



**GLASSER
AUSTRALIA**
IGNITE THE POWER OF CHOICE

ANNUAL REPORT

2020 - 2021

www.glasseraustralia.com.au



We acknowledge the traditional owners of the lands and seas where
Glasser Australia (GA) members live, work and play. We pay our
respects to elders past, present and emerging.

TABLE OF CONTENTS

Positions	5
Faculty	6
Statement of Strategic Intent	7
President's Report	8
Immediate Past President's Report	10
Treasurer's Report	11
Profit and Loss	12
Balance Sheet	15
Secretary / Conference Convener's Report	16
Training Officer's Report	18
International Board Representative's Report	21
Business Support Leader's Report	22
Public Relations Officer's Report	23
Regional Coordinators' Reports	24

GLASSER AUSTRALIA ANNUAL REPORT 2020 - 2021

Reporting Period

This report is for the period 1 July 2021 - 30 June 2021.

Board Attendance

Total Regular Meetings	9
Cathy O'Toole	9
Maureen Sansom	9
Sheryl Matwijkiw	8
Cathy Dillon	6 (2 partial attendances)
Sue Berry	9
Susan Fleming	9
John Cooper	6
Kalikamurti Suich	6 (2 partial attendances)
Roxanne Grey (joined October 2020)	6

Annual General Meeting - Full Board Attendance

Note

Every effort has been made to issue this report with accurate information.

Questions and Comments

Please direct all questions and comments to the Glasser Australia office in the first instance:

Tel: 0427 667 385

Email: gaadmin@glasseraustralia.com.au

POSITIONS

Board Members 2020 - 2021

President
Immediate Past President
Fifth Director
Treasurer
Honorary Secretary
Training Officer
Public Relations Officer
Business Support Leader
International Board Representative

Cathy O'Toole
Susan Fleming
John Cooper
Sheryl Matwijkiw
Maureen Sansom
Sue Berry
Roxanne Grey
Cathy Dillon
Kalikamurti Suich

Employed Staff

Administration Officer

Paula Baxter

Regional Coordinators

Northern Territory
Country New South Wales
Hunter, New South Wales
Sydney, New South Wales
Darling Downs, Queensland
South East, Queensland
South Australia
Tasmania
Victoria
Western Australia

John Cooper
Vacant
Nancy Snow
Michelle Sandri
John Archibald
Colleen Hope
Christine Duffield
Vacant
Cathy Dillon
Vacant

FACULTY

Senior Faculty

Maggie Bolton
Mary Farrell-Jones
Garry Garnaut
Judy Hatswell
Ivan Honey
Rob Stones

Basic Intensive Instructors

Sue Berry
Cathy Whalan
Mark Burnard
Gerard O'Brien
Mary Ellen Davis
Jodie Paterson
Susan Fleming
Jeff Steedman
Rebecca Lane
Nancy Snow
Kalikamurti Suich
Jenny Boyall
Debbie Buscall
Christine Duffield
Sylvia Habel
Gwen Sands
Sarah Rudling

Practicum Supervisors

John Archibald
Kylie Becker
Di Childs
Deb Cox
Duncan Davison
Jamie Edwards
Max Greive
Cathryn Hayward
Kerri Hodgson
Colleen Hope
David Hyatt
Jamie Kay
Murray Kitteringham
Marinela Mendes
Aminta Miller
Jane Newman
Suzy O'Connor-Mclean
Cathy O'Toole
Bev Powell
Marian Ruyter
Narelle Vazquez
Marney Walker
Durgesh White

Statement of Strategic Intent 2021 – 2023



**GLASSER
AUSTRALIA**
IGNITE THE POWER OF CHOICE

- Purpose** Supporting people to learn Choice Theory to enhance wellbeing through quality relationships.
- Guiding Principles** Accepting, Negotiating, Listening, Encouraging, Respecting, Supporting and Trusting.
- Aspiration** Glasser Australia will utilise our strategic pillars to promote quality training and enhance relationships with membership, strategic partners, and wider communities.

Strategic Pillars	Facilitate Collaboration	Lead and Influence	Cultivate Adaptability	Enhance Training Opportunities
Strategic Activities	<ul style="list-style-type: none"> Facilitate quality relationships with membership. Connect with communities to grow training opportunities. Enhance our relationship with Australian Association of Social Workers (AASW), Psychotherapy and Counselling Federation of Australia (PACFA), National, State related Peak Bodies and broader communities. 	<ul style="list-style-type: none"> Promote Choice Theory, Reality Therapy and Lead Management as a transformational internal control practice framework through quality training. Demonstrate credibility through a content marketing program. Enhance and promote Glasser Quality Schools accreditation program. 	<ul style="list-style-type: none"> Develop a governance structure aligned with Choice Theory, Lead Management, relevant legislation and the Australian Charities and Not-for-profits Commission (ACNC) Standards. Create contemporary Choice Theory programs aligned with flexible learning options including the use of technology. Diversify and grow revenue streams. 	<ul style="list-style-type: none"> Develop a Choice Theory based counselling training program. Develop policies and procedures for flexible learning options for traditional programs, including Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC). Develop a range of contemporary short courses based on Choice Theory, Reality Therapy and Lead Management. Develop and support processes for Faculty professional development.

PRESIDENT'S REPORT



Cathy O'Toole - President

Acknowledgements

I acknowledge the traditional owners of the lands and seas where Glasser Australia (GA) members live, work, play and connect, I pay my respects to elders' past, present and future. I also acknowledge that we share these amazing lands and seas with the oldest living culture on earth.

I also acknowledge the challenges and distress that many of our members, families and broader communities have endured because of the impact of COVID. Whilst COVID has provided many challenges it has also offered many new and exciting opportunities. The GA Board is working to embrace both the opportunities and challenges to ensure a sustainable future.

Achievements 2020-2021

I sincerely thank and congratulate the members of the GA Board and the GA Administration Officer for their commitment to the work carried out in 2021-2020 financial year. Collectively we have successfully achieved the following outcomes:

- Reviewed and adopted the GA Purpose Statement, Guiding Principles and GA Aspiration.
- Developed the GA Statement of Strategic Intent 2021-23. This work was completed via a series of activities utilising Zoom, offline contributions, and online discussions and working groups. The Board is in the process of developing an Operational Plan to deliver the Statement of Strategic Intent.
- Hosted virtual discussions with Senior Faculty, Faculty, and members via Zoom to present and seek feedback regarding the Statement of Strategic Intent 2021 - 2023. On behalf of the Board, I thank those who participated for their time and valuable contributions. The Statement of Strategic Intent 2021-23 is contained in the GA Annual Report.
- Collaborated with Senior Faculty and Faculty members to develop and assist in the preparation and delivery process for both online faculty training and CT/RT/LM training programs. Thank you to Sue Berry (Training Officer), Susan Flemming (Immediate Past President) Paula Baxter (Administration Officer). This work was conducted efficiently and professionally.
- Prepared a brilliant National Conference: Exploring the Freedom of Choice, featuring several exciting keynote speakers and workshops. Thank you to Maureen Sansom (Secretary and Conference Convenor), Sheryl Matwijkiw (Treasurer) and the conference committee members. Unfortunately, due to COVID the Conference has been postponed to early 2022.

- Developed and approved several Governance Policies and Procedures. Thank you to Cathy Dillon (Business) for collaborating with me on this work.
- Carried out extensive work in the redesign of the GA website to achieve a more user-friendly and informative website. Thank you to both Roxanne Grey (Public Relations and Marketing Officer) and Paula Baxter (Officer Administration Officer) and all the board members who have contributed to this work over the development time.
- Developed a completely new Membership Database, as the old database had reached its used by date and capacity. The new database will provide GA with the ability to produce relevant and informative reports. Thank you to both Roxanne Grey (Public Relations and Marketing Officer) and Paula Baxter (Officer Administration Officer).

I have also enjoyed and benefited enormously from the wisdom and learnings that I have experienced as a participant in the WGI Member Organisation meetings. Thank you to Kaikamurti Suich (GA representative and Treasurer on WGI Board) and John Cooper (Immediate Past President WGI), for your contributions to WGI on behalf of GA.

It has been wonderful to learn from other nations about how they have coped with the impact of COVID and their journey to embrace the virtual learning environment as well as other activities. It appears the virtual environment has been embraced widely across the international space.

It is interesting to note that all Member Organisations are facing similar challenges regarding the engagement of youth and generally accelerating growth.

Leading into the Future

There is much talk about the impact that COVID has had on the economy, which is fair but the impact on the mental health and well-being of societies also needs to feature more prominently in this discussion. It would be fair to argue that this issue is front and centre in the State and National Mental Health Peak Body discussions, which presents GA with an opportunity to gain recognition in the mental health and wellbeing sector.

The internationally developed Take Charge of Your Life training program is a great example of a flexible and focussed short course that can be accessed through GA faculty members and offers a significant opportunity for GA to make a purposeful and meaningful contribution to the mental health and wellbeing for communities across the Nation.

Now more than ever GA can be a real presence in leadership and management training. The workplace environment has changed significantly because of COVID, which is now demanding change in leadership and management practice. This has been widely reported and acknowledged by leading researchers such as Dr Akstinaite, a lecturer in Management at Murdoch University in Perth, Australia.

The following two statements highlight the needs of a changing workplace environment.

1. The digital age has arrived: Working from home stopped being code for "Taking the Day off". Working in a virtual environment is here.
2. Leaders see a world of possibilities. Challenges bring opportunities that need the right people to see beyond the immediate and start planning the next step. Challenges bring people together to further strengthen already good organisational climate and culture.

This new environment offers a new and exciting opportunity for GA to tailor make flexible Lead Management training to meet this rapidly emerging demand.

Findings from the Australian Productivity Commission Inquiry Mental Health, published in June 2020 clearly articulates the mental ill health and suicide cost to the Australian economy, and the numbers are alarming!

In the financial year 2018-2019 the direct cost to the economy related to mental ill health and suicide was \$43 billion - \$70 billion. An additional \$151 billion is also estimated due to disability and premature death due to mental ill health, suicide, and self-inflicted injury.

This report also identified an urgent need to significantly increase investment in prevention, early intervention, and awareness education, which has huge potential for Dr Glasser's Choice Theory, Lead Management and Reality Therapy.

Nationally, the federal Department of Health has developed a Stepped Care Model for mental health services. The diagram below identifies these steps. The relevant steps for GA are the "Well Population" and the "At Risk Groups". This also provides an opportunity for flexible and tailored training programs.

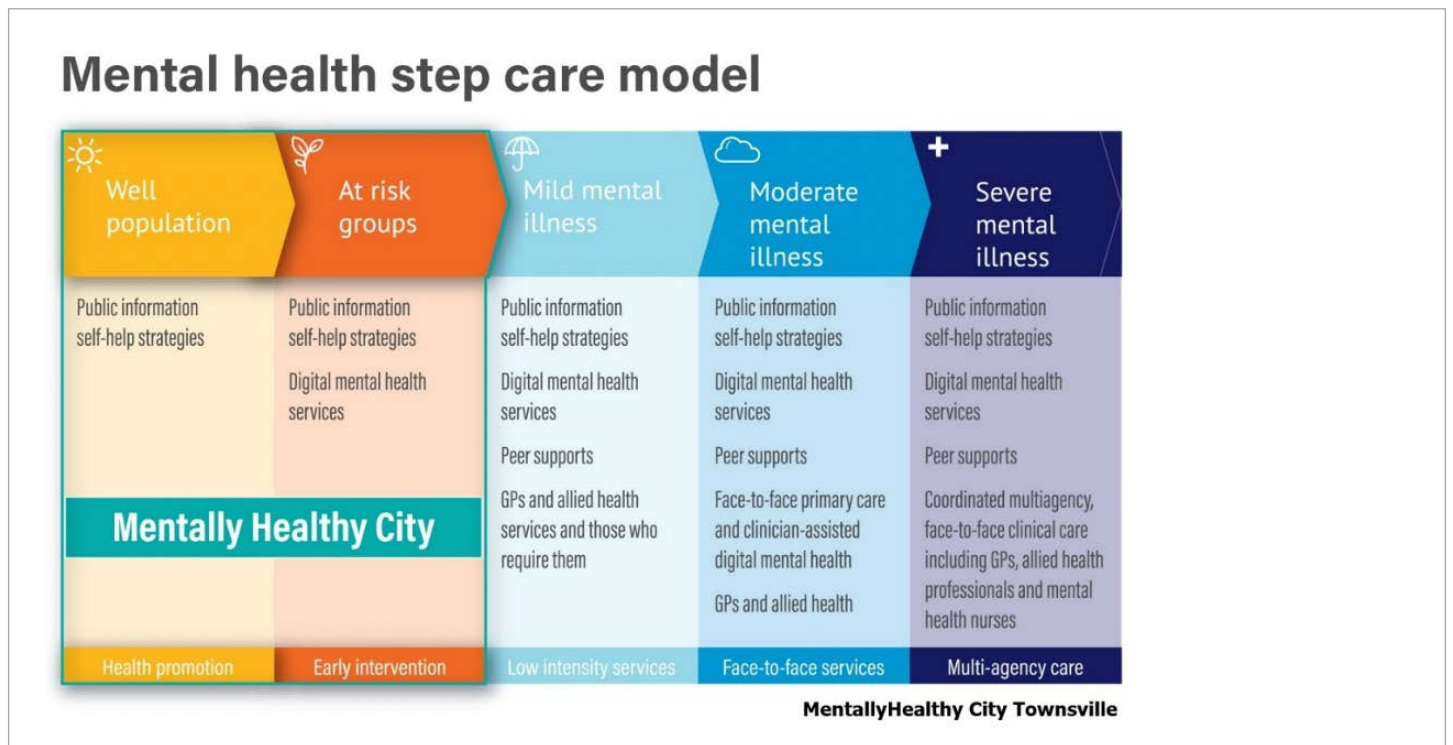


Image 1 - Mental health step care model

COVID certainly has and continues to have a significant impact on productivity, but it has also opened a range of opportunities for GA to embrace. However, opportunities also deliver challenges. It could be argued that GA is now at a point in time where we are challenged to consider our identity or brand in the broader community.

In other words what does the identity or brand "Glasser Australia" mean to the average person across the nation? As Dr. Glasser has taught us, fundamentally as human beings we behave, give, and share information; therefore, the GA brand or identity is very important.

It is essential that GA understands how our identity or brand is recognised and understood across the nation broadly? Given the absolute importance of language in sharing information it could be argued that the brand "Glasser Australia" does not tell the population much at all about who we are or what we do.

The question is "Is GA, as an organisation up for the challenge to have the tough conversation about GA's identity or brand in a contemporary world"?

IMMEDIATE PAST PRESIDENT'S REPORT



Susan Fleming – Immediate Past President

As Immediate Past President I am delighted to see the growth of our talented Faculty. Being able to be part of the Faculty Training held with the three Queensland candidates for the BIT Training phase held at Mudgeeraba (Gold Coast) provided us all with an opportunity to explore and share our individual perceptions and deepening understandings of Choice Theory, Reality Therapy and Lead management. Something I always enjoy as we continue to engage in a culture of sharing and supporting each other's growth. The synergy of networking and sharing is a very important part of our growth as an organization and its ideas, particularly in this present environment.

We are seeing more schools commencing and deepening their journey in promoting internal psychology as a paradigm for their staff, students, and school communities. Glasser's work provides a powerful means of cultivating healthy wellbeing and balance in life and more fulfilling relationships with themselves and others. I have been continuing to work with a number of schools to develop a range of pathways for the declaration of a Quality School.

One of the things I have loved most about being a member of the board is the joy that I receive from catching up with old friends, meeting new and like minded people and seeing the passion and exciting applications that are evolving as we collaborate and share our understandings of the work of William Glasser. I am very much looking forward to the next Conference although it looks like with the current COVID 19 conditions and Delta outbreak we may have to reschedule it.

COVID 19 has certainly provided us with lots of challenges over the last few years, however as practitioners of Choice Theory we know the only behaviour we can control is our own. While many of us some more than others have had to change and adapt our Quality World pictures and behaviours, most of us are adapting and choosing to flourish in the best ways we can.

Zoom has provided us with a venue to continue connecting with each other. I have been privileged to be part of the Adelaide Groups Zoom meetings and some of their Chit Chat sessions. There is also an Australian page in the on the E Glasser community <https://www.e-glasser.org/> It has been great to chat with others around the world and keep connected. WGI has offered online webinars and conferences, on which some of our faculty and members have been presenters.

I have been able to work with a number of schools teaching the Basic Intensive Trainings using a series of 2 - 3 hour modules to complete the required hours. These were developed by Sue Berry (Training Officer) and myself. These have been approved for use by the board and WGI. Some schools have found this model a useful one as it can be delivered in via Zoom and/or Face to Face and saves the expense of providing teacher relief for large numbers of staff particularly in small schools. If you have any ideas and or ways you are currently using to make training more accessible for the public, please let us know so that we can share with others and/or support your initiatives.

Take care of yourselves and each other during the challenging times we are experiencing and find the opportunities to flourish and grow together.

TREASURER'S REPORT



Sheryl Matwijkiw - Treasurer

The GLASSER AUSTRALIA 2020-2021 unaudited financial year report shows a Profit of \$50,176.38. This amount includes government assistance (Small Business Cashflow and Jobkeeper) of \$34,908.00. The operating Profit for the organisation was \$15,268.38.

As I write these report preparations for the Conference in October at Twin Towns are continuing, despite the ongoing interruptions of Covid cases, lockdowns, and border closures around the country. The Conference Committee's Quality World picture is that the Conference will go ahead. We remain ever hopeful and positive.

I would like to take this opportunity to thank the great work of old and new faculty who have worked very hard in providing quality training, particularly this past 6 months to June 30th, 2021, as Covid restrictions were lifted. Glasser Australia welcomes our new trained Faculty members. BIT Training has increased by over 50% this year compared to last year and 33% on 2019 figures.

Training & Membership Income for 2020-2021

Basic Intensive Training	\$76,050.00
Advanced Intensive Training	\$3,750.00
Faculty Training	\$53,253.16
Basic Practicum	\$1,954.55
Membership	\$15,061.50

The cashflow for the year has remained consistent. Balances for bank accounts as at 30/6/21 are as follows:

General Account	\$87,728.02
Conference Account	\$30,604.18
Scholarship Account	\$9,540.54
Term Deposit	\$20,000.00
Mastercard	\$ 291.12

Detailed Financial reports are included at the end of the Annual Report (Balance Sheet as at 30/6/21 and Profit & Loss from 01/07/20 to 30/06/21).

As part of our current Operational Plan, training of more faculty was a goal. The success of this strategy is shown in the profit for the organisation.

Thank you to our very hard-working Board, a team of dedicated volunteers who continue to work together to build and grow the organisation. And of course, many thanks to our Administration Officer, Paula Baxter – loyal, passionate, honest, caring, reliable.

"A DREAM written down with a date becomes a GOAL

A goal broken down into steps becomes a PLAN

A plan backed by ACTION becomes REALITY"

Profit & Loss Statement

July 2020 To June 2021

Income		
Training		
AIT Fees	\$3,750.00	
BIT Fees	\$76,050.00	
Basic Practicum	\$1,954.55	
Bank Interest	\$123.39	
Account Rebate	\$0.80	
Total Training		\$81,878.74
Faculty Training Fees		
PSPT	\$17,680.45	
PSPT LOI	\$22.73	
PSPE	\$18,081.81	
BIIT	\$9,999.99	
BIIE	\$7,468.18	
Total Faculty Training Fees		\$53,253.16
Membership Fees		
1 Year Membership Subscription	\$229.86	
Platinum Membership	\$2,909.12	
Faculty Memberhip	\$9,013.70	
Business Membership	\$1,186.38	
Regular Membership	\$1,722.74	
Total Membership Fees		\$15,061.80
Sundry Income		
Books	\$543.19	
Total Sundry Income		\$543.19
Miscellaneous Income	\$6.74	
Total		\$6.74
Finance Charges		\$273.20
Total Income		\$151,016.83
Cost Of Sales		
Purchases - Books		-\$3,465.81
Total Cost Of Sales		-\$3,465.81
Gross Profit		\$154,482.64
Expenses		
General Expenses		
Bank Fees	\$2.57	
Merchant fees	\$494.02	
Paypal Fee	\$134.27	
Credit Card Fee	\$56.93	
stripe fee	\$35.73	
Bad Debt	\$45.46	
Total General Expenses		\$768.98
Faculty Training		
Instructors Accommodation	\$321.53	
Instructors Fees	\$34,672.72	
Instructors Internal Travel	\$730.99	
Instructors Per Diem	\$64.27	
Catering/Participants Training	\$813.94	
Training Materials	\$46.50	

This report includes Year-End Adjustments.

Profit & Loss Statement

July 2020 To June 2021

Venue	\$304.55	
Print of Certificate Training	\$209.09	
Total Faculty Training		\$37,163.59
Resources		
Books	\$286.10	
Total Resources		\$286.10
Insurances		
Public Liability	\$732.48	
Workers Comp.	\$363.25	
Association Liability Ins.	\$719.56	
Business Insurance	\$670.00	
Total Insurances		\$2,485.29
Office Expenses		
Office expenses	\$112.50	
Computing	\$1,061.81	
Electricity	\$1,454.56	
database maintenance	\$784.52	
Postage - Office	\$226.05	
Internet	\$18.14	
Website maintenance	\$3,530.30	
Office Expense	\$97.81	
Printing & Photocopying	\$1,833.88	
Stationery	\$25.44	
Telephone / Fax	\$984.57	
Bookkeeping	\$1,350.30	
Total Office Expenses		\$11,479.88
W.G.I. Affiliation		
Training Fees WGI	\$10,740.00	
WGI membership fees	\$4,240.00	
Total W.G.I. Affiliation		\$14,980.00
Payroll Expenses		
Wages	\$51,867.61	
Superannuation	\$4,989.29	
Total Payroll Expenses		\$56,856.90
Total Expenses		\$124,020.74
Operating Profit		\$30,461.90
Other Income		
Small Business Cashflow	\$9,008.00	
JobKeeper Subsidy (no GST)	\$25,900.00	
Total Other Income		\$34,908.00
Other Expenses		
Other Expenses		
Flowers	\$122.64	
Provision for Annual leave	\$7,093.92	
Provision for Long Service Leave	\$7,951.96	
Total Other Expenses		\$15,168.52
Refunds		
Membership Refund	\$25.00	
Total Refunds		\$25.00

This report includes Year-End Adjustments.

Profit & Loss Statement

July 2020 To June 2021

<hr/>	
Total Other Expenses	\$15,193.52
Net Profit/(Loss)	\$50,176.38
<hr/>	

This report includes Year-End Adjustments.

Balance Sheet

As of June 2021

Assets		
GA General Account		\$87,728.02
GA Conference account		\$30,604.18
GA Scholarship account		\$9,540.54
WGIA Term Deposit		\$20,000.00
Trade Debtors		\$5,234.00
Office Equipment At Cost		\$15,382.57
Equipment Accumulated Dep		-\$15,021.66
Sale of office equipment		-\$318.18
Stock on Hand		\$4,732.52
Total Assets		\$157,881.99
Liabilities		
Current Liabilities		
GA Mastercard account	-\$291.12	
Trade Creditors	\$3,760.00	
Superannuation Payable	\$762.48	
PAYG Withholding Payable	\$165.00	
Provision for Annual Leave	\$10,903.60	
Provision for Long Service Leave	\$7,951.96	
Total Current Liabilities		\$23,251.92
Income in Advance		
Conference Income in Advance	\$31,267.11	
Expenses In Advance		
Conferences expenses	-\$4,830.85	
GST Liabilities		
GST Collected	\$20,442.92	
GST Paid	-\$12,119.60	
ATO Running Balance Account	-\$158.00	
Total GST Liabilities		\$8,165.32
Total Liabilities		\$57,853.50
Net Assets		\$100,028.49
Equity		
Retained Earnings	\$49,439.19	
Current Earnings	\$50,176.38	
Historical Balancing Account	\$412.92	
Total Equity		\$100,028.49

This report includes Year-End Adjustments.

SECRETARY / CONFERENCE CONVENER'S REPORT



Maureen Sansom – Secretary / Conference Convener

Although I am Secretary to the Glasser Australia Board, I write this report as the Glasser Australia 2021 Conference Convener.

2020 ~ 2021 has been an interesting year for all of us and it has enabled everyone associated with Glasser Australia to meet the challenges and prove that the organisation can not only survive but it can thrive!

Congratulations to the Board, our faculty and to our members – without you, Glasser Australia would not be able to continue with teaching Choice Theory, Reality Therapy and Lead Management to the people of our world – especially in these challenging times.

As I write this report, the nation is coming to grips with the latest COVID outbreak in several states with border closures, further lockdowns, and restricted movement. The ongoing COVID pandemic and restrictions would present a substantial risk to the wellbeing of delegates and to the overall success of the conference if the 2021 conference was to go ahead as planned. The Glasser Australia board have voted to postpone the NATIONAL CONFERENCE from 30th Sept. ~ 2nd Oct. 2021 until 29th Sept. ~ 1st Oct. 2022

The conference committee will continue with the ongoing planning, and it is anticipated that the same arrangements as for the 2021 conference will be re-scheduled for 2022. (Faculty Day will be rescheduled to 2nd Oct. 2022).

For those people who have purchased registration to attend the 2021 conference, Glasser Australia is offering delegates the choice of two options:

1. Apply for a refund of all monies paid or...
2. Leave the registration fee paid and on hold with no more monies payable to attend the 2022 conference.

Glasser Australia 2021 National Conference

Exploring the Freedom of Choice - A conference like no other!

The 2022 conference will be promoted as a 3 day event on the beautiful Gold Coast, Queensland Australia and will explore the freedom of choice from a range of perspectives.

Whether delegates are new to Choice Theory or have been working with Dr Glasser's frameworks for years, this conference will create a space for everyone who attends to increase their knowledge and skills for improved mental health and wellbeing, both personally and professionally.

While it is hoped that a large proportion of our population will be fully vaccinated by Sept. '22, Glasser Australia is offering full refunds for anyone who needs to cancel their attendance due to COVID. Whether they find themselves in lockdown, someone in the family falls ill, or for whatever the reason, if it is COVID related, Glasser Australia is happy to give a full refund.

The conference committee will be delighted to welcome our keynote speakers Dr Helen Street (Chair of the Positive Schools Foundation), Dr Cathy Kezelman (Executive Director of Blue Knot Foundation – National Centre of Excellence for Complex Trauma) and two Glasser Australia Senior Faculty members – Ms Judy Hatswell and Mr Ivan Honey.



Dr Helen Street

Contextual Wellbeing: the experience of belonging and engagement that arises from connection to a healthy social context.



Dr Cathy Kezelman

A Trauma Informed World: the role of healthy relationships in recovery from complex trauma.



Judy Hatswell

Leader is more than a name on a business card.



Ivan Honey

Challenges and opportunities of an international journey.

Glasser Australia Board members and the conference committee would also like to acknowledge the continued support and willingness of presenters who volunteer their time and expertise in presenting informative and interactive workshops for the benefit of all who attend – Thank you! Without you we would not be able to conduct such a meaningful and significant event.

Susan Fleming, Sue Berry & Maureen Sansom - CHOICES FOR THE COMMON GOOD: 'Together we can build a better world through quality relationships.'

Cathy O'Toole - Building Culture and Lead Management

Ivan Honey - How to Use the Get Happier Toolbox cards in Counselling and Teaching

Mary-Ellen & David Davis - Thin Places - Living in The Margins

Sarah Rudling - Understanding 'How the Brain Works' when impacted by Adverse Childhood Experiences-Trauma

Roxanne Grey - Contemporary marketing: the experience of values-based marketing increasing effectiveness and return on investment

Steve Dowlan - Implementing concepts of Choice Theory, Lead Management and Reality Therapy in the quest to be the first Glasser Quality Special School

Melissa Strader - Communication is the Key!

Sue Berry - Take Charge of Your Life: A Choice Theory program focused on ways we can look after our own mental health. Interested in offering Take Charge of Your Life in your community as a positive mental health program? Come and find out how!

Dr Helen Street - Real Life Resiliency

Callum Gibbs - A Real-World Example: Introducing Choice Theory as a Social / Emotional Learning Program

Kalikamurti Suich - Exploring the Dialogue of Suffering: A Professional Development Opportunity

Garry Garnaut - Choice Theory Self Talk: A Road Worth Travelling

Debbie Buscall - Wellbeing and Schools

Sue Berry - Codependency: Untying the Ties Through Reality Therapy

Max Greive - Creative ways in engaging people using Labyrinths in Reality Therapy

Christine Duffield - Positive Psychology: A 19 Week Elective for 14~16year old students

Katrina Baxter - The power of my choices in changing my life from the lived experience perspective

Mercedes Taafe-Cooper - The CounterPunch Method

Rob Stones - Adventures with the Chart

Gwen Sands - Performance Development in a Glasser Quality School

Jeff Steedman - Choice Theory and 'God' – from an agnostic perspective

Jodie Paterson - Leading Happily Ever After... It is possible?

The conference committee is looking to attract Mental Health Professionals, Community Mental Health Practitioners, Educators, CEO's and Managers, Employees / Employers, Students, People with lived experience of mental distress, Parents / Carers, and the General Public to attend this conference like no other.

There will be a focus on discussions and learning around mental health and wellbeing, trauma informed and general counselling, quality relationships, quality education and lead management.

I sincerely thank Paula Baxter (Glasser Australia Office Administration), Susan Fleming and Sheryl Matwijkiw, (fellow conference committee and Glasser Australia Board members), for their ongoing support, encouragement, and passion for Dr Glasser's legacy to be upheld at the Glasser Australia Conference.

The Glasser Australia biennial conference always proves to be a time for connection and reconnection. It is a time to network with like-minded people, establish and maintain quality relationships, listening to and appreciating differing and/or alternative perspectives and mostly a time for fun! See you there!

Thank you for your ongoing support.

TRAINING OFFICER'S REPORT



Sue Berry – Training Officer

To describe the past year of the COVID 19 pandemic as a time of change is surely an understatement. Fortunately, as it relates to the provision of opportunities for training in Choice Theory®, Reality Therapy and Lead Management in Australia the direction of this change has been overwhelmingly positive.

This leaves Glasser Australia in a strong position moving into 2022.

“We almost always have choices and the better the choice, the more we will be in effective control of our lives.”

Most of us will be familiar with Dr Glasser's words, which also make sense in the context of organisations. As COVID19 restrictions continued into the 2020-21 year the limitations on travel and gathering in groups loomed as a threat to the sustainability of Glasser Australia. As an organisation, we could 'keep on doing what we had always done', or we could make some new choices. Fortunately, the WGI supported Member Organisations such as Glasser Australia by encouraging flexibility with the way training could be offered during COVID19 restrictions. With the support of the Board, I embraced this opportunity.

I continue to be grateful for the ever-reliable support of Susan Fleming, with her extensive knowledge of Training issues. In negotiating many arrangements for Faculty Training, I have also greatly appreciated discussions with Senior Instructors, Garry Garnaut, Judy Hatswell, Maggie Bolton, Ivan Honey and Rob Stones who each have their unique perspective and style in the way they take Dr Glasser's work into the world.

Making Some New Choices: Statement of Strategic Intent 2021 - 2023

During 2021 the Board developed a set of four Strategic Pillars to communicate the Statement of Strategic Intent 2021-23. This serves as a map for prioritizing possible new choices. The Strategic Activities outlined below are proposed to describe the areas of focus related to Training. These will guide work in the Training area in “making better choices”.

Enhance Training Opportunities

- Develop a Choice Theory based counselling training program.
- Develop policies and procedures for flexible learning options for traditional programs, including Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC).
- Develop a range of contemporary short courses based on Choice Theory, Reality Therapy and Lead Management.
- Develop and support processes for Faculty professional development.

Pursuing Flexible Learning Options – Progress in 2020 - 2021

Five faculty Training programs were offered, in September and November 2020 and April/May 2021. This is a change from previous practice of scheduling at Conference time only. Programs have been both face-to-face and online across Zoom. See below.

An alternative format Basic Intensive Training was designed as a set of 2-hour weekly modules. This was trialed successfully with Mudgeeraba State Special School, through a combination of weekly Zoom sessions to a group at school with remote presenters (75%) and face to face (25%).

An online Basic Intensive Training to be offered via Zoom, with all presenters and participants connected individually, is currently being developed based on the above modules.

Later in 2021 we plan to develop and trial an Australian adaptation of the “Mentoring to Faculty” process which has been ratified by WGI. This process is available to read on the WGI website.

Faculty Training 2020 - 2021

Presenting Faculty Training on Zoom depended on the willingness and availability of Senior Instructors to offer the Training. Garry Garnaut, Ivan Honey and Rob Stones presented three highly successful Faculty Programs via Zoom from their homes in South Australia, Victoria, and Queensland, to participants who gathered as a group in Sydney or in Queensland.

After some initial doubts before working with the Zoom platform, Senior Instructor evaluations were very positive. Here is a sample:

“We believe in the opportunity for discussion amongst the group. Whilst [we] were involved via Zoom, we set the program up so that the group was self-regulating. It was amazing the level of conversation, deep dives on ideas and thinking and commitment to activities and role plays despite [instructors] being involved remotely. Many times [instructors] struggled to get a word in as the participants discussed and managed their own learning. It was great to see.”

“The standard of knowledge and skill displayed by the participants was very high, so both [instructors] created and shared resources as the 4 days unfolded, pitching them at the right level for the capabilities shown by the group. I think one of the unanticipated benefits of Zoom training was that we could be at our own desks and able to access (and at one stage create) resources that were responsive to the perceived needs of the group.”

As a result of this more flexible approach, there has been significant growth in our faculty numbers, which increases our capability as an organisation training in CTRTLM.

Training Data

Table 1: Comparative Table of training completed in Australia and number of Participants (2015-2021)

<i>Program</i>	<i>Number of Participants July 15 – June 16</i>	<i>Number of Participants July 16 – June 17</i>	<i>Number of Participants July 17 – June 18</i>	<i>Number of Participants July 18 – June 19</i>	<i>Number of Participants July 19 – June 20</i>	<i>Number of Participants July 20 – June 21</i>
Basic Intensive Training	409 (33 events)	499 (36 events)	423 (33 events)	354 (24 events)	270 (24 events)	426
Basic Practicum	32	18	94	55	50	86
Advanced Intensive Training	54 (4 events)	19 (1 event)	65 (6 events)	6 (1 event)	0	25
Advanced Practicum	1	0	11	34	5	0
Certification	4 (1 event)	0	9 (1 event)	0	16 (2 events)	0
Practicum Supervisor Training	2	7	7	0	2	9
Practicum Supervisor Endorsement	2	0	6	0	2	10
Basic Week Instructor Training	1	0	0	0	2	5
Basic Week Instructor Endorsement	1	0	1	0	4	4

Congratulations to the following Faculty who have been Endorsed in the past year:

Basic Intensive Instructors

Gwen Sands

Gerard O'Brien

Catherine Whalan

Rebecca Lane

Sarah Rudling

Practicum Supervisors

Murray Kitteringham

Durgesh White

Jane Newman

Colleen Hope

Max Greive

Kylie Becker

Duncan Davison

John Archibald

Notes

I appreciate the ongoing commitment of all Faculty Program Consultants in encouraging and supporting these people to continue their faculty training

The new Instructors are already offering Basic Intensive Training in Queensland and NSW.

The increased capability to offer Practicums provides more opportunity for people to find a pathway to Certification.

All these new Supervisors are currently working towards Basic Intensive Instructor level.

The demand for Faculty training is continuing, and there are currently 12 people registered for pre-conference Faculty Program training in the Gold Coast 2021.

Online training in Choice Theory programs is a growth area both in Australia and internationally.

INTERNATIONAL BOARD REPRESENTATIVE'S REPORT



Kalikamurti Saraswati Suich – International Board Representative

New Board

The new board has now been elected and this has provided WGI with increased participation, new skills and ideas, new interest. This newly elected board made up of 15 MO representatives has been tackling the challenges of having an outdated legal structure, a need to clarify the role and relationships between MO's and WGI and the role and purpose of WGI as a soon to be new Umbrella organisation. Under this new board we have agreed to the MO structures of stages One, Two and Three, we are working within the parameters of MO Stage one not being a voting member of the board and the issues this can provide with quorum and whether this way of working will be useful.

Committees of the board have been formed and they are attached at the end of this report. Each board member sits on at least one committee (some the Chair and some not). The committees can be made up of other board members, and or other members from MO's and or outside experts who can work within the parameters of internal control. As the committees start to function well, we are gaining in capacity to achieve goals, have diverse input, be able to call on expert advice and develop and build sustainable relationships throughout the world, especially as the committees are small and enabled by being able to connect virtually.

The list of committees below will give an indication of the range of issues that are currently addressed by WGI.

On July 30, Presidents of MO's and or Quality School reps, other MO's reps came together to discuss both the future mission and vision for WGI and how it will operate in relation to MO's. This ensured that 30 people met. This involvement and engagement ensured a truly world perspective is developed. Over all there is still keen support for WGI to exist. Both Kathy, John and I attended the meeting and I look forward to sharing the compiled information when it is ready.

Life since COVID-19

While this virus has caused great disruption and human suffering world-wide, the opportunity provided by it has been for MO's and individuals to learn to let go of the belief that all training needs to happen in person. Countries such as India and Japan have seen online training go from strength to strength without compromising quality and or relationships. MO's have learnt to be immensely creative about how they use technology, what sort of forums and training methods, how they maintain rigour and quality and ensure the standards of training and internalisation of CTRTLM has not been diminished. For some MO's this has become an economic boom. For others not yet. What the virus has demonstrated is as an organisation WGI and Glasser Australia need to be highly adaptive and willing to embrace across a whole host of areas to ensure that they are needs satisfying going forward.

Repurposing, revisioning, reenlivening the work of Dr Glasser

As someone who has sat on the WGI board for approximately 5 years and on the Glasser Board for about 2 in the role of International Rep, both WGI and Glasser need to work out how to keep Glasser's work alive and thriving while trying to recreate the image of his work in a modern way. Dr Glasser didn't believe in marketing, however in this changing world if we want to have a big footprint and be effective change agents, we do need to find more evolved ways of promoting the same theories and skills in repurposed packaging.

If WGI evolves into being an organisation where its vision and is the overarching vision and echoed by the myriad of ways MOs interpret and roll out their own unique take on this vision, we are all going to be on the same page about the fundamental vision.

I am currently the treasurer of WGI which is not a small job. However, I am completely supported to be the best by having a wonderful committee which has members from USA. Kuwait and South Africa. As the people who think about the money, we see the advantage of the common global vision and the loose coupling of MO's as it is called as they all create their own MO's and focus on their own goals and ambitions.

A world-wide perspective will give us room to think big, to be organised enough down the track to looking toward such goals as WGI applying for UNESCO funding to roll out programs based on CTRTLM in several regions or countries. At the moment this looks far away and yet I am reminded of Dr Glasser's capacity to think big, to have a different perspective in viewing a person with mental health challenges, to create non coercive methods of working with people and to never give up. The task for is for us individually as Glasser Australia and as WGI is no less than this.

The International Representative Position

This position needs a proxy. It needs people who may want to consider being the international rep. It needs someone to follow me as I have done after John Cooper and Bette Blance.

Put your thinking caps on please members because if Glasser Australia wants to stay as part of WGI going forward, which I personally believe is vital, we will need a new seat at the table down the track and it would be much easier for everyone if they could be mentored in over a period.

As always it is my honour to be the international representative on Glasser Australia's behalf.

BUSINESS SUPPORT LEADER'S REPORT



Cathy Dillon - Business Support Leader

This year the Glasser Australia (GA) Board has focussed on Governance and the development of the Statement of Strategic Intent 2021 – 23.

The Board has adapted to more rigorous and effective ways of working, which has provided the opportunity for me to contribute my experience in the corporate environment to the Strategy and Operational Plan under development.

Board members have been working on the development of the Operational Plan to ensure that the GA Board meets the outcomes stated in the Strategic Pillars. I have had a particular focus on the Strategic Pillar "Cultivate Adaptability". The Statement of Strategic Intent 2021 – 23 is contained in this Annual Report. Each Strategic Pillar will contribute to "What difference will we members see?" at the end of the 2023 year.

I have completed the work required to against the ACNC Governance Framework, this contribution will also assist with the planned strategic activities moving forward.

I have also assisted in the provision of a comprehensive review of Glasser Australia's obligations under Fair Work Australia to its employee and have provided advice and the resources for Glasser Australia to meet these obligations, which also involved the development of a compliant employment contract for the role of Administration Officer.

My Board membership is up for nomination at the 2021 AGM, and I would like to express my gratitude to the members for journeying with me throughout this term on the GA Board.

I want to thank Glasser Australia Board members for their support over the last two (2) years, for their patience, willingness to listen to my suggestions and ideas and for the impact you've had on my growth both personally and professionally. The last 2 years have been very challenging on a personal level and COVID has been testing for so many of us at a time where we were wanting to forge ahead.



PUBLIC RELATIONS OFFICER'S REPORT



Roxanne Grey - Public Relations Officer

Since joining the Glasser Australia Board in October 2020, we have reviewed our communications, marketing and public relations activities. Prior to me joining the Board, a website designer had been engaged to build a new website for the organisation.

Once reviewing the committed funds, the Board elected to continue with the development of the website and the membership database linked to it. I commend Paula Baxter for her efforts in this area. She has worked as a professional conduit between the contractor and the Board, always looking for pragmatic, efficient results.

The website has been completed and the membership database is almost complete. The contractor has been engaged up until September 2021. A full review will be carried out at the completion of the contract.

Training

To ensure we have the skills in-house, I have spent time with Paula Baxter giving her one on one training in the following areas:

- Strengthening our digital footprint
- Facebook organic posting
- Paid Facebook posting
- Blogging
- Sharing blogs onto Facebook
- Using blogs for search engine optimisation (SEO)

Paula has shown her professionalism every step of the way, learning the new skills, and putting them into action.

Conference

The main focus of growth and promotions for Glasser Australia has been the conference, which has now been postponed.

The work completed has laid a foundation that can be built upon in 2021 - 2022 as we gear up towards the new conference!

Preparations for the conference that can be re-purposed for the new dates include:

- Email promotional graphic
- Conference brochure
- Blogging for the conference as a promotional tool

Looking forward

In line with the Glasser Australia Statement of Strategic Intent, a major focus as we move forward will be on:

- Identity
- Brand awareness

REGIONAL COORDINATORS' REPORTS

Darling Downs Queensland John Archibald

In the Darling Downs Region, members of our small Glasser network and support group have kept in touch to practise our use of Glasser's ideas over many years. If you are in our area and would like to join us for a catch up, please contact me by mobile or email (address below). Our next meeting is planned for August.

Those who can make the meetings always enjoy catching up as we encourage, support, listen and learn from each other. We share what we have been doing to apply Choice Theory ideas and practises 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.

One of our long-standing members is now keen to go forward to become a Practicum Supervisor. Hopefully in 2022 there will be opportunities for her to continue her learning. Meanwhile I have completed my Practicum Supervisor endorsement and working on being endorsed as a BIT instructor before the conference. As part of my training, I have had the privilege of being able to work with Rob Stones as he presented two BITs at Sunshine Beach SS and one AIT at Nundah SS.

After spending four days training at Mudgerabah Special School during the Easter break, Colleen Hope, Jane Newman and I were endorsed as a Practicum Supervisors (Advanced) by Rob and Susan. Following our endorsement, Colleen Hope invited me to deliver a short workshop to a small group of staff on the Drama Triangle and Circle of Strength. It was also a great opportunity and privilege to visit her school and see the results of her Quality Leadership over many years.

Lots of opportunities have started to appear on the horizon here in the Darling Downs Region as a Deputy Principal from one of our large High Schools, where I worked, has just completed a BIT with Sunshine Beach SS and is keen to start on a Basic Practicum. A BIT, delivered by Rob Stones, is planned for up to 16 staff from this High School early in 2022. Helen Parker who is trained as a BIT instructor is also a Deputy at this High School so there will be lots of opportunities for interested staff to learn more about CT, RT and LM.

Over the last year, I have provided some life coaching to several interested people, including a schoolteacher, a business owner and her staff as well as artist and an entrepreneur, teaching some of the CT concepts and RT/LM skills. In addition, I have been asked to present some professional development sessions in the next few weeks, at a small high school outside Toowoomba.

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 are interested in any of the following, we have members who may be able to 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" workshops

Contact Details

John Archibald

Tel 0409 396 139

Email jarch1@bigpond.net.au

**South East Queensland
Colleen Hope and Susan Fleming**

The South-East Region is continuing to ignite the power of choice in our local communities as we work with the challenges of COVID 19 pandemic. We are pleased to report that we now have two more Queensland based Basic Intensive Instructors, Gwen Sands and Gerard O Brien.

Two new Practicum Supervisors Jane Newman, John Archibald, Colleen Hope all of whom are continuing to become Basic Intensive Faculty.

We have run five Basic Intensive Trainings over the last twelve months with Nundah, Eight Mile Plains, Peregian Beach, Bayview and Mudgeeraba Special and two Advanced weeks at Nundah and Peregian Beach State School.



Photo 1: Mudgeeraba Special School Group Two Basic Intensive

Basic practicums have been run with Sunshine Coast Environmental Centre, Nundah and Eight Mile Plains. Basic practicums have been commenced with Mudgeeraba Special. With more scheduled for the next financial year in other schools.

Celebrating with schools undertaking the Get Happier Project/ Choice Theory approach for a joyful school. In June the staff at Mudgeeraba Special School joined the students in Pyjama Day celebrating their School Values: I am Caring, Honest and Respectful.



Photo 2: Creating a Joyful School at Mudgeeraba Special

John Archibald led a session with the Teacher Leadership Team on the Circle of Strength. This session was then repeated by the Principal Colleen Hope with the Executive Team and more recently included in a Cleaner Meeting in July. John also engaged in a school visit and connect with our Positive Behaviour Learning Lead Teacher.

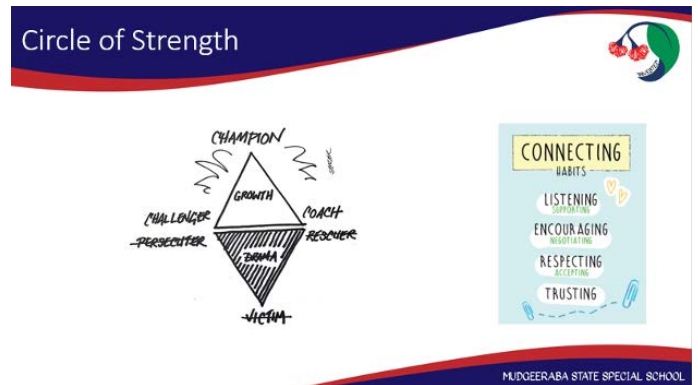


Photo 3: Circle of Strength shared by John Archibald

Sydney, New South Wales

Michelle Sandri

"Steady as she blows!" These are the words that describe NSW at present. We are trying to remain anchored as best we can and ride the rough and stormy times of Covid 2021. Despite the rough and unsteady conditions of the past twelve months, there's been significant growth for Dr. William Glasser's work in NSW.

Thanks to the (Masters and Padewans) of Glasser Faculty, and our members passion and belief in Choice Theory Reality Therapy, there has been a higher number of qualified facilitators.

NSW group have created a very supportive faculty-in-training group. The group has met 9 times over the past year, quite an achievement and dedication from the participants in a Covid-19 restricted State. During the full day training 2 people present activities on some aspect of Choice Theory, Reality Therapy or Lead Management. In depth discussions occur of Dr Glasser's concepts and the afternoon is spent practising role-play skill. We highly recommend this format to other states, it is very successful in ensuring 'faculty-in -training' are ready for the Training and Endorsement phases of the Glasser Australia requirements. This process has been a way we have created a lot of interest in Choice Theory ideas and has meant that more and more schools and organisations are now interested in exploring training options.

Through this process Sarah Rudling achieved her accreditation as Basic Intensive Instructor. As a result of this Sarah has been working on taking Choice Theory into as many schools in NSW with the focus being on total well-being and trauma informed professional learning. This has been successful, with six schools currently pursuing possible Glasser Quality School status in 2022.

We have 6 new Practicum Supervisors, Murray, Kitteringham, Durgesh White, Kylie Becker, Jamie Kay, Duncan Davison and Max Grieve. NSW can now follow up quickly on all participants from training programs who indicate they want further training in Choice Theory, Reality Therapy and Lead Management ideas. We also have participants waiting to complete their Training and Endorsement phases of training at the Conference as either Practicum Supervisors or Instructors.

The numbers of Basic Intensive Training Programs in NSW are very healthy and the interest from schools and other organisations is steadily increasing. It is very encouraging that we have schools in NSW country areas being creative in developing ways to train all their staff in CT/RT/LM

Judy Hatswell and Rob Stones continue to present the Art of Leadership programs for school executive across NSW. These programs generate a lot of interest and enthusiasm for the ideas from internal psychology. The Art of Leadership programs are highly regarded within NSW schools and the waiting list of participants waiting to complete these courses continues to grow.

Murray Kitteringham, Principal Sir Joseph Bank High School, has successfully implemented many programs within his school using Choice Theory ideas. He has a long list of visitors looking at what he has achieved with staff and students having Choice Theory as the belief system behind all the practices within his school.

Kylie Becker, Jordan Springs Primary School, the foundation Principal of the school is implementing all programs and practices into her school based on Choice Theory. We now have 3 other foundation Principals who wish to follow the same process. All these Principals are training the Executive through Basic Intensive courses prior to the schools opening. This is quite an achievement.

The Get Happier program is now in 3 schools in NSW and we have other schools interested in joining the project in the near future. It is only the Covid restrictions that has slowed down this process. School staff love the ideas that students can learn Dr Glasser's ideas at the same time as the teachers are internalising the concepts into their practice.

Maureen Sansom has facilitated one Take Charge of Your Life workshop in the Maitland area this year and has another workshop planned in the Port Stephens area in November.

Nancy Snow currently has a Basic Practicum group running and Max Greive and Maureen Sansom are joining with Nancy to deliver this as part of their ongoing professional development.

With the extra challenge of COVID restrictions, growth has not wavered. This can be attributed to all our energetic current instructors and practicum supervisors and senior faculty members Judy Hatswell, Rob Stones, Garry Garnaut, Maggie Bolton, Ivan Honey and Training Officer Sue Berry for their many contributions, wise words and teachable moments.

Go the mighty Blues!

Wishing you all well.

Victoria

Cathy Dillon

"There is one message that appears to be resonating throughout the discussions held for this year's update in the annual report. Mental health is suffering, it's the ideal time to get in, a time of opportunity for us to share the information we have and to collaborate to help others.

It almost feels like déjà vu. This time last year we were having like conversations about how COVID-19 had brought a shift in mindset. This shift in mindset generated positivity about available opportunities to teach others so they could help themselves and others. Not surprising but the mantra is still the same. In the words of Ivan Honey "...we need to acknowledge that times are hard but it's a time of opportunity!"

Now is the time to share information (not withhold), promote and share ideas, learnings, and resources; and to work together to make programs and training accessible.

Over the last year we have lived through unprecedented times, it's presented some challenges and, in some cases, has even managed to slow activity down but equally it has also allowed for creativity and growth. We've seen the development of new products, the blossoming of creativity and have also found new ways of doing things. We have continued to see the impact of new programs, training, new initiatives, therapy, and counselling sessions involving Choice Theory (CT), Reality Therapy (RT) and Lead Management (LM). These programs of work continue to have a positive impact on individuals, communities and in organisations within metropolitan and regional Victoria.

Programs of work and achievements – VIC 2020/2021

Building on the challenges of last year, the cross collaboration between: states, Faculty members, across regions and even across the globe have continued to morph. This has resulted in an uptake in the use of technology such as zoom, Teams and use of telehealth appointments to participate in a virtual world and it is fast becoming the norm. Feedback has been consistent in that COVID-19 has put the brakes on training somewhat across the region.

Updates

Due to the significant lockdown period in Victoria from winter through to spring of 2020, a lot of work was cancelled, particularly in the schools.

In saying that strong foundations had already been laid for some and The Get Happier Schools Program continued to be embedded within school communities particularly in regional Victoria. Having taken some time to evaluate, Ivan also had the opportunity to write a small book last year about the COVID lockdown using the Dragsters so children could manage their own anxiety and fear about COVID. In case you missed this last year, the book can be accessed at <https://gethappier.net/product/sid-gets-scared-free-childrens-ebook/>.

Ivan has continued to provide free online activities for families throughout COVID. Happy at Home is designed to provide positive thoughts and activities to enhance family relationships, increase co-operation and reduce conflict. It shows them how to be appreciative of what they've got. If you want to check out Happy at Home then go to <https://gethappier.net/families/happy-at-home/>.

A new initiative that has been undertaken is the application of CT concepts to a special school. At Mudgeeraba special school they participated in training with the Get Happier School program. The program covers pre-schoolers through to 19 year old's and provides training to help the students manage their feelings, emotions and behaviours. Delivery ended up being done by a series of training videos due to COVID impacts and a whole of school approach was taken.

Despite the challenges of COVID, Ivan also produced a new set of cards to provide more depth to his Open Road Thoughts program and resources. The new Open Thoughts Card are a powerful set of affirmation and problem-solving cards. It provides both children and adults with a set of information to give them a chance to try to look at the problem with a positive mindset which is linked to connecting habits.

In life, we often end up at dead end roads (disconnecting habits), so using these cards encourages teachers to give kids a chance to calm down before trying to go into problem solving mode. The cards are almost like a like a psychological first aid kit. If the child or adult has a problem then you give them card and you can ask "what's the thought that's going to be most effective. These were only released in July 2021 so if you want to know more contact Ivan at go the website <https://gethappier.net/2021/07/15/open-road-thoughts-to-get-happier-cards/>

As if he hasn't had a lot on his plate already, Ivan has also commenced writing another short, simple to read book for teachers that are still caught up in old school disciplinary processes. The book contains 100 simple little strategies to help children work out how to solve their problems rather than the teachers feeling that they have to come in and manage them in a set way. Its focus is on helping teachers to understand that discipline/behaviour problems are rarely intentional – it's the best choice the children know to do at the time.

Glendore school in Newcastle is still highly regarded with the implementation of the Get Happier School program and Ivan is grateful for the support he received from Judy Hatswell and Rob Stone.

With the mental health challenges being faced in Victorian schools, it is time to get out there and market programs such as The Get Happier Schools program which teach Choice Theory through Glasser Australia whilst funding is being made available. There is an opportunity to help people, and schools that are not in a healthy place, with a program where people can learn how to help make the school a happier place.

Dr Glasser equates happiness with good mental health and a program like this is very important to help give kids and teachers information to help them face the challenges especially during COVID. Schools are not very healthy at the moment and there are a lot of mental health issues – to help people – a program where people can learn this to help make the school a happier place.

Whilst a lot of work was cancelled Ivan, in collaboration with Gary Garnaut completed an endorsement in Sydney via Zoom, completed 3 x Faculty training sessions and has spoken at several online conferences and was interviewed for a podcast with the Relationship Centre. The topic was the application of CT in the Get Happier Schools Program. Ivan continues to maintain relationships with Glasser members in Australia and around the world, particularly the US contingent and he's always keen to hear more about what is going on in his own backyard here in Australia so don't hesitate to reach out and share news about the good work that you are doing.

Ivan was delighted to be able to get to the conference as he wants to get from theory to practice within schools and as the likelihood of this being postponed gets closer, he'd welcome any opportunities to engage in further discussions on how he can bring this to life in Victoria and/or other states.

The majority of Ivan's other clients have been and continue to be via telehealth and whilst his Glasser Australia work has been impacted more than he would have liked, it is what it is, and you do what you have gotta do!

Mary Ellen Davis continues to do a lot of focused work using CT, RT and LM within schools, various non-government organisations and in her own private practice.

This training has also involved middle management to help facilitate the implementation of Positive Behaviour programs. When consulting, Mary Ellen Davis links CT and uses it as an umbrella to enhance social emotional learning and the relationship component to whole schools' positive behaviour.

To help cultivate adaptability, where CT trained, the whole school needs to learn - how do they adapt to a new model without giving up CT. It's been a re-skilling of teachers who have been learning CT to a positive model by enhancing the skills so they see the link between the two. Leaders also have to be adaptable when new people have come in and the requirement of the positive school's behaviour model is something foreign to new staff.

Mary Ellen does everything through the lens of CT. She is always training people in the difference between belief and erroneous facts citing that it's about knowing where an individual starts and ends. It's boundaries in terms of personal interaction and relationship.

Other training sessions that Mary Ellen has provided have been remote sessions for Grade 6 students as part of a crisis intervention to get an intervention plan in place and refresher training for teachers due to violence occurring in the school. The outcome was focused on how to get together and realign in the face of abhorrent student behaviour that put the safety of others at risk.

She completed a couple of intensive trainings and had more planned however these were impacted by COVID. Mary Ellen has organic training opportunities arise from the schools in leadership, wellbeing and she works in and she works with 4 other schools who send an average of 6 staff per annum for training and they build on each other each year.

She also does training with ESO's and classroom teachers with kids at risk; and with parents of those at risk. Mary Ellen does a lot of whole staff training into workplace and into personal relationships using CT. This is about mainly developing healthy working relationships between and amongst students as well as between students and their parents. It impacts the wider community if things are not working.

Mary Ellen often gets calls now for help and she just slips in and helps. She sits down together with them to work out a mini plan (part of strategic plan). Issues range from COVID, Death in the family, Racial issues – one school there's some trouble forming b/w some of the races working on issues of prejudice both conscious and unconscious bias

Mary Ellen continues to utilise CT, RT and LM with individuals and in various organisations whilst consulting with not-for-profit organisations in the area of child abuse and trauma. If you are interested in talking with Mary Ellen, further information and contact details are available via Glasser Australia's website [glasseraustralia.com.au/mary-ellen-davis](http://www.glasseraustralia.com.au/mary-ellen-davis) or at <http://www.maryellendavis.com.au/>.

Choosing positivity, Jeff Steedman was able to personally apply the principles of CT during 2020/2021 as he faced into his own personal health issues. He was able to share his experiences via blogs on his website and demonstrated how he put CT into practice. Jeff has been a guest speaker on the Relationship Centre podcast to share about his prostate cancer journey and how he dealt with this using CT; and he has been interviewed regularly by Mona Dunkin on her weekly podcast to speak about LM in the mining industry, CT on his prostate cancer journey, LM with the 4 hats we wear as a leader and time management. All underpinned by CT and LM.

Another program that may be of benefit in sharing the principles of CT is Jeff's on-line course about stress and anxiety.

The course being offered consists of 15 modules with video's and sets of activities for each module. For those who are interested there are free short courses available and if you'd like to subscribe, you can take up a free offering where you will be sent a meme a day.

An Affiliate program is also offered for their online course on "How to Deal with Stress and Anxiety Effectively." This program was developed using CT principles. If you want to find out more you can visit <https://choicetheory.org/>. A 50% profit sharing opportunity is provided for business' that sign up for the affiliate program.

Jeff continues to build his professional networks, provides counselling support and leadership training using CT, RT and LM.

Earlier this year, Jeff also put the hard yards in and published a book on Amazon titled "Becoming a High-Quality Leader – It's your Choice!".

Jeff continues to be involved with the community to help bring CT and RT to the community. Other initiatives and programs of work using Glasser's work are:

Continues to participate in Business Networking International (BNI) – this promotes CT & LM in local business. This has now become a flexible model in response to COVID challenges. An efficient online process using zoom for weekly meetings are combined with in person meetings which are often held as a business breakfast.

Work with East Gippsland Shire Council has increased since the Bushfire recovery. Jeff is working across the entire business and continue to provide the Employee Assistance Program (EAP), providing counselling using CT and LM training. Where necessary, due to the large geographic area, EAP is offered remotely via zoom across locations such as Mallacoota, Omeo, and Lakes Entrance. Training requirements vary across the council and covers leadership and CT. All training is based on CT and LM.

Over the last 12 months JProviding EAP however training has been put on hold across the hospital.

Jeff continues to do work at the local Eagle Point Primary School with both staff and parents. His sessions are also attended by 2 indigenous reps (Elder + KASO – Koori Education Support Officer from Gippsland community). Jeff has run a BIT at Eagle Point with a mixed group of teachers, parents and other local people who signed up. People within the community had signed up as a result of hearing about CT through BNI and other channels. Using CT Jeff is still working at Moogji Aboriginal Corporation and Lakes Entrance Health Association (LEHA). Provided staff training and counselling.

Providing bite size training sessions in CT & LM at Leha (all indigenous organisation), staff development – teaching LM LM.

A new addition to the repertoire has been the provision of bite size chunks of CT & LM to both management and employees at Lake Tyres Aboriginal Trust

Jeff has been invited to be on the board for Wild Cherry, a K to 6 Steiner School to be able to share and influence through the use of CT and LM.

Sadly, the Meet Up's that were previously held once a month in Bairnsdale had to be cancelled due to the impacts of COVID. Other challenges such as the small demographic in the region were also considered as part of the decision to wind this up. Jeff said it was good to have given this a go however he also had to consider the investment of energy and time and had to balance his health and wellbeing.

There has been a reduction in the amount of BIT programs that Jeff has been able to run due to COVID as he still has a preference for face-to-face learning. He has managed to run one this year in between lock downs and as forementioned he provides regular training using CT and LM within the community.

In Melbourne, our Take Charge of Your Life – Your Happiness Meet Up sessions have been put on hold due to challenges with COVID.

Plans to re-ignite Friends of Glasser – fondly known as FOG were not able to progress due to COVID however there is an opportunity in 2022 to revisit this so there's an opportunity for us to re-connect with other VIC members to gauge interest for the re-introduction of some practicum sessions where we could learn, share, do role plays, self-evaluate, and grow.

As you can see there is some good work going on across Victoria and CT, RT and LM is being adapted and taught in a multitude of ways. I encourage you to make observations about how everyday people are using Glasser's principles on CT, RT and LM in an impactful way. Consider how you may use your talents with the knowledge and information you have to help in your own personal way.

There are some fantastic quality programs on offer and opportunities for you to get more involved so don't feel you have to re-invent the wheel. Reach out and have a conversation with other members and faculty, learn from one another and share the resources available to help "Build a better world through quality relationships".

I'd also like to recognise the hard work and commitment of all individuals involved. Thank you so much for the hard work that has been put in by all of our Vic members.

We would love to be able to share more stories about the great work being done so if you are a VIC member and are willing to have a chat then call Cathy Dillon on 0437 366 817 or email me at bussupport@glasseraustralia.com.au.



Northern Territory

John Cooper

So far as I know there have been no BIT, nor other CT/RT/LM level training courses during the last 12 months.

However, seeds are being sewn. Two newly appointed high school principals have expressed interest in Glasser's work. In both their schools there are a number of staff members who stalled their progress having completed their advanced training with Jonathon C Erwin circa 2008, Gold Coast. They are expressing interest in continuing.

On year 9 – 10 transition days, students from Centralian Middle School and other nearby schools, attend Centralian Senior College. As for the past 11 years I continue to present three of the CT workshops designed by ANZAC Hill High – Connecting Behaviours, The Quality World and the Five Needs. Sometimes we get to Total Behaviour using the car analogy. The workshops are activity and game based ... and the three sessions are well-received by students who for the next three years know me as the guy who taught them about POWER.

During an educational excursion to Darwin before Christmas 2020, the adult team (5) completed the TCOYL workshops at night, consolidating their work each day as we engaged the students on the trip (15) in the same manner as the transitioning students.

This year tutors and program coordinators (25 people) from the Polly Farmer Program attended a professional development session which addressed two-thirds of the TCOYL course. I am hopeful that the organization will approve further PD time this year.

We have been very fortunate that NT has had minor disruption by people catching the Covid Virus so school attendance has had preventative closures just once - semester one 2020.

I will miss the upcoming conference – have a minor surgery booked in some long time ago in Adelaide. I think it might be the only one I will have missed since 2007. SO – all the best for a great conference with serious learning and much fun as people meet in person.



Image 1 - Beautiful Northern Territory

South Australia
Christine Duffield

In SA we have been doing lots of things to teach the world Choice Theory.

Sue Berry continues to facilitate TCOYL courses on the Eyre Peninsula, which is a wonderful way to build community connections and of course teach Dr Glasser's life-changing ideas.

The CT SA group of Peter Zanol, Gary Garnaut, Di Childs, Sue Berry, Liz Tham and Christine Duffield continue to meet on a regular basis. One of the aims of our group is to find ways to get Dr Glasser's ideas to more people in SA. Christine and Sue delivered two TCOYL courses to some of the staff at Well-Being SA. Peter Zanol had made contact with this government department to see how the CT SA group could help clients who use the services of Well-Being SA. The CT SA group have also met on several occasions for a 'chitty chat' session. Gary Garnaut usually starts the conversation and it's great to see where the conversation takes us.

Sue Berry, Di Childs and Christine Duffield recently joined other people to offer feedback on one of the documents that the Glasser Australia Board asked us to. It's always great to have discussions with people who know (and love) the ideas of Choice Theory. We hope our ideas will help the Board as they move forward.

I personally can't wait until the 2021 conference in Coolangatta. Being with like-minded people certainly is a quality world picture for me.



Image 1 - South Australia view



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