 \$	2009 \$
CURRENT		
At cost		
Inventory	12,146	10,652
	<u>12,146</u>	<u>10,652</u>

**Note 7 Other Assets**

	2010 \$	2009 \$
CURRENT		
Prepayments	1,999	1,672
	<u>1,999</u>	<u>1,672</u>

**Note 8 Property, Plant and Equipment**

	2010 \$	2009 \$
Plant and equipment		
At cost	13,648	14,891
Less accumulated depreciation	(5,106)	(12,255)
	<u>8,542</u>	<u>2,636</u>

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

	Furniture and Equipment \$	Total \$
<b>2009</b>		
Balance at the beginning of the year	4,455	4,455
Additions at cost	-	-
Disposals	-	-
Depreciation expense	(1,819)	(1,819)
Carrying amount at end of year	<u>2,636</u>	<u>2,636</u>
<b>2010</b>		
Balance at the beginning of the year	2,636	2,636
Additions at cost	8,088	8,088
Disposals	(818)	(818)
Depreciation expense	(1,364)	(1,364)
Carrying amount at end of year	<u>8,542</u>	<u>8,542</u>

**Note 9 Trade and Other Payables**

	2010 \$	2009 \$
<b>CURRENT</b>		
Trade payables	2,571	6,748
GST Liability	1,767	4,338
Training fees in advance	4,509	13,949
	<u>8,847</u>	<u>25,035</u>

	2010 \$	2009 \$
<b>Note</b>		
(a) Financial liabilities at amortised cost classified as trade and other payables		
Trade and other payables		
— Total Current	8,847	25,035
— Total Non-Current	-	-
Financial liabilities as trade and other payables	<u>8,847</u>	<u>25,035</u>

**Note 10 Cash Flow Information**

	2010 \$	2009 \$
<b>Note</b>		
(a) <b>Reconciliation of cash</b>		
Cash at bank	90,710	164,145
Cash on deposit	25,419	-
	<u>116,129</u>	<u>164,145</u>
(b) <b>Reconciliation of cash flow from operations with profit after income tax</b>		
Profit after income tax	(36,396)	405
<b>Non cash flows</b>		
Depreciation and amortisation	1,364	1,819
Furniture and equipment written off	818	-
<b>Change in assets and liabilities</b>		
(Increase)/decrease in trade and other receivables	12,295	(22,901)
Increase/(decrease) in trade and other payables	(16,188)	17,557
Decrease in other assets		
Increase in provisions		
Decrease in inventories	(1,494)	(49)
Decrease in prepayments	(327)	(232)
	<u>(39,928)</u>	<u>(3,401)</u>

**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

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**Note 12      Members' Guarantee**

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 2010 the number of members was 154 (2009:153).

**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 15, 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 2010 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

day of

*7th*

August

2010

**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 statements of The William Glasser Institute - Australia, which comprises the statement of financial position as at 30 June 2010 and the statement of comprehensive income, statement of changes in equity and statement of cash flows 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 Statements*

The directors of the company are responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Corporations Act 2001. This responsibility includes designing, implementing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements that are 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 statements 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 statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, 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 statements 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 statements.

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 statements present fairly, in all material respects, the financial position of The William Glasser Institute - Australia as at 30 June 2010, and its financial performance and 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: AH Jackson & Co

Name of Partner: Mark Page 

Address: Fortitude Valley, Brisbane

Dated this 7<sup>th</sup> day of August 2010



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

Strategic Intentions	Strategies	Responsibility	Success Measures	Timeline
	<p>CT/RT/LM.</p> <ul style="list-style-type: none"> <li>To construct systems of newsletter publication which are easy to use and transferable to successive editors.</li> <li>To use technology to deliver information in a timely manner.</li> </ul>		<ul style="list-style-type: none"> <li>Subscriptions to the newsletter increase.</li> <li>Training and learning opportunities are advertised and reported on in the newsletter. ✓</li> <li>Members report feeling more informed and in touch ✓</li> </ul>	
1.4 To develop and present a financial plan for the WGI-A for each financial year	<ul style="list-style-type: none"> <li>To review previous year's budget and develop a budget to meet the present year's strategic plan.</li> <li>To ensure the WGI-A remains financially viable and meets its statutory requirements.</li> <li>To review and develop budgets which current goals.</li> <li>Provide appropriate reports to Board and Statutory Authorities</li> </ul>	Treasurer Office Administrator	<ul style="list-style-type: none"> <li>The budget will be planned and tabled in a timely manner. ✓</li> <li>WGI-A remains a financially viable organization ✓</li> <li>Treasurer presents reports at each Board meeting ✓</li> <li>Budget is aligned to current goals and plans ✓</li> </ul>	2008-onwards
1.5 To employ a journalist to write articles, which inform and celebrate CR/RT/LM	<ul style="list-style-type: none"> <li>Investigate the possibility of employing a journalist to write some articles.</li> <li>Article possibilities include: <ul style="list-style-type: none"> <li>Educational setting</li> <li>Business</li> <li>Therapy/counselling</li> <li>Not for profit organisation</li> </ul> </li> </ul> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>These objectives have not been pursued</p> </div>	Frances Browne	<ul style="list-style-type: none"> <li>Quality articles available in electronic print media</li> <li>Invigorated use of the website</li> <li>Increased interest in WGI-A as evidenced by hits on website and downloads of materials</li> <li>Increased opportunities for people to access quality information on CT/RT/LM from the website</li> </ul>	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"> <li>Board members identify possible promotion opportunities</li> <li>The events will be advertised and reported on the website and in the newsletter</li> <li>Develop a central online registration process to ensure ease of access to numbers, contacts and funding for tour.</li> <li>Provide information post event opportunities for participants to link with WGI-A programs and people</li> <li>To approach Doug Walker, author of AHA Performance Management to tour Australia to teach and promote his book.</li> <li>Investigate the possibility of adding Doug Walker's AHA Performance management to the WGI-A booklist.</li> </ul>	<p>Peter Lacey Bette Blance Office Administrator</p>	<ul style="list-style-type: none"> <li>The events will be well attended</li> <li>Events will be described as well organized and run.</li> <li>Board planned events will be cost neutral or profitable</li> <li>Events will be recognised as WGI-A events by their look, content and feel.</li> <li>Organisers will report back to the Board ✓</li> <li>Participants will have used the website and newsletter to register, seek information and pay for the event. ✓</li> <li>Post event information provided ✓</li> <li>Post event opportunities taken up</li> </ul>	<p>2008</p>
<p>1.7 To explore and support the provision of a variety of pathways in CT/RT/LM learning and its applications</p>	<ul style="list-style-type: none"> <li>To look at endorsing the provision of alternative learning experience in CT/RT/LM.</li> <li>Exploring opportunities for people wanting to continue their CT/RT/LM</li> <li>To discuss with faculty, explore alternative provision, trial and seek feedback on possible pathways.</li> <li>Review and amend guidelines of current accreditation processes</li> </ul>	<p>Board Members and Faculty  Accreditation Committee</p>	<ul style="list-style-type: none"> <li>It will be reported that alternate provision did not distract or detract from the formal stream of training as presently provided. ✓</li> <li>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.</li> </ul>	<p>2008 onwards</p>



Strategic Intentions	Strategies	Responsibility	Success Measures	Timeline
	<ul style="list-style-type: none"> <li>Update processes to accommodate emerging issues</li> </ul>		<ul style="list-style-type: none"> <li>Alternate provisions will be recognised and supported by the membership of the WGI-A and/or other organisations</li> <li>Research scholarship established</li> </ul>	
1.8 To update and distribute the Faculty Handbook and Australian Addendum.	<ul style="list-style-type: none"> <li>To review the existing handbook and update as appropriate.</li> <li>Consult with Faculty re draft Faculty handbook and Australian Addendum</li> <li>To regularly update forms</li> <li>To convert forms into templates and have selected forms accessed electronically</li> <li>Password protected forms downloadable from website</li> <li>To provide sample only forms /CDs to those who need them.</li> <li>Roll out the Handbook and Australian Addendum to faculty.</li> <li>Review Addendum in relation to US PP &amp;PM and current WGI-A Faculty Handbook</li> </ul>	Yolande MacDonald Susan Fleming Frances Browne Sheryl Matwijkiw Lois Anderson	<ul style="list-style-type: none"> <li>Development of a 2008 Handbook and Addendum by the WGI-A Board.</li> <li>Faculty consulted ✓</li> <li>Implementation of the document by Faculty</li> <li>Publication of the Handbook and Addendum</li> <li>Forms updated ✓</li> <li>Templates converted ✓</li> <li>Samples provided</li> <li>Handbook ✓ and Addendum distributed (Handbook only)</li> <li>Drafts circulated</li> <li>Documents reviewed ✓</li> </ul>	Research and planning 2007 - May 2008 Publication 2008-09 (Not completed until 2010) Formation 2008-2009

**FORWARD PLANNING - FACULTY RETREAT MAY 2010**

The following plans were generated at the Faculty Retreat in May 2010:

Business Plan

Membership – Allied Organisations

Marketing Plan

Membership – General

Knowledge Management

The tables that follow include a very brief outline of the key steps in each plan. The Board is continuing to work on all of the above plans to decide on dates for completion, costings of each step and the persons/groups responsible.

**Area:** Business Plan

**Goal:** A Business Plan that is operationalises the WGI-A Strategic Plan

<b>KEYS STEPS</b>	<b>PROGRESS TO DATE</b>	<b>WHEN</b>
Decide if we are to remain a voluntary organisation or do we become a business	Board has decided to remain a voluntary organisation	Before AGM
What needs to change if we stay a volunteer org to get more support for Board and Faculty	Discussions continuing at Board level	Aug – Nov 2010
Develop the Business Plan outline	Has begun	Aug – Nov 2010
Establish a time line for completion <ul style="list-style-type: none"> <li>- Tasks on monthly basis explore is this smart</li> </ul>		Aug – Nov 2010
Allocate tasks from development of different aspects of Business Plan		Aug – Nov 2010
Publish Business Plan that is operationalises the WGI-A Strategic Plan. Includes: Marketing Plan, Logistics Plan, Admin Plan, Financial Plan, Allied Relations Plan, Faculty Plan, Membership Plan		Feb 2011

**Area: Marketing/PR/Communication Plan**      **Goal: Regional Community Network Plan**

KEYS STEPS	PROGRESS TO DATE	WHEN
Regional Community Network Plan		May – Nov 2010
Identify Marketing PR/Communication needs & requirements in detail		Aug – Nov 2010
Identify our in house skills & knowledge Identify gaps Who has PR/Communication/Marketing skills in WGI-A? How can we be creative in supporting these people?	Dr Cullen Habel engaged as marketing consultant for Sep 2010 –Feb 2011	
Survey WGI-A members		Aug /Sep 2010
<ul style="list-style-type: none"> <li>survey questions based on help from marketing professional</li> </ul>		
Conduct survey/research in diverse areas based on thematic communication to identify what each group 'want' from a training experience		Sep – Feb 2011
Engage the expertise of Communication/PR/Marketing Professional		Sep – Feb 2011
Design Components of Marketing Plan		Sep – Feb 2011
Write PR/Communication and Marketing Plan		Sep – Feb 2011
Publish PR/Communication Marketing Plan		Feb 2011

**Area: Membership General**      **Goal: Increase Membership**

KEYS STEPS	PROGRESS TO DATE	WHEN
Identify potential Membership groupings	Completed	May 2010
Develop membership to allow WGIA to collect valuable info on members	New membership form created	May 2010
Establish membership categories E.g. Basic (Free) /Voting (Fee)	New categories developed & introduced	May – Dec 2010
Planning membership benefits: Website, weblogs, social networking, word of mouth, pamphlets, contact person		Sep 2010 – Jun 2011
Design survey of past & present members		
Need contact list of past, present & potential members	Ongoing	Sep - Dec 2010
Conduct Survey Online		
Collate & Analyse results		October 2010
Identify needs of members and potential members		
Delivery of member benefits		
Increased Membership		Jun - 2011

**Area: Membership & Allied Organisation Plan** **Goal: Effective Innovative & Current Faculty who feel engaged and supported**

KEYS STEPS	PROGRESS TO DATE	WHEN
Define roles in Faculty (Table document) Senior Faculty, FPC, Practicum Supervisor, Instructors E.g. Consultant, Emeritus Faculty including expectations for each role	Addendum being amended	Jun – Dec 2010
List what we already offer as support e.g. FPC, Faculty Manual, Faculty Days, Other, Newsletters		Jun – Dec 2010
Survey current Faculty re needs & what's working. Triangulate coordinate survey & analyse.		Jun – Dec 2010
Analyse data - Identify gaps in support we offer compared with survey results		Jan – Jun 2011
Creative process - Options for support		Jan – Jun 2011
Develop a program		Jun – Dec 2011
Implement program		Jun – Dec 2011

**Area: Knowledge Management** **Goal: Audit Products of Allied Organisations**

KEYS STEPS	PROGRESS TO DATE	WHEN
Identify potential product providers		May – Nov 2010
Identify (modify) approval process & criteria for WGI-A accredited products		Nov – May 2011
Prepare an open letter to Allied Organisations inviting submission of products for consideration		Nov – May 2011
Publish Accredited Allied Organisations Product List		Jun – Dec 2011
Advertise on website and other marketing material		Jun – Dec 2011

**Area: Knowledge Management** **Goal: Gain Accreditation for RTC at Universities**

KEYS STEPS	PROGRESS TO DATE	WHEN
Identify courses for accreditation (counselling/education/leadership)	Information is being collected & collated	Jun – Dec 2010
Target universities identified		Jun – Dec 2010
Accreditation procedures identified		Jun – Dec 2010
Specific applications generated		Jan – Jun 2011
Applications forwarded in appropriate form/s		Jan – Jun 2011
Respond to follow up questions/queries		Jan – Jun 2011
Accreditation responses returned		Jan – Jun 2011
Accrediting university list published to members		Jan – Jun 2011

**Area:** Knowledge Management      **Goal:** Generate an Intellectual Property Agreement

<b>KEYS STEPS</b>	<b>PROGRESS TO DATE</b>	<b>WHEN</b>
Determine key areas for coverage within an Intellectual Property and Copyright agreement		Jan –Jun 2011
Determine key attitudes toward intellectual property in line with general approaches to knowledge generation, knowledge sharing and knowledge retention.		Jan –Jun 2011
Research Intellectual Property and Copyright laws internationally and nationally		Jan –Jun 2011
Policy on Intellectual Property and Copyright drafted & feedback sought		Jun – Dec 2011
Policy on Intellectual Property and Copyright drafted for feedback		Jun – Dec 2011
Policy on Intellectual Property and Copyright with AOs and members published		Jun – Dec 2011

## Upcoming Training for 2010

To join one of the below training sessions, please use the contact details given for that specific Training group.

<b>October</b>				
21 - 24 October	Newcastle, NSW	BIT-O	Ivan Honey	Nancy Snow <a href="mailto:Nancy.Snow@det.nsw.edu.au">Nancy.Snow@det.nsw.edu.au</a>
<b>November</b>				
11 - 14 November	Sydney, NSW	BIT-O	Maggie Bolton	Maggie Bolton <a href="mailto:barebone@ozemail.com.au">barebone@ozemail.com.au</a>
29 November - 2 December	Bendigo, VIC	BIT-O	Ivan Honey	Ivan Honey <a href="mailto:ivanhoney@optusnet.com">ivanhoney@optusnet.com</a>
<b>December</b>				
9 - 12 December	Sydney, NSW	BIT-O	Maggie Bolton	Maggie Bolton <a href="mailto:barebone@ozemail.com.au">barebone@ozemail.com.au</a>
11 - 14 December	Adelaide, SA	Certification	Joan Hoogstad	<a href="mailto:wgia@wgia.org.au">wgia@wgia.org.au</a>

## Practicums 2010

Online	Open	Basic	Christine Duffield Email: <a href="mailto:sdu20446@bigpond.net.au">sdu20446@bigpond.net.au</a>
Online	Open	Advanced	Sylvia Habel Email: <a href="mailto:sylvia.habel@leadingpotential.com.au">sylvia.habel@leadingpotential.com.au</a>
Chatswood, NSW	9,10,23,24 August	Basic	Hamid Alvandi <a href="mailto:halvandi.psychoed@gmail.com">halvandi.psychoed@gmail.com</a>
Adelaide, SA	August 2010	Basic	Di Childs Email: <a href="mailto:dichilds00@gmail.com">dichilds00@gmail.com</a>
Alice Springs, NT	1,3 Oct & 5,7 November	Advanced	Kalikamurti Suich Email: <a href="http://www.beyondbreathingspace.com">www.beyondbreathingspace.com</a>
Alice Springs, NT	16,17,18,30 November + 2 December ( 2 days & 4 evenings)	Basic	Kalikamurti Suich Email: <a href="http://www.beyondbreathingspace.com">www.beyondbreathingspace.com</a>

# **Centered in Choice**

## **A Conference Like No Other**

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

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

Conference details contact:

Ph: (07) 3202 2167 Fax: (07) 3202 2822 Email: [wgia@wgia.org.au](mailto:wgia@wgia.org.au)



# William Glasser Institute - Australia

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

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