



**WILLIAM GLASSER  
INSTITUTE AUSTRALIA**

**ANNUAL REPORT**

**2015 -2016**

## MISSION STATEMENT

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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

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

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

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



**WGIA**



*Building a better world through quality relationships*

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## BOARD MEMBERS 2015-2016

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|                          |                  |
|--------------------------|------------------|
| President                | Bruce Lloyd      |
| Treasurer                | Sheryl Matwijkiw |
| Honorary Secretary       | John Cooper      |
| Training Officer         | Susan Fleming    |
| Public Relations Officer | Lorraine Shaw    |
| Newsletter Editor        | Denise Landers   |
| Administration Officer   | Paula Baxter     |

## REGIONAL COORDINATORS

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|                    |                    |
|--------------------|--------------------|
| Rockhampton, QLD   | Bruce Lloyd        |
| Northern, QLD      | Vacant             |
| South East, QLD    | Colleen Hope       |
| Darling Downs, QLD | John Archibald     |
| Victoria           | Cathy Dillon       |
| South Australia    | Christine Duffield |
| Northern Territory | John Cooper        |
| Western Australia  | Vacant             |
| Country, NSW       | Penny Hammond      |
| Hunter, NSW        | Nancy Snow         |
| Sydney, NSW        | Marinela Mendes    |

## INSTRUCTORS WHO ARE CURRENT MEMBERS OF THE WGIA

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### SENIOR INSTRUCTORS:

|                    |                |
|--------------------|----------------|
| Maggie Bolton      | Dorothy Devine |
| Mary Farrell-Jones | Garry Garnaut  |
| Judy Hatswell      | Ivan Honey     |
| Ali Sahebi         | Liz Tham       |

### INSTRUCTORS:

|                   |                    |
|-------------------|--------------------|
| Bette Blance      | Debbie Buscall     |
| Mary Ellen Davis  | Christine Duffield |
| Glenys Gardam     | Louise Fentoullis  |
| Sylvia Habel      | Peter Lacey        |
| Bruce Lloyd       | Nancy Snow         |
| Jeff Steedman     | Rob Stones         |
| Kalikamurti Suich |                    |

## REPORT FROM THE PRESIDENT

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It is with sadness that we farewell Joan Hoogstad a Senior Faculty member of the WGI-A. Joan was a wonderful contributor to spreading Choice Theory in Australia and to the world. Joan was a giver of never ending unconditional love to many!

RIP Joan you will be sadly missed.

The biennial WGIA conference in the Sunshine Coast at Ramada Marcoola beach was an event not to be missed. The opportunity to hear Dr Ali Sahebi, Professor Atefeh Soltanifar and Lynn Sumida speak was a wonderful experience. The feedback from conference participants was a credit to work put in by the conference committee.

What a wonderful way to finish training a conference with a faculty day.

The Faculty that attended were:

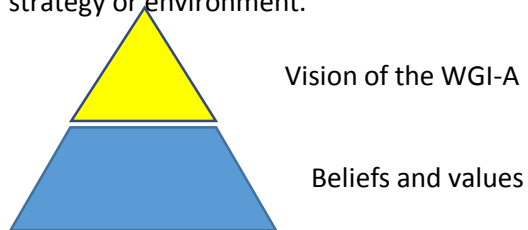
**Akari Komori Annabelle Symmes Bette Blance Bruce Lloyd Christine Duffield Garry Garnaut  
Glenys Gardam Ivan Honey Jeff Steedman John Archibald John Cooper Judy Hatswell  
Kalikamurti Suich Lorraine Shaw Lynn Sumida Marinela Mendes Mary Ellen Davis  
Nancy Herrick Paula Baxter Penny Hammond Peta Lloyd Rob Stones Sue Berry Susan Fleming**

Lynn Sumida and Rob Stones presented and using Robert Dilts' model for personal and organisational change asked us to think about our Values and Beliefs and the Visions that we have for not only teaching Choice Theory but for the WGI-A ( William Glasser Institute – Australia )

Dilts says that little ever changes if we operate at the level of strategy or environment.

Paradigm change occurs at the highest levels of the pyramid.  
We used the two top portions of the pyramid.

The other discussion was in relation to, how can faculty assist the WGI-A to continue to grow and how do we encourage more people to become active members?



Faculty have responded enthusiastically about the ways they are teaching Choice Theory.

One of the commitments from the Faculty day was to upgrade our website.

We now have the money to begin stage one of the upgrade.

This has become possible through the generosity of faculty members, who have donated resources for sale that they themselves have produced and money.

The 2017 conference will be held in Newcastle NSW.

We know.....could we know better? 28 to 30 September 2017

I will not be running for president in October. I have enjoyed my time as president of WGI-A and I thank all the past and present board members for all their support.

Finally: The sign of a good leader is one who lets others lead but continues to support them through leadership.

**Bruce Lloyd**

## REPORT FROM THE TREASURER

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The WGIA 2015-2016 unaudited financial year shows a loss of **-\$6,790.97**, down **-\$18,520.90** from 2014-2015 financial year.

The Biennial 2015 Conference was held at the Sunshine Coast in October 2015. Conference income of \$26,354.54 was received in the 2014-2015 financial year with expenses of \$9,778.64 paid in that year, therefore inflating the profit for 2014-2015 by \$9,378.64. Income in the 2015-2016 financial year for the Conference was \$10,877.88 with expenses of \$16,374.64, therefore deflating the profit for 2015-2016 by **-\$5,496.76**.

The overall profit for the 2015 Conference was \$3,881.88.

**The overall profit for WGIA for the last two financial years (2014-2016) is \$4,938.96.**

Basic Intensive Training income for 2015-2016 is slightly up by \$2,301.82.

Advanced Intensive Training income for 2015-2016 has increased significantly by \$26,806.38

After the Faculty day, held at the Sunshine Coast in October last year it was apparent that changes to the website were needed. After discussions at Board level it was decided that a creative approach was needed in order to procure funding for the much needed upgrade to the website. Emails were sent out to members requesting monetary donations, marketing tools to be sold and articles for an E-book. \$900 was raised to 30/6/16 with a further \$1000 raised in July and August 2016, with stage one of the website upgrade now in progress. Efforts to raise further funds for the next stages continue.

The cashflow remained consistent for the year. Balances of all bank accounts as at 30/6/16 are as follows:

|                        |             |  |
|------------------------|-------------|--|
| General Cheque account | \$30,384.05 |  |
| Conference Account     | \$ 1,653.22 | (deposit of \$2180 paid in June 2016 to Crown Plaza for 2017 Conference) |
| Scholarship account    | \$10,347.67 |  |
| Term Deposit           | \$20,000.00 |  |
| Visa                   | -\$ 371.35  |  |

Detailed Financial reports are included in the final pages of the Annual Report.

I would like to personally thank the Board members for their trust in me as Treasurer. Managing money is not always FUN and in order to keep the Institute viable sometimes hard decisions are required. I am pleased to report that the Institute is currently in a satisfactory financial position. I continue to enjoy working closely with Paula Baxter, our ever reliable and tireless Administration Officer.

**Sheryl Matwijkiw**

## REPORT FROM THE HONORARY SECRETARY

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Working through teleconferencing techniques is a challenge. One factor that enables the current board to meet and work so well together is the prior knowledge we do have of each other's contributions, knowledge and skills. It is a pleasure to work with this group of committed and hard-working board members. Thanks for the opportunity.

Board business included a shifting of the chairs around the table.

- Sheryl resumed the Treasurer's role and John took on the role of Secretary.
- Lorraine changed roles from Training Officer to become the Public Relations Officer.
- Susan changed from 5<sup>th</sup> Director to become the Training Officer.

Behind the scenes, to progress the website thus far, most of you will have been aware of the Board financial situation and the Board must thank all those who pledged their support in many ways.

The entire plan is not complete yet and work continues, however, we received donations and earned some income. For instance, sitting, selling Dorothy Devine's cards at the "Hand in Hand for Happiness" WGI Conference in Korea was a privilege as I received so many positive endorsements about the set of cards – with their delightful draw-string covers. Carleen Glasser managed to get a set before they sold out. The e-book proposal on the other hand has received limited input at this stage.

Bette, President of WGINZ, made the WGIA and WGI news, as it were, several times during this last twelve months as one of three WGI Board members who developed, trialled and then published, with a full kit of support materials, the Take Charge of Your Life (TCoYL) course. Hopefully everyone is aware that you may present this course once you have completed Choice Theory, Reality Therapy Certification (CTRTC). There is a mentoring session available online for those wanting to present TCoYL. Bette has trialled mentoring a CTRTC group in Ireland and another in Australia.

TCoYL is now available, or soon to be, in Japanese, Spanish, Korean, Persian, French, Kuwait, Croatian. The plan is that some of the TCoYL participants will want to know more and start training with the Basic Intensive Training courses.

I would urge all members and all those who have been assisted by Dr Glasser's teachings in any way to consider how you could contribute to the progress of WGIA. Those who have taken on Dr Glasser's Choice Theory and have built Glasser's approach into your own ventures could consider, when income and profits are secure, how you might contribute to the William Glasser Endowment Fund – a fund set-up so that Dr Glasser's work may continue. The fund was launched in 2014 and quickly reached \$100,000, the aim being to grow it to \$1m so that the interest would fund continuing work, development and support. A one-off payment, an annual payment, or a small amount when appropriate would be most welcome.

I hear of successes where our WGIA instructors have contributed to the drop in the recidivist rate for people released from goals. Data from two Californian prisons, now over 7 years, confirms that such programs make a difference. It is great to learn of these developments in Australia.

Well done WGIA Board members, admirably led by President Bruce.

**John Cooper**

## REPORT FROM THE PUBLIC RELATIONS OFFICER

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### **BACKGROUND:**

The position of WGIA Public Relations Officer was established at the WGIA Board online meeting on 14<sup>th</sup> June, 2016 in response to an urgent need to raise funds to upgrade the current WGIA website.

The **Public Relations Officer Role Description** was submitted and agreed by the Board as follows:

- Write articles for WGIA blog on new website
- Collate articles written by others for WGIA blog
- Source and follow-up contributions for WGIA promotional materials
- Liaise with AO (Paula) and Newsletter coordinator (Denise)
- Coordinate a selection of Facebook items via email to members
- Monthly reviews (eg movies, books or research ) with a focus on elements of CT, RT, LM in the content
- Reply to comments made on the WGIA blog
- Source opportunities to promote WGIA via digital media, conferences, publications.
- Coordinate the promotion of the WGIA rather than be the spokesperson.

### **ACTIONS:**

Currently, the following actions have been carried out by the Public Relations Officer:

- Over the past 2 months, a number of emails has been sent to all members informing them of the need to upgrade the WGIA website, suggested options for raising funds along with the criteria and deadline for members to submit a written chapter for our proposed eBook.
- Thank you emails were sent to individual members who gave cash donations.
- Reminders, updates and extended deadline emailed to all members.
- To date, cash donations and 3 chapters have been received. It was decided to wait until more chapter submissions are received to name the book based on what the content of the chapters contributed.
- Dorothy Devine's offer for WGIA to take over the rights to sell her set of cards has resulted in card sets sold at the recent WGI Conference in Korea with the proceeds given to upgrading the WGIA website.
- Currently, Stage 1 of the WGIA website upgrade has begun. Further fundraising is to continue for Stage 2 to be able to proceed.

### **RECOMMENDATIONS:**

- Further follow-up regarding Sylvia Habel's offer for WGIA to sell her eBook with the proceeds obtained to go to the next stage of the WGIA website upgrade.
- Personal contact with members to be made by the PR Officer with the help of all Board members to keep members informed and encourage them to contribute a chapter for the proposed eBook. Contact details from Admin Officer (Paula).
- Sourcing, gathering and/or writing articles for the new website blog in collaboration with the WGIA Newsletter editor.

**Lorraine Shaw**



## REPORT FROM THE NEWSLETTER EDITOR

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At the commencement of 2016 I offered to take on the position of Newsletter Editor for WGI – Australia as Bette Blance stepped down from the role. Bette continues to compile the WGI - New Zealand newsletter. I would like to acknowledge Bette's hard work and commitment as I am just beginning to discover that the position that I imagined would require a small amount of my time, is quite a mammoth job.

As the new editor I wanted to attempt to introduce a few new aspects to the newsletter. Firstly I wanted the newsletter initially to be open to all on the WGIA website in the hope that this may assist in marketing and extending our membership. Thanks to Paula the newsletter is now available to anyone who goes to our website. Readers do not have to be a member of WGIA. Once a new newsletter is released, the previous newsletter will be stored in archives for access by members only. Therefore members are able to go back to a previous edition and search for an article of interest to them if required. I am hoping this practice will encourage more readers to become members of WGIA. The next phase of this plan is to distribute the quarterly newsletter (March/June/September/December) to other organisations via email. The plan for greater circulation is still in progress.

The first challenge I initiated was to introduce a new layout and format to the newsletter. It is still early days as thus far I have only produced the first edition (March 2016). While I was happy with the new look newsletter and have received positive feedback from Bette and other members, it is the actual construction of the newsletter, using the program publisher that is taking me an unforeseen amount of time.

I must admit that I am a bit of a dinosaur when it comes to technology but I am learning an enormous amount along the way. New learning always takes time. My lack of technological knowledge has also restricted me from placing links in the newsletter that lead to sites referred to. However in my limited experience I often find links frustrating and use google to locate whatever I am looking for. Again I think this is probably an antiquated approach but as a baby boomer it works for me and seems more efficient.

My next plan was to have a newsletter with 'regular articles' and 'feature articles' in a predictable format. This is my personality coming through as I like order and predictability. No guessing where my survival need lays high, high, high!

### Regular Articles

Committee Member Profile including:

- How did you become involved?
- Personal Story
- Why do you stay involved?

Travel – Freedom to Choose – Annabelle Symmes

How to join WGIA

Feature Articles (might include but not exclusive to)

Therapeutic Initiatives

Take the Lead

Around the World – What are other countries doing?

Glasser Quality Schools (GQS)

Leadership

Another difficulty I did not anticipate was the ability to source information for the newsletter. I have emailed people asking for Book Reviews and articles. Very little has been forthcoming. I would like to acknowledge the support of Jim Roy for allowing the reproduction of part of his blog and Akari Koron for giving permission to reproduce information she presented on the Choice Theory public Facebook page. I now realise I will need to write or personally ask people for contributions. We will see how things go for the Special Edition for Joan. I imagine people will dig deep for this edition. Much of the information sourced or developed so far has been through my own Facebook/internet researches and articles developed from the Sunshine Coast (Australia 2015) and South Korea (July 2016) including the fantastic opportunity to visit two unique Glasser Quality Schools (Sunshine Beach State School – Australia, Yang Eob Catholic High School – South Korea).

For a variety of reasons (not including the dog ate the newsletter) I continue to work on the June/September edition. A special edition honouring the life and work of Joan Hoogstad will be released in October. The last edition for 2016 will be in December. With exciting times ahead including our Australian Conference in Newcastle in 2017 I feel sure we can generate an engaging and interesting WGIA newsletter into 2017. However for this to happen I will require support from Committee and Faculty members because I'm sure the readers will ultimately tire of the words of Dee Landers.

With the impending development of our rejuvenated website and the discussions around blogs and other technologies (that I have no idea about) I did question the value of the continuation of the WGIA Newsletter. I recently attended the Cairns Tropical Writer's Festival and went to a workshop titled 'Effective Blogging' conducted by Greg Jericho. He talked about old platforms (Wordpress, Blogspot) and new platforms (tumblr) and advantages and disadvantages of each platform. It seems to me effective blogging and reaching your target audience is an art in itself. His advice was along the lines of be patient (there are a lot of bloggers out there), be regular (an article at least weekly), be human (connect with your audience, who are you), be interesting and be your own publicist using a public Facebook page and twitter.....and of course there is the difficulty of vetting. While you can control what you write on the blog you cannot control what others write. This brings up the question of monitoring. After all of that I still see the value of the Newsletter that is self-contained and easier to monitor. Let's see how things go in 2017.

**Denise Landers**

## REPORT FROM THE TRAINING OFFICER

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

We continue to achieve our goal of offering trainings at our biennial conferences. Further training was held at the Sunshine Coast conference using a combination of Australian and overseas instructors. We were able to offer Certification, Practicum Supervisor and Endorsement Training, BIT instructor endorsement and training. We also offered AIT and 14 people did Take Charge of your Life mentoring program. It is exciting for people who reach Certification now to be able to teach CT/RT/LM through an accredited course offered by WGI. Participants at the conference were also given the opportunity to visit Quality Schools in the area.

We are proud to welcome and introduce 3 new faculty members to our institute; Bruce Lloyd from Rockhampton as BIT instructor, Marinela Mendes from Sydney and Anita Spiniello from South Australia as Practicum supervisors. Congratulations on your well-earned achievement.

Akari Komori and Jamie Edwards completed Practicum supervisor training. While Atefeh Soltanifar completed the BIT training phase. Well done. Hopefully we will see them complete their endorsements at the next conference in Newcastle in 2017. Scholarships were given to 2 participants who undertook faculty training.

A number of Faculty members are using Faculty training as an opportunity for further professional development. WGIA benefits from receiving a minimal fee to help cover costs and participants gain from the high standard of professional dialogue and learnings between them and the instructors. Certificates of attendance are available for those who need professional points. This initiative has helped us continue to offer faculty training for small numbers of people.

During 2015, the WGI-A Accreditation Committee was formed. The BIT and practicums have been recognized as acceptable accreditation for Social workers. Another one of our projects is to create a group of people who will be willing to assist in trying to re accredit the Advanced Certificate Course in Clinical Practice of Reality Therapy developed by Joan Hoogstad. Some people have expressed an interest so if you would like to join us in this project please contact me. I have now obtained all the paperwork relating to the course during my recent trip to Adelaide. It would be a fitting tribute to Joan who passed on just recently if we could continue the course. My trip was made all the more meaningful as I was able to attend and catch up with the South Australian arm of the institute during the dinner held in her honour. Her family has agreed to donate all her materials and books to the Institute so we can fundraise with them.

Dorothy Devine has donated her cards to the institute for fundraising too. What a wonderful way to leave a legacy for the future and help the WGIA promote its work.

## Training Data

Our figures for Training for the financial year 15/16 are as follows:

*Table 1: Comparative Table of training completed in Australia and number of Participants (2010 – 2016)*

| Program                           | Number of participants | Number of participants | Number of participants | Number of participants | Number of participants | Number of participants |
|-----------------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
|                                   | July 10 – June 11      | July 11 – June 12      | July 12 – June 13      | July 13 – June 14      | July 14 – June 15      | July 15 – June 16      |
| Basic Intensive Training          | 432<br>(45 events)     | 408<br>(39 events)     | 331<br>(24 events)     | 451<br>(40 events)     | 359<br>(29 events)     | 409<br>(33 events)     |
| Basic Practicum                   | 66                     | 74                     | 50                     | 31                     | 40                     | 32                     |
| Advanced Intensive Training       | 21<br>(3 events)       | 50<br>(5 events)       | 26<br>(3 events)       | 16<br>(2 events)       | 0                      | 54<br>(4 events)       |
| Advanced Practicum                | 24                     | 15                     | 7                      | 0                      | 5                      | 1                      |
| Certification                     | 12<br>(2 events)       | 15<br>(2 events)       | 8<br>(1 event)         | 11<br>(2 events)       | 15<br>(2 events)       | 4<br>(1 event)         |
| Practicum Supervisor Training     | 2                      | 3                      | 0                      | 2                      | 0                      | 2                      |
| Practicum Supervisor Endorsement  | 3                      | 0                      | 0                      | 2                      | 0                      | 2                      |
| Basic Week Instructor Training    | 6                      | 0                      | 0                      | 1                      | 0                      | 1                      |
| Basic Week Instructor Endorsement | 1                      | 6                      | 0                      | 1                      | 0                      | 1                      |

It is heartening to notice that we have had an increase in the number of participants doing AITs this year. Our biggest challenge is to find a way to carry out practicums.

One of the highlights for me as training officer this year has been to visit members of WGIA as I travel around the countryside in my retirement. I have met people in Rockhampton, Sydney and Adelaide. I am always excited to hear of the work that people are doing and the endless possibilities that are available. If only we had enough time and money. I thank you all for your wonderful hospitality and look forward to meeting more members next year on my travels.

**Susan Fleming**

## REPORT FROM THE INTERNATIONAL BOARD REPRESENTATIVE

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What an honour it has been to take over the reins from Bette Blance who was on the WGI board for two years filling in John Cooper's position while he is the Chair of WGI.

Being on an international board is a steep learning curve. So many quality worlds, so many languages, so many cultures and so many different perspectives on the same topic.

As Bill Glasser said, it is all in the relationship. For me as a new board rep that has been a very important focus. Building a relationship for myself and continuing the relationship on behalf of NZ and Australia so the needs of our two member organisations are communicated and so that WGI understands how it can build strong and needs satisfying relationships with all member organisations has been an important part of the role.

What has become very clear from interacting internationally is, that all over the world the traditional way of teaching CTRTLM is in decline. Most member organisations are struggling with this financially and in reduced membership numbers and are needing to find creative and innovative ways to stay afloat.

WGI has been working a strategic plan that looks at how to create a financially viable and sustainable international organisation that both supports and enhances member organisations and individual members.

While this is a work in progress, it has been fantastic to be part of this process.

The process was enhanced recently by the contribution of both member organisation representatives and faculty members at the conference in South Korea "Hand in hand for Happiness". Both member organisations and faculty members attended separate opportunities to look at an initial strategic plan and then to go through a process of defining what is the most important and the easiest to achieve. One of the things that did become clearly a very high priority was having a new beautiful website that is interactive, appeals to the new IT savvy generation, supports member organisations, has things like an international calendar of training and events was.

Take charge of Your Life has become very successful and is now taught in over 14 countries. This demonstrates that the work the board has been doing to create courses that can be taught by registered trainers is of interest. Currently an RT course is being developed that is targeted to professions such as ambulance drivers, pastors another groups of people who need counselling skills but are not counselling. This becomes another source of revenue for WGI.

A lot of work has been done on looking at the competencies for the BIT etc. training. The importance of this in the big picture is that being competency based allows us to be strategic about being able to market the usefulness of CTRTLM to professionals both individually and to their professional bodies. Basically it has been a process of how do we make what we do more needs satisfying to the world around us that does not know about Glasser?

I attended the conference in South Korea and so did over 350 other people. There were about 80 international guests and so the bulk of the participants were from South Korea.

This is exciting as even though South Korea is much bigger population wise, it demonstrates to us that building and providing needs satisfying conferences attracts people especially when there is an opportunity to enhance skills as well as make new connections.

We also took the opportunity to visit the only Quality school in South Korea. What a place? Not one of us left without tears flowing. The teachers have a philosophy of "Raise the Mind with Love". The students experience salvation in comparison to how their traditional school experience could be.

South Korea has one of the highest suicide rates in the developed world and one of the two highest risk groups is from about 18-30. The pressure to study and achieve is beyond imagination.

I asked our guide, a student who had stayed up all night to write his script for our tour, what he imagined himself doing when he left school. He stated "I would like to be a poet, I love words". Imagine that in a country where students go to school from 8-4 and then study to 11-12 pm plus travel on public transport or board at school. Here was a young man who was in a space where he could imagine being a poet. I could have been talking to the next great philosopher of the next 1000 years. All because of Glasser and the people who continue to teach his work in innovative ways. It was so heartening.

The position for board rep comes up for re-election at the end of the year. I am happy to stand again. However, if there are other people keen, I can say if you are willing to commit a minimum of 156 volunteer hours per year and attend meetings at all sorts of hours, travel to new countries and meet new people while sharing Dr Glasser's work it is very rewarding.

Thank you for the trust you have placed in me this year.

**Kalikamurti Saraswati Suich**

Following are reports from our Regional Coordinators

## SOUTH EAST QUEENSLAND REGION

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On behalf of the committee for South East Region our report is as follows:

### 1. Site specific report

Each term at Mudgeeraba Special School the staff are released for Developing Performance conversations with myself and a teacher team leader. These One hour meetings in team groups covers the systemic requirements of goal setting and monitoring with a choice theory overlay.

Focus: At Mudgeeraba Special School we were a Developing Performance Trial School in 2007. We have developed a unique team model where team leaders have been trained and lead the process. The team constitutes Teacher, Teacher Aide and AO2. This team meets fortnightly with the Principal to share their rich conversations with all staff. Each term this team is released to have a coffee date to discuss their Developing Performance Plans, plan, implement and review professional development practices from term to term and over the year. The team informs the Annual Implementation Framework and Quadrennial Strategic Plan. We have 100% staff with plans. We have improved School Opinion and Developing Performance Data. It was noted in the Teaching and Learning Audit as an outstanding school culture. We have more recently aligned it to our Team Charters, Team Meetings between teachers and aides and feedback processes of Collegial Coaching practices as the Teacher is a Regional Mentor and the Teacher Aide representative is a Collegial Coach. All of this is embedded in the beliefs of Choice Theory that we cannot change our staff but we can provide processes to empower them to be the best professional they can be.

In Term 3, 2016 we are releasing each teaming team every Wednesday for one and a half meetings. We meet with each teacher and teacher aide to respectfully have a closed conversation to discuss where their team are and where they are going. The focus for 2016 has been the use of sentence starters to create safe and open conversations. The package was drawn from "A Closer Colleague Circle": A program for developing work relationships for high performance adapted from 'Dialog' University Associates Inc USA. The sentence starters link closely to Choice Theory and Connecting Habits. The feedback has been very positive to date. I have included an emailed anecdote from one of our experienced Teacher Aides.

Colleen,

Just want to say.....(beginning of sentence).....I'm still reflecting on yesterdays session, I feel it's been the most important wonderful 1hr in my working time at school with my teacher/ team member.....Thankyou sooooo much for the scariest (just another) opportunity to share thoughts/feelings aloud. I have shared the paperwork with my Andrew to introduce into his team meetings....(not so intense)....1-2 beginnings per meeting.....He's so onto the concept with his employees and team members. Thank you so much for your wise and professional input..... I feel I have new life at work, as I've been feeling ...flat!!!!...My thoughts have been conveyed to Eiji, and well received, with positive outcome returned!

THANKYOU Colleen.... Boom!!!!!!!!!!

“Dialogic process is a humane way of working with people in distress as well as those who care about them. It does not need to replace any techniques – it enhances other approaches. Whereas in other practices the “therapeutic alliance” is something that may be valued, it can be taken for granted. Dialogic process puts a focus on that alliance and this way it enriches all approaches.’

Sandra Steingard, M.D.  
Level II Graduate – IDP  
Medical Director, The Howard Center  
“Best Doctors in America,” 2003  
onward.

## 2. General Report

Schools continue to be the most active in implementing Choice Theory and its applications in the South East of Queensland. Schools where training is occurring continue to develop programs that are based on internal control psychology. In some cases parenting programs are being offered and the curriculum for teaching Choice Theory to students has been developed.

The Sunshine Beach State School visit in 2015 by attendees of the highly successful national conference was a highlight, with presentations by students, staff and parents as well as classroom visits. At Peregian Springs the Principal, Gwen Sands gave us a real insight into the running of the school which is also based on internal control psychology.

On payment of the William Glasser International Facilitator Membership, people who are CTRTC (Choice Theory Reality Therapy Certified), can access the material and engage with a mentor to become an accredited facilitator for the Take Charge of Your Life workshop.

Throughout Australia, two CTRTC people have registered as Accredited Facilitators for this six hour workshop. Ines Pintos Lopez is from the South East Queensland region. Congratulations Ines.

Accredited Faculty members who have scheduled at least one Take Charge of Your Life workshop can mentor CTRTC facilitators to enable them to become accredited facilitators. You are able to contact Take Charge of Your Life mentors on the [www.wglasserinternational.org](http://www.wglasserinternational.org)

An upturn in interest in training makes for a brighter future in the South East.

**Colleen Hope**



## DARLING DOWNS REGION

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In the Darling Downs Region, our small focus group called “Threads” continues to meet - mostly on the third Saturday of every month from 9am to 12pm at Harristown State High School. We continue to have lots of fun, encouraging, supporting, listening and learning from each other. We share ideas and practices, explore, develop and extend our understanding and application of various aspects of Choice Theory as well as practising our skills in Reality Therapy with various role plays.

We have run a couple of the “Take Charge of Your Life” workshops in the last year and are planning to run some more.

As Regional Coordinator, I have been in contact with two schools in our area whose staff have completed the Basic Intensive Training with Bette Blance and are interested in continuing with becoming Glasser Quality Schools. I ran a short workshop at the start of this year, that was a refresher for some staff and an introduction for their Teacher Aides who had not participated in the BIT. I have also run a short parent workshop in one of the schools and am assisting and coaching them in the further implementation of Choice Theory and Lead Management.

I am also running the Peaceful Parenting course in our area for a number of families referred to me and have been promoting Ivan Honey’s new book “Happy Parenting”. I have run a short introduction to Choice Theory at a local High School where I have been contracted to work in two days per week.

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

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

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

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

**John Archibald**

## CENTRAL QUEENSLAND REGION

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Last year I talked about our first cyclone since 1949. Since then we have had unseasonal weather both hot, cold and 520mm of rain in a day in the middle of the dry season.

I again was able to present at our Bishop's in-service day this year and the topic was, the axioms of our behaviour. I talked about how our behaviour is the language that people use in the real world to influence change.

I also conducted my first Basic Intensive in Rockhampton. I was assisted by Susan Fleming and Mark Asher. The participants were counsellors and teachers. One of the role plays that people found very useful was a client who saw a counsellor and then a lead manager. It demonstrated how the agenda differs between the counsellor and lead manager with the same client. I first did this with Sylvia and Jeff some years ago. It's a very effective demonstration.

**Bruce Lloyd**

## COUNTRY NSW REGION

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How wonderful to catch up with so many of the WGI-A family at the conference last October.

A time to renew old friendships, be excited and stimulated by great speakers and to reinforce my prior knowledge of CT/RT.

I learnt many new things and even chose new ways to behave, in particular to shut my Husband up from shouting "Yellow car" every time I started a therapeutic bitch session about something or other – a very irregular occurrence (ha,ha) but now even less so. (Politics excluded!)

Energised by the conference I went on to snorkel for the first time ever at the Great Barrier Reef. This was an amazing experience and a real achievement for this "Nervous Nellie". For me to do this it was a real case of 're-inventing myself' and the powers of positive self talk. How lucky I am to have learnt from Barnes Boffey so many years ago.

The ability to change our thinking and doing is not always easy. Finding and knowing the right choice can be elusive. Risks can be hovering at every turn.

A major incident happened near Orange recently involving the granddaughter of a very special friend of mine. It led me to reflect on the whole concept of right choices.

Two young 7 year old girls wandered away in the late afternoon from their parents and families whilst camping out of town. The terrain was in an old gold-mining area dotted with dozens of unmarked holes, next to a deep and fast flowing creek, thanks to recent rain, and in an location that experiences regular sub-zero temperatures overnight and daily maximums below 10 degrees.

Thanks to massive search teams, SES coordination and unbelievable courage they were both found 20 hours later relatively unharmed. The choices the girls made to shelter, gather leaves for a pillow and

snuggle together for warmth rather than stumble blindly around avoided a tragedy that would have devastated so many. Puts my snorkelling achievement into humbling perspective.

Unfortunately a negative, anonymous social media campaign then attempted to make mileage out of the whole incident but I won't go there except to suggest the irony of the term "social" media!

The joys of the conference led me to consider volunteering for an organising role in the 2017 conference planning. With mixed blessings this plan stumbled at the first hurdle when my son Philip announced his engagement to the lovely Jena and with a wedding date of 1<sup>st</sup> October 2017 in the Whitsundays.

Alas, that's our Conference date! I guess I'll look forward to catching up in 2019 - "What choice did I have?"

Cheers, to all our wonderful management team at WGI-A, our Members and any casual readers and best wishes for the coming year.

**Penny Hammond**

## SYDNEY, NSW

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New South Wales members had no member meetings or state related activities during 2016. Individual faculty members have continued their teaching or training and Practicum programs.

**Marinela**

**Mendes**

## HUNTER, NSW REGION

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Not much to report. We are trying to get a BIT up for the end of August but not looking good. It is so hard to get people in the Hunter interested in the training. We, at WLC, plod along underpinning all we do here with Choice Theory. We can't imagine using anything else especially with such challenging children. Next year the WGIA conference is in Newcastle and we are hoping this may help to invigorate Choice theory again in the Hunter. Our school is up for External Validation in October this year and will provide us with another opportunity to show the effectiveness of Choice Theory. We continue to run our Behaviour Management program twice a year. It runs for 8 weeks for 2 hours per week after school and so is quite a commitment for everyone. We are always full with a waiting list for the next one and always get fantastic evaluations - so we must be doing something right! It is now a registered program and so helps New Scheme Teachers gain Professional Learning hours while introducing them to internal control and Choice Theory at the same time.

**Nancy Snow**

## VICTORIA REGION

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### **Meet up Group – Take Charge of Your Life – Your happiness is your choice!**

Meetup groups have been running in Melbourne since late October last year. These sessions run by Akari Komori and Jeff Steedman provide an opportunity for people to come and learn skills on how they can improve their happiness in life, have successful relationships whether it be with their children, partners or work colleagues, focus on their personal development or improve their wellbeing. Exploring the psychology of personal freedom, people are exposed to how they can look after their own wellbeing and that of the people around them.

Held on the 3<sup>rd</sup> Thursday of every month in the proximity of Melbourne’s CBD we welcome any interested members, their friends and anyone they believe would benefit from coming on a journey that covers a cross section of Choice Theory, Reality Therapy and Lead Management practice that are practical, fun and relevant. There are no set fees for attending however a donation of what you can afford is appreciated to help cover costs.

For more information, go to: <http://www.meetup.com/Take-Charge-of-Your-Life-your-happiness-is-your-choice/> and register your interest.

### **Take charge of your life**

On 21 May 2016 a diverse group of participants attended an engaging and interactive Take Charge of your Life workshop run by Akari Komori and Jamie Edwards. As co-facilitator I was witness to a well-constructed session where Fun, Love and Belonging, Power, Freedom and Survival were well and truly alive in the room and in the stories shared. The in-depth thought and planning that went into the workshop was evident as Akari brought relativity to the Five Basic Needs and Quality World pictures for many in the room who were hearing and learning about Choice Theory for the very first time. It was a very informative and practical session.

Well done Akari for your outside the box thinking and to Jamie for the coaching, facilitation and deep expertise you brought to the room. Also a special mention and thank you to Mary Ellen and David Davis for your generosity in making your home available for this workshop.

Feedback and comments from participants was positive and there were several “a-ha” moments throughout the day.

### **Better World, Better Choices, Better Life Conference**

A number of Victorian members enjoyed the bi-annual conference at Marcoola on the Sunshine Coast where a plethora of choice was available with key note speakers and informative workshops. Lynn Sumida brought great energy to the room as she kicked off the conference as our first key note speaker. Taking advantage of the experience available, discussions were led by Nancy Herrick and Bette Blanche with key contributors regarding the future of the institute and how we can tap into the youth to engage them in the information we want to share. Challenges regarding RTO status and the need to examine how we can

develop and implement new processes that will benefit WGIA were also brainstormed and with great minds in the room some new initiatives and concepts were produced.

In addition to workshop activities a lot of fun was had with middle eastern dancing, whale watching (for those who didn't turn green), and the opportunity to take advantage of walks on the beach or a poolside dip. Another great conference with a fabulous location to round it all off.

### **The Get Happier Project**

Ivan Honey and the Get Happier project team are continuing to make an impact not only in Australia but around the world. A team of translators in China have been working on translating the Get Happier project to meet a need for education in community mental health within the Yunnan province and the Nundah State school is the first Queensland school to systematically implement the new Get Happier project. A busy year getting around in Central Victoria, QLD, Singapore, China and Korea; Ivan has also released a new eBook "Happy Parenting: Raising Positive and Empowered Kids" (available on amazon.co.au). All are Choice Theory based tools so may be resources you can use or refer to others as you share information about Choice Theory.

For more information on The Get Happier Toolbox, facilitator training or how it may help you please go to [www.gethappier.net](http://www.gethappier.net), find the Get Happier Project on Facebook or contact Ivan or Rebekah Honey.

### **Cathy Dillon**

## SOUTH AUSTRALIA REGION

We have been very saddened to hear of the death of our dear friend, mentor and teacher Joan Hoogstad. I'm sure many people in the Institute will have very fond memories of this amazing lady. Joan's inspirational manner was the reason that many people went on to learn more of Dr Glasser's ideas.

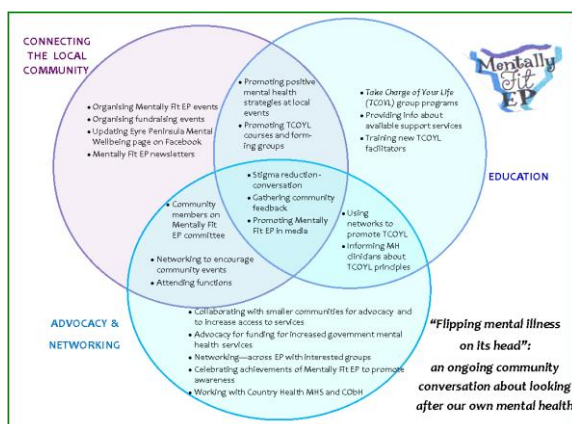
The Take Charge of your Life Course (TCOYL) continues to play a pivotal role in helping to teach the world choice theory in South Australia.

Here is a snapshot of what Sue Berry is doing in Port Lincoln and the lower part of Eyre Peninsula...

I have been very busy in Port Lincoln over the last year in a very exciting project! As part of my role as a Family and Youth Counsellor with West Coast Youth and Community Support, I am involved in a community-based initiative called Mentally Fit EP (Eyre Peninsula). This has grown from the efforts of an inspiring young woman Kirsty Traeger who initially spearheaded a fundraising effort which raised \$25,000 to kick-start a program which focussed on mental health - as distinct from mental illness. Kirsty and I worked together in 2015 to present TCOYL to 10 groups in the Lower EP community.

This diagram summarizes what this is all about at this stage. We are continually responding to community input.

My part is running the TCOYL courses – the Education part – and influencing ways of thinking about mental health.



Sadly, Kirsty died in a motor vehicle accident in February this year. Amazingly, the response to this tragedy from her small community of Cummins has been to make even more effort to support the project. Individuals and groups continue to hold awareness nights and fundraising events to keep the project growing. Kirsty is survived by her husband Michael and baby Zac. Michael is heavily involved in MFEP now. He was part of a TCOYL group this year and is committed to promoting the value of it.

As part of her role as Community Development Officer for the Mentally Fit EP project, Jackie Hibble works with me promoting TCOYL and doing the admin. Jackie has now completed her Advanced Intensive Training on the way to becoming a TCOYL facilitator. We hope that she will be able to find a Certification group early in 2017. Local Bendigo Banks are heavily supporting MFEP with grant money for the Jackie's position.

This year Jackie and I presented three community TCOYL courses before end of June. We are committed to sustainability for the TCOYL programs and Sylvia Habel has run two Basic Intensive Trainings here – July 2015 and 2016, with a total of 9 people. I am currently working with 3 people doing a Basic Practicum - two of them are counsellors who agreed to study to Certification when accepting their positions at my workplace. The other is from Kirsty's community – a meditation teacher and Bowen therapist who plans to become a TCOYL facilitator.

I am delighted with the feedback from people completing TCOYL and believe it is making a very worthwhile contribution here.

We are looking at Jackie offering Mental Health First Aid next year too, but that fulfils a different need in the community. I have not heard of any other learning programs on offer which tackle equipping people with knowledge and skills that can immediately improve their mental health.

Having taught 13 TCOYL groups, from teenagers to over 65's, I have ample evidence that as Choice Theory practitioners we have a valuable contribution to make in the area of mental health. Currently we are half way through a TCOYL in the Port Lincoln prison with a group of male inmates interested in making changes in their lives. Great response so far!

I am a little daunted but very excited about the fact that we have put up our hand to run the WGIA conference in 2019 here in Port Lincoln.

Our present goal is to teach TCOYL to 80 local people each year. So far we have reached over 120 since the project began. If we can continue through to October 2019, this will amount to nearly 400 people. From our point of view, the conference will be a chance for the growing group of interested people in our community to get more of a feel for what Choice Theory offers and for us to share the journey of Mentally Fit EP – whatever it has evolved into at that point! For visitors, apart from the connecting and reconnecting, and new learning at the conference, it will also be a chance to experience our unique unspoiled local environment!

*NB: Help! I would love to be able to organise a formal evaluation of the program. We have so far met with 'dead ends' when following up with universities. If anyone had any ideas in this direction I would love to hear from them.*

Sue  
Port Lincoln August 2016

Berry

Christine has also run 2 TCOYL courses for some of the staff and clients of the Department of Corrections in Whyalla. Feedback from the courses was very positive and my thanks go to all those involved with the planning of this short but powerful introduction to choice theory.

Sylvia Habel has run two Basic Intensive Training in Port Lincoln which really is supporting the Mentally Fit EP (Eyre Peninsula) Program which is growing momentum and being acknowledged nationally.

In the rest of SA training continues with Basic Intensives being facilitated (by Sylvia) and Basic Practicums being planned (by Christine).

**Christine Duffield**

## NORTHERN TERRITORY REGION

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### **Transforming Choices with Young People**

As predicted, the visit by Lynn Sumida was well received. Twenty-three staff and School Council members from the Centralian Senior College with another twenty from Alice Springs Schools attended “Transforming Choices with Young People”. Her other workshops about responsibility for teenagers and trauma also attracted a large number of participants. The courses were recognized for professional development! Raelene and a friend, Charlie provided a great supper and the conversation continued long after the presentation concluded. Thanks for coming Lynn!

### **Alice Springs**

Centralian Senior College and Centralian Middle School use Choice Theory programs with all students taking part in the transition program from years 9 to Year 10. I am currently continuing this program well into Year 10.

Friday afternoon sessions started this term with, on any Friday, between four and 13 staff taking part in “Take Charge of Your Life”. This course also has been recognized and registered for professional development.

For the first time, Year 12 students (50) completed a Take Charge of Your Life Course presented by Kalikamurti Suich.

### **Tennant Creek**

Kalikamurti advises that her client in this small highway town is keen to continue his CT/RT training and plans to take his new knowledge back to Africa.

### **Darwin**

Mercedes’s great boxing program has concluded with her move out of Northern Territory, nevertheless, her partner in boxing workouts, Ivan Honey, continues to work in the “Top End”.

### **Diversity in Korea**

It was very pleasing to see that the NT Region was well represented at the “Hand in Hand for Happiness Conference in Seoul by Kalikamurti Suich, Raelene Beale and me. It was very uplifting to be part of a well-attended conference espousing the values and theory of Dr William Glasser.

A Highlight for me was the William Glasser School, described in Kalikamurti’s report.

Another resounding comment was made by Dr Bob Wubbolding during his keynote address. “World recognition is very important. Being a member of William Glasser International gives us great credibility.”

From the heart of Australia, Kalikamurti represents WGIA on the William Glasser International Board, while I continue to be WGI Chair.

### **John Cooper**



## Strategic Plan 2014 - 2017

| Focus                   | Goal  | Action   | Date           |
|-------------------------|---|--|----------------|
| Promoting Choice Theory | Continue to Run 2 yearly conferences  | <ul style="list-style-type: none"> <li>To run conference at Newcastle</li> </ul>   | September 2017 |
|                         | Project proposals for members to use to promote CT/RT/LM  | <ul style="list-style-type: none"> <li>Template for Correction and Rehab market and other areas</li> <li>Apply for funding</li> </ul>  |                |
|                         | Publications promotions kit   | <ul style="list-style-type: none"> <li>Brochures, Postcard, to use for Mental Health and conferences</li> <li>Placed on members section of Web</li> <li>Email members to advise them of materials available for Mental Health etc.</li> <li>Promote Take Charge of your Life</li> </ul>  |                |
| Quality of Training     | 1. Promote diversification and innovations of Training and Affiliation with other organizations | <ul style="list-style-type: none"> <li>Continue to develop WGIA owned Coaching package</li> <li>Develop Quality Assurance Procedures/Rubric for Training</li> <li>Track BIT Project being considered by WGI – 2 day core and elective</li> <li>Investigate and trial Recognition of Prior Learning (RPL) for BIT for CERT III, IV, Take Charge of Your Life</li> <li>Rubric's for training syllabus to industry National Training Organization framework</li> <li>Continue to seek accreditation for ACRT (Joan)</li> <li>Investigate Registered Training organisation and course development</li> <li>Continue to explore recognition of our training by University and professional organisation</li> <li>Support and promote Programs accredited by WGIA</li> <li>Forged partnership with Lions Rotary</li> <li>Australian Facilitators Network and World one Australian Counselling Association</li> </ul> |                |
|                         | 2. Website development Digital Social Media   | <ul style="list-style-type: none"> <li>Mental Health page for October</li> <li>Drop Box Tip Box on Site – Parenting, Lead Management, Teacher, Counseling, Personal Development</li> <li>Continue Face book / Blog</li> <li>Finalise Advertising Proposal</li> </ul>   |                |
|                         | 3. Investigate links and alignment of WGIA with WGI initiatives                                 | <ul style="list-style-type: none"> <li>Take Charge with WGI (Bette)</li> <li>Diversification of programs BIT project WGI (Bette)</li> <li>Publishing and promotion of Resources, Intellectual Property, WGI</li> </ul>   |                |

| <b>The William Glasser Institute- Australia</b><br>PO Box 93<br>IPSWICH QLD 4305<br><b>Balance Sheet [Last Year Analysis]</b><br><b>June 2016</b> |                     |                     |
|---|---------------------|---------------------|
|   | <b>This Year</b>    | <b>Last Year</b>    |
| <b>Assets</b>   |                     |                     |
| General Cheque Account  | \$30,384.05         | \$33,276.83         |
| Conference a/c 147094478  | \$1,653.22          | \$9,888.16          |
| Sandhurst Trustees Investment   | \$10,347.67         | \$7,775.27          |
| Bendigo Bank Term Deposit   | \$20,000.00         | \$20,772.93         |
| Trade Debtors   | \$4,330.21          | \$13,200.13         |
| Property, Plant and Equipment   |                     |                     |
| Office Equipment At Cost  | \$12,319.16         | \$11,410.07         |
| Equipment Accumulated Dep   | (\$10,276.00)       | (\$10,276.00)       |
| Office Equipment At Cost  | \$472.73            | \$0.00              |
| <b>Total Property, Plant and Equipment</b>  | <b>\$2,515.89</b>   | <b>\$1,134.07</b>   |
| Stock on Hand   | \$470.96            | \$2,011.33          |
| Payroll Cheque Account  | \$32,183.25         | \$32,935.25         |
| <b>Total Assets</b>   | <b>\$101,885.25</b> | <b>\$120,993.97</b> |
| <b>Liabilities</b>  |                     |                     |
| <b>Current Liabilities</b>  |                     |                     |
| Visa  | (\$371.35)          | (\$940.05)          |
| <b>Total Current Liabilities</b>  | <b>(\$371.35)</b>   | <b>(\$940.05)</b>   |
| Trade Creditors   | \$390.71            | \$8,997.24          |
| Sundry Creditors  | \$0.00              | \$600.40            |
| Superannuation Payable  | (\$6,853.62)        | (\$2,687.45)        |
| PAYG Withholding Payable  | \$10,012.98         | \$3,744.56          |
| Provision for Annual Leave  | \$2,569.95          | \$2,569.95          |
| Electronic payments   | \$28,395.25         | \$28,395.25         |
| Income In Advance   |                     |                     |
| Training Fees   | (\$4,000.00)        | \$0.00              |
| Expenses In Advance   |                     |                     |
| Conferences expenses  | (\$2,226.82)        | \$0.00              |
| <b>GST Liabilities</b>  |                     |                     |
| GST Collected   | \$2,821.94          | \$1,210.29          |
| GST Paid  | (\$2,249.89)        | (\$1,083.29)        |
| <b>Total GST Liabilities</b>  | <b>\$572.05</b>     | <b>\$127.00</b>     |
| <b>Total Liabilities</b>  | <b>\$28,489.15</b>  | <b>\$40,806.90</b>  |
| <b>Net Assets</b>   | <b>\$73,396.10</b>  | <b>\$80,187.07</b>  |
| <b>Equity</b>   |                     |                     |
| Retained Earnings   | \$80,187.07         | \$68,457.14         |
| Current Earnings  | (\$6,790.97)        | \$11,729.93         |
| <b>Total Equity</b>   | <b>\$73,396.10</b>  | <b>\$80,187.07</b>  |

| <b>The William Glasser Institute- Australia</b> |                  |                  |
|---|------------------|------------------|
| PO Box 93<br>IPSWICH QLD 4305                   |                  |                  |
| <b>Profit &amp; Loss [Last Year Analysis]</b>   |                  |                  |
| July 2015 To June 2016                          |                  |                  |
|   | <b>This Year</b> | <b>Last Year</b> |
| Income  |                  |                  |
| AIT Fees  | \$30,050.02      | \$3,243.64       |
| BIT Fees  | \$52,209.15      | \$49,907.33      |
| Bank Interest                                   | \$530.46         | \$643.95         |
| Account Rebate                                  | \$57.10          | \$43.70          |
| Certification Training                          | \$1,481.82       | \$2,325.00       |
| Take Charge of Your Life                        | \$227.30         | \$45.46          |
| Basic Practicum                                 | \$545.46         | \$792.71         |
| Advanced Practicum                              | \$72.73          | \$181.82         |
| App for Accrediation Program                    | \$0.00           | \$25.00          |
| Faculty Program Admin. Fee                      | \$0.00           | \$45.46          |
| Advertising                                     | \$0.00           | \$45.45          |
| Advertising via Email                           | \$0.00           | \$18.19          |
| Faculty Training Fees                           |                  |                  |
| BPSP-T  | \$4,000.00       | \$4,022.73       |
| BPSP-E  | \$3,068.18       | \$0.00           |
| BWI-T1  | \$2,000.00       | \$4,000.00       |
| BWI-E   | (\$636.36)       | \$4,000.00       |
| Total Faculty Training Fees                     | \$8,431.82       | \$12,022.73      |
| Membership Fees                                 |                  |                  |
| 3 Year Membership Subscription                  | \$3,710.24       | \$2,037.04       |
| Concession membership                           | \$0.00           | \$40.00          |
| 1 Year Membership Subscription                  | \$2,495.59       | \$2,450.76       |
| Total Membership Fees                           | \$6,205.83       | \$4,527.80       |
| Conference 2015                                 | \$4,227.30       | \$20,136.33      |
| Conference Rego - Non Member                    | \$1,000.00       | \$4,181.85       |
| Website Donations                               | \$900.00         | \$0.00           |
| Single Day Registration                         | \$727.28         | \$181.82         |
| Accompanying partner                            | \$272.72         | \$681.80         |
| Conference Funtions                             | \$81.82          | \$81.82          |
| Two Day Registration 2015                       | \$1,090.92       | \$1,090.92       |
| Sales Memorabilia                               | \$45.46          | \$0.00           |
| Accomodation                                    | \$3,432.28       | \$0.00           |
| Book Sales                                      |                  |                  |
| Books   | \$2,472.40       | \$637.87         |
| Miscellaneous Income                            | \$976.65         | \$101.06         |
| Finance Charges                                 | \$297.00         | \$2.36           |
| Total Income                                    | \$115,335.52     | \$100,964.07     |
| Cost Of Sales                                   |                  |                  |

|                                |              |              |
|--------------------------------|--------------|--------------|
| Purchases - Books              | \$2,009.19   | \$500.63     |
| Total Cost Of Sales            | \$2,009.19   | \$500.63     |
| Gross Profit                   | \$113,326.33 | \$100,463.44 |
| Expenses                       |              |              |
| Bank Fees                      | \$89.10      | \$70.90      |
| Merchant fees                  | \$392.77     | \$323.32     |
| Paypal Fee                     | \$151.94     | \$340.88     |
| Credit Card Fee                | \$36.00      | \$9.00       |
| Instructors Accommodation      | \$1,683.80   | \$0.00       |
| Instructors Fees               | \$23,818.18  | \$0.00       |
| Instructors Internal Travel    | \$4,229.76   | \$0.00       |
| Instructors Per Diem           | \$800.51     | \$0.00       |
| Print of Certificate Training  | \$36.81      | \$0.00       |
| Catering/Participants Training | \$2,011.42   | \$0.00       |
| Take Charge of Your Life       | \$0.00       | \$140.00     |
| Resources                      |              |              |
| Books                          | \$0.00       | (\$57.08)    |
| Board Costs                    |              |              |
| Accommodation                  | \$0.00       | \$1,330.00   |
| Accommodation Conference       | (\$52.27)    | \$0.00       |
| Per Diem                       | \$0.00       | \$712.64     |
| Catering - Board Meetings      | \$0.00       | \$485.03     |
| Teleconferences                | \$0.00       | \$45.45      |
| Travel                         | \$0.00       | \$3,406.01   |
| Total Board Costs              | (\$52.27)    | \$5,979.13   |
| Insurances                     |              |              |
| Workers Comp.                  | \$0.00       | \$218.82     |
| Association Liability Ins.     | \$4,108.93   | \$1,322.83   |
| Business Insurance             | \$581.82     | \$655.00     |
| Total Insurances               | \$4,690.75   | \$2,196.65   |
| Subscriptions                  |              |              |
| Psychoz                        | \$0.00       | \$50.00      |
| Staff Training                 | \$0.00       | \$1,010.32   |
| Computing                      | \$369.53     | \$854.66     |
| Electricity                    | \$1,222.73   | \$1,145.46   |
| database maintenance           | \$0.00       | \$361.36     |
| Postage - Office               | \$708.28     | \$756.10     |
| Internet                       | \$529.09     | \$360.00     |
| Web Page                       | \$60.00      | \$855.00     |
| Website maintenance            | \$120.00     | \$204.54     |
| Office Expense                 | \$740.91     | \$0.00       |
| Printing & Photocopying        | \$588.04     | \$920.58     |
| Stationery                     | \$188.93     | \$195.83     |
| Telephone / Fax                | \$944.39     | \$1,050.82   |
| Travel                         | \$9.55       | \$0.00       |
| Aligned Conferences & Workshop | \$0.00       | \$613.64     |
| Myob Subscription              |              |              |
| Bookkeeping                    | \$462.00     | \$763.80     |
| W.G.I. Affiliation             |              |              |
| Training Fees WGI              | \$6,294.13   | \$9,061.47   |

|                            |              |             |
|----------------------------|--------------|-------------|
| TWGI Membership            | \$0.00       | \$100.23    |
| Faculty Day Expense        |              |             |
| Food & Drink               | \$967.27     | \$0.00      |
| Catering                   | \$40.91      | \$0.00      |
| Travel                     | \$186.36     | \$0.00      |
| Venue Hire                 | \$0.00       | \$318.18    |
| Total Faculty Day Expense  | \$1,194.54   | \$318.18    |
| Books for Resale           |              |             |
| Books                      | \$0.00       | \$234.49    |
| Conference Expenses        |              |             |
| Accommodation              | \$3,887.28   | \$1,567.27  |
| Entertainment              | \$850.00     | \$0.00      |
| Secretarial/Administration | \$165.00     | \$0.00      |
| Guest Speakers             | \$1,522.72   | \$0.00      |
| Stationery                 | \$784.27     | \$0.00      |
| Venue                      | \$5,562.91   | \$15,101.81 |
| Travel                     | \$386.36     | \$0.00      |
| Guest Speakers             | \$2,272.73   | \$0.00      |
| Meals                      | \$104.09     | \$0.00      |
| webpage conference         | \$0.00       | \$306.82    |
| Conference Gifts           | \$149.46     | \$0.00      |
| Total Conference Expenses  | \$15,684.82  | \$16,975.90 |
| Wages                      | \$48,078.00  | \$38,852.25 |
| Workcover                  | \$308.40     | \$0.00      |
|                            | \$0.04       | \$330.60    |
| Superannuation             | \$4,567.42   | \$3,690.98  |
| Accountants Adjustments    | (\$600.40)   | \$0.00      |
| Total Expenses             | \$119,359.17 | \$87,709.01 |
| Operating Profit           | (\$6,032.84) | \$12,754.43 |
| Other Expenses             |              |             |
| Flowers                    | \$68.31      | \$249.50    |
| BIT refund                 | \$0.00       | \$775.00    |
| Conference Refund          | \$689.82     | \$0.00      |
| Total Other Expenses       | \$758.13     | \$1,024.50  |
| Net Profit/(Loss)          | (\$6,790.97) | \$11,729.93 |

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28 - 30 September 2017

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