



GLASSER  
AUSTRALIA  
IGNITE THE POWER OF CHOICE

ANNUAL REPORT

2019-2020

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## MISSION STATEMENT

The Mission of Glasser Australia is to teach all people **Choice Theory**© and to use it as the basis for training in **Reality Therapy**, **Quality School Education** and **Lead Management**.

## BELIEFS

The members of Glasser Australia 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 Organisation 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.



## BOARD MEMBERS 2019-2020

President	Susan Fleming
Fifth Director	John Cooper
Treasurer	Sheryl Matwijkiw
Honorary Secretary	Maureen Sansom
Training Officer	Sue Berry
Organisational Development	Cathy O'Toole
Business Support Leader	Cathy Dillon
International Board Representative	Kalikamurti Suich
Public Relations Officer	Vacant

## OFFICE ADMINISTRATION

Administration Officer	Paula Baxter
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## REGIONAL COORDINATORS

Northern Territory	John Cooper
Country, NSW	Vacant
Hunter, NSW	Nancy Snow
Sydney, NSW	Michelle Sandri
Darling Downs, Qld	John Archibald
South East, Qld	Colleen Hope
South Australia	Christine Duffield
Tasmania	Vacant
Victoria	Cathy Dillon
Western Australia	Vacant

## INSTRUCTORS WHO ARE CURRENT MEMBERS WITH GLASSER AUSTRALIA

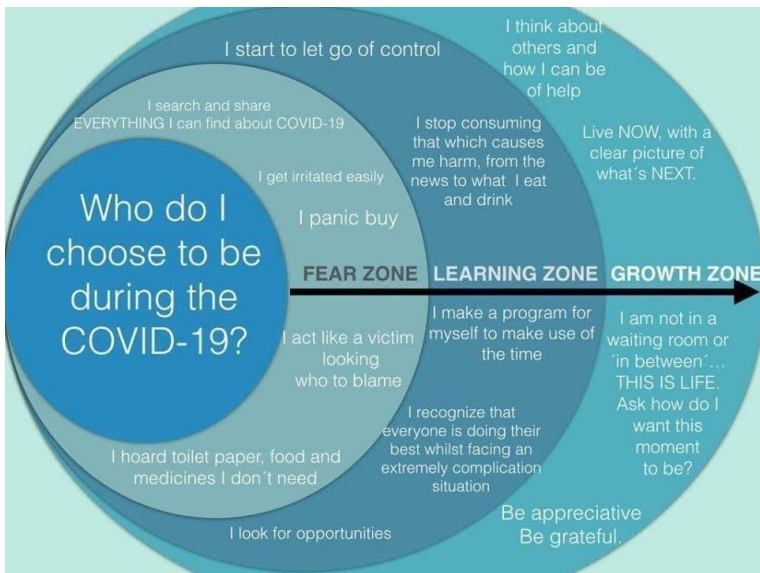
### Senior Instructors

Maggie Bolton	Garry Garnaut
Mary Farrell-Jones	Ivan Honey
Judy Hatswell	Ali Sahebi
Rob Stones	Liz Tham

### BIT Instructors

Sue Berry	Jenny Boyall
Mark Burnard	Debbie Buscall
Mary Ellen Davis	Christine Duffield
Glenys Gardam	Louise Fentoullis
Susan Fleming	Sylvia Habel
Jodie Paterson	Nancy Snow
Jeff Steedman	Kalikamurti Suich

# REPORT FROM THE PRESIDENT



In this time of challenge, it seems a fitting graphic to demonstrate the principles that our organization teaches about



internal and external control. As William Glasser says "The only behaviour we have control over is our own".

It is normal for people to feel stressed, anxious, and concerned about this current situation. Feeling anxious is a normal reaction, designed to put us on alert for

danger and keep us safe. Our survival need has been challenged on several levels. There is a personal and collective grief. The loss of normalcy and connection and fears of the economic impact of COVID 19 have undermined our collective sense of safety and security. Our lifestyles, daily routines and ways of connecting with others have changed because of the physical distancing protocols. Many of the ways we usually meet our needs are not possible now. The challenge is how do we best live our lives from the paradigm of internal psychology during this Pandemic, personally and as an organization?

Like many other organisations and businesses, Glasser Australia found itself with several challenges. How will we continue to deliver our important work? How do we support our members and providers of training? How do we maintain financial viability? As you read the various reports you will see both as individuals and as an organization we have risen to the challenge by connecting and supporting each other, taking personal responsibility for our actions and doing our best to "walk the talk."

## With Crisis comes Opportunity.

Many organisations and individuals are offering a myriad of courses online to help their communities cope better with what is currently happening. I say cope better rather than cope because we are all doing something to cope the best way we know how. Many people are looking for ways to cope better with the challenges presented to them. So there is an opportunity to think outside the box. Maybe this is the time to take some risks and act on some of the ideas we have discussed over the years, sharing our resources, strengthening our people and developing new ways of working with the world. Glasser himself was always evolving his ideas and work over his lifetime. It would be interesting to think about what his response to the current situation would be, if he were alive today.

During 1999/2020 as a Board:

1. We continued to explore the online learning environment. WGI gave permission for Member Organisations around the world to experiment with the delivery of online BIT's during the Pandemic, with the proviso that the role play requirements were met. Once the Pandemic is over then the formal process of getting the online versions endorsed by Glasser Australia and then WGI would need to be followed. Sue Berry and I are currently experimenting doing an online BIT with Mudgeeraba Special School. We are also exploring ways we can offer short online courses or meetings. If you are interested in being involved in this, please contact the Training Officer Sue Berry. [trainingofficer@glasseraustralia.com.au](mailto:trainingofficer@glasseraustralia.com.au)
2. We continued to explore ways that the BIT can be packaged in a form that can be more accessible to the general public. There are many remote communities who would access our course if it were available in different formats. We predominately work in schools and there are many professions, such as aged care, mental health workers, youth workers, police officers, clergy etc who if they could get accreditation for the work would do our courses or modules. Modules could be developed that fit together to cover the content of a BIT. Some universities are already doing this. Offering a short course that can later be used towards a qualification. There would need to be some strict Quality Assurance protocols in place to ensure that all requirements were met. To do this we would need Faculty and members who would be willing to help Glasser Australia develop the modules for Faculty to deliver. If you are interested in being involved in this, please contact us. [president@glasseraustralia.com.au](mailto:president@glasseraustralia.com.au)
3. We continued to promote the growth of *Take Charge of Your Life*. Sue Berry and her team in South Australia, Mentally Fit EP are working on getting the *Take Charge of Your Life* online. Glasser Australia and WGI support the development of this initiative. WGI is involved in developing and trialling it with us. Our organization values interactive teaching with participants so this is a strong focus. Contact Sue Berry for further information. [trainingofficer@glasseraustralia.com.au](mailto:trainingofficer@glasseraustralia.com.au)
4. We conducted a review of our policies and organizational structures so they reflected Lead Management processes and are in alignment with statutory requirements and the criteria of other organizations we wish to create alliances with. Hopefully, we will be better able to access funding relating to mental health and raise our credibility with other professional bodies. Thanks to Cathy O'Toole and Cathy Dillon for their work here.
5. We promoted Quality Schooling - I was privileged to be part of the co-verification team for Peregrin Springs as a Quality School with Suzie O'Connor- Mclean and Bette Blance in 1999. Congratulations to the Principal Gwen Sands and the dedicated team members at the school. It was such a joy to talk to staff, parents and students and witness the difference Choice Theory© made to the culture of the school community. It is also exciting to see so many of her staff take the journey as Take Charge of Life Facilitators or future Faculty. I am currently working with Mudgeeraba Special School as they prepare for their upcoming Quality School co-verification. We are gaining more interest from schools who are considering the Quality School journey. Suzie

who was the first Principal of a Quality school in Australia has offered to do a one hour Zoom meeting with schools about their journey. We hope to develop a network of schools who are using Choice Theory© to share best practices and support to each other as we know there are many schools throughout Australia, which are working from an internal control psychology paradigm and implementing CT/RT/LM.

More schools in Qld, NSW and Victoria are using the Glasser endorsed Get Happier schools project developed by Ivan Honey as a preventative mental health program.

Nancy Snow, through the Woodberry Learning Centre continues to offer her eight week skills-based course using Choice Theory© as the underlying psychology. It teaches information and skills each week, which the participants then practise between sessions. It is registered with NESAs and provides 16 hours of registered Professional Learning. We wish to thank Nancy for taking the initiative of donating a percentage of the proceeds of her course to support Glasser Australia.

Judy Hatswell and Rob Stones continue to promote Choice Theory© through their Art of Leadership programs in NSW schools. They also assisted with the re-endorsement of Glasser Australia as a registered provider for NESAs. (New South Wales Education Standards Authority) The Basic Intensive Training program is registered for 27 hours professional development for all teachers. We thank them for their work in this area.

6. We held a successful Conference at Coolangatta and a range of trainings. Congratulations to all those people who achieved their Certifications and completed various stages of Faculty training. Welcome to Faculty. Our Faculty day was well attended, and fruitful discussions were held around how we as an organization develop, support and maintain a high standard of Quality within our Faculty using Lead Management principles. We appreciate the work of our dedicated Senior Faculty and FPC's who continue to mentor new and aspiring Faculty members. Thanks also to the industrious work of our Training Officer Sue Berry who has been liaising and providing opportunities for growth and development and managing the complex task of coordinating and balancing the requirements with the needs of participants within the current environment, always with Quality in mind.
7. We continued redeveloping the website and data base with our new web designer. We have managed to retain the data from our old Joomla site. In line with Dr Glasser's focus on teaching the world Choice Theory© as a public health model to promote better mental health, the Board has focused our strategic plan on developing the digital face of Glasser Australia in order to reach a wider audience. We are working on incorporating more interactive platforms for members to develop e communities.
8. I attended MO (Member organizations) meetings held by WGI: The recent MO meeting attended by Cathy O'Toole and I, focused on the consultation process and proposed changes to WGI governance. Copies of the proposals have been sent to all members and Zoom meetings will be held 18<sup>th</sup> August and again in September for members to give feedback to John and Kalika who are both on the WGI Board. The proposed model will be reviewed by WGI again in September



this year to consider the feedback from member organizations. If you miss the Zoom meetings feel free to contact Kalika, who would welcome your feedback. [kalikamurti@centredinchoice.com](mailto:kalikamurti@centredinchoice.com)

It is heartening to read of the great work that is being done by our Regional Coordinators who are supporting and promoting Choice Theory© in their respective areas. They are an important part of our organization as they are *"Building a Better World Through Quality Relationships"*. I have had the pleasure of attending several Zoom meeting sessions facilitated by Peter Zanol with the Adelaide group who are developing their strategic plan for the growth of CT/RT/LM in South Australia and sharing their ideas with the Board. Members of the Board love to hear what is happening around Australia so that we can support the work of our members.

Our thanks goes to Jeff Steedman who volunteered his services as Publicity Relations Officer for a short time and sourced several people willing to write blog items. We will be following up with you as soon as our new Public Relations Officer comes on Board. Thank you to those people who volunteered. If we can put more blog material out on our website and mailing lists then we bring more traffic to our website, which means more exposure to those who are offering courses, training or counselling services

The Board is composed of only seven volunteers, most of whom are working. There have been lots of great ideas and suggestions given to us over the years, which we would love to implement. However, we need the workers on the ground to help us deliver these great ideas. Whatever help you can give is greatly appreciated. If you have a passion about something and want to implement it. Let us know and talk to us about it. Form a working party with us. Let us use the synergy of our organization to get us where we all want to be, teaching the world Choice Theory©, so that we can enact our vision of *'Building a Better World through Quality Relationships'*.

If you need any information or want to send anything to us, Paula our helpful and dedicated Office Administrator is only a phone call away. She works Monday to Thursday. She can also pass on any information or put you in touch with the relevant Board member.

P: 0427 667 385. Email [gaadmin@glasseraustralia.com.au](mailto:gaadmin@glasseraustralia.com.au) Website [www.glasseraustralia.com.au](http://www.glasseraustralia.com.au)

I have been President for the last four years. This year I have decided to step down and continue as Fifth Director. I wish to thank the Board for their support, hard work and commitment to the goals we have set ourselves during my time as President. What I enjoy most about being on the Board is the collegiality of the Board members, being able to work strategically for the good of the organization and most of all an opportunity for us to connect with our members and the synergy that provides for us all as individuals and an organisation.

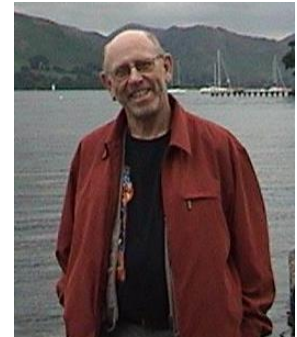
Stay well and take care. Hoping to connect with you all again at our next conference at Coolangatta September 2021.

**Susan Fleming**



## REPORT FROM FIFTH DIRECTOR

The Fifth Director position has become one of being a sounding Board as we check out ideas and proposals, whereas in the past when work was abundant, the Fifth Director's tasks included engaging with Faculty about needs and training and with Regional Coordinators about maintaining contact and running workshops with recently certificated members.



Mostly the Fifth Director carries a knowledge of past practices, concerns and solutions. This has been true of 2019 / 2020 as trainings reduced and travel ceased.

I have found that being Chair of WGI carries a significant workload, however it has been to my benefit to remain in touch with the action of our Member Organisation (MO), Glasser Australia. Working on the day to day activities of the Board, being an ear for members' concerns and addressing issues with Glasser Australia Board members has kept me in touch with the MO world - important when working to align the core business and work of over 20 existing MO's.

It has been uplifting to challenge Board Members about their personal thinking (needs and wants) as Cathy O'Toole and I prepared the ground for the development of our Action Plan. Asking the *What, How, Why, Who* questions will set up for a framework that Cathy is suggesting. It is refreshing to see responses that align so clearly. You'll all be learning more in the next 12 months.

**John Cooper**

## REPORT FROM THE TREASURER

This financial year has been such a mix of highs and lows. The Conference last October, was held in Coolangatta. It was such a success, both financially and in terms of providing a quality experience for those who attended. Maureen Samson and her team provided an event to be remembered. The organisation was on track to showing a profitable 2019/2020 financial year.



Then COVID19 struck. Thanks to the Federal Government JobKeeper and Small Business cashflow subsidy, Glasser Australia has been able to remain financial. Eight BIT's were cancelled due to COVID19 from March to June.

The GLASSER AUSTRALIA 2019-2020 unaudited financial year report shows a loss of -\$9,584.97 an improvement on the previous year by \$510.34. The loss of \$9,584.97 equates to just over four Basic Intensive Trainings consisting of 15 people each.

### Training & Membership Income for 2019-2020

Basic Intensive Training	\$39,350.72
Advanced Intensive Training	\$10,627.26
Faculty Training	\$18,240.90
Basic practicum	\$ 1,113.64
Advanced practicum	\$ 22.73
Membership	\$12,741.15

The cashflow for the year has remained consistent. Balances for bank accounts are as follows:

General Account	\$28,861.28
Conference Account	\$ 8,790.92
Scholarship Account	\$10,641.36
Term Deposit	\$20,000.00
Mastercard	\$ 213.03

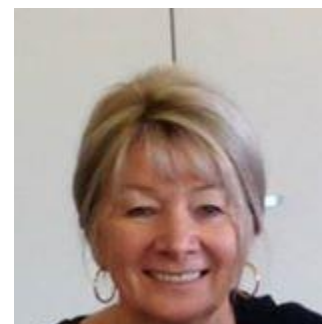
Detailed Financial reports are included at the end of the Annual Report (Balance Sheet as at 30/6/20 and Profit & Loss from 01/07/19 to 30/06/20).

COVID19 has changed our lives and our working environments. No one knows what lies ahead. We will adjust and find new ways to operate. My thanks to the Board for their continued support and endeavour to keep Glasser Australia a viable organisation.

*"Learn to trust the journey, even when you do not understand it. Sometimes what you never wanted or expected turns out to be what you need" - Marcandangel*

**Sheryl Matwijkiw**

## REPORT FROM HONORARY SECRETARY



This year the Board has continued with the format of having the face to face meeting in Brisbane during February and online meetings throughout the rest of the year. Although the online meetings are very productive, the Board members enjoy the connection and creativity while working together during face to face meetings.

The focus and the agenda of the next face to face meeting will be the continuation of discussions and resolutions for priorities listed on the current Strategies Plan.

Additional Agenda items for discussion and planning may include (but not limited to):

- Strategic Plan / Business Plan for 2020 and beyond
- Counselling recognition
- Future Direction Visioning
- Quality / Choice Theory© Schools
- Criteria for Quality - Faculty
- WGI - Proposed Timeline for Restructuring

This year the Board welcomed Jeff Steedman as Publicity Officer and Cathy O'Toole as Organisational Development Officer. We sincerely thank Jeff for his valued contribution and Cathy for her ongoing expertise in many areas.

On behalf of Glasser Australia, I sincerely thank the Board members for their dedication and contribution to the organisation. As you are aware, all Board members volunteer countless hours of their time to ensure the ongoing success of Glasser Australia and contribute personal funds for travelling to and from face to face meetings.

I also sincerely thank the Board members with their assistance and expertise in coordinating the 2019 Glasser Australia Conference 'Igniting the Power of Choice'. As we celebrated 40 years of Choice Theory© in Australia, many delegates enjoyed the inspirational speakers, workshop presentations and the ability to connect with our highly valued Choice Theory© /Reality Therapy/Lead Management practitioners. The conference survey results reflect these views:

- *Wonderful Conference, love the venue & hope we use it again*
- *Wonderful job, proud of your achievements, love venue, food & company*
- *Great food, Venue excellent*
- *The conference was so well organized - a Quality experience*
- *Great speakers & workshops with lots of variety*
- *Great presentations*
- *Well organized, enjoyable, learnt so much more new content*

- *Thank you*
- *Great topics - some all on the same topic and hard to pick*
- *Well done. I have had a great conference experience*
- *Another amazing job - well done! Thank you very much*
- *Great conference, well organized to meet our needs*
- *Great venue, smooth organization*

Plans are well underway for the 2021 Glasser Australia Conference “Exploring the Freedom of Choice” to be held from Sept. 30<sup>th</sup> ~ Oct. 2<sup>nd</sup> at Twin Towns Mantra Gold Coast Qld. Survey results from the last conference indicated Coolangatta as a preferred venue. As an added attraction to the conference, we are making plans to dedicate Thursday 30<sup>th</sup> September as an additional day specifically to aid the well-being of families. Throughout the conference we will also honour our Faculty while including them in the program as special guests / speakers.

Given that 2020 has been a challenging year for many people, Glasser Australia continues to ‘*Build a Better World through Quality Relationships*’. Thank you to everyone for your continued dedication, inspiration, and support.

**Maureen Sansom**



**Exploring the Freedom  
of Choice**

**Sept. 30<sup>th</sup> ~ Oct. 2<sup>nd</sup> 2021**

**Mantra Twin Towns, Gold Coast Qld. Australia**

**Phone: 0427 667385**

**E: [gaadmin@glasseraustralia.com.au](mailto:gaadmin@glasseraustralia.com.au)**




# REPORT FROM TRAINING OFFICER

After celebrating high numbers of people undertaking Certification and Faculty Training at the time of the National Conference in October 2019 and also high numbers of registrations for further training into 2020 Glasser Australia was well-placed for a growth year in 2020!



Unfortunately, the restrictions imposed by the COVID-19 pandemic have certainly slowed progress. I would like to take the opportunity here to thank those seeking training for their patience with scheduling of training events over the period March to June and to express my appreciation for the support from Faculty over that time.

Faculty are gradually working out some creative ways to continue providing our valuable training into the community as we learn new ways of working together online. Glasser Australia is very keen to build on what has been learnt so far in this area. Online training offers greater access to people from across a wide geographical area at a potentially lower cost by reducing travel costs. **It will be a great leap forward for us when we can provide high quality training online in the future, as it suits the Australian geographical context.**

## Faculty Training

Faculty Training has seen significant growth over the 2019-20 period. October 2019 saw the Endorsement of four Basic Instructors and two Practicum Supervisors. Two completed Practicum Supervisor Training phase and two Basic Instructor Training phase.

## Certification

Prior to our National Conference on the Gold Coast in October, we celebrated the achievements of 16 people who gained CTRT Certification status. Of these, ten are keen to pursue Faculty Training and six are seeking accreditation as *Take Charge of Your Life* Facilitators.

## Quality Schools Training

At the Conference Peregian Springs State School, Queensland, was declared a Glasser Quality School, a very significant achievement, and the culmination of years of work. Congratulations to all involved. Mudgeeraba State Special School, also in Queensland, is currently engaged in the process of becoming a Glasser Quality School.

## Impact of COVID-19 restrictions on Training

Restrictions on gatherings and movement between states during the 2020 has impacted severely on training events. Eight Basic Intensive Trainings were either cancelled or postponed. Faculty training involving 14 people scheduled for April was also postponed. Our Senior Instructors are

spread across NSW, Victoria, South Australia and Queensland. Travel restrictions precluded the re-scheduling of this training.

However, William Glasser International opened the opportunity for Faculty to experiment with online training during the pandemic. Faculty have responded to this challenge by gaining skills in online training. A trial BIT was offered online via Zoom to a group of keen staff from Mudgeeraba. The number of people both offering and accessing Basic Practicums online also increased.

### Pre- Certification Training

From the data provided in the spreadsheet below, it is clear the restrictions due to COVID-19 impacted severely on numbers in most categories. Eight BIT's were cancelled or postponed in the March - June period. We were not able to hold an Advanced Intensive Training during the Conference period and the number completing the Advanced Practicum has been low.

### Training Data

Our figures for Training for the financial year 18/19 are as follows:

*Table 1: Comparative Table of training completed in Australia and number of Participants (2013-2019)*

Program	Number of participants July 14 – June15	Number of participants July 15 – June16	Number of participants July 16 – June17	Number of participants July 17 – June 18	Number of Participants July 18 –June 19	Number of Participants July 19 –June 20
Basic Intensive Training	359 (29 events)	409 (33 events)	499 (36 events)	423 (33 events)	354 (24 events)	270 (24 events)
Basic Practicum	40	32	18	94	55	50
Advanced Intensive Training	0	54 (4 events)	19 1 event	65 (6 events)	6 (1 event)	0
Advanced Practicum	5	1	0	11	34	5
Certification	15 (2 events)	4 (1 event)	0	9 (1 event)	0	16 (2 events)
Practicum Supervisor Training	0	2	7	7	0	2
Practicum Supervisor Endorsement	0	2	0	6	0	2
Basic Week Instructor Training	0	1	0	0	0	2
Basic Week Instructor Endorsement	0	1	0	1	0	4

Sue Berry



# ORGANISATIONAL DEVELOPMENT

I attended my first Glasser Australia Board meeting on 1<sup>st</sup> April 2020, after being formally voted onto the Board in March 2020.

It is a privilege to be working on this Board, especially in these challenging times. Glasser's work and teachings give us the skills to be resilient, mentally safe, and thoughtful citizens. We have also been faced with an opportunity to look for alternative ways of overcoming the challenges of isolation.



The Glasser Board will also work to address the fact that life as we knew it, may no longer be possible or in fact desirable; this then offers the organisation the opportunity to review our business model, whilst looking for alternative ways of doing business.

During my time on the Glasser Australia Board I have worked with other Board members to develop a number of operational policies, with a distinct Choice Theory© and Lead Management focus, namely:

- National Conference Policy
- Communication
- Conflict of Interest
- Complaints Handling
- Grievance and Dispute Resolution

I have also worked on a subcommittee with John Cooper to develop an activity for Board members to review *Why* we do what we do, followed by *What* and *How* we do what we do. This was a great activity to share our thoughts and the results clearly show that we are on the same page.

I look forward to next year's successes and challenges and I thank everyone on the Board for their welcome and collaboration.

**Cathy O'Toole**

## BUSINESS SUPPORT LEADER

Over the last year we have been finding new ways of working as a Board. In my role of Business Support Leader I have been able to spend some time learning about how Glasser Australia operates. Equally I've been able to evaluate and understand how I can use my experience and skills to help.



Some key learnings that have evolved for me over the last year are:

- Glasser Australia (GA) is a small not for profit business
- it does not receive any Government funding
- the main source of income for GA comes from training (typically BIT's)
- it has one Part Time employee (Paula)
- Board members (apart from the one employee), are all volunteers with day jobs
- our regulator is the Australian Charities and Not-for-profits Commission (ACNC)
- we have a rich tapestry of skills, varied industry experience and strong commitment from Board members who all want to be *"Building a Better World Through Quality Relationships"* (did you know that this is our Vision Statement?)

Some key achievements over the last year are:

- working with the Board to align activity to the Strategic Plan
- developing of a tracker to help us prioritise and monitor progress against agreed actions that arise from Board meetings
- coaching and advice on new ways of working to gain efficiencies
- collaborating with the Board, developed our website problem statement
- reviewing of the existing governance framework against ACNC requirements
- reviewing of insurance arrangements (including public liability)
- developing of a proposal for the GA governance framework
- developing of a Governance document action plan
- developing and implementing new policies in accordance with ACNC requirements in collaboration with the Organisational Development representative

### The year ahead

As a Board we are always evaluating what we want for GA. A large part of our future sustainability is reliant on growth. Growth is made up of many components: such as our members, our brand (who we are in the community - school and more broadly - and in the market), what we have to offer i.e. services and products, revenue from training, our ability to submit applications for grants and to tender for work.

Our new website, on which Paula has been doing an amazing job with all the detailed intricacies behind the scenes, and some of the exciting developments that are yet to come will also help with

this. I'm sure there are many more things we could add to the list but our goal is to never lose sight of our vision *"Building a Better World Through Quality Relationships"*.

In order to do this, we need to be able to get the hygiene factors right so that the foundations laid are solid enough for us to keep building on. There will be a continued focus on the governance framework in the year ahead and looking at how we can improve networking across our membership base to put GA in a good position for when it is ready to stand alongside others to access funding so that we can scale up and have a bigger impact in the Australian community.

I'm excited for the year ahead and am happy to talk with you if you have any questions. I can be contacted at [bussupport@glasseraustralia.com.au](mailto:bussupport@glasseraustralia.com.au) or you can call me on 0437 366 817.

Cathy Dillon

# REPORT FROM THE INTERNATIONAL BOARD REPRESENTATIVE

The major work of preparing documents for the restructure of WGI has continued this year.



The consultation document has now been released and all Member Organisations (MO) and Faculty members across the world have access to it and are requested to provide feedback. I have written of the major undertaking of creating and sustaining an international organisation that functions in a lead management way rather than boss management. This is never to be underestimated in terms of the immensity of the task.

COVID 19 has of course meant the cancellation of the international conference planned for July in Croatia. This is very sad on so many levels, financially it is and will continue to have huge impact on the work of WGI and all MO's, as everyone scrambles to become more digitally savvy. This year WGI looked to make a good profit through the conference but that opportunity is gone.

All over the world MO's are struggling to adapt and for all to become more adept at being flexible. Finding alternative and creative ways to offer quality training in these difficult times is a challenge.

The consultation process will continue until September / October and then I along with Kim Olver will be responsible for collating all the feedback and trying to put it into some sort of order that we can then present for voting. Alongside that will either be, recommendations for or a new legal structure for WGI as well.

It is clear from conversations with my international colleagues that the knowledge base we are all graced to work from, is even more useful now and going forward. Finding successful ways to not just survive, but thrive, in this current climate I believe needs to drive our behaviour.

The role as International Representative, has now been consolidated as a Board position with Glasser Australia. It is great to be able to work with everyone more closely and I look forward to assisting later this year by facilitating the development of the Glasser Australia Business Plan that will underpin the Strategic Plan.

Thanks again to everyone for their trust in me and the role.

In peace

**Kalikamurti Saraswati Suich**

# REGIONAL COORDINATORS' REPORTS

## DARLING DOWNS

In the Darling Downs Region, unfortunately due to my recent illness, I haven't organised a get together for our small focus group so far this year. Normally we would meet on the third Saturday of a month from 9am to 12pm at a variety of venues. If you are in our area and would like to join us for a catch up, please contact me by mobile (0409 396 139) or email ([jarch001q@gmail.com](mailto:jarch001q@gmail.com)). Our next meeting is planned for August.

Those who can make the meetings always 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.

This year one family continues with the Peaceful Parenting course and associated coaching and another is interested in starting. A young business woman who has completed the *Take Charge of Your Life* course with me, is interested in doing all levels of training and is organising others in her network to complete a BIT. So we are planning to organise this in the region.

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 above).

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**

## SOUTH EAST QUEENSLAND

Queensland, the Sunshine State, hosted a very successful National Conference at the Gold Coast. The feedback was excellent and participants considered that it was a good venue to hold the next 2021 conference. In Queensland most of the work promoting Choice Theory© is in schools and the education field. Many schools are doing fantastic work teaching Choice Theory© to their students, staff and parents in a variety of ways. We were proud to announce at the conference that Peregian Springs was now declared our second Quality School in Queensland. Congratulations. There are several schools who are taking that journey. Other schools such as Nundah State School, Everton Park State School and Eight Mile Plains State School are training staff and using Ivan Honey's Get Happier program.

I have included a snapshot of what we have done this year at Mudgeeraba Special School, as we continue our journey to declare ourselves a Quality School. We are hoping to showcase more of the work that other schools are doing to develop our network.

2019 to 2020 Focus for Choice Theory© at Mudgeeraba Special School

### 1. The Get Happier Project

#### The What:

- The researching of a program to support student wellbeing and to compliment Positive Behaviour Learning for Students with Complex Disability. Ivan Honey's program.

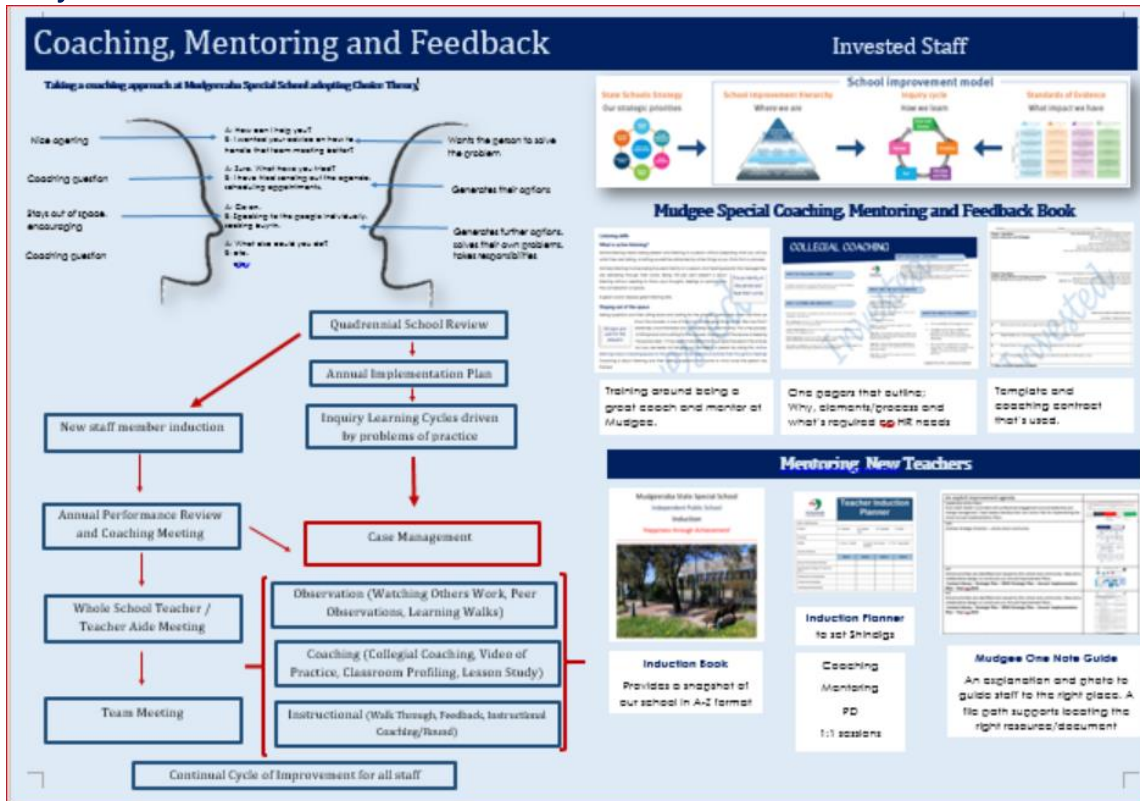
#### Impact at Our School:

- Trained in Term 2, 2020 35 Teachers in The Get Happier nine hour program
- Presented to the June, 2020 P&C Meeting
- Moved through the Local Coordinating Council 11 June the adoption of the Get Happier Program
- Term 3 commenced a Professional Learning Community with Teacher Aides
- We have been aligning some of our current practices to concepts of Choice Theory© and imagery from the Get Happier Project. Here is an alignment of our existing norms and values to "open road" connecting behaviours.





## Impact Beyond Our School:



- Shared our work with the Regional Restrictive Practices Director Kat Wilson the Program as a proactive measure for supporting student wellbeing

## 2. Choice Theory® Training

### The What:

- Piloted Basic Intensive Training Via Zoom and Face to Face with Susan Fleming and Sue Berry commencing April and completion in August

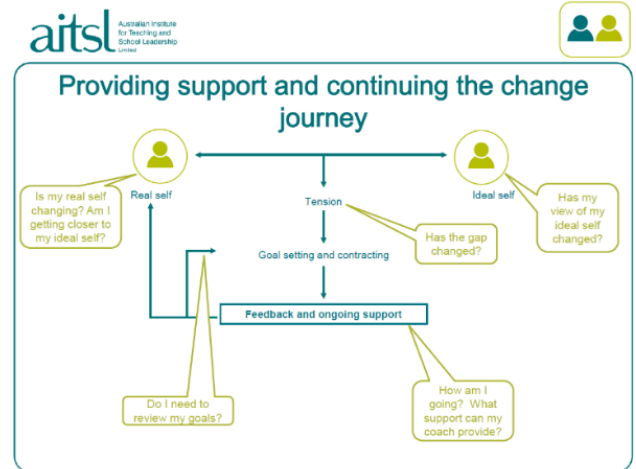
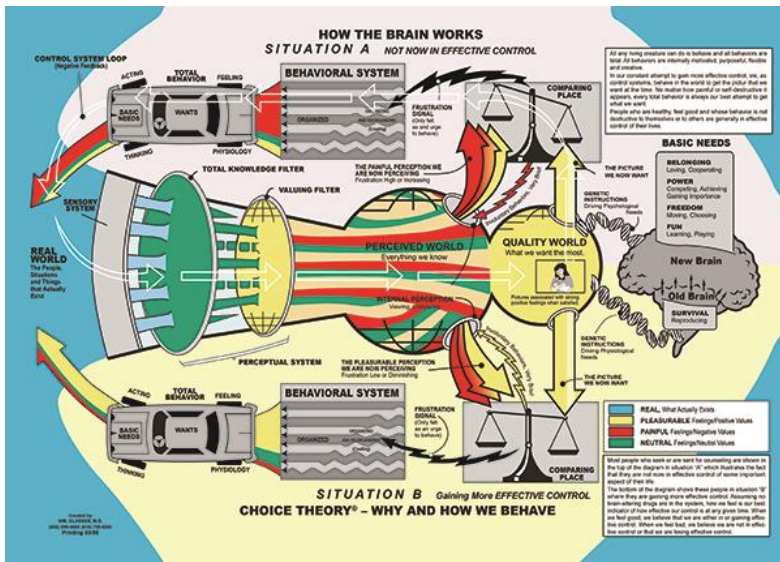
### The Impact at the School:

- Trained 11 Teachers
- Teacher Aide Group to be trained in Term 4, 2020

## 3. Maintained Case Management + Coaching = Clarity

### The What:

- MSS Professional Learning Model is built on Coachees empowered by Choice and Control of tools to build their capacity. That choice and control is based in the framework of Choice Theory®.



The Impact at our school of 43 teachers and 35 teacher aides includes:

- Ensuring that we are building capacity of our staff through coaching choice
- Developing an expert teaching team for Students with Complex Needs
- 100% of Teachers engaged in coaching and feedback to improve practice
- 100% of Teachers involved in Case Management with a focus on one student
- Case Management involves two Teachers and two Executive Members
- Use of MSS Playbooks unpacking High Impact Strategies to support coaching conversations and improve pedagogy
- Improved personalised student learning outcomes

**Whole School Overview**  
Share consistent and clear process

**Norms and Operational Framework**  
Starts the sessions, ensuring we work towards our common goal of being invested for each student.

**Explains**  
Teachers complete page 1 and 2, We ungoek and jointly complete page 3, which includes coaching and feedback.

Invested

## Case management

**Teacher Participation:** 36 teachers participated in the case management meetings.

**Teacher Feedback**

- Short, Sharp and focused
- Straight forward
- Learnt a lot
- Feels safe
- Structured
- No time wasting
- Helpful
- Good to work with someone.
- Easy to follow
- Colleagues are knowledgeable
- Enjoyable
- Great examples
- Informative
- Supportive
- Good **Explanations**.
- Relaxed
- Collaborative
- Non Judgemental
- Lots of choice
- Good strategies and Ideas.

Rating: Average rating: 3.97/4

Two HO's, minimum 2 hour coaching release a day.

**Case Management Meetings**

36 teachers participated in the case management meetings. There were 22 meetings (17 meetings with teacher buddies, 2 meetings with individual teachers). These meetings totalled 13 hours and 45 **mins**.

**Coaching**

At the moment we have 61 coaching sessions. These coaching sessions total 112 hours of **6600** 18.6 teaching days or 3.7 weeks\* These numbers are still rising.

WOW + CC	29
IC	8
VC	8
IS	10
W with rough	3
Peer Ob + IC	1
ESOM	1
Restorative Practice	1

**Coaching Timetable - shows whole school requests**

**Impact beyond our school:**

- Assistant Regional Director School Visit Term 2, 2020 “Collegial Engagement Framework- whole school observation and feedback model based on work of Glasser - Choice Theory©, Jim Knight-playlist/checklist, Helen Timperley and Lyn Sharratt.
- Emerald Christian College visit July 2020
- Presentation to Independent Public School via Principal Connect 13 August
- Springbrook SS Principal observation 19 August
- Learning Walk Presentation Assistant Regional Directors and Regional Staff (12 members) on 21 August.

Colleen Hope

**Principal Connect**  
13 August 2020  
Edition 3: "How do we continue to engage parents?"

**A Message From Our Schools**

With 18 Alliance principals... as they share their insights about engaging parents during and after the effects of COVID-19.

**Mr Dan Dalton**  
Principal  
Wendee High School

**Mr Wade Rogers**  
Principal  
Bridgeway High School

**Mr Kim McVinnare**  
Principal  
Wendee High School

**Mr Colleen Hope**  
Principal  
Wendee High School

**Mr Lindsay Dore**  
Principal  
Wendee High School

**Mr Peter Price**  
Principal  
Cathedral Anglican High School

Have a look at the resources available through our **IPS Alliance Sharepoint**

Open 24/7  
Sharepoint

## SYDNEY, NSW

The financial year started in a spectacular way for NSW, with the second half of 2019 and the beginning of 2020 being a very busy and exciting time with lots of schools interested in furthering their knowledge of the ideas of Dr Glasser. It is very encouraging that quite a number of schools, both secondary and primary, are moving toward having their whole staff trained in Basic Intensive Training, Practicums, or one and two day programs. A small number of schools are also connecting with Ivan Honey to become involved in The Get Happier Project. Many programs booked post March have been postponed. The schools will continue with their planned programs once the COVID-19 restrictions have been lifted.

We want to congratulate Jennifer Boyall, Mark Burnard and Jodie Paterson on becoming Instructors, and Sarah Rudling on becoming a Practicum Supervisor at the Conference in 2019. Practicum Supervisors Cath Whalan and Rebecca Cupitt have been adventurous in running Practicums face to face in 2019 and providing on-line training in 2020. Mark Burnard was also up and running in presenting BIT's until the restrictions caused a pause in our programs. Sarah Rudling completed training in Trauma informed programs which she is incorporating with Choice Theory© concepts. Sarah was Principal at a school with many, many students coming each day to class with trauma experiences. Sarah is in high demand to assist schools to develop strategies that include Dr Glasser's ideas with other psychologically informed information.

The Faculty Support group members have also been working at supporting each other through four face to face meetings, a healthy What's App group, emails and phone calls. At present we are just waiting until the Faculty Endorsement and Training programs can be run. We have two people ready for Instructor Endorsement and two people waiting for Practicum Supervisor Endorsement. We also have eight other people waiting on the Instructor and Practicum Supervisor Training. It is wonderful that NSW will have a number of very skillful Faculty that will further extend the teaching of Choice Theory©, Reality Therapy and Lead Management concepts across a range of sectors. We want to thank Sue Berry for her ongoing work, endeavouring to match training dates and Faculty needs in this time of challenge. These programs will occur and hopefully by 2021 NSW will have at least 10 more Faculty.

Kylie Becker, Practicum Supervisor in Training, has been selected to open a new school in Western Sydney. Kylie is aiming at achieving Quality School status at her school. She is off to a great start in having all her Executive and her Senior Administrative Assistant completing a BIT prior to the students commencing at the school. Kylie has been very creative in developing programs and policies around the basic needs and aligned to the AITSL standards.

The Art of Leadership Programs sponsored by The NSW Primary Principals Association and presented by Rob Stones and Judy Hatswell continues to be very popular. It is through these programs that many school Executive decide to continue to further their knowledge of Choice

Theory© and to provide programs for their teaching staff and parents to be involved in BIT's and ongoing workshops.

Glasser Australia was re-endorsed this year as a registered provider to present quality programs for NESAs. This was a thorough and time-consuming process. It is certainly a worthwhile process as the Basic Intensive Training is registered for 27 hours. This is more than half of the required 50 hours registered training for all teachers every three years. This accreditation is very attractive for teachers and is also one of the reasons that School Executive can afford to spend a significant amount of their professional development budget on enrolling staff in intensive training courses.

NSW Glasser Australia members wish to thank the Board for their tireless efforts in ensuring our Organisation remains not only viable but also ensures the quality of our programs. A big thank you also goes to Paula Baxter who is always at the end of the phone with a welcoming voice and completing everything that is asked of her. Nothing seems to be too much trouble for Paula.

**Judy Hatswell**

## HUNTER REGION, NSW

Not much to report over the last year. Judy Hatswell has been doing training in CT/RT & LM in some schools following on from the Art of Leadership Program that she and Rob Stones run. Staff who have missed the training from Glendore Primary School have been attending the Woodberry Learning Centre (WLC) training over eight consecutive weeks for two hours per week. Last year we ran three, eight-week trainings, instead of two, to meet the demand.

The training is a skills-based course using Choice Theory© as the underlying psychology and teaches information and skills each week which the participants then practise over the coming week. It is registered with NESA and provides 16 hours of registered PL. The following session talks about any issues, challenges and successes and then new knowledge and skills are added.

It is a great way to get Choice Theory© talked about in the schools and hopefully will lead to more Intensive Training in CT/RT/LM.

*Then along came COVID-19 and everything ground to a halt.* Basic Trainings that Instructors thought were organized in Choice Theory© had to be cancelled and WLC had to cancel the first of our eight week trainings. We have been ZOOMed out with meetings and I don't think the WLC training would work on Zoom as you need the face to face. Since we cannot, at this stage, have people from different work places, Geoff Stevenson and I are planning to take our training to the schools - should they have up to 20 eager and willing staff to spend two hours after school for eight weeks learning new stuff. The evaluations are always excellent which is why we keep doing it. It provides a cursive introduction to CT/RT/LM and gives staff, especially new staff, strategies they can implement immediately with positive results. Geoff and I love seeing their confidence and competence grow over the eight weeks.

Take care, stay safe..... *This, too, will pass!*

Nancy Snow



## VICTORIA

*Now is the time to harvest! What will you do differently today to shape your tomorrow?*

Whilst speaking to some of our Victorian members and when writing this report there has been a strong focus on the impacts of COVID-19 on the work we are all doing. It's in the front of our minds, because we are all experiencing this together and our lives have changed. No-one could have predicted this is where we would be however, what I love is the positive energy that came to the fore about all the opportunity we have to share information and to help others.

As always there is a lot of fantastic work occurring across the region and although we are currently looking at ways to re-invent, adapt and learn new ways of "how" we can continue, it goes without saying that both pre and post COVID 2019/2020 has seen the continuation of many great programs, training, new initiatives, therapy and counselling sessions involving Choice Theory© (CT), Reality Therapy (RT) and Lead Management (LM). These programs of work are having a great impact on individuals, communities and in organisations within metropolitan and regional Victoria.

### Programs of work and achievements - VIC 2019/2020

When we are challenged to look at things differently, a whole new horizon opens up. We are a community that speaks a common language and I am pleased to report that I have heard more stories than ever before about cross collaboration between states, Faculty members and across regions. There has been an increase in the conversations on how efforts can be shared, the potential reach and how we can more effectively deliver online training by sharing resources. This has resulted in some new programs, a shift in focus to what some of our trainers are most passionate about doing and an opportunity in a changing world to do quality work.

### Updates

1. Mary Ellen Davis has been doing a lot of focused work using CT, RT and LM within schools, various non-government organisations and in her own private practice.

In 2019 there was lots of planning underway for the application and integration of CT to school-wide Positive Behaviour programs to help those involved to internalise the principles. Using CT as an underpinning to the whole concept and delivery of the program. Mary-Ellen shared that it's very much an intrinsic approach as only one leadership team member is allowed on the committee. This allows for the needs of the school rather than being run by the Principal.

This approach has been well received and people who know CT have got it quickly. There have been some interesting challenges along the way due to COVID restrictions that have prevented entry into schools for external/outsourced people. In-between various stages of lock down she was able to be on-site with a maximum of eight people that were required to comply with social distancing and the remainder of participants were on zoom.

Her experience was that it was a bit harder to build interaction with people on Zoom. If people knew each other it was a lot more interactive but otherwise her experience was that people were a bit more passive on zoom.

Overall this has been well received as plans are now afoot to deliver this training via zoom for a school with approximately 500 students.

In addition to this Mary Ellen was able to run two x BIT's prior to lock down and once this finishes she looks forward to being able to run more Face to Face sessions.

Whilst COVID has slowed down a number of plans that were afoot, Mary Ellen also works with various non-government organisations to help them with knowing how to manage their staff and people processes, particularly when working in as scenario where high amounts of money or grants are coming in.

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](https://glasseraustralia.com.au/mary-ellen-davis).

2. Congratulations to Jeff Steedman on the launch of his new website where Glasser's work is prevalent on almost every page. Over the last year Jeff has been working towards realising one of his dreams and goals and with his partner Deb working alongside him, he is now running his first payable on-line course about stress and anxiety.

The course being offered consists of 15 modules with videos 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!

If you would like to go and check it out, you can visit <https://glasseraustralia.com.au/choice-practice-institute/>. The year of 2020 has presented many challenges and living in the Gippsland area has presented many opportunities for Jeff within the local business community. Jeff has leveraged these moments and has been networking, provide counselling support and leadership training that is underpinned by CT and LM.

Here are some of the other initiatives that Jeff is involved with to help bring CT and RT to the community so that people can help themselves:

- Involved in Business Networking International (BNI) - this promotes CT & LM in local business
- Meet Up's one a month in Bairnsdale - this has been paused during COVID-19 restrictions
- Working with East Gippsland Shire Council due to Bushfire impacts - running Employee Assistance Programs (EAP), providing counselling using CT and LM training across Mallacoota, Omeo, and staff training at Lakes Entrance. All training is based on CT and LM.
- Providing EAP, Leadership and Succession training at Latrobe Regional Hospital (it has 2k employees), - working with leaders of the mental health department was an interesting experience for Jeff. The medical model brought a new perspective to all parties and feedback was that it was a refreshing way to work with People and they'd like to read more about CT.

- After the conference last year Jeff ran a BIT on the Sunshine Coast with a utilities company. There was great feedback and he was booked to go back to do a BIT practicum but this is on hold due to COVID.
- Jeff continues to do work at the local Eagle Point Primary School with both staff and parents. His sessions are also attended by two indigenous reps (Elder + KASO - Koori Education Support Officer from Gippsland community). This activity is also on hold due to COVID-19 restrictions.
- Using CT he is still working at Moogji Aboriginal Corporation and Lakes Entrance Health Association (LEHA).
- Yoowinga Wurnalung which is a Mens' behaviour program (voluntary & court referred) - CT & LM Leha and (all indigenous orgs), staff development - teaching lead management.

During our discussion, Jeff also shared insights about the Indigenous community in Victoria and based on his experience, CT is well accepted by Indigenous community in Victoria. According to Jeff, they're quite flexible and adaptable and have less people living in traditional ways in Victoria as opposed to the community in the centre of Northern Territory.

Jeff is also working toward looking at having training adapted for Aboriginal leaders and their communities.

Through his Business Network International relationships, GJ Gardner Homes approached Jeff and he was asked to put forward a proposal that included families. As a local group they will be doing a retreat where all employees and their families will be learning about CT and LM. A final decision about what option they'd like to take is still pending.

When asked about the COVID impact for Jeff, he has had to make a reduction in BIT Face to Face offerings. Whilst he thinks there is still a lot of scope with online learning, he does have concerns about the quality of the practical part of the training i.e. role plays - don't get embedded. As a result, he has postponed these.

To quote Jeff - *"the time is right for CT and LM - people are hungry for it. I am not getting resistance anywhere that I'm talking about it"*.

3. In Melbourne, our *Take Charge of Your Life - Your Happiness Meet Up* sessions had been starting to gain momentum around this time last year. Due to the handing over of the baton from Jeff to myself, we had to find a new location and found a centralised spot not too far from the Melbourne CBD. At our soft re-launch we went back to the very beginning and talked about the five Basic Needs and asked people what they wanted to take away from these sessions. We wanted to understand why people were coming along.

As a result of these discussions, Akari and I started working on a fresh approach that involved interactive and experiential learning through a combination of presentations, role plays and reflection exercises at each session. For some fun we encouraged creativity through the use of aids such as butchers paper, textas and props. During these sessions we also had to learn to accept each other's differences which helped us to share information about internal and external control in a very

meaningful way. In our later sessions we started to introduce handouts so members had something to take away and read in-between each monthly session. For those who wanted to participate afterwards, there was an opportunity to grab a bite to eat and maybe grab a drink. So many needs were being met, not only for us but for our members. Plus, they got to start learning more about CT and LM.

As the Victorian Regional Coordinator, I'd been collaborating with other Glasser Australia members and Instructors and plans were afoot in December to re-ignite Friends of Glasser - *fondly known as FOG*, in the first term of 2020. This would provide an opportunity for us to re-connect with other Victorian members and then gauge interest for the re-introduction of some practicum sessions where we could learn, share, do role plays, self-evaluate and grow.

Due to COVID-19 restrictions and the closure of the library/community centre we hit pause on all of this activity. I guess none of us anticipated that we would still be in this situation almost six months down the track. There is still a lot of opportunity here and with all of the changes we've been making to adapt to new ways of doing life differently in a virtual world, it seems like it's now time to make a choice about what we want tomorrow to look like.

4. Like many of us, Ivan is driven by the things he is most passionate about. He has passion and a vision for children, teachers, the school culture and the school community. This is evident through the growth we have seen in Get Happier Schools within Australia and across the globe.

There are now 12 Get Happier Schools around the world and this number is about to increase to 14-15 as there are a couple more coming up in the USA. It's also expected that a number of charter schools will be coming on Board in the future.

Firm foundations laid down by Ivan remain strong where Moama Anglican Grammar is working really well with lots of Get Happier visuals i.e. Open & Dead end roads; and Glendore Public School in Newcastle who have integrated the *Get Happier Program* into their culture. They've made resources available on their website plus they put posters up for small children. There have been some great initiatives implemented by Grade five & six students who are doing the *Get Happier Program*. One of these initiatives was to do with helping homeless in the community. The students' knowledge and application of CT was astonishing and it exceeded expectations. Judy Hatswell has been great in supporting this work in schools and often directs schools to Ivan and the *Get Happier Program* when they want to learn more about CT.

Ivan has been working with the Achieve organisation who are planning to take Doug the Dragster on-Board. Like all of us, they've had to learn to adapt to zoom due to COVID. It also needs to be mentioned that Ivan has been working with Japan to consider how he can adapt ideas to the Japanese culture. Sadly, a visit from Japan to Australia was cancelled due to COVID-19 so this has been delayed.

COVID-19 has brought some things to a stop which has created space for reflection and focus on where to from here. Ivan has made observations that the schools are tired and they've got to get something back to help them too.

Not one to sit still, Ivan has leveraged his networks and as a result, Nancy Herrick is writing some simple little sheets - tips for teachers which will be freely available on the Get Happier website as well as the other great resources.

For schools that do get involved with the Get Happier program, he receives consistent feedback that schools are always surprised at what they get with their package.

His focus this year is on trying to get the program out there as people and schools are desperate for "this stuff - they want the help".

Another great initiative is that Ivan with Nancy, has developed "Happy at Home" which has free activities for families. It's designed to get families together and takes families on a journey filled with connecting habits and helps them to meet some of their basic needs - especially fun!

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. Ivan has also written a book for kids about being anxious and he is also collaborating with someone in Melbourne to tap into social media with young parents. "Sid Gets Scared" is available for free as an e-Book. If you would like to view any of these resources go to [https://glasseraustralia.com.au/shop\\_all/resources/member-organisations-and-resources/the-get-happier-project/](https://glasseraustralia.com.au/shop_all/resources/member-organisations-and-resources/the-get-happier-project/)

A world with COVID-19 has brought many challenges for our children, teachers, families and the broader community. Due to these changes, access to schools has been more restricted and Ivan has been speaking more at Rural Mental Health conferences and that type of thing.

Like many members, he has not been able to do traditional CT training due to the implementation of lock down stages since March, but has been doing more Senior Faculty work in Singapore delivering Advanced and Certification trainings. Ivan always tries to visit schools whilst out visiting. In October 2019, Ivan ran a Certification on the Sunshine Coast and he has had a lot of contact with Bradley Smith over zoom and through the sharing of podcasts.

Ivan has also been working with Gary Garnaut from SA and both Gary and Ivan are going to run an endorsement online in September 2020. Quite a number of people are excited about this and they expect it to be a success.

Daughter Bec and Ivan have also developed a series of nine videos using Get Happier language. These are all available on Get Happier website as free downloads. More information is available at [https://glasseraustralia.com.au/shop\\_all/resources/member-organisations-and-resources/the-get-happier-project/](https://glasseraustralia.com.au/shop_all/resources/member-organisations-and-resources/the-get-happier-project/).



During our meeting, Ivan mentioned that the Get Happier Program/Schools hadn't really taken off in Melbourne so I asked him what his thoughts were on this.

In fairness, he said, he didn't think he'd really pushed the marketing of the program in Melbourne and we speculated on whether people in Melbourne may not be feeling inspired.

The obvious next step was asking about what we want and what we are going to do to get what we want?

The response

To be able to work together as an organisation is what we need to do. i.e. Judy Hatswell and their working relationship.

People in Australia are doing marvellous things but we don't get to hear about it all.

Questions we should ask ourselves are:

- How are we doing it in the community?
- How's it happening in the real world?
  - Where's the action?

Evaluation

What do we need to do over 2020/2021 to get what we want for Glasser Australia?

I hope you enjoyed reading about some of the great initiatives that have been happening across Victoria, some of which has been through collaboration across states. I'd also like to recognise the hard work and commitment of individuals to create and build their dream cars, so they can steer in the direction they choose.

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

Cathy Dillon



## NORTHERN TERRITORY

With no Basic Intensive Trainings in any centre in NT, we can once again tell of the annual events that are locked in.

Every year the year nine students entering Centralian Senior College have three sessions during their transition visits. They take part in activity sessions that address needs, quality world and connecting behaviours in an age appropriate manner, completing our local school course, “Growing Responsibility” based on Choice Theory©.

One of our year 12 students 2019, who completed the in house “Growing Responsibility” based workshops way back in 2017 will be working with the year nine classes as they arrive for their “taster” days. She will be working with students from her junior high school. Good to know that the concepts and language of CT has stuck.

Once or twice a year the “*Take Charge of Your Life*” course is offered, this year to the staff (6) of the Polly (Graham) Farmer Foundation. There are plans to present this course to all the tutors engaged in term four.

**John Cooper**

## SOUTH AUSTRALIA

Here in South Australia a group of us have been 'Zooming' on a regular basis in 2020. Towards the end of 2019 Peter Zanol asked a few people to a gathering at his house in Adelaide. We formed a group (at this stage called Choice Theory© in SA) and are on a journey to see what we can do to 'teach the world Choice Theory© here in SA. The group is by no means closed and at this stage Peter Zanol, Sue Berry, Liz Tham, Tineke Searle, Di Childs, Garry Garnaut and Christine Duffield are the SA members and Susan Fleming has been joining into our Zoom sessions too.

We have had several very productive meetings in 2020 and have come up with some areas that we thought we could focus on to move forward with Choice Theory© here in SA namely: people, membership, themes, language, education, knowledge, communication and advertising. Another thing Peter Zanol is very interested in, is what can we as a group do to get Choice Theory© qualifications to be accepted by the Psychotherapy and Counselling Federation of Australia (PACFA), with the long term aim of creating wider recognition of Reality Therapy/ Counselling with Choice Theory© as a counselling modality.

At last year's conference in Coolangatta several people from the Eyre Peninsula in SA became certified. Many people from SA attended the conference and I'm sure all learned something new on their Choice Theory© journey. It is always very special (and easy) to catch up with like-minded people and share more of Dr Glasser's ideas and how they are being implemented in a variety of settings.

Sue Berry continued to teach some *Take Charge of Your Life* courses around the Eyre Peninsula. We all congratulate Sue on becoming a Basic Intensive Instructor at last year's conference. Sue has also been offering *Take Charge of Your Life* Facilitator training online via Zoom.

Christine Duffield continues to teach Choice Theory© to Year nine and ten students at her school and has been taking people through Advanced and Basic Practicums via Skype and Zoom sessions.

**Christine Duffield**

## Glasser Australia

### Strategic Plan 2017-2020

Focus	Goal	Actions	By whom	Timeline	Outcome	
Developing digital face of Glasser Australia	Operationalise new website	<ul style="list-style-type: none"> <li>• Liaise with developer about brief and budget</li> </ul>	Website Committee	2017/2018	Decide on plan of action	Completed
		<ul style="list-style-type: none"> <li>• Progression of website blog</li> <li>• Blog development *</li> </ul>	Website Committee	Continuing	Website is current	Priority
		<ul style="list-style-type: none"> <li>• Investigate and change format for Glasser Australia newsletter</li> </ul>	Newsletter Editor	2018	New template operating	Future
		<ul style="list-style-type: none"> <li>• Investigate linking to WGI and upgrade data base</li> </ul>	Administrator	2017	Efficient linking	Future
		<ul style="list-style-type: none"> <li>• Investigate web based forms and data entry by Faculty to send in information</li> </ul>	Administrator	2018	Members enter data	Priority
		<ul style="list-style-type: none"> <li>• Promote increased use of social media to inform &amp; promote CTRTLM</li> </ul>	Board and members	2018	People that have completed trainings e.g. BIT Pracs will have access to digital networks	Underway

Focus	Goal	Actions	By whom	Timeline	Outcome	
	Increasing skills including online training (upskilling Board and staff)	<ul style="list-style-type: none"> <li>• Active Facebook pages</li> <li>• Audit and train Glasser Australia 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,</li> <li>• TCoYL take home package - Resource for Faculty</li> </ul>	<p>Public Relations Officer</p> <p>Administrator</p> <p>Secretary</p> <p>Public Relations Officer</p> <p>Training Officer</p>	<p>2017</p> <p>2018 Annually</p> <p>Conference /Faculty Day/</p> <p>Members</p> <p>2018 &gt; Ongoing</p>	<p>Regular fortnight posts to the Facebook page.</p> <p>Data indicates 20% increase in activity</p> <p>Audit complete administrators and Board members using database and website tools</p> <p>List of people who can assist with content for website</p>	<p>Current</p> <p>Ongoing</p> <p>Current</p> <p>Ongoing</p>

Focus	Goal	Actions	By whom	Timeline	Outcome	
Quality Assurance of current programs and Diversification of new programs duly accredited according to a specific criteria	Establish procedures to ensure the quality of current trainings	<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> </ul>	Treasurer, President and Admin  Quality Assurance Committee	2018/2019	Current Addendum reviewed and linked to current guidelines and publish on the website	Current
		<ul style="list-style-type: none"> <li>Investigate, review and set up procedure and criteria to ensure the quality of current trainings and mentoring opportunities where necessary</li> </ul>	Faculty Committee	2018 > Ongoing	Committee to review and make recommendations about quality assurance procedures and processes	Future Priority
		<ul style="list-style-type: none"> <li>Develop guidelines for Senior Faculty Status in Glasser Australia</li> </ul>	President and Senior Faculty	2017	Published on website	Completed
		<ul style="list-style-type: none"> <li>Publish policy, procedures and guidelines on website for all members</li> </ul>	Training Officer	Ongoing	People are aware of where to find policy, Procedures and Guidelines	Priority
	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> </ul>	President & Public Relations Officer	2018	Investigation into running a Practicum online	Future
		<ul style="list-style-type: none"> <li>Provide online training platforms</li> </ul>	Board	2018	Run online meetings using different platform	Future
		<ul style="list-style-type: none"> <li>Investigate opportunities for Glasser Australia Faculty to present online BIT courses</li> </ul>	Training Officer	2018	Facilitate training to present online BIT's	Future

Focus	Goal	Actions	By whom	Timeline	Outcome		
		<ul style="list-style-type: none"> <li>• Advertise and support approved online BIT</li> </ul>	Administrator	2017	Completed	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> </ul>	Accreditation Committee	2018	Current courses listed on website and promotion of the accreditation process	Current	
		<ul style="list-style-type: none"> <li>• To list the current available courses in Australia and WGI</li> </ul>	Accreditation Committee	2018		Current	
Increase connectedness within CT Community	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	Priority	
		<ul style="list-style-type: none"> <li>• Survey our members and specializations (and world) for network opportunities</li> </ul>	Administrator	Ongoing > 2018	Interest groups publish on website	Current	
	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 Aspiring Glasser Quality School's re feedback and promotion of Glasser Australia and its programs</li> </ul>	President and Quality Schools Committee		2020	Contributions from schools on website	Future
			Fifth Director		2018	List of aspiring schools	Priority Future
			Board member		2020	Schools networking	Current



Focus	Goal	Actions	By whom	Timeline	Outcome	
		<ul style="list-style-type: none"> <li>Develop a network of schools using internal psychology</li> <li>Link GQS policy statement to website</li> </ul>	Administrator & Quality Assurance Committee	2019	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	2018	Yearly Online Meeting will be held with Regional Coordinators	Priority
		<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	Future
		<ul style="list-style-type: none"> <li>Check the status of the already accredited CTRT units</li> </ul>	Administrator	2019	List of Accredited CTRT units on website	Completed
		<ul style="list-style-type: none"> <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	2020	A suggested model for promoting TCoYL as a preventative mental health program  List of ways of engaging with NGO's and funding options	Future

Focus	Goal	Actions	By whom	Timeline	Outcome	
Finances	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	Ongoing	Kept within the budget	Ongoing Priority
			Treasurer	Ongoing		Ongoing Priority
			Treasurer	Ongoing		Ongoing Priority
Marketing	Increase income	<ul style="list-style-type: none"> <li>• Trial income options for TCoYL and Glasser Australia sponsoring trainings and paying Faculty to run them</li> <li>• Explore other options for revenue raising</li> <li>• Investigate mini travelling conferences</li> </ul>	Board	2017 > Ongoing	Income increased	Priority
			Board	2019	Increased income	Priority
			Board	2017 > Ongoing	Pilot conference completed	Future

# Financial Statements 2019/20

Created: 28/07/2020 10:09 AM

Glasser Australia  
1 Merritt Street  
FLINDERS VIEW QLD 4305

## Balance Sheet

As of June 2020

ABN: 12 070 059 586  
Email: gaadmin@glasseraustralia.com.au

Assets	
GA General Account	\$28,861.28
GA Conference account	\$8,790.92
GA Scholarship account	\$10,641.36
WGIA Term Deposit	\$20,000.00
Trade Debtors	\$3,880.75
Property, Plant and Equipment	
Office Equipment At Cost	\$12,319.16
Equipment Accumulated Dep	-\$10,276.00
Office Equipment At Cost	\$472.73
<b>Total Property, Plant and Equipment</b>	<b>\$2,515.89</b>
Stock on Hand	\$611.66
<b>Total Assets</b>	<b>\$75,301.86</b>
Liabilities	
Current Liabilities	
GA Mastercard account	-\$213.03
<b>Total Current Liabilities</b>	<b>-\$213.03</b>
Trade Creditors	\$9,880.00
Superannuation Payable	\$1,306.33
PAYG Withholding Payable	\$6,907.00
Provision for Annual Leave	\$3,809.68
Income in Advance	
Conference Income in Advance	-\$28,081.02
Conference	\$26,840.01
PSPE - Trainig Fees in Advance	\$2,009.09
BIIT - Trainig Fees in Advance	\$1,986.36
BIIE - Trainig Fees in Advance	\$2,009.09
PSPT - Training Fees in Advance	\$1,986.36
GST Liabilities	
GST Collected	\$11,095.06
GST Paid	-\$11,510.23
<b>Total GST Liabilities</b>	<b>-\$415.17</b>
<b>Total Liabilities</b>	<b>\$28,024.70</b>
<b>Net Assets</b>	<b>\$47,277.16</b>
Equity	
Retained Earnings	\$59,175.32
Current Earnings	-\$9,584.97
Historical Balancing Account	-\$2,313.19
<b>Total Equity</b>	<b>\$47,277.16</b>

This report includes Year-End Adjustments.