



**WILLIAM GLASSER  
INSTITUTE AUSTRALIA**

**ANNUAL REPORT  
2016 -2017**

## 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 2016-2017

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President	Susan Fleming
Fifth Director	Bruce Lloyd
Treasurer	Sheryl Matwijkiw
Honorary Secretary	John Cooper
Training Officer	Sue Berry
Newsletter Editor	Denise Landers
Public Relations Officer	Allison Turner
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	Bruce Lloyd
Peter Lacey	Nancy Snow
Jeff Steedman	Rob Stones
Kalikamurti Suich	

## REPORT FROM THE PRESIDENT

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*'Whatever you or the public may consider quality to be, this definition is always a safe guide to follow: "Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skilful execution; it represents the wise choice of many alternatives the cumulative experience of many masters of craftsmanship; and it also marks the quest of an ideal after necessity has been satisfied and usefulness achieved."* **William A Foster**

Conference year is always a busy year for the Board. We appreciate the effort, dedication and time our conference committee has given to organizing this biennial event *'We Know .... Could We Know Better?'* It really adds value to our organization and gives us a formal opportunity to connect with each other and share the experiences of many of **our masters of craftsmanship**, as they apply the thinking and principles of Choice Theory in various parts of Australia. We also always like to include overseas guests as part of our keynote speakers to extend our knowledge and ensure that we are exposed to other international ideas and **master craftsmen**. We are delighted to have two internationally renowned keynote speakers from America: Juan Pablo Aljure, Senior Faculty WGI to share his knowledge on using Lead Management and systems thinking for strategic planning within organizations and Edward Deci who is the co-founder of Self Determination Theory will share his years of research into intrinsic motivation and self-determination in human behaviour.

Website: One of the major projects nominated as a priority by our members at our **2015** conference was the development of the new website. When it looked as though we would not be able to afford it we persisted, came up with a plan to fundraise and start the project. The biggest challenge for us has been to find a provider who can do a website **and** maintain the large current data base. (A challenge also faced by the WGI) Our website was close to going live thanks to the hours of work by Paula and her team. We were hoping that it would be online by our conference in Newcastle. However, despite our **sincerest efforts**, just as we were about to start stage 2 of detaching and developing the new data base, we lost the web developer. Paula has spent countless hours negotiating with a number of providers and also with WGI who are facing the same dilemma. We are now in negotiations with a provider who we believe can manage the data base component we require, but at significant increase in costs. Again creative ways to gain funds will be required. We want to deliver a Quality website that will become a significant part of promoting and connecting people to WGIA and will be persistent in finding a way to achieve this.

We submitted an article about the history of the WGIA for the spring edition of the International Journal. It was evident that it was the same persistence and commitment for Quality by individuals and groups that kept our institute alive when things were difficult and helped it flourish and grow when times were good. Thanks for all the people who offered information and assisted in the writing and editing of the article. Thanks also to all those who continue to develop and expand the ideas and applications of Choice Theory, so that we can adapt and survive as an organization in an ever changing world. While our contexts change, the principles and tenets of Choice Theory are just as relevant now as they were in William Glasser's lifetime.

The WGI is devolving more autonomy to its member organizations (MO). While this has given us some good opportunities to develop our own processes, it has posed some challenges. The major one being membership fees. Faculty, TCOYL Facilitators and general memberships are collected by us, instead of members paying directly to the WGI. We have had to raise our fees for all levels of training to manage

the poor exchange rate. This will be reviewed six monthly. Despite our estimates for this year, we have still made a considerable loss between the monies we have received for memberships and the exchange rate in US dollars as we pay funds to WGI. Thanks to Faculty in particular, for your understanding and support as we work through the various challenges around this.

We have always prided ourselves and been acknowledged internationally for the Quality training we provide in Australia. This year we have been looking at Quality assurance at all levels of Faculty Training and succession planning as we realize most of our instructors, while still working hard and offering tremendous programs are in the late 50's plus bracket. We ran an extra Practicum Supervisor program this year to increase our practicum supervisors. This has been successful.

The other major project we have undertaken has been to give consideration to establishing policy and procedures in conjunction with existing current WGI policy, for future WGIA applicants wishing to move to endorsement as Senior Faculty. As a board we have had some discussion with members and faculty around the Quality World Picture of WGIA Faculty and we hope to continue these discussions at the conference when we present the Senior Faculty criteria for feedback. We see the importance as we have done in all other phases of training to develop a list of competencies and criteria that can be co verified by senior instructors. We also see the importance of the FPC process in this journey. In April this year, the WGI changed the criteria for a Master's degree to a post-secondary degree and devolved responsibility to the member organizations to develop further criteria to fit their context. Parts of the process will still be carried out by WGI at this point in time. We have welcomed the opportunity to develop criteria to fit our context.

I wish to thank Rob Stones who has agreed to trial the process as a candidate and assist with the development of the process. Thanks also to our senior instructors Maggie Bolton, Gary Garnaut, Judy Hatswell and Ali Sahebi for the time and effort they have made - suggest - given to developing and trialing the criteria and processes. Their input has been invaluable. It is only possible for us to achieve major projects like these with the support and help of our members, as we are only a small board of six volunteers who do board business as an adjunct to our work lives.

As a board, we extend our thanks to Bruce who as our 5<sup>th</sup> Director and past President is leaving us to explore his quality world pictures of woodworking in his retirement. His calm reflective presence on the board, ability to consider situations from a number of perspectives and identify the key issues will be sadly missed and we wish him well.

Thank you also to Paula who despite the incredible number of events in her life, that she has had to juggle and were out of her control, she has continued to be the friendly helpful voice at the end of the phone and gives her very best to support the members and the organization. She is living testament to the principles of Choice Theory.

I look forward to seeing and connecting with many of you at our conference in Newcastle.

**Susan Fleming**

## REPORT FROM THE TREASURER

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The WGIA 2016-2017 unaudited financial year report shows a loss of **-\$2,584.63**, up \$4,386.34 from 2015-2016 financial year.

The Biennial 2017 National Conference will be held in Newcastle in late September 2017. Income for the Conference is shown on the Balance Sheet as Income in Advance of \$26,183.54 and is not shown as Income on the Profit and Loss as this income relates to the 2017-2018 financial year. It is hoped that this Conference will produce a healthy profit with up to 80 registrations.

Income for 2016-2017

Basic Intensive Training was	\$68,909.13
Advanced Intensive Training	\$2,294.55
Membership – 3 year	\$3,558.82
1 year	\$2,243.25

The cashflow for the year has remained consistent. Balances for all Bank accounts as at 30/6/17 are as follows:

General Cheque Account	\$32,398.07
Conference Account	\$22,859.54
Scholarship Account	\$ 9,513.30
Investment account	\$20,000.00
Visa Debit card	\$ 30.81

Detailed Financial reports are included at the end of the Annual Report (Balance Sheet as at 30/6/17 and Profit & Loss from 1/7/16 to 30/6/17).

Once again I would like to thank my fellow Board members for the time and passion that is offered voluntarily. We all have families and jobs and time is a premium. And to Paula Baxter, your loyalty, devotion and efficiency to your job, over and above the remuneration paid – we THANKYOU!

**Sheryl Matwijkiw**

## REPORT FROM THE HONORARY SECRETARY

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As we know the most useful meetings are when we can get the Board together in a face to face session. This year's face to face opportunity saw the next phase in the continuing work with the Strategic Plan. It has then taken several teleconference sessions to develop the complete document. I am looking forward to the feedback and then endorsement from members.

A personal loss saw me out of action for about two months during which time Sheryl kept the work of the Secretary up to date. Many thanks Sheryl.

WGI-A 2016/17 has seen a group of committed people wrangling with the best way forward for our Australian practices, website, and course design as WGI moves from Policies to Guidelines as WGI learns more about national and cultural differences. One size does not fit all.

Now I am looking forward to another great conference experience. Hope to see many of our members in Newcastle.

**John Cooper**

## REPORT FROM THE FIFTH DIRECTOR

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It has been my honour to be a member of the William Glasser Institute Australia board.

For the last year I have been the fifth director or immediate past president.

My life is currently taking a different direction involving woodworking, dovetails, turning, carving these are the things that I'm now involved in quite extensively.

I'm very grateful for the support I have received from not only my fellow board members but from all members of the Institute without their expertise their dedication Dr Glasser's work would not have been taught to as many people as it is so far.

There are always going to be cross roads and anomalies that the board are faced with and I know that from a leadership view this takes time to resolve while maintain our relationships.

Thank you and I leave you with the immortal words of Douglas Adams "goodbye and thanks for all the fish".

**Bruce Lloyd**



## REPORT FROM THE NEWSLETTER EDITOR

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Since my first report in 2016 I have produced four further newsletters as follows:

### June 2016

- Special Tributes – Sandy Vandervel – Joan Hoogstad/Sue Berry
- Take Charge of Your Life Meet Up – Akari Komori
- Freedom of Choice – Polar Bears at Hudson Bay Canada – Annabelle Symes
- Review of Sunshine Coast Conference (Part 2) – Dee Landers
- Advertising Korean Conference
- Sunshine Beach State School – A good place to be – Dee Landers

### August 2016

- Review of Hand in Hand for Happiness Conference – Dee Landers
- How to Parent like an FBI Agent – Jim Roy
- Freedom of Choice –Cacus Mountains of the Republic of Georgia – Annabelle Symes
- Advertising Newcastle Conference – Maureen Samson/Nancy Snow
- Member Profile – President Bruce Lloyd – Dee Landers

### November 2016 – Special Edition – A Celebration of the Life of Joan Hoogstad

- From Victim to Survivor – Joan Hoogstad
- Celebrating the Life of Joan Hoogstad – Gary Garnaut
- Codependency –Untying the ties through Reality Therapy – Dee Landers
- Freedom of Choice – Visiting Joan and her family – Annabelle Symes
- Reflecting of my Experience in the Graduate Diploma Reality Therapy – Sue Berry
- We are all the Same Important – The challenge of relationships – Susan Fleming
- Tributes to Joan

This Special Edition was well supported with contributions by members who knew Joan and highly valued her ongoing commitment to progressing and sharing the work of Dr William Glasser, and other theorists whose work complemented Choice Theory principles.

### June 2017

- What is Self Determination Theory (SDT) and how does it relate to Choice Theory? – Dee Landers
- The Meaning of the Room – Bette Blance
- Beijing to St Petersburg on the Trans-Mongolian and Trans-Siberian Railways – Annabelle Symes
- Advertising Newcastle Conference – Maureen Samson/Nancy Snow
- A History of the William Glasser Institute Australia – Susan Fleming/Peter Lacey

After completing one year plus as the Newsletter Editor, initially having the grand plan of continuing to compile four newsletters annually, I now realise three editions is probably more realistic. While I have

had positive feedback on the quality of the newsletter, I have struggled to improve the production using an updated program. I have explored Mailstyler and a number of other programs. While the programs are promoted as user friendly (*MailStyler* is a powerful *email* editor and *newsletter* creation software to build perfect HTML *email* templates with a simple series of drag and drops) I have spent a huge number of hours trying to master the 'simple' techniques. I am clearly required to extend my professional learning in this area. This will be a goal in 2017/18. Another problem is the speed of change. It seems by the time you decide on one package a bigger and better product is available and the previous product has been renamed or is no longer available in its initial form.

The second issue is sourcing articles. I have tried a number of methods to source articles. I have asked individuals to write an article and a few have kindly been forthcoming. I have searched previous newsletters and articles on the WGI website. I have also reviewed information on William Glasser websites from other English-speaking countries. I have explored possible articles on the wider web and I have written a number of articles myself. Again, this all takes considerable time.

Annabelle Symes' commitment at Faculty Day 2016 was to write a travel article for four editions of the Voice of Choice. She has fulfilled this commitment and I thank her for her time and valued contribution, adding another level of interest to the newsletter. Unfortunately, Annabelle has other commitments and can no longer offer her time.

I am prepared to continue with the newsletter for another year, unless there is a willing member happy to take over the role.

**Denise Landers**

## REPORT FROM THE TRAINING OFFICER

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Growing the understanding of Choice Theory Reality Therapy and Lead Management happens in a variety of formal and informal ways for all those who are members of the WGIA. We have all benefitted from this learning; we can choose for this to continue to be a source of strength in our lives.

As an organisation we exist to continue Glasser's aim "Teach the World Choice Theory" and through the WGIA "to build a better world through quality relationships". As member individuals, we bring these goals to life through our own personal contributions in our families and communities. As an organisation we provide a formal training pathway which offers individuals the opportunity for deeper learning, for connection with others sharing this interest and most importantly a way to gain qualifications which enable them to offer others quality learning about Choice Theory, Reality Therapy and Lead Management. This formal framework is designed to allow the work to continue and ensure sustainability.

It is of prime importance that our training at all levels maintains a focus on quality. This year at Board level we have identified in our Strategic Plan the need to have a look at some further quality assurance processes – to support the Practicum training process and to further define the requirements of achieving Senior Faculty status, in consultation with WGI. We continue to clarify the process of becoming an Accredited Facilitator for Take Charge of Your Life for those who are CT/RT certified and to define their responsibilities in relation to documentation and payments to WGI.

The Strategic Plan identifies other areas relating to training, including finding ways to offer Practicums online to address the issue that many people complete Basic Intensive Training but do not continue with the learning. Accreditation of CT/RT learning into other recognized training in Australia remains on the agenda, as does our own accreditation, through a quality assurance process, of further member-designed workshops based on CT/RT, with the aim of diversifying the way we connect more people with the ideas and principles of Choice Theory. With the growth in public focus on mental wellbeing, the potential for Take Charge of Your Life to be taught more widely as a mental health education program is an area for exploration.

We continue to achieve our goal of offering trainings at our biennial conferences. This year in Newcastle we will be offering AIT, Certification, Practicum Supervisor Endorsement and also Basic Week Instructor Endorsement. The strong growth in number of Faculty members this year increases the potential for overall growth in our organisation. A scholarship was given to one participant to support continued training towards becoming a Practicum Supervisor.

## Training Data

Our figures for Training for the financial year 16/17 are as follows:

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

<b>Program</b>	<b>Number of participants July 11 – June 12</b>	<b>Number of participants July 12 – June 13</b>	<b>Number of participants July 13 – June14</b>	<b>Number of participants July 14 – June15</b>	<b>Number of participants July 15 – June16</b>	<b>Number of participants July 16 – June17</b>
Basic Intensive Training	408 (39 events)	331 (24 events)	451 (40 events)	359 (29 events)	409 (33 events)	499 (36 events)
Basic Practicum	74	50	31	40	32	18
Advanced Intensive Training	50 (5 events)	26 (3 events)	16 (2 events)	0	54 (4 events)	19 1 event
Advanced Practicum	15	7	0	5	1	0
Certification	15 (2 events)	8 (1 event)	11 (2 events)	15 (2 events)	4 (1 event)	0
Practicum Supervisor Training	3	0	2	0	2	7
Practicum Supervisor Endorsement	0	0	2	0	2	0
Basic Week Instructor Training	0	0	1	0	1	0
Basic Week Instructor Endorsement	6	0	1	0	1	0

### *Points to note:*

- Numbers completing Basic Intensive Training were very high
- A significant group completed Practicum Supervisor Training this year
- Numbers doing Advanced Intensive Training and Certification were lower than average. However, there will be training in both these areas at the Newcastle conference.

As noted by Susan Fleming in last year's report, our challenge is still to find a way to encourage and support people to continue their training through Basic and Advanced Practicums. This has been discussed at Board level and is addressed in the Strategic Plan.

Thank you to all the Board members and in particular Susan Fleming and Paula Baxter for all their support since I joined the Board as Training Officer this year. I have found that in addition to the plethora of "Known Unknowns" there are plenty of "Unknown Unknowns" in this role! It has been steep learning curve, but a pleasure to be involved with such a committed and supportive group of people and to be confident that when difficulties in communication and differences in QW pictures arise, as they have and will, we are able to remain connected and to work through the issues using the Choice Theory framework we share.

**Sue Berry**

## REPORT FROM THE PUBLIC RELATIONS OFFICER

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### **Innovative Communication**

During 2017 the Board has been trialing strategies to increase communication with members and people interested in developing their knowledge about practice around Glasser's key teachings. Practitioners who had completed training had also expressed an interest in having forums where they can discuss ideas tease out strategies and develop their practice.

A forum was created in Facebook called Glasser Prac Chat. This group has very few members and although information was emailed to members there was very limited uptake of the offering.

A forum was also created for the Board members however, this does not seem to be an effective process of communication. Issues of privacy and ownership of the content have been raised and there is a continuing investigation of this matter.

### **Website**

When the new website is in operation there are plans to develop "higher interest" media that might trigger interest from the community and may assist in the development of membership.

When the website is operational we may aim to do a short consultation, which may target the specific needs of the members. This will enable the Board to achieve high levels of quality information.

We are hoping to do some fundraising at the conference to support the website. This will be in the form of donating a cup of coffee each day. The target is to raise some money that will contribute towards the website upgrade

**Allison Turner**

## REPORT FROM THE INTERNATIONAL BOARD REPRESENTATIVE

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The last year has been a big year in terms of my representation on the board and upskilling my knowledge.

In February, I travelled to Croatia for the annual face to face meeting. To attend such a meeting was a huge effort and expense and some board members challenged the cost of the exercise.

However, some of the pro's that came out of meeting are:

- the development of good working relationships with everyone, especially with Europe,
- the commitment to the strategic plan,
- Some really challenging conversations about how the board is best structured and its vision and mission.
- One big change which will filter through is a change by the board in seeing its role to make policy and expect member organisations to comply so to speak. This has not been working and is not desirable. Over time old policies are being reviewed with the aim being to make them into guidelines. New guidelines are being formulated.
- It was also a transition time in terms of the recognition that William Glasser is gone and we do need to move on and learn to do new things such as marketing which is something I understand he did not believe in.

### **Marketing**

On behalf of WGI I personally instigated getting some marketing advice and have sent it on to WGI, WGIA and WGNZ. While this has been confronting, I believe it has helped, the WGI board to agree to spend about \$6000 US to develop a flash new 21<sup>st</sup> century website

Board reps have different understandings and beliefs about the benefits of this, however for MO's I think it will be great as it is a chance to have a one stop start anywhere in the world to accessing CTRTLM.

MO's information and links will be proximately displayed and people will be encouraged to follow through to their MO for support and training.

For WGIA and WGNZ this means there is the opportunity to be good at what we do in our region and have good websites that reflect this.

### **Developing relationships**

Spending the time with the European Members Boba and Dubravka and then the European Institute for Reality Therapy members who came to visit the board was so inspiring. The ERIT needs the WGI to function, they need to be connected to an international organisation. However, the systemic way they have gone about creating ongoing training and faculty is phenomenal. Now this cannot necessarily be repeated here as a lot of the training involves becoming a psychotherapist.

What has worked is having a very clear agenda of how to move forward with progressing training, licensing training, raising the perception of training in the community and with professional organisations. So it is seen as a legitimate and valuable therapeutic approach. This has been fantastic development.

### **Member Organization's (MO) payments**

This has been a huge challenge for the board as witnessed by the time it took WGIA and WGI to come to an agreement about how monies would be paid. Many MO's have gone through the same experience. For WGIA and WGNZ it took a lot of work and thank for everybody's patience with me while I was learning on the job. However, my understanding is that everyone is happy with the outcome.

#### Potential Restructure

The board currently has several proposals on the table to restructure the way it operates. This reflects the board's desire to:

- Be more needs satisfying to member organisations
- provide an international platform for CTRTLM and to
- facilitate with member organisations the increase in interest, membership and training participation across the world.

The new website will make a big difference in this as it will also function to house a host of achievements and accomplishments whereby CTRTLM has made a significant impact on the lives of some or many.

### **WGI board meetings**

The board has changed its online meeting forum to one that allows us to see each other again. This is much better as we know it is all in the relationship. John Cooper and I continue to sit up to 1.30am on Monday mornings to fit in with everyone. This is our waking challenge.

### **Accreditation of courses and faculty**

One big change is that the need to have a Master degree to become senior faculty has been lifted for Australia and NZ effectively. The decision was made that MO's would now decide their own criteria recognising people needed to have equivalent understanding and experience however not necessarily a Master level.

I requested involvement in some potential restructuring of training that would have included renaming some of the steps to include master Training and Coaching. This has now gone off the table and if desired can be taken up by MO's. Both Australia and NZ had big concerns about this and your input and our representation on the board have meant this will not go ahead universally. Thanks, everyone who got back to me personally.

Next year the international conference is in Bogota Colombia. The link to the conference is [www.wgiconference.org](http://www.wgiconference.org)

The exciting news is that if you cannot get there you can attend virtually for a fee.

It is a requirement of the WGI board member to pay their own fee to attend the conference and board meetings on the year there is a conference. This is a hefty outlay and for successful representation to continue the WGIA and WGNZ may need to consider assisting the representative financially.

WGI pays for board and lodging for the board meeting days which are currently four days before and one day after. If the boards are willing to consider this, I would recommend monies be allocated to assist with the travel costs. It is reasonable to expect the representative to attend the conference as that is part of

the duties of the representative. However, attendance at both does expect the representative to dedicate about 14 days to both attend the conference and the WGI meetings plus travel there and back.

**Meeting the international Board**

As Juan Pablo Aljure is a key note speaker at the WGIA conference this year there is room for the three WGI board reps John Cooper as the Chair, myself and Juan Pablo to make time to answer questions or talk a bit more about what we are doing as a board.

If that is thought to be a useful activity it would need to be programmed in for even an hour over lunch during the conference.

It has been an honour again to represent the boards and to be welcomed to attend board meetings in my role as WGIA/NZ representative. I look forward to keeping the channels of communication open.

**Kalikamurti Saraswati Suich**

**WGI board representative**



Following are reports from our Regional Coordinators

## SOUTH EAST QUEENSLAND REGION

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Take Charge of Your Life Program was run with leadership team at Mudgeeraba Special School by Lorraine Shaw and Susan Fleming.

A submission was also presented to Queensland Association of Special Education Leaders offering Take Charge of Your Life Program as a preventable Mental Health Program for school leaders. We are still waiting to hear the outcome from this proposal.

We attended the International Women's Day at the Gold Coast promoting the Take Charge of Your Life Program and the WGIA.

**Colleen Hope**

## DARLING DOWNS REGION

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In the Darling Downs Region, our small focus group continues to meet - mostly on the third Saturday of every month from 9am to 12pm at a variety of venues.

If you are in our area and would like to join us please contact me by mobile or email (address below).

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

Over the last year I have run a couple of "Take Charge of Your Life" workshops as well as delivering the Peaceful Parenting course in our area for a number of families referred to me.

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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A lot has changed since my last report.

I left working with Catholic Education after 18 years at the end of the school year in 2016.

I have run a Basic Intensive in Moranbah over 2 separate weekends:

The 20<sup>th</sup> and 21<sup>st</sup> of May and the 3<sup>rd</sup> and 4<sup>th</sup> of June

There were eight participants from schools in Moranbah. Kyle Marler Deputy Principal Moranbah East State School had spent some time with these teachers prior to the basic intensive. Teaching role modelling Choice Theory and Lead Management.

All eight teachers wish to progress to basic practicum.

Sylvia Habel will be follow up their next stage of development.

The rest of my time in being engaged with wood work, very satisfying.

I have also stepped down for the William Glasser Australia Board as Fifth director and Central Queensland’s Regional Coordinator positions.

**Bruce Lloyd**

## COUNTRY NSW REGION

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The biennial WGI-A conference is for me a thing of great joy. Whether it is catching up with friends and acquaintances, enjoying informative and fun activities or by serving as a refreshing opportunity to reflect on my CT/RT knowledge and practice. From these conferences I also gain a renewed affirmation of the choice I made so many years ago to study, learn and follow the work of the late Dr William Glasser.

Back in 2015 I was faced with two events for this coming long weekend in September/October 2017 – the WGI-A conference or my Son’s wedding in Airlie Beach, North Queensland. You can rest assured I will be having a very proud and wonderful time in Airlie Beach but wish I possessed Hermione’s skill to be in two places at once.

Weddings usually require a fair bit of organisation and planning and this one, although only small, is no exception. Jena the beautiful Bride is from Miami, USA, but after studying in Sydney is now happily settled in Canberra. She is very keen to become a dual citizen soon if not thwarted by the dubious changes to our current immigration laws.

Fortunately, for organisational matters, I’m a ‘List Writer’ – shopping lists, things to do lists, what to pack lists, what to cook etc. You name it and it’s worthy of a list.

It’s a simple but satisfying activity that allows items to be crossed off and provides prompts that spur me into action. This report was on a list for some time.

Lists provide me with an extra sense of control in managing my everyday responsibilities. However, they can also become burdensome and I have often envied the free spirits of this world who blithely take each day as it comes and go where the wind or a whim takes them.

I have found approaching my lists objectively far easier with the less harried pace of retirement and fewer deadlines involved in the great juggling act called work/life balance.

Adjusting to retirement has required me to address some old entrenched habits (negative behaviours) formed throughout my peak ‘juggling’ years – all easily justified in the past as necessary to avoid dropping the ball.

One of these habits was the regular ‘just in case’ items on my lists. These could range from overstocking the pantry, over catering for functions, packing too much in the suitcase, printing far too many copies, leaving extra early etc. All “Just In Case! “

“Of what?” you may well ask.

I now look at this habit and reflect what it achieved. Often it paid off. My organisational skills were appreciated, I was prepared for the unexpected, and I could be generous with ‘doggy-bags’ for family and friends. Clearly, on occasions, proving all very need fulfilling.

But what about all the times these “Just in Case” choices led to more negative behaviours? Worrying, obsessing, over thinking, victiming, blaming – all bad behaviour choices I’ve made and often repeated. On a practical level I don’t need an overstocked pantry/fridge with the risk of use-by-dates, no memory of why they were bought or they’ve become no longer a trendy food item.

Fashion that no longer had fits or even worse never fit in the first place but my exercise/diet regime was going to lead to it fitting. Ha!

Heavy suitcases packed with 50% of items never needed on the trip but included Just in Case!

It can be hard to find time to reflect on the choices we make. Through the WGI-A we have been blessed with the knowledge of how and why we behave but all too often choose to become distracted with all the conflicting physical and emotional minutia of our lives.

The biennial conference can operate a bit like a 'spring clean' in our lives. A time to re-evaluate our behaviours, to talk the talk and to immerse ourselves in the axioms of CT/RT that have always resonated so deeply. A time to make choices that will enhance our relationships, reinforce our understanding that the only behaviour we can change is our own and to live our lives in the security of this knowledge as we strive to be the best possible 'me' we can be.

I wish everyone a wonderful conference and a rewarding year ahead.

**Penny Hammond**

## SYDNEY, NSW

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New South Wales members had no member meetings or state related activities during 2017. Individual faculty members have continued their teaching or training programs.

**Marinela Mendes**

## HUNTER, NSW REGION

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Here in the Hunter we are busy preparing for and looking forward to the William Glasser – Australia Conference “We know....could we know better?” (based on the iconic song from the Screaming Jets called “Better” – you’ll know it when you hear it!) being held at the Crowne Plaza in Newcastle from 28 – 30 September, 2017. We are, of course, looking forward to seeing many of you there and catching up. It should be a great conference with two excellent keynote speakers and many and varied workshops for educators, health workers, parents – in fact anyone who is interested in “knowing better”.

We continue to run our Behaviour Training workshop at Woodberry Learning Centre because of popular demand. It is quite a commitment for school staff as it is run after school for two hours per week for eight weeks. So far more than 100 school staff from 38 schools have undertaken the program. In some small schools, the whole staff has done the training. The program is skills-based and each week participants learn new information and a skill to practise the ensuing week. A six month follow-up shows participants are still using the skills and knowledge and have integrated internal control into their classrooms. It is interesting to see that in the Hunter, school principals and executive will undertake the Art of Leadership program but not a Basic Training in Choice Theory. We can but hope! Teaching Choice Theory is made more difficult by the Department of Education making Positive Behaviour for Learning (PBL) – a US program based on Behaviourist Theory – its “flagship behaviour program”. I guess when you have spent millions of dollars on a program, you want to see it being used in as many schools as possible. Actually it is not the program but the underlying theoretical framework that explains why it is not as successful as first hoped. PBL based on Choice Theory would be an excellent program for schools.

It is nearly a year since a BIT was run by Kalikamurti Suich in the Hunter. Three of the participants went on to do a Basic Practicum and one will be doing her Advanced Training at the conference with two others hoping to do their Advanced later on. I am thrilled that the teaching staff at Woodberry Learning Centre will be presenting a workshop at the conference – a basic brief introduction to Choice Theory and how they managed the challenges of shifting their own thinking from external to internal control in the classroom and in their personal lives.

Once again we look forward to catching up with as many of you as possible at the conference - 'til then.....take care, stay happy!

**Nancy Snow**

## VICTORIA REGION

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

Meetup groups in Melbourne continue to run strong. Akari Komori and Jeff Steedman have maintained a strong commitment to providing an ongoing opportunity for people to come and to learn about how they can make choices to improve their happiness in life and have successful relationships.

These sessions are held fortnightly on Thursdays in the proximity of Melbourne's CBD and 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 is practical, fun and relevant are welcome to attend.

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

### **The Get Happier Project**

Ivan Honey and the Get Happier project team are spreading their wings. They've now established an office at the Get Happier HQ in Bendigo and on top of the work done in China, Singapore and around Australia, Ivan and his team is making their presence felt with the work they are doing within the local community. By collaborating with groups such as "Think Move Do" who run a fun, innovative program for Senior's in Bendigo and through the provision of Basic training to the Flexible learning options team, the Get Happier project team are making an impact in a breadth of areas. Resources made available through the Get Happier Project team are focused on education, fun, quality outcomes and have been cited as tools to help build self-esteem, problem solving and build resilience in all ages.

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.

Mary Ellen Davis has been quietly plugging away as she continues to advocate and teach the work of Glasser through her involvement in several schools across Victoria. She continues to provide Basic training and has been working closely with schools in the South East such as Trinity Primary on a whole school approach to Choice Theory to achieve cultural change. As part of this program of work Mary Ellen continues to provide follow up support twice a month. In addition, St Claire's staff are on board with using their Basic training as a framework where the parents and teachers are working together for kids experiencing social emotional issues.

In regional Victoria at the Doxa School in Bendigo, a Basic practicum has been underway to foster the cultural relationship between staff members. If their relationships are working well then this will help role model relationships to the students. Doxa is a flexible settings school where 95% of kids have experienced trauma in their life so the intensive support due to the volatility of the environment is key. Most students are late primary to secondary and they attend for 12-18 months. A lot of the kids complete their schooling and go straight into the workforce from Doxa. Mary Ellen has found the outcomes of work between teachers and social workers to be a very rewarding experience.

As an outcome staff from Doxa have connected with staff from Trinity. This provided an opportunity for them to collectively share what they were doing, what needed to shift and *how* they did things to get a shift. Feedback from participants was positive and both groups are keen to meet again.

In Shepparton, Mary Ellen has been working and training staff regarding another flexible approach to trauma in trauma teaching. This work provides the opportunity for participants to ask and discuss the question of “what is a trauma informed space like? What does this look like?”

Using a Choice Theory framework, Mary Ellen has been providing supervision with psychologists and social workers where they have provided feedback that they like the positive aspect of having a focus on moving forward rather than going back over the event. She has also been running workshops on “Having Difficult Conversations”.

Some components of these programs have been strategically implemented over a three-year period and Mary Ellen’s observations is that “people seem to like it”.

I’d like to thank those who continue to contribute to sharing Glasser’s theories across their communities and in their line of work. Regardless of whether you have been mentioned or not your contribution is valued.

If you’d like your work represented in future annual reports please feel free to let me know by emailing me at [dillonbj@bigpond.com](mailto:dillonbj@bigpond.com).

**Cathy Dillon**

## SOUTH AUSTRALIA REGION

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### ***Take Charge of Your Life (TCOYL)***

The Mentally Fit EP project which I am involved in through my counsellor position at West Coast Youth and Community Support in Port Lincoln, has provided the opportunity for further TCOYL groups. We promote this course as a way of learning how to improve our mental health/wellbeing.

Since August 2016 I have presented 10 groups, with 94 participants. The diverse client group includes an age range from 15 to about 70 years, both male and female. This year the total includes four Aboriginal participants.

One group was the staff and Board members of Bendigo Bank in Cummins and one group was held in Port Lincoln Prison. Our travels included a 400 km trip to Streaky Bay on the Far West Coast of Eyre Peninsula.

Feedback continues to be very positive. We now offer a follow-up session to each group about six weeks after completion of the course. We connect up and in conversation gather some feedback informally, and then I run an activity related to Choice Theory.

This project continues to be supported by community fundraising and grant funding from Bendigo Bank in Port Lincoln and Cummins.

In May this year Christine Duffield facilitated another TCOYL course in Whyalla for five women. Feedback was very positive and the women indicated they would be interested in ongoing training.

### ***Training***

Garry Garnaut ran an Advanced Intensive Training in Lincoln in May 2017 for two WCYCS counsellors, a community member from Cummins and a local private counsellor. I had the good fortune to be an observer. To be able to offer this level of quality training in Lincoln was Gold!

Christine Duffield is working with this group in their Advanced Practicum, aiming for Certification in Newcastle in September. Jackie Hibble, who has been my support person with TCOYL groups for 18 months, will complete Certification and with some further mentoring support become a TCOYL facilitator. Jackie will then run some of next year's groups. A Cummins community member is doing her Advanced Practicum training and will be ready for Certification next year, with the aim of becoming a facilitator later on.

We have planned for Christine Duffield to run a Basic intensive Training in Port Lincoln in Mental Health Week in October and have a small group booked so far.

### ***Glasser Quality School (GQS)***

The Assistant Principal, Student Development at the secondary campus of a Catholic College in Adelaide has contacted Christine enquiring about the process for becoming a GQS. While the discussions / planning are in the early stages this is a very exciting development.

### **Sue Berry and Christine Duffield**



## NORTHERN TERRITORY REGION

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A quiet year in the NT regards to training.

Take Charge of Your Life training was completed for 14 staff in the Centralian Senior College in 2016. New Take Charge of Your Life sessions have commenced at the college for less than ten this time. Sessions have just commenced at The Alice Springs School of the Air for just five staff.

Three presentations were made to the Royal Commission into Child Abuse in NT and a lengthy submission. There has been no follow-up request from the Commission. The next phase may be presenting a similar submission to territory and state governments.

I am aware of and would like to learn more of the responses from the work in Australian prisons already. Wouldn't it be great to have a "package" that meets the prison system needs and those of the young people in particular!

**John Cooper**

## The William Glasser Institute Australia

### Strategic 2017-2020

FOCUS	GOAL	ACTIONS	BY WHOM	TIMELINE	OUTCOME
<b>Developing digital face of WGIA</b>	Operationalize new website	<ul style="list-style-type: none"> <li>• Liaise with developer about brief and budget</li> <li>• Progression of website &amp; blog</li> <li>• Investigate and change format for WGIA newsletter</li> <li>• Investigate linking to WGI and upgrade data base</li> <li>• Investigate web based forms and data entry by Faculty to send in information</li> <li>• Promote increased use of social media to inform &amp; promote CTRTLM</li> </ul>	Website Committee	2017/2018	Decide on plan of action
			Website Committee	Continuing	Website is current
			Newsletter Editor	2018	New template operating
			Administrator	2017	Efficient linking
			Administrator	2018	Members enter data
			Board and members	2018	People that have completed trainings e.g. BIT Practicums will have access to digital networks
	Increasing skills including online training (upskilling board and staff)	<ul style="list-style-type: none"> <li>• Active Facebook pages</li> </ul>	Public Relations Officer	2017	Regular fortnight posts to the Facebook page. Data indicates 20% increase in activity Audit complete administrators and

FOCUS	GOAL	ACTIONS	BY WHOM	TIMELINE	OUTCOME
		<ul style="list-style-type: none"> <li>• Audit and train WGIA Administrator and Board members in web tools and database</li> <li>• Investigate using the skills of current members to assist with keeping website current and interesting</li> <li>• Develop website activities – role plays, video clips, TCoYL take home package</li> </ul>	<p>Administrator</p> <p>Secretary</p> <p>Public Relations Officer</p>	<p>2018</p> <p>Annually Conference/ Faculty Day/ Members</p> <p>2018 &gt; Ongoing</p>	<p>board members using database and website tools</p> <p>List of people who can assist with content for website</p>
<p><b>Quality Assurance of current programs and Diversification of new programs duly accredited according to a specific criteria</b></p>	<p>Establish procedures to ensure the quality of current trainings</p>	<ul style="list-style-type: none"> <li>• Review current Addendum and link it to current guidelines with the WGI and publish on new website</li> <li>• Investigate, review and set up procedure and criteria to ensure the quality of current trainings and mentoring opportunities where necessary</li> </ul>	<p>Treasurer, President and Admin Quality Assurance Committee</p> <p>Faculty Committee</p>	<p>2018/2019</p> <p>2018 &gt; Ongoing</p>	<p>Current Addendum reviewed and linked to current guidelines and publish on the website</p> <p>Committee to review and make recommendations about quality assurance procedures and processes</p>

FOCUS	GOAL	ACTIONS	BY WHOM	TIMELINE	OUTCOME
		<ul style="list-style-type: none"> <li>Develop policy for Senior Faculty Status in WGIA</li> <li>Ensure that Faculty are aware of policy and procedures</li> </ul>	President and Senior Faculty  Training Officer	2017  Ongoing	Procedure trialed with the next Senior Faculty applicant  Published policies and procedures to all Faculty and on website
	Explore online platforms for faculty to deliver training	<ul style="list-style-type: none"> <li>Network with focus group of faculty with capacity to train online practicum training</li> <li>Provide online training platforms</li> <li>Investigate opportunities for WGIA Faculty to present online BIT courses</li> <li>Advertise and support approved online BIT</li> </ul>	President & Public Relations Officer  Board  Training Officer  Administrator	2018  2018  2018  2017	Investigation into running a Practicum online  Run online meetings using different platform  Facilitate training to present online BIT's  Completed
	Explore and promote development of short courses and workshops responding to needs and interests	<ul style="list-style-type: none"> <li>Evaluate programs for quality assurance and accreditation</li> <li>To list the current available courses in Australia and WGI</li> </ul>	Accreditation Committee  Accreditation Committee	2018  2018	Current courses listed on website and promotion of the accreditation process
<b>Increase connectedness within CT Community</b>	Establish member and faculty networks	<ul style="list-style-type: none"> <li>Create a faculty network and faculty days</li> </ul>	Fifth Director	2017 > Ongoing	Participation of faculty in network

FOCUS	GOAL	ACTIONS	BY WHOM	TIMELINE	OUTCOME
		<ul style="list-style-type: none"> <li>Survey our members and specializations (and world) for network opportunities</li> </ul>	Training Officer	Ongoing > 2018	Interest groups publish on website
	Grow and connect Glasser Quality School's and aspiring and emerging Glasser Quality School's	<ul style="list-style-type: none"> <li>Increase interaction with Glasser Quality Schools and encourage them to contribute articles for newsletter and or website</li> <li>Connect with Faculty who work in Glasser Quality School's re feedback and promotion of WGIA and its programs</li> <li>Develop a network of schools using internal psychology</li> <li>Link GQS policy statement to website</li> </ul>	President and Quality Schools Committee  Board member  Board member  Administrator	2017  2018  2017  2018	Quality Schools breakfast held at conference 2017  List of aspiring schools  Schools networking  Policies on website
		<ul style="list-style-type: none"> <li>Re-engage with Regional Coordinators hold regular Go Meetings and pass on participants of trainings in their area</li> </ul>	Treasurer and Secretary	2017	
		<ul style="list-style-type: none"> <li>Create Professional Recognition Committee to conduct an audit of current CTRT courses and continue to develop submissions for recognition of CTRT courses in a range of professional bodies e.g. Education, counselling, business and social welfare</li> </ul>	Training Officer and Professional Recognition Committee	2020	List of courses in the Australian Qualifications Framework that are relevant to the key skills/knowledge/ level of competence commensurate with CTRT training to Certification

FOCUS	GOAL	ACTIONS	BY WHOM	TIMELINE	OUTCOME
		<ul style="list-style-type: none"> <li>Check the status of the already accredited CTRT units</li> <li>Develop a model for promoting TCoYL for preventative mental health, including exploring               <ol style="list-style-type: none"> <li>ways of engaging with NGO's already working in mental health space</li> <li>funding options, including Primary Health Network for funding TCoYL as preventative mental health program</li> </ol> </li> </ul>	Training Officer  Training Officer	2019  2020	List of Accredited CTRT units  A suggested model for promoting TCoYL as a preventative mental health program List of ways of engaging with NGO's and funding options
<b>Finances</b>	Maintain financial viability	<ul style="list-style-type: none"> <li>Develop and monitor the Annual Budget</li> <li>Present financial reports to Board meetings</li> <li>Annually complete Annual Report</li> </ul>	Treasurer  Treasurer  Treasurer	Ongoing  Ongoing  Ongoing	Kept within the budget
<b>Marketing</b>	Increase income	<ul style="list-style-type: none"> <li>Trial income options for TCoYL and WGIA sponsoring trainings and paying Faculty to run them</li> <li>Investigate mini travelling conferences</li> </ul>	Board  Board	2017 > Ongoing  2017 > Ongoing	Income increased  Pilot conference completed